

	Page	Table	Title	Base Description	Base
● 1	1	1	Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? - [Prompted - Single code]	Base: All Adults 16+ in the UK	6322
● 10	2	2	Q.2 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All with some responsibility for communications services	4889
● 47	3	3	Q.2 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	6322
● 84	4	4	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	4889
● 93	5	5	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	6322
● 102	6	6	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	433
● 137	7	7	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with some responsibility for communications services	4889
● 173	8	8	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All Adults 16+ in the UK	6322
● 209	9	9	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	433
● 236	10	10	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with some responsibility for communications services	4889

	Page	Table	Title	Base Description	Base
●	263	11	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	6322
●	290	12	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All who have had communication debt in the last year	93
●	299	13	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with any difficulties paying for communication services in the last year	433
●	308	14	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	4889
●	317	15	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	6322
●	326	16	Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	433
●	350	17	Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]	Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)	1911
●	377	18	Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	6322
●	404	19	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All who don't have service\cancelled a service due to cost	526
●	425	20	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All with some responsibility for communications services	4889
●	452	21	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	6322

	Page	Table	Title	Base Description	Base
●	479	22	Q.12A At what monthly price would you begin to think that a 10Mbps\s broadband service was too expensive to consider?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year	2404
●	547	23	Q.12B At what monthly price would you begin to think that 10Mbps\s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year	2404
●	584	24	Q.12C At what monthly price would you begin to think that 10Mbps\s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year	2404
●	646	25	Q.12D At what monthly price would you think 10 Mbps\s broadband was a bargain - great value for money?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year	2404
●	697	26	Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]	Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)	1794
●	706	27	Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?	Base: All with a bundled package	1032
●	716	28	Q.15 Approximately how much do you spend per month on your broadband service \package that includes broadband ?	Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)	1308
●	813	29	Q.16 And approximately how much of that cost is for your broadband service?	Base: All who have fixed broadband as part of a package	849

	Page	Table	Title	Base Description	Base
●	868	30	Q.17 What is the name of the company that supplies your broadband service?	Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)	1308
●	887	31	Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)	2404
●	896	32	Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)	2404
●	905	33	Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)	2404
●	932	34	Q.21 What was your total personal income last year from all sources before tax?	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)	2404
●	959	35	Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]	Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)	2404
●	968	36	Q. Break by Break	Base: All Adults 16+ in the UK	6322
●	1083	37	Q. Summary table	Base: All Adults 16+ in the UK	6322
●	1092	38	Q. Summary table	Base: All with some responsibility for communications services	4889

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER			AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)		16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	6322	3077	3245		742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270	
Weighted Base	6322	3068	3254		890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868	
I am the primary decision-maker in my household	2642 42%	1312 43% dknpq 50%	1331 41% 50%		123 14% 5%	468 40% 18% d	444 42% 17% d	444 45% 17% d	470 47% 18% ade	324 50% 12% ade	369 64% 14% ade	591 29% 22%	1357 45% 51% ak	694 56% 26% akl	1171 37% 44%	1471 46% 56% an	458 38% 17%	1208 37% 46%	976 52% 37% apq	
I share in the responsibility	2151 34%	1084 35% dkmor 50% c	1067 33% 50%		208 23% 10%	429 37% 20% adi	422 40% 18% adi	379 38% 18% adj	359 36% 17% dj	226 35% 11% dj	127 22% 6%	638 31% 30%	1160 38% 54% akm	353 29% 16%	1228 39% 57% ao	923 29% 43%	474 39% 22% ar	1241 38% 58% ar	436 23% 20%	
Others make the decisions	1501 24%	655 21% m bghij 44%	846 26% 56% ab		554 62% 37% aeef ghj	261 23% 17% fgh ij	187 18% 12% j	160 16% 11%	164 16% 11%	98 15% 7%	77 13% 5%	816 40% 54% alm	511 17% 34% m	174 14% 12%	729 23% 49%	772 24% 51%	281 23% 19%	773 24% 52%	447 24% 30%	
SUMMARY CODE																				
ANY RESPONSIBILITY	4793 76%	2396 78% cdk 50% ac	2398 74% 50%		331 37% 7%	898 77% 19% d	866 82% 18% ade	823 83% 17% ade	828 83% 17% ade	550 86% 11% ade	496 86% 10% ade f	1229 60% 26%	2518 83% 53% ak	1047 85% 22% akl	2399 76% 50%	2394 75% 50%	932 77% 19%	2449 76% 51%	1412 78% 29%	
Don't know	28 *	17 1% 62%	10 * 38%		4 * 15%	2 * 8%	2 * 7%	6 1% 22%	5 1% 19%	2 * 7%	6 1% 23% aeef i	6 * 23%	13 * 48%	8 1% 29%	11 * 39%	17 1% 61%	3 * 12%	14 * 52%	10 1% 36%	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -
[Prompted - Single code]
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
I am the primary decision-maker in my household	2642 42%	2179 41% jl 82%	232 43% 9%	149 47% 6%b	81 57% 3%abc	109 42% 4%	310 44% 12%jl	215 40% 8%	178 38% 7%	193 36% 7%	285 46% 11%hij l	279 36% 11%	371 41% 14%	239 45% 9%ijl	149 47% 6%hijl	232 43% 9%jl	81 57% 3%afghijklmnp
I share in the responsibility	2151 34%	1860 35% eq 86%ace	161 30% 7%	92 29% 4%	37 26% 2%	76 29% 4%	235 33% 11%	196 36% 9%ppq	167 36% 8%q	184 35% 9%q	231 37% 11%llop q	262 34% 12%q	330 36% 15%lloppq	180 34% 8%q	92 29% 4%	161 30% 7%	37 26% 2%
Others make the decisions	1501 24%	1259 24% kn 84%	143 27% 10%e	73 23% 5%	25 18% 2%	74 28% 5%kmn q	157 22% 10%k	130 24% 9%k	118 26% 8%knq	151 28% 10%aokmn q	106 17% 7%	223 29% 15%aok mnq	199 22% 13%k	102 19% 7%	73 23% 5%k	143 27% 10%knq	25 18% 2%
SUMMARY CODE																	
ANY RESPONSIBILITY	4793 76%	4040 76% jl 84%	393 73% 8%	242 77% 5%	119 82% 2%abc	186 71% 4%	545 77% 11%jl	411 76% 9%l	344 74% 7%	377 71% 8%	515 83% 11%afq hijlmo p	541 70% 11%	701 77% 15%jl	419 79% 9%ijlp	242 77% 5%l	393 73% 8%	119 82% 2%afijlp
Don't know	28 *	26 *	1 *	1 *	- -	* *	3 *	1 *	1 *	2 *	1 *	7 1%	5 1%	6 1%	1 *	1 *	- -
		94%	3%	3%	-	2%	10%	5%	3%	7%	5%	24%	16%	21%ap	3%	3%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
I am the primary decision-maker in my household	2642 42%	2378 43% c 90% c	252 31% 10% a	271 57% 10% a	746 41% 28% e	293 68% 11% a	370 41% 14% g	337 65% 13% a	326 41% 12% g	1427 49% 54% a	340 55% 13% a	210 59% 8% a	349 60% 13% a	1694 51% 64% a	2147 53% 81% a
I share in the responsibility	2151 34%	1881 34% d/fh 87% d/fh	257 32% 12% f	125 26% 6% f	660 36% 31% d	97 23% 5% f	385 43% 18% a	134 26% 6% f	348 43% 16% a	1464 51% 68% a	273 45% 13% a	149 41% 7% a	235 40% 11% a	1652 49% 77% a	1901 47% 88% a
Others make the decisions	1501 24%	1206 22% b/f 80% g/h i/k l/m n/o	287 36% 19% a	74 16% 5% f	411 23% 27% d	38 9% 3% f	138 15% 9% d	49 16% 3% f	127 16% 8% h	- - - f	- - - f	- - - f	- - - f	- - - f	- - - f
SUMMARY CODE															
ANY RESPONSIBILITY	4793 76%	4258 78% c 89% a	509 63% 11% f	396 84% 8% a	1406 77% 29% e	390 91% 8% a	754 84% 16% a	471 90% 10% a	674 84% 14% a	2891 100% 60% a	613 100% 13% a	359 100% 7% a	584 100% 12% a	3345 100% 70% a	4048 100% 84% a
Don't know	28 *	16 * j/no 59% j/no	9 1% 31% a	2 * 8% f	8 * 28% e	1 * 5% f	2 * 8% g	2 * 9% h	1 * 4% i	- - - f	- - - f	- - - f	- - - f	- - - f	- - - f

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
	2642	823	702	1350	1255	606	1839	803	128	1862
	42%	50%	51%	51%	51%	51%	51%	30%	49%	51%
		h 31%a	27%a	51%a	47%ah	23%ah	70%ah	30%	5%ah	70%ah
	2151	817	667	1316	1211	578	1762	389	135	1781
	34%	50%	49%	49%	49%	49%	49%	14%	51%	49%
		h 38%a	31%a	61%a	56%ah	27%ah	82%ah	16%	6%ah	83%ah
	1501	-	-	-	-	-	-	1501	-	-
	24%	-	-	-	-	-	-	55%	-	-
		bcd ef g j	-	-	-	-	-	100%aef g j	-	-
	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
	76%	100%	100%	100%	100%	100%	100%	44%	100%	100%
		h 34%a	29%a	56%a	51%ah	25%ah	75%ah	25%	5%ah	76%ah
	28	-	-	-	-	-	-	28	-	-
	*	-	-	-	-	-	-	1%	-	-
		bcd ef g j	-	-	-	-	-	100%aef g j	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
I am the primary decision-maker in my household	2642 42%	1759 54% oe 67%ac	883 29% 33%	951 51% 36%ae	1691 38% 64%	560 53% 21%a	287 65% 11%ah	2330 54% 88%a	56 65% 2%ah	66 68% 2%a	44 69% 2%a
I share in the responsibility	2151 34%	1492 46% oe 69%ac	659 21% 31%	906 49% 42%ae	1245 28% 58%	495 47% 23%a	151 35% 7%	1979 46% 92%agi	30 35% 1%	34 34% 2%	19 31% 1%
Others make the decisions	1501 24%	- - bdlfghijk	1501 49% 100%ab	- - -	1501 34% 100%ad	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODE											
ANY RESPONSIBILITY	4793 76%	3251 100% oe 68%ac	1543 50% 32%	1857 100% 39%ae	2936 66% 61%	1055 100% 22%a	438 100% 9%a	4309 100% 90%a	85 100% 2%a	100 100% 2%a	64 100% 1%a
Don't know	28 *	- - bdlfh	28 1% 100%ab	- - -	28 1% 100%ad	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
I am the primary decision-maker in my household	2642 42% 1%acdh	28 48% 1%	55 50% 2%	58 63% 2%ah	114 60% 4%ah	147 60% 6%ah	2495 41% 94%	64 62% 2%ah	73 55% 3%ah	64 58% 2%ah	469 53% 18%a	1370 50% 52%a
I share in the responsibility	2151 34% 1%	19 33% 1%ab	30 52% 3%abh	55 37% 2%	34 40% 3%	75 40% 5%	97 40% 95%	2054 34% 2%	38 38% 3%ah	59 45% 2%	410 47% 19%a	1353 50% 63%a
Others make the decisions	1501 24% klm	- - bodefgij -	- - -	- - -	- - -	- - -	1501 25% 100%bcdefgij	- - -	- - -	- - -	- - -	- - -
SUMMARY CODE												
ANY RESPONSIBILITY	4793 76% 1%ah	59 100% 1%ah	110 100% 2%ah	93 100% 2%ah	189 100% 4%ah	244 100% 5%ah	4549 75% 95%	102 100% 2%ah	132 100% 3%ah	110 100% 2%ah	878 100% 18%a	2723 100% 57%a
Don't know	28 *	- - m	- - -	- - -	- - -	- - -	28 * 100%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
I am the primary decision-maker in my household	2642 42%	457 43% 17% <i>f</i>	474 45% 18% <i>d</i> <i>f</i> <i>g</i>	499 44% 19% <i>d</i> <i>f</i> <i>g</i>	676 39% 26%	312 44% 12% <i>f</i>	105 34% 4%	45 34% 2%	20 33% 1%	24 35% 1%	22 64% 1%	9 38% *
I share in the responsibility	2151 34%	318 30% 15%	345 32% 16%	348 31% 16%	615 36% 29% <i>a</i> <i>c</i>	256 36% 12% <i>a</i> <i>c</i>	132 43% 6% <i>a</i> <i>b</i> <i>c</i> <i>d</i> <i>e</i>	55 42% 3% <i>a</i> <i>b</i> <i>c</i>	30 49% 1% <i>a</i> <i>b</i> <i>c</i>	32 48% 1% <i>a</i> <i>b</i> <i>c</i>	8 24% *	13 55% 1%
Others make the decisions	1501 24%	289 27% 19% <i>b</i> <i>e</i>	243 23% 16%	276 18% 18% <i>e</i>	420 24% 28% <i>e</i>	143 20% 10%	72 23% 5%	29 22% 2%	11 18% 1%	11 17% 1%	4 13% *	2 8% *
SUMMARY CODE												
ANY RESPONSIBILITY	4793 76%	775 72% 16%	819 77% 17% <i>a</i>	847 75% 18%	1292 75% 27%	568 79% 12% <i>a</i> <i>c</i> <i>d</i>	237 77% 5%	100 76% 2%	50 82% 1%	55 83% 1%	30 87% 1%	22 92% *
Don't know	28 *	6 1% 22%	3 * 9%	9 1% 33% <i>d</i>	3 * 10%	4 1% 16%	- - -	3 2% 10% <i>a</i> <i>b</i> <i>d</i> <i>f</i>	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.1 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
I am the primary decision-maker in my household	2642 42%	575 57% 22%cdelf ghij	264 53% 10%cdelf ghij	592 46% 22%cdelfg hij	430 39% 16%fghi	318 37% 12%ghi	167 32% 6%	100 29% 4%	120 28% 5%	51 27% 2%	15 28% 1%	9 38% *	1107 45% 42%mp	1000 38% 38%	142 45% 5%lm	264 45% 10%mp	120 37% 5%	9 38% *	
I share in the responsibility	2151 34%	241 24% 11%	125 25% 6%	396 31% 18%ab	394 36% 18%abc	326 37% 15%abc	232 44% 11%abcde	135 40% 6%abc	182 42% 6%abcd	85 45% 4%abcd	23 42% 1%ab	13 55% 1%	736 30% 34%	1027 39% 48%lop	117 37% 5%lo	161 28% 8%	97 30% 5%	13 55% 1%	
Others make the decisions	1501 24%	187 19% 12%	105 21% 7%	298 23% 20%a	264 24% 18%a	225 26% 15%a	121 23% 8%a	105 31% 7%abcdf	125 29% 8%abc	53 28% 4%a	16 30% 1%	2 8% *	606 25% 40%lmn	580 22% 39%	54 17% 4%	156 27% 10%lmn	103 32% 7%lmn	2 8% *	
SUMMARY CODE																			
ANY RESPONSIBILITY	4793 76%	816 81% 17%cdelfg hi	389 79% 8%gh	989 78% 21%gh	825 75% 17%g	645 74% 13%	399 76% 8%g	235 69% 5%	301 70% 6%	136 72% 3%	38 70% 1%	22 92% *	1843 75% 38%p	2027 77% 42%op	259 82% 5%lop	426 73% 9%	218 67% 5%	22 92% *	
Don't know	28 *	2 *	1 *	8 1%	8 1%	3 *	3 1%	1 *	2 1%	- -	- -	- -	10 37%	14 49%	1 3%	1 3%	2 8%	- -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
I am the primary decision-maker in my household	2642 42%	857 41%	884 42%	902 43%
I share in the responsibility	2151 34%	720 32%	733 35%	698 33%
Others make the decisions	1501 24%	503 24%	496 23%	501 24%
		34%	33%	33%
SUMMARY CODE				
ANY RESPONSIBILITY	4793 76%	1577 75%	1617 76%	1600 76%
		33%	34%	33%
Don't know	28 *	13 1%	7 *	8 *
		46%	26%	28%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
Laptop/Desktop/Netbook computer	3480	1816	1665	257	703	714	665	626	345	171	960	2005	515	2038	1442	805	1931	744
	73%	76%	69%	78%	78%	82%	81%	76%	63%	34%	78%	80%	49%	85%	60%	86%	79%	53%
		cijmor 52%ac	48%	7%ij	20%aij	21%aeh ij	19%ahj	18%ij	10%ij	5%	28%am	58%am	15%	59%ao	41%	23%aqr	55%ar	21%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	799	842	114	366	387	341	251	131	49	481	979	180	969	672	388	926	327
	34%	33%	35%	35%	41%	45%	41%	30%	24%	10%	39%	39%	17%	40%	28%	42%	38%	23%
		hijmor 49%	51%	7%ij	22%ahj	24%adh ij	21%adh ij	15%ij	8%ij	3%	29%am	60%am	11%	59%ao	41%	24%ar	56%ar	20%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	724	644	80	293	321	254	248	118	53	373	823	171	849	519	346	771	252
	29%	30%	27%	24%	33%	37%	31%	30%	21%	11%	30%	33%	16%	35%	22%	37%	31%	16%
		ijmor 53%c	47%	6%ij	21%adi j	23%adg hij	19%di	18%ij	9%ij	4%	27%am	60%am	13%	62%ao	38%	25%aqr	56%ar	18%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	1481	1411	267	698	678	557	457	181	54	964	1692	235	1714	1177	686	1627	578
	60%	62%	59%	80%	78%	78%	68%	55%	33%	11%	78%	67%	22%	71%	49%	74%	66%	41%
		hijmor 51%c	49%	9%agh ij	24%agh ij	23%agh ij	19%ahj j	16%ij	6%ij	2%	33%alm	59%am	8%	59%ao	41%	24%aqr	56%ar	20%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	355	258	58	139	137	105	111	43	21	197	352	64	288	325	96	316	200
	13%	15%	11%	17%	16%	16%	13%	13%	8%	4%	16%	14%	6%	12%	14%	10%	13%	14%
		cijm 58%ac	42%	9%aij	23%aij	22%aij	17%ij	18%ij	7%ij	3%	32%am	57%am	10%	47%	53%	16%	52%	33%p
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	176	183	9	41	47	59	86	71	46	50	192	117	168	191	53	189	117
	7%	7%	8%	3%	5%	5%	7%	10%	13%	9%	4%	8%	11%	7%	8%	6%	8%	8%
		defk 49%	51%	3%	11%	13%	16%de	24%ade fg	20%ade fgj	13%def	14%	53%ik	53%aki	47%	53%	15%	53%	32%p

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE						AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
Standard mobile phone (that can't access the internet) - Pay as you go	584	272	312	9	31	46	79	130	133	156	40	255	289	256	329	104	268	212
	12%	11%	13%	3%	3%	5%	10%	16%	24%	32%	3%	10%	28%	11%	14%	11%	11%	15%
		defgkl 47%	53%	2%	5%	8%	13%def	22%ade	23%ade	27%adef	7%	44%k	49%aki	44%	56%n	18%	46%	36%apq
An e-reader e.g. Kindle/Kindle Fire or Kobo	764	357	407	46	122	174	148	161	84	29	168	482	114	538	225	260	403	101
	16%	15%	17%	14%	14%	20%	18%	19%	15%	6%	14%	19%	11%	22%	9%	28%	16%	7%
		jmor 47%	53%	6%	16%	23%ade	19%ej	21%ade	11%	4%	22%am	63%akm	15%	70%ao	30%	34%aqr	53%r	13%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466	1189	1277	162	516	463	434	455	278	157	678	1352	436	1331	1135	519	1347	600
	51%	50%	53%	49%	58%	53%	53%	55%	51%	32%	55%	54%	42%	55%	47%	56%	55%	42%
		jmor 48%	52%ab	7%	21%adi	19%	18%	18%	11%	6%	27%am	55%am	18%	54%ao	46%	21%ar	55%ar	24%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185	672	512	85	252	281	248	201	91	26	337	730	117	773	412	314	672	198
	25%	28%	21%	26%	28%	32%	30%	24%	17%	5%	27%	29%	11%	32%	17%	34%	27%	14%
		cijmor 57%ac	43%	7%	21%ij	24%adh	21%ahi	17%ij	8%	2%	28%am	62%am	10%	65%ao	35%	27%aqr	57%ar	17%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746	
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412	
Mobile broadband - Through a dongle or USB stick	263 5%	146 6% ijm 56%	117 5% 44%	34 10% 13%aef hij	50 6% 19%ij	55 6% 21%ij	58 7% 22%ij	46 6% 18%ij	14 3% 5%	7 1% 2%	84 7% 32%im	159 6% 60%im	21 2% 8%	138 6% 52%	125 5% 48%	50 5% 19%	152 6% 58%ir	62 4% 23%	
Fixed landline telephone	3251 68%	1576 66% dekor 48%	1675 70% 52%ib	140 42% 4%	471 52% 14%id	563 65% 17%ide	611 74% 19%ade f	624 75% 19%ade f	432 79% 13%ade fghi	410 83% 13%ade fghi	611 50% 19%	1798 71% 55%ak	842 80% 26%aki	1741 73% 54%ao	1509 63% 46%	713 77% 22%aqr	1715 70% 53%ir	822 58% 25%	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	909 38% ijmor 49%	948 40% 51%	115 35% 6%j	353 39% 19%ij	399 46% 21%ade hij	369 45% 20%ade hij	321 39% 17%ij	184 33% 10%j	118 24% 6%	467 38% 25%im	1089 43% 59%akm	302 29% 16%	1032 43% 56%ao	825 34% 44%	442 47% 24%aqr	973 40% 52%ir	443 31% 24%	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	4048 84%	2057 86% ijmor 51%ic	1991 83% 49%	314 95% 8%agb ij	840 94% 21%agb ij	796 92% 20%agb ij	727 88% 18%ajj	710 86% 18%ij	399 73% 10%j	262 53% 6%	1154 94% 29%aim	2233 89% 55%am	661 63% 16%	2172 91% 54%ao	1876 78% 46%	854 92% 21%aqr	2148 88% 53%ar	1046 74% 26%	
ANY SMARTPHONE	3345 70%	1740 73% chijmor 52%iac	1606 67% 48%	309 93% 9%alg hij	803 89% 24%agb ij	763 88% 23%agb ij	632 77% 19%ahi j	547 66% 16%ij	218 40% 7%j	74 15% 2%	1111 90% 33%aim	1942 77% 58%am	292 28% 9%	1896 79% 57%ao	1450 61% 43%	739 79% 22%aqr	1853 76% 55%ar	754 53% 23%	
ANY STANDARD PHONE	912 19%	433 18% defkin 48%	479 20% 52%	17 5% 2%	68 8% 7%	85 10% 9%id	132 16% 15%def	211 26% 23%ade fg	201 37% 22%ade fgh	198 40% 22%ade gh	85 7% 9%	428 17% 47%ik	399 38% 44%aki	407 17% 45%	505 21% 55%an	154 16% 17%	434 18% 48%	325 23% 36%apq	
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	1596 67% ijmor 51%	1554 65% 49%	270 82% 9%agb ij	720 80% 23%agb ij	700 81% 22%agb ij	598 73% 19%ahi j	522 63% 17%ij	244 44% 8%j	96 19% 3%	990 81% 31%aim	1820 72% 58%am	340 32% 11%	1821 76% 58%ao	1329 55% 42%	726 78% 23%aqr	1746 71% 55%ar	677 48% 22%	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	600 25% efkn 52%	553 23% 48%	64 19% 6%	164 18% 14%	170 20% 15%	178 22% 15%	228 28% 20%ade fg	174 32% 15%ade fg	174 35% 15%ade fgh	228 19% 20%	576 23% 50%ik	348 33% 30%aki	514 21% 45%	638 27% 55%an	196 21% 17%	549 22% 48%	408 29% 35%apq	

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750		1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496		1229	2518	1047	2399	2394	932	2449	1412
ANY TABLET	2666	1342	1324	173	580	615	522	447	230	99		753	1584	329	1591	1075	643	1496	527
	56%	56%	55%	52%	65%	71%	63%	54%	42%	20%		61%	63%	31%	66%	45%	69%	61%	37%
		ijmor 50%	50%	7%ij	22%adh	23%ade	20%adh	17%ij	9%ij	4%		28%am	59%am	12%	60%ao	40%	24%aqr	56%ar	20%
ANY FIXED BROADBAND	3601	1836	1765	244	756	737	668	647	368	182		1000	2051	550	2077	1524	824	1991	786
	75%	77%	74%	74%	84%	85%	81%	78%	67%	37%		81%	81%	53%	87%	64%	88%	81%	56%
		ijmor 51%c	49%	7%ij	21%adh	20%adg	19%adi	18%ij	10%ij	5%		28%am	57%am	15%	58%ao	42%	23%aqr	55%ar	22%
ANY BROADBAND	3644	1854	1790	250	765	744	680	651	371	182		1015	2076	553	2092	1552	826	2014	804
	76%	77%	75%	75%	85%	86%	83%	79%	67%	37%		83%	82%	53%	87%	65%	89%	82%	57%
		ijmor 51%c	49%	7%ij	21%adh	20%adh	19%adi	18%ij	10%ij	5%		28%am	57%am	15%	57%ao	43%	23%aqr	55%ar	22%
None of these	98	51	47	3	3	10	14	12	18	37		7	36	55	21	77	7	28	63
	2%	2%	2%	1%	*	1%	2%	1%	3%	8%		1%	1%	5%	1%	3%	1%	1%	4%
		eknpq 52%	48%	4%	3%	11%	14%e	12%e	18%ade	38%ade		7%	37%k	57%akl	21%	79%an	7%	28%	65%apq
Don't know	34	16	18	1	2	10	6	6	5	5		3	21	10	10	24	6	10	19
	1%	1%	1%	*	*	1%	1%	1%	1%	1%		*	1%	1%	*	1%	1%	*	1%
		48%	52%	2%	7%	28%e	18%	16%	15%	14%		9%	62%	29%k	29%	71%h	17%	29%	55%aq

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Laptop/Desktop/Netbook computer	3480	2997	266	155	62	125	367	289	241	287	400	422	547	318	155	266	62
	73%	74%	68%	64%	53%	67%	67%	70%	70%	76%	78%	78%	78%	76%	64%	68%	53%
	opq	cddeg 86%cd	8%e	4%e	2%	4%q	11%q	8%q	7%q	8%fgop	11%afg	12%afg	16%afgh	9%fgop	4%q	8%q	2%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	1418	118	71	33	58	174	164	116	169	185	196	242	114	71	118	33
	34%	35%	30%	29%	28%	31%	32%	40%	34%	45%	36%	36%	35%	27%	29%	30%	28%
	n	86%cd	7%	4%	2%	4%	11%	10%afgnop	7%	10%afgi	11%kn	12%np	15%kn	7%	4%	7%	2%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	1135	109	79	46	64	134	108	120	83	142	99	250	135	79	109	46
	29%	28%	28%	33%	39%	34%	25%	26%	35%	22%	28%	18%	36%	32%	33%	28%	39%
	j	83%	8%	6%	3%abc	5%ghj	10%l	8%l	9%aghi	6%	10%l	7%	18%agh	10%gjl	6%gjl	8%l	3%aghi
Smartphone (i.e. a phone with internet access, access to emails, apps etc) -Contract/pay monthly	2891	2508	193	122	68	113	306	256	215	225	343	344	472	235	122	193	68
	60%	62%	49%	51%	57%	61%	56%	62%	62%	60%	66%	64%	67%	56%	51%	49%	57%
	cdop 87%cd		7%	4%	2%	4%op	11%op	9%op	7%op	8%op	12%agj	16%gno	16%agjn	8%op	4%	7%	2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	495	68	35	15	23	74	55	44	47	51	81	89	33	35	68	15
	13%	17%	11%	14%	13%	12%	14%	13%	13%	12%	10%	15%	13%	8%	14%	17%	13%
	n	81%	11%ab	6%	2%	4%	12%kn	9%kn	7%kn	8%kn	8%	13%kn	14%kn	5%	6%kn	11%akmn	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	297	28	30	5	19	33	33	22	29	26	37	51	48	30	28	5
	7%	7%	7%	12%	4%	10%	6%	8%	6%	8%	5%	7%	7%	11%	12%	7%	4%
	k	83%	8%	8%abce	1%	5%k	9%	9%	6%	8%	7%	10%	14%	13%agik	8%agikm	8%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Standard mobile phone (that can't access the internet) - Pay as you go	584 12%	486 12% / 83%	39 10% 7%	44 18% 7%abc	16 13% 3%	29 16% 5%lp	67 12% 12%l	45 11% 8%l	49 14% 8%l	41 11% 7%l	61 12% 10%l	36 7% 6%	91 13% 16%l	66 16% 11%ahjl p	44 18% 7%aghlkl p	39 10% 7%	16 13% 3%l
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 16%	633 16% kl 83%	83 21% 11%abde	34 14% 4%	13 11% 2%	41 22% 5%agi kloq	78 14% 10% q	63 15% 8%	35 10% 5%	78 21% 10%agkl q	58 11% 8%	61 11% 8%	140 20% 18%agi klq	80 19% 10%klq	34 14% 4%	83 21% 11%aghlkl oq	13 11% 2%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 51%	2100 52% elq 85%ce	183 46% 7%e	140 58% 6%ce	44 37% 2%	90 48% 4%q	279 51% 11%q	231 56% 9%ljq	154 45% 6%	178 47% 7%q	324 63% 13%alq ijlmnp q	273 50% 11%q	362 52% 15%lq	208 50% 8%q	140 58% 6%ljq	183 46% 7%q	44 37% 2%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 25%	1025 25% dklo 87%cd	81 21% 7%	38 16% 3%	41 34% 3%abcd	45 24% 4%lo	121 22% 10%	87 21% 7%	107 31% 9%aghlkl op	123 33% 10%aghlkl op	106 21% 9%	96 18% 8%	212 30% 18%aghl klop	127 30% 11%aghlkl lop	38 16% 3%	81 21% 7%	41 34% 3%aghlkl lop

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Mobile broadband - Through a dongle or USB stick	263 5%	230 6% fkn 87%	21 5% 8%	9 4% 3%	3 2% 1%	4 2% 1%	45 8% 17%afikno	32 8% 12%fiknoq	7 2% 3%	35 9% 13%afikn	15 3% 6%	39 7% 15%fik	48 7% 18%fikn	6 1% 2%	9 4% 3%	21 5% 8%in	3 2% 1%
Fixed landline telephone	3251 68%	2719 67% elq 84%e	265 67% 8%e	206 85% 6%abce	60 51% 2%	138 74% 4%hkl	400 73% 12%ahklq	266 65% 8%iq	237 69% 7%iq	292 77% 9%ahik	329 64% 10%iq	197 36% 6%	528 79% 16%ahi	331 75% 10%ahik	206 85% 6%afghij	265 67% 8%iq	60 51% 2%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	1537 38% hkh 83%	150 38% 8%	119 49% 6%abc	52 44% 3%	92 49% 5%ahk inp	256 47% 14%ahklp	110 27% 6%	156 45% 8%ahkin	181 48% 10%ahkin	174 34% 9%hl	127 24% 7%	306 44% 16%ahkl n	135 32% 7%l	119 49% 6%ahklp	150 38% 8%hl	52 44% 3%hkin
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	4048 84%	3439 85% cp 85%c	295 75% 7%	213 88% 5%c	102 86% 3%c	166 89% 4%jlp	457 84% 11%p	354 86% 9%p	293 85% 7%p	311 82% 8%p	447 87% 11%p	445 82% 11%p	618 88% 15%agj np	348 83% 9%p	213 88% 5%p	295 75% 7%	102 86% 3%p
ANY SMARTPHONE	3345 70% p	2870 71% cdno 86%cd	245 62% 7%	147 61% 4%	83 70% 2%	131 70% 4%n	372 68% 11%n	301 73% 9%nop	239 70% 7%nop	260 69% 8%no	377 73% 11%nop	404 75% 12%agn op	529 76% 16%agj nop	256 61% 8%	147 61% 4%	245 62% 7%	83 70% 2%
ANY STANDARD PHONE	912 19%	753 19% l 83%	66 17% 7%	73 30% 8%abce	20 17% 2%	47 25% 5%aok lp	100 18% 11%l	75 18% 8%l	69 20% 8%l	68 18% 8%l	83 16% 9%	67 12% 7%	135 19% 15%l	110 26% 12%aah klmpq	73 30% 8%ahijk lmpq	66 17% 7%	20 17% 2%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	2714 67% cgp 86%c	213 54% 7%	150 62% 5%	73 62% 2%	128 69% 4%p	334 61% 11%p	278 68% 9%p	230 67% 7%p	245 65% 8%p	363 70% 12%ago p	366 68% 12%gp	499 71% 16%agjh opq	272 65% 9%p	150 62% 5%	213 54% 7%	73 62% 2%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	940 23% 82%	104 26% 9%	78 32% 7%ab	31 26% 3%	49 26% 4%	139 25% 12%	92 22% 8%	86 25% 7%	87 23% 8%	108 21% 9%	113 21% 10%	173 25% 15%	93 22% 8%	78 32% 7%ahjklm	104 26% 9%	31 26% 3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
ANY TABLET	2666	2271	196	134	65	112	276	236	204	222	301	268	423	229	134	196	65
	56%	56%	50%	56%	55%	60%	51%	58%	59%	59%	58%	50%	60%	55%	56%	50%	55%
		oglp 85% c	2%	7%	2%	4%	10%	9%	8%	8%	11%	10%	16%	9%	5%	7%	2%
ANY FIXED BROADBAND	3601	3079	261	177	84	134	394	314	259	298	421	358	570	331	177	261	84
	75%	76%	66%	73%	71%	72%	72%	76%	75%	79%	82%	66%	81%	79%	73%	66%	71%
		clp 85% c	7%	5%	2%	4%	11%	9%	7%	8%	12%	10%	16%	9%	5%	7%	2%
											ilopq		lopq				
ANY BROADBAND	3644	3117	265	177	84	134	397	316	260	302	427	370	579	332	177	265	84
	76%	77%	67%	73%	71%	72%	73%	77%	76%	80%	83%	68%	83%	79%	73%	67%	71%
		clp 86% c	7%	5%	2%	4%	11%	9%	7%	8%	12%	10%	16%	9%	5%	7%	2%
										q	hlopq		lopq				
None of these	98	82	13	2	2	3	13	11	5	6	6	25	10	3	2	13	2
	2%	2%	3%	1%	1%	2%	2%	3%	1%	2%	1%	3%	1%	1%	1%	3%	1%
		83%	13%	2%	2%	3%	13% n	11% n	5%	6%	6%	25% a	11%	3%	2%	13% k	2%
												kmo					
Don't know	34	29	5	-	-	-	1	6	2	2	1	12	4	1	-	5	-
	1%	1%	1%	-	-	-	*	1%	1%	1%	*	2%	1%	*	-	1%	-
		85%	15%	-	-	-	3%	18% g	7%	7%	3%	35% a	11%	3%	-	15% g	-
											kmpo						

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Laptop/Desktop/Netbook computer	3480	3049	411	228	1039	234	620	289	565	2472	478	249	331	2804	3163
73%		72%	81%	58%	74%	60%	82%	61%	84%	85%	78%	69%	57%	84%	78%
	dfh 88%		12%ab	7%	30%cd	7%	18%af	8%	16%ah	71%akimo	14%alm	7%km	10%	81%akimo	91%alm
m		m													
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	1458	174	103	518	109	324	132	300	1287	222	133	109	1409	1525
34%		34%	34%	26%	37%	28%	43%	28%	45%	45%	36%	37%	19%	42%	38%
	dfh 89%		11%	6%	32%cd	7%	20%af	8%	18%ah	78%akimo	14%km	8%km	7%	86%akmo	93%km
m		m													
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	1247	115	97	448	90	307	119	278	1036	243	107	146	1173	1296
29%		29%	23%	25%	32%	23%	41%	25%	41%	36%	40%	30%	25%	35%	32%
	cf 91%cd		8%	7%	33%ad	7%	22%af	9%	20%ah	76%akimo	18%alimno	8%	11%	86%akmo	95%km
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	2534	346	162	917	188	571	241	518	2891	159	101	109	2891	2891
60%		59%	68%	41%	65%	48%	76%	51%	77%	100%	26%	28%	19%	86%	71%
	klm	dfh 88%	12%ab	6%	32%ad	7%	20%af	8%	18%ah	100%akimmo	5%km	3%km	4%	100%akim	100%akim
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	522	84	65	198	71	93	80	85	159	613	38	45	613	613
13%		12%	16%	16%	14%	18%	12%	17%	13%	5%	100%	11%	8%	18%	15%
	jn 85%		14%ab	11%a	32%	12%ag	15%	13%ai	14%	26%	100%ajlmno	6%aj	7%aj	100%ajlm	100%ajlm
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	326	30	32	99	22	60	28	54	101	38	359	32	107	359
7%		8%	6%	8%	7%	6%	8%	6%	8%	3%	6%	100%	5%	3%	9%
	jn 91%		8%	9%	28%	6%	17%	8%	15%	28%	11%jn	100%ajkmno	9%jn	30%	100%ajkmn

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Standard mobile phone (that can't access the internet) - Pay as you go	584 12% ijk	549 13% ceg 94% ijk	28 6% 5%	79 20% 14%ae	133 9% 23%	52 13% 9%g	64 8% 11%	60 13% 10%l	56 8% 10%	109 4% 19%	45 7% 8%jn	32 9% 5%jn	584 100% o 100%ajkn	124 4% 21%	584 14% 100%ajkn
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 16% m	717 17% cm 94% m	42 8% 5%	58 15% 8%	240 17% 31%	37 9% 5%	176 23% 23%af	45 10% 6%	168 25% 22%ah	612 21% 80%almo	130 21% 17%am	58 16% 8%	71 12% 9%	684 20% 90%amo	737 18% 97%am
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 51% m	2169 51% dm 88% m	284 56% 11%	163 41% 7%	723 51% 29% d	171 44% 7%	412 55% 17% d	216 46% 9%	367 54% 15% h	1669 58% 68%akmo	324 53% 13% m	188 52% 8%	270 46% 11%	1907 57% 77% am	2233 55% 91% am

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185	1082	95	80	382	70	256	90	236	938	163	89	89	1032	1117
	25%	25%	19%	20%	27%	18%	34%	19%	35%	32%	27%	25%	15%	31%	28%
	hm	cdl 91% ^c	8%	7%	32% ^d	6%	22% ^{a,f}	8%	20% ^{a,h}	79% ^{a,k,i,m}	14% ^m	7% ^m	8%	87% ^{a,k,i,m}	94% ^{a,n}

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Mobile broadband - Through a dongle or USB stick	263 5% 82%	216 5% 82%	47 9% 18%ab	17 4% 6%	87 6% 33%	16 4% 6%	54 7% 20%af	24 5% 9%	45 7% 17%	211 7% 80%am	55 9% 21%amo	33 9% 13%amo	23 4% 9%	234 7% 89%am	244 6% 93%am
Fixed landline telephone	3251 68% k	2984 70% cfn 92%ac	251 49% 8%	261 66% 8%	923 66% 28%	208 53% 6%	542 72% 17%af	269 57% 8%	482 71% 15%ah	1997 69% 61%ak	381 62% 12%	268 75% 8%ajkno	460 79% 14%ajkno	2268 68% 70%ak	2816 70% 87%ak
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39% m	1698 40% cfn 91%ac	150 29% 8%	144 36% 8%	573 41% 31%	118 30% 6%	369 49% 20%af	158 34% 8%	330 49% 18%ah	1370 47% 74%akmo	231 38% 12%am	149 41% 8%am	177 30% 10%	1514 45% 82%akmo	1726 43% 93%akm
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	4048 84%	3593 84% df 89%	434 85% 11%	309 78% 8%	1216 87% 30%ad	313 80% 8%	693 92% 17%af	382 81% 9%	624 93% 15%ah	2891 100% 71%a	613 100% 15%a	359 100% 9%a	584 100% 14%a	3345 100% 83%a	4048 100% 100%a
ANY SMARTPHONE	3345 70% lm	2923 69% cfn 87%	406 80% 12%ab	214 54% 6%	1060 75% 32%ad	247 63% 7%	624 83% 19%af	306 65% 9%	565 84% 17%ah	2891 100% 86%almo	613 100% 18%almo	107 30% 3%am	124 21% 4%	3345 100% 100%almo	3345 83% 100%alm
ANY STANDARD PHONE	912 19% ijkn	849 20% ceg 93%ac	55 11% 6%	110 28% 12%ae	218 16% 24%	73 19% 8%	115 15% 13%	87 18% 10%	101 15% 11%	188 6% 21%	65 11% 7%jn	359 100% 39%ajkno	584 100% 64%ajkno	209 6% 23%	912 23% 100%ajkn
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66% km	2773 65% cfn 88%	364 72% 12%ab	189 48% 6%	976 69% 31%ad	208 53% 7%	602 80% 19%af	266 56% 8%	544 81% 17%ah	2891 100% 92%akmno	165 27% 5%am	359 100% 11%akmno	118 20% 4%	2898 87% 92%akmo	3150 78% 100%akm

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152	1034	107	140	315	122	145	136	131	238	613	52	584	692	1152
	24%	24%	21%	35%	22%	31%	19%	29%	19%	8%	100%	14%	100%	21%	28%
		gj 90%	9%	12%ae	27%	11%ag	13%	12%ai	11%	21%	53%ajlno	5%j	51%ajlno	60%jl	100%ajln
ANY TABLET	2666	2383	271	175	837	177	534	226	485	2021	372	195	223	2257	2488
	56%	56%	53%	44%	60%	45%	71%	48%	72%	70%	61%	54%	38%	67%	61%
	m	dth 89%	10%	7%	31%ad	7%	20%af	8%	18%ah	76%aklmo	14%am	7%am	8%	85%aklmo	93%alm
ANY FIXED BROADBAND	3601	3208	372	240	1082	238	654	301	590	2572	478	271	352	2899	3305
	75%	75%	73%	61%	77%	61%	87%	64%	88%	89%	78%	75%	60%	87%	82%
	m	dth 89%	10%	7%	30%ad	7%	18%af	8%	16%ah	71%aklmn o	13%am	8%am	10%	81%aklmo	92%aklm
ANY BROADBAND	3644	3241	381	243	1093	243	660	307	596	2596	485	272	354	2929	3336
	76%	76%	75%	61%	78%	62%	87%	65%	88%	90%	79%	76%	61%	88%	82%
	m	dth 89%	10%	7%	30%ad	7%	18%af	8%	16%ah	71%aklmn o	13%am	7%am	10%	80%aklmo	92%alm
None of these	98	89	9	16	28	16	7	16	6	-	-	-	-	-	-
	2%	2%	2%	4%	2%	4%	1%	3%	1%	-	-	-	-	-	-
	mno	jd 91%	9%	16%ae	28%	16%ag	7%	17%ai	7%	-	-	-	-	-	-
Don't know	34	28	6	3	10	2	4	3	3	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	*	1%	*	-	-	-	-	-	-
	no	no	no	9%	30%	7%	10%	9%	8%	-	-	-	-	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Laptop/Desktop/Netbook computer	3480	1392	1142	2218	2071	1087	3113	367	233	3149
	73%	85%	83%	83%	84%	92%	86%	31%	89%	86%
		h 40%a	33%a	64%a	60%ah	31%aeghj	89%aah	11%	7%ah	90%aah
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	1640	342	1640	936	570	1473	168	154	1486
	34%	100%	25%	62%	38%	48%	41%	14%	58%	41%
		ch 100%acd	21%	100%ac	57%ah	35%aeghj	90%aah	10%	9%aefghj	91%aah
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	342	1368	1368	795	499	1276	92	95	1279
	29%	21%	100%	51%	32%	42%	35%	8%	36%	35%
		bh 25%	100%abd	100%ab	58%ah	36%aeghj	93%aah	7%	7%ah	94%aah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	1287	1036	2021	1669	938	2572	320	211	2596
	60%	78%	76%	76%	68%	79%	71%	27%	80%	71%
		h 45%a	36%a	70%a	58%ah	32%aeghj	89%aah	11%	7%aeghj	90%aah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	222	243	372	324	163	478	135	55	485
	13%	18%	14%	14%	13%	14%	13%	11%	21%	13%
		36%	40%abd	61%	53%	27%	78%	22%	9%aefghj	79%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	133	107	195	188	89	271	88	33	272
	7%	8%	8%	7%	8%	7%	8%	7%	13%	7%
		37%	30%	54%	52%	25%	75%	25%	9%aefghj	76%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Standard mobile phone (that can't access the internet) - Pay as you go	584 12%	109 7% bd gj 19%	146 11% 25%bd	223 8% 38%	270 11% 46%l	89 8% 15%	352 10% 60%l	233 20% 40%aefgj	23 9% 4%	354 10% 61%l
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 16%	382 23% h 50%a	370 27% 48%abd	618 23% 81%a	399 16% 52%h	334 28% 44%aaghj	722 20% 95%aah	42 4% 5%	67 25% 9%aahj	728 20% 95%aah
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 51%	936 57% fh 38%a	795 59% 32%a	1556 58% 63%a	2466 100% 100%afghij	49 2% 4%h	2466 68% 100%alhi	- - -	143 54% 6%fh	2466 69% 100%alhi
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 25%	570 35% eh 48%a	499 36% 42%a	905 34% 76%a	49 2% 4%h	1185 100% 100%aaghij	1185 33% 100%aah	- - -	89 34% 8%aah	1185 33% 100%aah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Mobile broadband - Through a dongle or USB stick	263 5%	154 9% h	95 7% 36%	192 7% 73%a	143 6% 54%h	89 8% 34%ah	221 6% 84%h	42 4% 16%	263 100% 100%aefghj	263 7% 100%aeh
Fixed landline telephone	3251 68%	1161 71% h	1093 80% 34%abd	1981 74% 61%ab	1809 73% 56%ah	940 79% 29%aeghj	2716 75% 84%ah	535 45% 16%	190 72% 6%h	2730 75% 84%ah
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	808 49% h	691 51% 37%a	1287 48% 69%a	1058 43% 57%ah	638 54% 34%aeghj	1676 47% 90%aah	181 15% 10%	134 51% 7%aah	1686 46% 91%aah
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	4048 84%	1525 93% h	1296 95% 32%a	2488 93% 61%a	2233 91% 55%ah	1117 94% 28%aeghj	3305 92% 82%ah	743 62% 18%	244 93% 6%ah	3336 92% 82%ah
ANY SMARTPHONE	3345 70%	1409 86% h	1173 86% 35%a	2257 85% 67%a	1907 77% 57%ah	1032 87% 31%aeghj	2899 81% 87%aah	446 37% 13%	234 89% 7%aeghj	2929 80% 88%aah
ANY STANDARD PHONE	912 19%	222 14% bdgij	235 17% 26%b	396 15% 43%	442 18% 48%f	165 14% 16%	597 17% 65%f	315 26% 35%aefgij	41 15% 4%	599 16% 66%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	1353 82% h	1088 80% 35%a	2134 80% 68%a	1805 73% 57%ah	981 83% 31%aeghj	2750 76% 87%aah	400 34% 13%	216 82% 7%aeghj	2775 76% 88%aah
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	304 19% bdgij	360 26% 31%bd	559 21% 49%	572 23% 50%f	232 20% 20%	789 22% 68%	363 30% 32%aefgij	62 24% 5%	797 22% 69%
ANY TABLET	2666 56%	1640 100% h	1368 100% 51%a	2666 100% 100%a	1556 63% 58%ah	905 76% 34%aeghj	2421 67% 91%aah	245 21% 9%	192 73% 7%aah	2435 67% 91%aah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
ANY FIXED BROADBAND	3601	1473	1276	2421	2466	1185	3601	-	221	3601
	75%	90%	93%	91%	100%	100%	100%	-	84%	99%
		h 41%a	35%abd	67%a	68%ahij	33%ahij	100%ahij	-	6%ah	100%ahi
ANY BROADBAND	3644	1486	1279	2435	2466	1185	3601	42	263	3644
	76%	91%	94%	91%	100%	100%	100%	4%	100%	100%
		h 41%a	35%abd	67%a	68%ah	33%ah	99%ah	1%	7%ah	100%ah
None of these	98	-	-	-	-	-	-	98	-	-
	2%	-	-	-	-	-	-	8%	-	-
		bcdelfgj	-	-	-	-	-	100%aefgij	-	-
Don't know	34	-	-	-	-	-	-	34	-	-
	1%	-	-	-	-	-	-	3%	-	-
		bcdelfgj	-	-	-	-	-	100%aefgij	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Laptop/Desktop/Netbook computer	3480	2491	989	1507	1973	848	296	3163	54	64	39
	73%	77%	64%	81%	67%	80%	67%	73%	63%	64%	61%
		ceg	72%ac	43%ae	57%	24%a	8%	91%gi	2%	2%	1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	1161	480	808	833	426	159	1474	26	43	22
	34%	36%	31%	43%	28%	40%	38%	34%	30%	43%	34%
		ce	71%c	49%ae	51%	26%a	10%	90%	2%	3%	1%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	1093	276	691	677	398	137	1224	23	33	16
	29%	34%	18%	37%	23%	38%	31%	28%	27%	33%	25%
		ce	80%ac	51%ae	49%	29%a	10%	89%	2%	2%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	1997	894	1370	1522	735	268	2611	43	64	37
	60%	61%	58%	74%	52%	70%	61%	61%	50%	64%	58%
		e	69%c	47%ae	53%	25%a	9%	90%ji	1%	2%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	381	232	231	382	163	85	522	13	23	12
	13%	12%	15%	12%	13%	15%	19%	12%	16%	23%	19%
			38%ab	38%	62%	27%a	14%ah	85%	2%	4%a	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	268	91	149	211	85	22	333	2	5	4
	7%	8%	6%	8%	7%	8%	5%	8%	3%	5%	6%
		c	75%c	41%	59%	24%	6%	93%	1%	1%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Standard mobile phone (that can't access the internet) - Pay as you go	584 12%	460 14% cd gj 79%ac	124 8% 21%	177 10% 30%	408 14% 70%ad	103 10% 18%	37 8% 6%	542 13% 93%kg	13 15% 2%	3 3% 1%	8 12% 1%j
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 16%	637 20% ce kj 83%ac	127 8% 17%	448 24% 59%ae	316 11% 41%	221 21% 29%a	68 15% 9%	688 16% 90%	12 14% 2%	8 8% 1%	2 4% *
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 51%	1809 56% ce 73%ac	657 43% 27%	1058 57% 43%ae	1408 48% 57%	606 57% 25%a	210 48% 9%	2242 52% 91%	36 43% 1%	54 54% 2%	31 49% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 25%	940 29% ce 79%ac	244 16% 21%	638 34% 54%ae	546 19% 46%	358 34% 30%a	105 24% 9%	1073 25% 91%	21 24% 2%	24 24% 2%	11 17% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Mobile broadband - Through a dongle or USB stick	263 5%	190 6% e 72%	73 5% 28%	134 7% 51%ae	129 4% 49%	67 6% 25%	23 5% 9%	240 6% 91%	5 6% 2%	4 4% 1%	2 3% 1%
Fixed landline telephone	3251 68%	3251 100% cegi 100%ac	- - -	1576 85% 48%ae	1674 57% 52%	791 75% 24%a	258 59% 8%	2970 69% 91%gi	41 48% 1%	59 59% 2%	36 56% 1%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	1576 48% ce 85%ac	281 18% 15%	1857 100% 100%ae	- - -	545 52% 29%a	181 41% 10%	1665 39% 90%	32 38% 2%	40 40% 2%	27 42% 1%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	4048 84%	2816 87% ce 70%ac	1232 80% 30%	1726 93% 43%ae	2322 79% 57%	962 91% 24%a	380 87% 9%	3641 84% 90%	67 79% 2%	89 89% 2%	59 92% 1%
ANY SMARTPHONE	3345 70%	2268 70% e 68%	1077 70% 32%	1514 82% 45%ae	1831 62% 55%	845 80% 25%a	337 77% 10%ahi	2990 69% 89%	55 65% 2%	84 84% 3%a	49 76% 1%
ANY STANDARD PHONE	912 19%	705 22% cdgj 77%ac	207 13% 23%	305 16% 33%	607 21% 67%id	176 17% 19%	58 13% 6%	845 20% 93%g	14 17% 2%	8 8% 1%	12 18% 1%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	2194 68% cei 70%ac	956 62% 30%	1467 79% 47%ae	1682 57% 53%	784 74% 25%a	284 65% 9%l	2849 66% 90%l	44 52% 1%	67 67% 2%	39 61% 1%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	809 25% d 70%	344 22% 30%	389 21% 34%	763 26% 66%id	249 24% 22%	119 27% 10%	1022 24% 89%	26 30% 2%	26 26% 2%	20 31% 2%
ANY TABLET	2666 56%	1981 61% ce 74%ac	685 44% 26%	1267 69% 48%ae	1380 47% 52%	705 67% 26%a	251 57% 9%	2402 56% 90%	43 51% 2%	66 66% 2%	34 54% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	1055	438	4309	85*	100*	64*
ANY FIXED BROADBAND	3601	2716	885	1676	1925	311	3269	55	76	41
	75%	84%	57%	90%	89%	71%	76%	65%	76%	64%
		cel 75%ac	25%	47%ae	26%a	9%	91%gi	2%	2%	1%
ANY BROADBAND	3644	2730	913	1686	1958	318	3305	56	77	41
	76%	84%	59%	91%	90%	72%	77%	66%	77%	64%
		celk 75%ac	25%	46%ae	26%a	9%	91%gi	2%	2%	1%
None of these	98	-	98	-	98	11	78	4	-	1
	2%	-	6%	-	3%	3%	2%	5%	-	1%
		bdf -	100%ab	-	100%ad	12%	80%	4%	-	1%
Don't know	34	-	34	-	34	2	30	1	-	1
	1%	-	2%	-	1%	-	1%	1%	-	1%
		bdf -	100%ab	-	100%ad	6%	88%	2%	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Laptop/Desktop/Netbook computer	3480	32	39	65	51	132	171	3309	72	88	80	733	2380
	73%	55%	67%	59%	55%	70%	70%	73%	71%	67%	73%	83%	87%
		bde 1%	1%	2%	1%	4%be	5%be	95%bde	2%be	3%	2%be	21%a	68%al
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	9	22	33	20	64	80	1561	34	-	48	352	1121
	34%	16%	37%	30%	22%	34%	33%	34%	33%	-	44%	40%	41%
		bej 1%j	1%bej	2%bj	1%j	4%bej	5%bj	95%bej	2%bj	-	3%abdej	21%a	68%a
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	9	15	21	21	61	77	1292	30	36	33	363	913
	29%	15%	25%	19%	23%	32%	31%	28%	30%	28%	30%	41%	34%
		bd 1%	1%	2%	2%	4%bd	6%bd	94%bd	2%b	3%	2%b	27%am	67%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	-	26	61	48	124	159	2733	57	73	70	620	1951
	60%	-	44%	56%	51%	66%	66%	60%	56%	55%	64%	71%	72%
		bc -	1%b	2%b	2%b	4%bce	5%bce	95%bc	2%b	3%b	2%bc	21%a	67%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	-	17	16	23	41	54	559	19	25	17	131	347
	13%	-	29%	14%	25%	22%	22%	12%	19%	19%	15%	15%	13%
		b -	3%abdhk	3%b	4%abh	7%abh	9%abh	91%b	3%b	4%bh	3%b	21%	57%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	9	-	6	6	12	18	342	2	10	8	71	200
	7%	15%	-	5%	7%	7%	7%	8%	2%	8%	7%	8%	7%
		ci 2%acdthi	-	2%	2%	3%	5%ci	95%ci	*	3%ci	2%ci	20%	56%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Standard mobile phone (that can't access the internet) - Pay as you go	584	28	-	16	15	23	28	556	18	20	12	80	272
	12%	49%	-	14%	16%	12%	11%	12%	18%	15%	11%	9%	10%
		clm	5%acdefghi	-	3%c	4%c	5%c	95%c	3%c	3%c	2%c	14%	46%
		jk											
An e-reader e.g. Kindle/Kindle Fire or Kobo	764	4	10	12	14	26	36	728	9	16	13	200	522
	16%	7%	16%	11%	15%	13%	15%	16%	9%	12%	11%	23%	19%
		1%	1%	2%	2%	3%	5%	95%	1%	2%	2%	26%am	68%a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	2466	23	26	40	-	127	127	2339	42	64	46	560	1906
	51%	40%	44%	37%	-	67%	52%	51%	42%	49%	42%	64%	70%
		de	1%e	2%e	-	5%abcdeghi	5%de	95%de	2%e	3%e	2%e	23%a	77%al
						jk							
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	1185	9	10	17	23	-	23	1162	24	29	34	338	847
	25%	16%	18%	16%	24%	-	9%	26%	23%	22%	31%	38%	31%
		dfg	1%f	1%f	2%fg	-	2%f	98%dfg	2%fg	2%fg	3%bdfg	29%am	71%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Mobile broadband - Through a dongle or USB stick	263 5%	1 2% i	3 5% 1% j	5 4% 2% j	4 4% 1% j	7 4% 3%	10 4% 4% j	253 6% 96% j	- - -	5 3% 2%	4 4% 2%	54 6% 20%	167 6% 63%
Fixed landline telephone	3251 68%	28 49% k	29 49% bodefgij 1% de	- - -	29 31% 1% d	110 58% 3% de	131 54% 4% de	3120 69% 96% bodefgij k	49 48% 2% de	72 54% 2% de	60 55% 2% de	690 79% 21% am	2026 74% 62% a
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	14 25% bde 1%	16 27% 1%	19 17% 1%	18 19% 1%	64 34% 3% de	79 32% 4% de	1778 39% 96% bdeag	34 33% 2% de	42 32% 2% de	44 40% 2% de	477 54% 26% am	1199 44% 65% a
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	4048 84%	36 62% bc 1%	39 66% 1%	91 83% 2% bc	83 89% 2% bc	179 95% 4% abcdhik	229 94% 6% abcdhi	3819 84% 94% bc	88 87% 2% bc	118 89% 3% bc	96 88% 2% bc	807 92% 20% a	2498 92% 62% a
ANY SMARTPHONE	3345 70%	- - b	39 66% 1% b	75 68% 2% b	67 73% 2% b	153 81% 5% abcdh	198 81% 6% abcdh	3147 69% 94% b	74 73% 2% b	95 72% 3% b	84 76% 3% b	710 81% 21% a	2190 80% 65% a
ANY STANDARD PHONE	912 19%	36 62% cm	- - 4% acdefghi jk	21 19% 2% c	21 23% 2% c	36 19% 4% c	46 19% 5% c	866 19% 95% c	20 19% 2% c	30 23% 3% c	18 17% 2% c	142 16% 16%	455 17% 50%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	9 15% bce	26 44% 1% b	64 59% 2% b	50 54% 2% b	130 69% 4% bce	167 68% 5% bce	2983 66% 95% bce	59 58% 2% b	79 60% 3% bc	77 70% 2% bce	662 75% 21% a	2088 77% 66% a
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	28 49% m	17 29% 1%	29 27% 3%	37 40% 3% ahk	64 34% 6% ah	79 33% 7% ah	1073 24% 83%	36 35% 3% ah	44 33% 4% ah	28 26% 2%	198 22% 17%	591 22% 51%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
4889	66	61	110	93	185	239	4650	101	125	104	849	2617	
4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723	
2666	17	30	47	35	107	133	2533	52	36	66	611	1810	
56%	29%	51%	42%	38%	56%	54%	56%	51%	28%	60%	70%	66%	
	bdej 1%	1%bj	2%	1%	4%bdej	5%bdej	95%bdej	2%bj	1%	2%bdej	23%a	68%a	
3601	32	36	56	23	127	150	3451	65	90	79	878	2723	
75%	55%	61%	51%	24%	67%	61%	76%	64%	68%	73%	100%	100%	
	bdefgij 1%e	1%e	2%e	1%	4%de	4%e	96%bdefgij	2%e	3%de	2%bde	24%a	76%a	
3644	32	37	58	26	128	154	3490	65	90	80	878	2723	
76%	55%	63%	52%	29%	68%	63%	77%	64%	68%	73%	100%	100%	
	bdefgij 1%e	1%e	2%e	1%	4%de	4%e	96%bdefgij	2%e	2%de	2%bde	24%a	75%a	
98	3	2	6	3	1	3	95	1	1	1	-	-	
2%	5%	4%	5%	3%	1%	1%	2%	1%	1%	1%	-	-	
	lm 3%g	2%	6%alghk	3%	1%	3%	97%	1%	1%	1%	-	-	
34	-	1	1	-	-	-	34	1	1	2	-	-	
	lm -	1%	1%	-	-	-	1%	1%	1%	1%	-	-	
	-	3%	3%	-	-	-	100%	3%	3%	5%	-	-	

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Laptop/Desktop/Netbook computer	3480	504	522	561	1001	465	206	89	40	51	25	17
	73%	65%	64%	66%	78%	82%	87%	89%	80%	92%	83%	77%
		14%	15%	16%	29%abc	13%abcd	6%abcd	3%abcd	1%ab	1%abcd	1%	*
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	241	227	262	466	245	84	41	22	32	12	7
	34%	31%	28%	31%	36%	43%	36%	41%	44%	58%	41%	30%
		15%	14%	16%	28%abc	15%abcd	5%b	3%b	1%b	2%abcdef	1%	*
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	212	209	221	366	187	79	33	15	24	15	9
	29%	27%	25%	26%	28%	33%	33%	30%	29%	43%	49%	40%
		15%	15%	16%	27%	14%abc	6%bc	2%	1%	2%abcd	1%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	395	411	483	840	388	171	82	37	46	24	13
	60%	51%	50%	57%	65%	68%	72%	82%	74%	83%	80%	61%
		14%	14%	17%ab	29%abc	13%abc	6%abcd	3%abcde	1%abc	2%abcde	1%	*
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	110	94	113	145	81	32	9	10	11	-	10
	13%	14%	11%	13%	11%	14%	13%	9%	19%	19%	-	46%
		18%	15%	18%	24%	13%	5%	1%	2%	2%	-	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	73	65	61	87	38	18	5	3	7	2	-
	7%	9%	8%	7%	7%	7%	7%	5%	6%	13%	7%	-
		20%d	18%	17%	24%	10%	5%	1%	1%	2%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Standard mobile phone (that can't access the internet) - Pay as you go	584 12%	111 14% 19%def	136 17% 23%defghi	120 14% 21%def	136 11% 23%	48 9% 8%	19 8% 3%	7 7% 1%	2 4% *	2 4% *	3 11% 1%	- - -
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 16%	103 13% 14%	123 15% 16%	122 14% 16%	202 16% 26%	102 18% 13%a	44 18% 6%	22 22% 3%a	11 23% 1%	17 31% 2%abcde	13 44% 2%	3 16% *
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 51%	369 46% 15%	387 47% 16%	418 49% 17%	704 54% 29%abcg	316 56% 13%abcg	133 56% 5%abg	41 41% 2%	26 52% 1%	35 63% 1%abg	24 80% 1%	14 64% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 25%	170 22% 14%	174 21% 15%	167 20% 14%	335 26% 28%abc	158 28% 13%abc	77 33% 7%abcd	48 46% 4%abcdef	24 46% 2%abcde	22 39% 2%abcd	6 20% 1%	4 17% *

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18	
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**	
Mobile broadband - Through a dongle or USB stick	263 5%	36 5%	36 4%	51 6%	75 6%	36 6%	11 5%	3 3%	5 10%	8 15%	2 8%	- -	
Fixed landline telephone	3251 68%	528 68%	573 70%	527 62%	876 68%	386 68%	160 67%	81 82%	37 73%	46 82%	25 82%	14 64%	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	281 36%	312 38%	278 33%	529 41%	231 41%	98 42%	56 56%	25 51%	27 49%	13 44%	6 29%	
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	4048 84%	629 81%	657 80%	701 83%	1115 86%	498 88%	212 89%	95 95%	45 90%	50 90%	27 91%	19 90%	
ANY SMARTPHONE	3345 70%	482 62%	487 59%	569 67%	949 73%	445 78%	192 81%	87 85%	43 87%	48 87%	24 80%	19 90%	
ANY STANDARD PHONE	912 19%	179 23%	196 24%	176 21%	214 17%	83 15%	35 15%	11 11%	5 11%	9 15%	4 15%	- -	
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	453 58%	466 57%	527 62%	902 70%	411 72%	181 76%	85 85%	39 77%	47 85%	26 68%	13 61%	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	213 28%	226 28%	219 26%	270 21%	124 22%	50 21%	15 15%	12 24%	12 21%	3 11%	10 46%	
ANY TABLET	2666 56%	401 52%	388 47%	435 51%	749 58%	374 66%	140 59%	69 70%	32 63%	41 75%	22 74%	14 65%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
ANY FIXED BROADBAND	3601	526	554	583	1030	471	204	87	47	53	28	16
	75%	68%	68%	69%	80%	83%	86%	87%	94%	96%	95%	76%
		15%	15%	16%	29%abc	13%abc	6%abcd	2%abc	1%abcd	1%abcde	1%	*
ANY BROADBAND	3644	535	561	587	1047	477	204	87	47	53	28	16
	76%	69%	68%	69%	81%	84%	86%	87%	94%	96%	95%	76%
		15%	15%	16%	29%abc	13%abc	6%abc	2%abc	1%abcd	1%abcde	1%	*
None of these	98	19	17	25	27	11	-	-	-	-	-	-
	2%	2%	2%	2%	2%	2%	-	-	-	-	-	-
		20% ^f	17% ^f	25% ^f	27% ^f	11% ^f	-	-	-	-	-	-
Don't know	34	5	7	6	9	1	3	-	-	-	1	1
	1%	1%	1%	1%	1%	*	1%	-	-	-	5%	5%
		13%	22%	18%	27%	4%	9%	-	-	-	4%	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
Laptop/Desktop/Netbook computer	3480	462	228	664	630	533	328	198	267	118	36	17	1238	1594	197	272	162	17	
	73%	57%	59%	67%	76%	83%	82%	84%	88%	87%	96%	77%	67%	79%	76%	64%	75%	77%	
		13%	7%	19%ab	18%abc	15%abcd	9%abcd	6%abcd	8%abcde	3%abcd	1%abcde	*	36%	46%lo	6%lo	8%	5%lo	*	
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab))	1640	204	110	295	296	231	169	103	136	68	21	7	588	731	109	125	82	7	
	34%	25%	28%	30%	36%	36%	42%	44%	45%	50%	55%	30%	32%	36%	42%	29%	38%	30%	
		12%	7%	18%a	18%abc	14%abc	10%abcd	6%abcd	8%abcde	4%abcde	1%abcde	*	36%	45%lo	7%lo	8%	5%o	*	
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	183	91	273	232	205	129	79	99	51	18	9	431	677	79	113	60	9	
	29%	22%	23%	28%	28%	32%	32%	34%	33%	38%	49%	40%	23%	33%	30%	26%	27%	40%	
		13%	7%	20%a	17%a	15%ab	9%ab	6%ab	7%ab	4%abcd	1%abcde	1%	31%	50%lo	6%l	8%	4%	1%	
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	355	181	536	520	437	287	176	242	114	30	13	1048	1262	171	262	135	13	
	60%	43%	47%	54%	63%	68%	72%	75%	80%	84%	79%	61%	57%	62%	66%	62%	62%	61%	
		12%	6%	19%ab	18%abc	15%abc	10%abcd	6%abcd	8%abcde	4%abcde	1%abc	*	36%	44%l	6%l	9%	5%	*	
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	113	47	130	110	74	49	27	35	16	4	10	259	201	32	78	34	10	
	13%	14%	12%	13%	13%	12%	12%	12%	11%	11%	9%	46%	14%	10%	12%	18%	16%	46%	
		18%	8%	21%	18%	12%	8%	4%	6%	3%	1%	2%	42%lm	33%	5%	13%lmn	6%lm	2%	
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	72	34	75	64	49	23	11	17	11	3	-	145	149	12	37	16	-	
	7%	9%	9%	8%	8%	8%	6%	5%	6%	8%	8%	-	8%	7%	5%	9%	7%	-	
		20%g	9%	21%	18%	14%	6%	3%	5%	3%	1%	-	40%	42%	3%	10%	4%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
Standard mobile phone (that can't access the internet) - Pay as you go	584	141	71	158	87	52	28	17	21	7	3	-	193	302	24	38	27	-
	12%	17%	18%	16%	11%	8%	7%	7%	7%	5%	8%	-	10%	15%	9%	9%	13%	-
		24%defghi	12%defghi	27%defghi	15%	9%	5%	3%	4%	1%	1%	-	33%	52%lno	4%	7%	5%	-
An e-reader e.g. Kindle/Kindle Fire or Kobo	764	81	44	148	129	108	75	53	77	35	11	3	226	418	43	47	26	3
	16%	10%	11%	15%	16%	17%	19%	22%	26%	26%	30%	16%	12%	21%	17%	11%	12%	16%
		11%	6%	19%a	17%ab	14%ab	10%ab	7%abcd	10%abcdef	5%abcde	1%abcd	*	30%	55%lop	6%o	6%	3%	*
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466	366	185	474	448	359	218	134	160	85	24	14	856	1132	149	208	107	14
	51%	45%	47%	48%	54%	56%	55%	57%	53%	62%	64%	64%	46%	56%	58%	49%	49%	64%
		15%	7%	19%	18%abc	15%abc	9%ac	5%abc	6%a	3%abc	1%a	1%	35%	46%lo	6%lo	8%	4%	1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185	132	63	235	204	189	119	73	109	43	14	4	401	561	68	93	58	4
	25%	16%	16%	24%	25%	29%	30%	31%	36%	31%	37%	17%	22%	28%	26%	22%	27%	17%
		11%	5%	20%ab	17%ab	16%abc	10%abc	6%abc	9%abcde	4%ab	1%ab	*	34%	47%lo	6%	8%	5%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
Mobile broadband - Through a dongle or USB stick	263	34	17	41	63	34	30	14	18	9	2	-	117	90	22	21	14	-	
	5%	4%	4%	4%	8%	5%	7%	6%	6%	7%	6%	-	6%	4%	8%	5%	6%	-	
		13%	6%	16%	24%abc	13%	11%ac	6%	7%	3%	1%	-	45%lm	34%	8%lm	8%	5%	-	
Fixed landline telephone	3251	533	249	642	457	289	174	200	94	31	14	14	1053	1628	184	230	142	14	
	68%	65%	64%	65%	69%	71%	72%	74%	66%	69%	81%	64%	57%	80%	71%	54%	65%	64%	
		16%	8%	20%	17%	14%abc	9%abc	5%abc	6%	3%	7%	*	32%	50%lmnop	6%lo	7%	4%lo	*	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857	250	125	375	316	280	168	112	141	61	22	6	603	871	102	172	103	6	
	39%	31%	32%	38%	38%	43%	42%	46%	47%	45%	29%	23%	33%	43%	39%	40%	47%	29%	
		13%	7%	20%ab	17%ab	15%abc	9%ab	6%abcd	8%abcd	3%ab	1%abcd	*	32%	47%l	6%l	9%l	6%l	*	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	4048	629	307	819	710	556	358	214	277	127	33	19	1508	1733	217	381	190	19	
	84%	77%	79%	83%	86%	86%	90%	91%	92%	94%	87%	90%	82%	86%	84%	89%	87%	90%	
		16%	8%	20%a	18%ab	14%ab	9%abc	5%abc	7%abcde	3%abcde	1%	*	37%	43%l	5%	9%lm	5%l	*	
ANY SMARTPHONE	3345	451	220	638	598	490	324	196	259	119	31	19	1247	1397	194	327	161	19	
	70%	55%	57%	65%	73%	76%	81%	83%	86%	88%	82%	90%	68%	69%	75%	77%	74%	90%	
		13%	7%	19%ab	18%abc	15%abc	10%abcd	6%abcde	8%abcde	4%abcde	1%abc	1%	37%	42%	6%l	10%lm	5%	1%	
ANY STANDARD PHONE	912	207	102	224	148	97	48	26	36	18	5	-	328	438	32	75	39	-	
	19%	25%	26%	28%	25%	18%	11%	12%	14%	12%	1%	-	18%	22%	12%	18%	18%	-	
		23%defg	11%defg	25%defg	16%fgh	5%	3%	4%	2%	1%	-	-	36%ln	48%ln	4%	8%	4%	-	
ANY MOBILE/SMART PHONE ON CONTRACT	3150	411	208	595	568	471	300	185	251	119	31	13	1157	1369	176	291	144	13	
	66%	50%	53%	60%	69%	73%	75%	79%	83%	87%	81%	61%	63%	68%	68%	68%	66%	61%	
		13%	7%	19%ab	18%abc	15%abc	10%abcd	6%abcd	8%abcde	4%abcde	1%abc	*	37%	43%l	6%	9%l	5%	*	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152	247	114	276	186	121	73	44	53	22	6	10	437	482	52	115	57	10	
	24%	30%	29%	28%	23%	19%	18%	19%	17%	17%	17%	46%	24%	24%	20%	27%	26%	46%	
		21%defg	10%defg	24%defg	16%	11%	6%	4%	5%	2%	1%	1%	38%	42%	5%	10%	5%	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	HOUSEHOLD INCOME											FINANCIAL STRESS							
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2128	2068	245	420	213	18
	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
2666	358	178	512	461	386	254	163	207	104	29	14		907	1237	163	220	125	14	
	56%	44%	46%	52%	56%	60%	64%	69%	69%	76%	65%		49%	61%	63%	52%	57%	65%	
	13%	7%	19%ab	17%ab	14%abc	10%abcd	6%abcde	8%abcde	4%abcde	1%abcde	1%		34%	46%lo	6%lo	8%	5%l	1%	
3601	490	245	700	645	545	330	205	266	123	36	16		1246	1667	213	296	162	16	
	75%	60%	63%	71%	76%	84%	83%	87%	88%	91%	97%	76%	68%	82%	82%	69%	75%	76%	
	14%	7%	19%ab	18%abc	15%abcd	9%abc	6%abcd	7%abcd	3%abcdf	1%abcdf	*		35%	46%lo	6%lo	8%	5%l	*	
3644	496	248	710	655	550	335	206	267	124	36	16		1269	1674	217	302	166	16	
	76%	61%	64%	72%	79%	85%	84%	88%	89%	91%	97%	76%	69%	83%	84%	71%	76%	76%	
	14%	7%	19%ab	18%abc	15%abcd	9%abc	6%abcd	7%abcd	3%abcd	1%abcd	*		35%	46%lo	6%lo	8%	5%l	*	
98	24	15	30	14	9	1	2	1	1	1	-	-	49	30	2	15	2	-	
	2%	3%	4%	3%	2%	1%	*	1%	*	1%	-	-	3%	1%	1%	4%	1%	-	
	25%efgh	15%defgh	30%efgh	15%l	9%	1%	2%	2%	1%	1%	-	-	50%lm	31%	2%	15%lmnp	2%	-	
34	7	4	11	2	2	1	-	-	4	2	1	1	18	10	2	2	1	1	
	1%	1%	1%	*	*	*	-	-	1%	2%	2%	5%	1%	1%	1%	*	*	5%	
	20%	11%	32%ld	7%	6%	3%	-	-	11%	6%	2%	3%	52%	30%	6%	6%	3%	3%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
Laptop/Desktop/Netbook computer	3480 73%	1114 71%	1164 72%	1202 75%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640 34%	533 34%	546 34%	561 35%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368 29%	466 30%	424 26%	478 30%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891 60%	934 59%	975 60%	983 61%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613 13%	211 13%	191 12%	211 13%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359 7%	122 8%	120 7%	117 7%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
Standard mobile phone (that can't access the internet) - Pay as you go	584 12%	195 12% 33%	192 12% 33%	197 12% 34%
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 16%	260 16% 34%	230 14% 30%	274 17% 36% ^b
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 51%	765 48% 31%	881 54% 36% ^a	820 51% 33%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 25%	401 25% 34%	366 23% 31%	417 26% 35% ^b

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1617
Mobile broadband - Through a dongle or USB stick	263 5%	91 6% 34%b	64 4% 24%
Fixed landline telephone	3251 68%	1037 66% 32%	1080 67% 33%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 39%	609 39% 33%	614 38% 33%
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	4048 84%	1314 83% 32%	1355 84% 33%
ANY SMARTPHONE	3345 70%	1082 69% 32%	1123 69% 34%
ANY STANDARD PHONE	912 19%	304 19% 33%	307 19% 34%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 66%	1012 64% 32%	1063 66% 34%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 24%	388 25% 34%	372 25% 34%
ANY TABLET	2666 56%	872 55% 33%	872 54% 33%
ANY FIXED BROADBAND	3601 75%	1142 72% 32%	1238 77% 34%a

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1600
ANY BROADBAND	3644	1152	1253
	76%	73%	77%
		32%	34%a
None of these	98	46	27
	2%	3%	2%
		47%bc	28%
Don't know	34	16	15
	1%	1%	1%
		46%c	42%c

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Laptop/Desktop/Netbook computer	3480	1816	1665	257	703	714	665	626	345	171	960	2005	515	2038	1442	805	1931	744
	55%	59%	51%	29%	61%	68%	67%	63%	53%	29%	47%	66%	42%	65%	45%	66%	60%	40%
		cdjkmor 52%ac	48%	7%	20%adi	21%ade	19%ade	18%adi	10%dj	5%	28%im	58%akm	15%	59%ao	41%	23%aqr	55%ar	21%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	799	842	114	366	387	341	251	131	49	481	979	180	969	672	388	926	327
	26%	26%	26%	13%	32%	37%	35%	25%	20%	8%	23%	32%	15%	31%	21%	32%	29%	17%
		djkmor 49%	51%	7%j	22%adh	24%ade	21%adh	15%dj	8%dj	3%	29%im	60%akm	11%	59%ao	41%	24%ar	56%ar	20%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	724	644	80	293	321	254	248	118	53	373	823	171	849	519	346	771	252
	22%	24%	20%	9%	25%	30%	26%	25%	18%	9%	18%	27%	14%	27%	16%	28%	24%	13%
		cdjkmor 53%ac	47%	6%	21%adi	23%ade	19%adi	18%adij	9%dj	4%	27%im	60%akm	13%	62%ao	38%	25%aqr	56%ar	18%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	1481	1411	267	698	678	557	457	181	54	964	1692	235	1714	1177	686	1627	578
	46%	48%	43%	30%	60%	64%	56%	46%	28%	9%	47%	56%	19%	55%	37%	56%	50%	31%
		cdjkmor 51%ac	49%	9%j	24%adh	23%adg	19%adh	16%dj	6%j	2%	33%im	59%akm	8%	59%ao	41%	24%aqr	56%ar	20%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	355	258	58	139	137	105	111	43	21	197	352	64	288	325	96	316	200
	10%	12%	8%	6%	12%	13%	11%	11%	7%	4%	10%	12%	5%	9%	10%	8%	10%	11%
		cdjkm 58%ac	42%	9%j	23%adi	22%adi	17%dj	18%dj	7%j	3%	32%im	57%akm	10%	47%	53%	16%	52%	33%p
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	176	183	9	41	47	59	86	71	46	50	192	117	168	191	53	189	117
	6%	6%	6%	1%	4%	4%	6%	9%	11%	8%	2%	6%	10%	5%	6%	4%	6%	6%
		dek 49%	51%	3%	11%di	13%di	16%de	24%ade	20%ade	13%ade	14%	53%ik	33%aki	47%	53%	15%	53%	32%p

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Standard mobile phone (that can't access the internet) - Pay as you go	584	272	312	9	31	46	79	130	133	156	40	255	289	256	329	104	268	212
	9%	9%	10%	1%	3%	4%	8%	13%	20%	27%	2%	8%	24%	8%	10%	9%	8%	11%
		defk 47%	53%	2%	5% ^d	8% ^d	13% ^{def}	22% ^{ade}	23% ^{ade}	27% ^{adef}	7%	44% ^k	49% ^{akl}	44%	56% ⁿ	18%	46%	36% ^{apq}
An e-reader e.g. Kindle/Kindle Fire or Kobo	764	357	407	46	122	174	148	161	84	29	168	482	114	538	225	260	403	101
	12%	12%	12%	5%	10%	16%	15%	16%	13%	5%	8%	16%	9%	17%	7%	21%	12%	5%
		djkmor 47%	53%	6%	16% ^{dj}	23% ^{ade}	19% ^{ade}	21% ^{ade}	11% ^{dj}	4%	22%	63% ^{akm}	15%	70% ^{ao}	30%	34% ^{aq}	53% ^r	13%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466	1189	1277	162	516	463	434	455	278	157	678	1352	436	1331	1135	519	1347	600
	39%	39%	39%	18%	44%	44%	44%	46%	43%	27%	33%	44%	35%	42%	36%	43%	42%	32%
		djkmor 48%	52%	7%	21% ^{adj}	19% ^{adj}	18% ^{adj}	18% ^{adj}	11% ^{adj}	6% ^d	27%	55% ^{akm}	18%	54% ^{ao}	46%	21% ^{ar}	55% ^{ar}	24%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185	672	512	85	252	281	248	201	91	26	337	730	117	773	412	314	672	198
	19%	22%	16%	10%	22%	27%	25%	20%	14%	4%	16%	24%	10%	25%	13%	26%	21%	11%
	r	cdijkmo 57% ^{ac}	43%	7% ^j	21% ^{adi}	24% ^{ade}	21% ^{adh}	17% ^{dj}	8% ^{dj}	2%	28% ^m	62% ^{akm}	10%	65% ^{ao}	35%	27% ^{aq}	57% ^{ar}	17%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270	
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868	
Mobile broadband - Through a dongle or USB stick	263 4%	146 5% ijm 56%ac	117 4% 44%	34 4% 13%j	50 4% 19%ij	55 5% 21%aj	58 6% 22%ajj	46 5% 18%ij	14 2% 5%	7 1% 2%	84 4% 32%km	159 5% 60%am	21 2% 8%	138 4% 52%	125 4% 48%	50 4% 19%	152 5% 58%r	62 3% 23%	
Fixed landline telephone	3251 51%	1576 51% dekor 48%	1675 51% 52%	140 16% 4%	471 41% 14%id	563 53% 17%de	611 62% 19%ade	624 63% 19%ade	432 66% 13%ade	410 71% 13%ade	611 30% 19%	1798 59% 55%ak	842 68% 26%aki	1741 55% 54%ao	1509 47% 46%	713 59% 22%aqr	1715 53% 53%r	822 44% 25%	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	909 30% dkmor 49%	948 29% 51%	115 13% 6%	353 30% 19%dj	399 38% 21%ade	369 37% 20%ade	321 32% 17%dj	184 28% 10%dj	118 20% 6%id	467 23% 25%	1089 36% 59%akm	302 25% 16%	1032 33% 56%ao	825 26% 44%	442 36% 24%aqr	973 30% 52%r	443 24% 24%	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	4048 64%	2057 67% cdjkmor 51%ac	1991 61% 49%	314 35% 8%	840 72% 21%adi	796 75% 20%adh	727 73% 18%adi	710 71% 18%adi	399 61% 10%dj	262 45% 6%id	1154 56% 29%	2233 73% 55%akm	661 54% 16%	2172 69% 54%ao	1876 59% 46%	854 70% 21%aqr	2148 66% 53%ar	1046 56% 26%	
ANY SMARTPHONE	3345 53%	1740 57% cdljkmor 52%ac	1606 49% 48%	309 35% 9%j	803 69% 24%adg	763 72% 23%adg	632 64% 19%adh	547 55% 16%dj	218 34% 7%j	74 13% 2%	1111 54% 33%km	1942 64% 58%akm	292 24% 9%	1896 60% 57%ao	1450 46% 43%	739 61% 22%ar	1853 57% 55%ar	754 40% 23%	
ANY STANDARD PHONE	912 14%	433 14% defk 48%	479 15% 52%	17 2% 2%	68 6% 7%id	85 8% 9%id	132 13% 15%def	211 21% 23%ade	201 31% 22%ade	198 34% 22%ade	85 4% 9%	428 14% 47%k	399 32% 44%aki	407 13% 45%	505 16% 55%an	154 13% 17%	434 13% 48%	325 17% 36%apq	
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	1596 52% dijkmor 51%ac	1554 48% 49%	270 30% 9%j	720 62% 23%adh	700 66% 22%adg	598 60% 19%adh	522 52% 17%dj	244 38% 8%id	96 17% 3%	990 48% 31%km	1820 60% 58%akm	340 28% 11%	1821 58% 58%ao	1329 42% 42%	726 60% 23%aqr	1746 54% 55%ar	677 36% 22%	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	600 20% dekn 52%ac	553 17% 48%	64 7% 6%	164 14% 14%id	170 16% 15%id	178 18% 15%de	228 23% 20%ade	174 27% 15%ade	174 30% 15%ade	228 11% 20%	576 19% 50%k	348 28% 30%aki	514 16% 45%	638 20% 55%an	196 16% 17%	549 17% 48%	408 22% 35%apq	

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270	
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868	
ANY TABLET	2666	1342	1324	173	580	615	522	447	230	99	753	1584	329	1591	1075	643	1496	527	
	42%	44%	41%	19%	50%	58%	53%	45%	35%	17%	37%	52%	27%	51%	34%	53%	46%	28%	
		dijkmor 50%	50%	7%	22%adh	23%ade	20%adh	17%dij	9%idj	4%	28% ^m	59% ^{akm}	12%	60% ^{ao}	40%	24% ^{aqr}	56% ^{ar}	20%	
ANY FIXED BROADBAND	3601	1836	1765	244	756	737	668	647	368	182	1000	2051	550	2077	1524	824	1991	786	
	57%	60%	54%	27%	65%	70%	67%	65%	57%	31%	49%	67%	45%	66%	48%	68%	62%	42%	
		cdjkmor 51% ^{ac}	49%	7%	21% ^{adi}	20% ^{ade}	19% ^{adi}	18% ^{adi}	10% ^{dj}	5%	28% ^m	57% ^{akm}	15%	58% ^{ao}	42%	23% ^{aqr}	55% ^{ar}	22%	
					j	hij	j	j											
ANY BROADBAND	3644	1854	1790	250	765	744	680	651	371	182	1015	2076	553	2092	1552	826	2014	804	
	58%	60%	55%	28%	66%	71%	69%	65%	57%	31%	49%	68%	45%	67%	49%	68%	62%	43%	
		cdjkmor 51% ^{ac}	49%	7%	21% ^{adi}	20% ^{ade}	19% ^{adi}	18% ^{adi}	10% ^{dj}	5%	28% ^m	57% ^{akm}	15%	57% ^{ao}	43%	23% ^{aqr}	55% ^{ar}	22%	
					j	hij	j	j											
None of these	98	51	47	3	3	10	14	12	18	37	7	36	55	21	77	7	28	63	
	2%	2%	1%	*	*	1%	1%	3%	6%	6%	*	1%	5%	1%	2%	1%	1%	3%	
		deknpq 52%	48%	4%	3%	11%	14% ^{de}	12% ^e	18% ^{ade}	38% ^{ade}	7%	37% ^k	57% ^{akl}	21%	79% ^{an}	7%	28%	65% ^{apq}	
									fgh	ghi									
Don't know	34	16	18	1	2	10	6	6	5	5	3	21	10	10	24	6	10	19	
	1%	1%	1%	*	*	1%	1%	1%	1%	1%	*	1%	1%	*	1%	*	*	1%	
		k 48%	52%	2%	7%	28% ^{de}	18%	16%	15% ^{de}	14% ^{de}	9%	62% ^k	29% ^k	29%	71% ⁿ	17%	29%	55% ^{aq}	
Not Asked	1529	672	856	558	264	189	166	169	100	83	822	524	182	740	789	284	787	457	
	24%	22%	26%	63%	23%	18%	17%	17%	15%	14%	40%	17%	15%	24%	25%	23%	24%	24%	
		bfg hij 44%	56% ^{ab}	37% ^{aef}	17% ^{dgh}	12% ^j	11%	11%	7%	5%	54% ^{alm}	34% ^m	12%	48%	52%	19%	52%	30%	
		m	m	ghj	ij														

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Laptop/Desktop/Netbook computer	3480 55% q	2997 56% celp 86%cd q	266 49% 8%	155 49% 4%	62 43% 2%	125 48% 4%	367 52% 11%q	289 53% 8%q	241 52% 7%	287 54% 8%q	400 64% 11%afg hijlop q	422 55% 12%q	547 60% 16%afgh ijlopq	318 60% 9%afgh ijopq	155 49% 4%	266 49% 8%	62 43% 2%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640 26%	1418 27% cnp 86% c	118 22% 7%	71 22% 4%	33 23% 2%	58 22% 4%	174 25% 11%	164 30% 10%afgnop	116 25% 7%	169 32% 10%afgj lmnopq	185 30% 11%fgn op	196 25% 12%	242 27% 15%np	114 22% 7%	71 22% 4%	118 22% 7%	33 23% 2%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368 22%	1135 21% jl 83%	109 20% 8%	79 25% 6%	46 32% 3%abc	64 25% 5%jl	134 19% 10%l	108 20% 8%l	120 26% 9%aghi/p	83 16% 6%	142 23% 10%jl	99 13% 7%	250 28% 18%aghi jk/p	135 26% 10%aghi lp	79 25% 6%gj	109 20% 8%l	46 32% 3%aghi/p
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891 46%	2508 47% cdop 87%cd	193 36% 7%	122 39% 4%	68 47% 2% c	113 44% 4% p	306 43% 11% p	256 47% 9% op	215 46% 7% op	225 42% 8% p	343 55% 12%afg hij/no p	344 45% 12% p	472 52% 16%afgj lnop	235 45% 8% p	122 39% 4%	193 36% 7%	68 47% 2% p
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613 10%	495 9% n 81%	68 13% 11%ab	35 11% 6%	15 10% 2%	23 9% 4%	74 10% 12% n	55 10% 9% n	44 9% 7%	47 9% 8%	51 8% 8%	81 11% 13% n	89 10% 14% n	33 6% 5%	35 11% 6% n	68 13% 11% akn	15 10% 2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359 6%	297 6% 83%	28 5% 8%	30 9% 8%abcde	5 4% 1%	19 7% 5%	33 5% 9%	33 6% 9%	22 5% 6%	29 5% 8%	26 4% 7%	37 5% 10%	51 6% 14%	48 9% 13%agij klmpq	30 9% 8%agijkl mpq	28 5% 8%	5 4% 1%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Standard mobile phone (that can't access the internet) - Pay as you go	584 9%	486 9% i 83%	39 7%	44 14% 7%abc	16 11% 3%	29 11% 5%l	67 10% 12%l	45 8% 8%l	49 11% 8%l	41 8% 7%l	61 10% 10%l	36 5% 6%	91 10% 16%l	66 13% 11%ahjl p	44 14% 7%ahjlp	39 7% 7%	16 11% 3%l
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12%	633 12% if 83%	83 15% 11%abe	34 11% 4%	13 9% 2%	41 16% 5%kl	78 11% 10%l	63 12% 8%l	35 8% 5%	78 15% 10%kl	58 9% 8%	61 8% 8%	140 15% 18%agi klq	80 15% 10%agik lq	34 11% 4%	83 15% 11%agiklq	13 9% 2%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39% pq	2100 39% ceij 85%ce pq	183 34% 7%	140 44% 6%ce	44 30% 2%	90 35% 4%	279 40% 11%ljq	231 43% 9%ljljq	154 33% 6%	178 34% 7%	324 52% 13%alfg hijlmn opq	273 35% 11%	362 40% 15%ijpq	208 40% 8%lq	140 44% 6%ljljq	183 34% 7%	44 30% 2%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 19% p	1025 19% cdlo 87%cd p	81 15% 7%	38 12% 3%	41 28% 3%abcd	45 17% 4%l	121 17% 10%l	87 16% 7%	107 23% 9%aghl op	123 23% 10%aghl op	106 17% 9%l	96 12% 8%	212 23% 18%alfg hklop	127 24% 11%algh klop	38 12% 3%	81 15% 7%	41 28% 3%alfghklop

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Mobile broadband - Through a dongle or USB stick	263 4%	230 4% fkn 87%	21 8%	9 3% 3%	3 2% 1%	4 1% 1%	45 6% 17%afikno	32 6% 12%fiknq	7 2% 3%	35 7% 13%afikn	15 2% 6%	39 5% 15%fik	48 5% 18%fikn	6 1% 2%	9 3% 3%	21 4% 8%in	3 2% 1%
Fixed landline telephone	3251 51%	2719 51% elq 84%e	265 49% 8%	206 65% 6%abce	60 42% 2%	138 53% 4%lq	400 57% 12%ahlpq	266 49% 8%l	237 51% 7%lq	292 55% 9%lq	329 53% 10%lq	197 26% 6%	528 58% 16%ahi	331 63% 10%afgh	206 65% 6%afghij	265 49% 8%l	60 42% 2%l
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	1537 29% hl 83%	150 26% 8%	119 38% 6%abc	52 36% 3%abc	92 35% 5%ahk lnp	256 36% 14%ahklmp	110 20% 6%	156 34% 8%hln	181 34% 10%ahkin p	174 28% 9%hl	127 17% 7%	306 34% 16%ahkl np	135 26% 7%l	119 38% 6%ahklmp	150 28% 8%hl	52 36% 3%hklmp
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	4048 64%	3439 65% cljp 85%cd	295 55% 7%	213 68% 5%cd	102 70% 3%cd	166 64% 4%p	457 65% 11%ljp	354 65% 9%ljp	293 63% 7%p	311 59% 8%	447 72% 11%afg hljnp	445 58% 11%	618 68% 15%ajlp	348 66% 9%ljp	213 68% 5%ljp	295 55% 7%	102 70% 3%ljp
ANY SMARTPHONE	3345 53%	2870 54% cdop 86%cd	245 46% 7%	147 47% 4%	83 58% 2%cd	131 50% 4%	372 53% 11%p	301 55% 9%lnop	239 52% 7%	260 49% 8%	377 61% 11%afg ijnop	404 52% 12%p	529 59% 16%afgi	256 49% 8%	147 47% 4%	245 46% 7%	83 58% 2%lnop
ANY STANDARD PHONE	912 14%	753 14% l 83%	66 12% 7%	73 23% 8%abce	20 14% 2%	47 18% 5%p	100 14% 11%l	75 14% 8%l	69 15% 8%l	68 13% 8%l	83 13% 9%l	67 9% 7%	135 15% 15%l	110 21% 12%aahli	73 23% 8%ahhijk lnpq	66 12% 7%l	20 14% 2%l
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	2714 51% cp 86%cd	213 40% 7%	150 47% 5%cd	73 51% 2%cd	128 49% 4%p	334 47% 11%p	278 51% 9%p	230 50% 7%p	245 46% 8%p	363 58% 12%afg hljno p	366 47% 12%p	499 55% 16%aqil op	272 52% 9%p	150 47% 5%p	213 40% 7%	73 51% 2%p
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	940 18% l 82%	104 19% 9%	78 25% 7%ab	31 21% 3%	49 19% 4%	139 20% 12%l	92 17% 8%	86 19% 7%	87 16% 8%	108 17% 9%	113 15% 10%	173 19% 15%l	93 18% 8%	78 25% 7%ahhikn	104 19% 9%l	31 21% 3%l

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
ANY TABLET	2666	2271	196	134	65	112	276	236	204	222	301	268	423	229	134	196	65	
None of these	42%	43% clp 85% c	36% 7%	43% 5%	45% 2% c	43% 4% l	39% 10%	44% 9% lp	44% 8% lp	42% 8% l	48% 11% aqj lp	35% 10%	47% 16% aglp	43% 9% lp	43% 5% l	36% 7%	45% 2% lp	
ANY FIXED BROADBAND	3601	3079	261	177	84	134	394	314	259	298	421	358	570	331	177	261	84	
None of these	57%	58% clp 85% c	49% 7%	56% 5% c	59% 2% c	51% 4%	56% 11% lp	58% 9% lp	56% 7% lp	56% 8% lp	68% 12% afg hijlo q	46% 10%	63% 16% afgi jlop	63% 9% afgi jlp	56% 5% lp	49% 7%	59% 2% lp	
ANY BROADBAND	3644	3117	265	177	84	134	397	316	260	302	427	370	579	332	177	265	84	
None of these	58%	59% clp 86% c	49% 7%	56% 5%	59% 2% c	51% 4%	56% 11% lp	58% 9% lp	56% 7% lp	57% 8% lp	69% 12% afg hijlo q	46% 10%	64% 16% afgh jlop	63% 9% afgi lp	56% 5% l	49% 7%	59% 2% lp	
None of these	98	82	13	2	2	3	13	11	5	6	6	25	10	3	2	13	2	
None of these	2%	2% 83%	2% 13%	1% 2%	1% 2%	1% 3%	2% 13%	2% 11% n	1% 5%	1% 6%	1% 6%	25% kmno	3% 11%	1% 3%	1% 2%	2% 13% n	1% 2%	
Don't know	34	29	5	-	-	-	1	6	2	2	1	12	4	1	-	5	-	
None of these	1%	1% 85%	1% 15%	-	-	-	* 3%	1% 18% gk	1% 7%	* 7%	* 3%	2% 35% agk mno	* 11%	* 3%	-	1% 15% g	-	
Not Asked	1529	1285	144	74	25	74	159	131	119	153	107	229	204	108	74	144	25	
None of these	24%	24% ekq 84% e	27% 9% e	23% 5%	18% 2%	29% 5% knq	23% 10% k	24% 9% k	26% 8% kq	29% 10% aqkmn q	17% 7%	30% 15% aqh kmnoq	23% 13% k	21% 7%	23% 5% k	27% 9% knq	18% 2%	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Laptop/Desktop/Netbook computer	3480	3049	411	228	1039	234	620	289	565	2472	478	249	331	2804	3163
	55%	56% cd 88%	51% 12%	48% 7%	57% 30%cd	54% 7%	69% 18%af	55% 8%	70% 16%ah	85% 71%akimo	78% 14%alm	69% 7%am	57% 10%	84% 81%akimo	78% 91%alm
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	1458	174	103	518	109	324	132	300	1287	222	133	109	1409	1525
	26%	27% cdm 89%	22% 11%	22% 6%	28% 32%ad	25% 7%	36% 20%af	25% 8%	37% 18%ah	45% 78%akimo	36% 14%am	37% 8%am	19% 7%	42% 86%akmo	38% 93%am
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	1247	115	97	448	90	307	119	278	1036	243	107	146	1173	1296
	22%	23% c 91%	14% 8%	21% 7%	25% 33%a	21% 7%	34% 22%af	23% 9%	35% 20%ah	36% 76%akmo	40% 18%almno	30% 8%a	25% 11%	35% 86%amo	32% 95%am
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	2534	346	162	917	188	571	241	518	2891	159	101	109	2891	2891
	46% m	46% dkl 88%	43% 12%	34% 6%	50% 32%ad	44% 7%	64% 20%af	46% 8%	65% 18%ah	100% 100%akimno	26% 5%lm	28% 3%lm	19% 4%	86% 100%aklm	71% 100%aklm
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	522	84	65	198	71	93	80	85	159	613	38	45	613	613
	10% j	10% 85%	10% 14%	14% 11%a	11% 32%	17% 12%ag	10% 15%	15% 13%ai	11% 14%	5% 26%	100% 100%ajlmno	11% 6%j	8% 7%j	18% 100%ajlm	15% 100%ajlm
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	326	30	32	99	22	60	28	54	101	38	359	32	107	359
	6% c	6% cjm 91%	4% 8%	7% 9%	5% 28%	5% 6%	7% 17%	5% 8%	7% 15%	3% 28%	6% 11%jn	100% 100%ajkmno	5% 9%jn	3% 30%	9% 100%ajkmn

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Standard mobile phone (that can't access the internet) - Pay as you go	584 9% n	549 10% cej 94% c	28 4% 5%	79 17% 14%ae	133 7% 23%	52 12% 9%ag	64 7% 11%	60 11% 10%ai	56 7% 10%	109 4% 19%	45 7% 8%jn	32 9% 5%jn	584 100% 100%ajkin o	124 4% 21%	584 14% 100%ajkin
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12% n	717 13% cfh 94% c	42 5% 5%	58 12% 8%	240 13% 31%	37 9% 5%	176 20% 23%af	45 9% 6%	168 21% 22%ah	612 21% 80%almo	130 21% 17%am	58 16% 8%a	71 12% 9%	684 20% 90%amo	737 18% 97%am
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39% n	2169 40% 88% c	284 35% 11%	163 35% 7%	723 40% 29% d	171 40% 7%	412 46% 17% ah	216 41% 9%	367 46% 15% a	1669 58% 68%aklmo	324 53% 13%am	188 52% 8%a	270 46% 11%a	1907 57% 77%am	2233 55% 91%am

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 19%	1082 20% cm 91% ^c	95 12% 8% ^e	80 17% 7%	382 21% 32% ^a	70 16% 6%	256 29% 22% ^{a,f}	90 17% 8%	236 29% 20% ^{a,h}	938 32% 79% ^{a,k,l,m}	163 27% 14% ^{a,m}	89 25% 7% ^{a,m}	89 15% 8%	1032 31% 87% ^{a,k,l,m}	1117 28% 94% ^{a,m}

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Mobile broadband - Through a dongle or USB stick	263 4%	216 4%	47 6%	17 4%	87 5%	16 4%	54 6%	24 5%	45 6%	211 7%	55 9%	33 9%	23 4%	234 7%	244 6%
Fixed landline telephone	3251 51%	2984 54%	251 31%	261 55%	923 51%	208 48%	542 61%	269 51%	482 60%	1997 69%	381 62%	268 75%	460 79%	2268 68%	2816 70%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	1698 31%	150 19%	144 31%	573 31%	118 28%	369 41%	158 30%	330 41%	1370 47%	231 38%	149 41%	177 30%	1514 45%	1726 43%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	4048 64%	3593 66%	434 54%	309 65%	1216 67%	313 73%	693 78%	382 73%	624 78%	2891 100%	613 100%	359 100%	584 100%	3345 100%	4048 100%
ANY SMARTPHONE	3345 53%	2923 53%	406 50%	214 45%	1060 58%	247 57%	624 70%	306 59%	565 70%	2891 100%	613 100%	107 30%	124 21%	3345 100%	3345 83%
ANY STANDARD PHONE	912 14%	849 15%	55 7%	110 23%	218 12%	73 17%	115 13%	87 17%	101 13%	188 6%	65 11%	359 100%	584 100%	209 6%	912 23%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	2773 51%	364 45%	189 40%	976 53%	208 48%	602 67%	266 51%	544 68%	2891 100%	165 27%	359 100%	118 20%	2898 87%	3150 78%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	1034 19%	107 13%	140 30%	315 17%	122 28%	145 16%	136 26%	131 16%	238 8%	613 100%	52 14%	584 100%	692 21%	1152 28%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
ANY TABLET	2666	2383	271	175	837	177	534	226	485	2021	372	195	223	2257	2488
42%		43%	34%	37%	46%	41%	60%	43%	61%	70%	61%	54%	38%	67%	61%
		cdm 89% ^c	10%	7%	31% ^{ad}	7%	20% ^{af}	8%	18% ^{ah}	76% ^{akimo}	14% ^{am}	7% ^{am}	8%	85% ^{akimo}	93% ^{alm}
ANY FIXED BROADBAND	3601	3208	372	240	1082	238	654	301	590	2572	478	271	352	2899	3305
57%		59%	46%	51%	59%	55%	73%	58%	74%	89%	78%	75%	60%	87%	82%
		cd 89% ^c	10%	7%	30% ^d	7%	18% ^{af}	8%	16% ^{ah}	71% ^{aklmno}	13% ^{am}	8% ^{am}	10%	81% ^{akimo}	92% ^{aklm}
ANY BROADBAND	3644	3241	381	243	1093	243	660	307	596	2596	485	272	354	2929	3336
58%		59%	47%	51%	60%	57%	74%	59%	74%	90%	79%	76%	61%	88%	88%
		cd 89% ^c	10%	7%	30% ^d	7%	18% ^{af}	8%	16% ^{ah}	71% ^{aklmno}	13% ^{am}	7% ^{am}	10%	80% ^{akimo}	92% ^{alm}
None of these	98	89	9	16	28	16	7	16	6	-	-	-	-	-	-
2%		2%	1%	3%	2%	4%	1%	3%	1%	-	-	-	-	-	-
		jk/l 91%	9%	16% ^{ae}	28%	16% ^{ag}	7%	17% ^{ai}	7%	-	-	-	-	-	-
	mno	mno													
Don't know	34	28	6	3	10	2	4	3	3	-	-	-	-	-	-
1%		1%	1%	1%	1%	1%	*	1%	*	-	-	-	-	-	-
		jno 81%	19%	9%	30%	7%	10%	9%	8%	-	-	-	-	-	-
Not Asked	1529	1222	296	76	419	40	140	51	128	-	-	-	-	-	-
24%		22%	37%	16%	23%	9%	16%	10%	16%	-	-	-	-	-	-
		bdf 80%	19% ^{ab}	5%	27% ^d	3%	9% ^f	3%	8% ^h	-	-	-	-	-	-
	ghj klmn o	ghj klmn o													

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Laptop/Desktop/Netbook computer	3480 55%	1392 85% h 40%a	1142 83% 33%a	2218 83% 64%a	2071 84% 60%ah	1087 92% 31%aeghj	3113 86% 89%aah	367 13% 11%	233 89% 7%ah	3149 86% 90%aah
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640 26%	1640 100% h 100%acd	342 25% 21%	1640 62% 100%ac	936 38% 57%ah	570 48% 35%aeghj	1473 41% 90%aah	168 6% 10%	154 58% 9%aefghj	1486 41% 91%aah
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368 22%	342 21% h 25%	1368 100% 100%abd	1368 51% 100%ab	795 32% 58%ah	499 42% 36%aeghj	1276 35% 93%aah	92 3% 7%	95 36% 7%ah	1279 35% 94%aah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891 46%	1287 78% h 45%a	1036 76% 36%a	2021 76% 70%a	1669 68% 58%ah	938 79% 32%aeghj	2572 71% 89%aah	320 12% 11%	211 80% 7%aeghj	2596 71% 90%aah
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613 10%	222 14% h 36%a	243 19% 40%abd	372 14% 61%a	324 13% 53%ah	163 14% 27%ah	478 13% 78%ah	135 5% 22%	55 21% 9%aefghj	485 13% 79%ah
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359 6%	133 8% h 37%a	107 8% 30%a	195 7% 54%a	188 8% 52%ah	89 7% 25%ah	271 8% 75%ah	88 3% 25%	33 13% 9%aefghj	272 7% 76%ah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Standard mobile phone (that can't access the internet) - Pay as you go	584 9%	109 7% b 19%	146 11% 25%bd	223 8% 38%	270 11% 46%afh	89 8% 15%	352 10% 60%f	233 9% 40%	23 9% 4%	354 10% 61%f
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12%	382 23% h 50%a	370 27% 48%abd	618 23% 81%a	399 16% 52%ah	334 28% 44%aaghj	722 20% 95%aah	42 2% 5%	67 25% 9%aahj	728 20% 95%aah
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39%	936 57% fh 38%a	795 59% 32%a	1556 58% 63%a	2466 100% 100%afghij	49 2% 4%h	2466 68% 100%afhi	- - -	143 54% 6%afh	2466 69% 100%afhi
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 19%	570 35% eh 48%a	499 36% 42%a	905 34% 76%a	49 2% 4%h	1185 100% 100%aaghij	1185 33% 100%aah	- - -	89 34% 8%aah	1185 33% 100%aah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Mobile broadband - Through a dongle or USB stick	263 4%	154 9% h 58%acd	95 7% 36%a	192 7% 73%a	143 6% 54%ah	89 8% 34%ah	221 6% 84%ah	42 2% 16%	263 100% 100%aefghj	263 7% 100%aeh
Fixed landline telephone	3251 51%	1161 71% h 36%a	1093 80% 34%abd	1981 74% 61%ab	1809 73% 56%ah	940 79% 29%aeghj	2716 75% 84%ah	535 20% 16%	190 72% 6%ah	2730 75% 84%ah
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	808 49% h 43%a	691 51% 37%a	1287 48% 69%a	1058 43% 57%ah	638 54% 34%aeghj	1676 47% 90%aah	181 7% 10%	134 51% 7%aah	1686 46% 91%aah
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	4048 64%	1525 93% h 38%a	1296 95% 32%a	2488 93% 61%a	2233 91% 55%ah	1117 94% 28%aeghj	3305 92% 82%ah	743 27% 18%	244 93% 6%ah	3336 92% 82%ah
ANY SMARTPHONE	3345 53%	1409 86% h 42%a	1173 86% 35%a	2257 85% 67%a	1907 77% 57%ah	1032 87% 31%aeghj	2899 81% 87%aah	446 16% 13%	234 89% 7%aeghj	2929 80% 88%aah
ANY STANDARD PHONE	912 14%	222 14% h 24%	235 17% 26%ab	396 15% 43%	442 18% 48%afh	165 14% 16%	597 17% 65%afh	315 12% 35%	41 15% 4%	599 16% 66%ah
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	1353 82% h 43%a	1088 80% 35%a	2134 80% 68%a	1805 73% 57%ah	981 83% 31%aeghj	2750 76% 87%aah	400 15% 13%	216 82% 7%aeghj	2775 76% 88%aah
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	304 19% h 26%	360 26% 31%abd	559 21% 49%a	572 23% 50%afh	232 20% 20%h	789 22% 68%ah	363 13% 32%	62 24% 5%ah	797 22% 69%ah
ANY TABLET	2666 42%	1640 100% h 62%a	1368 100% 51%a	2666 100% 100%a	1556 63% 58%ah	905 76% 34%aeghj	2421 67% 91%aah	245 9% 9%	192 73% 7%aah	2435 67% 91%aah

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
ANY FIXED BROADBAND	3601	1473	1276	2421	2466	1185	3601	-	221	3601
57%		90%	93%	91%	100%	100%	100%	-	84%	99%
		h	41%a	35%abd	67%a	68%ahj	100%ahj	-	6%ah	100%ahj
ANY BROADBAND	3644	1486	1279	2435	2466	1185	3601	42	263	3644
58%		91%	94%	91%	100%	100%	100%	2%	100%	100%
		h	41%a	35%abd	68%ah	33%ah	99%ah	1%	7%ah	100%ah
None of these	98	-	-	-	-	-	-	98	-	-
2%		-	-	-	-	-	-	4%	-	-
		bcdefgj	-	-	-	-	-	100%aefgj	-	-
Don't know	34	-	-	-	-	-	-	34	-	-
1%		-	-	-	-	-	-	1%	-	-
		bcdefgj	-	-	-	-	-	100%aefgj	-	-
Not Asked	1529	-	-	-	-	-	-	1529	-	-
24%		-	-	-	-	-	-	56%	-	-
		bcdefgj	-	-	-	-	-	100%aefgj	-	-

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Laptop/Desktop/Netbook computer	3480	2491	989	1507	1973	848	296	3163	54	64	39
	55%	77%	32%	81%	44%	80%	67%	73%	63%	64%	61%
		oe 72%ac	28%	43%ae	57%	24%a	8%a	91%agi	2%	2%	1%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	1161	480	808	833	426	159	1474	26	43	22
	26%	36%	16%	43%	19%	40%	38%	34%	30%	43%	34%
		oe 71%ac	29%	49%ae	51%	26%a	10%a	90%a	2%	3%a	1%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	1093	276	691	677	398	137	1224	23	33	16
	22%	34%	9%	37%	15%	38%	31%	28%	27%	33%	25%
		oe 80%ac	20%	51%ae	49%	29%a	10%a	89%a	2%	2%a	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	1997	894	1370	1522	735	268	2611	43	64	37
	46%	61%	29%	74%	34%	70%	61%	61%	50%	64%	58%
		oe 69%ac	31%	47%ae	53%	25%a	9%a	90%ai	1%	2%a	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	381	232	231	382	163	85	522	13	23	12
	10%	12%	8%	12%	9%	15%	19%	12%	16%	23%	19%
		c 62%ac	38%	38%ae	62%	27%a	14%ah	85%a	2%	4%a	2%a
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	268	91	149	211	85	22	333	2	5	4
	6%	8%	3%	8%	5%	8%	5%	8%	3%	5%	6%
		oe 75%ac	25%	41%ae	59%	24%a	6%	93%a	1%	1%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Standard mobile phone (that can't access the internet) - Pay as you go	584 9%	460 14% cj	124 4% 21%	177 10% 30%	408 9% 70%	103 10% 18%	37 8% 6%	542 13% 93%ag	13 15% 2%	3 3% 1%	8 12% 1%j
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12%	637 20% oe	127 4% 83%ac	448 24% 59%ae	316 7% 41%	221 21% 29%a	68 15% 9%a	688 16% 90%a	12 14% 2%	8 8% 1%	2 4% *
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39%	1809 56% ce	657 21% 73%ac	1058 57% 43%ae	1408 32% 57%	606 57% 25%a	210 48% 9%a	2242 52% 91%a	36 43% 1%	54 54% 2%a	31 49% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 19%	940 29% ce	244 8% 21%	638 34% 54%ae	546 12% 46%	358 34% 30%a	105 24% 9%a	1073 25% 91%a	21 24% 2%	24 24% 2%	11 17% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Mobile broadband - Through a dongle or USB stick	263 4%	190 6% oe 72%ac	73 2% 28%	134 7% 51%ae	129 3% 49%	67 6% 25%a	23 5% 9%	240 6% 91%a	5 6% 2%	4 4% 1%	2 3% 1%
Fixed landline telephone	3251 51%	3251 100% oe 100%ac	- - -	1576 85% 48%ae	1674 38% 52%	791 75% 24%a	258 59% 8%a	2970 69% 91%agi	41 48% 1%	59 59% 2%	36 56% 1%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	1576 48% oe 85%ac	281 9% 15%	1857 100% 100%ae	- - -	545 52% 29%a	181 41% 10%a	1665 39% 90%a	32 38% 2%	40 40% 2%a	27 42% 1%a
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	4048 64%	2816 87% oe 70%ac	1232 40% 30%	1726 93% 43%ae	2322 52% 57%	962 91% 24%a	380 87% 9%a	3641 84% 90%a	67 79% 2%a	89 89% 2%a	59 92% 1%a
ANY SMARTPHONE	3345 53%	2268 70% oe 68%ac	1077 35% 32%	1514 82% 41% 45%ae	1831 55% 55%	845 80% 25%a	337 77% 10%ahi	2990 69% 89%a	55 65% 2%a	84 84% 3%a	49 76% 1%a
ANY STANDARD PHONE	912 14%	705 22% c 77%ac	207 7% 23%	305 16% 33%ae	607 14% 67%	176 17% 19%	58 13% 6%	845 20% 93%ag	14 17% 2%	8 8% 1%	12 18% 1%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	2194 68% oe 70%ac	956 31% 30%	1467 79% 47%ae	1682 38% 53%	784 74% 25%a	284 65% 9%ai	2849 66% 90%ai	44 52% 1%	67 67% 2%a	39 61% 1%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	809 25% c 70%ac	344 11% 30%	389 21% 34%ae	763 17% 66%	249 24% 22%a	119 27% 10%a	1022 24% 89%a	26 30% 2%a	26 26% 2%	20 31% 2%a
ANY TABLET	2666 42%	1981 61% oe 74%ac	685 22% 26%	1267 69% 48%ae	1380 31% 52%	705 67% 26%a	251 57% 9%a	2402 56% 90%a	43 51% 2%	66 66% 2%a	34 54% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
ANY FIXED BROADBAND	3601	2716	885	1676	1925	945	311	3269	55	76	41
	57%	84%	29%	90%	43%	89%	71%	76%	65%	76%	64%
		oe 75%ac	25%	47%ae	53%	26%a	9%a	91%agi	2%	2%a	1%
ANY BROADBAND	3644	2730	913	1686	1958	950	318	3305	56	77	41
	58%	84%	30%	91%	44%	90%	72%	77%	66%	77%	64%
		oe 75%ac	25%	46%ae	54%	26%a	9%a	91%ai	2%	2%a	1%
None of these	98	-	98	-	98	-	11	78	4	-	1
	2%	-	3%	-	2%	-	3%	2%	5%	-	1%
		bdf -	100%ab	-	100%ad	-	12%	80%	4%a	-	1%
Don't know	34	-	34	-	34	-	2	30	1	-	1
	1%	-	1%	-	1%	-	*	1%	1%	-	1%
		bdf -	100%ab	-	100%id	-	6%	88%	2%	-	3%
Not Asked	1529	-	1529	-	1529	-	-	-	-	-	-
	24%	-	50%	-	34%	-	-	-	-	-	-
		bdfghijk -	100%ab	-	100%ad	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Laptop/Desktop/Netbook computer	3480	32	39	65	51	132	171	3309	72	88	80	733	2380
	55%	55%	67%	59%	55%	70%	70%	54%	71%	67%	73%	83%	87%
		1%	1%	2%	1%	4%abeh	5%abeh	95%	2%abeh	3%ah	2%abeh	21%a	68%al
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	9	22	33	20	64	80	1561	34	-	48	352	1121
	26%	16%	37%	30%	22%	34%	33%	26%	33%	-	44%	40%	41%
		j 1%j	1%behj	2%bj	1%j	4%abehj	5%abhj	95%j	2%bj	-	3%abdehj	21%a	68%a
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	9	15	21	21	61	77	1292	30	36	33	363	913
	22%	15%	25%	19%	23%	32%	31%	21%	30%	28%	30%	41%	34%
		1%	1%	2%	2%	4%abdh	6%abdh	94%	2%b	3%	2%abh	27%am	67%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	-	26	61	48	124	159	2733	57	73	70	620	1951
	46%	-	44%	56%	51%	66%	66%	45%	56%	55%	64%	71%	72%
		b -	1%b	2%abh	2%b	4%abceh	5%abceh	95%b	2%abh	3%abh	2%abch	21%a	67%a
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	-	17	16	23	41	54	559	19	25	17	131	347
	10%	-	29%	14%	25%	22%	22%	9%	19%	19%	15%	15%	13%
		b -	3%abdhk	3%b	4%abh	7%abh	9%abh	91%b	3%abh	4%abh	3%bh	21%a	57%a
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	9	-	6	6	12	18	342	2	10	8	71	200
	6%	15%	-	5%	7%	7%	7%	6%	2%	8%	7%	8%	7%
		2%acdthi	-	2%	2%	3%	5%ci	95%	*	3%ci	2%c	20%a	56%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Standard mobile phone (that can't access the internet) - Pay as you go	584 9%	28 49% c	- - 5%acdefghi jk	16 14% 3% ^c	15 16% 3% ^{ach}	23 12% 4% ^c	28 11% 5% ^c	556 9% 95% ^c	18 18% 3% ^{ach}	20 15% 3% ^{ach}	12 11% 2% ^c	80 9% 14%	272 10% 46%
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12%	4 7% 1%	10 16% 1%	12 11% 2%	14 15% 2%	26 13% 3%	36 15% 5%	728 12% 95%	9 9% 1%	16 12% 2%	13 11% 2%	200 23% 26% ^{am}	522 19% 68% ^{aa}
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39%	23 40% e	26 44% 1% ^e	40 37% 2% ^e	- - -	127 67% 5% ^{abcdeg} jk	127 52% 5% ^{adeh}	2339 38% 95% ^e	42 42% 2% ^e	64 49% 3% ^{aeh}	46 42% 2% ^e	560 64% 23% ^a	1906 70% 77% ^{al}
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	1185 19%	9 16% fg	10 18% 1% ^f	17 16% 1% ^f	23 24% 2% ^{fg}	- - -	23 9% 2% ^f	1162 19% 98% ^{fg}	24 23% 2% ^{fg}	29 22% 2% ^{fg}	34 31% 3% ^{abdfgh}	338 38% 29% ^{am}	847 31% 71% ^{aa}

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Mobile broadband - Through a dongle or USB stick	263 4%	1 2%	3 5%	5 4%	4 4%	7 4%	10 4%	253 4%	- -	5 3%	4 4%	54 6%	167 6%
Fixed landline telephone	3251 51%	i 28 49%	1 29 49%	2 - -	1 29 31%	3 110 58%	4 131 54%	96% 3120 51%	- 49 48%	2 72 54%	2 60 55%	20% 690 79%	63% 2026 74%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	de 14 25%	1 16 27%	1 19 17%	1 18 19%	3 64 34%	4 79 32%	96% 1778 29%	2 34 33%	2 42 32%	2% 44 40%	26% 477 54%	65% 1199 44%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	4048 64%	36 62%	39 66%	91 83%	83 89%	179 95%	229 94%	3819 63%	88 87%	118 89%	96 88%	807 92%	2498 92%
ANY SMARTPHONE	3345 53%	- 1%	39 66%	75 68%	67 73%	153 81%	198 81%	3147 52%	74 73%	95 72%	84 76%	710 21% 80%	2190 65% 65%
ANY STANDARD PHONE	912 14%	b 36 62%	- -	21 19%	21 23%	36 19%	46 19%	866 14%	20 19%	30 23%	18 17%	142 16%	455 17% 50%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	9 15%	26 44%	64 59%	50 54%	130 69%	167 68%	2983 49%	59 58%	79 60%	77 70%	662 75%	2088 77% 66%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	b 28 49%	* 17 29%	2 28 27%	2 37 40%	4 64 34%	5 79 33%	95% 1073 18%	2% 36 35%	3% 44 33%	2% 28 26%	17% 198 22%	51% 591 22%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
2666	17	30	47	35	107	133	2533	52	36	66	611	1810	
42%	29%	51%	42%	38%	56%	54%	42%	51%	28%	60%	70%	66%	
	b/ 1%	1%b/	2%j	1%	5%kabdehj	5%abdehj	95%j	2%bj	1%	2%kabdehj	23%a	68%a	
3601	32	36	56	23	127	150	3451	65	90	79	878	2723	
57%	55%	61%	51%	24%	67%	61%	57%	64%	68%	73%	100%	100%	
	e 1%e	1%e	2%e	1%	4%adeh	4%e	96%e	2%e	3%adeh	2%abdeh	24%a	76%a	
3644	32	37	58	26	128	154	3490	65	90	80	878	2723	
58%	55%	63%	52%	29%	68%	63%	57%	64%	68%	73%	100%	100%	
	e 1%e	1%e	2%e	1%	4%adeh	4%e	96%e	2%e	2%adeh	2%abdeh	24%a	75%a	
98	3	2	6	3	1	3	95	1	1	1	-	-	
2%	lm 3%afgh	2%	4%	3%	1%	1%	2%	1%	1%	1%	-	-	
			6%afghk	3%	1%	3%	97%	1%	1%	1%	-	-	
34	-	1	1	-	-	-	34	1	1	2	-	-	
1%	-	1%	1%	-	-	-	1%	1%	1%	1%	-	-	
	lm -	3%	3%	-	-	-	100%	3%	3%	5%	-	-	
1529	-	-	-	-	-	-	1529	-	-	-	-	-	
24%	-	-	-	-	-	-	25%	-	-	-	-	-	
	bdefgij -	-	-	-	-	-	100%bdefgij	-	-	-	-	-	
klm	klm	-	-	-	-	-	k	-	-	-	-	-	

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	23**
Laptop/Desktop/Netbook computer	3480	504	522	561	1001	465	206	89	40	25	17
	55%	47%	49%	50%	58%	65%	67%	66%	51%	72%	71%
		14%	15%	16%	29%abc	13%abcd	6%abcd	3%abc	1%abc	1%	*
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640	241	227	262	466	245	84	41	22	12	7
	26%	23%	21%	23%	27%	34%	27%	31%	36%	48%	28%
		15%	14%	16%	28%abc	15%abcd	5%b	3%ab	1%abc	2%abcdefg	*
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	212	209	221	366	187	79	33	15	24	9
	22%	20%	20%	20%	21%	26%	26%	25%	24%	35%	37%
		15%	15%	16%	27%	14%abcd	6%abc	2%	1%	2%abcd	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	395	411	483	840	388	171	82	37	46	13
	46%	37%	39%	43%	49%	54%	55%	62%	61%	69%	57%
		14%	14%	17%a	29%abc	13%abcd	6%abc	3%abcd	1%abc	2%abcde	*
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	110	94	113	145	81	32	9	10	11	10
	10%	10%	9%	10%	8%	11%	10%	6%	16%	16%	43%
		18%	15%	18%	24%	13%cd	5%	1%	2%	2%	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	73	65	61	87	38	18	5	3	7	-
	6%	7%	6%	5%	5%	6%	6%	4%	5%	11%	-
		20%	18%	17%	24%	10%	5%	1%	1%	2%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Standard mobile phone (that can't access the internet) - Pay as you go	584 9%	111 10% 19%def	136 13% 23%defghi	120 11% 21%def	136 8% 23%	48 7% 8%	19 6% 3%	7 5% 1%	2 4% *	2 4% *	3 9% 1%	- - -
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12%	103 10% 14%	123 12% 16%	122 11% 16%	202 12% 26%	102 14% 13%ac	44 14% 6%a	22 17% 3%a	11 19% 1%a	17 26% 2%abcdef	13 38% 2%	3 14% *
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39%	369 36% 15%	387 36% 16%	418 37% 17%	704 41% 29%abcg	316 44% 13%abcg	133 43% 5%abg	41 31% 2%	26 42% 1%	35 52% 1%abcg	24 70% 1%	14 59% 1%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 19%	170 16% 14%	174 16% 15%	167 15% 14%	335 20% 28%abc	158 22% 13%abc	77 25% 7%abcd	48 37% 4%abcdef	24 39% 2%abcdef	22 32% 2%abcd	6 18% 1%	4 16% *

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
Mobile broadband - Through a dongle or USB stick	263 4%	36 3%	36 3%	51 4%	75 4%	36 5%	11 4%	3 2%	5 8%	8 12%	2 7%	- -	
Fixed landline telephone	3251 51%	528 49%	573 54%	527 47%	876 51%	386 54%	160 52%	81 62%	37 60%	46 68%	25 72%	14 59%	
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	281 15%	312 17%	278 15%	529 28%	231 12%	98 32%	56 43%	25 41%	27 41%	13 39%	6 27%	
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	4048 64%	629 59%	657 62%	701 62%	1115 65%	498 70%	212 69%	95 72%	45 73%	50 74%	27 79%	19 83%	
ANY SMARTPHONE	3345 53%	482 45%	487 46%	569 50%	949 55%	445 62%	192 62%	87 66%	43 70%	48 73%	24 70%	19 83%	
ANY STANDARD PHONE	912 14%	179 17%	196 18%	176 16%	214 12%	83 12%	35 9%	11 9%	5 9%	9 13%	4 13%	- -	
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	453 42%	466 44%	527 47%	902 53%	411 57%	181 59%	85 65%	39 63%	47 71%	26 77%	13 57%	
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	213 20%	226 21%	219 19%	270 16%	124 17%	50 16%	15 11%	12 17%	3 9%	10 43%	10 43%	
ANY TABLET	2666 42%	401 38%	388 36%	435 38%	749 44%	374 52%	140 45%	69 53%	32 52%	41 62%	22 65%	14 60%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
ANY FIXED BROADBAND	3601	526	554	583	1030	471	204	87	47	53	28	16
	57%	49%	52%	51%	60%	66%	66%	66%	77%	80%	83%	70%
		15%	15%	16%	29%abc	13%abcd	6%abc	2%abc	1%abcd	1%abcdef	1%	*
ANY BROADBAND	3644	535	561	587	1047	477	204	87	47	53	28	16
	58%	50%	53%	52%	61%	67%	66%	66%	77%	80%	83%	70%
		15%	15%	16%	29%abc	13%abcd	6%abc	2%abc	1%abcd	1%abcdef	1%	*
None of these	98	19	17	25	27	11	-	-	-	-	-	-
	2%	2%	2%	2%	2%	1%	-	-	-	-	-	-
		20% ^f	17% ^f	25% ^f	27% ^f	11% ^f	-	-	-	-	-	-
Don't know	34	5	7	6	9	1	3	-	-	-	1	1
	1%	*	1%	1%	1%	*	1%	-	-	-	4%	5%
		13%	22%	18%	27%	4%	9%	-	-	-	4%	3%
Not Asked	1529	295	246	285	423	148	72	32	11	11	4	2
	24%	28%	23%	25%	25%	21%	23%	24%	18%	17%	13%	8%
		19% ^{be}	16%	19% ^{de}	28% ^{de}	10%	5%	2%	1%	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Laptop/Desktop/Netbook computer	3480	462	228	664	630	533	328	198	267	118	36	17	1238	1594	197	272	162	17
	55%	46%	46%	51%	57%	61%	63%	58%	62%	63%	67%	71%	50%	61%	63%	47%	50%	71%
		13%	7%	19%ab	18%abc	15%abc	9%abc	6%abc	8%abc	3%abc	1%abc	*	36%	46%lop	6%lop	8%	5%	*
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab))	1640	204	110	295	296	231	169	103	136	68	21	7	588	731	109	125	82	7
	26%	20%	22%	23%	27%	27%	32%	30%	32%	36%	38%	28%	24%	28%	35%	21%	25%	28%
		12%	7%	18%	18%abc	14%a	10%abcde	6%abc	8%abc	4%abcde	1%abc	*	36%	45%lo	7%lmop	8%	5%	*
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368	183	91	273	232	205	129	79	99	51	18	9	431	677	79	113	60	9
	22%	18%	18%	21%	21%	23%	25%	23%	23%	27%	34%	37%	18%	26%	25%	19%	18%	37%
		13%	7%	20%	17%	15%ab	9%ab	6%	7%a	4%ab	1%abcd	1%	31%	50%lop	6%l	8%	4%	1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891	355	181	536	520	437	287	176	242	114	30	13	1048	1262	171	262	135	13
	46%	35%	37%	41%	47%	50%	55%	51%	57%	60%	55%	57%	43%	48%	55%	45%	42%	57%
		12%	6%	19%a	18%abc	15%abc	10%abcd	6%abc	8%abcde	4%abcde	1%ab	*	36%	44%lp	6%lmop	9%	5%	*
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613	113	47	130	110	74	49	27	35	16	4	10	259	201	32	78	34	10
	10%	11%	9%	10%	10%	9%	9%	8%	8%	8%	7%	43%	11%	8%	10%	13%	10%	43%
		18%	8%	21%	18%	12%	8%	4%	6%	3%	1%	2%	42%lm	33%	5%	13%lm	6%	2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359	72	34	75	64	49	23	11	17	11	3	-	145	149	12	37	16	-
	6%	7%	7%	6%	6%	6%	4%	3%	4%	6%	6%	-	6%	6%	4%	6%	5%	-
		20%lgh	9%g	21%	18%	14%	6%	3%	5%	3%	1%	-	40%	42%	3%	10%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
Standard mobile phone (that can't access the internet) - Pay as you go	584	141	71	158	87	52	28	17	21	7	3	-	193	302	24	38	27	-	
9%		14%	14%	12%	8%	6%	5%	5%	5%	4%	6%	-	8%	12%	8%	7%	8%	-	
		24%defghi	12%defghi	27%defghi	15%	9%	5%	3%	4%	1%	1%	-	33%	52%lmno	4%	7%	5%	-	
An e-reader e.g. Kindle/Kindle Fire or Kobo	764	81	44	148	129	108	75	53	77	35	11	3	226	418	43	47	26	3	
12%		8%	9%	11%	12%	12%	14%	15%	18%	18%	21%	14%	9%	16%	14%	8%	8%	14%	
		11%	6%	19%a	17%a	14%ab	10%ab	7%ab	10%abcde	5%abode	1%abc	*	30%	55%lop	6%lop	6%	3%	*	
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466	366	185	474	448	359	218	134	160	85	24	14	856	1132	149	208	107	14	
39%		36%	37%	37%	41%	41%	42%	39%	37%	45%	44%	59%	35%	43%	47%	36%	33%	59%	
		15%	7%	19%	18%ac	15%ac	9%	5%	6%	3%ac	1%	1%	35%	46%lop	6%lop	6%	4%	1%	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185	132	63	235	204	189	119	73	109	43	14	4	401	561	68	93	58	4	
19%		13%	13%	18%	19%	22%	23%	21%	26%	23%	26%	16%	16%	21%	22%	16%	18%	16%	
		11%	5%	20%ab	17%ab	16%ab	10%abc	6%ab	9%abcd	4%ab	1%ab	*	34%	47%lo	6%lo	8%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS							
		< £15,000 (a)	£15,000 (b)	£20,000 (c)	£30,000 (d)	£40,000 (e)	£50,000 (f)	£60,000 (g)	£70,000 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)		
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20		
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**		
Mobile broadband - Through a dongle or USB stick	263 4%	34 3% 13%	17 3% 6%	41 3% 16%	63 6% 24%abc	34 4% 13%	30 6% 11%ac	14 4% 6%	18 4% 7%	9 5% 3%	2 4% 1%	-	117 5% 45%lm	90 3% 34%	22 7% 8%mo	21 4% 8%	14 4% 5%	-		
Fixed landline telephone	3251 51%	533 53% 16%h	249 50% 8%	642 50% 20%	568 52% 17%	457 52% 14%	289 55% 9%ch	174 51% 5%	200 47% 6%	94 50% 3%	31 57% 1%	14 59% 7%	1053 43% 32%	1628 62% 50%op	184 59% 6%op	230 40% 7%	142 44% 4%	14 59% *		
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	250 25% 13%	125 25% 7%	375 29% 20%a	316 29% 17%a	280 32% 15%ab	168 32% 9%ab	112 33% 6%ab	141 33% 8%ab	61 32% 3%	22 41% 1%ab	6 27% *	603 25% 32%	871 33% 47%l	102 33% 6%l	172 30% 9%l	103 32% 6%l	6 27% *		
SUMMARY CODES																				
ANY MOBILE/SMARTPHONE	4048 64%	629 63% 16%	307 62% 8%	819 63% 20%	710 65% 18%	556 64% 14%	358 68% 9%abc	214 63% 5%	277 65% 7%	127 67% 3%	33 61% 1%	19 83% *	1508 61% 37%	1733 66% 43%lp	217 69% 5%lp	381 65% 9%	190 59% 5%	19 83% *		
ANY SMARTPHONE	3345 53%	451 45% 13%	220 44% 7%	638 49% 19%a	598 55% 18%abc	490 56% 15%abc	324 62% 10%abcde	196 57% 6%abc	259 61% 8%abc	119 63% 4%abcde	31 57% 1%	19 83% 1%	1247 51% 37%	1397 53% 42%	194 62% 6%lmp	327 56% 10%l	161 50% 5%	19 83% 1%		
ANY STANDARD PHONE	912 14%	207 21% 23%cdef ghi	102 21% 11%defg hi	224 17% 25%defg hi	148 13% 16%fgh	97 11% 11%	48 9% 3%	26 8% 4%	36 8% 2%	18 10% 1%	5 10% 1%	-	328 13% 36%	438 17% 48%lnop	32 10% 4%	75 13% 8%	39 12% 4%	-		
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	411 41% 13%	208 42% 7%	595 46% 19%a	568 52% 18%abc	471 54% 15%abc	300 57% 10%abcd	185 54% 6%abc	251 59% 8%abcd	119 63% 4%abcde	31 57% 1%a	13 57% *	1157 47% 37%	1369 52% 43%lp	176 56% 6%lp	291 50% 9%	144 45% 5%	13 57% *		
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	247 25% 21%defg hi	114 23% 10%defg hi	276 21% 24%defg hi	186 17% 16%h	121 14% 11%	73 14% 6%	44 13% 4%	53 12% 5%	22 12% 2%	6 12% 1%	10 43% 1%	437 18% 38%	482 18% 42%	52 17% 5%	115 20% 10%	57 18% 5%	10 43% 1%		
ANY TABLET	2666 42%	358 36% 13%	178 36% 7%	512 40% 19%	461 42% 17%ab	386 44% 14%abc	254 49% 10%abcd	163 48% 6%abc	207 48% 8%abcd	104 55% 4%abcde	29 55% 1%abc	14 60% 1%	907 37% 34%	1237 47% 46%lop	163 52% 6%lop	220 38% 8%	125 39% 5%	14 60% 1%		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
ANY FIXED BROADBAND	3601	490	245	700	645	545	330	205	266	123	36	16	1246	1667	213	296	162	16	
	57%	49%	50%	54%	59%	62%	63%	60%	62%	65%	67%	70%	51%	64%	68%	51%	50%	70%	
		14%	7%	19%a	18%abc	15%abc	9%abc	6%ab	7%abc	3%abc	1%ab	*	35%	46%op	6%op	8%	5%	*	
ANY BROADBAND	3644	496	248	710	655	550	335	206	267	124	36	16	1269	1674	217	302	166	16	
	58%	49%	50%	55%	60%	63%	64%	60%	62%	65%	67%	70%	52%	64%	69%	52%	51%	70%	
		14%	7%	19%a	18%abc	15%abc	9%abc	6%ab	7%abc	3%abc	1%ab	*	35%	46%op	6%op	8%	5%	*	
None of these	98	24	15	30	14	9	1	2	1	1	-	-	49	30	2	15	2	-	
	2%	2%	3%	2%	1%	1%	*	1%	*	1%	-	-	2%	1%	1%	3%	1%	-	
		25%efh	15%defg	30%efh	15%f	9%	1%	2%	1%	1%	-	-	50%lm	31%	2%	15%lmnp	2%	-	
				h															
Don't know	34	7	4	11	2	2	1	-	4	2	1	1	18	10	2	2	1	1	
	1%	1%	1%	1%	*	*	*	-	1%	1%	1%	5%	1%	*	1%	*	*	5%	
		20%	11%	32%cd	7%	6%	3%	-	11%	6%	2%	3%	52%	30%	6%	6%	3%	3%	
Not Asked	1529	189	106	306	272	228	124	106	127	53	16	2	617	593	55	157	105	2	
	24%	19%	21%	24%	25%	26%	24%	31%	30%	28%	30%	8%	25%	23%	18%	27%	33%	8%	
		12%	7%	20%a	18%a	15%a	8%a	7%abcd	8%abc	3%a	1%	*	40%ln	39%	4%	10%lmn	7%lmn	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Laptop/Desktop/Netbook computer	3480 55%	1114 53%	1164 55%	1202 57%
Tablet with internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi (e.g. iPad, Samsung Galaxy Tab)	1640 26%	533 25%	546 26%	561 27%
Tablet that connects to the internet via Wi-Fi only (e.g. iPad, Samsung Galaxy Tab)	1368 22%	466 22%	424 20%	478 23%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	2891 46%	934 45%	975 46%	983 47%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	613 10%	211 10%	191 9%	211 10%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	359 6%	122 6%	120 6%	117 6%

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Standard mobile phone (that can't access the internet) - Pay as you go	584 9%	195 9% 33%	192 9% 33%	197 9% 34%
An e-reader e.g. Kindle/Kindle Fire or Kobo	764 12%	260 12% 34%	230 11% 30%	274 13% 36% ^b
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	2466 39%	765 37% 31%	881 42% 36% ^a	820 39% 33%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	1185 19%	401 19% 34%	366 17% 31%	417 20% 35% ^b

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Mobile broadband - Through a dongle or USB stick	263 4%	91 4% 34%b	64 3% 24%	108 5% 41%b
Fixed landline telephone	3251 51%	1037 50% 32%	1080 51% 33%	1133 54% 35%a
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	1857 29%	609 29% 33%	614 29% 33%	635 30% 34%
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	4048 64%	1314 63% 32%	1355 64% 33%	1378 65% 34%
ANY SMARTPHONE	3345 53%	1082 52% 32%	1123 53% 34%	1140 54% 34%
ANY STANDARD PHONE	912 14%	304 15% 33%	307 14% 34%	302 14% 33%
ANY MOBILE/SMART PHONE ON CONTRACT	3150 50%	1012 48% 32%	1063 50% 34%	1075 51% 34%
ANY MOBILE/SMART PHONE ON PAY AS YOU GO	1152 18%	388 19% 34%	372 16% 32%	392 19% 34%
ANY TABLET	2666 42%	872 42% 33%	872 41% 33%	922 44% 35%
ANY FIXED BROADBAND	3601 57%	1142 55% 32%	1238 58% 34%a	1221 58% 34%a

Q.2 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2112
ANY BROADBAND	3644	1152	1253
	58%	55%	59%
		32%	34%a
None of these	98	46	27
	2%	2%	1%
		47%bc	28%
Don't know	34	16	15
	1%	1%	1%
		48%c	42%c
Not Asked	1529	516	504
	24%	25%	24%
		34%	33%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
No difficulties being able to afford communications services in the last year	4309	2186	2123	269	785	764	742	765	515	470	1054	2271	985	2231	2078	898	2215	1196
	90%	91%	89%	81%	87%	89%	90%	92%	94%	95%	86%	90%	94%	83%	87%	96%	90%	85%
		dekor 51%c	49%	6%	18%cd	18%cd	17%cd	18%ade	12%ade	11%ade	24%	53%k	23%akl	52%ao	48%	21%aqr	51%r	28%
One or two difficulties being able to afford communications services in the last year	353	152	200	53	88	83	55	49	18	7	142	186	25	129	224	25	178	150
	7%	6%	8%	16%	10%	10%	7%	6%	3%	1%	12%	7%	2%	5%	9%	3%	7%	11%
		ijmnp 43%	57%b	15%aef	25%agh	24%agh	15%ij	14%ij	5%j	2%	40%alm	53%lm	7%	37%	63%an	7%	50%ap	43%apq
More frequent difficulties being able to afford communications services in the last year	85	40	45	4	24	14	17	9	9	7	28	41	17	19	67	4	31	51
	2%	2%	2%	1%	3%	2%	2%	1%	2%	1%	2%	2%	2%	1%	3%	*	1%	4%
		np 47%	53%	5%	28%h	17%	20%	11%	11%	8%	33%	48%	19%	22%	78%an	4%	37%p	59%apq
SUMMARY CODE																		
ANY DIFFICULTIES	438	192	246	58	112	98	72	58	27	14	170	227	41	148	290	29	209	201
	9%	8%	10%	17%	12%	11%	9%	7%	5%	3%	14%	9%	4%	6%	12%	3%	9%	14%
		ijmnp 44%	56%b	13%aef	25%agh	22%hij	16%ij	13%	6%j	3%	39%alm	52%lm	9%	34%	66%an	7%	48%p	46%apq
Don't know	46	18	29	5	1	5	9	5	8	13	6	19	21	20	26	6	25	15
	1%	1%	1%	1%	*	1%	1%	1%	1%	3%	*	1%	2%	1%	1%	1%	1%	1%
		e 38%	62%	11%e	2%	11%	20%e	11%	17%e	gh	13%	42%	45%akl	43%	57%	13%	55%	32%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
No difficulties being able to afford communications services in the last year	4309 90%	3636 90% i	351 89% 8%	216 89% 5%	106 89% 2%	168 91% 4%	487 89% 11%	379 92% 9% _d	292 85% 7%	353 93% 8% _{agik} p	459 89% 11%	487 90% 11% _d	630 90% 15% _d	383 91% 9% _d	216 89% 5%	351 89% 8%	106 89% 2%
One or two difficulties being able to afford communications services in the last year	353 7%	286 7% 81%	34 9% 10%	22 9% 6%	11 9% 3%	13 7% 4%	47 9% 13% _d	24 6% 7%	37 11% 10% _{ahjlmn}	18 5% 5%	40 8% 11%	34 6% 10%	49 7% 14%	23 5% 7%	22 9% 6% _d	34 9% 10% _d	11 9% 3%
More frequent difficulties being able to afford communications services in the last year	85 2%	76 2% 89%	7 2% 8%	1 * 1%	2 2% 3%	3 2% 4%	10 2% 12%	6 1% 7%	9 3% 11% _o	4 1% 4%	15 3% 18% _{dp}	8 1% 9%	15 2% 17%	7 2% 8%	1 * 1%	7 2% 8%	2 2% 3%
SUMMARY CODE																	
ANY DIFFICULTIES	438 9%	362 9% j	41 10% 83%	23 10% 5%	13 11% 3%	16 9% 4%	57 10% 13% _d	30 7% 2%	48 13% 11% _{ahjlmn}	21 6% 5%	55 11% 13% _d	42 8% 10%	64 9% 15%	30 7% 7%	23 10% 5%	41 10% 9% _d	13 11% 3% _d
Don't know	46 1%	42 1% 90%	2 1% 5%	2 1% 5%	- - -	2 1% 3%	1 * 3%	2 1% 5%	6 2% 13% _{gk}	3 1% 7%	1 * 3%	12 2% 25% _{agk}	8 1% 16%	7 2% 14% _{gk}	2 1% 5%	2 1% 5%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
No difficulties being able to afford communications services in the last year	4309 90% ghik	3835 90% ghik	449 88% 10%	256 65% 6%	1110 79% 26% ^d	224 58% 5%	605 80% 14% ^f	279 59% 6%	550 82% 13% ^h	2611 90% 61% ^k	522 85% 12%	333 93% 8% ^k	542 93% 13% ^{akno}	2990 89% 69% ^k	3641 90% 84% ^k
One or two difficulties being able to afford communications services in the last year	353 7%	315 7% m	37 7% 10%	101 25% 28% ^{ae}	239 17% 68% ^a	131 34% 37% ^{ag}	129 17% 36% ^a	151 32% 43% ^{ai}	109 16% 31% ^a	225 8% 64% ^m	72 12% 20% ^{ajlmno}	20 6% 6%	24 4% 7%	282 8% 80% ^m	313 8% 89% ^m
More frequent difficulties being able to afford communications services in the last year	85 2%	69 2% 81%	16 3% 19% ^{ab}	34 9% 40% ^{ae}	47 3% 55% ^a	32 8% 38% ^{ag}	19 3% 23%	38 8% 44% ^{ai}	14 2% 16%	43 1% 50%	13 2% 16%	2 1% 3%	13 2% 15%	55 2% 65%	67 2% 79%
SUMMARY CODE															
ANY DIFFICULTIES	438 9%	384 9% m	53 10% 12%	135 34% 31% ^{ae}	286 20% 65% ^a	164 42% 37% ^{ag}	148 20% 34% ^a	189 40% 43% ^{ai}	123 18% 28% ^a	268 9% 61% ^m	85 14% 19% ^{ajlmno}	22 6% 5%	37 6% 77% ^{lm}	337 10% 71% ^{lm}	380 9% 87% ^{lm}
Don't know	46 1%	40 1% gin	7 1% 14%	6 1% 13%	10 1% 22%	2 1% 5%	1 * 3%	2 * 5%	1 * 3%	13 1% 27%	6 1% 12%	4 1% 10% ^j	5 1% 11%	18 1% 39%	27 1% 59%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
No difficulties being able to afford communications services in the last year	4309 90%	1474 90% h	1224 89% 28%	2402 90% 56%	2242 91% 52%h	1073 91% 25%h	3269 91% 76%h	1040 87% 24%	240 91% 6%	3305 91% 77%h
One or two difficulties being able to afford communications services in the last year	353 7%	133 8% 38%	114 8% 32%	207 8% 59%	174 7% 49%	84 7% 24%	255 7% 72%	97 8% 28%	18 7% 5%	261 7% 74%
More frequent difficulties being able to afford communications services in the last year	85 2%	26 2% 30%	23 2% 27%	43 2% 51%	36 1% 43%	21 2% 24%	55 2% 65%	30 3% 35%eij	5 2% 6%	56 2% 66%
SUMMARY CODE										
ANY DIFFICULTIES	438 9%	159 10% 36%	137 10% 31%	251 9% 57%	210 9% 48%	105 9% 24%	311 9% 71%	127 11% 29%efgj	23 9% 5%	318 9% 72%
Don't know	46 1%	7 * b	8 1% 17%	14 1% 30%	14 1% 31%	7 1% 15%	21 1% 46%	25 2% 54%afgj	- - -	21 1% 46%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
No difficulties being able to afford communications services in the last year	4309	2970 91% cfgijk 69%ac	1339 87% 31%	1665 90% 39%	2644 90% 61%	800 76% 19%	- - -	4309 100% 100%agi	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	353	217 7% hi	136 9% 38%b	149 8% 42%	204 7% 58%	216 20% 61%a	353 81% 100%ahi	- - -	- - -	82 82% 23%a	52 82% 15%a
More frequent difficulties being able to afford communications services in the last year	85	41 2% h	44 3% 52%ab	32 2% 38%	53 2% 62%	36 3% 43%a	85 19% 100%ah	- - -	85 100% 100%agh	18 18% 21%a	12 18% 14%a
SUMMARY CODE											
ANY DIFFICULTIES	438	258	180	181	257	253	438	-	85	100	64
	9%	8% h	12% 41%ab	10% 41%	9% 59%	24% 58%a	100% 100%ah	- -	100% 19%ah	100% 23%a	100% 15%a
Don't know	46	23	23	11	35	3	-	-	-	-	-
	1%	1% fgh 50%	2% 50%b	1% 24%	1% 76%	1% 6%	- -	- -	- -	- -	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
No difficulties being able to afford communications services in the last year	4309 90%	34 58% bcodefgj 1%	36 62% 1%	62 56% 1%	60 65% 1%k	99 52% 2%	142 58% 3%	4167 92% 97%abcodefgj jk	52 51% 1%	71 54% 2%	54 49% 1%	680 77% 16%	2590 95% 60%al
One or two difficulties being able to afford communications services in the last year	353 7%	14 24% hm 4%ah	13 22% 4%ah	34 31% 10%ah	21 22% 6%ah	65 35% 19%aah	74 30% 21%ah	279 6% 79%	37 36% 10%aah	41 31% 12%ah	43 39% 12%aah	164 19% 47%am	91 3% 26%
More frequent difficulties being able to afford communications services in the last year	85 2%	9 16% hm 11%ah	6 10% 7%ah	13 11% 15%ah	12 13% 14%ah	25 13% 29%ah	28 11% 33%ah	57 1% 67%	13 13% 15%ah	20 15% 23%ah	13 12% 16%ah	31 4% 37%am	24 1% 28%
SUMMARY CODE													
ANY DIFFICULTIES	438 9%	23 40% hm 5%ah	19 32% 4%ah	47 43% 11%ah	33 35% 7%ah	90 48% 21%ach	102 42% 23%ah	336 7% 77%	50 49% 11%ach	60 46% 14%ah	56 51% 13%aah	196 22% 45%am	115 4% 26%
Don't know	46 1%	1 2% 2%g	3 6% 7%aefghijk	1 1% 3%	- - -	- - -	- - -	46 1% 100%	- - -	- - -	- - -	3 * 6%	18 1% 40%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

Total	PERSONAL INCOME										No classification (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	4889	833	915	907	1247	542	220	88	45	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	30**	22**
No difficulties being able to afford communications services in the last year	4309	654	730	765	1165	527	224	98	46	54	15
	90%	84%	89%	90%	90%	93%	95%	98%	92%	100%	71%
		15%	17%a	18%a	27%a	12%ab	5%abcd	2%abcd	1%	1%a	*
One or two difficulties being able to afford communications services in the last year	353	93	63	60	95	22	9	2	1	-	5
	7%	12%	8%	7%	7%	4%	4%	2%	3%	-	24%
		28%bcdefg	18%e	17%e	27%e	6%	3%	1%	*	-	1%
More frequent difficulties being able to afford communications services in the last year	85	17	19	16	20	10	1	-	2	-	1
	2%	2%	2%	2%	2%	2%	*	-	4%	-	5%
		20%	22%	19%	23%	12%	1%	-	2%	-	1%
SUMMARY CODE											
ANY DIFFICULTIES	438	110	81	76	115	32	10	2	3	2	6
	9%	14%	10%	9%	9%	6%	4%	2%	6%	-	29%
		25%bcdefgi	19%efg	17%efg	26%efg	7%	2%	1%	3%	-	1%
Don't know	46	11	7	6	11	8	2	-	1	-	-
	1%	1%	1%	1%	1%	1%	1%	-	1%	-	-
		23%	15%	13%	25%	18%	5%	-	2%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
No difficulties being able to afford communications services in the last year	4309 90%	698 86%	334 86%	866 88%	759 92%	602 92%	365 92%	217 93%	286 95%	129 95%	37 98%	15 71%	1647 89%	1901 94%	234 90%	342 80%	171 78%	15 71%	
		16%	8%	20%	18%abc	14%abc	8%abc	5%abc	7%abc	3%abc	1%ab	*	38%op	44%lnop	5%op	8%	4%	*	
One or two difficulties being able to afford communications services in the last year	353 7%	93 11%	42 11%	81 8%	42 5%	35 5%	26 6%	10 4%	14 5%	4 3%	- 24%	5 1%	144 41%lm	87 25%	20 6%lm	65 18%lmn	32 9%lmn	5 1%	
		26%cdef ghj	12%defg hij	23%de	12%	10%	7%	3%	4%	1%	-	1%							
More frequent difficulties being able to afford communications services in the last year	85 2%	15 2%	10 3%	30 3%	15 2%	4 1%	6 1%	4 2%	- 1%	2 1%	- 5%	1 1%	35 41%lm	20 24%	4 5%	13 15%lm	12 14%lmn	1 1%	
		17%eh	12%eh	35%eh	18%eh	4%	6%	4%h	-	2%	-	1%							
SUMMARY CODE																			
ANY DIFFICULTIES	438 9%	107 13%	52 13%	111 11%	57 7%	38 6%	31 8%	14 6%	14 5%	6 5%	- 18%	6 29%	179 41%lm	107 24%	24 6%lm	78 18%lmn	44 10%lmn	6 1%	
		24%defg hij	12%defg hij	25%degh	13%	9%	7%	3%	3%	1%	-	1%							
Don't know	46 1%	11 1%	3 1%	12 1%	8 1%	5 1%	2 1%	4 2%	1 *	- 2%	1 2%	- -	17 37%	18 39%	1 2%	6 14%	4 8%	- -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1600
No difficulties being able to afford communications services in the last year	4309 90%	1373 87% 32%	1473 91% 34%a
One or two difficulties being able to afford communications services in the last year	353 7%	145 9% 41%bc	106 7% 30%
More frequent difficulties being able to afford communications services in the last year	85 2%	39 2% 46%b	26 2% 31%
SUMMARY CODE			
ANY DIFFICULTIES	438 9%	184 12% 42%bc	126 8% 29%
Don't know	46 1%	20 1% 42%c	18 1% 39%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
No difficulties being able to afford communications services in the last year	4309	2186	2123	269	785	764	742	765	515	470	1054	2271	985	2231	2078	898	2215	1196
	68%	71%	65%	30%	68%	72%	75%	77%	79%	81%	51%	75%	80%	71%	65%	74%	68%	64%
		cdkor 51%ac	49%	6%	18%cd	18%ade	17%ade	18%ade	12%ade	11%ade	24%	53%ak	23%akl	52%ao	48%	21%aoqr	51%r	28%
One or two difficulties being able to afford communications services in the last year	353	152	200	53	88	83	55	49	18	7	142	186	25	129	224	25	178	150
	6%	5%	6%	6%	8%	8%	6%	5%	3%	1%	7%	6%	2%	4%	7%	2%	5%	8%
		ijmnp 43%	57%b	15%ij	25%ah	24%agh	15%ij	14%ij	5%j	2%	40%am	53%am	7%	37%	63%an	7%	50%ap	43%apq
More frequent difficulties being able to afford communications services in the last year	85	40	45	4	24	14	17	9	9	7	28	41	17	19	67	4	31	51
	1%	1%	1%	*	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	3%
		np 47%	53%	5%	28%cd	17%	20%cd	11%	11%cd	8%	33%	48%	19%	22%	78%an	4%	37%p	59%apq
SUMMARY CODE																		
ANY DIFFICULTIES	438	192	246	58	112	98	72	58	27	14	170	227	41	148	290	29	209	201
	7%	6%	8%	6%	10%	9%	7%	6%	4%	2%	8%	7%	3%	5%	9%	2%	6%	11%
		ijmnp 44%	56%	13%ij	25%adh	22%adh	16%ij	13%	6%j	3%	39%am	52%am	9%	34%	66%an	7%	48%ap	46%apq
Don't know	46	18	29	5	1	5	9	5	8	13	6	19	21	20	26	6	25	15
	1%	1%	1%	1%	*	*	1%	1%	1%	2%	*	1%	2%	1%	1%	1%	1%	1%
		ek 38%	62%	11%	2%	11%	20%e	11%	17%e	28%ade	13%	42%	45%akl	43%	57%	13%	55%	32%
Not asked	1529	672	856	558	264	189	166	169	100	83	822	524	182	740	789	284	787	457
	24%	22%	26%	63%	23%	18%	17%	17%	15%	14%	40%	17%	15%	24%	25%	23%	24%	24%
		bfghij 44%	56%ab	37%aef	17%fgh	12%j	11%	11%	7%	5%	54%alm	34%am	12%	48%	52%	19%	52%	30%
	m	m		ghj	ij													

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
No difficulties being able to afford communications services in the last year	4309 68%	3636 68% # 84%	351 65% 8%	216 69% 5%	106 73% 2% c	168 65% 4%	487 69% 11% d	379 70% 9% d	292 63% 7%	353 67% 8%	459 74% 11% a f i	487 63% 11%	630 70% 15% d	383 73% 9% a f j l p	216 69% 5%	351 65% 8%	106 73% 2% d l p
One or two difficulties being able to afford communications services in the last year	353 6%	286 5% j 81%	34 6% 10%	22 7% 6%	11 7% 3%	13 5% 4%	47 7% 13% d	24 5% 7%	37 8% 10% a h j l n	18 3% 5%	40 6% 11% d	34 4% 10%	49 5% 14%	23 4% 7%	22 7% 6% d	34 6% 10% d	11 7% 3% d
More frequent difficulties being able to afford communications services in the last year	85 1%	76 1% 89%	7 1% 8%	1 * 1%	2 2% 3%	3 1% 4%	10 1% 12%	6 1% 7%	9 2% 11%	4 1% 4%	15 2% 18% a j p	8 1% 9%	15 2% 17%	7 1% 8%	1 * 1%	7 1% 8%	2 2% 3%
SUMMARY CODE																	
ANY DIFFICULTIES	438 7%	362 7% j 83%	41 8% 9%	23 7% 5%	13 9% 3%	16 6% 4%	57 8% 13% d	30 6% 7%	48 10% 11% a h j l n	21 4% 5%	55 9% 13% d h j n	42 5% 10%	64 7% 15% d	30 6% 7%	23 7% 5% d	41 8% 9% d	13 9% 3% d
Don't know	46 1%	42 1% 90%	2 * 5%	2 1% 5%	- - -	2 1% 3%	1 * 3%	2 * 5%	6 1% 13% g k	3 1% 7%	1 * 3%	12 2% 25% a g k	8 1% 16%	7 1% 14% g k	2 1% 5%	2 * 5%	- - -
Not asked	1529 24%	1285 84% e	144 27% 9% e	74 23% 5%	25 18% 2%	74 29% 5% k n q	159 23% 10% k	131 24% 9% k	119 26% 8% k q	153 29% 10% a g k m n q	107 17% 7%	229 30% 15% a g h k m n q	204 23% 13% k	108 21% 7%	74 23% 5% k	144 27% 9% k n q	25 18% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
No difficulties being able to afford communications services in the last year	4309	3835	449	256	1110	224	605	279	550	2611	522	333	542	2990	3641
	68%	70%	56%	54%	61%	52%	68%	54%	69%	90%	85%	93%	93%	89%	90%
	th	cde	89%ac	6%	26%cd	5%	14%ef	6%	13%gh	61%ak	12%ia	8%ak	13%akno	69%ak	84%ak
One or two difficulties being able to afford communications services in the last year	353	315	37	101	239	131	129	151	109	225	72	20	24	282	313
	6%	6%	5%	21%	13%	31%	14%	29%	14%	8%	12%	6%	4%	8%	8%
		89%	10%	28%ae	68%a	37%ag	36%a	43%ai	31%a	64%am	20%ajlmno	6%	7%	80%am	89%am
More frequent difficulties being able to afford communications services in the last year	85	69	16	34	47	32	19	38	14	43	13	2	13	55	67
	1%	1%	2%	7%	3%	8%	2%	7%	2%	1%	2%	1%	2%	2%	2%
		81%	19%	40%ae	55%a	38%ag	23%	44%ai	16%	50%	16%	3%	15%	65%	79%
SUMMARY CODE															
ANY DIFFICULTIES	438	384	53	135	286	164	148	189	123	268	85	22	37	337	380
	7%	7%	7%	29%	16%	38%	17%	36%	15%	9%	14%	6%	6%	10%	9%
		88%	12%	31%ae	65%a	37%ag	34%a	43%ai	28%a	61%am	19%ajlmno	5%	8%	77%alm	87%alm
Don't know	46	40	7	6	10	2	1	2	1	13	6	4	5	18	27
	1%	1%	1%	1%	1%	1%	*	*	*	*	1%	1%	1%	1%	1%
		86%	14%	13%	22%	5%	3%	5%	3%	27%	12%	10%	11%	39%	59%
Not asked	1529	1222	296	76	419	40	140	51	128	-	-	-	-	-	-
	24%	22%	37%	16%	23%	9%	16%	10%	16%	-	-	-	-	-	-
		bdf	80%	5%	27%cd	3%	9%ef	3%	8%gh	-	-	-	-	-	-
	ghijklmno	ghijklmno													

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
No difficulties being able to afford communications services in the last year	4309 68%	1474 90% h 34%a	1224 89% 28%a	2402 90% 56%a	2242 91% 52%ah	1073 91% 25%ah	3269 91% 76%ah	1040 38% 24%	240 91% 6%ah	3305 91% 77%ah
One or two difficulties being able to afford communications services in the last year	353 6%	133 8% h 38%a	114 8% 32%a	207 8% 59%a	174 7% 49%ah	84 7% 24%h	255 7% 72%ah	97 4% 28%	18 7% 5%h	261 7% 74%ah
More frequent difficulties being able to afford communications services in the last year	85 1%	26 2% 30%	23 2% 27%	43 2% 51%	36 1% 43%	21 2% 24%	55 2% 65%	30 1% 35%	5 2% 6%	56 2% 66%
SUMMARY CODE										
ANY DIFFICULTIES	438 7%	159 10% h 36%a	137 10% 31%a	251 9% 57%a	210 9% 48%ah	105 9% 24%ah	311 9% 71%ah	127 5% 29%	23 9% 5%h	318 9% 72%ah
Don't know	46 1%	7 * 15%	8 1% 17%	14 1% 30%	14 1% 31%	7 1% 15%	21 1% 46%	25 - 54%	- - -	21 1% 46%
Not asked	1529 24%	- bcdelgij	- -	- -	- -	- -	- -	1529 56% 100%aefgij	- -	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total (a)	Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)
6322	3344	2978	1809	4513	1032	433	4404	92	93	63
6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
4309	2970	1339	1665	2644	800	-	4309	-	-	-
68%	91%	44%	90%	59%	76%	-	100%	-	-	-
	cegijk	69%ac	31%	39%ae	61%	-	100%agi	-	-	-
353	217	136	149	204	216	353	-	-	82	52
6%	7%	4%	8%	5%	20%	81%	-	-	82%	82%
	cehi	62%ac	38%	42%ae	58%	100%ahi	-	-	23%a	15%a
85	41	44	32	53	36	85	-	85	18	12
1%	1%	1%	2%	1%	3%	19%	-	100%	18%	18%
	h	48%	52%	38%	62%	100%ah	-	100%agh	21%a	14%a
438	258	180	181	257	253	438	-	85	100	64
7%	8%	6%	10%	6%	24%	100%	-	100%	100%	100%
	eh	59%ac	41%	41%ae	59%	100%ah	-	19%ah	23%a	15%a
46	23	23	11	35	3	-	-	-	-	-
1%	1%	1%	1%	1%	1%	-	-	-	-	-
	h	50%	50%	24%	76%	-	-	-	-	-
1529	-	1529	-	1529	-	-	-	-	-	-
24%	-	50%	-	34%	-	-	-	-	-	-
	bdgfhijk	100%ab	-	100%ad	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
No difficulties being able to afford communications services in the last year	4309 68%	34 58% dfgijk 1%	36 62% 1%	62 56% 1%	60 65% 1%k	99 52% 2%	142 58% 3%	4167 69% 97%dfgijk	52 51% 1%	71 54% 2%	54 49% 1%	680 77% 16%a	2590 95% 60%al
One or two difficulties being able to afford communications services in the last year	353 6%	14 24% hm 4%ah	13 22% 4%ah	34 31% 10%ah	21 22% 6%ah	65 35% 19%aeh	74 30% 21%ah	279 5% 79%	37 36% 10%aeh	41 31% 12%ah	43 39% 12%aceh	164 19% 47%am	91 3% 26%
More frequent difficulties being able to afford communications services in the last year	85 1%	9 16% h 11%ah	6 10% 7%ah	13 11% 15%ah	12 13% 14%ah	25 13% 29%ah	28 11% 33%ah	57 1% 67%	13 13% 15%ah	20 15% 23%ah	13 12% 16%ah	31 4% 37%am	24 1% 28%
SUMMARY CODE													
ANY DIFFICULTIES	438 7%	23 40% hm 5%ah	19 32% 4%ah	47 43% 11%ah	33 35% 7%ah	90 48% 21%ach	102 42% 23%ah	336 6% 77%	50 49% 11%ach	60 46% 14%ah	56 51% 13%aceh	196 22% 45%am	115 4% 26%
Don't know	46 1%	1 2% 2%g	3 6% 7%aefghijk	1 1% 3%	- - -	- - -	- - -	46 1% 100%	- - -	- - -	- - -	3 * 6%	18 1% 40%
Not asked	1529 24%	- bdefgij -	- -	- -	- -	- -	- -	1529 25% 100%bdefgij	- -	- -	- -	- -	- -
	klm	klm					k						

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
No difficulties being able to afford communications services in the last year	4309 68%	654 61%	730 69%	765 68%	1165 68%	527 74%	224 73%	98 74%	46 76%	54 80%	30 87%	15 65%
		15%	17%a	18%a	27%a	12%abcd	5%a	2%a	1%a	1%acd	1%	*
One or two difficulties being able to afford communications services in the last year	353 6%	93 9%	63 6%	60 5%	95 6%	22 3%	9 3%	2 2%	1 2%	2 3%	- -	5 22%
		26%bcdefg	18%e	17%e	27%e	6%	3%	1%	*	*	-	1%
More frequent difficulties being able to afford communications services in the last year	85 1%	17 2%	19 2%	16 1%	20 1%	10 1%	1 *	- *	2 3%	- -	- -	1 5%
		20%	22%	19%	23%	12%	1%	-	2% ^d	-	-	1%
SUMMARY CODE												
ANY DIFFICULTIES	438 7%	110 10%	81 8%	76 7%	115 7%	32 4%	10 3%	2 2%	3 5%	2 3%	- -	6 27%
		25%bcdefg	19%efg	17% ^d g	26%efg	7%	2%	1%	1%	*	-	1%
Don't know	46 1%	11 1%	7 1%	6 1%	11 1%	8 1%	2 1%	- -	1 1%	- -	- -	- -
		23%	15%	13%	25%	18%	5%	-	2%	-	-	-
Not asked	1529 24%	295 28%	246 23%	285 19% ^e	423 25%	148 21%	72 23%	32 24%	11 18%	11 17%	4 13%	2 8%
		19% ^b e	16%	19% ^e	28% ^e	10%	5%	2%	1%	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
No difficulties being able to afford communications services in the last year	4309 68%	698 69% 16%	334 67% 8%	866 67% 20%	759 69% 18%	602 69% 14%	365 70% 8%	217 64% 5%	286 67% 7%	129 69% 3%	37 68% 1%	15 65% *	1647 67% 38%op	1901 73% 44%op	234 74% 5%op	342 59% 8%	171 53% 4%	15 65% *	
One or two difficulties being able to afford communications services in the last year	353 6%	93 9% 26%defg ghj	42 9% 12%defg hij	81 6% 23%degh i	42 4% 12% i	35 4% 10% i	26 5% 7%	10 3% 3%	14 3% 4%	4 2% 1%	- - -	5 22% 1%	144 6% 41%lm	87 3% 25%	20 6% 6%lm	65 11% 18%lmn	32 10% 9%lm	5 22% 1%	
More frequent difficulties being able to afford communications services in the last year	85 1%	15 1% 17%eh	10 2% 12%eh	30 2% 35%eh	15 1% 18%eh	4 * 4%	6 1% 6%	4 1% 4%h	- - -	2 1% 2%	- - -	1 5% 1%	35 1% 41%lm	20 1% 24%	4 1% 5%	13 2% 15%lm	12 4% 14%lm	1 5% 1%	
SUMMARY CODE																			
ANY DIFFICULTIES	438 7%	107 11% 24%defg hij	52 11% 12%defg hij	111 9% 25%degh ij	57 5% 13% ij	38 4% 9%	31 6% 7%	14 4% 3%	14 3% 3%	6 3% 1%	- - -	6 27% 1%	179 7% 41%lm	107 4% 24%	24 8% 6%lm	78 13% 18%lmn	44 14% 10%lmn	6 27% 1%	
Don't know	46 1%	11 1% 23%	3 1% 7%	12 1% 26%	8 1% 17%	5 1% 10%	2 * 5%	4 1% 8%	1 * 3%	- - -	1 1% 2%	- - -	17 1% 37%	18 1% 39%	1 * 2%	6 1% 14%	4 1% 8%	- - -	
Not asked	1529 24%	189 19% 12%	106 21% 7%	306 24% 20%a	272 25% 18%a	228 26% 15%a	124 24% 8%a	106 31% 7%abdcdf	127 30% 8%abc	53 29% 3%a	16 30% 1%	2 8% *	617 25% 40%un	593 23% 39%	65 18% 4%	157 27% 10%mn	105 33% 7%lmn	2 8% *	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
No difficulties being able to afford communications services in the last year	4309 68%	1373 66% 32%	1473 69% 34%a	1463 69% 34%a
One or two difficulties being able to afford communications services in the last year	353 6%	145 7% 41%bc	106 5% 30%	102 5% 29%
More frequent difficulties being able to afford communications services in the last year	85 1%	39 2% 46%b	20 1% 23%	26 1% 31%
SUMMARY CODE				
ANY DIFFICULTIES	438 7%	184 9% 42%bc	126 6% 29%	128 6% 29%
Don't know	46 1%	20 1% 42%c	18 1% 39%	9 * 19%
Not asked	1529 24%	516 25% 34%	504 24% 33%	509 24% 33%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	433	184	249	47	102	91	70	53	42	22		149	220	64	120	313	24	180	229	
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**		170	227	41*	148	290	29**	209	201	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125	55	70	30	41	24	13	15	1	1		71	52	2	44	81	9	61	55	
	28%	29%	28%	52%	37%	25%	18%	26%	4%	5%		42%	23%	4%	30%	28%	30%	29%	27%	
		im	56%	24%alg	33%gi	19%l	10%l	12%l	1%	1%		57%alm	41%lm	1%	35%	65%	7%	49%	44%	
Standard mobile phone (that can't access the internet)	28	17	12	2	3	9	5	5	1	3		5	19	4	6	22	1	8	20	
	6%	9%	5%	3%	3%	9%	7%	9%	4%	19%		3%	8%	9%	4%	8%	4%	4%	10%	
		59%	41%	7%	12%	31%	18%	19%	4%	9%		19%	68%k	14%	23%	77%	4%	28%	68%q	
Fixed landline telephone	78	29	49	3	13	19	13	17	7	6		16	49	13	20	58	7	29	42	
	18%	15%	20%	6%	11%	20%	18%	29%	26%	43%		9%	21%	32%	13%	20%	23%	14%	21%	
		dk	63%	4%	16%	25%cl	16%	22%ade	9%de	8%		20%	63%k	17%ak	26%	74%	8%	38%	54%	
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85	38	47	18	21	17	15	9	3	3		39	40	6	23	63	2	43	41	
	19%	20%	19%	31%	19%	17%	21%	15%	12%	18%		23%	18%	14%	15%	22%	6%	20%	20%	
		45%	55%	21%	25%	19%	18%	10%	4%	3%		46%	47%	7%	26%	74%	2%	50%	48%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	433	184	249	47	102	91	70	53	42	22		149	220	64	120	313	24	180	229	
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**		170	227	41*	148	290	29**	209	201	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbit/s, up to 100 Mbit/s*.	47 11%	22 11% 47%	25 10% 53%	4 7% 9%	13 12% 28%	13 13% 27%	5 7% 11%	10 17% 21%	1 4% 3%	1 4% 1%		17 10% 37%	28 12% 59%	2 4% 4%	18 12% 39%	29 10% 61%	5 19% 12%	21 10% 45%	20 10% 44%	
Mobile broadband - Through a dongle or USB stick	27 6%	14 7% 51%	13 5% 49%	- - -	3 3% 11%	13 13% 47%ade i	6 8% 21%	5 8% 18% d	- - -	1 5% 3%		3 2% 11%	23 10% 86% km	1 2% 3%	9 6% 35%	17 6% 65%	1 4% 5%	13 6% 50%	12 6% 45%	
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	7 4% 47%	8 3% 53%	- - -	4 4% 26%	6 6% 40%	2 3% 12%	3 5% 17%	- - -	1 5% 5%		4 2% 26%	11 5% 69%	1 2% 5%	4 3% 26%	11 4% 74%	- - -	6 3% 40%	9 5% 60%	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	56 29% im 37%	96 39% 63% b	16 28% 11%	46 42% 30% d	39 40% 26% d	28 39% 18% d	15 26% 10%	5 16% 3%	3 21% 2%		63 37% 41% m	82 36% 54% m	7 18% 5%	51 34% 33%	102 35% 67%	9 30% 6%	77 37% 51%	67 33% 44%	
Calls using a public payphone	19 4%	7 4% 36%	12 5% 64%	2 3% 10%	4 3% 20%	5 5% 28%	2 2% 9%	4 7% 23%	2 7% 10%	- - -		6 3% 30%	11 5% 59%	2 5% 10%	2 2% 12%	17 6% 88%	- - -	6 3% 29%	13 7% 71%	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	433	184	249	47	102	91	70	53	42	22		149	220	64	120	313	24	180	229	
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**		170	227	41*	148	290	29**	209	201	
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	34	40	8	19	23	11	10	2	1		27	44	3	28	46	5	34	35	
	17%	18%	16%	15%	17%	24%	16%	17%	9%	7%		16%	19%	8%	19%	16%	17%	16%	18%	
Other	17	7	11	1	4	-	5	3	3	1		6	8	4	6	12	2	10	6	
	4%	3%	4%	2%	4%	-	7%	5%	9%	8%		3%	3%	9%	4%	4%	6%	5%	3%	
		38%	62%	8%	25%	-	30% <i>f</i>	16% <i>f</i>	15% <i>f</i>	7%		33%	46%	21%	33%	67%	10%	58%	32%	
SUMMARY CODES																				
ANY MOBILE/SMARTPHONE	142	67	76	30	43	30	17	18	2	3		73	65	5	47	95	10	67	66	
	33%	35%	31%	52%	38%	31%	23%	30%	8%	19%		43%	28%	12%	32%	33%	34%	32%	33%	
		<i>im</i> 47%	53%	21% <i>a</i> <i>lq</i> <i>hi</i>	30% <i>gi</i>	21% <i>l</i>	12%	12% <i>l</i>	2%	2%		51% <i>a</i> <i>lm</i>	45% <i>m</i>	3%	33%	67%	7%	47%	46%	
ANY BROADBAND	144	64	80	22	37	33	24	20	5	4		59	77	8	49	95	8	73	62	
	33%	33%	32%	38%	33%	34%	34%	34%	17%	27%		35%	34%	20%	33%	33%	29%	35%	31%	
		<i>im</i> 44%	56%	15% <i>l</i>	25%	23%	17%	14%	3%	3%		41% <i>m</i>	53% <i>m</i>	6%	34%	66%	6%	51%	43%	
ONLY 1 SERVICE	237	110	127	37	54	54	42	30	14	6		91	126	20	87	150	18	116	103	
	54%	57%	52%	65%	48%	55%	59%	52%	50%	42%		54%	56%	47%	59%	52%	61%	56%	52%	
		47%	53%	16%	23%	23%	18%	13%	6%	2%		39%	53%	8%	37%	63%	7%	49%	44%	
2 SERVICES	94	33	62	12	33	17	16	12	2	2		45	45	4	29	65	7	46	42	
	22%	17%	25%	20%	30%	18%	22%	21%	7%	12%		27%	20%	9%	20%	23%	24%	22%	21%	
		<i>im</i> 35%	65%	12%	38% <i>l</i>	18%	17%	13%	2%	2%		48% <i>m</i>	48% <i>m</i>	4%	31%	69%	7%	49%	44%	
3 SERVICES	39	16	23	4	7	12	4	8	1	3		11	23	5	16	23	3	22	14	
	9%	8%	9%	8%	6%	12%	5%	14%	5%	23%		7%	10%	11%	11%	8%	10%	10%	7%	
		42%	58%	11%	17%	29%	10%	20%	3%	8%		28%	60%	12%	41%	59%	7%	56%	37%	
4 SERVICES	9	3	5	-	5	2	2	-	-	-		5	4	-	2	6	-	5	4	
	2%	2%	2%	-	4%	2%	2%	-	-	-		3%	2%	-	2%	2%	-	2%	2%	
		40%	60%	-	58%	21%	21%	-	-	-		58%	42%	-	29%	71%	-	57%	43%	
5 OR MORE SERVICES	14	7	7	2	2	5	2	2	1	-		4	9	1	1	12	-	3	11	
	3%	3%	3%	3%	2%	5%	3%	4%	2%	-		2%	4%	2%	1%	4%	-	1%	5%	
		48%	52%	14%	14%	36%	13%	18%	5%	-		27%	68%	5%	11%	89%	-	20%	80% <i>q</i>	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	433	184	249	47	102	91	70	53	42	22		149	220	64	120	313	24	180	229	
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**		170	227	41*	148	290	29**	209	201	
ANY COMMUNICATIONS SERVICE	393	169	223	56	101	89	66	53	18	11		156	208	28	136	257	27	191	174	
	90%	88%	91%	96%	90%	91%	92%	91%	64%	77%		92%	91%	68%	92%	88%	95%	92%	87%	
		im 43%	57%	14%id	26%id	23%id	17%id	13%id	4%	3%		40%im	53%im	7%	35%	65%	7%	49%	44%	
Don't know	46	23	23	2	11	8	6	5	10	3		13	19	13	12	34	1	17	27	
	10%	12%	9%	4%	10%	9%	8%	9%	36%	23%		8%	9%	32%	8%	12%	5%	8%	13%	
		51%	49%	5%	24%	18%	12%	12%	22%adef	7%	gh	29%	43%	29%akl	26%	74%	3%	38%	58%	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57**	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125	105	9	9	2	4	17	9	16	4	18	11	22	4	9	9	2
	28%	29%	21%	39%	17%	28%	30%	29%	34%	17%	33%	26%	34%	15%	39%	21%	17%
		84%	7%	7%	2%	4%	14%	7%	13%	3%	15%	9%	17%	3%	7%	7%	2%
Standard mobile phone (that can't access the internet)	28	26	2	-	-	2	2	5	6	2	2	4	3	1	-	2	-
	6%	7%	5%	-	-	12%	4%	16%	13%	9%	3%	9%	5%	2%	-	5%	-
		92%	6%	-	-	7%	7%	17%	22%	6%	7%	13%	12%	2%	-	8%	-
Fixed landline telephone	78	61	9	3	5	5	3	4	7	6	8	10	11	7	3	9	5
	18%	17%	23%	15%	36%	33%	5%	13%	15%	28%	14%	24%	17%	23%	15%	23%	36%
		g 78%	12%	4%	6%	7%	4%	5%	9%	8%	10%	13%g	14%	9%	4%	12%g	6%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85	71	8	5	1	3	15	7	12	4	10	7	8	4	5	8	1
	19%	20%	19%	22%	10%	20%	27%	23%	27%	17%	19%	16%	13%	15%	22%	19%	10%
		84%	9%	6%	2%	4%	18%	8%	14%	4%	12%	8%	10%	5%	6%	9%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57**	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 11%	43 12% 91%	2 6% 5%	- - -	2 15% 4%	5 28% 10%	3 6% 7%	5 17% 11%	7 14% 14%	3 14% 6%	6 11% 13%	3 7% 6%	8 12% 16%	4 13% 8%	- - -	2 6% 5%	2 15% 4%
Mobile broadband - Through a dongle or USB stick	27 6%	24 7% 91%	2 4% 6%	- - -	1 6% 3%	3 16% 10%	2 4% 9%	3 11% 12%	- - -	2 10% 8%	2 4% 9%	7 17% 26% ^{all}	4 7% 17%	- - -	- - -	2 4% 6%	1 6% 3%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	14 4% 94%	1 2% 6%	- - -	- - -	1 7% 7%	2 4% 16%	2 7% 13%	- - -	- - -	3 5% 17%	3 6% 17%	3 4% 17%	1 3% 6%	- - -	1 2% 6%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	125 35% 82%	16 40% 11%	5 23% 4%	6 43% 4%	4 26% 3%	27 48% 18% ^{all}	13 43% 8%	19 41% 12%	8 40% 6%	17 31% 11%	10 24% 7%	21 33% 14%	5 18% 4%	5 23% 4%	16 40% 11%	6 43% 4%
Calls using a public payphone	19 4%	16 4% 83%	1 4% 8%	2 7% 9%	- - -	2 14% 12%	1 2% 5%	2 7% 11%	4 8% 19%	- - -	2 4% 13%	4 8% 19%	1 2% 6%	- - -	2 7% 9%	1 4% 8%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57**	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 17%	65 18% 88%	7 17% 9%	1 5% 2%	1 6% 1%	6 40% 9%	8 14% 11%	8 26% 10%	7 16% 10%	3 16% 5%	8 14% 11%	9 21% 12%	10 16% 14%	5 18% 7%	1 5% 2%	7 17% 9%	1 6% 1%
Other	17 4%	16 4% 92%	* 1% 3%	1 4% 5%	- - -	- - -	2 3% 11%	1 4% 7%	5 11% 30%a	1 2% 3%	2 4% 12%	3 6% 15%	2 4% 13%	- - -	1 4% 5%	* 1% 3%	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	142 33%	121 34% 85%	10 25% 7%	9 39% 6%	2 17% 2%	4 28% 3%	18 32% 13%	13 43% 9%	19 42% 14%	5 25% 4%	20 36% 14%	13 31% 9%	23 36% 16%	5 17% 3%	9 39% 6%	10 25% 7%	2 17% 2%
ANY BROADBAND	144 33%	125 34% 87%	10 25% 7%	5 22% 4%	4 31% 3%	8 50% 6%	18 32% 13%	11 35% 7%	19 41% 13%	9 41% 6%	19 34% 13%	14 34% 10%	18 29% 13%	8 28% 6%	5 22% 4%	10 25% 7%	4 31% 3%
ONLY 1 SERVICE	237 54%	195 54% 82% i	20 49% 8%	16 70% 7%	6 48% 3%	6 40% 3%	33 58% 14%	20 66% 8%	17 37% 7%	14 65% 14% j	33 59% 14% k	20 48% 9%	36 57% 15%	16 53% 7%	16 70% 8%	20 49% 3%	6 48% 3%
2 SERVICES	94 22%	76 21% 81%	7 17% 7%	5 23% 6%	6 43% 6%	4 26% 4%	13 22% 14%	3 11% 4%	14 30% 14%	5 23% 5%	10 19% 11%	10 23% 10%	16 25% 17%	2 5% 2%	5 23% 6%	7 17% 7%	6 43% 6%
3 SERVICES	39 9%	34 9% 88%	5 12% 12%	- - -	- - -	3 21% 8%	4 7% 11%	2 7% 6%	4 9% 11%	1 7% 4%	5 9% 13%	6 14% 16%	6 10% 16%	1 4% 3%	- - -	5 12% 12%	- - -
4 SERVICES	9 2%	9 2% 100%	- - -	- - -	- - -	- - -	- - -	1 2% 9%	2 5% 29%	1 5% 13%	2 4% 29%	1 2% 8%	- 4% -	1 4% 12%	- - -	- - -	- - -
5 OR MORE SERVICES	14 3%	12 3% 88%	2 4% 12%	- - -	- - -	1 8% 8%	2 13% 13%	3 24% 24%	3 19% 19%	- - -	- - -	1 11% 11%	1 3% 7%	- - -	- - -	2 4% 12%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57*	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
ANY COMMUNICATIONS SERVICE	393	326	33	21	12	15	52	29	40	21	50	38	59	21	21	33	12
	90%	90%	82%	93%	91%	93%	91%	98%	87%	100%	91%	90%	93%	69%	93%	82%	91%
		83%	8%	5%	3%	4%	13%	8%	10%	5%	13%	10%	15%	5%	5%	8%	3%
Don't know	46	35	7	2	1	1	5	1	6	-	5	4	4	9	2	7	1
	10%	10%	18%	7%	9%	7%	9%	2%	13%	-	9%	10%	7%	31%	7%	18%	9%
		78%	16%	4%	3%	2%	11%	2%	13%	-	11%	9%	10%	20%	4%	16%	3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 28%	106 28%	18 33%	34 25%	88 31%	53 32%	43 29%	59 31%	38 31%	92 34%	19 22%	5 25%	7 18%	104 31%	113 30%
		85%	14%	27%	71%	42%	35%	47%	30%	74%km	15%	4%	5%	83%	91%
Standard mobile phone (that can't access the internet)	28 6%	24 6%	5 9%	11 8%	17 6%	16 10%	7 4%	16 9%	6 5%	7 2%	5 5%	5 21%	8 21%	11 3%	21 5%
		j 84%	16%	39%	61%	55%	23%	58%	21%	23%	16%	17%	27%ajkno	39%	73%
Fixed landline telephone	78 18%	65 17%	12 22%	30 23%	44 15%	27 16%	26 18%	31 16%	22 18%	43 16%	9 11%	5 24%	10 27%	48 14%	61 16%
		84%	15%	39%	57%	35%	33%	40%	28%	55%	12%	7%	13%kn	62%	78%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 19%	74 19%	11 20%	30 22%	55 19%	36 22%	27 18%	40 21%	23 19%	50 19%	20 24%	1 4%	10 27%	68 20%	78 21%
		86%	12%	35%	64%	42%	32%	47%	27%	59%	24%	1%	12%	80%	91%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 11%	45 12% 96%	2 4% 4%	22 16% 47%e	24 8% 51%	17 10% 36%	20 13% 42%	19 10% 41%	17 14% 37%	31 12% 66%	8 9% 16%	5 21% 10%	3 7% 6%	37 11% 78%	43 11% 91%
Mobile broadband - Through a dongle or USB stick	27 6%	17 4% 64%	9 18% 36%ab	6 5% 24%	19 7% 71%	6 4% 24%	10 7% 38%	8 4% 32%	8 7% 31%	14 5% 51%	5 5% 17%	2 7% 6%	5 13% 18%	18 5% 69%	24 6% 89%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	11 3% 69%	5 9% 31%b	4 3% 28%	11 4% 72%	9 6% 59%	4 3% 29%	9 5% 59%	4 4% 29%	9 3% 61%	1 1% 6%	3 13% 18%	2 5% 13%	10 3% 67%	13 3% 86%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	144 38% c 95% c	8 16% 5%	43 32% 28%	105 37% 69%	60 37% 39%	64 43% 42%	72 38% 47%	52 42% 34%	102 38% 67%	28 33% 19%	6 27% 4%	13 34% 8%	127 38% 83%	140 37% 92%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
Calls using a public payphone	19	17	2	6	13	7	2	11	2	8	6	3	3	13	17
4%		4%	3%	4%	5%	7%	1%	6%	1%	3%	7%	13%	7%	4%	4%
		90%	10%	30%	70%	59%g	9%	59%	9%	40%	31%	15%	15%	69%	88%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	62	12	18	52	27	24	33	18	48	18	5	5	61	69
17%		16%	24%	14%	18%	16%	16%	18%	15%	18%	22%	25%	15%	18%	18%
		83%	17%	25%	69%	36%	33%	45%	24%	64%	25%	7%	7%	82%	92%
Other	17	14	3	7	9	7	8	8	7	10	-	-	4	10	14
4%		4%	5%	5%	3%	4%	6%	4%	6%	4%	-	-	10%	3%	4%
		83%	17%	40%	55%	39%	48%	45%	43%	60%	-	-	22%kn	60%	83%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	142	121	21	41	99	61	49	67	43	97	21	9	10	111	125
33%		31%	39%	31%	35%	37%	33%	35%	35%	36%	25%	40%	28%	33%	33%
		85%	15%	29%	69%	43%	35%	47%	30%	68%	15%	6%	7%	78%	88%
ANY BROADBAND	144	124	18	50	90	53	53	61	45	89	32	5	13	117	131
33%		32%	34%	37%	32%	32%	36%	32%	37%	33%	36%	21%	35%	35%	34%
		87%	13%	35%	63%	37%	37%	43%	31%	62%	23%	3%	9%	81%	91%
ONLY 1 SERVICE	237	211	26	73	152	86	75	99	62	147	50	10	20	189	211
54%		55%	50%	54%	53%	52%	51%	52%	50%	55%	59%	43%	54%	56%	56%
		89%	11%	31%	64%	36%	32%	42%	26%	62%	21%	4%	8%	80%	89%
2 SERVICES	94	82	12	20	71	36	41	42	35	64	21	4	6	80	86
22%		21%	23%	15%	25%	22%	28%	22%	29%	24%	25%	19%	16%	24%	23%
		87%	13%	21%	76%ld	38%	43%	45%	37%	68%	23%	5%	6%	85%	91%
3 SERVICES	39	33	5	17	23	14	18	16	15	24	6	4	3	29	33
9%		9%	10%	12%	8%	8%	12%	9%	13%	9%	7%	18%	8%	9%	9%
		84%	14%	42%	58%	35%	46%	42%	40%	62%	15%	10%	7%	74%	84%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
4 SERVICES	9	9	-	4	5	4	2	5	1	6	1	1	-	7	8
	2%	2%	-	3%	2%	2%	1%	3%	1%	2%	1%	3%	-	2%	2%
		100%	-	42%	58%	43%	24%	58%	9%	66%	13%	8%	-	79%	88%
5 OR MORE SERVICES	14	11	3	5	9	8	3	8	3	7	1	1	4	7	12
	3%	3%	5%	3%	3%	5%	2%	4%	2%	2%	1%	4%	10%	2%	3%
		81%	19%	34%	66%	61%	20%	61%	20%	49%	5%	6%	28%ajkno	54%	88%
ANY COMMUNICATIONS SERVICE	393	345	47	117	260	148	139	171	116	248	79	19	32	312	349
	90%	90%	88%	87%	91%	90%	94%	90%	94%	93%	93%	87%	88%	92%	92%
		88%	12%	30%	66%	38%	35%	44%	29%	63%	20%	5%	8%	79%	89%
Don't know	46	39	6	18	26	16	9	18	7	20	6	3	4	26	31
	10%	10%	12%	13%	9%	10%	6%	10%	6%	7%	7%	13%	12%	8%	8%
		86%	14%	38%	57%	35%	20%	40%	15%	44%	13%	6%	10%	56%	67%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 28%	48 30% 39%	37 27% 29%	69 27% 55%	64 31% 52%	35 33% 28%	96 31% 77%	28 22% 23%	7 28% 5%	98 31% 79%
Standard mobile phone (that can't access the internet)	28 6%	4 2% df 13%	3 2% 11%	6 2% 20%	10 5% 34%	1 1% 4%	11 4% 38%	18 14% 62%aefgj	1 3% 3%	11 3% 38%
Fixed landline telephone	78 18%	25 16% 32%	21 15% 27%	41 16% 53%	29 14% 37%	20 19% 26%	49 16% 63%	29 23% 37%a	4 19% 6%	51 16% 66%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 19%	25 16% f 29%	25 18% 29%	42 17% 50%	54 26% 64%df	5 4% 5%	59 19% 68%df	26 21% 31%df	5 21% 6%	61 19% 71%df

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 11%	19 12% 40%	22 16% 47%	30 12% 64%	12 6% 26%	28 27% 60%aeghj	40 13% 86%eh	7 5% 14%	2 7% 4%	41 13% 88%eh
Mobile broadband - Through a dongle or USB stick	27 6%	11 7% 41%	9 6% 32%	15 6% 58%	8 4% 32%	8 7% 29%	16 5% 61%	10 8% 39%	1 6% 5%	18 6% 67%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	10 7% 68%	3 2% 20%	11 5% 74%	6 3% 37%	3 3% 20%	9 3% 57%	7 5% 43%	1 6% 9%	10 3% 66%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	69 43% 45%	58 43% 38%	105 42% 69%	77 37% 51%	42 40% 27%	118 38% 77%h	35 27% 23%	8 36% 5%	120 38% 79%h
Calls using a public payphone	19 4%	6 4% 34%	3 2% 15%	7 3% 40%	5 2% 27%	2 2% 9%	7 2% 35%	12 10% 65%aeefgj	- - -	7 2% 35%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 17%	29 18% 39%	29 21% 39%	51 20% 68%	36 17% 49%	18 17% 24%	54 17% 73%	20 16% 27%	6 27% 9%	54 17% 73%
Other	17 4%	5 3% 28%	3 2% 17%	8 3% 45%	8 4% 49%	1 * 3%	9 3% 52%	8 6% 48% ^f	1 5% 7%	10 3% 60%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	142 33%	52 33% 36%	39 28% 27%	73 29% 51%	71 34% 50%	36 34% 25%	104 33% 73%	39 30% 27%	7 32% 5%	106 33% 74%
ANY BROADBAND	144 33%	50 32% 35%	53 39% 37%	84 33% 58%	73 35% 51%	38 36% 27%	111 36% 77% ^h	33 26% 23%	7 28% 5%	113 36% 79% ^h
ONLY 1 SERVICE	237 54%	78 49% 33%	74 54% 31%	133 53% 56%	114 54% 48%	52 50% 22%	162 52% 68%	75 59% 32%	12 59% 5%	166 52% 70%
2 SERVICES	94 22%	45 28% 48% ^h	32 24% 34%	63 25% 67%	61 29% 65% ^{ah}	20 19% 21%	81 26% 86% ^h	13 10% 14%	7 28% 7%	81 26% 86% ^h
3 SERVICES	39 9%	17 11% 43%	18 13% 45%	27 11% 69%	15 7% 38%	14 14% 37%	29 9% 74%	10 8% 26%	1 5% 3%	29 9% 74%
4 SERVICES	9 2%	3 2% 33%	4 3% 42%	6 3% 75%	4 2% 45%	4 3% 43%	8 2% 88%	1 1% 12%	- - -	8 2% 88%
5 OR MORE SERVICES	14 3%	4 2% 26%	1 1% 9%	4 1% 26%	2 1% 17%	2 2% 16%	4 1% 33%	9 7% 67% ^{agj}	1 6% 11%	6 2% 43%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
ANY COMMUNICATIONS SERVICE	393	147	128	233	196	92	284	108	21	290
	90%	92%	94%	93%	93%	88%	91%	85%	90%	91%
		37%	33%	59%	50%h	24%	72%	28%	5%	74%
Don't know	46	12	8	18	14	13	27	19	2	28
	10%	8%	6%	7%	7%	12%	9%	15%	10%	9%
		27%	19%	38%	30%	28%	58%	42%e	5%	61%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	..	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 28%	69 27% 55%	56 31% 45%	46 25% 37%	79 31% 63%	65 26% 52%	125 28% 100%	- - -	18 22% 15%	36 36% 29%	20 31% 16%
Standard mobile phone (that can't access the internet)	28 6%	9 4% 33%	19 11% 67% ^b	6 3% 20%	23 9% 80% ^d	8 3% 26%	28 6% 100%	- - -	8 10% 29%	9 9% 30%	9 14% 31% ^a
Fixed landline telephone	78 18%	54 21% 70% ^c	23 13% 30%	22 12% 29%	55 21% 71% ^d	42 17% 54%	78 18% 100%	- - -	16 19% 21%	19 19% 25%	13 21% 17%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 19%	44 17% 51%	41 23% 49%	29 16% 34%	56 22% 66%	50 20% 58%	85 19% 100%	- - -	13 15% 15%	28 28% 32%	17 26% 19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	**	85*	100*	64*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 11%	30 12% 64%	17 9% 36%	22 12% 48%	25 10% 52%	27 11% 57%	47 11% 100%	- - -	9 11% 20%	16 33%	6 9% 13%
Mobile broadband - Through a dongle or USB stick	27 6%	14 5% 52%	13 7% 48%	9 5% 33%	18 7% 67%	14 5% 52%	27 6% 100%	- - -	9 11% 35%	4 4% 16%	4 6% 14%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	10 4% 68%	5 3% 32%	3 2% 20%	12 5% 80%	10 4% 64%	15 4% 100%	- - -	4 4% 23%	6 6% 37%	3 5% 19%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	106 41% oe 70% ^c	46 26% 30%	91 50% 60% ^{ae}	61 24% 40%	105 41% 69%	153 35% 100%	- - -	30 36% 20%	32 32% 21%	27 42% 18%
Calls using a public payphone	19 4%	5 2% 26%	14 8% 74% ^b	5 3% 26%	14 5% 74%	8 3% 40%	19 4% 100%	- - -	6 7% 31%	4 4% 21%	10 16% 54% ^{aj}

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	**	85*	100*	64*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 17%	42 16% 56%	33 16% 44%	33 16% 45%	41 16% 55%	48 19% 64%	74 17% 100%	- - -	17 20% 23%	19 19% 25%	16 26% 22%
Other	17 4%	8 3% 46%	9 5% 54%	5 3% 28%	12 5% 72%	9 4% 53%	17 4% 100%	- - -	5 6% 30%	- - -	4 6% 24% ^j
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	142 33%	76 30% 54%	66 37% 46%	50 27% 35%	93 36% 65%	71 28% 50%	142 33% 100%	- - -	23 27% 16%	44 44% 31% ^a	25 39% 17%
ANY BROADBAND	144 33%	83 32% 58%	61 34% 42%	60 33% 42%	83 32% 58%	85 34% 59%	144 33% 100%	- - -	26 30% 18%	43 43% 30%	22 35% 15%
ONLY 1 SERVICE	237 54%	139 54% 59%	98 54% 41%	99 55% 42%	138 54% 58%	141 56% 59%	237 54% 100%	- - -	42 49% 18%	56 57% 24%	31 49% 13%
2 SERVICES	94 22%	59 23% 63%	35 19% 37%	44 24% 47%	50 19% 53%	58 23% 61%	94 22% 100%	- - -	16 19% 17%	27 27% 29%	17 27% 18%
3 SERVICES	39 9%	25 10% 64%	14 8% 36%	17 9% 43%	22 9% 57%	26 10% 67%	39 9% 100%	- - -	8 9% 20%	9 9% 23%	7 10% 17%
4 SERVICES	9 2%	8 3% 88%	1 1% 12%	4 2% 50%	4 2% 50%	6 3% 75%	9 2% 100%	- - -	1 1% 12%	3 3% 40%	1 2% 15%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	..	85*	100*	64*
5 OR MORE SERVICES	14	5	9	3	11	4	14	-	5	3	6
	3%	2%	5%	2%	4%	1%	3%	-	6%	3%	9%
		37%	63%	21%	79%	28%	100%	-	38%	22%	41%a
ANY COMMUNICATIONS SERVICE	393	236	157	167	225	235	393	-	72	99	62
	90%	91%	87%	92%	88%	93%	90%	-	84%	99%	97%
		60%	40%	43%	57%	60%	100%	-	18%	25%a	16%
Don't know	46	22	24	14	32	17	46	-	14	1	2
	10%	9%	13%	8%	12%	7%	10%	-	16%	1%	3%
		48%	52%	30%	70%	38%	100%	-	30%	2%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90**	102*	336	50*	60*	56*	196	115
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125	8	4	22	10	26	28	97	20	26	20	54	42
	28%	34%	22%	48%	32%	28%	27%	29%	39%	43%	36%	28%	37%
		6%	3%	18% ^{algh}	8%	21%	22%	78%	16%	21% ^{ah}	16%	43%	34%
Standard mobile phone (that can't access the internet)	28	7	2	9	7	9	9	19	5	8	2	5	6
	6%	31%	13%	20%	10%	9%	9%	6%	10%	12%	4%	3%	5%
		25%	8%	33% ^{ahk}	23% ^{ahk}	32%	32%	68%	17%	26%	7%	18%	20%
Fixed landline telephone	78	8	5	10	7	19	20	57	14	17	11	27	22
	18%	36%	26%	22%	22%	20%	17%	28%	28%	20%	14%	14%	19%
		11%	6%	13%	9%	25%	26%	74%	18%	22%	14%	35%	29%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbits"). Examples of online activity this allows include shopping and watching standard definition TV.	85	5	3	15	9	31	32	53	16	17	10	40	19
	19%	22%	18%	33%	28%	35%	32%	16%	32%	29%	18%	21%	16%
		6%	4%	18% ^{ah}	11%	37% ^{ah}	38% ^{ah}	62%	19% ^{ah}	20% ^{ah}	12%	47%	22%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*.	47 11%	3 6%	3 5%	12 25%ah	5 10%	12 26%	12 26%	35 74%	10 22%ah	7 15%	10 21%	23 49%	17 37%
Mobile broadband - Through a dongle or USB stick	27 6%	5 22% 19%	2 12% 9%	6 12% 22%h	7 21% 26%ah	9 10% 35%	11 11% 42%h	15 5% 58%	6 12% 23%h	8 13% 29%h	4 7% 15%	12 6% 46%	4 3% 15%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	5 22% 33%	1 6% 7%	4 8% 26%	4 13% 28%ah	5 5% 30%	6 6% 38%	9 3% 62%	2 4% 13%	4 7% 26%	4 7% 25%	8 4% 51%	1 1% 6%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	8 35% 5%	10 51% 6%	15 31% 10%	10 30% 6%	36 39% 23%	38 37% 25%	114 34% 75%	21 42% 14%	26 42% 17%	22 40% 15%	88 45% 58%am	30 26% 20%
Calls using a public payphone	19 4%	2 9% 11%	3 14% 14%	7 15% 38%ah	5 14% 24%ah	6 6% 31%	7 7% 37%	12 4% 63%	8 15% 40%ah	4 7% 21%	4 7% 21%	5 3% 26%	2 1% 9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 17%	4 18% 6%	4 19% 5%	8 18% 11%	6 19% 8%	18 20% 24%	18 18% 24%	56 17% 76%	6 12% 8%	12 19% 16%	15 26% 20%	36 18% 48%	18 16% 25%
Other	17 4%	2 8% 11%	- - -	1 2% 6%	2 6% 11%	4 5% 25%	5 5% 31%	12 4% 69%	1 2% 6%	1 2% 6%	4 7% 24%	7 3% 40%	2 2% 13%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	142 33%	12 51% 8%	6 30% 4%	25 54% 18%afgh	14 43% 10%	31 34% 22%	33 32% 23%	109 33% 77%	21 43% 15%	29 49% 21%ah	20 36% 14%	58 29% 40%	46 40% 32%
ANY BROADBAND	144 33%	7 28% 5%	6 31% 4%	22 48% 16%h	12 37% 8%	41 46% 29%ah	44 43% 31%h	99 30% 69%	26 52% 18%ah	21 35% 15%	19 34% 13%	72 37% 50%	39 34% 27%
ONLY 1 SERVICE	237 54%	13 56% 5%	11 60% 5%	24 51% 10%	22 66% 9%	55 61% 23%	64 62% 27%	174 52% 73%	23 47% 10%	36 60% 15%	31 55% 13%	108 55% 46%	54 47% 23%
2 SERVICES	94 22%	2 7% e 2%	4 19% 4%	8 16% 8%	2 5% 2%	19 21% 20%e	19 19% 20%	75 22% 80%e	11 22% 12%e	7 11% 7%	9 16% 9%	44 22% 46%	38 33% 40%a
3 SERVICES	39 9%	4 18% 11%	1 8% 4%	5 10% 12%	3 8% 7%	6 7% 16%	7 9% 19%	32 9% 81%	11 22% 28%afgh	6 10% 15%	8 15% 22%	21 11% 55%	8 7% 20%
4 SERVICES	9 2%	- - -	- - -	- - -	- - -	3 3% 37%	3 3% 37%	5 2% 63%	- - -	2 4% 27%	2 4% 25%	6 3% 66%	2 2% 21%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
5 OR MORE SERVICES	14	4	2	8	5	7	7	7	4	7	3	4	1
	3%	16%	10%	16%	15%	7%	7%	2%	8%	11%	5%	2%	1%
		28%	14%	57%ah	36%ah	49%h	49%h	51%	28%h	49%ah	21%	28%	5%
ANY COMMUNICATIONS SERVICE	393	22	18	44	31	90	100	293	49	58	53	183	102
	90%	96%	96%	93%	94%	99%	97%	87%	98%	96%	95%	93%	88%
		6%	5%	11%	8%	23%adh	25%ah	75%	13%h	15%	14%	47%	26%
Don't know	46	1	1	3	2	1	3	43	1	2	3	13	13
	10%	4%	4%	7%	6%	1%	3%	13%	2%	4%	5%	7%	12%
		fg	2%	2%	7%l	4%	1%	6%	94%lgi	2%	5%	29%	29%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)

Base: All with any difficulties paying for communication services in the last year

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	-	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	..	6**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 28%	29 26% 23%	29 36% 23%	16 21% 13%	34 29% 27%	11 33% 8%	4 43% 4%	- - -	1 30% 1%	- - -	- - -	1 19% 1%
Standard mobile phone (that can't access the internet)	28 6%	6 5% 20%	8 9% 26%	5 7% 19%	8 7% 29%	1 2% 2%	- - -	- - -	1 30% 3%	- - -	- - -	- - -
Fixed landline telephone	78 16%	25 23% 33%	11 13% 14%	12 15% 15%	21 18% 27%	3 11% 4%	4 36% 5%	1 42% 1%	1 30% 1%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 19%	21 19% 24%	13 15% 15%	22 29% 26% ^b	23 20% 27%	4 12% 5%	1 9% 1%	- - -	- - -	- - -	- - -	2 38% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	-	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	..**	6**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 11%	11 10% 23%	9 12% 20%	8 10% 16%	16 14% 35%	1 4% 3%	1 14% 3%	- - -	- - -	- - -	- - -	- - -
Mobile broadband - Through a dongle or USB stick	27 6%	8 7% 30%	4 5% 14%	4 6% 17%	6 5% 22%	2 8% 9%	- - -	- - -	1 30% 3%	1 67% 4%	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	4 3% 25%	3 4% 23%	3 4% 21%	5 4% 32%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	38 34% 25%	28 35% 18%	26 34% 17%	44 38% 29%	10 31% 7%	5 48% 3%	- - -	2 59% 1%	- - -	- - -	- - -
Calls using a public payphone	19 4%	3 3% 15%	4 5% 22%	3 4% 16%	5 4% 27%	2 7% 11%	- - -	- - -	1 30% 5%	1 33% 3%	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with any difficulties paying for communication services in the last year

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	6**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	16	13	14	21	6	-	1	1	1	-
	17%	15%	15%	19%	20%	-	-	58%	41%	67%	-
		22%	17%	19%	29%	9%	-	2%	2%	2%	-
Other	17	4	4	1	5	1	-	-	-	-	1
	4%	4%	5%	1%	5%	4%	-	-	-	-	22%
		26%	22%	6%	30%	8%	-	-	-	-	8%
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	142	30	35	19	40	11	4	-	1	-	1
	33%	28%	43%	25%	35%	35%	43%	-	30%	-	19%
		21%	24%ac	14%	26%	8%	3%	-	1%	-	1%
ANY BROADBAND	144	36	20	30	43	8	2	1	1	-	2
	33%	33%	24%	40%	38%	24%	23%	-	30%	67%	38%
		25%	14%	21%b	30%	5%	2%	-	1%	1%	2%
ONLY 1 SERVICE	237	61	46	37	61	18	5	2	1	-	5
	54%	55%	57%	48%	53%	55%	46%	100%	70%	33%	79%
		26%	19%	15%	26%	7%	2%	1%	-	-	2%
2 SERVICES	94	25	13	19	27	6	3	-	1	-	-
	22%	23%	16%	24%	23%	20%	31%	-	67%	-	-
		27%	14%	20%	29%	7%	3%	-	1%	-	-
3 SERVICES	39	8	7	7	12	3	1	-	-	-	-
	9%	8%	9%	9%	10%	8%	14%	-	-	-	-
		21%	19%	18%	31%	7%	4%	-	-	-	-
4 SERVICES	9	4	1	-	4	-	-	-	-	-	-
	2%	4%	1%	-	3%	-	-	-	-	-	-
		46%	12%	-	42%	-	-	-	-	-	-
5 OR MORE SERVICES	14	2	4	3	4	1	-	-	1	-	-
	3%	2%	5%	4%	3%	2%	-	-	30%	-	-
		13%	28%	20%	27%	5%	-	7%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with any difficulties paying for communication services in the last year

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	6**
ANY COMMUNICATIONS SERVICE	393	101	71	65	107	27	9	2	3	2	5
	90%	91%	88%	85%	93%	85%	91%	100%	100%	100%	79%
		26%	18%	17%	27%	7%	2%	1%	1%	-	1%
Don't know	46	10	10	11	8	5	1	-	-	-	1
	10%	9%	12%	15%	7%	15%	9%	-	-	-	21%
		22%	22%	24%	17%	10%	2%	-	-	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	..*	6**	179	107*	24**	78*	44*	6**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125	26	19	30	14	10	12	6	5	2	-	1	48	30	8	26	12	1
	28%	24%	36%	27%	24%	25%	38%	40%	36%	28%	-	19%	27%	28%	31%	33%	29%	19%
		21%	15%	24%	11%	8%	10%	5%	4%	1%	-	1%	38%	24%	6%	21%	10%	1%
Standard mobile phone (that can't access the internet)	28	7	4	5	5	3	3	-	-	1	-	-	10	8	1	8	2	-
	6%	7%	8%	5%	9%	8%	8%	-	-	15%	-	-	5%	7%	5%	10%	5%	-
		25%	16%	18%	18%	11%	9%	-	-	3%	-	-	34%	27%	4%	27%	8%	-
Fixed landline telephone	78	18	12	20	7	9	7	-	5	1	-	-	29	22	5	14	9	-
	18%	17%	24%	18%	11%	22%	21%	-	35%	15%	-	-	16%	20%	22%	17%	20%	-
		23%	16%	26%	8%	11%	9%	-	6%	1%	-	-	37%	28%	7%	17%	11%	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85	21	15	23	9	6	4	2	4	-	-	2	41	16	5	15	6	2
	19%	19%	28%	21%	16%	16%	11%	14%	26%	-	-	38%	23%	15%	19%	20%	14%	38%
		24%	17%	27%	11%	7%	4%	2%	4%	-	-	3%	48%	19%	5%	18%	7%	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	..*	6**	179	107*	24**	78*	44*	6**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 11%	11 10% 24%	6 11% 12%	10 9% 22%	9 16% 19%	6 16% 13%	4 12% 8%	1 10% 3%	- - -	- - -	- - -	- - -	13 8% 29%	15 14% 32%	4 18% 9%	7 9% 16%	7 15% 14%	- - -
Mobile broadband - Through a dongle or USB stick	27 6%	5 5% 19%	2 4% 8%	6 5% 21%	4 8% 16%	2 6% 9%	1 2% 3%	3 22% 12%	1 8% 4%	2 33% 8%	- - -	- - -	12 7% 45%	9 8% 33%	- - 22%	6 7% -	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	4 4% 28%	3 6% 19%	2 1% 11%	4 7% 27%	2 6% 15%	- - -	- - -	- - -	- - -	- - -	- - -	5 3% 31%	4 3% 24%	- - -	4 6% 28%	3 6% 17%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	38 36% 25%	18 35% 12%	42 38% 28%	19 33% 12%	14 37% 9%	11 36% 7%	5 33% 3%	3 23% 2%	2 29% 1%	- - -	- - -	55 30% 36%	40 37% 26%	10 43% 7%	33 43% 22%	15 34% 10%	- - -
Calls using a public payphone	19 4%	4 4% 21%	2 4% 11%	2 2% 13%	5 8% 24%	2 5% 10%	3 8% 14%	- - -	- - -	2 24% 8%	- - -	- - -	9 5% 50%	3 3% 17%	- - -	6 6% 34%	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5	
Weighted Base	438	107	52*	111	57*	38*	31**	14**	14**	6**	..*	6**	179	107*	24**	78*	44*	6**	
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	17	5	19	13	7	8	-	4	1	-	-	33	21	4	14	3	-	
	17%	16%	10%	17%	22%	19%	27%	-	17%	19%	-	-	18%	19%	17%	18%	7%	-	
		23%	7%	25%	17%	10%	11%	-	5%	2%	-	-	44%	28%	5%	19%	4%	-	
Other	17	3	*	5	4	-	1	-	1	1	-	1	7	5	1	1	2	1	
	4%	3%	1%	5%	7%	-	4%	-	7%	12%	-	22%	4%	4%	4%	2%	4%	22%	
		20%	3%	29%	22%	-	7%	-	5%	4%	-	8%	42%	27%	6%	7%	9%	8%	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	142	30	21	34	18	13	13	6	5	2	-	1	53	35	9	30	15	1	
	33%	28%	40%	31%	28%	33%	40%	36%	28%	30%	19%	38%	30%	33%	36%	34%	38%	19%	
		21%	15%	24%	13%	9%	9%	4%	3%	1%	-	1%	37%	25%	6%	21%	10%	1%	
ANY BROADBAND	144	33	20	37	18	11	8	7	5	2	-	2	60	37	9	22	13	2	
	33%	30%	38%	34%	32%	30%	26%	34%	37%	33%	-	38%	34%	35%	37%	28%	29%	38%	
		23%	14%	26%	13%	8%	6%	5%	3%	1%	-	2%	42%	26%	6%	15%	9%	2%	
ONLY 1 SERVICE	237	55	31	58	29	23	16	8	3	5	-	5	98	55	9	43	27	5	
	54%	51%	59%	53%	51%	61%	52%	57%	56%	49%	-	79%	55%	51%	37%	56%	62%	79%	
		23%	13%	25%	12%	10%	7%	3%	3%	1%	-	2%	41%	23%	4%	18%	11%	2%	
2 SERVICES	94	22	9	31	11	6	5	4	5	1	-	-	40	20	11	15	8	-	
	22%	20%	16%	28%	20%	16%	20%	31%	35%	19%	-	22%	22%	19%	11%	46%	19%	-	
		23%	9%	33%	12%	6%	5%	5%	5%	1%	-	-	43%	21%	12%	16%	9%	-	
3 SERVICES	39	9	9	7	8	4	2	-	-	-	-	-	15	12	1	7	3	-	
	9%	8%	18%	6%	13%	10%	7%	-	-	-	-	-	8%	12%	4%	9%	8%	-	
		23%	24% ^c	18%	20%	10%	6%	-	-	-	-	-	38%	32%	3%	18%	9%	-	
4 SERVICES	9	4	-	2	-	-	1	-	1	-	-	-	1	5	1	2	-	-	
	2%	4%	-	2%	-	-	4%	-	9%	-	-	-	*	5%	4%	2%	-	-	
		50%	-	22%	-	-	13%	-	15%	-	-	-	8%	58% ^d	12%	22%	-	-	
5 OR MORE SERVICES	14	2	1	3	2	2	3	-	-	1	-	-	5	3	-	4	1	-	
	3%	16%	2%	3%	2%	6%	8%	-	6%	15%	-	-	3%	3%	-	6%	2%	-	
				19%	15%	17%	19%	-	7%	-	-	-	36%	23%	-	32%	7%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classifi- cation (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classifi- cation (q)	
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5	
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	..*	6**	179	107*	24**	78*	44*	6**	
ANY COMMUNICATIONS SERVICE	393	92	50	101	50	35	27	12	14	5	-	5	159	96	22	71	39	5	
90%		86%	95%	91%	88%	92%	87%	88%	100%	82%	-	79%	89%	89%	92%	92%	90%	79%	
		23%	13%	26%	13%	9%	7%	3%	4%	1%	-	1%	40%	24%	6%	18%	10%	1%	
Don't know	46	15	3	10	7	3	4	2	-	1	-	1	20	12	2	6	4	1	
10%		14%	5%	9%	12%	8%	13%	12%	-	18%	-	21%	11%	11%	8%	8%	10%	21%	
		33%	6%	21%	15%	6%	9%	4%	-	3%	-	3%	44%	26%	5%	14%	9%	3%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122	126
Weighted Base	438	184	126	128
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 28%	48 26% 38%	40 32% 32%	37 29% 30%
Standard mobile phone (that can't access the internet)	28 6%	13 7% 44%	8 6% 27%	8 6% 29%
Fixed landline telephone	78 18%	33 18% 42%	24 19% 31%	21 16% 27%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 19%	35 19% 41%	26 20% 30%	25 20% 29%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122	126
Weighted Base	438	184	126	128
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 11%	19 11% 41%	12 10% 26%	15 12% 33%
Mobile broadband - Through a dongle or USB stick	27 6%	10 6% 39%	9 7% 33%	7 6% 28%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 4%	7 4% 47%	4 3% 26%	4 3% 26%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 35%	64 35% 42%	36 28% 23%	52 41% 34% ^b
Calls using a public payphone	19 4%	8 4% 44%	5 4% 26%	6 4% 30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 17%	28 15% 37%	19 15% 26%	27 21% 36%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122
Weighted Base	438	184	126
Other	17	8	5
	4%	4%	3%
	44%	32%	24%
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	142	56	45
	33%	30%	35%
		39%	31%
ANY BROADBAND	144	58	42
	33%	32%	33%
		40%	29%
ONLY 1 SERVICE	237	95	75
	54%	52%	60%
		40%	32%
2 SERVICES	94	38	26
	22%	21%	20%
		40%	27%
3 SERVICES	39	17	9
	9%	9%	7%
		43%	23%
4 SERVICES	9	2	3
	2%	1%	2%
		25%	35%
5 OR MORE SERVICES	14	6	3
	3%	3%	3%
		47%	24%
ANY COMMUNICATIONS SERVICE	393	158	116
	90%	86%	92%
		40%	30%
Don't know	46	26	10
	10%	14%	8%
		56%	22%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750		1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496		1229	2518	1047	2399	2394	932	2449	1412
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	55 2% jimp 44%	70 3% 56%	30 9% ghij	41 5% 33% agh ij	24 3% 19% ij	13 2% 10% ij	15 2% 12% ij	1 * 1%	1 * 1%		71 6% 57% alm	52 2% 41% um	2 * 1%	44 2% 35%	81 3% 65% un	9 1% 7%	61 3% 49% p	55 4% 44% apq
Standard mobile phone (that can't access the internet)	28 1%	17 1% 59%	12 * 41%	2 1% 7%	3 * 12%	9 1% 31%	5 1% 18%	5 1% 19%	1 * 4%	3 1% 9%		5 * 19%	19 1% 68%	4 * 14%	6 * 23%	22 1% 77% un	1 * 4%	8 * 28%	20 1% 68% apq
Fixed landline telephone	78 2%	29 1% np 37%	49 2% 63% ub	3 1% 4%	13 1% 16%	19 2% 25%	13 2% 16%	17 2% 22%	7 1% 9%	6 1% 8%		16 1% 20%	49 2% 63%	13 1% 17%	20 1% 26%	58 2% 74% an	7 1% 8%	29 1% 38%	42 3% 54% apq
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	38 2% jimp 45%	47 2% 55%	18 5% 21% aef ghj	21 2% 25% hij	17 2% 19% ij	15 2% 18% ij	9 1% 10%	3 1% 4%	3 1% 3%		39 3% 46% alm	40 2% 47% um	6 1% 7%	23 1% 26%	63 3% 74% an	2 * 2%	43 2% 50% p	41 3% 48% apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750		1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496		1229	2518	1047	2399	2394	932	2449	1412
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	22 1% jm 47%	25 1% 53%	4 1% 9%	13 1% 28%j	13 1% 27%j	5 1% 11%	10 1% 21%j	1 * 3%	1 * 1%		17 1% 37% m	28 1% 59% m	2 * 4%	18 1% 39%	29 1% 61%	5 1% 12%	21 1% 45%	20 1% 44%
Mobile broadband - Through a dongle or USB stick	27 1%	14 1% im 51%	13 1% 49%	- - -	3 * 11%	13 1% 47%ade ij	6 1% 21% ade	5 1% 18%	- * -	1 * 3%		3 * 11%	23 1% 86% km	1 * 3%	9 * 35%	17 1% 65%	1 * 5%	13 1% 50%	12 1% 45% p
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	7 * 47%	8 * 53%	- - -	4 * 26%	6 1% 40% d	2 * 12%	3 * 17%	- * -	1 * 5%		4 * 26%	11 * 69%	1 * 5%	4 * 26%	11 * 74%	- - -	6 * 40%	9 1% 60% pq
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	56 2% hjmnp 37%	96 4% 63% b	16 5% 11% hij	46 5% 30% ahij j	39 5% 26% hij	28 3% 18% j	15 2% 10% j	5 1% 3%	3 1% 2%		63 5% 41% alm	82 3% 54% m	7 1% 5%	51 2% 33%	102 4% 67% an	9 1% 6%	77 3% 51% p	67 5% 44% apq
Calls using a public payphone	19 *	7 * n 36%	12 1% 64%	2 1% 10%	4 * 20%	5 1% 28%	2 * 9%	4 1% 23%	2 * 10%	- - -		6 * 30%	11 * 59%	2 * 10%	2 * 12%	17 1% 88% n	- - -	6 * 29%	13 1% 71% apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C1C2 (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	34 1% imp 46%	40 2% 54%	8 3% 11%ij	19 2% 25%ij	23 3% 31%ahij	11 1% 15%ij	10 1% 13%ij	2 * 3%	1 * 1%	27 36%im	44 59%im	3 * 5%	28 38%	46 62%in	5 6%	34 46%ip	35 48%ipq
Other	17 *	7 * 38%	11 * 62%	1 * 8%	4 * 25%	- * -	5 1% 30%kf	3 * 16%	3 * 15%kf	1 * 7%	6 * 33%	8 * 46%	4 * 21%	6 * 33%	12 * 67%	2 * 10%	10 * 58%	6 * 32%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	142 3%	67 3% imnp 47%	76 3% 53%	30 9% 21%aef	43 5% 30%adhij	30 3% 21%ij	17 2% 12%ij	18 2% 12%ij	2 * 2%	3 1% 2%	73 6% 51%alm	65 3% 45%im	5 * 3%	47 33%	95 67%an	10 7%	67 47%ap	66 46%apq
ANY BROADBAND	144 3%	64 3% imnp 44%	80 3% 56%	22 7% 15%aahij	37 4% 25%ij	33 3% 23%ij	24 3% 17%ij	20 2% 14%ij	5 1% 3%	4 3% 3%	59 41%alm	77 53%im	8 6% 6%	49 34%	95 66%an	8 6%	73 51%ip	62 43%apq
ONLY 1 SERVICE	237 5%	110 5% imnp 47%	127 5% 53%	37 11% 16%aef	54 6% 23%ahij	54 6% 23%ahij	42 5% 18%ij	30 4% 13%ij	14 2% 6%	6 2% 2%	91 7% 39%alm	126 5% 53%im	20 2% 8%	87 37%	150 63%an	18 7%	116 49%ap	103 44%apq
2 SERVICES	94 2%	33 1% imnp 35%	62 3% 65%ab	12 4% 12%hij	33 4% 36%afg	17 2% 18%ij	16 2% 17%ij	12 1% 13%ij	2 * 2%	2 * 2%	45 48%alm	45 48%im	4 * *	29 31%	65 69%an	7 1%	46 49%ap	42 3% 44%apq
3 SERVICES	39 1%	16 1% 42%	23 1% 58%	4 1% 11%	7 1% 17%	12 1% 29%kf	4 * 10%	8 1% 20%	1 * 3%	3 1% 8%	11 28% 60%	23 15% 60%	5 12% 12%	16 41% 59%	23 59%	3 7%	22 56%	14 37%
4 SERVICES	9 *	3 * 40%	5 * 60%	- * -	5 1% 58%h	2 * 21%	2 * 21%	- * -	- * -	- * -	58%im	42% *	- *	2 29%	6 71%	- *	5 57%	4 43%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
 Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750		1059	2240	1590	2175	2714	869	2274	1746	
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496		1229	2518	1047	2399	2394	932	2449	1412	
5 OR MORE SERVICES	14	7	7	2	2	5	2	2	1	-		4	9	1	1	12	-	3	11	
	-	-	-	1%	-	1%	-	-	-	-		-	-	-	-	1%	-	-	1%	
		48%	52%	14%	14%	36%	13%	18%	5%	-		27%	68%	5%	11%	89% ^h	-	20%	80% ^{apq}	
ANY COMMUNICATIONS SERVICE	393	169	223	56	101	89	66	53	18	11		156	208	28	136	257	27	191	174	
	8%	7%	9%	17%	11%	10%	8%	6%	3%	2%		13%	8%	3%	6%	11%	3%	8%	12%	
		jimnp	43%	57% ^{ab}	14% ^{aef}	26% ^{agh}	23% ^{hij}	17% ^{ij}	13% ^{ij}	4%	3%	40% ^{alm}	53% ^m	7%	35%	65% ^{an}	7%	49% ^p	44% ^{apq}	
Don't know	46	23	23	2	11	8	6	5	10	3		13	19	13	12	34	1	17	27	
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%		1%	1%	1%	1%	1%	-	1%	2%	
		p	51%	5%	24%	18%	12%	12%	22% ^{aghj}	7%		29%	43%	29%	26%	74% ⁿ	3%	38%	58% ^{apq}	
Not asked	4355	2203	2152	274	786	769	751	770	523	482		1060	2290	1005	2251	2104	904	2241	1211	
	91%	92%	90%	83%	88%	89%	91%	93%	95%	97%		86%	91%	96%	94%	88%	97%	91%	86%	
		dekor	51% ^c	6%	18% ^d	18% ^d	17% ^{de}	18% ^{def}	12% ^{ade}	11% ^{ade}		24%	53% ^k	23% ^{akl}	52% ^{ao}	48%	21% ^{aqr}	51% ^r	28%	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	105 3% 84%	9 2% 7%	9 4% 7%	2 2% 2%	4 2% 4%	17 3% 14% _n	9 2% 7%	16 5% 13% _a _j _n	4 1% 3%	18 4% 15% _j _n	11 2% 9%	22 3% 17% _j _n	4 1% 3%	9 4% 7% _j _n	9 2% 7%	2 2% 2%
Standard mobile phone (that can't access the internet)	28 1%	26 1% 92%	2 1% 6%	- - -	- - -	2 1% 7%	2 * 7%	5 1% 17%	6 2% 22% _a _g _k _m _n _o	2 * 6%	2 * 7%	4 1% 13%	3 * 12%	1 * 2%	- - -	2 1% 8%	- - -
Fixed landline telephone	78 2%	61 1% 78%	9 2% 12%	3 1% 4%	5 4% 6% _a _b	5 3% 7% _g	3 1% 4%	4 1% 5%	7 2% 9%	6 2% 8%	8 1% 10%	10 2% 13%	11 2% 14%	7 2% 9%	3 1% 4%	9 2% 12% _g	5 4% 6% _a _g _h
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	71 2% 84%	8 2% 9%	5 2% 6%	1 1% 2%	3 2% 4%	15 3% 18% _m	7 2% 8%	12 4% 14% _a _j _l _m _n	4 1% 4%	10 2% 12%	7 1% 8%	8 1% 10%	4 1% 5%	5 2% 6%	8 2% 9%	1 1% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 1%	43 1% 91%	2 1% 5%	- - -	2 2% 4% ^d	5 2% 10% ^{glo}	3 1% 7%	5 1% 11%	7 2% 14% ^o	3 1% 6%	6 1% 13%	3 1% 6%	8 1% 16%	4 1% 8%	- - -	2 1% 5%	2 2% 4% ^o
Mobile broadband - Through a dongle or USB stick	27 1%	24 1% 91%	2 - 6%	- - -	1 1% 3%	3 1% 10% ^{ain}	2 - 9%	3 1% 12%	- - -	2 1% 8%	2 - 9%	7 1% 26% ^{ain}	4 1% 17%	- - -	- - -	2 - 6%	1 1% 3%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 -	14 - 94%	1 - 6%	- - -	- - -	1 1% 7%	2 - 16%	2 - 13%	- - -	- - -	3 1% 17%	3 - 17%	3 - 17%	1 - 6%	- - -	1 - 6%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	125 3% n 82%	16 4% 11%	5 2% 4%	6 5% 4%	4 2% 3%	27 5% 18% ^{ajln}	13 3% 8%	19 5% 12% ^{ajln}	8 2% 6%	17 3% 11%	10 2% 7%	21 3% 14%	5 1% 4%	5 2% 4%	16 4% 11% ^{aln}	6 5% 4% ^{ln}
Calls using a public payphone	19 -	16 - 83%	1 - 8%	2 1% 9%	- - -	2 1% 12% ^{jmn}	1 - 5%	2 - 11%	4 1% 19% ⁿ	- - -	2 - 13%	4 1% 19%	1 - 6%	- - -	2 1% 9%	1 - 8%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	65 2% 88%	7 2% 9%	1 * 2%	1 1% 1%	6 3% 9% _o	8 2% 11%	8 2% 10%	7 2% 10%	3 1% 5%	8 2% 11%	9 2% 12%	10 1% 14%	5 1% 7%	1 * 2%	7 2% 9%	1 1% 1%
Other	17 *	16 * 92%	* * 3%	1 * 5%	- - -	- - -	2 * 11%	1 * 7%	5 1% 30% _a _{mnp}	1 * 3%	2 * 12%	3 * 15%	2 * 13%	- - -	1 * 5%	* * 3%	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	142 3%	121 3% n 85%	10 3% 7%	9 4% 6%	2 2% 2%	4 2% 3%	18 3% 13% _n	13 3% 9%	19 6% 14% _a _l _{mnp}	5 1% 4%	20 4% 14% _n	13 2% 9%	23 3% 16% _n	5 1% 3%	9 4% 6% _n	10 3% 7%	2 2% 2%
ANY BROADBAND	144 3%	125 3% 87%	10 3% 7%	5 2% 4%	4 3% 3%	8 4% 6%	18 3% 13%	11 3% 7%	19 6% 13% _a _l _{mnp}	9 2% 6%	19 4% 13%	14 3% 10%	18 3% 13%	8 2% 6%	5 2% 4%	10 3% 7%	4 3% 3%
ONLY 1 SERVICE	237 5%	195 5% 82%	20 6% 8%	16 7% 7%	6 5% 3%	6 3% 3%	33 6% 14%	20 5% 8%	17 5% 7%	14 4% 6%	33 6% 14%	20 4% 9%	36 5% 15%	16 4% 7%	16 7% 8%	20 5% 8%	6 5% 3%
2 SERVICES	94 2%	76 2% n 81%	7 2% 7%	5 2% 6%	6 5% 6% _a _b	4 2% 4% _n	13 2% 14% _n	3 1% 4%	14 4% 14% _a _h _j _n	5 1% 5%	10 2% 11% _n	10 2% 10% _n	16 2% 17% _n	2 * 2%	5 2% 6% _n	7 2% 7%	6 5% 6% _a _h _j _n
3 SERVICES	39 1%	34 1% 88%	5 1% 12%	- - -	- - -	3 2% 8% _o	4 1% 11%	2 1% 6%	1 1% 11%	1 * 4%	5 1% 13%	6 1% 16%	6 1% 16%	1 * 3%	- - -	5 1% 12%	- - -
4 SERVICES	9 *	9 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 9%	2 1% 29% _a _m	1 * 13%	2 1% 29%	1 * 8%	- - -	1 1% 12%	- - -	- - -	- - -
5 OR MORE SERVICES	14 *	12 * 88%	2 * 12%	- - -	- - -	1 1% 8%	2 * 13%	3 1% 24%	3 1% 19%	- - -	- - -	1 * 11%	1 * 7%	1 * 7%	- - -	2 * 12%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
ANY COMMUNICATIONS SERVICE	393	326	33	21	12	15	52	29	40	21	50	38	59	21	21	33	12
	8%	8%	8%	9%	10%	8%	10%	7%	12%	6%	10%	7%	8%	5%	9%	8%	10%
Don't know		n	83%	8%	5%	4%	13%	n	8%	10%	ahjn	5%	13%	n	10%	15%	n
Not asked	46	35	7	2	1	1	5	1	6	-	5	4	4	9	2	7	1
	1%	1%	2%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	1%	2%	1%
		78%	16%	4%	3%	2%	11%	2%	13%	hj	-	11%	9%	10%	20%	ahjm	4%
	4355	3678	353	219	106	170	488	381	298	356	460	499	637	389	219	353	106
	91%	91%	90%	90%	89%	91%	90%	93%	87%	94%	89%	92%	91%	93%	90%	90%	89%
		i	84%	8%	5%	4%	11%	9%	7%	8%	agik	11%	11%	15%	9%	5%	8%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	106 2% m 85%	18 3% 14%	34 9% 27%a	88 6% 71%a	53 13% 42%ag	43 6% 35%a	59 12% 47%ai	38 6% 30%a	92 3% 74%am	19 3% 15%am	5 2% 4%	7 1% 5%	104 3% 83%am	113 3% 91%am
Standard mobile phone (that can't access the internet)	28 1%	24 1% j 84%	5 1% 16%	11 3% 39%ae	17 1% 61%a	16 4% 55%ag	7 1% 23%	16 4% 58%ai	6 1% 21%	7 * 23%aj	5 1% 16%	5 1% 17%jn	8 1% 27%ajno	11 * 39%	21 1% 73%
Fixed landline telephone	78 2%	65 2% 84%	12 2% 15%	30 8% 39%ae	44 3% 57%a	27 7% 35%ag	26 3% 33%a	31 7% 40%ai	22 3% 28%a	43 1% 55%	9 2% 12%	5 2% 7%	10 2% 13%	48 1% 62%	61 2% 78%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbps"). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	74 2% l 86%	11 2% 12%	30 8% 35%ae	55 4% 64%a	36 9% 42%ag	27 4% 32%a	40 9% 47%ai	23 3% 27%a	50 2% 59%al	20 3% 24%ajlo	1 * 1%	10 2% 12%l	68 2% 80%l	78 2% 91%l

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 1%	45 1%	2 *	22 6%	24 2%	17 4%	20 3%	19 4%	17 3%	31 1%	8 1%	5 1%	3 *	37 1%	43 1%
		96%	4%	47% ^{ae}	51% ^a	36% ^a	42% ^a	41% ^a	37% ^a	66%	16%	10%	6%	78%	91%
Mobile broadband - Through a dongle or USB stick	27 1%	17 *	9 2%	6 2%	19 1%	6 2%	10 1%	8 2%	8 1%	14 *	5 1%	2 *	5 1%	18 1%	24 1%
		64%	36% ^{ab}	24% ^a	71% ^a	24% ^a	38% ^a	32% ^a	31%	51%	17%	6%	18%	69%	89%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	11 *	5 1%	4 1%	11 7%	9 2%	4 1%	9 2%	4 1%	9 *	1 *	3 1%	2 *	10 *	13 *
		69%	31% ^{ab}	28% ^a	72% ^a	59% ^{ag}	29%	59% ^a	29%	61%	6%	18%	13%	67%	86%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	144 3%	8 2%	43 11%	105 7%	60 15%	64 8%	72 15%	52 8%	102 4%	28 5%	6 2%	13 2%	127 4%	140 3%
		95% ^c	5%	28% ^{ae}	69% ^a	39% ^{ag}	42% ^a	47% ^{ai}	34% ^a	67%	19% ^{lm}	4%	8%	83% ^{lm}	92%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with some responsibility for communications services

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Calls using a public payphone	19	17	2	6	13	11	2	11	2	8	6	3	3	13	17
	*	*	*	1%	1%	3%	*	2%	*	*	1%	1%	*	*	*
		90%	10%	30%a	70%a	59%ag	9%	59%ai	9%	40%	31%j	15%	15%	69%	88%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	62	12	18	52	27	24	33	18	48	18	5	5	61	69
	2%	1%	2%	5%	4%	7%	3%	7%	3%	2%	3%	2%	1%	2%	2%
		83%	17%	25%a	69%a	36%ag	33%a	45%ai	24%	64%	25%ajmo	7%	7%	82%	92%
Other	17	14	3	7	9	7	8	8	7	10	-	-	4	10	14
	*	*	1%	2%	1%	2%	1%	2%	1%	*	-	-	1%	*	*
		83%	17%	40%ae	55%	39%a	48%a	45%a	43%a	60%	-	-	22%k	60%	83%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	142	121	21	41	99	61	49	67	43	97	21	9	10	111	125
	3%	3%	4%	10%	7%	16%	7%	14%	6%	3%	3%	2%	2%	3%	3%
		85%	15%	29%ae	69%a	43%ag	35%a	47%ai	30%a	68%im	15%	6%	7%	78%im	88%
ANY BROADBAND	144	124	18	50	90	53	53	61	45	89	32	5	13	117	131
	3%	3%	4%	13%	6%	14%	7%	13%	7%	3%	5%	1%	2%	3%	3%
		87%	13%	35%ae	63%a	37%ag	37%a	43%ai	31%a	62%	23%ajlmo	3%	9%	81%j	91%j
ONLY 1 SERVICE	237	211	26	73	152	86	75	99	62	147	50	10	20	189	211
	5%	5%	5%	18%	11%	22%	10%	21%	9%	5%	8%	3%	3%	6%	5%
		1/ 89%	11%	31%ae	64%a	36%ag	32%a	42%ai	26%a	62%j	21%ajlmo	4%	6%	80%im	89%j
2 SERVICES	94	82	12	20	71	36	41	42	35	64	21	4	6	80	86
	2%	2%	2%	5%	5%	9%	5%	9%	5%	2%	3%	1%	1%	2%	2%
		87%	13%	21%a	76%a	38%ag	43%a	45%ai	37%a	68%	23%almo	5%	6%	85%im	91%
3 SERVICES	39	33	5	17	23	14	18	16	15	24	6	4	3	29	33
	1%	1%	1%	4%	2%	4%	2%	3%	2%	1%	1%	1%	*	1%	1%
		84%	14%	42%ae	58%a	35%a	46%a	42%a	40%a	62%	15%	10%	7%	74%	84%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
4 SERVICES	9	9	-	4	5	4	2	5	1	6	1	1	-	7	8
	*	*	-	1%	*	1%	*	1%	*	*	*	*	-	*	*
		100%	-	42%a	58%	43%a	24%	58%ai	9%	66%	13%	8%	-	79%	88%
5 OR MORE SERVICES	14	11	3	5	9	8	3	8	3	7	1	1	4	7	12
	*	*	1%	1%	1%	2%	*	2%	*	*	*	*	1%	*	*
		81%	19%	34%a	66%	61%ag	20%	61%ai	20%	49%	5%	6%	28%	54%	88%
ANY COMMUNICATIONS SERVICE	393	345	47	117	260	148	139	171	116	248	79	19	32	312	349
	8%	8%	9%	30%	18%	38%	18%	36%	17%	9%	13%	5%	6%	9%	9%
	m 88%	m 88%	12%	30%ae	66%a	38%ag	35%a	44%ai	29%a	63%im	20%ajlmno	5%	8%	79%ilm	89%lm
Don't know	46	39	6	18	26	16	9	18	7	20	6	3	4	26	31
	1%	1%	1%	4%	2%	4%	1%	4%	1%	1%	1%	1%	1%	1%	1%
		86%	14%	38%ae	57%a	35%ag	20%	40%ai	15%	44%	13%	6%	10%	56%	67%
Not asked	4355	3874	455	261	1120	227	606	282	551	2624	528	337	547	3008	3668
	91%	91%	90%	66%	80%	58%	80%	60%	82%	91%	86%	94%	94%	90%	91%
	ghik	ghik	def 89%	6%	26%ed	5%	14%fd	6%	13%fh	60%k	12%	8%kno	13%ajkno	69%k	84%k

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	48 3% 39%	37 3% 29%	69 3% 55%	64 3% 52%	35 3% 28%	96 3% 77%	28 2% 23%	7 3% 5%	98 3% 79%
Standard mobile phone (that can't access the internet)	28 1%	4 * df 13%	3 * 11%	6 * 20%	10 * 34%	1 * 4%	11 * 38%	18 1% 62%aefgj	1 * 3%	11 * 38%
Fixed landline telephone	78 2%	25 2% 32%	21 2% 27%	41 2% 53%	29 1% 37%	20 2% 26%	49 1% 63%	29 2% 37%agj	4 2% 6%	51 1% 66%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	25 2% f 29%	25 2% 29%	42 2% 50%	54 2% 64%f	5 * 5%	59 2% 69%f	26 2% 31%f	5 2% 6%f	61 2% 71%f

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	19 1% e 40%	22 2% 47%	30 1% 64%	12 * 26%	28 2% 60%aeghj	40 1% 86%ae	7 1% 14%	2 1% 4%	41 1% 88%e
Mobile broadband - Through a dongle or USB stick	27 1%	11 1% 41%	9 1% 32%	15 1% 56%	8 * 32%	8 1% 29%	16 * 61%	10 1% 39%e	1 1% 5%	18 * 67%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	10 * 68%	3 * 20%	11 * 74%	6 * 37%	3 * 20%	9 * 57%	7 1% 43%	1 1% 9%	10 * 66%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	69 4% 45%	58 4% 38%	105 4% 69%	77 3% 51%	42 4% 27%	118 3% 77%	35 3% 23%	8 3% 5%	120 3% 79%
Calls using a public payphone	19 *	6 * 34%	3 * 15%	7 * 40%	5 * 27%	2 * 9%	7 * 35%	12 1% 65%aeefgij	- - -	7 * 35%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	29 2% 39%	29 2% 39%	51 2% 68%	36 1% 49%	18 2% 24%	54 2% 73%	20 2% 27%	6 2% 9%	54 1% 73%
Other	17 *	5 * 28%	3 * 17%	8 * 45%	8 * 49%	1 * 3%	9 * 52%	8 1% 48% ^{f,gj}	1 * 7%	10 * 60%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	142 3%	52 3% 36%	39 3% 27%	73 3% 51%	71 3% 50%	36 3% 25%	104 3% 73%	39 3% 27%	7 3% 5%	106 3% 74%
ANY BROADBAND	144 3%	50 3% 35%	53 4% 37%	84 3% 58%	73 3% 51%	38 3% 27%	111 3% 77%	33 3% 23%	7 2% 5%	113 3% 79%
ONLY 1 SERVICE	237 5%	76 5% 33%	74 5% 31%	133 5% 56%	114 5% 48%	52 4% 22%	162 4% 68%	75 6% 32% ^{e,f,gj}	12 4% 5%	166 5% 70%
2 SERVICES	94 2%	45 3% 48% ^h	32 2% 34%	63 2% 67%	61 2% 65% ^h	20 2% 21%	81 2% 86% ^h	13 1% 14%	7 3% 7%	81 2% 86% ^h
3 SERVICES	39 1%	17 1% 43%	18 1% 45%	27 1% 69%	15 1% 38%	14 1% 37%	29 1% 74%	10 1% 26%	1 * 3%	29 1% 74%
4 SERVICES	9 *	3 * 33%	4 * 42%	6 * 75%	4 * 45%	4 * 43%	8 * 88%	1 * 12%	- * -	8 * 88%
5 OR MORE SERVICES	14 *	4 * 26%	1 * 9%	4 * 26%	2 * 17%	2 * 16%	4 * 33%	9 1% 67% ^{a,e,f,gj}	1 1% 11%	6 * 43%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
ANY COMMUNICATIONS SERVICE	393	147	128	233	196	92	284	108	21	290
	8%	9%	9%	9%	8%	8%	8%	9%	8%	8%
		37%	33%	59%	50%	24%	72%	28%	5%	74%
Don't know	46	12	8	18	14	13	27	19	2	28
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		27%	18%	38%	30%	28%	58%	42% ^[aag]	5%	61%
Not asked	4355	1481	1232	2416	2256	1079	3290	1065	240	3326
	91%	90%	90%	91%	91%	91%	91%	89%	91%	91%
		34%	28%	55%	52% ^[ch]	25%	76% ^[ch]	24%	6%	76% ^[ch]

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	69 2% h 55%	56 4% 45%ab	46 2% 37%	79 3% 63%	65 6% 52%a	125 28% 100%ah	- - -	18 22% 15%ah	36 36% 29%a	20 31% 16%a
Standard mobile phone (that can't access the internet)	28 1%	9 - h 33%	19 1% 67%ab	6 - 20%	23 1% 80%	8 1% 26%	28 6% 100%ah	- - -	8 10% 29%ah	9 9% 30%a	9 14% 31%a
Fixed landline telephone	78 2%	54 2% h 70%	23 2% 30%	22 1% 29%	55 2% 71%	42 4% 54%a	78 18% 100%ah	- - -	16 19% 21%ah	19 19% 25%a	13 21% 17%a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	44 1% h 51%	41 3% 49%ab	29 2% 34%	56 2% 66%	50 5% 58%a	85 19% 100%ah	- - -	13 15% 15%ah	28 28% 32%a	17 26% 19%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 1%	30 1% h 64%	17 1% 36%	22 1% 48%	25 1% 52%	27 3% 57%a	47 11% 100%ah	- - -	9 11% 20%ah	16 16% 33%a	6 9% 13%a
Mobile broadband - Through a dongle or USB stick	27 1%	14 * h 52%	13 1% 48%	9 * 33%	18 1% 67%	14 1% 52%a	27 6% 100%ah	- - -	9 11% 35%ah	4 4% 16%a	4 6% 14%a
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	10 * h 68%	5 * 32%	3 * 20%	12 * 80%	10 1% 64%a	15 4% 100%ah	- - -	4 4% 23%ah	6 6% 37%a	3 5% 19%a
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	106 3% eh 70%	46 9% 30%	91 5% 60%ae	61 2% 40%	105 10% 69%a	153 35% 100%ah	- - -	30 36% 20%ah	32 32% 21%a	27 42% 18%a
Calls using a public payphone	19 *	5 * h 26%	14 1% 74%ab	5 * 26%	14 * 74%	8 1% 40%	19 4% 100%ah	- - -	6 7% 31%ah	4 4% 21%a	10 16% 54%aj

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	42 1% h 56%	33 2% 44%b	33 2% 45%	41 1% 55%	48 5% 64%a	74 17% 100%ah	- - -	17 20% 23%ah	19 19% 25%a	16 26% 22%a
Other	17 *	8 * h 46%	9 1% 54%	5 * 28%	12 * 72%	9 1% 53%a	17 4% 100%ah	- - -	5 6% 30%ah	- - -	4 6% 24%aj
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	142 3%	76 2% h 54%	66 4% 46%ab	50 3% 35%	93 3% 65%	71 7% 50%a	142 33% 100%ah	- - -	23 27% 16%ah	44 44% 31%a	25 39% 17%a
ANY BROADBAND	144 3%	83 3% h 58%	61 4% 42%b	60 3% 42%	83 3% 58%	85 8% 59%a	144 33% 100%ah	- - -	26 30% 18%ah	43 43% 30%a	22 35% 15%a
ONLY 1 SERVICE	237 5%	139 4% h 59%	98 6% 41%ab	99 5% 42%	138 5% 58%	141 13% 59%a	237 54% 100%ah	- - -	42 49% 18%ah	56 57% 24%a	31 49% 13%a
2 SERVICES	94 2%	59 2% h 63%	35 2% 37%	44 2% 47%	50 2% 53%	58 5% 61%a	94 22% 100%ah	- - -	16 19% 17%ah	27 27% 29%a	17 27% 18%a
3 SERVICES	39 1%	25 1% h 64%	14 1% 36%	17 1% 43%	22 1% 57%	26 2% 67%a	39 9% 100%ah	- - -	8 9% 20%ah	9 9% 23%a	7 10% 17%a
4 SERVICES	9 *	8 * h 88%	1 * 12%	4 * 50%	4 * 50%	6 1% 75%a	9 2% 100%ah	- - -	1 1% 12%ah	3 3% 40%a	1 2% 15%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
5 OR MORE SERVICES	14	5	9	3	11	4	14	-	5	3	6
	*	*	1%	*	*	*	3%	-	6%	3%	9%
		h 37%	63%b	21%	79%	28%	100%ah	-	38%ah	22%a	41%a
ANY COMMUNICATIONS SERVICE	393	236	157	167	225	235	393	-	72	99	62
	8%	7%	10%	9%	8%	22%	90%	-	84%	99%	97%
		h 60%	40%ab	43%	57%	60%a	100%ah	-	18%ah	25%a	16%a
Don't know	46	22	24	14	32	17	46	-	14	1	2
	1%	1%	2%	1%	1%	2%	10%	-	16%	1%	3%
		h 48%	52%b	30%	70%	38%	100%ah	-	30%ah	2%	4%
Not asked	4355	2993	1363	1676	2679	803	-	4309	-	-	-
	91%	92%	88%	90%	91%	78%	-	100%	-	-	-
		cf/gjk 69%c	31%	38%	62%	18%	-	99%agi	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	8 14% m	4 7% 3%ah	22 20% 18%acgh	10 11% 8%ah	26 14% 21%ah	28 11% 22%ah	97 2% 78%	20 19% 16%ach	26 20% 21%acgh	20 18% 16%ah	54 6% 43%am	42 2% 34%
Standard mobile phone (that can't access the internet)	28 1%	7 12% m	2 4% 8%ah	9 9% 33%ahk	7 7% 23%ah	9 5% 32%ah	9 4% 32%ah	19 * 68%	5 5% 17%ah	8 6% 26%ah	2 2% 7%h	5 1% 18%	6 * 20%
Fixed landline telephone	78 2%	8 15% m	5 8% 11%ah	10 9% 13%ah	7 8% 9%ah	19 10% 25%ah	20 8% 26%ah	57 1% 74%	14 14% 18%ah	17 13% 22%ah	11 10% 14%ah	27 3% 35%am	22 1% 29%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbps'). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	5 9% hm	3 6% 4%ah	15 14% 18%ah	9 10% 11%ah	31 17% 37%ach	32 13% 38%ah	53 1% 62%	16 16% 19%ah	17 13% 20%ah	10 9% 12%ah	40 5% 47%am	19 1% 22%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*.	47 1%	3 5% 6%ah	3 4% 5%ah	12 11% 25%ahg	5 5% 10%ah	12 6% 26%ah	12 5% 26%ah	35 1% 74%	10 10% 22%ah	7 5% 15%ah	10 9% 21%ah	23 3% 49%am	17 1% 37%
Mobile broadband - Through a dongle or USB stick	27 1%	5 9% m 19%ah	2 4% 9%ah	6 5% 22%ah	7 7% 26%ah	9 5% 35%ah	11 5% 42%ah	15 * 58%	6 6% 23%ah	8 6% 29%ah	4 4% 15%ah	12 1% 46%am	4 * 15%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	5 9% m 33%afghi	1 2% 7%ah	4 4% 26%ah	4 5% 28%ah	5 2% 30%ah	6 2% 38%ah	9 * 62%	2 2% 13%ah	4 3% 26%ah	4 4% 25%ah	8 1% 51%am	1 * 6%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	8 14% m 5%ah	10 17% 6%ah	15 13% 10%ah	10 11% 6%ah	36 19% 23%ah	38 16% 25%ah	114 3% 75%	21 21% 14%ah	26 19% 17%ah	22 20% 15%ah	88 10% 58%am	30 1% 20%
Calls using a public payphone	19 *	2 3% m 11%ah	3 4% 14%ah	7 7% 38%ah	5 5% 24%ah	6 3% 31%ah	7 3% 37%ah	12 * 63%	8 7% 40%ah	4 3% 21%ah	4 4% 21%ah	5 1% 26%am	2 * 9%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	4 7%	4 6%	8 8%	6 7%	18 10%	18 7%	56 1%	6 6%	12 9%	15 13%	36 4%	18 1%
Other	17 *	2 3%	- -	1 1%	2 2%	4 2%	5 2%	12 *	1 1%	1 1%	4 4%	7 1%	2 *
		m 11%ah	-	6%	11%ah	25%ah	31%ah	69%	6%	6%	24%ah	40%am	13%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	142 3%	12 20%	6 10%	25 18%acgh	14 15%	31 16%	33 14%	109 23%	21 21%	29 22%	20 18%	58 7%	46 2%
		m 8%ah	4%ah	10%acgh	10%ah	22%ah	23%ah	77%	15%ah	21%acgh	14%ah	40%am	32%
ANY BROADBAND	144 3%	7 11%	6 10%	22 20%	12 13%	41 22%	44 18%	99 2%	26 25%	21 16%	19 16%	72 8%	39 1%
		hm 5%ah	4%ah	16%ah	8%ah	29%ah	31%ah	69%	18%abceh	15%ah	13%ah	50%am	27%
ONLY 1 SERVICE	237 5%	13 22%	11 19%	24 10%ah	22 9%ah	55 23%ah	64 27%ah	174 73%	23 10%ah	36 15%ah	31 13%ah	108 46%am	54 23%
2 SERVICES	94 2%	2 3%	4 6%	8 7%	2 2%	19 10%	19 8%	75 2%	11 11%	7 5%	9 8%	44 5%	38 1%
		2%ah	4%ah	8%ah	2%ah	20%aeh	20%ah	80%	12%aeh	7%ah	9%ah	46%am	40%
3 SERVICES	39 1%	4 7%	1 2%	5 12%ah	3 3%	7 3%	7 3%	32 1%	11 11%	6 5%	8 8%	21 5%	8 *
		m 11%ah	4%	7%ah	7%ah	16%ah	19%ah	81%	28%aefgh	15%ah	22%ah	55%am	20%
4 SERVICES	9 *	-	-	-	-	3 2%	3 1%	5 *	-	2 2%	2 2%	6 1%	2 *
		-	-	-	-	37%ah	37%ah	63%	-	27%ah	25%ah	66%am	21%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
5 OR MORE SERVICES	14	4	2	8	5	7	7	7	4	7	3	4	1
	*	6%	3%	7%	5%	4%	3%	*	4%	5%	3%	*	*
		m 28%ah	14%ah	57%ah	36%ah	49%ah	49%ah	51%	28%ah	49%ah	21%ah	28%am	5%
ANY COMMUNICATIONS SERVICE	393	22	18	44	31	90	100	293	49	58	53	183	102
	8%	39%	31%	40%	33%	47%	41%	6%	48%	44%	49%	21%	4%
		hm 6%ah	5%ah	11%ah	8%ah	23%aceh	25%ah	75%	13%aceh	15%ah	14%aceh	47%am	26%
Don't know	46	1	1	3	2	1	3	43	1	2	3	13	13
	1%	2%	1%	3%	2%	*	1%	1%	1%	2%	2%	2%	*
		m 2%	2%	7%ah	4%	1%	6%	94%	2%	5%	6%	29%am	29%
Not asked	4355	35	40	63	60	99	142	4213	52	71	54	662	2608
	91%	60%	68%	57%	65%	52%	58%	93%	51%	54%	49%	78%	90%
		bcdelfgj 1%	1%lik	1%	1%k	2%	3%	97%abcdefgij	1%	2%	1%	16%	60%al
	kl	kl						jk					

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	29 4% 23% ^c	29 4% 23% ^c	16 2% 13%	34 3% 27%	11 2% 8%	4 2% 4%	- - -	1 2% 1%	- - -	- - -	1 5% 1%
Standard mobile phone (that can't access the internet)	28 1%	6 1% 20%	8 1% 26%	5 1% 19%	8 1% 29%	1 * 2%	- - -	- - -	1 2% 3% ^e	- - -	- - -	- - -
Fixed landline telephone	78 2%	25 3% 33% ^{bcdde}	11 1% 14%	12 1% 15%	21 2% 27%	3 1% 4%	4 2% 5%	1 1% 1%	1 2% 1%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	21 3% 24% ^{ef}	13 2% 15%	22 3% 26% ^{ef}	23 2% 27%	4 1% 5%	1 1% 1%	- - -	- - -	- - -	- - -	2 11% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	11 1% 23%e	9 1% 20%	8 1% 16%	16 1% 35%e	1 * 3%	1 1% 3%	- - -	- - -	- - -	- - -	- - -
Mobile broadband - Through a dongle or USB stick	27 1%	8 1% 30%	4 * 14%	4 1% 17%	6 * 22%	2 * 9%	- - -	- - -	1 2% 3%	1 2% 4% ^f	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	4 * 25%	3 * 23%	3 * 21%	5 * 32%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	38 5% 25% ^{eg}	28 3% 18%	26 3% 17%	44 3% 29%	10 2% 7%	5 2% 3%	- - -	2 4% 1%	- - -	- - -	- - -
Calls using a public payphone	19 *	3 * 15%	4 1% 22%	3 * 16%	5 * 27%	2 * 11%	- - -	- - -	1 2% 5%	1 1% 3%	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	16	13	14	21	6	-	1	1	1	-	-
	2%	2%	2%	2%	2%	1%	-	1%	3%	2%	-	-
		22% ^f	17%	19%	29%	9%	-	2%	2% ^f	2% ^f	-	-
Other	17	4	4	1	5	1	-	-	-	-	-	1
	*	1%	*	*	*	*	-	-	-	-	-	7%
		25%	22%	6%	30%	8%	-	-	-	-	-	8%
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	142	30	35	19	40	11	4	-	1	-	-	1
	3%	4%	4%	2%	3%	2%	2%	-	2%	-	-	5%
		21%	24% ^{ce}	14%	28%	8%	3%	-	1%	-	-	1%
ANY BROADBAND	144	36	20	30	43	8	2	-	1	1	-	2
	3%	5%	2%	4%	3%	1%	1%	-	2%	2%	-	11%
		25% ^{belg}	14%	21% ^{ee}	30% ^{ee}	5%	2%	-	1%	1%	-	2%
ONLY 1 SERVICE	237	61	46	37	61	18	5	2	2	1	-	5
	5%	8%	6%	4%	5%	3%	2%	2%	4%	1%	-	23%
		28% ^{cdelf}	19% ^{elf}	15%	26%	7%	2%	1%	1%	*	-	2%
2 SERVICES	94	25	13	19	27	6	3	-	-	1	-	-
	2%	3%	2%	2%	2%	1%	1%	-	-	2%	-	-
		27% ^{be}	14%	20%	29%	7%	3%	-	-	1%	-	-
3 SERVICES	39	8	7	7	12	3	1	-	-	-	-	-
	1%	1%	1%	1%	1%	*	1%	-	-	-	-	-
		21%	19%	18%	31%	7%	4%	-	-	-	-	-
4 SERVICES	9	4	1	-	4	-	-	-	-	-	-	-
	*	1%	*	-	*	-	-	-	-	-	-	-
		46% ^c	12%	-	42%	-	-	-	-	-	-	-
5 OR MORE SERVICES	14	2	4	3	4	1	-	-	-	-	-	-
	*	*	*	*	*	*	-	-	2%	-	-	-
		13%	28%	20%	27%	5%	-	-	7% ^{ee}	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
ANY COMMUNICATIONS SERVICE	393	101	71	65	107	27	9	2	3	2	-	5
	8%	13%	9%	8%	8%	5%	4%	2%	6%	3%	-	23%
		26%bcdefgi	18%efg	17%e	27%efg	7%	2%	1%	1%	*	-	1%
Don't know	46	10	10	11	8	5	1	-	-	-	-	1
	1%	1%	1%	1%	1%	1%	*	-	-	-	-	6%
		22%	22%	24%	17%	10%	2%	-	-	-	-	3%
Not asked	4355	664	737	771	1177	536	227	98	47	54	30	15
	91%	86%	90%	91%	91%	94%	96%	98%	94%	97%	100%	71%
		15%	17%a	18%a	27%a	12%abcd	5%abcd	2%abcd	1%	1%a	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	26 3% 21%e	19 5% 15%deh	30 3% 24%	14 2% 11%	10 1% 8%	12 3% 10%	6 2% 5%	5 2% 4%	2 1% 1%	- - -	1 5% 1%	48 3% 38%lm	30 1% 24%	8 3% 6%	26 6% 21%lm	12 6% 10%lm	1 5% 1%
Standard mobile phone (that can't access the internet)	28 1%	7 1% 25%	4 1% 16%	5 1% 18%	5 1% 18%	3 * 11%	3 1% 9%	- - -	- - -	1 1% 3%	- - -	- - -	10 1% 34%	8 * 27%	1 * 4%	8 2% 27%lm	2 1% 8%	- - -
Fixed landline telephone	78 2%	18 2% 23%dg	12 3% 16%deg	20 2% 26%dg	7 1% 8%	9 1% 11%	7 2% 9%	- 2% -	5 2% -	1 1% 1%	- - -	- - -	29 2% 37%	22 1% 28%	5 2% 7%	14 3% 17%lm	9 4% 11%lm	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	21 3% 24%de	15 4% 17%defghi	23 2% 27%	9 1% 11%	6 1% 7%	4 1% 4%	2 1% 2%	4 1% 4%	- - -	- - -	2 11% 3%	41 2% 48%lm	16 1% 19%	5 2% 5%	15 4% 18%lm	6 3% 7%lm	2 11% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - (Prompted - Multi code)
Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	11 1% 24%	6 1% 12%h	10 1% 22%	9 1% 19%	6 1% 13%	4 1% 8%	1 1% 3%	- - -	- - -	- - -	- - -	13 1% 29%	15 1% 32%	4 2% 9%	7 2% 16%	7 3% 14%lm	- - -
Mobile broadband - Through a dongle or USB stick	27 1%	5 1% 19%	2 1% 8%	6 1% 21%	4 1% 16%	2 * 9%	1 * 3%	3 1% 12%	1 * 4%	2 2% 8%	- - -	- - -	12 1% 45%	9 * 33%	- - -	6 1% 22%lm	- - -	- - -
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	4 1% 28%	3 1% 19%	2 * 11%	4 1% 27%	2 * 15%	- - -	- - -	- - -	- - -	- - -	- - -	5 * 31%	4 * 24%	- - -	4 1% 28%lm	3 1% 17%lm	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	38 5% 25%deh	18 5% 12%deh	42 4% 28%deh	19 2% 12%	14 2% 9%	11 3% 7%	5 2% 3%	3 1% 2%	2 1% 1%	- - -	- - -	55 3% 36%	40 2% 26%	10 4% 7%lm	33 8% 22%lm	15 7% 10%lm	- - -
Calls using a public payphone	19 *	4 * 21%	2 1% 11%	2 * 13%	5 1% 24%	2 * 10%	3 1% 14%	- - -	- - -	2 1% 8%	- - -	- - -	9 1% 50%	3 * 17%	- - -	6 1% 34%lm	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	17 2% 23%g	5 1% 7%	19 2% 25%g	13 2% 17%	7 1% 10%	8 2% 11%g	- - -	4 1% 5%	1 1% 2%	- - -	- - -	33 2% 44%lm	21 1% 28%	4 2% 5%	14 3% 19%lm	3 1% 4%	- - -
Other	17 *	3 * 20%	* * 3%	5 1% 29%	4 * 22%	- * -	1 * 7%	- - -	1 * 5%	1 1% 4%	- - -	1 7% 8%	7 * 42%	5 * 27%	1 * 6%	1 * 7%	2 1% 9%	1 7% 8%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	142 3%	30 4% 21%	21 5% 15%deh	34 3% 24%	18 2% 13%	13 2% 9%	13 3% 9%	6 2% 4%	5 2% 4%	2 1% 1%	- - -	1 5% 1%	53 3% 37%lm	35 2% 25%	9 3% 6%	30 7% 21%lm	15 7% 10%lm	1 5% 1%
ANY BROADBAND	144 3%	33 4% 23%de	20 5% 14%defh	37 4% 26%e	18 2% 13%	11 2% 8%	8 3% 5%	7 2% 3%	5 2% 3%	2 2% 1%	- - -	2 11% 2%	60 3% 42%lm	37 2% 26%	9 3% 6%	22 5% 15%lm	13 6% 9%lm	2 11% 2%
ONLY 1 SERVICE	237 5%	55 7% 23%deh	31 8% 13%defg	58 6% 25%dh	29 4% 12%	23 4% 10%	16 3% 7%	8 3% 3%	8 2% 3%	3 2% 1%	- - -	5 20% 2%	98 5% 41%lm	55 3% 23%	9 3% 4%	43 10% 18%lmn	27 12% 11%lmn	5 23% 2%
2 SERVICES	94 2%	22 3% 23%e	9 2% 9%	31 3% 33%de	11 1% 12%	6 1% 6%	5 1% 5%	4 2% 5%	5 2% 5%	1 1% 1%	- - -	- - -	40 2% 43%lm	20 1% 21%	11 4% 12%lm	15 3% 16%lm	8 4% 9%lm	- - -
3 SERVICES	39 1%	9 1% 23%	9 2% 24%def	7 1% 18%	8 1% 20%	4 1% 10%	2 1% 6%	- - -	- - -	- - -	- - -	- - -	15 1% 38%	12 1% 32%	1 * 3%	7 2% 18%lm	3 2% 9%	- - -
4 SERVICES	9 *	4 1% 50%ld	- * -	2 * 22%	- * -	- * -	1 * 13%	- * -	1 * 15%	- * -	- * -	- * -	1 * 8%	5 * 58%	1 * 12%	2 * 22%ld	- * -	- * -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 + £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
5 OR MORE SERVICES	14	2	1	3	2	2	3	-	-	1	-	-	5	3	-	4	1	-	
	*	*	*	*	*	*	1%	-	-	1%	-	-	*	*	-	1%	*	-	
		16%	8%	19%	15%	17%	19%	-	-	7%	-	-	38%	23%	-	32%lm	7%	-	
ANY COMMUNICATIONS SERVICE	393	92	50	101	50	35	27	12	14	5	-	5	159	96	22	71	39	5	
	8%	11%	13%	10%	6%	6%	7%	5%	5%	4%	-	23%	9%	5%	9%	17%	18%	23%	
		23%defg	13%defg	26%degh	13%	9%	7%	3%	4%	1%	-	1%	40%lm	24%	6%lm	18%lmn	10%lmn	1%	
		hij	hij	i															
Don't know	46	15	3	10	7	3	4	2	-	1	-	1	20	12	2	6	4	1	
	1%	2%	1%	1%	1%	1%	1%	1%	-	1%	-	6%	1%	1%	1%	1%	2%	6%	
		33%eh	6%	21%	15%	6%	9%	4%	-	3%	-	3%	44%	26%	5%	14%	9%lm	3%	
Not asked	4355	709	337	878	767	606	368	221	287	129	38	15	1664	1919	235	348	174	15	
	91%	87%	87%	89%	93%	94%	92%	94%	95%	95%	100%	71%	90%	95%	91%	82%	80%	71%	
		16%	8%	20%	18%abc	14%abc	8%ab	5%abc	7%abc	3%abc	1%abc	*	38%cp	44%lnop	5%cp	8%	4%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

KANTAR MEDIA

Powering Informed Decisions

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 3%	48 3%	40 2%	37 2%
Standard mobile phone (that can't access the internet)	28 1%	13 44%	8 27%	8 29%
Fixed landline telephone	78 2%	33 42%	24 31%	21 27%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 2%	35 41%	26 30%	25 29%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	19 1% 41%	12 1% 26%	15 1% 33%
Mobile broadband - Through a dongle or USB stick	27 1%	10 1% 39%	9 1% 33%	7 * 28%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	7 * 47%	4 * 26%	4 * 26%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 3%	64 4% 42%b	36 2% 23%	52 3% 34%
Calls using a public payphone	19 *	8 1% 44%	5 * 26%	6 * 30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 2%	28 2% 37%	19 1% 26%	27 2% 36%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1617
Other	17	8	5
	*	*	*
	44%	32%	24%
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	142	56	45
	3%	4%	3%
		39%	31%
ANY BROADBAND	144	58	42
	3%	4%	3%
		40%	29%
ONLY 1 SERVICE	237	95	75
	5%	6%	4%
		40% ^c	32%
2 SERVICES	94	38	26
	2%	2%	2%
		40%	27%
3 SERVICES	39	17	9
	1%	1%	1%
		43%	23%
4 SERVICES	9	2	3
	*	*	*
		25%	35%
5 OR MORE SERVICES	14	6	3
	*	*	*
		47%	24%
ANY COMMUNICATIONS SERVICE	393	158	116
	8%	10%	7%
		40% ^{bc}	30%
Don't know	46	26	10
	1%	2%	1%
		56% ^{bc}	22%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1630
		1617	1600
Not asked	4355	1393	1491
	91%	88%	92%
		32%	34%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	55 2% ijmp 44%	70 2% 56%	30 3% 24%agh ij	41 4% 33%agh ij	24 2% 19%ij	13 1% 10%ij	15 1% 12%ij	1 * 1%	1 * 1%	71 3% 57%aim	52 2% 41%im	2 * 1%	44 1% 35%	81 3% 65%un	9 1% 7%	61 2% 49%p	55 3% 44%apq
Standard mobile phone (that can't access the internet)	28 *	17 1% 59%	12 * 41%	2 * 7%	3 * 12%	9 1% 31%	5 1% 18%	5 1% 19%	1 * 4%	3 * 9%	5 * 19%	19 1% 68%	4 * 14%	6 * 23%	22 1% 77%un	1 * 4%	8 * 28%	20 1% 68%apq
Fixed landline telephone	78 1%	29 1% dn 37%	49 2% 63%ub	3 * 4%	13 1% 16%	19 2% 25%id	13 1% 16%	17 2% 22%id	7 1% 9%	6 1% 8%	16 1% 20%	49 2% 63%ik	13 1% 17%	20 1% 26%	58 2% 74%an	7 1% 8%	29 1% 38%	42 2% 54%apq
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	38 1% ijmnp 45%	47 1% 55%	18 2% 21%ij	21 2% 25%ij	17 2% 19%ij	15 2% 18%ij	9 1% 10%	3 1% 4%	3 * 3%	39 2% 46%im	40 1% 47%im	6 * 7%	23 1% 26%	63 2% 74%an	2 * 2%	43 1% 50%p	41 2% 48%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873		1751	2710	1861	2778	3544	1103	2949	2270	
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579		2051	3042	1229	3139	3183	1217	3237	1868	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	22 1% jm 47%	25 1% 53%	4 * 9%	13 1% 28%ij	13 1% 27%ij	5 1% 11%	10 1% 21%ij	1 * 3%	1 * 1%		17 1% 37%lm	28 1% 59%lm	2 * 4%	18 1% 39%	29 1% 61%	5 * 12%	21 1% 45%	20 1% 44%	
Mobile broadband - Through a dongle or USB stick	27 *	14 * m 51%	13 * 49%	- * -	3 * 11%	13 1% 47%ade ij	6 1% 21%di	5 * 18%	- * -	1 * 3%		3 * 11%	23 1% 86%km	1 * 3%	9 * 35%	17 1% 65%	1 * 5%	13 * 50%	12 1% 45%p	
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	7 * 47%	8 * 53%	- * -	4 * 26%	6 1% 40%di	2 * 12%	3 * 17%	- * -	1 * 5%		4 * 26%	11 * 69%	1 * 5%	4 * 26%	11 * 74%	- * -	6 * 40%	9 * 60%p	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	56 2% ijmnp 37%	96 3% 63%b	16 2% 11%ij	46 4% 30%adh ij	39 4% 26%adh ij	28 3% 18%ij	15 2% 10%ij	5 1% 3%	3 1% 2%		63 3% 41%lm	82 3% 54%lm	7 1% 5%	51 2% 33%	102 3% 67%an	9 1% 6%	77 2% 51%p	67 4% 44%apq	
Calls using a public payphone	19 *	7 * n 36%	12 * 64%	2 * 10%	4 * 20%	5 * 28%	2 * 9%	4 * 23%	2 * 10%	- * -		6 * 30%	11 * 59%	2 * 10%	2 * 12%	17 1% 88%an	- * -	6 * 29%	13 1% 71%apq	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	34 1%	40 1%	8 1%	19 2%	23 2%	11 1%	10 1%	2 *	1 *	27 1%	44 1%	3 *	28 1%	46 1%	5 *	34 1%	35 2%
		jmp 46%	54%	11%	25%ij	31%kahij	15%ij	13%ij	3%	1%	36%um	59%um	5%	38%	62%	6%	46%p	48%apq
Other	17 *	7 38%	11 62%	1 8%	4 25%	- -	5 30%	3 16%	3 15%	1 7%	6 33%	8 46%	4 21%	6 33%	12 67%	2 10%	10 58%	6 32%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	142 2%	67 2%	76 2%	30 3%	43 4%	30 3%	17 2%	18 2%	2 *	3 *	73 4%	65 2%	5 *	47 3%	95 3%	10 1%	67 2%	66 4%
		jmrp 47%	53%	21%qhi j	30%aah ij	21%ij	12%ij	12%ij	2%	2%	51%alm	45%um	3%	33%	67%an	7%	47%p	46%apq
ANY BROADBAND	144 2%	64 2%	80 2%	22 2%	37 3%	33 3%	24 2%	20 2%	5 1%	4 1%	59 3%	77 3%	8 1%	49 3%	95 3%	8 1%	73 2%	62 3%
		jmrp 44%	56%	15%ij	25%ij	23%ij	17%ij	14%ij	3%	3%	41%im	53%um	6%	34%	66%an	6%	51%p	43%apq
ONLY 1 SERVICE	237 4%	110 4%	127 4%	37 4%	54 5%	54 5%	42 4%	30 3%	14 2%	6 1%	91 3%	126 4%	20 2%	87 3%	150 5%	18 7%	116 4%	103 6%
		jmrp 47%	53%	16%ij	23%ij	23%hij	18%ij	13%ij	6%	2%	39%im	53%um	8%	37%	63%an	7%	49%p	44%apq
2 SERVICES	94 1%	33 1%	62 2%	12 12%	33 3%	17 36%adh ij	16 17%ij	12 13%ij	2 2%	2 2%	45 48%am	45 48%um	4 4%	29 31%	65 69%an	7 7%	46 49%p	42 44%apq
		jmrp 35%	65%b	12%ij	36%adh ij	18%ij	17%ij	13%ij	2%	2%	48%am	48%um	4%	31%	69%an	7%	49%p	44%apq
3 SERVICES	39 1%	16 1%	23 1%	4 1%	7 1%	12 1%	4 *	8 1%	1 *	3 1%	11 1%	23 1%	5 *	16 1%	23 1%	3 *	22 1%	14 1%
		42%	58%	11%	17%	29%ij	10%	20%	3%	8%	28%	60%	12%	41%	59%	7%	56%	37%
4 SERVICES	9 *	3 *	5 *	- -	5 58%ia	2 21%	2 21%	- -	- -	- -	5 58%	4 42%	- -	2 29%	6 71%	- -	5 57%	4 43%
		40%	60%	- -	58%ia	21%	21%	- -	- -	- -	58%	42%	- -	29%	71%	- -	57%	43%
5 OR MORE SERVICES	14 *	7 48%	7 52%	2 14%	2 14%	5 36%	2 13%	2 18%	1 5%	- -	4 27%	9 68%	1 5%	1 11%	12 89%an	- -	3 20%	11 80%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
ANY COMMUNICATIONS SERVICE	393	169	223	56	101	89	66	53	18	11	156	208	28	136	257	27	191	174
6%		6%	7%	6%	9%	8%	7%	5%	3%	2%	8%	7%	2%	4%	8%	2%	6%	9%
		jmrp 43%	57%lb	14%ij	26%ahj	23%ahj	17%ij	13%ij	4%	3%	40%am	53%lm	7%	35%	65%an	7%	49%p	44%apq
Don't know	46	23	23	2	11	8	6	5	10	3	13	19	13	12	34	1	17	27
1%		1%	1%	*	1%	1%	1%	1%	2%	1%	1%	1%	1%	*	1%	*	1%	1%
		p 51%	49%	5%	24%	18%	12%	12%	22%adghj	7%	29%	43%	29%	26%	74%n	3%	38%	58%apq
Not asked	5884	2876	3008	832	1050	958	918	939	622	565	1882	2814	1188	2991	2893	1188	3028	1668
93%		94%	92%	94%	90%	91%	93%	94%	96%	98%	92%	93%	97%	95%	91%	98%	94%	89%
		efor 49%	51%	14%ef	18%	16%	16%	16%ef	11%ade	10%ade	32%	48%	20%aki	51%ao	49%	20%aqr	51%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	105 2% j	9 2% 84%	9 3% 7%	2 2% 2%	4 2% 4%	17 2% 14% n	9 2% 7%	16 3% 13% aj n	4 1% 3%	18 3% 15% j n	11 1% 9%	22 2% 17% j n	4 1% 3%	9 3% 7% j n	9 2% 7%	2 2% 2%
Standard mobile phone (that can't access the internet)	28 *	26 * 92%	2 * 6%	- - -	- - -	2 1% 7%	2 * 7%	5 1% 17%	6 1% 22% a g n	2 * 6%	2 * 7%	4 * 13%	3 * 12%	1 * 2%	- - -	2 * 8%	- - -
Fixed landline telephone	78 1%	61 1% 78%	9 2% 12%	3 1% 4%	5 3% 6% a b	5 2% 7% g	3 * 4%	4 1% 5%	7 1% 9%	6 1% 8%	8 1% 10%	10 1% 13%	11 1% 14%	7 1% 9%	3 1% 4%	9 2% 12% g	5 3% 6% a g h
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	71 1% 84%	8 1% 9%	5 2% 6%	1 1% 2%	3 1% 4%	15 2% 18% j l m	7 1% 8%	12 3% 14% a j l m n	4 1% 4%	10 2% 12%	7 1% 8%	8 1% 10%	4 1% 5%	5 2% 6%	8 1% 9%	1 1% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 1%	43 1% 91%	2 * 5%	- - -	2 1% 4% d	5 2% 10% o	3 * 7%	5 1% 11%	7 1% 14% o	3 1% 6%	6 1% 13%	3 * 6%	8 1% 16%	4 1% 8%	- - -	2 * 5%	2 1% 4% o
Mobile broadband - Through a dongle or USB stick	27 *	24 * 91%	2 * 6%	- - -	1 1% 3%	3 1% 10% n	2 * 9%	3 1% 12%	- - -	2 * 8%	2 * 9%	7 1% 26% n	4 * 17%	- - -	- - -	2 * 6%	1 1% 3%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	14 * 94%	1 * 6%	- - -	- - -	1 * 7%	2 * 16%	2 * 13%	- - -	- - -	3 * 17%	3 * 17%	3 * 17%	1 * 6%	- - -	1 * 6%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	125 2% n 82%	16 3% 11%	5 2% 4%	6 4% 4%	4 2% 3%	27 4% 18% a j n	13 2% 8%	19 4% 12% a j n	8 2% 6%	17 3% 11% n	10 1% 7%	21 2% 14%	5 1% 4%	5 2% 4%	16 3% 11% n	6 4% 4% n
Calls using a public payphone	19 *	16 * 83%	1 * 8%	2 1% 9%	- - -	2 1% 12% n	1 * 5%	2 * 11%	4 1% 19%	- - -	2 * 13%	4 * 19%	1 * 6%	- - -	2 1% 9%	1 * 8%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	65 1% 88%	7 1% 9%	1 * 2%	1 1% 1%	6 2% 9% _o	8 1% 11%	8 1% 10%	7 2% 10%	3 1% 5%	8 1% 11%	9 1% 12%	10 1% 14%	5 1% 7%	1 * 2%	7 1% 9%	1 1% 1%
Other	17 *	16 * 92%	* * 3%	1 * 5%	- - -	- - -	2 * 11%	1 * 7%	5 1% 30% _a _{np}	1 * 3%	2 * 12%	3 * 15%	2 * 13%	- - -	1 * 5%	* * 3%	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	142 2%	121 2% 85%	10 2% 7%	9 3% 6%	2 2% 2%	4 2% 3%	18 3% 13% _n	13 2% 9%	19 4% 14% _a _l _{np}	5 1% 4%	20 3% 14% _n	13 2% 9%	23 3% 16% _n	5 1% 3%	9 3% 6% _n	10 2% 7%	2 2% 2%
ANY BROADBAND	144 2%	125 2% 87%	10 2% 7%	5 2% 4%	4 3% 3%	8 3% 6%	18 3% 13%	11 2% 7%	19 4% 13% _a _l _{np}	9 2% 6%	19 3% 13%	14 2% 10%	18 2% 13%	8 2% 6%	5 2% 4%	10 2% 7%	4 3% 3%
ONLY 1 SERVICE	237 4%	195 4% 82%	20 4% 8%	16 5% 7%	6 4% 3%	6 2% 3%	33 5% 14% _d	20 4% 8%	17 4% 7%	14 3% 6%	33 5% 14% _l	20 3% 9%	36 4% 15%	16 3% 7%	16 5% 7%	20 4% 8%	6 4% 3%
2 SERVICES	94 1%	76 1% n 81%	7 1% 7%	5 2% 6%	6 4% 6% _a _b _c	4 2% 4%	13 2% 14% _n	3 1% 4%	14 3% 14% _a _h _l _n	5 1% 5%	10 2% 11% _n	10 1% 10%	16 2% 17% _n	2 * 2%	5 2% 6% _n	7 1% 7%	6 4% 6% _a _h _l _{np}
3 SERVICES	39 1%	34 1% 88%	5 1% 12%	- - -	- - -	3 1% 8%	4 1% 11%	2 * 6%	1 1% 11%	1 * 4%	5 1% 13%	6 1% 16%	6 1% 16%	1 * 3%	- - -	5 1% 12%	- - -
4 SERVICES	9 *	9 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 9%	2 1% 29% _m	1 * 13%	2 * 29%	1 * 8%	- - -	1 * 12%	- - -	- - -	- - -
5 OR MORE SERVICES	14 *	12 * 88%	2 * 12%	- - -	- - -	1 * 8%	2 * 13%	3 1% 24%	3 1% 19%	- - -	- - -	1 * 11%	1 * 7%	1 * 7%	- - -	2 * 12%	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
ANY COMMUNICATIONS SERVICE	393	326	33	21	12	15	52	29	40	21	50	38	59	21	21	33	12
	6%	6%	6%	7%	8%	6%	7%	5%	9%	4%	8%	5%	7%	4%	7%	6%	8%
		jn 83%	8%	5%	3%	4%	13%jn	8%	10%ajln	5%	13%ajln	10%	15%ln	5%	5%	8%	3%jn
Don't know	46	35	7	2	1	1	5	1	6	-	5	4	4	9	2	7	1
	1%	1%	1%	1%	1%	-	1%	-	1%	-	1%	1%	-	2%	1%	1%	1%
		78%	16%	4%	3%	2%	11%	2%	13%hj	-	11%	9%	10%	20%ahjl m	4%	16%hj	3%
Not asked	5884	4963	497	292	131	244	647	512	417	509	567	728	841	497	292	497	131
	93%	93%	92%	93%	91%	94%	92%	94%	90%	96%	91%	95%	93%	94%	93%	92%	91%
		i 84%	8%	5%	2%	4%	11%	9%lik	7%	9%aglik mqpd	10%	12%lik	14%	8%lik	5%	8%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	106 2% 85%	18 2% 14%	34 7% 27% ^a	88 5% 71% ^a	53 12% 42% ^a	43 5% 35% ^a	59 11% 47% ^a	38 5% 30% ^a	92 3% 74% ^a	19 3% 15% ^a	5 2% 4%	7 1% 5%	104 3% 83% ^a	113 3% 91% ^a
Standard mobile phone (that can't access the internet)	28 *	24 * 84%	5 1% 16%	11 2% 39% ^a	17 1% 61% ^a	16 4% 55% ^a	7 1% 23%	16 3% 58% ^a	6 1% 21%	7 * 23%	5 1% 16%	5 1% 17% ^a	8 1% 27% ^a	11 * 39%	21 1% 73%
Fixed landline telephone	78 1%	65 1% 84%	12 1% 15%	30 6% 39% ^a	44 2% 57% ^a	27 6% 35% ^a	26 3% 33% ^a	31 6% 40% ^a	22 3% 28% ^a	43 1% 55%	9 2% 12%	5 2% 7%	10 2% 13%	48 1% 62%	61 2% 78%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbits"). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	74 1% 86%	11 1% 12%	30 6% 35% ^a	55 3% 64% ^a	36 8% 42% ^a	27 3% 32% ^a	40 8% 47% ^a	23 3% 27% ^a	50 2% 59% ^a	20 3% 24% ^a	1 * 1%	10 2% 12% ^a	68 2% 80% ^a	78 2% 91% ^a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 1%	45 1%	2 *	22 5%	24 1%	17 4%	20 2%	19 4%	17 2%	31 1%	8 1%	5 1%	3 *	37 1%	43 1%
		96%	4%	47%ae	51%a	36%a	42%a	41%a	37%a	66%	16%	10%	6%	78%	91%
Mobile broadband - Through a dongle or USB stick	27 *	17 *	9 1%	6 1%	19 1%	6 2%	10 1%	8 2%	8 1%	14 *	5 1%	2 *	5 1%	18 1%	24 1%
		64%	36%ab	24%a	71%a	24%a	38%a	32%a	31%a	51%	17%	6%	18%	69%	89%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	11 *	5 1%	4 1%	11 1%	9 2%	4 *	9 2%	4 1%	9 *	1 *	3 1%	2 *	10 *	13 *
		69%	31%b	28%a	72%a	59%ag	29%	59%ai	29%	61%	6%	18%	13%	67%	86%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	144 3%	8 1%	43 9%	105 6%	60 14%	64 7%	72 14%	52 6%	102 4%	28 5%	6 2%	13 2%	127 4%	140 3%
		c 95% c	5%	28%ae	69%a	39%ag	42%a	47%ai	34%a	67%a	19%alm	4%	8%	83%alm	92%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Calls using a public payphone	19	17	2	6	13	11	2	11	2	8	6	3	3	13	17
	*	*	*	1%	1%	3%	*	2%	*	*	1%	1%	*	*	*
		90%	10%	30%a	70%a	59%ag	9%	59%ai	9%	40%	31%aj	15%	15%	69%	88%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74	62	12	18	52	27	24	33	18	48	18	5	5	61	69
	1%	1%	2%	4%	3%	6%	3%	6%	2%	2%	3%	2%	1%	2%	2%
		83%	17%	25%a	69%a	36%ag	33%a	45%ai	24%a	64%	25%ajmo	7%	7%	82%a	92%a
Other	17	14	3	7	9	7	8	8	7	10	-	-	4	10	14
	*	*	*	1%	1%	2%	1%	1%	1%	*	-	-	1%	*	*
		83%	17%	40%ae	55%	39%a	48%a	45%a	43%a	60%	-	-	22%k	60%	83%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	142	121	21	41	99	61	49	67	43	97	21	9	10	111	125
	2%	2%	3%	9%	5%	14%	6%	13%	5%	3%	3%	2%	2%	3%	3%
		85%	15%	29%ae	69%a	43%ag	35%a	47%ai	30%a	68%am	15%	6%	7%	78%am	88%a
ANY BROADBAND	144	124	18	50	90	53	53	61	45	89	32	5	13	117	131
	2%	2%	2%	11%	5%	12%	6%	12%	6%	3%	5%	1%	2%	3%	3%
		87%	13%	35%ae	63%a	37%ag	37%a	43%ai	31%a	62%a	23%ajlmo	3%	9%	81%al	91%al
ONLY 1 SERVICE	237	211	26	73	152	86	75	99	62	147	50	10	20	189	211
	4%	4%	3%	15%	8%	20%	8%	19%	8%	5%	8%	3%	3%	6%	5%
		89%	11%	31%ae	64%a	36%ag	32%a	42%ai	26%a	62%al	21%ajlmo	4%	8%	80%aim	89%al
2 SERVICES	94	82	12	20	71	36	41	42	35	64	21	4	6	80	86
	1%	1%	2%	4%	4%	8%	5%	8%	4%	2%	3%	1%	1%	2%	2%
		87%	13%	21%a	76%a	38%ag	43%a	45%ai	37%a	68%a	23%almo	5%	6%	85%am	91%a
3 SERVICES	39	33	5	17	23	14	18	16	15	24	6	4	3	29	33
	1%	1%	1%	3%	1%	3%	2%	3%	2%	1%	1%	1%	*	1%	1%
		84%	14%	42%ae	58%a	35%a	46%a	42%a	40%a	62%	15%	10%	7%	74%	84%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
4 SERVICES	9	9	-	4	5	2	2	5	1	6	1	1	-	7	8
	*	*	-	1%	*	1%	*	1%	*	*	*	*	-	*	*
		100%	-	42%a	58%	43%a	24%	58%ai	9%	66%	13%	8%	-	79%	88%
5 OR MORE SERVICES	14	11	3	5	9	8	3	8	3	7	1	1	4	7	12
	*	*	*	1%	*	2%	*	2%	*	*	*	*	1%	*	*
		81%	19%	34%a	66%	61%ag	20%	61%ai	20%	49%	5%	6%	28%a	54%	88%
ANY COMMUNICATIONS SERVICE	393	345	47	117	260	148	139	171	116	248	79	19	32	312	349
	6%	6%	6%	25%	14%	34%	16%	33%	14%	9%	13%	5%	6%	9%	9%
		88%	12%	30%ae	66%a	38%ag	35%a	44%ai	29%a	63%aim	20%ajlmno	5%	8%	79%aim	89%aim
Don't know	46	39	6	18	26	16	9	18	7	20	6	3	4	26	31
	1%	1%	1%	4%	1%	4%	1%	3%	1%	1%	1%	1%	1%	1%	1%
		86%	14%	38%ae	57%a	35%ag	20%	40%ai	15%	44%	13%	6%	10%	56%	67%
Not asked	5884	5097	751	337	1539	266	746	333	679	2624	528	337	547	3008	3668
	93%	93%	93%	71%	84%	62%	83%	64%	85%	91%	86%	94%	94%	90%	91%
		def 87%	13%	6%	26%ed	5%	13%ef	6%	12%eh	45%ek	9%	6%kno	9%kno	51%k	62%k
	ghij kno	ghij kno													

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	48 3% h 39%a	37 3% 29%	69 3% 55%	64 3% 52%h	35 3% 28%ah	96 3% 77%ah	28 1% 23%	7 3% 5%h	98 3% 79%ah
Standard mobile phone (that can't access the internet)	28 *	4 * 13%	3 * 11%	6 * 20%	10 * 34%	1 * 4%	11 * 38%	18 1% 62% ^h	1 * 3%	11 * 38%
Fixed landline telephone	78 1%	25 2% 32%	21 2% 27%	41 2% 53%	29 1% 37%	20 2% 26%	49 1% 63%	29 1% 37%	4 2% 6%	51 1% 66%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	25 2% f 29%	25 2% 29%	42 2% 50%	54 2% 64% ^{ah}	5 * 5%	59 2% 69% ^h	26 1% 31%	5 2% 6% ^f	61 2% 71% ^h

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	19 1% h 40%	22 2% 47%a	30 1% 64%	12 * 26%	28 2% 60%aeghj	40 1% 86%eh	7 * 14%	2 1% 4%	41 1% 88%eh
Mobile broadband - Through a dongle or USB stick	27 *	11 1% 41%	9 1% 32%	15 1% 56%	8 * 32%	8 1% 29%	16 * 61%	10 * 39%	1 1% 5%	18 * 67%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	10 1% 66%a	3 * 20%	11 * 74%	6 * 37%	3 * 20%	9 * 57%	7 * 43%	1 1% 9%	10 * 66%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	69 4% h 45%a	58 4% 38%a	105 4% 69%a	77 3% 51%h	42 4% 27%ah	118 3% 77%ah	35 1% 23%	8 3% 5%h	120 3% 79%ah
Calls using a public payphone	19 *	6 * 34%	3 * 15%	7 * 40%	5 * 27%	2 * 9%	7 * 35%	12 * 65%	- - -	7 * 35%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	29 2% 39%	29 2% 39%a	51 2% 68%a	36 1% 49%h	18 2% 24%h	54 2% 73%h	20 1% 27%	6 2% 9%h	54 1% 73%h
Other	17 *	5 * 28%	3 * 17%	8 * 45%	8 * 49%	1 * 3%	9 * 52%	8 * 48%	1 * 7%	10 * 60%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	142 2%	52 3% h 36%a	39 3% 27%	73 3% 51%	71 3% 50%h	36 3% 25%h	104 3% 73%h	39 1% 27%	7 3% 5%	106 3% 74%h
ANY BROADBAND	144 2%	50 3% h 35%	53 4% 37%a	84 3% 58%a	73 3% 51%h	38 3% 27%h	111 3% 77%ah	33 1% 23%	7 2% 5%	113 3% 79%ah
ONLY 1 SERVICE	237 4%	78 5% h 33%	74 5% 31%a	133 5% 56%a	114 5% 48%h	52 4% 22%h	162 4% 68%h	75 3% 32%	12 4% 5%	166 5% 70%h
2 SERVICES	94 1%	45 3% h 48%a	32 2% 34%a	63 2% 67%a	61 2% 65%ah	20 2% 21%h	81 2% 86%ah	13 * 14%	7 3% 7%h	81 2% 86%ah
3 SERVICES	39 1%	17 1% 43%	18 1% 45%a	27 1% 69%	15 1% 38%	14 1% 37%ah	29 1% 74%h	10 * 26%	1 * 3%	29 1% 74%h
4 SERVICES	9 *	3 * 33%	4 * 42%	6 * 75%	4 * 45%	4 * 43%h	8 * 88%	1 * 12%	- * -	8 * 88%
5 OR MORE SERVICES	14 *	4 * 26%	1 * 9%	4 * 26%	2 * 17%	2 * 16%	4 * 33%	9 * 67%	1 1% 11%	6 * 43%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
ANY COMMUNICATIONS SERVICE	393 6%	147 9% h 37%a	128 9% 33%a	233 9% 59%a	196 8% 50%ah	92 8% 24%h	284 8% 72%ah	108 4% 28%	21 8% 5%h	290 8% 74%ah
Don't know	46 1%	12 27%	8 1%	18 1%	14 1%	13 1%	27 1%	19 1%	2 5%	28 61%
Not asked	5884 93%	1481 90% bcdelfgj 25%	1232 90% 21%	2416 91% 41%	2256 91% 38%	1079 91% 18%	3290 91% 56%	2593 95% 44%acdfgj	240 91% 4%	3326 91% 57%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	69 2% h 55%	56 2% 45%	46 2% 37%	79 2% 63%	65 6% 52%a	125 28% 100%ah	- - -	18 22% 15%ah	36 36% 29%a	20 31% 16%a
Standard mobile phone (that can't access the internet)	28 *	9 * h 33%	19 1% 67%	6 * 20%	23 1% 80%	8 1% 26%	28 6% 100%ah	- - -	8 10% 29%ah	9 9% 30%a	9 14% 31%a
Fixed landline telephone	78 1%	54 2% h 70% ^c	23 1% 30%	22 1% 29%	55 1% 71%	42 4% 54%a	78 18% 100%ah	- - -	16 19% 21%ah	19 19% 25%a	13 21% 17%a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbps'). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	44 1% h 51%	41 1% 49%	29 2% 34%	56 1% 66%	50 5% 58%a	85 19% 100%ah	- - -	13 15% 15%ah	28 28% 32%a	17 26% 19%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	47 1%	30 1% h 64%	17 1% 36%	22 1% 48%ae	25 1% 52%	27 3% 57%a	47 11% 100%ah	- - -	9 11% 20%ah	16 16% 33%a	6 9% 13%a
Mobile broadband - Through a dongle or USB stick	27 *	14 * h 52%	13 * 48%	9 * 33%	18 * 67%	14 1% 52%a	27 6% 100%ah	- - -	9 11% 35%ah	4 4% 16%a	4 6% 14%a
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	10 * h 68%	5 * 32%	3 * 20%	12 * 80%	10 1% 64%a	15 4% 100%ah	- - -	4 4% 23%ah	6 6% 37%a	3 5% 19%a
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	106 3% ceh 70%ac	46 2% 30%	91 5% 60%ae	61 1% 40%	105 10% 69%a	153 35% 100%ah	- - -	30 36% 20%ah	32 32% 21%a	27 42% 18%a
Calls using a public payphone	19 *	5 * h 26%	14 * 74%b	5 * 26%	14 * 74%	8 1% 40%a	19 4% 100%ah	- - -	6 7% 31%ah	4 4% 21%a	10 16% 54%aj

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	42 1% h 56%	33 1% 44%	33 2% 45%ae	41 1% 55%	48 5% 64%a	74 17% 100%ah	- - -	17 20% 23%ah	19 19% 25%a	16 26% 22%a
Other	17 *	8 * h 46%	9 * 54%	5 * 28%	12 * 72%	9 1% 53%a	17 4% 100%ah	- - -	5 6% 30%ah	- - -	4 6% 24%aj
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	142 2%	76 2% h 54%	66 2% 46%	50 3% 35%	93 2% 65%	71 7% 50%a	142 33% 100%ah	- - -	23 27% 16%ah	44 44% 31%a	25 39% 17%a
ANY BROADBAND	144 2%	83 3% h 58%	61 2% 42%	60 3% 42%ae	83 2% 58%	85 8% 59%a	144 33% 100%ah	- - -	26 30% 18%ah	43 43% 30%a	22 35% 15%a
ONLY 1 SERVICE	237 4%	139 4% h 59%c	98 3% 41%	99 5% 42%ae	138 3% 58%	141 13% 59%a	237 54% 100%ah	- - -	42 49% 18%ah	56 57% 24%a	31 49% 13%a
2 SERVICES	94 1%	59 2% h 63%c	35 1% 37%	44 2% 47%ae	50 1% 53%	58 5% 61%a	94 22% 100%ah	- - -	16 19% 17%ah	27 27% 29%a	17 27% 18%a
3 SERVICES	39 1%	25 1% h 64%	14 * 36%	17 1% 43%	22 * 57%	26 2% 67%a	39 9% 100%ah	- - -	8 9% 20%ah	9 9% 23%a	7 10% 17%a
4 SERVICES	9 *	8 * h 88%c	1 * 12%	4 * 50%	4 * 50%	6 1% 75%a	9 2% 100%ah	- - -	1 1% 12%ah	3 3% 40%a	1 2% 15%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
5 OR MORE SERVICES	14	5	9	3	11	4	14	-	5	3	6
	*	*	*	*	*	*	3%	-	6%	3%	9%
		h 37%	63%	21%	79%	28%	100%ah	-	38%ah	22%a	41%a
ANY COMMUNICATIONS SERVICE	393	236	157	167	225	235	393	-	72	99	62
	6%	7%	5%	9%	5%	22%	90%	-	84%	99%	97%
		ceh 60%c	40%	43%ae	57%	60%a	100%ah	-	18%ah	25%a	16%a
Don't know	46	22	24	14	32	17	46	-	14	1	2
	1%	1%	1%	1%	1%	2%	10%	-	16%	1%	3%
		h 48%	52%	30%	70%	38%a	100%ah	-	30%ah	2%	4%
Not asked	5884	2993	2891	1676	4207	803	-	4309	-	-	-
	93%	92%	94%	90%	94%	78%	-	100%	-	-	-
		difgjk 51%	49%b	28%	72%ad	14%	-	73%agi	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	8 14% 6%ah	4 7% 3%ah	22 20% 18%acgh	10 11% 8%ah	26 14% 21%ah	28 11% 22%ah	97 2% 78%	20 19% 16%ach	26 20% 21%acgh	20 18% 16%ah	54 6% 43%am	42 2% 34%
Standard mobile phone (that can't access the internet)	28 *	7 12% 25%afghk	2 4% 8%ah	9 9% 33%ahk	7 7% 23%ah	9 5% 32%ah	9 4% 32%ah	19 * 68%	5 5% 17%ah	8 6% 26%ah	2 2% 7%ah	5 1% 18%	6 * 20%
Fixed landline telephone	78 1%	8 15% 11%ah	5 8% 6%ah	10 9% 13%ah	7 8% 9%ah	19 10% 25%ah	20 8% 26%ah	57 1% 74%	14 14% 18%ah	17 13% 22%ah	11 10% 14%ah	27 3% 35%am	22 1% 29%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbits/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	5 9% hm 6%ah	3 6% 4%ah	15 14% 18%ah	9 10% 11%ah	31 17% 37%ach	32 13% 38%ah	53 1% 62%	16 16% 19%ah	17 13% 20%ah	10 9% 12%ah	40 5% 47%am	19 1% 22%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. *up to 52 Mbps, up to 100 Mbps*.	47 1%	3 5% 6%ah	3 4% 5%ah	12 11% 25%ahg	5 5% 10%ah	12 6% 26%ah	12 5% 26%ah	35 1% 74%	10 10% 22%ah	7 5% 15%ah	10 9% 21%ah	23 3% 49%am	17 1% 37%
Mobile broadband - Through a dongle or USB stick	27 *	5 9% 19%ah	2 4% 9%ah	6 5% 22%ah	7 7% 26%ah	9 5% 35%ah	11 5% 42%ah	15 * 58%	6 6% 23%ah	8 6% 29%ah	4 4% 15%ah	12 1% 46%am	4 * 15%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	5 9% m 33%afghi	1 2% 7%ah	4 4% 26%ah	4 5% 28%ah	5 2% 30%ah	6 2% 38%ah	9 * 62%	2 2% 13%ah	4 3% 26%ah	4 4% 25%ah	8 1% 51%am	1 * 6%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	8 14% hm 5%ah	10 17% 6%ah	15 13% 10%ah	10 11% 6%ah	36 19% 23%ah	38 16% 25%ah	114 2% 75%	21 21% 14%ah	26 19% 17%ah	22 20% 15%ah	88 10% 58%am	30 1% 20%
Calls using a public payphone	19 *	2 3% m 11%ah	3 4% 14%ah	7 7% 38%ah	5 5% 24%ah	6 3% 31%ah	7 3% 37%ah	12 * 63%	8 7% 40%ah	4 3% 21%ah	4 4% 21%ah	5 1% 26%am	2 * 9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	4 7%	4 6%	8 8%	6 7%	18 10%	18 7%	56 1%	6 6%	12 9%	15 13%	36 4%	18 1%
Other	17 *	2 3%	- -	1 1%	2 2%	4 2%	5 2%	12 *	1 1%	1 1%	4 4%	7 1%	2 *
		11%ah	-	6%	11%ah	25%ah	31%ah	69%	6%	6%	24%ah	40%am	13%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	142 2%	12 20%	6 10%	25 18%acgh	14 15%	31 16%	33 14%	109 23%	21 21%	29 22%	20 18%	58 7%	46 2%
		8%ah	4%ah	10%acgh	10%ah	22%ah	23%ah	77%	15%ah	21%acgh	14%ah	40%am	32%
ANY BROADBAND	144 2%	7 11%	6 10%	22 20%	12 13%	41 22%	44 18%	99 2%	26 25%	21 16%	19 18%	72 8%	39 1%
		hm 5%ah	4%ah	16%ah	8%ah	29%ah	31%ah	69%	18%abceh	15%ah	13%ah	50%am	27%
ONLY 1 SERVICE	237 4%	13 22%	11 19%	24 10%ah	22 9%ah	55 23%ah	64 27%ah	174 73%	23 10%ah	36 26%	31 28%	108 46%am	54 23%
2 SERVICES	94 1%	2 3%	4 6%	8 7%	2 2%	19 10%	19 8%	75 1%	11 11%	7 5%	9 8%	44 5%	38 1%
		3%ah	4%ah	8%ah	2%ah	20%aeh	20%ah	80%	12%aeh	7%ah	9%ah	46%am	40%
3 SERVICES	39 1%	4 7%	1 2%	5 4%	3 3%	7 3%	7 3%	32 1%	11 11%	6 5%	8 8%	21 5%	8 20%
		11%ah	4%ah	12%ah	7%ah	16%ah	19%ah	81%	28%aefgh	15%ah	22%ah	55%am	20%
4 SERVICES	9 *	-	-	-	-	3 2%	3 1%	5 *	-	2 2%	2 2%	6 1%	2 *
		-	-	-	-	37%ah	37%ah	63%	-	27%ah	25%ah	66%am	21%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
5 OR MORE SERVICES	14	4	2	8	5	7	7	7	4	7	3	4	1
	*	6%	3%	7%	5%	4%	3%	*	4%	5%	3%	*	*
		m 28%ah	14%ah	57%ah	36%ah	49%ah	49%ah	51%	28%ah	49%ah	21%ah	28%am	5%
ANY COMMUNICATIONS SERVICE	393	22	18	44	31	90	100	293	49	58	53	183	102
	6%	39%	31%	40%	33%	47%	41%	5%	48%	44%	49%	21%	4%
		hm 6%ah	5%ah	11%ah	8%ah	23%aceh	25%ah	75%	13%aceh	15%ah	14%aceh	47%am	26%
Don't know	46	1	1	3	2	1	3	43	1	2	3	13	13
	1%	2%	1%	3%	2%	*	1%	1%	1%	2%	2%	2%	*
		2%	2%	7%ah	4%	1%	6%	94%	2%	5%	6%	29%am	29%
Not asked	5884	35	40	63	60	99	142	5742	52	71	54	662	2608
	93%	60%	68%	57%	65%	52%	58%	94%	51%	54%	49%	78%	96%
		bcdelfgj 1%	1%lik	1%	1%k	2%	2%	98%abcdefgij	1%	1%	1%	12%	44%al
	kl	kl						jk					

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	29 3% 23% ^c	29 3% 23% ^c	16 1% 13%	34 2% 27%	11 1% 8%	4 1% 4%	- - -	1 1% 1%	- - -	- - -	1 5% 1%
Standard mobile phone (that can't access the internet)	28 *	6 1% 20%	8 1% 26%	5 * 19%	8 * 29%	1 * 2%	- - -	- - -	1 1% 3% ^{ef}	- - -	- - -	- - -
Fixed landline telephone	78 1%	25 2% 33% ^{bcd} _e	11 1% 14%	12 1% 15%	21 1% 27%	3 * 4%	4 1% 5%	1 1% 1%	1 1% 1%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	21 2% 24% ^e	13 1% 15%	22 2% 26% ^e	23 1% 27%	4 1% 5%	1 * 1%	- - -	- - -	- - -	- - -	2 10% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	11 1%	9 1%	8 1%	16 1%	1 *	1 *	- -	- -	- -	- -	- -
		23%	20%	16%	35%	3%	3%	-	-	-	-	-
Mobile broadband - Through a dongle or USB stick	27 *	8 1%	4 *	4 *	6 *	2 *	- -	- -	1 1%	1 2%	- -	- -
		30%	14%	17%	22%	9%	-	-	3% ^d	4% ^d	-	-
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	4 *	3 *	3 *	5 *	- -	- -	- -	- -	- -	- -	- -
		25%	23%	21%	32%	-	-	-	-	-	-	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	38 4%	28 3%	26 2%	44 3%	10 1%	5 2%	- -	2 3%	- -	- -	- -
		25% ^{eg}	18%	17%	29%	7%	3%	-	1%	-	-	-
Calls using a public payphone	19 *	3 *	4 *	3 *	5 *	2 *	- -	- -	1 1%	1 1%	- -	- -
		15%	22%	16%	27%	11%	-	-	5% ^d	3%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	16 2% 22% ^{d,f}	13 1% 17%	14 1% 19%	21 1% 29%	6 1% 9%	- - -	1 1% 2%	1 2% 2% ^{d,f}	1 2% 2% ^{d,f}	- - -	- - -
Other	17 *	4 * 25%	4 * 22%	1 * 6%	5 * 30%	1 * 8%	- - -	- - -	- - -	- - -	- - -	1 6% 8%
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	142 2%	30 3% 21%	35 3% 24% ^{c,e}	19 2% 14%	40 2% 28%	11 2% 8%	4 1% 3%	- - -	1 1% 1%	- - -	- - -	1 5% 1%
ANY BROADBAND	144 2%	36 3% 25% ^{b,d,f}	20 2% 14%	30 3% 21% ^e	43 3% 30% ^e	8 1% 5%	2 1% 2%	- - -	1 1% 1%	1 2% 1%	- - -	2 10% 2%
ONLY 1 SERVICE	237 4%	61 6% 26% ^{c,d,f}	46 4% 19% ^{d,f}	37 3% 15%	61 4% 26%	18 2% 7%	5 2% 2%	2 2% 1%	2 4% 1%	1 1% *	- - -	5 21% 2%
2 SERVICES	94 1%	25 2% 27% ^{b,e}	13 1% 14%	19 2% 20%	27 2% 29%	6 1% 7%	3 1% 3%	- - -	- - -	1 2% 1%	- - -	- - -
3 SERVICES	39 1%	8 1% 21%	7 1% 19%	7 1% 18%	12 1% 31%	3 * 7%	1 * 4%	- - -	- - -	- - -	- - -	- - -
4 SERVICES	9 *	4 * 46% ^c	1 * 12%	- * -	4 * 42%	- * -	- * -	- - -	- - -	- - -	- - -	- - -
5 OR MORE SERVICES	14 *	2 * 13%	4 * 28%	3 * 20%	4 * 27%	1 * 5%	- * -	- - -	1 1% 7% ^{d,f}	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
ANY COMMUNICATIONS SERVICE	393	101	71	65	107	27	9	2	3	2	-	5
	6%	9%	7%	6%	6%	4%	3%	2%	5%	3%	-	21%
		26%bcdelfg	18%efg	17%	27%ef	7%	2%	1%	1%	*	-	1%
Don't know	46	10	10	11	8	5	1	-	-	-	-	1
	1%	1%	1%	1%	*	1%	*	-	-	-	-	6%
		22%	22%	24%	17%	10%	2%	-	-	-	-	3%
Not asked	5884	959	983	1056	1600	684	299	129	58	65	34	17
	93%	90%	92%	93%	93%	96%	97%	98%	95%	97%	100%	73%
		16%	17%a	18%a	27%a	12%abd	5%abcd	2%abcd	1%	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k
* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	26 3% 21%de	19 4% 15%deh	30 2% 24%e	14 1% 11%	10 1% 8%	12 2% 10%	6 2% 5%	5 1% 4%	2 1% 1%	- - -	1 5% 1%	48 2% 38%lm	30 1% 24%	8 2% 6%	26 4% 21%lm	12 4% 10%lm	1 5% 1%
Standard mobile phone (that can't access the internet)	28 *	7 1% 25%	4 1% 16%	5 - 18%	5 - 18%	3 - 11%	3 - 9%	- - -	- - -	1 - 3%	- - -	- - -	10 - 34%	8 - 27%	1 - 4%	8 1% 27%lm	2 1% 8%	- - -
Fixed landline telephone	78 1%	18 2% 23%dg	12 3% 16%deg	20 2% 26%dg	7 1% 8%	9 1% 11%	7 1% 9%	- - -	5 1% 6%	1 - 1%	- - -	- - -	29 1% 37%	22 1% 28%	5 2% 7%	14 2% 17%lm	9 3% 11%lm	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	21 2% 24%de	15 3% 17%defghi	23 2% 27%de	9 1% 11%	6 1% 7%	4 1% 4%	2 1% 2%	4 1% 4%	- - -	- - -	2 10% 3%	41 2% 48%lm	16 1% 19%	5 1% 5%	15 3% 18%lm	6 2% 7%lm	2 10% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 (b)	£20,000 (c)	£30,000 (d)	£40,000 (e)	£50,000 (f)	£60,000 (g)	£70,000 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	11 1% 24%h	6 1% 12%h	10 1% 22%	9 1% 19%	6 1% 13%	4 1% 8%	1 - 3%	- - -	- - -	- - -	-	13 1% 29%	15 1% 32%	4 1% 9%	7 1% 16%	7 2% 14%lm	- - -
Mobile broadband - Through a dongle or USB stick	27 *	5 1% 19%	2 - 8%	6 - 21%	4 - 16%	2 - 9%	1 - 3%	3 1% 12%	1 - 4%	2 1% 8%	- - -	-	12 - 45%	9 - 33%	- - -	6 1% 22%lm	- - -	-
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	4 - 28%	3 1% 19%	2 - 11%	4 - 27%	2 - 15%	- - -	- - -	- - -	- - -	- - -	-	5 - 31%	4 - 24%	- - -	4 1% 26%lm	3 1% 17%lm	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	38 4% 25%degh	18 4% 12%deh	42 3% 28%deh	19 2% 12%	14 2% 9%	11 2% 7%	5 1% 3%	3 1% 2%	2 1% 1%	- - -	-	55 2% 36%	40 2% 26%	10 3% 7%lm	33 6% 22%lm	15 5% 10%lm	- - -
Calls using a public payphone	19 *	4 - 21%	2 - 11%	2 - 13%	5 - 24%	2 - 10%	3 - 14%	- - -	- - -	2 - 8%	- - -	-	9 - 50%	3 - 17%	- - -	6 1% 34%lm	- - -	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	17 2% 23%g	5 1% 7%	19 1% 25%g	13 1% 17%	7 1% 10%	8 2% 11%g	- - -	4 1% 5%	1 1% 2%	- - -	- - -	33 1% 44%	21 1% 28%	4 1% 5%	14 2% 19%lm	3 1% 4%	- - -	
Other	17 *	3 * 20%	* * 3%	5 * 29%	4 * 22%	- * -	1 * 7%	- * -	1 * 5%	1 * 4%	- * -	1 6% 8%	7 * 42%	5 * 27%	1 * 6%	1 * 7%	2 * 9%	1 6% 8%	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	142 2%	30 3% 21%e	21 4% 15%deg i	34 3% 24%	18 2% 13%	13 1% 9%	13 2% 9%	6 2% 4%	5 1% 4%	2 1% 1%	- - -	1 5% 1%	53 2% 37%lm	35 1% 25%	9 3% 6%	30 5% 21%lm	15 5% 10%lm	1 5% 1%	
ANY BROADBAND	144 2%	33 3% 23%deh	20 4% 14%defh	37 3% 26%e	18 2% 13%	11 1% 8%	8 2% 6%	7 2% 5%	5 1% 3%	2 1% 1%	- - -	2 10% 2%	60 2% 42%lm	37 1% 26%	9 3% 6%	22 4% 15%lm	13 4% 9%lm	2 10% 2%	
ONLY 1 SERVICE	237 4%	55 5% 23%defg hi	31 6% 13%defg hi	58 4% 25%deh	29 3% 12%	23 3% 10%	16 3% 7%	8 2% 3%	8 2% 3%	3 2% 1%	- - -	5 21% 2%	98 4% 41%lm	55 2% 23%	9 3% 4%	43 7% 18%lmn	27 8% 11%lmn	5 21% 2%	
2 SERVICES	94 1%	22 2% 23%de	9 2% 9%	31 2% 33%de	11 1% 12%	6 1% 6%	5 1% 5%	4 1% 5%	5 1% 5%	1 1% 1%	- - -	- - -	40 2% 43%lm	20 1% 21%	11 4% 12%lm	15 3% 16%lm	8 3% 9%lm	- - -	
3 SERVICES	39 1%	9 1% 23%	9 2% 24%cdelf gh	7 1% 18%	8 1% 20%	4 * 10%	2 * 6%	- * -	- * -	- * -	- * -	- * -	15 1% 38%	12 * 32%	1 * 3%	7 1% 18%lm	3 1% 9%	- - -	
4 SERVICES	9 *	4 * 50%ld	- * -	2 * 22%	- * -	- * -	1 * 13%	- * -	1 * 15%	- * -	- * -	- * -	1 * 8%	5 * 58%	1 * 12%	2 * 22%ld	- * -	- * -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 + £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
5 OR MORE SERVICES	14	2	1	3	2	2	3	-	-	1	-	-	5	3	-	4	1	-	
	*	+	+	+	+	+	+	-	-	+	-	-	+	+	-	1%	+	-	
		16%	8%	19%	15%	17%	19%	-	-	7%	-	-	38%	23%	-	32%lm	7%	-	
ANY COMMUNICATIONS SERVICE	393	92	50	101	50	35	27	12	14	5	-	5	159	96	22	71	39	5	
	6%	9%	10%	8%	5%	4%	5%	4%	3%	3%	-	21%	6%	4%	7%	12%	12%	21%	
		23%defg	13%defg	26%defghi	13%	9%	7%	3%	4%	1%	-	1%	40%lm	24%	6%lm	18%lmn	10%lmn	1%	
		hij	hij	i															
Don't know	46	15	3	10	7	3	4	2	-	1	-	1	20	12	2	6	4	1	
	1%	2%	1%	1%	1%	1%	1%	*	-	1%	-	6%	1%	*	1%	1%	1%	6%	
		33%ah	6%	21%	15%	6%	9%	4%	-	3%	-	3%	44%	26%	5%	14%	9%	3%	
Not asked	5884	897	443	1184	1039	834	492	328	414	182	54	17	2280	2513	290	505	279	17	
	93%	89%	89%	91%	95%	96%	94%	96%	97%	97%	100%	73%	93%	96%	92%	87%	86%	73%	
		15%	8%	20%	18%abc	14%abc	8%ab	6%abc	7%abc	3%abc	1%abc	*	39%cp	43%lnop	5%cp	9%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	125 2%	48 2% 38%	40 2% 32%	37 2% 30%
Standard mobile phone (that can't access the internet)	28 *	13 1% 44%	8 * 27%	8 * 29%
Fixed landline telephone	78 1%	33 2% 42%	24 1% 31%	21 1% 27%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second, e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	85 1%	35 2% 41%	26 1% 30%	25 1% 29%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	47 1%	19 1% 41%	12 1% 26%	15 1% 33%
Mobile broadband - Through a dongle or USB stick	27 *	10 * 39%	9 * 33%	7 * 28%
Tablet with dedicated internet access (i.e. through a mobile network connection such as 3G or 4G, rather than only via Wi-Fi)	15 *	7 * 47%	4 * 26%	4 * 26%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	153 2%	64 3% 42%b	36 2% 23%	52 2% 34%
Calls using a public payphone	19 *	8 * 44%	5 * 26%	6 * 30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	74 1%	28 1% 37%	19 1% 26%	27 1% 36%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Other	17	8	5	4
	*	*	*	*
		44%	32%	24%
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	142	56	45	42
	2%	3%	2%	2%
		39%	31%	30%
ANY BROADBAND	144	58	42	43
	2%	3%	2%	2%
		40%	29%	30%
ONLY 1 SERVICE	237	95	75	67
	4%	3%	4%	3%
		40% ^c	32%	28%
2 SERVICES	94	38	26	30
	1%	2%	1%	1%
		40%	27%	32%
3 SERVICES	39	17	9	13
	1%	1%	*	1%
		43%	23%	34%
4 SERVICES	9	2	3	3
	*	*	*	*
		25%	35%	40%
5 OR MORE SERVICES	14	6	3	4
	*	*	*	*
		47%	24%	29%
ANY COMMUNICATIONS SERVICE	393	158	116	118
	6%	8%	5%	6%
		40% ^{bc}	30%	30%
Don't know	46	26	10	10
	1%	1%	*	*
		56% ^{bc}	22%	22%

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2121
Not asked	5884	1908	1994
	93%	91%	94%
		32%	34%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	433	184	249	47	102	91	70	59	42	22	149	220	64	120	313	24	180	229
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**	170	227	41*	148	290	29**	209	201
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 10%	21 11% 49%	21 9% 51%	17 29% 40% gh	12 11% 29% aef	7 7% 17%	3 4% 7%	3 4% 6%	1 4% 3%	-	28 17% 68% alm	12 5% 29%	1 3% 3%	14 9% 33%	28 10% 67%	5 16% 11%	18 9% 43%	19 9% 46%
Standard mobile phone (that can't access the internet)	6 1%	2 1% 40%	4 1% 60%	- - -	1 1% 18%	1 1% 12%	- - -	4 6% 58% ag	- - -	1 5% 11%	1 1% 18%	4 2% 70%	1 2% 11%	1 1% 21%	5 2% 79%	- - -	4 2% 58%	3 1% 42%
Fixed landline telephone	16 4%	5 2% 29%	11 5% 71%	- - -	9 8% 55%	2 2% 12%	2 3% 11%	1 3% 9%	1 5% 8%	1 5% 4%	9 5% 55%	5 2% 32%	2 5% 12%	2 2% 15%	14 6% 85%	- - -	7 3% 40%	10 5% 60%
Standard Speed Fixed Broadband	25 6%	15 8% 59%	10 4% 41%	4 6% 14%	9 8% 34% dh	7 7% 27% dh	5 7% 20% dh	- - -	1 2% 2%	1 5% 3%	12 7% 48%	12 5% 47%	1 3% 5%	7 5% 26%	19 6% 74%	- - -	12 6% 46%	14 7% 54%
Superfast Fixed Broadband	15 3%	9 5% 60%	6 2% 40%	3 6% 22%	5 5% 34%	3 4% 23%	1 1% 1%	2 4% 15%	- - -	-	8 5% 56%	7 3% 44%	-	7 5% 45%	8 3% 55%	3 10% 19%	5 2% 35%	7 3% 46%
Mobile broadband - through a dongle or USB stick	2 *	1 * 44%	1 * 56%	- - -	- - -	- - -	1 1% 56%	1 1% 44%	- - -	-	- - -	2 1% 100%	- - -	- - -	2 1% 100%	- - -	- - -	2 1% 100%
3G or 4G enabled Tablet	8 2%	5 3% 65%	3 1% 35%	2 4% 32%	3 3% 39%	1 1% 16%	- - -	2 2% 13%	- - -	-	5 3% 71%	- 1% 29%	-	2 1% 20%	6 2% 80%	2 5% 20%	4 2% 47%	3 1% 33%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 7%	12 6% m	21 8% 63%	2 3% 5%	12 11% 37% id	8 8% 26%	7 10% 22%	3 6% 10%	- - -	-	14 8% 42% m	19 8% 58% m	-	5 3% 15%	28 9% 85% n	1 4% 4%	10 5% 32%	21 10% 64% kq
Gas	36 8%	13 7% 35%	23 10% 65%	5 9% 14%	13 12% 37%	6 6% 17%	3 4% 8%	8 14% 22%	1 2% 2%	-	18 11% 51% m	17 8% 47%	1 1% 2%	11 7% 29%	25 9% 71%	1 4% 3%	18 8% 49%	17 9% 46%
Electricity	41 9%	16 8% 39%	25 10% 61%	7 12% 17%	15 13% 36%	7 7% 16%	3 4% 7%	8 14% 20% q	1 4% 3%	-	22 13% 53% m	18 8% 44%	1 3% 3%	12 8% 29%	29 10% 71%	1 4% 3%	17 8% 42%	23 11% 55%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	433	184	249	47	102	91	70	59	42	22		149	220	64	120	313	24	180	229
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**		170	227	41*	148	290	29**	209	201
Water	33	11	22	2	13	5	5	6	1	1		15	16	1	8	24	-	13	20
	7%	6%	9%	3%	12%	5%	7%	10%	2%	5%		9%	7%	3%	6%	8%	-	6%	10%
		34%	66%	6%	40%	16%	16%	18%	2%	2%		46%	50%	4%	25%	75%	-	39%	61%
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	48	23	25	17	13	8	3	6	1	1		30	16	2	15	33	5	22	22
	11%	12%	10%	29%	12%	8%	4%	10%	4%	5%		17%	7%	4%	10%	11%	16%	10%	11%
		48%	52%	35%aef	27%	16%	6%	13%	2%	1%		62%alm	34%	4%	32%	68%	10%	45%	45%
ANY FIXED BROADBAND	38	23	15	6	14	9	6	2	1	1		20	17	1	13	25	3	17	19
	9%	12%	6%	10%	12%	10%	8%	4%	2%	5%		12%	8%	3%	9%	9%	10%	8%	9%
		60%cd	40%	16%	36%	24%	15%	6%	2%	2%		51%	45%	3%	35%	65%	7%	44%	49%
ANY BROADBAND	39	24	15	6	14	9	6	3	1	1		20	18	1	13	26	3	17	19
	9%	12%	6%	10%	12%	10%	8%	5%	2%	5%		12%	8%	3%	9%	9%	10%	8%	10%
		61%cd	39%	15%	35%	24%	15%	7%	2%	2%		50%	46%	3%	34%	66%	7%	43%	50%
ONLY 1 COMMUNICATIONS SERVICE	70	32	38	18	20	14	9	7	2	-		38	30	2	24	46	4	27	39
	16%	17%	15%	31%	18%	14%	12%	13%	6%	-		22%	13%	4%	16%	16%	14%	13%	19%
		m 46%	54%	25%afq	29%	20%	13%	10%	3%	-		54%lm	43%	3%	34%	66%	6%	39%	55%
2 COMMS SERVICES	16	6	10	5	5	4	2	-	1	-		10	6	1	4	12	3	7	6
	4%	3%	4%	8%	5%	4%	3%	-	2%	-		6%	2%	1%	3%	4%	11%	3%	3%
		37%	63%	30%h	31%	23%	12%	-	4%	-		61%	35%	4%	27%	73%	19%	44%	37%
3 COMMS SERVICES	11	5	6	-	5	1	2	2	-	1		5	5	1	11	-	-	2	9
	3%	3%	2%	-	4%	1%	3%	4%	-	5%		3%	2%	2%	-	4%	-	1%	4%
		45%	55%	-	45%	10%	17%	22%	-	6%		45%	49%	6%	-	100%n	-	22%	78%
4 COMMS SERVICES	3	3	-	-	1	1	-	-	-	-		1	1	-	1	1	-	3	-
	1%	1%	-	-	1%	1%	-	-	-	-		1%	1%	-	1%	-	-	1%	-
		100%	-	-	52%	48%	-	-	-	-		52%	48%	-	52%	48%	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	23	41	9	21	11	8	12	1	1		30	32	2	15	49	1	26	36
	15%	12%	17%	15%	19%	11%	12%	21%	4%	5%		18%	14%	5%	10%	17%	4%	13%	18%
		m 35%	65%	14%	33%j	17%	13%	20%j	2%	1%		47%lm	50%lm	3%	24%	76%	2%	41%	57%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	433	184	249	47	102	91	70	59	42	22	149	220	64	120	313	24	180	229
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**	170	227	41*	148	290	29**	209	201
ANY COMMUNICATIONS SERVICE	100	46	54	23	32	20	13	10	2	1	54	43	3	29	71	7	40	53
	23%	24%	22%	39%	28%	20%	18%	17%	9%	5%	32%	19%	7%	20%	24%	25%	19%	27%
		im	46%	23%a	32%l	20%	13%	10%	2%	1%	54%a	43%im	3%	29%	71%	7%	40%	53%
None of these	259	119	140	25	53	63	52	37	19	9	79	152	29	101	158	22	135	102
	59%	62%	57%	44%	48%	65%	73%	64%	70%	66%	46%	67%	69%	68%	54%	75%	65%	51%
		ek	46%	10%	21%	24%de	20%ade	14%	7%de	4%	30%	59%k	11%k	39%o	61%	8%	52%r	39%
Don't know	35	13	22	3	10	9	1	4	5	3	13	13	9	8	26	-	16	19
	8%	7%	9%	5%	9%	9%	6%	19%	24%	8%	8%	6%	21%	6%	9%	-	8%	10%
		g	37%	9%	28%g	25%g	3%	11%	15%adg	10%	37%	38%	25%akl	24%	76%	-	45%	55%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57**	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	31	2	8	1	-	8	9	6	-	6	1	-	2	8	2	1
	10%	9%	4%	34%	7%	-	13%	29%	12%	-	12%	3%	-	6%	34%	4%	7%
		m 75%	4%	19%	2%	-	18% _m	21%	13% _m	-	16% _m	3%	-	4%	19%	4%	2%
Standard mobile phone (that can't access the internet)	6	5	1	-	-	-	1	-	1	-	-	2	1	-	-	1	-
	1%	1%	3%	-	-	-	2%	-	1%	-	-	4%	2%	-	-	3%	-
		80%	20%	-	-	-	18%	-	11%	-	-	29%	21%	-	-	20%	-
Fixed landline telephone	16	11	4	1	-	-	-	1	3	-	1	2	1	2	1	4	-
	4%	3%	10%	6%	-	-	-	3%	7%	-	2%	5%	1%	8%	6%	10%	-
		65%	26% _{ab}	9%	-	-	-	6%	21%	-	7%	13%	5%	14%	9%	26% _{gm}	-
Standard Speed Fixed Broadband	25	22	2	1	-	-	6	3	3	1	3	3	3	-	1	2	-
	6%	6%	4%	6%	-	-	10%	11%	7%	6%	5%	8%	4%	-	6%	4%	-
		87%	7%	6%	-	-	23%	13%	13%	5%	10%	13%	10%	-	6%	7%	-
Superfast Fixed Broadband	15	15	-	-	-	1	3	2	1	1	1	1	1	2	-	-	-
	3%	4%	-	-	-	8%	6%	2%	6%	2%	3%	2%	7%	-	-	-	-
		100%	-	-	-	9%	22%	14%	6%	9%	9%	8%	10%	14%	-	-	-
Mobile broadband - through a dongle or USB stick	2	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	2%	-	-	-	-	-	-	-	-	2%	-	-	-	2%	-
		56%	44%	-	-	-	-	-	-	-	-	56%	-	-	-	44%	-
3G or 4G enabled Tablet	8	7	-	-	1	-	2	1	-	-	1	2	-	-	-	-	1
	2%	2%	-	-	7%	-	4%	4%	-	-	2%	4%	-	-	-	-	7%
		89%	-	-	11%	-	32%	16%	-	-	18%	23%	-	-	-	-	11%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	29	3	-	-	-	4	7	4	-	5	4	5	1	-	3	-
	7%	8%	8%	-	-	-	7%	22%	8%	-	10%	10%	7%	3%	-	8%	-
		90%	10%	-	-	-	12%	20%	11%	-	17%	13%	14%	2%	-	10%	-
Gas	36	27	7	2	-	1	9	2	2	-	4	5	3	1	2	7	-
	8%	8%	18%	7%	-	5%	15%	7%	5%	-	8%	13%	5%	2%	7%	18%	-
		75%	20% _{ab}	5%	-	2%	24%	6%	6%	-	12%	15%	8%	2%	5%	20% _{am}	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57*	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
Electricity	41	28	8	4	1	-	8	3	4	-	4	4	4	1	4	8	1
	9%	8%	21% 68%	17% 21%ab	6% 2%	-	14% 19%	9% 7%	9% 10%	-	8% 11%	9% 10%	6% 9%	2% 7%	17% 10%	21% 21%am	6% 2%
Water	33	30	-	3	-	-	4	3	5	1	8	2	5	1	3	-	-
	7%	8% 91%	-	13% 9%	-	-	7% 13%	10% 9%	11% 16%p	4% 3%	15% 26%p	4% 5%	8% 15%	4% 4%	13% 9%	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	48	36	3	8	1	-	9	9	6	-	6	3	1	2	8	3	1
	11%	10% m 76%	7% 6%	34% 16%	7% 2%	-	15% 18%am	29% 18%	14% 13%am	-	12% 14%am	7% 6%	2% 3%	6% 3%	34% 16%	7% 6%	7% 2%
ANY FIXED BROADBAND	38	35	2	1	-	1	8	4	4	3	4	4	4	2	1	2	-
	9%	10% 91%	4% 5%	6% 4%	-	8% 3%	15% 22%	14% 11%	9% 11%	12% 7%	7% 10%	10% 11%	6% 10%	7% 5%	6% 4%	4% 5%	-
ANY BROADBAND	39	35	3	1	-	1	8	4	4	3	4	4	4	2	1	3	-
	9%	10% 90%	6% 6%	6% 21%	-	8% 3%	15% 21%	14% 11%	9% 10%	12% 7%	7% 10%	10% 11%	6% 10%	7% 5%	6% 4%	6% 6%	-
ONLY 1 COMMUNICATIONS SERVICE	70	61	1	8	-	1	13	11	9	3	12	1	6	5	8	1	-
	16%	17% clp 87%sc	3% 2%	34% 11%	-	8% 2%	22% 18%lp	35% 15%	19% 12%lp	12% 4%	22% 17%lp	3% 2%	10% 9%	17% 7%	34% 11%	3% 2%	-
2 COMMS SERVICES	16	13	1	1	1	-	4	2	1	-	1	3	1	1	1	1	1
	4%	4% 80%	2% 6%	6% 9%	7% 5%	-	7% 25%	7% 12%	2% 6%	-	2% 7%	8% 20%	2% 6%	3% 5%	6% 9%	2% 6%	7% 5%
3 COMMS SERVICES	11	8	3	-	-	-	1	1	1	-	1	3	1	-	-	3	-
	3%	2% 71%	8% 29%ab	-	-	-	2% 10%	4% 10%	1% 6%	-	2% 12%	7% 26%	1% 6%	-	-	8% 29%	-
4 COMMS SERVICES	3	3	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-
	1%	1% 100%	-	-	-	-	-	4% 48%	3% 52%	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57*	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
GAS, ELEC OR WATER	64	49	9	4	1	1	11	5	7	1	11	7	7	1	4	9	1
	15%	14%	23%	17%	6%	5%	19%	15%	15%	4%	19%	16%	11%	4%	17%	23%	6%
		78%	15%	6%	1%	1%	17%	7%	11%	1%	17%	10%	11%	2%	6%	15%	1%
ANY COMMUNICATIONS SERVICE	100	84	5	9	1	1	18	15	11	3	15	8	8	6	9	5	1
	23%	23%	13%	41%	7%	8%	31%	49%	25%	12%	26%	18%	13%	20%	41%	13%	7%
		84%	5%	9%	1%	1%	18%mp	15%	12%	3%	15%	8%	8%	6%	9%	5%	1%
None of these	259	221	22	6	10	13	29	11	29	16	32	25	50	16	6	22	10
	59%	61%	54%	28%	81%	79%	50%	37%	62%	58%	58%	79%	55%	28%	54%	81%	4%
		85%	8%	2%	4%	5%	11%	4%	11%	6%	12%	10%	19%agld p	6%	2%	8%	4%
Don't know	35	24	5	4	1	1	4	1	1	2	2	6	2	6	4	5	1
	8%	7%	13%	19%	5%	8%	6%	2%	3%	8%	4%	14%	3%	20%	19%	13%	5%
		70%	16%	12%	2%	4%	10%	2%	3%	5%	7%	17%um	5%	17%	12%	16%um	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 10%	35 9% 84%	7 1% 16%	7 5% 16%	35 12% 84% ^d	16 10% 38%	19 13% 45%	21 11% 50%	14 11% 33%	37 14% 88% ^m	5 6% 11%	- - -	* 1% 1%	39 12% 94%	39 10% 94%
Standard mobile phone (that can't access the internet)	6 1%	5 1% 83%	- - -	4 3% 69%	2 1% 31%	1 1% 23%	4 2% 58%	1 1% 23%	4 3% 58%	2 1% 41%	1 1% 12%	2 9% 33%	1 3% 18%	3 1% 53%	4 1% 72%
Fixed landline telephone	16 4%	15 4% 94%	1 2% 6%	4 3% 27%	11 4% 68%	5 3% 33%	7 5% 42%	8 4% 52%	4 3% 23%	8 3% 50%	5 6% 33%	1 3% 5%	1 2% 5%	13 4% 82%	14 4% 87%
Standard Speed Fixed Broadband	25 6%	22 6% 84%	4 7% 16%	4 3% 14%	22 8% 86%	8 5% 32%	12 8% 47%	11 6% 43%	9 7% 35%	11 4% 45%	9 10% 33%	2 10% 9%	1 2% 3%	20 6% 78%	23 6% 90%
Superfast Fixed Broadband	15 3%	14 4% 93%	1 2% 7%	7 5% 48%	8 3% 52%	6 4% 40%	4 2% 24%	6 3% 40%	4 3% 24%	8 3% 51%	6 7% 39%	- - -	- - -	12 4% 80%	12 3% 80%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	1 1% 44%	1 * 56%	1 1% 56%	- - -	1 * 56%	- - -	- - -	1 1% 56%	- - -	1 2% 44% ^j	1 * 56%	2 * 100%
3G or 4G enabled Tablet	8 2%	7 2% 87%	- - -	2 2% 31%	5 2% 69%	2 1% 30%	4 3% 49%	2 1% 30%	4 3% 49%	7 2% 87%	- - -	- - -	- - -	7 2% 87%	7 2% 87%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 7%	29 7% 88%	3 5% 9%	10 7% 30%	23 8% 70%	13 8% 41%	13 9% 39%	17 9% 53%	8 7% 26%	19 7% 60%	9 11% 28%	1 3% 2%	1 2% 2%	28 8% 88%	29 8% 90%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
Gas	36	32	3	13	23	17	13	20	9	20	8	1	4	28	33
	8%	8%	6%	10%	8%	10%	9%	11%	8%	8%	9%	4%	9%	8%	9%
		88%	9%	37%	63%	46%	37%	56%	26%	56%	22%	2%	10%	78%	91%
Electricity	41	37	4	14	27	23	11	25	9	24	9	2	4	34	39
	9%	10%	8%	10%	9%	14%	7%	13%	7%	9%	11%	7%	10%	10%	10%
		90%	10%	24%	66%	57%	26%	62%	21%	60%	23%	4%	9%	82%	85%
Water	33	30	3	10	23	18	9	21	7	20	7	2	4	26	31
	7%	8%	6%	7%	8%	11%	6%	11%	6%	7%	8%	9%	11%	8%	8%
		91%	9%	31%	69%	57%	28%	64%	21%	60%	21%	6%	13%	81%	95%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	48	40	7	11	37	17	22	22	17	39	5	2	2	43	44
	11%	10%	13%	8%	13%	11%	15%	12%	14%	15%	6%	9%	4%	13%	12%
		84%	14%	23%	77%	36%	46%	46%	36%	82%	11%	4%	3%	89%	92%
ANY FIXED BROADBAND	38	34	4	10	29	14	15	17	13	18	13	2	1	30	33
	9%	9%	7%	7%	10%	9%	10%	9%	10%	7%	16%	10%	2%	9%	9%
		90%	10%	26%	74%	37%	40%	44%	33%	47%	35%jm	6%	2%	78%	86%
ANY BROADBAND	39	35	4	11	29	14	15	17	13	18	13	2	1	30	34
	9%	9%	7%	8%	10%	9%	10%	9%	10%	7%	16%	10%	4%	9%	9%
		90%	10%	27%	73%	36%	39%	42%	32%	46%	34%j	6%	4%	76%	86%
ONLY 1 COMMUNICATIONS SERVICE	70	62	8	20	49	25	24	28	20	46	15	4	2	58	62
	16%	16%	15%	15%	17%	15%	16%	15%	17%	17%	18%	19%	6%	17%	16%
		88%	12%	29%	70%	35%	35%	41%	29%	66%	21%	6%	3%	83%	89%
2 COMMS SERVICES	16	16	1	5	12	6	7	8	6	10	4	1	-	15	15
	4%	4%	1%	3%	4%	4%	5%	4%	5%	4%	5%	3%	-	4%	4%
		96%	4%	29%	71%	39%	45%	48%	36%	63%	27%	4%	-	91%	91%
3 COMMS SERVICES	11	8	2	3	8	5	4	6	3	5	4	-	1	9	9
	3%	2%	4%	2%	3%	3%	3%	3%	3%	2%	4%	-	2%	3%	2%
		72%	18%	28%	72%	48%	36%	56%	28%	45%	33%	-	7%	78%	85%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
4 COMMS SERVICES	3 1%	3 1%	-	-	3 1%	-	3 2%	1 1%	1 1%	3 100%	-	-	-	3 1%	3 1%
		100%	-	-	100%	-	100%	52%	48%	-	-	-	-	100%	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64 15%	58 15%	5 9%	23 17%	41 14%	33 20%	20 13%	38 20%	15 12%	37 14%	12 14%	4 16%	8 22%	49 14%	59 15%
		90%	8%	36%	64%	52%	31%	60%	23%	58%	19%	6%	12%	76%	92%
ANY COMMUNICATIONS SERVICE	100 23%	88 23%	11 20%	28 21%	71 25%	36 22%	38 26%	44 23%	30 25%	64 27%	23 22%	5 22%	3 8%	84 25%	89 23%
		m 88%	11%	28%	71%	36%	38%	44%	30%	64% _m	23% _m	5%	3%	84% _m	89% _m
None of these	259 59%	228 59%	31 88%	81 59%	163 57%	92 56%	87 59%	105 61%	75 29%	162 61%	51 60%	13 60%	24 65%	201 60%	226 60%
			59%	31%	63%	36%	34%	40%	29%	63%	20%	5%	9%	78%	87%
Don't know	35 8%	27 7%	8 14%	11 8%	22 8%	10 6%	9 6%	13 7%	7 6%	17 6%	2 3%	2 7%	3 9%	19 6%	23 6%
		78%	22%	32%	64%	30%	27%	36%	20%	49%	7%	5%	10%	55%	66%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 10%	20 13% 49%	13 9% 31%	27 11% 65%	24 11% 57%	12 11% 29%	34 11% 81%	8 6% 19%	1 4% 2%	34 11% 81%
Standard mobile phone (that can't access the internet)	6 1%	4 2% 58%	- - -	4 1% 58%	3 1% 49%	1 1% 20%	4 1% 70%	2 1% 30%	- - -	4 1% 70%
Fixed landline telephone	16 4%	7 4% 41%	3 2% 20%	10 4% 62%	11 5% 67%	1 1% 9%	12 4% 76%	4 3% 24%	- - -	12 4% 76%
Standard Speed Fixed Broadband	25 6%	9 6% 35%	9 7% 37%	16 6% 62%	17 8% 68%	3 2% 10%	20 6% 78%	9 4% 22%	- - -	20 6% 78%
Superfast Fixed Broadband	15 3%	8 5% 55%	3 2% 18%	10 4% 64%	4 2% 27%	6 6% 42%	10 3% 69%	5 4% 31%	- - -	10 3% 69%
Mobile broadband - through a dongle or USB stick	2 *	- - -	- - -	- - -	1 * 56%	- - -	1 * 56%	1 1% 44%	- - -	1 * 56%
3G or 4G enabled Tablet	8 2%	5 3% 70%	5 3% 59%	7 3% 91%	4 2% 46%	3 3% 45%	7 2% 91%	1 1% 9%	1 4% 11%	7 2% 91%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 7%	10 6% 31%	16 11% 48%	24 9% 73%	21 10% 66%	5 4% 14%	26 8% 80%	6 5% 20%	3 12% 8%	27 8% 82%
Gas	36 8%	12 7% 32%	10 7% 26%	19 8% 53%	20 10% 56%	6 5% 16%	24 8% 68%	12 6% 32%	- - -	24 8% 68%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
Electricity	41	12	8	18	20	6	25	16	1	25
	9%	7%	6%	7%	10%	6%	8%	13%	3%	8%
		29%	19%	43%	49%	14%	60%	40%	2%	60%
Water	33	15	11	23	15	7	20	13	1	20
	7%	9%	8%	9%	7%	6%	6%	10%	5%	6%
		45%	34%	70%	45%	20%	61%	39%	3%	61%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	48	24	13	31	27	13	38	10	1	38
	11%	15%	9%	12%	13%	13%	12%	8%	4%	12%
		50%	27%	64%	56%	28%	80%	20%	2%	80%
ANY FIXED BROADBAND	38	17	12	25	21	9	30	8	-	30
	9%	11%	9%	10%	10%	8%	10%	7%	-	9%
		45%	31%	66%	56%	23%	78%	22%	-	78%
ANY BROADBAND	39	17	12	25	21	9	30	9	-	30
	9%	11%	9%	10%	10%	8%	10%	7%	-	9%
		44%	31%	65%	55%	22%	77%	23%	-	77%
ONLY 1 COMMUNICATIONS SERVICE	70	29	25	46	33	21	52	18	3	53
	16%	18%	19%	18%	16%	20%	17%	14%	12%	17%
		41%	36%	66%	48%	30%	75%	25%	4%	76%
2 COMMS SERVICES	16	9	3	11	11	1	12	4	1	12
	4%	5%	3%	4%	5%	1%	4%	3%	4%	4%
		53%	21%	69%	69%	5%	74%	26%	5%	74%
3 COMMS SERVICES	11	4	2	6	8	1	9	2	-	9
	3%	3%	1%	2%	4%	1%	3%	1%	-	3%
		36%	18%	54%	71%	12%	84%	16%	-	84%
4 COMMS SERVICES	3	1	3	3	1	1	3	-	-	3
	1%	1%	2%	1%	1%	1%	1%	-	-	1%
		48%	100%	100%	52%	48%	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
GAS, ELEC OR WATER	64	22	16	34	31	11	41	23	2	41
	15%	14%	12%	14%	15%	10%	13%	18%	8%	13%
ANY COMMUNICATIONS SERVICE	100	43	33	66	54	24	76	24	4	77
	23%	27%	24%	26%	26%	23%	24%	19%	15%	24%
		43%	33%	66%	54%	24%	76%	24%	4%	77%
None of these	259	85	88	144	122	66	187	72	18	193
	59%	54%	64%	57%	58%	62%	60%	56%	76%	61%
		33%	34%	56%	47%	25%	72%	28%	7%	74%
Don't know	35	17	7	21	14	7	20	15	1	20
	8%	11%	5%	8%	7%	6%	6%	12%	6%	6%
		48%	21%	60%	41%	19%	57%	43%	4%	59%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	**	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 10%	24 9% 58%	18 10% 42%	18 10% 42%	24 9% 58%	22 9% 54%	42 10% 100%	- - -	7 8% 16%	42 42% 100% ^a _{ak}	9 14% 21%
Standard mobile phone (that can't access the internet)	6 1%	4 1% 58%	3 1% 42%	2 1% 33%	4 2% 67%	4 1% 60%	6 1% 100%	- - -	1 1% 11%	6 6% 100% ^a	2 4% 38%
Fixed landline telephone	16 4%	11 4% 67%	5 3% 33%	6 3% 35%	10 4% 65%	8 3% 47%	16 4% 100%	- - -	4 5% 24%	16 16% 100% ^a	4 6% 24%
Standard Speed Fixed Broadband	25 6%	14 5% 54%	12 7% 46%	6 4% 25%	19 7% 75%	16 6% 62%	25 6% 100%	- - -	3 4% 13%	25 25% 100% ^a _{ak}	6 10% 25%
Superfast Fixed Broadband	15 3%	7 3% 48%	8 4% 52%	3 1% 18%	12 5% 82%	5 2% 33%	15 3% 100%	- - -	3 4% 22%	15 15% 100% ^a _{ak}	2 3% 13%
Mobile broadband - through a dongle or USB stick	2 *	- - -	2 1% 100%	- - -	2 1% 100%	- - -	2 - 100%	- - -	- - -	2 2% 100%	1 1% 44%
3G or 4G enabled Tablet	8 2%	7 3% 91%	1 * 9%	1 * 11%	7 3% 89%	5 2% 66%	8 2% 100%	- - -	- - -	8 8% 100% ^a	2 3% 25%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 7%	22 9% 68%	10 6% 32%	19 11% 59% ^e	13 5% 41%	23 9% 71%	32 7% 100%	- - -	7 8% 21%	32 32% 100% ^a _{ak}	6 10% 19%
Gas	36 8%	20 8% 56%	16 9% 44%	14 8% 38%	22 9% 62%	24 9% 66%	36 8% 100%	- - -	6 7% 16%	13 13% 36%	36 57% 100% ^a _{aj}

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	**	85*	100*	64*
Electricity	41	20	21	14	27	26	41	-	7	14	41
	9%	8%	12%	8%	10%	10%	9%	-	8%	14%	64%
		49%	51%	35%	65%	62%	100%	-	17%	33%	100%aj
Water	33	18	15	13	20	18	33	-	6	10	33
	7%	7%	8%	7%	8%	7%	7%	-	7%	10%	51%
		54%	46%	39%	61%	55%	100%	-	19%	30%	100%aj
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	48	28	20	20	28	26	48	-	7	48	11
	11%	11%	11%	11%	11%	10%	11%	-	9%	48%	17%
		58%	42%	41%	59%	54%	100%	-	15%	100%ak	23%
ANY FIXED BROADBAND	38	21	18	9	29	21	38	-	5	38	7
	9%	8%	10%	5%	11%	8%	9%	-	6%	38%	11%
		54%	46%	24%	76%id	54%	100%	-	14%	100%ak	19%
ANY BROADBAND	39	21	18	9	30	21	39	-	5	39	8
	9%	8%	10%	5%	12%	8%	9%	-	6%	39%	13%
		53%	47%	23%	77%id	53%	100%	-	14%	100%ak	21%
ONLY 1 COMMUNICATIONS SERVICE	70	41	29	30	40	43	70	-	15	70	13
	16%	16%	16%	17%	16%	17%	16%	-	17%	70%	21%
		59%	41%	43%	57%	61%	100%	-	21%	100%ak	19%
2 COMMS SERVICES	16	8	8	5	11	7	16	-	-	16	1
	4%	3%	4%	3%	4%	3%	4%	-	-	16%	2%
		51%	49%	33%	67%	46%	100%	-	-	100%ak	8%
3 COMMS SERVICES	11	7	4	3	8	5	11	-	3	11	4
	3%	3%	2%	3%	2%	3%	3%	-	4%	11%	6%
		61%	39%	25%	75%	43%	100%	-	29%	100%a	32%
4 COMMS SERVICES	3	3	-	1	1	3	3	-	-	3	1
	1%	1%	-	1%	*	1%	1%	-	-	3%	2%
		100%	-	52%	48%	100%	100%	-	-	100%	52%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	..*	85*	100*	64*
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	36	28	27	37	38	64	-	12	20	64
	15%	14%	16%	15%	14%	15%	15%	-	14%	20%	100%
		56%	44%	42%	58%	60%	100%	-	18%	31%	100%aj
ANY COMMUNICATIONS SERVICE	100	59	41	40	60	58	100	-	18	100	20
	23%	23%	23%	22%	23%	23%	23%	-	21%	100%	31%
		59%	41%	40%	60%	58%	100%	-	18%	100%ak	20%
None of these	259	160	99	114	145	153	259	-	52	-	-
	59%	62%	55%	63%	56%	60%	59%	-	61%	-	-
		jk	38%	44%	56%	59%	100%	-	20%	-	-
Don't know	35	16	18	9	25	15	35	-	9	-	-
	8%	6%	10%	5%	10%	6%	8%	-	11%	-	-
		jk	47%	27%	73%	42%	100%	-	27%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
433	25	20	46	34	89	101	332	49	59	51	187	109	
438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115	
42	2	5	6	3	13	13	28	4	7	3	19	15	
10%	7%	26%	14%	8%	15%	13%	8%	8%	12%	6%	9%	13%	
	4%	13%	15%	6%	32%	32%	68%	10%	17%	7%	44%	37%	
6	-	-	2	2	1	2	4	3	1	-	1	3	
1%	-	-	4%	6%	1%	2%	1%	6%	1%	-	1%	3%	
	-	-	30%	30%	12%	30%	70%	48%ah	12%	-	20%	49%	
16	2	2	2	1	5	5	11	1	3	-	4	8	
4%	7%	8%	3%	2%	6%	5%	3%	3%	5%	-	2%	7%	
	10%	9%	10%	5%	34%	34%	66%	9%	19%	-	27%	49%	
25	2	4	3	2	8	8	18	2	6	1	13	7	
6%	9%	24%	7%	6%	9%	8%	3%	10%	5%	3%	7%	6%	
	18%	18%	13%	8%	30%	30%	70%	6%	23%	6%	50%	28%	
15	1	3	5	2	4	4	11	4	2	2	4	6	
3%	4%	13%	10%	6%	5%	4%	3%	7%	3%	4%	2%	5%	
	6%	17%	33%ah	13%	28%	28%	72%	24%	13%	15%	27%	42%	
2	1	1	-	1	1	1	1	-	1	-	1	-	
*	3%	5%	-	2%	1%	1%	*	-	1%	-	-	1%	
	44%	56%	-	44%	44%	44%	56%	-	44%	-	-	56%	
8	-	2	-	-	-	-	8	1	1	2	4	3	
2%	-	8%	-	-	-	-	2%	-	1%	4%	2%	2%	
	-	20%	-	-	-	-	100%	13%	9%	32%g	57%	34%	
32	1	3	1	2	9	10	23	2	6	2	20	6	
7%	3%	15%	2%	7%	10%	10%	7%	4%	9%	4%	10%	5%	
	2%	9%	2%	7%	28%	30%	70%	5%	17%	7%	62%	18%	
36	2	1	8	5	15	16	20	10	12	10	16	8	
8%	10%	6%	18%	15%	17%	16%	6%	20%	20%	18%	8%	7%	
	6%	3%	23%ah	14%ah	42%ah	45%ah	55%	28%ah	33%ah	28%ah	44%	24%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
433	25	20	46	34	89	101	332	49	59	51	187	109	
438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115	
41	3	2	12	6	17	18	23	10	14	11	18	7	
9%	14%	10%	25%	19%	18%	17%	7%	21%	24%	19%	9%	6%	
	8%	4%	29%ah	15%h	41%ah	43%ah	57%	25%ah	35%ah	26%ah	43%	18%	
33	-	1	10	6	12	13	20	8	7	10	13	7	
7%	-	6%	20%	17%	13%	12%	6%	17%	11%	19%	7%	6%	
	-	3%	29%ah	17%h	36%h	39%h	61%	25%ah	20%	32%ah	39%	22%	
48	2	5	8	5	14	15	33	7	8	3	20	18	
11%	7%	28%	17%	14%	15%	15%	10%	14%	13%	6%	10%	16%	
	4%	11%	17%	10%	29%	32%	68%	15%	16%	6%	41%	39%	
38	3	6	7	2	10	10	28	4	6	4	17	13	
9%	13%	31%	15%	6%	11%	10%	8%	9%	10%	7%	9%	12%	
	8%	15%	16%	5%	28%	26%	74%	11%	15%	10%	44%	35%	
39	4	6	7	3	11	11	28	4	7	4	17	13	
9%	16%	31%	15%	8%	12%	10%	8%	9%	11%	7%	9%	12%	
	9%	15%	18%	7%	27%	27%	73%	11%	17%	9%	43%	34%	
70	4	3	8	3	15	17	53	7	8	8	33	19	
16%	16%	15%	18%	10%	17%	16%	16%	14%	14%	15%	17%	16%	
	5%	4%	12%	5%	21%	24%	76%	10%	12%	12%	48%	27%	
16	1	2	2	2	6	6	10	3	3	2	4	8	
4%	4%	12%	5%	5%	7%	6%	3%	6%	5%	3%	2%	7%	
	6%	14%	15%	10%	37%	37%	63%	19%	20%	10%	23%	51%h	
11	1	4	2	2	3	3	8	1	2	-	5	4	
3%	3%	20%	4%	6%	3%	3%	2%	2%	3%	-	2%	4%	
	7%	35%	16%	16%	26%	26%	74%	9%	16%	-	43%	40%	
3	-	-	-	-	1	1	-	-	1	-	3	-	
1%	-	-	-	-	1%	1%	-	-	2%	-	1%	-	
	-	-	-	-	52%	52%	48%	-	52%	-	100%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	4	2	15	6	22	23	41	14	17	18	25	16
	15%	17%	10%	31%	19%	25%	23%	12%	28%	28%	32%	13%	14%
				23%ah	6%	35%ah	36%ah	64%	22%ah	27%ah	28%ah	39%	25%
ANY COMMUNICATIONS SERVICE	100	5	9	13	7	25	27	73	11	15	10	44	32
	23%	23%	47%	27%	21%	28%	27%	22%	23%	25%	18%	23%	28%
		5%	9%	13%	7%	25%	27%	73%	11%	15%	10%	44%	32%
None of these	259	15	7	17	20	47	55	204	24	31	29	123	64
	59%	66%	34%	36%	60%	52%	54%	61%	48%	51%	51%	63%	56%
		d 6%	3%	7%	8% ^d	18%	21%	79% ^d	9%	12%	11%	47%	25%
Don't know	35	-	3	7	3	4	5	30	4	2	4	9	10
	8%	-	16%	15%	9%	5%	5%	9%	8%	4%	7%	5%	9%
		-	10%	20%	8%	13%	15%	85%	12%	7%	11%	27%	30%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	433	110	84	75	110	32	10	2	3	2	-	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	-**	6**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	11	12	9	8	1	1	-	-	-	-	-
	10%	10%	15%	12%	7%	3%	6%	-	-	-	-	-
		26%	29%	22%	18%	3%	1%	-	-	-	-	-
Standard mobile phone (that can't access the internet)	6	2	1	-	2	-	-	-	-	-	-	-
	1%	2%	2%	-	2%	-	-	-	-	-	-	-
		37%	23%	-	40%	-	-	-	-	-	-	-
Fixed landline telephone	16	5	3	4	3	-	-	-	-	-	-	1
	4%	4%	4%	5%	3%	-	-	-	-	-	-	17%
		30%	20%	25%	18%	-	-	-	-	-	-	7%
Standard Speed Fixed Broadband	25	7	6	5	6	-	2	-	-	-	-	1
	6%	6%	7%	6%	5%	-	15%	-	-	-	-	21%
		26%	23%	18%	22%	-	6%	-	-	-	-	5%
Superfast Fixed Broadband	15	6	1	4	4	-	-	-	-	-	-	-
	3%	6%	1%	5%	3%	-	-	-	-	-	-	-
		41%	8%	28%	24%	-	-	-	-	-	-	-
Mobile broadband - through a dongle or USB stick	2	-	1	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	9%	-	-	-	-	-
		-	44%	-	-	-	56%	-	-	-	-	-
3G or 4G enabled Tablet	8	2	4	-	2	-	-	-	-	-	-	-
	2%	2%	5%	-	1%	-	-	-	-	-	-	-
		31%	48%	-	21%	-	-	-	-	-	-	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	8	8	6	8	1	2	-	-	-	-	-
	7%	7%	9%	7%	7%	3%	22%	-	-	-	-	-
		23%	23%	17%	26%	3%	7%	-	-	-	-	-
Gas	36	5	8	8	11	1	1	1	-	-	-	1
	8%	4%	10%	10%	10%	2%	7%	42%	-	-	-	17%
		14%	24%	21%	32%	2%	2%	3%	-	-	-	3%
Electricity	41	6	8	7	16	-	1	1	-	-	-	1
	9%	6%	10%	10%	14%	-	13%	42%	-	-	-	17%
		15%	20%	18%	38%	-	3%	2%	-	-	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	-	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	..	6**
Water	33	7	9	4	11	1	1	-	1	-	-	-
	7%	6%	11%	5%	10%	2%	7%	-	30%	-	-	-
		21%	26%	12%	34%	2%	2%	-	3%	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	48	13	14	9	10	1	1	-	-	-	-	-
	11%	12%	17%	12%	9%	3%	6%	-	-	-	-	-
		28%	29%	19%	21%	2%	1%	-	-	-	-	-
ANY FIXED BROADBAND	38	13	7	7	9	-	2	-	-	-	-	1
	9%	11%	9%	9%	8%	-	15%	-	-	-	-	21%
		33%	16%	17%	24%	-	4%	-	-	-	-	3%
ANY BROADBAND	39	13	8	7	9	-	2	-	-	-	-	1
	9%	11%	10%	9%	8%	-	15%	-	-	-	-	21%
		32%	20%	17%	23%	-	4%	-	-	-	-	3%
ONLY 1 COMMUNICATIONS SERVICE	70	19	17	12	19	-	1	-	-	-	-	2
	16%	17%	20%	16%	16%	-	13%	-	-	-	-	38%
		27%	24%	17%	27%	-	2%	-	-	-	-	3%
2 COMMS SERVICES	16	6	3	3	3	1	1	-	-	-	-	-
	4%	5%	4%	3%	2%	3%	6%	-	-	-	-	-
		36%	21%	16%	16%	7%	4%	-	-	-	-	-
3 COMMS SERVICES	11	3	3	3	1	-	1	-	-	-	-	-
	3%	3%	3%	5%	1%	-	9%	-	-	-	-	-
		30%	23%	31%	8%	-	8%	-	-	-	-	-
4 COMMS SERVICES	3	-	1	-	1	-	-	-	-	-	-	-
	1%	-	1%	-	1%	-	-	-	-	-	-	-
		-	48%	-	52%	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	12	15	11	21	2	1	1	1	-	-	1
	15%	11%	16%	14%	18%	5%	13%	42%	30%	-	-	17%
		19%	23%	17%	33%	2%	2%	1%	1%	-	-	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	-	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	..	6**
ANY COMMUNICATIONS	100	28	24	18	24	1	3	-	-	-	-	2
SERVICE	23%	26%	29%	24%	21%	3%	28%	-	-	-	-	38%
		28%	24%	18%	24%	1%	3%	-	-	-	-	2%
None of these	259	63	46	42	66	29	7	1	2	2	-	3
	59%	57%	56%	55%	57%	90%	65%	58%	70%	100%	-	43%
		24%	18%	16%	25%	11%	3%	*	1%	1%	-	1%
Don't know	35	11	3	9	10	1	-	-	-	-	-	1
	8%	10%	4%	12%	9%	2%	-	-	-	-	-	19%
		30%	9%	27%	29%	2%	-	-	-	-	-	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	**	6**	179	107*	24**	78*	44*	6**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	13	6	11	5	1	4	-	2	-	-	-	19	7	2	10	5	-
	10%	13%	12%	10%	8%	3%	12%	-	13%	-	-	-	11%	6%	8%	13%	11%	-
		32%	15%	25%	11%	3%	9%	-	5%	-	-	-	45%	16%	5%	23%	11%	-
Standard mobile phone (that can't access the internet)	6	-	3	1	2	-	-	-	-	-	-	-	1	1	-	1	4	-
	1%	-	6%	1%	3%	-	-	-	-	-	-	-	*	1%	-	1%	8%	-
		-	49%a	18%	32%	-	-	-	-	-	-	-	12%	11%	-	18%	58%lm	-
Fixed landline telephone	16	4	3	3	2	1	1	-	1	-	-	1	7	3	1	2	3	1
	4%	4%	5%	3%	3%	2%	4%	-	9%	-	-	17%	4%	3%	3%	2%	7%	17%
		26%	17%	21%	10%	5%	7%	-	8%	-	-	7%	42%	17%	5%	10%	19%	7%
Standard Speed Fixed Broadband	25	8	5	2	5	-	1	1	2	-	-	1	16	4	-	3	1	1
	6%	8%	9%	2%	9%	-	2%	7%	13%	-	-	21%	9%	4%	-	4%	2%	21%
		33%c	19%c	8%	21%c	-	3%	4%	8%	-	-	5%	62%	18%	-	12%	3%	5%
Superfast Fixed Broadband	15	6	1	4	1	1	1	-	-	-	-	-	7	4	-	2	2	-
	3%	6%	2%	4%	2%	4%	4%	-	-	-	-	-	4%	3%	-	3%	5%	-
		40%	6%	29%	7%	10%	8%	-	-	-	-	-	44%	25%	-	17%	15%	-
Mobile broadband - through a dongle or USB stick	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-
	*	-	1%	-	-	-	-	7%	-	-	-	-	1%	-	-	1%	-	-
		-	44%	-	-	-	-	56%	-	-	-	-	56%	-	-	44%	-	-
3G or 4G enabled Tablet	8	4	2	1	-	-	1	-	-	-	-	-	3	3	-	1	1	-
	2%	4%	4%	1%	-	-	2%	-	-	-	-	-	2%	2%	-	2%	2%	-
		54%	25%	11%	-	-	9%	-	-	-	-	-	42%	34%	-	11%	13%	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	7	6	10	4	1	1	2	1	-	-	-	15	4	1	7	5	-
	7%	6%	12%	9%	6%	4%	4%	16%	9%	-	-	-	8%	3%	4%	10%	12%	-
		21%	19%	30%	11%	4%	4%	7%	4%	-	-	-	47%	11%	3%	23%	17%lm	-
Gas	36	4	11	5	3	4	3	1	3	-	-	1	20	4	-	9	2	1
	8%	4%	21%	4%	6%	12%	9%	8%	21%	-	-	17%	11%	4%	-	11%	5%	17%
		12%	31%acd	13%	9%	12%	8%	3%	8%	-	-	3%	56%lm	11%	-	25%lm	6%	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	**	6**	179	107*	24**	78*	44*	6**
Electricity	41	7	10	7	3	4	5	-	4	1	-	1	22	6	1	9	2	1
	9%	6%	19%	6%	6%	10%	15%	-	10%	12%	-	17%	12%	5%	5%	12%	5%	17%
		16%	25% ^a	17%	8%	9%	12%	-	9%	2%	-	3%	53%	14%	3%	23%	5%	3%
Water	33	7	4	10	3	3	1	-	3	2	-	-	14	5	3	7	3	-
	7%	7%	7%	9%	6%	8%	2%	-	21%	26%	-	-	8%	5%	14%	9%	8%	-
		22%	12%	29%	11%	10%	2%	-	9%	5%	-	-	42%	15%	10%	22%	10%	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	48	13	9	12	7	1	4	-	2	-	-	-	20	7	2	11	8	-
	11%	13%	18%	11%	11%	3%	12%	-	13%	-	-	-	11%	7%	8%	14%	19%	-
		28%	20% ^a	25%	14%	2%	8%	-	4%	-	-	-	41%	15%	4%	23%	17% ^m	-
ANY FIXED BROADBAND	38	14	5	6	5	1	2	1	2	-	-	1	20	8	-	6	3	1
	9%	13%	9%	6%	9%	4%	6%	7%	13%	-	-	21%	11%	8%	-	7%	7%	21%
		37%	13%	16%	14%	4%	5%	2%	5%	-	-	3%	53%	21%	-	14%	8%	3%
ANY BROADBAND	39	14	6	6	5	1	2	1	2	-	-	1	20	8	-	6	3	1
	9%	13%	11%	6%	9%	4%	6%	7%	13%	-	-	21%	11%	8%	-	8%	7%	21%
		37%	14%	16%	14%	4%	5%	2%	5%	-	-	3%	52%	21%	-	16%	8%	3%
ONLY 1 COMMUNICATIONS SERVICE	70	15	13	21	8	5	5	1	-	-	-	2	33	7	3	14	11	2
	16%	14%	24%	19%	14%	12%	16%	9%	-	-	-	38%	18%	6%	14%	18%	24%	38%
		22%	18%	30%	11%	7%	7%	-	-	-	-	3%	47% ^m	9%	5%	20% ^m	15% ^m	3%
2 COMMS SERVICES	16	7	2	5	1	-	2	-	1	-	-	-	8	1	-	5	2	-
	4%	6%	3%	4%	2%	-	6%	-	4%	-	-	-	4%	1%	-	7%	5%	-
		40%	10%	28%	7%	-	12%	-	4%	-	-	-	47%	5%	-	34% ^m	15%	-
3 COMMS SERVICES	11	3	4	1	3	-	-	1	-	-	-	-	7	2	-	1	2	-
	3%	3%	7%	1%	5%	-	-	7%	-	-	-	-	4%	2%	-	1%	4%	-
		28%	32% ^c	7%	24%	-	-	8%	-	-	-	-	59%	18%	-	7%	16%	-
4 COMMS SERVICES	3	1	-	-	-	-	-	-	1	-	-	-	-	3	-	-	-	-
	1%	1%	-	-	-	-	-	-	9%	-	-	-	-	2%	-	-	-	-
		48%	-	-	-	-	-	-	52%	-	-	-	-	100%	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	..	6**	179	107*	24**	78*	44*	6**
GAS, ELEC OR WATER	64	14	11	15	6	5	5	1	4	2	-	1	31	9	3	14	6	1
	15%	13%	21%	14%	10%	14%	18%	8%	25%	26%	-	17%	17%	8%	14%	18%	13%	17%
ANY COMMUNICATIONS SERVICE	100	21%	17%	23%	9%	9%	9%	2%	6%	3%	-	2%	48% ^m	14%	5%	22% ^{lm}	9%	2%
	23%	26	18	26	12	5	7	2	2	-	-	38%	26%	11%	14%	26%	34%	38%
None of these	259	61	21	67	40	24	20	9	11	3	-	3	98	81	16	41	21	3
	59%	57%	41%	60%	70%	62%	64%	66%	75%	56%	-	43%	55%	76%	65%	52%	48%	43%
Don't know	35	9	6	7	3	6	1	1	-	1	-	1	13	8	2	6	5	1
	8%	8%	11%	6%	6%	14%	3%	10%	-	18%	-	19%	7%	7%	7%	8%	11%	19%
		25%	16%	20%	9%	16%	3%	4%	-	3%	-	3%	37%	22%	5%	18%	14%	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122
Weighted Base	438	184	126
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 10%	19 10% 45%	14 11% 33%
Standard mobile phone (that can't access the internet)	6 1%	2 1% 31%	2 2% 38%
Fixed landline telephone	16 4%	8 4% 47%	5 4% 29%
Standard Speed Fixed Broadband	25 6%	13 7% 51%	2 2% 10%
Superfast Fixed Broadband	15 3%	6 3% 38%	4 4% 29%
Mobile broadband - through a dongle or USB stick	2 *	2 1% 100%	- - -
3G or 4G enabled Tablet	8 2%	2 1% 30%	4 3% 45%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 7%	12 7% 38%	8 6% 24%
Gas	36 8%	13 7% 36%	9 7% 24%
Electricity	41 9%	13 7% 33%	10 8% 24%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122
Weighted Base	438	184	126
Water	33	9	12
	7%	5%	9%
		27%	37%
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	48	21	16
	11%	11%	13%
		43%	34%
ANY FIXED BROADBAND	38	19	6
	9%	10%	5%
		48%	15%
ANY BROADBAND	39	19	6
	9%	10%	5%
		49%	15%
ONLY 1 COMMUNICATIONS SERVICE	70	32	22
	16%	17%	17%
		46%	31%
2 COMMS SERVICES	16	9	3
	4%	5%	2%
		57%	19%
3 COMMS SERVICES	11	4	3
	3%	2%	2%
		37%	26%
4 COMMS SERVICES	3	-	-
	1%	-	-
		-	2%
		-	100%
5 OR MORE COMMS SERVICES	-	-	-
	-	-	-
	-	-	-
GAS, ELEC OR WATER	64	22	19
	15%	12%	15%
		35%	30%
ANY COMMUNICATIONS SERVICE	100	45	28
	23%	25%	22%
		45%	28%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]
Base: All with any difficulties paying for communication services in the last year

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122
Weighted Base	438	184	126
None of these	259	106	73
	59%	58%	58%
		41%	28%
Don't know	35	17	12
	8%	9%	9%
		50%	33%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	889	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	21 1% jm	21 1% 51%	17 5% 40%ghj	12 1% 29%ghi	7 1% 17%	3 * 7%	3 * 6%	1 * 3%	- * -	28 2% 68%alm	12 * 29%	1 * 3%	14 1% 33%	28 1% 67%ln	5 * 11%	18 1% 43%	19 1% 46%p
Standard mobile phone (that can't access the internet)	6 *	2 * 40%	4 * 60%	- * -	1 * 18%	1 * 12%	- * -	4 * 58%	- * -	1 * 11%	1 * 18%	4 * 70%	1 * 11%	1 * 21%	5 * 79%	- * -	4 * 58%	3 * 42%
Fixed landline telephone	16 *	5 * 29%	11 * 71%	- * -	9 1% 55%ahj	2 * 12%	2 * 11%	1 * 9%	1 * 8%	1 * 4%	9 1% 55%l	5 * 32%	2 * 12%	2 * 15%	14 1% 85%ln	- * -	7 * 40%	10 1% 60%p
Standard Speed Fixed Broadband	25 1%	15 1% hmp	10 * 41%	4 1% 14%hi	9 1% 34%hi	7 1% 27%h	5 1% 20%h	- * -	1 * 2%	1 * 3%	12 1% 48%lm	12 * 47%	1 * 5%	7 * 26%	19 1% 74%ln	- * -	12 * 46%	14 1% 54%p
Superfast Fixed Broadband	15 *	9 * m	6 * 40%	3 1% 22%gij	5 1% 34%	3 * 23%	1 * 6%	2 * 15%	- * -	- * -	8 1% 56%lm	7 * 44%	- * -	7 * 45%	8 * 55%	3 * 19%	5 * 35%	7 * 46%
Mobile broadband - through a dongle or USB stick	2 *	1 * 44%	1 * 56%	- * -	- * -	- * -	1 * 56%	1 * 44%	- * -	- * -	- * -	2 * 100%	- * -	- * -	2 * 100%	- * -	- * -	2 * 100%
3G or 4G enabled Tablet	8 *	5 * 65%	3 * 35%	2 1% 32%agi	3 * 39%	1 * 16%	- * -	1 * 13%	- * -	- * -	5 * 71%lm	- * -	- * -	2 * 20%	6 * 80%	2 * 20%	4 * 47%	3 * 33%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	12 * jmn	21 1% 63%	2 * 5%	12 1% 37%ij	8 1% 26%ij	7 1% 22%ij	3 * 10%	- * -	- * -	14 1% 42%lm	19 1% 58%lm	- * -	5 * 15%	28 1% 85%an	1 * 4%	10 * 32%	21 1% 64%apq
Gas	36 1%	13 1% jnp	23 1% 65%	5 2% 14%gij	13 1% 37%agi	6 1% 17%	3 * 8%	8 1% 22%ij	1 * 2%	- * -	18 1% 51%alm	17 1% 47%lm	1 * 2%	11 * 29%	25 1% 71%ln	1 * 3%	18 1% 49%	17 1% 48%p
Electricity	41 1%	16 1% jmp	25 1% 61%	7 2% 17%agi	15 2% 36%agi	7 1% 16%	3 * 7%	8 1% 20%	1 * 3%	- * -	22 2% 53%alm	18 1% 44%lm	1 * 3%	12 * 29%	29 1% 71%ln	1 * 3%	17 1% 42%	23 2% 55%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	889	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
Water	33	11	22	2	13	5	5	6	1	1	15	16	1	8	24	-	13	20
	1%	*	1%	1%	1%	1%	1%	1%	*	*	1%	1%	*	*	1%	-	1%	1%
		mp	34%	6%	40%aj	16%	16%	18%	2%	2%	46%lm	50%lm	4%	25%	75%ln	-	39%lp	61%lqp
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	48	23	25	17	13	8	3	6	1	1	30	16	2	15	33	5	22	22
	1%	1%	1%	5%	1%	1%	*	1%	*	*	2%	1%	*	1%	1%	*	1%	2%
		jm	48%	35%aef	27%gj	16%	6%	13%	2%	1%	62%alm	34%lm	4%	32%	68%ln	10%	45%	45%lp
ANY FIXED BROADBAND	38	23	15	6	14	9	6	2	1	1	20	17	1	13	25	3	17	19
	1%	1%	1%	2%	2%	1%	1%	*	*	*	2%	1%	*	1%	1%	*	1%	1%
		im	60%	16%hij	36%hij	24%ij	15%	6%	2%	2%	51%alm	45%lm	3%	35%	65%	7%	44%	49%lpp
ANY BROADBAND	39	24	15	6	14	9	6	3	1	1	20	18	1	13	26	3	17	19
	1%	1%	1%	2%	2%	1%	1%	*	*	*	2%	1%	*	1%	1%	*	1%	1%
		jm	61%	15%hij	35%hij	24%ij	15%	7%	2%	2%	50%alm	46%lm	3%	34%	66%	7%	43%	50%lpp
ONLY 1 COMMUNICATIONS SERVICE	70	32	38	18	20	14	9	7	2	-	38	30	2	24	46	4	27	39
	1%	1%	2%	5%	2%	2%	1%	1%	*	-	3%	1%	*	1%	2%	*	1%	3%
		jmp	46%	25%aef	29%hij	20%ij	13%ij	10%ij	3%	-	54%alm	43%lm	3%	34%	66%ln	6%	39%	55%lpp
2 COMMS SERVICES	16	6	10	5	5	4	2	-	1	-	10	6	1	4	12	3	7	6
	*	*	*	1%	1%	*	*	-	*	-	1%	*	*	*	*	*	*	*
		37%	63%	30%ag	31%h	23%	12%	-	4%	-	61%alm	35%	4%	27%	73%	19%	44%	37%
3 COMMS SERVICES	11	5	6	-	5	1	2	2	-	1	5	5	1	-	11	-	2	9
	*	*	*	-	1%	*	*	*	-	*	*	*	*	-	*	-	*	1%
		n	45%	-	45%	10%	17%	22%	-	6%	45%	49%	6%	-	100%ln	-	22%	78%lpp
4 COMMS SERVICES	3	3	-	-	1	1	-	-	-	-	1	1	-	1	-	-	3	-
	*	*	-	-	*	*	-	-	-	-	*	*	-	*	*	-	*	-
		100%	-	-	52%	48%	-	-	-	-	52%	48%	-	52%	48%	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	23	41	9	21	11	8	12	1	1	30	32	2	15	49	1	26	36
	1%	1%	2%	3%	2%	1%	1%	2%	*	*	2%	1%	*	1%	2%	*	1%	3%
		jmp	35%	14%ij	33%aj	17%ij	13%ij	20%ij	2%	1%	47%alm	50%lm	3%	24%	76%an	2%	41%lp	57%lpp

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
ANY COMMUNICATIONS SERVICE	100	46	54	23	32	20	13	10	2	1	54	43	3	29	71	7	40	53
	2%	2%	2%	7%	4%	2%	2%	1%	*	*	4%	2%	*	1%	3%	1%	2%	4%
		jmrp 46%	54%	23%aef	32%agb	20%j	13%j	10%	2%	1%	54%alm	43%lm	3%	29%	71%an	7%	40%	53%apq
None of these	259	119	140	25	53	63	52	37	19	9	79	152	29	101	158	22	135	102
	5%	5%	6%	8%	6%	7%	6%	4%	4%	2%	6%	6%	3%	4%	7%	2%	6%	7%
		jmrp 46%	54%	10%j	21%j	24%ahi	20%j	14%	7%j	4%	30%lm	59%lm	11%	39%	61%an	8%	52%p	39%apq
Don't know	35	13	22	3	10	9	1	4	5	3	13	13	9	8	26	-	16	19
	1%	1%	1%	1%	1%	1%	*	*	1%	1%	1%	1%	1%	*	1%	-	1%	1%
		p 37%	63%	9%	28%g	25%g	3%	11%	15%g	10%	37%	38%	25%	24%	76%n	-	45%p	55%apq
Not asked	4355	2203	2152	274	786	769	751	770	523	482	1060	2290	1005	2251	2104	904	2241	1211
	91%	92%	90%	83%	88%	89%	91%	93%	95%	97%	86%	91%	96%	94%	88%	97%	91%	86%
		dekor 51%c	49%	6%	18%cd	18%cd	17%de	18%def	12%ade	11%ade	24%	53%k	23%aki	52%ao	48%	21%aqr	51%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	31 1% m 75%	2 *	8 3% 19%abc	1 1%	-	8 1% 18%jlm	9 2% 21%ajlmn p	6 2% 13%jlm	-	6 1% 16%jlm	1 *	-	2 *	8 3% 19%ajlmn p	2 *	1 1%
Standard mobile phone (that can't access the internet)	6 *	5 *	1 *	-	-	-	1 *	-	1 *	-	-	2 *	1 *	-	-	1 *	-
Fixed landline telephone	16 *	11 *	4 1% 26%ab	1 1% 9%	-	-	-	1 *	3 1% 21%gm	-	1 *	2 *	1 *	2 1% 14%	1 1% 9%	4 1% 26%agm	-
Standard Speed Fixed Broadband	25 1%	22 1% 87%	2 *	1 1% 6%	-	-	6 1% 23%n	3 1% 13%	3 1% 13%	1 *	3 1% 10%	3 *	3 *	-	1 1% 6%	2 *	-
Superfast Fixed Broadband	15 *	15 *	-	-	-	1 1%	3 1% 22%	2 *	1 *	1 *	1 *	1 *	1 *	2 *	-	-	-
Mobile broadband - through a dongle or USB stick	2 *	1 *	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-	1 *	-
3G or 4G enabled Tablet	8 *	7 *	-	-	1 1%	-	2 *	1 *	-	-	1 *	2 *	-	-	-	-	1 1%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	29 1% 90%	3 1% 10%	-	-	-	4 1% 12%	7 2% 20%jn	4 1% 11%	-	5 1% 17%	4 1% 13%	5 1% 14%	1 *	-	3 1% 10%	-
Gas	36 1%	27 1% 75%	7 2% 20%ab	2 1% 5%	-	1 *	9 2% 24%ajmn	2 *	2 1% 6%	-	4 1% 12%	5 1% 15%	3 *	1 *	2 1% 5%	7 2% 20%ajmn	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Electricity	41	28	8	4	1	-	8	3	4	-	4	4	4	1	4	8	1
	1%	1%	2%	2%	1%	-	1%	1%	1%	-	1%	1%	1%	*	2%	2%	1%
		68%	21%ab	10%	2%		19%jn	7%	10%j		11%	10%	9%	1%	10%jn	21%ajlmn	2%
Water	33	30	-	3	-	-	4	3	5	1	8	2	5	1	3	-	-
	1%	1%	-	1%	-	-	1%	1%	2%	*	2%	*	1%	*	1%	-	-
		91%	-	9%cd	-	-	13%	9%	16%ip	3%	26%ajlp	5%	15%	4%	9%p	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	48	36	3	8	1	-	9	9	6	-	6	3	1	2	8	3	1
	1%	1%	1%	3%	1%	-	2%	2%	2%	-	1%	1%	*	*	3%	1%	1%
		m 76%	6%	16%abc	2%	-	18%jm	18%ajlmn	13%jm	-	14%jm	6%	3%	3%	16%ajlmnp	6%	2%
ANY FIXED BROADBAND	38	35	2	1	-	1	8	4	4	3	4	4	4	2	1	2	-
	1%	1%	*	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	*	1%	*	-
		91%	5%	4%	-	3%	22%	11%	11%	7%	10%	11%	10%	5%	4%	5%	-
ANY BROADBAND	39	35	3	1	-	1	8	4	4	3	4	4	4	2	1	3	-
	1%	1%	1%	1%	-	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-
		90%	6%	4%	-	3%	21%	11%	11%	7%	10%	11%	10%	5%	4%	6%	-
ONLY 1 COMMUNICATIONS SERVICE	70	61	1	8	-	1	13	11	9	3	12	1	6	5	8	1	-
	1%	2%	*	3%	-	1%	2%	3%	2%	1%	2%	*	1%	1%	3%	*	-
		l 87%	2%	11%abce	-	2%	18%jmp	15%jimp	12%jimp	4%	17%lp	2%	9%	7%	11%ajlmpq	2%	-
2 COMMS SERVICES	16	13	1	1	1	-	4	2	1	-	1	3	1	1	1	1	1
	*	*	*	1%	1%	-	1%	*	*	-	*	1%	*	*	1%	*	1%
		80%	6%	9%	5%	-	25%	12%	6%	-	7%	20%	6%	5%	9%	6%	5%
3 COMMS SERVICES	11	8	3	-	-	-	1	1	1	-	1	3	1	-	-	3	-
	*	*	1%	-	-	-	*	*	*	-	*	1%	*	-	-	1%	-
		71%	29%ab	-	-	-	10%	10%	6%	-	12%	26%	6%	-	-	29%a	-
4 COMMS SERVICES	3	3	-	-	-	-	-	1	1	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	48%	52%ia	-	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY					GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159	
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119	
GAS, ELEC OR WATER	64	49	9	4	1	1	11	5	7	1	11	7	7	1	4	9	1	
	1%	1%	2%	2%	1%	*	2%	1%	2%	*	2%	1%	1%	*	2%	2%	1%	
		78%	15%	6%	1%	1%	17% _q n	7%	11% _q n	1%	17% _q n	10%	11%	2%	6%	15% _q n	1%	
ANY COMMUNICATIONS SERVICE	100	84	5	9	1	1	18	15	11	3	15	8	8	6	9	5	1	
	2%	2%	1%	4%	1%	1%	3%	4%	3%	1%	3%	1%	1%	1%	4%	1%	1%	
		84%	5%	9% _c	1%	1%	18% _q lm	15% _q lm	12% _q lm	3%	15% _q lm	8%	8%	6%	9% _d lmp	5%	1%	
None of these	259	221	22	6	10	13	29	11	29	16	32	25	50	16	6	22	10	
	5%	5%	6%	3%	9%	7%	5%	3%	8%	4%	6%	5%	7%	4%	6%	6%	9%	
		^h 85%	8%	2%	4% _d	5% _h o	11%	4%	11% _a h _q lno	6%	12% _h o	10%	19% _h no	6%	2%	8%	4% _h lno	
Don't know	35	24	5	4	1	1	4	1	1	2	2	6	2	6	4	5	1	
	1%	1%	1%	2%	1%	1%	1%	*	*	*	*	1%	*	1%	2%	1%	1%	
		70%	16%	12% _b	2%	4%	10%	2%	3%	5%	7%	17%	5%	17% _m	12% _h m	16% _m	2%	
Not asked	4355	3678	353	219	106	170	488	381	298	356	460	499	637	389	219	353	106	
	91%	91%	90%	90%	89%	91%	90%	93%	87%	94%	89%	92%	91%	93%	90%	90%	89%	
		ⁱ 84%	8%	5%	2%	4%	11%	9% _l	7%	8% _a gik	11%	11% _l	15% _l	9% _l	5%	8%	2%	

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	35 1% m 84%	7 1% 16%	7 2% 16%	35 2% 84%a	16 4% 38%a	19 2% 45%a	21 4% 50%ai	14 2% 33%a	37 1% 88%lm	5 1% 11%	- - -	* - 1%	39 1% 94%lm	39 1% 94%lm
Standard mobile phone (that can't access the internet)	6 *	5 * 83%	- - -	4 1% 69%ae	2 * 31%	1 * 23%	4 * 58%	1 * 23%	4 1% 58%a	2 * 41%	1 * 12%	2 1% 33%ajmo	1 * 18%	3 * 53%	4 * 72%
Fixed landline telephone	16 *	15 * 94%	1 * 6%	11 1% 27%a	4 1% 68%a	5 1% 33%a	7 1% 42%a	8 2% 52%a	4 1% 23%	8 * 50%	5 1% 33%j	1 * 5%	1 * 5%	13 * 82%	14 * 87%
Standard Speed Fixed Broadband	25 1%	22 1% 84%	4 1% 16%	4 1% 14%	22 2% 86%a	8 2% 32%a	12 2% 47%a	11 2% 43%a	9 1% 35%a	11 * 45%	9 1% 33%ajmno	2 1% 9%	1 * 3%	20 1% 78%	23 1% 90%
Superfast Fixed Broadband	15 *	14 * 93%	1 * 7%	7 2% 48%ae	8 1% 52%	6 2% 40%a	4 * 24%	6 1% 40%a	4 1% 24%	8 * 51%	6 1% 39%ajmo	- - -	- - -	12 * 80%	12 * 80%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	1 * 44%	1 * 56%	1 * 56%	- - -	1 * 56%	- - -	- - -	1 * 56%j	- - -	1 * 44%	1 * 56%	2 * 100%
3G or 4G enabled Tablet	8 *	7 * 87%	- - -	2 1% 31%a	5 * 69%	2 1% 30%	4 1% 49%	2 * 30%	4 1% 49%a	7 * 87%	- - -	- - -	- - -	7 * 87%	7 * 87%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	29 1% 88%	3 1% 9%	10 2% 30%a	23 2% 70%a	13 3% 41%a	13 2% 39%a	17 4% 53%ai	8 1% 26%	19 1% 60%	9 1% 28%am	1 * 2%	1 * 2%	28 1% 88%	29 1% 90%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minor ity Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Gas	36 1%	32 1% 88%	3 1% 9%	13 3% 37%ae	23 2% 63%a	17 4% 46%ag	13 2% 37%a	20 4% 56%ai	9 1% 26%	20 1% 56%	8 1% 22%	1 * 2%	4 1% 10%	28 1% 78%	33 1% 91%
Electricity	41 1%	37 1% 90%	4 1% 10%	14 4% 54%ae	27 2% 66%a	23 6% 57%ag	11 1% 26%	25 5% 62%ai	9 1% 21%	24 2% 60%	9 2% 23%	2 * 4%	4 1% 9%	34 1% 82%	39 1% 95%
Water	33 1%	30 1% 91%	3 1% 9%	10 3% 31%a	23 2% 69%a	18 5% 57%ag	9 1% 28%	21 4% 64%ai	7 1% 21%	20 1% 60%	7 1% 21%	2 1% 6%	4 1% 13%	26 1% 81%	31 1% 95%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	48 1%	40 1% 84%	7 1% 14%	11 3% 23%a	37 3% 77%a	17 4% 36%a	22 3% 46%a	22 5% 46%a	17 3% 36%a	39 1% 82% ^m	5 1% 11%	2 1% 4%	2 * 3%	43 1% 89% ^m	44 1% 92%
ANY FIXED BROADBAND	38 1%	34 1% 90%	4 1% 10%	10 3% 26%a	29 2% 74%a	14 4% 37%a	15 2% 40%a	17 4% 44%a	13 2% 33%a	18 1% 47%	13 2% 35% ^a ^j ^m ⁿ ^o	2 1% 6%	1 * 2%	30 1% 78% ^m	33 1% 86%
ANY BROADBAND	39 1%	35 1% 90%	4 1% 10%	11 3% 27%a	29 2% 73%a	14 4% 36%a	15 2% 39%a	17 4% 43%a	13 2% 32%a	18 1% 46%	13 2% 34% ^a ^j ^m ⁿ ^o	2 1% 6%	1 * 4%	30 1% 76%	34 1% 86%
ONLY 1 COMMUNICATIONS SERVICE	70 1%	62 1% m	8 2% 88%	20 5% 29%a	49 4% 70%a	25 6% 35%ag	24 3% 35%a	28 6% 41%ai	20 3% 29%a	46 2% 66% ^m	15 2% 21% ^m	4 1% 6%	2 * 3%	58 2% 83% ^m	62 2% 89% ^m
2 COMMS SERVICES	16 *	16 * 96%	1 * 4%	5 1% 29%a	12 1% 71%a	6 2% 39%a	7 1% 45%a	8 2% 48%a	6 1% 36%	10 * 63%	4 1% 27% ^m	1 * 4%	- * -	15 * 91%	15 * 91%
3 COMMS SERVICES	11 *	8 * 72%	2 * 18%	3 1% 28%a	8 1% 72%	5 1% 48%a	4 1% 36%	6 1% 56%a	3 * 28%	5 * 45%	4 1% 33%	- * -	1 * 7%	9 * 78%	9 * 85%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
4 COMMS SERVICES	3	3	-	-	3	-	3	1	1	3	-	-	-	3	3
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	*
		100%	-	-	100%	-	100%a	52%	48%	100%	-	-	-	100%	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	58	5	23	41	33	20	38	15	37	12	4	8	49	59
	1%	1%	1%	6%	3%	9%	3%	8%	2%	1%	2%	1%	1%	1%	1%
		90%	8%	36%ae	64%a	52%ag	31%a	60%ai	23%	58%	19%	6%	12%	76%	92%
ANY COMMUNICATIONS SERVICE	100	88	11	28	71	36	38	44	30	64	23	5	3	84	89
	2%	2%	2%	7%	5%	9%	5%	9%	5%	2%	4%	1%	1%	3%	2%
		m 88%	11%	28%a	71%a	36%ag	38%a	44%ai	30%a	64%am	23%ajlmo	5%	3%	84%am	89%am
None of these	259	228	31	81	163	92	87	105	75	162	51	13	24	201	226
	5%	5%	6%	20%	12%	24%	12%	22%	11%	6%	8%	4%	4%	6%	6%
		88%	12%	31%ae	63%a	36%ag	34%a	40%ai	29%a	63%	20%ajlmno	5%	9%	78%	87%
Don't know	35	27	8	11	22	10	9	13	7	17	2	2	3	19	23
	1%	1%	2%	3%	2%	3%	1%	3%	1%	1%	*	*	1%	1%	1%
		76%	22%ab	32%a	64%a	30%a	27%	36%ai	20%	49%	7%	5%	10%	55%	66%
Not asked	4355	3874	455	261	1120	227	606	282	551	2624	528	337	547	3008	3668
	91%	91%	90%	66%	80%	58%	80%	60%	82%	91%	86%	94%	94%	90%	91%
	ghik	ghik	def 89%	6%	26%cd	5%	14%fd	6%	13%fh	60%k	12%	8%kno	13%ajkno	69%k	84%k

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	20 1%	13 1%	27 1%	24 1%	12 1%	34 1%	8 1%	1 *	34 1%
Standard mobile phone (that can't access the internet)	6 *	4 58%	- -	4 58%	3 49%	1 20%	4 70%	2 30%	- -	4 70%
Fixed landline telephone	16 *	7 41%	3 20%	10 62%	11 67%	1 9%	12 76%	4 24%	- -	12 76%
Standard Speed Fixed Broadband	25 1%	9 1%	9 1%	16 1%	17 68%	3 10%	20 78%	6 22%	- -	20 78%
Superfast Fixed Broadband	15 *	8 1%	3 18%	10 64%	4 27%	6 42%	10 69%	5 31%	- -	10 69%
Mobile broadband - through a dongle or USB stick	2 *	- -	- -	- -	1 56%	- -	1 56%	1 44%	- -	1 56%
3G or 4G enabled Tablet	8 *	5 70%	5 59%	7 91%	4 46%	3 45%	7 91%	1 9%	1 11%	7 91%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	10 1%	16 1%	24 1%	21 66%	5 14%	26 80%	6 20%	3 8%	27 82%
Gas	36 1%	12 1%	10 1%	19 1%	20 56%	6 16%	24 68%	12 32%	- -	24 68%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Electricity	41	12	8	18	20	6	25	16	1	25
	1%	1%	1%	1%	1%	*	1%	1%	*	1%
		29%	19%	43%	49%	14%	60%	40% ^{d/gj}	2%	60%
Water	33	15	11	23	15	7	20	13	1	20
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
		45%	34%	70%	45%	20%	61%	39%	3%	61%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	48	24	13	31	27	13	38	10	1	38
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
		50%	27%	64%	56%	28%	80%	20%	2%	80%
ANY FIXED BROADBAND	38	17	12	25	21	9	30	8	-	30
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
		45%	31%	66%	56%	23%	78%	22%	-	78%
ANY BROADBAND	39	17	12	25	21	9	30	9	-	30
	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
		44%	31%	65%	55%	22%	77%	23%	-	77%
ONLY 1 COMMUNICATIONS SERVICE	70	29	25	46	33	21	52	18	3	53
	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%
		41%	36%	66%	48%	30%	75%	25%	4%	76%
2 COMMS SERVICES	16	9	3	11	11	1	12	4	1	12
	*	1%	*	*	*	*	*	*	*	*
		53%	21%	69%	69%	5%	74%	26%	5%	74%
3 COMMS SERVICES	11	4	2	6	8	1	9	2	-	9
	*	*	*	*	*	*	*	*	-	*
		36%	18%	54%	71%	12%	84%	16%	-	84%
4 COMMS SERVICES	3	1	3	3	1	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		48%	100%	100%	52%	48%	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
GAS, ELEC OR WATER	64	22	16	34	31	11	41	23	2	41
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		34%	25%	54%	49%	17%	64%	36% ^g	3%	64%
ANY COMMUNICATIONS SERVICE	100	43	33	66	54	24	76	24	4	77
	2%	3%	2%	2%	2%	2%	2%	2%	1%	2%
		43%	33%	66%	54%	24%	76%	24%	4%	77%
None of these	259	85	88	144	122	66	187	72	18	193
	5%	5%	6%	5%	5%	6%	5%	6%	7%	5%
		33%	34%	56%	47%	25%	72%	28%	7%	74%
Don't know	35	17	7	21	14	7	20	15	1	20
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
		48%	21%	60%	41%	19%	57%	43% ^{egj}	4%	59%
Not asked	4355	1481	1232	2416	2256	1079	3290	1065	240	3326
	91%	90%	90%	91%	91%	91%	91%	89%	91%	91%
		34%	28%	55%	52% ^h	25%	78% ^h	24%	6%	76% ^h

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	24 1% h 58%	18 1% 42%	18 1% 42%	24 1% 58%	22 2% 54%a	42 10% 100%ah	- - -	7 8% 16%ah	42 42% 100%ak	9 14% 21%a
Standard mobile phone (that can't access the internet)	6 *	4 * h 58%	3 * 42%	2 * 33%	4 * 67%	4 * 60%	6 1% 100%ah	- - -	1 1% 11%h	6 6% 100%a	2 4% 38%a
Fixed landline telephone	16 *	11 * h 67%	5 * 33%	6 * 35%	10 * 65%	8 1% 47%	16 4% 100%ah	- - -	4 5% 24%ah	16 16% 100%a	4 6% 24%a
Standard Speed Fixed Broadband	25 1%	14 * h 54%	12 1% 46%	6 * 25%	19 1% 75%	16 1% 62%a	25 6% 100%ah	- - -	3 4% 13%ah	25 25% 100%ak	6 10% 25%a
Superfast Fixed Broadband	15 *	7 * h 48%	8 1% 52%	3 * 18%	12 * 82%	5 * 33%	15 3% 100%ah	- - -	3 4% 22%ah	15 15% 100%ak	2 3% 13%a
Mobile broadband - through a dongle or USB stick	2 *	- - h 91%	2 * 100%	- - 11%	2 * 89%	- - 66%	2 - 100%ah	- - -	- - -	2 2% 100%a	1 1% 44%a
3G or 4G enabled Tablet	8 *	7 * h 91%	1 * 9%	1 * 11%	7 * 89%	5 * 66%	8 2% 100%ah	- - -	- - -	8 8% 100%a	2 3% 25%a
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	22 1% h 68%	10 1% 32%	19 1% 59%e	13 * 41%	23 2% 71%a	32 7% 100%ah	- - -	7 8% 21%ah	32 32% 100%ak	6 10% 19%a
Gas	36 1%	20 1% h 56%	16 1% 44%	14 1% 38%	22 1% 62%	24 2% 66%a	36 8% 100%ah	- - -	6 7% 16%ah	13 13% 36%a	36 57% 100%aj

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Electricity	41	20	21	14	27	26	41	-	7	14	41
	1%	1%	1%	1%	1%	2%	9%	-	8%	14%	64%
		h 49%	51% ^b	35%	65%	62% ^a	100% ^{ah}	-	17% ^{ah}	33% ^a	100% ^{aj}
Water	33	18	15	13	20	18	33	-	6	10	33
	1%	1%	1%	1%	1%	2%	7%	-	7%	10%	51%
		h 54%	46%	39%	61%	55% ^a	100% ^{ah}	-	19% ^{ah}	30% ^a	100% ^{aj}
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	48	28	20	20	28	26	48	-	7	48	11
	1%	1%	1%	1%	1%	2%	11%	-	9%	48%	17%
		h 58%	42%	41%	59%	54% ^a	100% ^{ah}	-	15% ^{ah}	100% ^{ak}	23% ^a
ANY FIXED BROADBAND	38	21	18	9	29	21	38	-	5	38	7
	1%	1%	1%	-	1%	2%	9%	-	6%	38%	11%
		h 54%	46%	24%	76%	54% ^a	100% ^{ah}	-	14% ^{ah}	100% ^{ak}	19% ^a
ANY BROADBAND	39	21	18	9	30	21	39	-	5	39	8
	1%	1%	1%	-	1%	2%	9%	-	6%	39%	13%
		h 53%	47%	23%	77%	53% ^a	100% ^{ah}	-	14% ^{ah}	100% ^{ak}	21% ^a
ONLY 1 COMMUNICATIONS SERVICE	70	41	29	30	40	43	70	-	15	70	13
	1%	1%	2%	2%	1%	4%	16%	-	17%	70%	21%
		h 59%	41%	43%	57%	61% ^a	100% ^{ah}	-	21% ^{ah}	100% ^{ak}	19% ^a
2 COMMS SERVICES	16	8	8	5	11	7	16	-	-	16	1
	*	-	1%	-	*	1%	4%	-	-	16%	2%
		h 51%	49%	33%	67%	46%	100% ^{ah}	-	-	100% ^{ak}	8% ^a
3 COMMS SERVICES	11	7	4	3	8	5	11	-	3	11	4
	*	-	*	-	*	-	3%	-	4%	11%	6%
		h 61%	39%	25%	75%	43%	100% ^{ah}	-	29% ^{ah}	100% ^a	32% ^a
4 COMMS SERVICES	3	3	-	1	1	3	3	-	-	3	1
	*	-	-	-	-	-	1%	-	-	3%	2%
		100%	-	52%	48%	100%	100% ^{ah}	-	-	100% ^a	52% ^a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	36	28	27	37	38	64	-	12	20	64
	1%	1%	2%	1%	1%	4%	15%	-	14%	20%	100%
		h	56%	44%b	58%	60%a	100%ah	-	18%ah	31%a	100%aj
ANY COMMUNICATIONS SERVICE	100	59	41	40	60	58	100	-	18	100	20
	2%	2%	3%	2%	2%	5%	23%	-	21%	100%	31%
		h	59%	41%	40%	58%a	100%ah	-	18%ah	100%ak	20%a
None of these	259	160	99	114	145	153	259	-	52	-	-
	5%	5%	6%	6%	5%	14%	59%	-	61%	-	-
		hj	62%	38%b	56%	59%a	100%ah	-	20%ah	-	-
Don't know	35	16	18	9	25	15	35	-	9	-	-
	1%	1%	1%	1%	1%	1%	8%	-	11%	-	-
		h	47%	53%b	73%	42%a	100%ah	-	27%ah	-	-
Not asked	4355	2993	1363	1676	2679	803	-	4309	-	-	-
	91%	92%	88%	90%	91%	76%	-	100%	-	-	-
		cd/gjk	69%c	38%	62%	18%	-	99%agi	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	2	5	6	3	13	13	28	4	7	3	19	15
	1%	3%	9%	6%	3%	7%	5%	1%	4%	5%	3%	2%	1%
		4%h	13%ah	15%ah	6%ah	32%ah	32%ah	68%	10%ah	17%ah	7%ah	44%am	37%
Standard mobile phone (that can't access the internet)	6	-	-	2	2	1	2	4	3	1	-	1	3
	*	-	-	2%	2%	-	1%	*	3%	1%	-	*	*
		-	-	30%ah	30%ah	12%	30%ah	70%	48%ah	12%	-	20%	49%
Fixed landline telephone	16	2	2	2	1	5	5	11	1	3	-	4	8
	*	3%	3%	1%	1%	3%	2%	*	1%	2%	-	*	*
		10%ah	9%ah	10%h	5%	34%ah	34%ah	66%	9%h	19%ah	-	27%	49%
Standard Speed Fixed Broadband	25	2	4	3	2	8	8	18	2	6	1	13	7
	1%	4%	8%	3%	2%	4%	3%	*	2%	4%	1%	1%	*
		8%ah	18%ahk	13%ah	8%ah	30%ah	30%ah	70%	6%	23%ah	6%	50%am	28%
Superfast Fixed Broadband	15	1	3	5	2	4	4	11	4	2	2	4	6
	*	2%	4%	4%	2%	2%	2%	*	4%	2%	2%	*	*
		6%h	17%ah	33%ah	13%ah	28%ah	28%ah	72%	24%ah	13%ah	15%ah	27%	42%
Mobile broadband - through a dongle or USB stick	2	1	1	-	1	1	1	1	-	1	-	-	1
	*	1%	2%	-	1%	*	*	*	-	1%	-	-	*
		44%ah	56%ah	-	44%ah	44%ah	44%h	56%	-	44%ah	-	-	56%
3G or 4G enabled Tablet	8	-	2	-	-	-	-	8	1	*	2	4	3
	*	-	3%	-	-	-	-	1%	1%	2%	2%	*	*
		-	20%algh	-	-	-	-	100%	13%	9%	32%agh	57%am	34%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	1	3	1	2	9	10	23	2	6	2	20	6
	1%	1%	5%	1%	2%	5%	4%	*	2%	4%	2%	2%	*
		m 2%	9%ah	2%	7%h	28%ah	30%ah	70%	5%	17%ah	7%h	62%am	18%
Gas	36	2	1	8	5	15	16	20	10	12	10	16	8
	1%	4%	2%	7%	5%	8%	7%	*	10%	9%	9%	2%	*
		m 6%ah	3%	23%ah	14%ah	42%ah	45%ah	55%	28%ah	33%ah	28%ah	44%am	24%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Electricity	41	3	2	12	6	17	18	23	10	14	11	18	7
	1%	5%	3%	11%	7%	9%	7%	1%	10%	11%	10%	2%	*
		m 8%ah	4%h	29%ah	15%ah	41%ah	43%ah	57%	25%ah	35%ah	26%ah	43%am	18%
Water	33	-	1	10	6	12	13	20	8	7	10	13	7
	1%	-	2%	9%	6%	6%	5%	*	8%	5%	10%	1%	*
		m -	3%	29%abh	17%ah	36%ah	39%ah	61%	25%abh	20%ah	32%abh	39%am	22%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	48	2	5	8	5	14	15	33	7	8	3	20	18
	1%	3%	9%	7%	5%	7%	6%	1%	7%	6%	3%	2%	1%
		4%h	11%ah	17%ah	10%ah	29%ah	32%ah	68%	15%ah	16%ah	6%h	41%am	39%
ANY FIXED BROADBAND	38	3	6	7	2	10	10	28	4	6	4	17	13
	1%	5%	10%	6%	2%	5%	4%	1%	4%	4%	3%	2%	*
		8%ah	15%ah	18%ah	5%	26%ah	26%ah	74%	11%ah	15%ah	10%ah	44%am	35%
ANY BROADBAND	39	4	6	7	3	11	11	28	4	7	4	17	13
	1%	6%	10%	6%	3%	6%	4%	1%	4%	5%	3%	2%	*
		9%ah	15%ah	18%ah	7%ah	27%ah	27%ah	73%	11%ah	17%ah	9%ah	43%am	34%
ONLY 1 COMMUNICATIONS SERVICE	70	4	3	8	3	15	17	53	7	8	8	33	19
	1%	6%	5%	8%	4%	8%	7%	1%	7%	6%	8%	4%	1%
		m 5%ah	4%h	12%ah	5%h	21%ah	24%ah	76%	10%ah	12%ah	12%ah	48%am	27%
2 COMMS SERVICES	16	1	2	2	2	6	6	10	3	3	2	4	8
	*	2%	4%	2%	2%	3%	3%	*	3%	2%	1%	*	*
		6%h	14%ah	15%ah	10%ah	37%ah	37%ah	63%	19%ah	20%ah	10%h	23%	51%
3 COMMS SERVICES	11	1	4	2	2	3	3	8	1	2	-	5	4
	*	1%	7%	2%	2%	2%	1%	*	1%	1%	-	1%	*
		7%	35%afghk	16%ah	16%ah	26%ah	26%ah	74%	9%	16%ah	-	43%	40%
4 COMMS SERVICES	3	-	-	-	-	1	1	1	-	1	-	3	-
	*	-	-	-	-	1%	1%	*	-	1%	-	*	-
		-	-	-	-	52%ah	52%ah	48%	-	52%ah	-	100%am	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
4889	66	61	110	93	185	239	4650	101	125	104	849	2617	
4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723	
-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	
64	4	2	15	6	22	23	41	14	17	18	25	16	
1%	7%	3%	13%	7%	12%	9%	1%	14%	13%	16%	3%	1%	
	m 6%ah	3%	23%ach	10%ah	35%ah	36%ah	64%	22%ach	27%ach	28%ach	39%am	25%	
100	5	9	13	7	25	27	73	11	15	10	44	32	
2%	9%	15%	11%	7%	13%	11%	2%	11%	11%	9%	5%	1%	
	m 5%ah	9%ah	13%ah	7%ah	25%ah	27%ah	73%	11%ah	15%ah	10%ah	44%am	32%	
259	15	7	17	20	47	55	204	24	31	29	123	64	
5%	27%	11%	15%	21%	25%	22%	4%	24%	24%	26%	14%	2%	
	hm 6%ach	3%h	7%ah	8%ah	18%ach	21%ah	79%	9%ah	12%ah	11%ach	47%am	25%	
35	-	3	7	3	4	5	30	4	2	4	9	10	
1%	-	6%	6%	3%	2%	2%	1%	4%	2%	3%	1%	*	
	-	10%ah	20%ah	8%ah	13%ah	15%ah	85%	12%ah	7%	11%ah	27%am	30%	
4355	35	40	63	60	99	142	4213	52	71	54	682	2608	
91%	60%	68%	57%	65%	52%	58%	93%	51%	54%	49%	78%	96%	
kl	kl bcdelgij 1%	1%klk	1%	1%k	2%	3%	97%abcdelgij k	1%	2%	1%	16%	60%kal	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	11 1% 26% ^e	12 1% 29% ^d	9 1% 22%	8 1% 18%	1 * 3%	1 * 1%	- - -	- - -	- - -	- - -	- - -
Standard mobile phone (that can't access the internet)	6 *	2 * 37%	1 * 23%	- - -	2 * 40%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Fixed landline telephone	16 *	5 1% 30%	3 * 20%	4 * 25%	3 * 18%	- - -	- - -	- - -	- - -	- - -	- - -	1 5% 7%
Standard Speed Fixed Broadband	25 1%	7 1% 26% ^e	6 1% 23%	5 1% 18%	6 * 22%	- - -	2 1% 6%	- - -	- - -	- - -	- - -	1 6% 5%
Superfast Fixed Broadband	15 *	6 1% 41% ^e	1 * 8%	4 * 28%	4 * 24%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Mobile broadband - through a dongle or USB stick	2 *	- - -	1 * 44%	- - -	- - -	- - -	1 * 56% ^d	- - -	- - -	- - -	- - -	- - -
3G or 4G enabled Tablet	8 *	2 * 31%	4 * 48%	- - -	2 * 21%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	8 1% 23%	8 1% 23%	6 1% 17%	8 1% 26%	1 * 3%	2 1% 7%	- - -	- - -	- - -	- - -	- - -
Gas	36 1%	5 1% 14%	8 1% 24%	8 1% 21%	11 1% 32%	1 * 2%	1 * 2%	1 1% 3%	- - -	- - -	- - -	1 5% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Electricity	41	6	8	7	16	-	1	1	-	-	-	1
	1%	1%	1%	1%	1%	-	1%	1%	-	-	-	5%
		15%e	20%e	18%e	38%e	-	3%	2%e	-	-	-	3%
Water	33	7	9	4	11	1	1	-	1	-	-	-
	1%	1%	1%	*	1%	*	*	-	2%	-	-	-
		21%	26%e	12%	34%	2%	2%	-	3%e	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	48	13	14	9	10	1	1	-	-	-	-	-
	1%	2%	2%	1%	1%	*	*	-	-	-	-	-
		28%e	29%e	19%	21%	2%	1%	-	-	-	-	-
ANY FIXED BROADBAND	38	13	7	7	9	-	2	-	-	-	-	1
	1%	2%	1%	1%	1%	-	1%	-	-	-	-	6%
		33%e	18%e	17%e	24%	-	4%	-	-	-	-	3%
ANY BROADBAND	39	13	8	7	9	-	2	-	-	-	-	1
	1%	2%	1%	1%	1%	-	1%	-	-	-	-	6%
		32%e	20%e	17%e	23%	-	4%	-	-	-	-	3%
ONLY 1 COMMUNICATIONS SERVICE	70	19	17	12	19	-	1	-	-	-	-	2
	1%	2%	2%	1%	1%	-	1%	-	-	-	-	11%
		27%e	24%e	17%e	27%e	-	2%	-	-	-	-	3%
2 COMMS SERVICES	16	6	3	3	3	1	1	-	-	-	-	-
	*	1%	*	*	*	*	*	-	-	-	-	-
		36%	21%	16%	16%	7%	4%	-	-	-	-	-
3 COMMS SERVICES	11	3	3	3	1	-	1	-	-	-	-	-
	*	*	*	*	*	*	*	-	-	-	-	-
		30%	23%	31%	8%	-	8%	-	-	-	-	-
4 COMMS SERVICES	3	-	1	-	1	-	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-	-
		-	48%	-	52%	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
GAS, ELEC OR WATER	64	12	15	11	21	2	1	1	1	-	-	1
1%		2%	2%	1%	2%	*	1%	1%	2%	-	-	5%
		19%e	23%e	17%	33%e	2%	2%	1%	1%	-	-	2%
ANY COMMUNICATIONS SERVICE	100	28	24	18	24	1	3	-	-	-	-	2
2%		4%	3%	2%	2%	1%	*	-	-	-	-	11%
		28%de	24%e	18%e	24%e	1%	3%	-	-	-	-	2%
None of these	259	63	46	42	66	29	7	1	2	2	-	3
5%		8%	6%	5%	5%	5%	3%	1%	4%	3%	-	13%
		24%bcdefg	16%	16%	25%	11%	3%	*	1%	1%	-	1%
Don't know	35	11	3	9	10	1	-	-	-	-	-	1
1%		1%	*	1%	1%	*	-	-	-	-	-	5%
		30%be	9%	27%e	29%	2%	-	-	-	-	-	3%
Not asked	4355	664	737	771	1177	536	227	98	47	54	30	15
91%		86%	90%	91%	91%	94%	96%	98%	94%	97%	100%	71%
		15%	17%a	18%a	27%a	12%abcd	5%abcd	2%abcd	1%	1%a	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	13	6	11	5	1	4	-	2	-	-	-	19	7	2	10	5	-
	1%	2%	2%	1%	1%	*	1%	-	1%	-	-	-	1%	*	1%	2%	2%	-
		32%de	15%e	25%e	11%	3%	9%	-	5%	-	-	-	45%lm	16%	5%	23%lm	11%lm	-
Standard mobile phone (that can't access the internet)	6	-	3	1	2	-	-	-	-	-	-	-	1	1	-	1	4	-
	*	-	1%	*	*	-	-	-	-	-	-	-	*	*	-	*	2%	-
		-	49%ace	18%	32%	-	-	-	-	-	-	-	12%	11%	-	18%	58%lm	-
Fixed landline telephone	16	4	3	3	2	1	1	-	1	-	-	1	7	3	1	2	3	1
	*	1%	1%	17%	10%	5%	7%	-	8%	-	-	5%	42%	17%	5%	10%	19%lm	5%
		26%	1%	21%	5%	*	*	-	*	-	-	7%	16%	4%	-	3%	1%	7%
Standard Speed Fixed Broadband	25	8	5	2	5	-	1	1	2	-	3	-	16	4	-	3	1	1
	1%	1%	1%	*	1%	-	*	*	1%	-	-	6%	1%	*	-	1%	*	6%
		33%ce	19%ce	8%	21%	-	3%	4%	8%	-	-	5%	62%lm	18%	-	12%	3%	5%
Superfast Fixed Broadband	15	6	1	4	1	1	1	-	-	-	-	-	7	4	-	2	2	-
	*	1%	*	*	*	*	*	-	-	-	-	-	*	*	-	1%	1%	-
		40%	6%	29%	7%	10%	8%	-	-	-	-	-	44%	25%	-	17%	15%lm	-
Mobile broadband - through a dongle or USB stick	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	44%	-	-	-	-	56%	-	-	-	-	56%	-	-	44%	-	-
3G or 4G enabled Tablet	8	4	2	1	-	-	1	-	-	-	-	-	3	3	-	1	1	-
	*	1%	1%	*	-	-	*	-	-	-	-	-	*	*	-	*	3%	-
		54%cd	25%cd	11%	-	-	9%	-	-	-	-	-	42%	34%	-	11%	13%	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	7	6	10	4	1	1	2	1	-	-	-	15	4	1	7	5	-
	1%	1%	2%	1%	*	*	*	1%	*	-	-	-	1%	*	*	2%	2%	-
		21%	19%de	30%	11%	4%	4%	7%	4%	-	-	-	47%lm	11%	3%	23%lm	17%lm	-
Gas	36	4	11	5	3	4	3	1	3	-	-	1	20	4	-	9	2	1
	1%	1%	3%	*	*	1%	1%	*	1%	-	-	5%	1%	*	-	2%	1%	5%
		12%	31%acde	13%	9%	12%	8%	3%	8%	-	-	3%	56%lm	11%	-	25%lm	6%lm	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
Electricity	41	7	10	7	3	4	5	-	4	1	-	1	22	6	1	9	2	1
	1%	1%	3%	1%	*	1%	1%	-	1%	1%	-	5%	1%	*	*	2%	1%	5%
		16%	25%acde	17%	8%	9%	12%	-	9%	2%	-	3%	53%lm	14%	3%	23%lm	5%	3%
Water	33	7	4	10	3	3	1	-	3	2	-	-	14	5	3	7	3	-
	1%	1%	1%	1%	*	1%	*	-	1%	1%	-	-	1%	*	1%	2%	2%	-
		22%	12%	29%	11%	10%	2%	-	9%	5%	-	-	42%lm	15%	10%lm	22%lm	10%lm	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	48	13	9	12	7	1	4	-	2	-	-	-	20	7	2	11	8	-
	1%	2%	2%	1%	1%	*	1%	-	1%	-	-	-	1%	*	1%	3%	4%	-
		28%e	20%deg	25%e	14%	2%	8%	-	4%	-	-	-	41%lm	15%	4%	23%lm	17%lmn	-
ANY FIXED BROADBAND	38	14	5	6	5	1	2	1	2	-	-	1	20	8	-	6	3	1
	1%	2%	1%	1%	1%	*	*	*	1%	-	-	6%	1%	*	-	1%	1%	6%
		37%cde	13%e	16%	14%	4%	5%	2%	5%	-	-	3%	53%lm	21%	-	14%lm	8%	3%
ANY BROADBAND	39	14	6	6	5	1	2	1	2	-	-	1	20	8	-	6	3	1
	1%	2%	1%	1%	1%	*	*	*	1%	-	-	6%	1%	*	-	1%	1%	6%
		37%cde	14%e	16%	14%	4%	5%	2%	5%	-	-	3%	52%lm	21%	-	16%lm	8%	3%
ONLY 1 COMMUNICATIONS SERVICE	70	15	13	21	8	5	5	1	-	-	-	2	33	7	3	14	11	2
	1%	2%	3%	2%	1%	1%	1%	1%	-	-	-	11%	2%	*	1%	3%	5%	11%
		22%h	18%deghe	30%keh	11%	7%	7%	2%	-	-	-	3%	47%lm	9%	5%lm	20%lm	15%lmn	3%
2 COMMS SERVICES	16	7	2	5	1	-	2	-	1	-	-	-	8	1	-	5	2	-
	*	1%	*	*	*	-	*	-	*	-	-	-	*	*	-	1%	1%	-
		40%de	10%	28%	7%	-	12%	-	4%	-	-	-	47%lm	5%	-	34%lm	15%lm	-
3 COMMS SERVICES	11	3	4	1	3	-	-	1	-	-	-	-	7	2	-	1	2	-
	*	*	1%	*	*	-	-	*	-	-	-	-	*	*	-	*	1%	-
		28%	32%ce	7%	24%	-	-	8%	-	-	-	-	59%	18%	-	7%	16%lm	-
4 COMMS SERVICES	3	1	-	-	-	-	-	1	-	-	-	-	-	3	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
		48%	-	-	-	-	-	52%	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

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Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
GAS, ELEC OR WATER	64	14	11	15	6	5	5	1	4	2	-	1	31	9	3	14	6	1	
1%	21%	2%	3%	2%	1%	1%	1%	*	1%	1%	-	5%	48%lm	14%	5%	22%lm	9%lm	2%	
ANY COMMUNICATIONS SERVICE	100	26	18	26	12	5	7	2	2	-	-	2	47	12	3	20	15	2	
2%	26%dehi	3%	5%	3%	1%	1%	2%	1%	1%	-	-	11%	3%	1%	1%	5%	7%	11%	
		18%defghi	26%e	12%	5%	7%	2%	2%	2%	-	-	2%	47%lm	12%	3%	20%lmn	15%lmn	2%	
None of these	259	61	21	67	40	24	20	9	11	3	-	3	98	81	16	41	21	3	
5%	7%	5%	7%	5%	4%	5%	4%	4%	4%	3%	-	13%	5%	4%	6%	10%	10%	13%	
	24%dehi	8%	26%e	15%	9%	8%	4%	4%	4%	1%	-	1%	38%	31%	6%	16%lm	8%lm	1%	
Don't know	35	9	6	7	3	6	1	-	1	-	-	1	13	8	2	6	5	1	
1%	1%	1%	1%	1%	*	1%	*	1%	-	1%	-	5%	1%	*	1%	1%	2%	5%	
	25%	16%dh	20%	9%	16%	3%	4%	-	3%	3%	-	3%	37%	22%	5%	18%lm	14%lm	3%	
Not asked	4355	709	337	878	767	606	368	221	287	129	38	15	1664	1919	235	348	174	15	
91%	87%	87%	89%	93%	94%	92%	94%	95%	95%	95%	100%	71%	90%	95%	91%	82%	80%	71%	
	16%	8%	20%	18%abc	14%abc	8%ab	5%abc	7%abc	3%abc	1%abc	*	*	38%op	44%lmop	5%op	8%	4%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]
 Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	19 1% 45%	14 1% 33%	9 1% 22%
Standard mobile phone (that can't access the internet)	6 *	2 * 31%	2 * 38%	2 * 30%
Fixed landline telephone	16 *	8 * 47%	4 * 24%	5 * 29%
Standard Speed Fixed Broadband	25 1%	13 1% 51% ^b	2 * 10%	10 1% 40% ^b
Superfast Fixed Broadband	15 *	6 * 38%	4 * 29%	5 * 32%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	- - -
3G or 4G enabled Tablet	8 *	2 * 30%	2 * 25%	4 * 45%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	12 1% 38%	8 * 24%	12 1% 38%
Gas	36 1%	13 1% 36%	9 1% 24%	14 1% 40%
Electricity	41 1%	13 1% 33%	10 1% 24%	18 1% 43%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1600
Water	33	9	12
	1%	1%	1%
		27%	36%
SUMMARY CODES			
ANY MOBILE/SMARTPHONE	48	21	16
	1%	1%	1%
		43%	23%
ANY FIXED BROADBAND	38	19	6
	1%	1%	1%
		48% ^b	37%
ANY BROADBAND	39	19	6
	1%	1%	1%
		49% ^b	36%
ONLY 1 COMMUNICATIONS SERVICE	70	32	22
	1%	2%	1%
		46% ^c	23%
2 COMMS SERVICES	16	9	3
	*	1%	*
		57%	24%
3 COMMS SERVICES	11	4	3
	*	*	*
		37%	37%
4 COMMS SERVICES	3	-	-
	*	-	-
		-	100%
5 OR MORE COMMS SERVICES	-	-	-
	-	-	-
	-	-	-
GAS, ELEC OR WATER	64	22	19
	1%	1%	1%
		35%	30%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1600
ANY COMMUNICATIONS SERVICE	100	45	28
2%	3%	2%	2%
	45%bc	28%	27%
None of these	259	106	73
5%	7%	5%	5%
	41%bc	28%	31%
Don't know	35	17	12
1%	1%	1%	6
	50%c	33%	17%
Not asked	4355	1393	1491
91%	89%	92%	92%
	32%	34%a	34%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	21 1% jm	21 1% 51%	17 2% hij	12 1% a/g	7 1% 17%	3 * 7%	3 * 6%	1 * 3%	- * -	28 1% 68%a	12 * 29%	1 * 3%	14 * 33%	28 1% 67%a	5 * 11%	18 1% 43%	19 1% 46%
Standard mobile phone (that can't access the internet)	6 *	2 * 40%	4 * 60%	- * -	1 * 18%	1 * 12%	- * -	4 * 58%a	- * -	1 * 11%	1 * 18%	4 * 70%	1 * 11%	1 * 21%	5 * 79%	- * -	4 * 58%	3 * 42%
Fixed landline telephone	16 *	5 * 29%	11 * 71%	- * -	9 1% 55%ad	2 * 12%	2 * 11%	1 * 9%	1 * 8%	1 * 4%	9 * 55%	5 * 32%	2 * 12%	2 * 15%	14 * 85%an	- * -	7 * 40%	10 1% 60%ap
Standard Speed Fixed Broadband	25 *	15 * p	10 * 59%	4 * 14%	9 1% 34%hi	7 1% 27%h	5 * 20%h	- * -	1 * 2%	1 * 3%	12 1% 48%am	12 * 47%	1 * 5%	7 * 26%	19 1% 74%an	- * -	12 * 46%	14 1% 54%ap
Superfast Fixed Broadband	15 *	9 * m	6 * 40%	3 * 22%	5 * 34%	3 * 23%	1 * 6%	2 * 15%	- * -	- * -	8 * 56%am	7 * 44%	- * -	7 * 45%	8 * 55%	3 * 19%	5 * 35%	7 * 46%
Mobile broadband - through a dongle or USB stick	2 *	1 * 44%	1 * 56%	- * -	- * -	- * -	1 * 56%	1 * 44%	- * -	- * -	- * -	2 * 100%	- * -	- * -	2 * 100%	- * -	- * -	2 * 100%
3G or 4G enabled Tablet	8 *	5 * 65%	3 * 35%	2 * 32%	3 * 39%	1 * 16%	- * -	1 * 13%	- * -	- * -	5 * 71%	2 * 29%	- * -	2 * 20%	6 * 80%	2 * 20%	4 * 47%	3 * 33%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	12 * jmn	21 1% 63%	2 * 5%	12 1% 37%adi	8 1% 26%aj	7 1% 22%aj	3 * 10%	- * -	- * -	14 1% 42%am	19 1% 58%am	- * -	5 * 15%	28 1% 85%an	1 * 4%	10 * 32%	21 1% 64%apq
Gas	36 1%	13 * jmp	23 1% 65%	5 1% 14%	13 1% 37%agi	6 1% 17%	3 * 8%	8 1% 22%aj	1 * 2%	- * -	18 1% 51%am	17 1% 47%am	1 * 2%	11 * 29%	25 1% 71%an	1 * 3%	18 1% 49%	17 1% 48%ap
Electricity	41 1%	16 1% jmp	25 1% 61%	7 1% 17%aj	15 1% 36%agi	7 1% 16%	3 * 7%	8 1% 20%	1 * 3%	- * -	22 1% 53%am	18 1% 44%am	1 * 3%	12 * 29%	29 1% 71%an	1 * 3%	17 1% 42%	23 1% 55%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Water	33 1%	11 * mp 34%	22 1% 66%	2 * 6%	13 1% 40%adi j	5 * 16%	5 1% 16%	6 1% 18%	1 * 2%	1 * 2%	15 1% 46%im	16 1% 50%im	1 * 4%	8 25%	24 75%on	- -	13 39%p	20 1% 61%apq
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	48 1%	23 1% jm 48%	25 1% 52%	17 2% 35%alq hij	13 1% 27%glj	8 1% 16%	3 * 6%	6 1% 13%	1 * 2%	1 * 1%	30 1% 62%aim	16 1% 34%im	2 * 4%	15 * 32%	33 1% 68%on	5 * 10%	22 1% 45%	22 1% 45%p
ANY FIXED BROADBAND	38 1%	23 1% im 60%	15 * 40%	6 1% 16%	14 1% 36%ahj j	9 1% 24%ij	6 1% 15%	2 * 6%	1 * 2%	1 * 2%	20 1% 51%im	17 1% 45%im	1 * 3%	13 * 35%	25 1% 65%	3 * 7%	17 1% 44%	19 1% 49%pq
ANY BROADBAND	39 1%	24 1% im 61%	15 * 39%	6 1% 15%	14 1% 35%hij	9 1% 24%ij	6 1% 15%	3 * 7%	1 * 2%	1 * 2%	20 1% 50%im	18 1% 46%im	1 * 3%	13 * 34%	26 1% 66%	3 * 7%	17 1% 43%	19 1% 50%apq
ONLY 1 COMMUNICATIONS SERVICE	70 1%	32 1% jimp 46%	38 1% 54%	18 2% 25%ahj j	20 2% 29%ij	14 1% 20%ij	9 1% 13%ij	7 1% 10%ij	2 * 3%	- - -	38 2% 54%aim	30 1% 43%im	2 * 3%	24 1% 34%	46 1% 66%on	4 * 6%	27 1% 39%	39 2% 55%apq
2 COMMS SERVICES	16 *	6 * 37%	10 * 63%	5 1% 30%h	5 * 31%	4 * 23%	2 * 12%	- * -	1 * 4%	- * -	10 * 61%im	6 * 35%	1 * 4%	4 * 27%	12 * 73%	3 * 19%	7 * 44%	6 * 37%
3 COMMS SERVICES	11 *	5 * n 45%	6 * 55%	- * -	5 * 45%	1 * 10%	2 * 17%	2 * 22%	- * -	1 * 6%	5 * 45%	1 * 49%	1 * 6%	- * -	11 * 100%on	- * -	2 * 22%	9 * 76%apq
4 COMMS SERVICES	3 *	3 * 100%	- * -	- * -	1 * 52%	1 * 48%	- * -	- * -	- * -	- * -	1 * 52%	1 * 48%	- * -	1 * 52%	1 * 48%	- * -	3 * 100%	- * -
5 OR MORE COMMS SERVICES	- *	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -	- * -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
GAS, ELEC OR WATER	64	23	41	9	21	11	8	12	1	1	30	32	2	15	49	1	26	36
	1%	1%	1%	1%	2%	1%	1%	1%	*	*	1%	1%	*	*	2%	*	1%	2%
		jimnp	35%	65%b	14%ij	33%aij	17%ij	20%ij	2%	1%	47%lm	50%lm	3%	24%	76%an	2%	41%p	57%apq
ANY COMMUNICATIONS SERVICE	100	46	54	23	32	20	13	10	2	1	54	43	3	29	71	7	40	53
	2%	1%	2%	3%	3%	2%	1%	1%	*	*	3%	1%	*	1%	2%	1%	1%	3%
		jimnp	46%	54%	23%hij	32%agh	20%ij	13%ij	10%	2%	54%alm	43%lm	3%	29%	71%an	7%	40%	53%apq
None of these	259	119	140	25	53	63	52	37	19	9	79	152	29	101	158	22	135	102
	4%	4%	4%	3%	5%	6%	5%	4%	3%	2%	4%	5%	2%	3%	5%	2%	4%	5%
		jmp	46%	10%	21%ij	24%adh	20%dij	14%ij	7%	4%	30%lm	59%lm	11%	39%	61%n	8%	52%p	39%apq
Don't know	35	13	22	3	10	9	1	4	5	3	13	13	9	8	26	-	16	19
	1%	*	1%	*	1%	*	*	*	1%	1%	1%	*	1%	*	1%	-	*	1%
		p	37%	9%	28%g	25%g	3%	11%	15%g	10%	37%	38%	25%	24%	76%n	-	45%p	55%apq
Not asked	5884	2876	3008	832	1050	958	918	939	622	565	1882	2814	1188	2991	2893	1188	3028	1668
	93%	94%	92%	94%	90%	91%	93%	94%	96%	98%	92%	93%	97%	95%	91%	98%	94%	89%
		efor	49%	14%ef	16%	16%	16%	16%ef	11%ade	10%ade	32%	46%	20%akl	51%ao	49%	20%agq	51%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	31 1% m	2 * 75%	8 2% 19%abc	1 1% 2%	- - -	8 1% 18%jlm	9 2% 21%afjlm np	6 1% 13%jlm	- - -	6 1% 16%jlm	1 * 3%	- - -	2 * 4%	8 2% 19%afjlmnp	2 * 4%	1 1% 2%lm
Standard mobile phone (that can't access the internet)	6 *	5 *	1 *	- *	- *	- *	1 *	- *	1 *	- *	- *	2 *	1 *	- *	- *	1 *	- *
Fixed landline telephone	16 *	11 *	4 1% 65%	1 * 26%ab	- * 9%	- * -	- * -	1 * 6%	3 1% 21%gm	- * -	1 * 7%	2 * 13%	1 * 5%	2 * 14%	1 * 9%	4 1% 26%agm	- * -
Standard Speed Fixed Broadband	25 *	22 *	2 *	1 *	- *	- *	6 1% 23%n	3 1% 13%	3 1% 13%	1 * 5%	3 * 10%	3 * 13%	3 * 10%	- *	1 * 6%	2 * 7%	- *
Superfast Fixed Broadband	15 *	15 *	- *	- *	- *	1 * 9%	3 * 22%	2 * 14%	1 * 6%	1 * 9%	1 * 9%	1 * 8%	1 * 10%	2 * 14%	- *	- *	- *
Mobile broadband - through a dongle or USB stick	2 *	1 *	1 *	- *	- *	- *	- *	- *	- *	- *	- *	1 * 56%	- *	- *	- *	1 * 44%	- *
3G or 4G enabled Tablet	8 *	7 *	- *	- *	1 1% 11%	- *	2 1% 32%	1 * 16%	- *	- *	1 * 18%	2 * 23%	- *	- *	- *	- *	1 1% 11%lm
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	29 1% 90%	3 1% 10%	- 1% -	- 1% -	- 1% -	4 1% 12%	7 1% 20%jn	4 1% 11%j	- 1% -	5 1% 17%j	4 1% 13%	5 1% 14%	1 * 2%	- 1% -	3 1% 10%	- 1% -
Gas	36 1%	27 1% 75%	7 1% 20%ab	2 1% 5%	- 1% -	1 * 2%	9 1% 24%ajmn	2 * 6%	2 1% 6%	- 1% -	4 1% 12%	5 1% 15%	3 * 8%	1 * 2%	2 1% 5%	7 1% 20%ajmn	- 1% -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Electricity	41 1%	28 1%	8 2%	4 1%	1 1%	- -	8 1%	3 1%	4 1%	- -	4 1%	4 1%	4 *	1 *	4 1%	8 2%	1 1%
Water	33 1%	30 1%	- -	3 1%	- -	- -	4 1%	3 1%	5 1%	1 *	8 1%	2 *	5 1%	1 *	3 1%	- -	- -
		91%	-	9% _c	-	-	13%	9%	16% _p	3%	26% _{ajlp}	5%	15%	4%	9% _p	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	48 1%	36 1%	3 76%	8 2%	1 1%	- -	9 18% _j m	9 18% _{afj} m	6 13% _j m	- -	6 14% _j m	3 6%	1 3%	2 3%	8 16% _{afj} mnp	3 6%	1 2%
ANY FIXED BROADBAND	38 1%	35 1%	2 91%	1 5%	- -	1 3%	4 22%	4 11%	4 11%	3 7%	4 10%	4 11%	4 10%	2 5%	1 4%	2 5%	- -
ANY BROADBAND	39 1%	35 1%	3 90%	1 6%	- -	1 3%	8 21%	4 11%	4 11%	3 7%	4 10%	4 11%	4 10%	2 5%	1 4%	3 6%	- -
ONLY 1 COMMUNICATIONS SERVICE	70 1%	61 1%	1 87%	8 2%	- -	1 2%	13 18% _j mp	11 2%	9 12% _p	3 4%	12 17% _j mp	1 2%	6 9%	5 7%	8 11% _{aj} mpq	1 2%	- -
2 COMMS SERVICES	16 *	13 *	1 *	1 *	1 1%	- -	4 1%	2 *	1 *	- -	1 *	3 *	1 *	1 *	1 *	1 *	1 1%
3 COMMS SERVICES	11 *	8 *	3 71%	- -	- -	- -	1 10%	1 10%	1 6%	- -	1 12%	3 26%	1 6%	- -	- -	3 29% _a	- -
4 COMMS SERVICES	3 *	3 *	- -	- -	- -	- -	- -	1 48%	1 52% _a	- -	- -	- -	- -	- -	- -	- -	- -
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
GAS, ELEC OR WATER	64	49	9	4	1	1	11	5	7	1	11	7	7	1	4	9	1
	1%	1%	2%	1%	1%	*	2%	1%	2%	*	2%	1%	1%	*	1%	2%	1%
ANY COMMUNICATIONS SERVICE	100	84	5	9	1	1	18	15	11	3	15	8	8	6	9	5	1
	2%	2%	1%	3%	1%	*	3%	3%	2%	*	2%	1%	1%	1%	3%	1%	1%
None of these	259	221	22	6	10	13	29	11	29	16	32	25	50	16	6	22	10
	4%	4%	4%	2%	7%	5%	4%	2%	6%	3%	5%	3%	6%	3%	2%	4%	7%
Don't know	35	24	5	4	1	1	4	1	1	2	2	6	2	6	4	5	1
	1%	*	1%	1%	*	*	1%	*	*	*	*	1%	*	1%	1%	1%	*
Not asked	5884	4963	497	292	131	244	647	512	417	509	567	728	841	497	292	497	131
	93%	93%	92%	93%	91%	94%	92%	94%	90%	96%	91%	95%	93%	94%	93%	92%	91%
		i 84%		8%	5%	4%	11%	9% _{ak}	7%	9% _{akik}	10%	12% _{ik}	14%	8% _{ik}	5%	8%	2%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	35 1% 84%	7 1% 16%	7 1% 16%a	35 2% 84%a	16 4% 38%a	19 2% 45%a	21 4% 50%ai	14 2% 33%a	37 1% 88%aim	5 1% 11%	- - -	* - 1%	39 1% 94%aim	39 1% 94%am
Standard mobile phone (that can't access the internet)	6 *	5 * 83%	- - -	4 1% 69%ae	2 * 31%	1 * 23%	4 * 58%a	1 * 23%	4 * 58%a	2 * 41%	1 * 12%	2 1% 33%ajno	1 * 18%	3 * 53%	4 * 72%
Fixed landline telephone	16 *	15 * 94%	1 * 6%	11 1% 27%a	4 1% 68%a	5 1% 33%a	7 1% 42%a	8 2% 52%ai	4 * 23%	8 * 50%	5 1% 33%aj	1 * 5%	1 * 5%	13 * 82%	14 * 87%
Standard Speed Fixed Broadband	25 *	22 * 84%	4 * 16%	4 1% 14%	22 1% 86%a	8 2% 32%a	12 1% 47%a	11 2% 43%a	9 1% 35%a	11 * 45%	9 1% 33%ajmno	2 1% 9%	1 * 3%	20 1% 78%	23 1% 90%
Superfast Fixed Broadband	15 *	14 * 93%	1 * 7%	7 2% 48%ae	8 * 52%	6 1% 40%ag	4 * 24%	6 1% 40%a	4 * 24%	8 * 51%	6 1% 39%ajmo	- - -	- - -	12 * 80%	12 * 80%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- - -	1 * 44%	1 * 56%	1 * 56%	- - -	1 * 56%	- - -	- * 56%aj	1 * -	- - -	1 * 44%	1 * 56%	2 * 100%
3G or 4G enabled Tablet	8 *	7 * 87%	- - -	2 1% 31%a	5 * 69%	2 1% 30%a	4 * 49%a	2 * 30%	4 * 49%a	7 * 87%	- - -	- - -	- - -	7 * 87%	7 * 87%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	29 1% 88%	3 * 9%	10 2% 30%a	23 1% 70%a	13 3% 41%ag	13 1% 39%a	17 3% 53%ai	8 1% 26%	19 1% 60%	9 1% 28%am	1 * 2%	1 * 2%	28 1% 88%	29 1% 90%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Gas	36	32	3	13	23	17	13	20	9	20	8	1	4	28	33
	1%	1%	*	3%	1%	4%	1%	4%	1%	1%	1%	*	1%	1%	1%
		88%	9%	37%ae	63%a	46%ag	37%a	56%ai	26%	56%	22%a	2%	10%	78%	91%
Electricity	41	37	4	14	27	23	11	25	9	24	9	2	4	34	39
	1%	1%	*	3%	1%	5%	1%	5%	1%	2%	2%	*	1%	1%	1%
		90%	10%	34%ae	66%a	57%ag	26%	62%ai	21%	60%	23%a	4%	9%	82%	85%
Water	33	30	3	10	23	18	9	21	7	20	7	2	4	26	31
	1%	1%	*	2%	1%	4%	1%	4%	1%	1%	1%	1%	1%	1%	1%
		91%	9%	31%a	69%a	57%ag	28%	64%ai	21%	60%	21%	6%	13%	81%	95%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	48	40	7	11	37	17	22	22	17	39	5	2	2	43	44
	1%	1%	1%	2%	2%	4%	2%	4%	2%	1%	1%	1%	*	1%	1%
		84%	14%	23%a	77%a	36%a	46%a	46%ai	36%a	82%am	11%	4%	3%	89%am	92%
ANY FIXED BROADBAND	38	34	4	10	29	14	15	17	13	18	13	2	1	30	33
	1%	1%	*	2%	2%	3%	2%	3%	2%	1%	2%	1%	*	1%	1%
		90%	10%	26%a	74%a	37%a	40%a	44%a	33%a	47%	35%ajmno	6%	2%	78%am	86%
ANY BROADBAND	39	35	4	11	29	14	15	17	13	18	13	2	1	30	34
	1%	1%	*	2%	2%	3%	2%	3%	2%	1%	2%	1%	*	1%	1%
		90%	10%	27%a	73%a	36%a	39%a	43%a	32%a	46%	34%ajmno	6%	4%	76%	86%
ONLY 1 COMMUNICATIONS SERVICE	70	62	8	20	49	25	24	28	20	46	15	4	2	58	62
	1%	1%	1%	4%	3%	6%	3%	5%	3%	2%	2%	1%	*	2%	2%
		88%	12%	29%a	70%a	35%ag	35%a	41%ai	29%a	66%am	21%am	6%	3%	83%am	89%am
2 COMMS SERVICES	16	16	1	5	12	6	7	8	6	10	4	1	-	15	15
	*	*	*	1%	1%	1%	1%	1%	1%	*	1%	*	-	*	*
		96%	4%	29%a	71%a	39%a	45%a	48%a	36%a	63%	27%am	4%	-	91%	91%
3 COMMS SERVICES	11	8	2	3	8	5	4	6	3	5	4	-	1	9	9
	*	*	*	1%	*	1%	*	1%	*	*	1%	-	*	*	*
		72%	18%	28%a	72%	48%a	36%	56%a	28%	45%	33%a	-	7%	78%	85%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
4 COMMS SERVICES	3	3	-	-	3	-	3	1	1	3	-	-	-	3	3
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%a	52%	48%	100%	-	-	-	100%	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	58	5	23	41	33	20	38	15	37	12	4	8	49	59
	1%	1%	1%	5%	2%	8%	2%	7%	2%	1%	2%	1%	1%	1%	1%
		90%	8%	36%ae	64%a	52%ag	31%a	60%ai	23%	58%	19%a	6%	12%	76%	92%
ANY COMMUNICATIONS SERVICE	100	88	11	28	71	36	38	44	30	64	23	5	3	84	89
	2%	2%	1%	6%	4%	8%	4%	8%	4%	2%	4%	1%	1%	3%	2%
		m 88%	11%	28%a	71%a	36%ag	38%a	44%ai	30%a	64%am	23%ajlmo	5%	3%	84%am	89%am
None of these	259	228	31	81	163	92	87	105	75	162	51	13	24	201	226
	4%	4%	4%	17%	9%	21%	10%	20%	9%	6%	8%	4%	4%	6%	6%
		88%	12%	31%ae	63%a	36%ag	34%a	40%ai	29%a	63%a	20%ajlmno	5%	9%	78%a	87%a
Don't know	35	27	8	11	22	10	9	13	7	17	2	2	3	19	23
	1%	*	1%	2%	1%	2%	1%	2%	1%	1%	*	*	1%	1%	1%
		78%	22%	32%a	64%a	30%a	27%	36%ai	20%	49%	7%	5%	10%	55%	66%
Not asked	5884	5097	751	337	1539	266	746	333	679	2624	528	337	547	3008	3668
	93%	93%	93%	71%	84%	62%	83%	64%	85%	91%	86%	94%	94%	90%	91%
		def 87%	13%	6%	26%df	5%	13%df	6%	12%gh	45%k	9%	6%kno	9%kno	51%k	62%k
	ghij kno	ghij kno													

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	20 1% h	13 1% 49%a	27 1% 65%	24 1% 57%h	12 1% 29%h	34 1% 81%h	8 * 19%	1 * 2%	34 1% 81%h
Standard mobile phone (that can't access the internet)	6 *	4 * 58%	- - -	4 * 58%	3 * 49%	1 * 20%	4 * 70%	2 * 30%	- - -	4 * 70%
Fixed landline telephone	16 *	7 * 41%	3 * 20%	10 * 62%	11 * 67%	1 * 9%	12 * 76%	4 * 24%	- - -	12 * 76%
Standard Speed Fixed Broadband	25 *	9 1% 35%	9 1% 37%	16 1% 62%	17 1% 68%h	3 * 10%	20 1% 78%h	6 * 22%	- - -	20 1% 78%h
Superfast Fixed Broadband	15 *	8 1% 55%	3 * 18%	10 * 64%	4 * 27%	6 1% 42%	10 * 69%	5 * 31%	- - -	10 * 69%
Mobile broadband - through a dongle or USB stick	2 *	- - -	- - -	- - -	1 * 56%	- - -	1 * 56%	1 * 44%	- - -	1 * 56%
3G or 4G enabled Tablet	8 *	5 * 70%	5 * 59%	7 * 91%	4 * 46%	3 * 45%h	7 * 91%	1 * 9%	1 * 11%	7 * 91%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	10 1% 31%	16 1% 48%a	24 1% 73%	21 1% 66%h	5 * 14%	26 1% 80%h	6 * 20%	3 1% 8%h	27 1% 82%h
Gas	36 1%	12 1% 32%	10 1% 26%	19 1% 53%	20 1% 56%	6 * 16%	24 1% 68%	12 * 32%	- - -	24 1% 68%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Electricity	41	12	8	18	20	6	25	16	1	25
	1%	1%	1%	1%	1%	*	1%	1%	*	1%
		29%	19%	43%	49%	14%	60%	40%	2%	60%
Water	33	15	11	23	15	7	20	13	1	20
	1%	1%	1%	1%	1%	1%	1%	*	*	1%
		45%	34%	70%	45%	20%	61%	39%	3%	61%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	48	24	13	31	27	13	38	10	1	38
	1%	1%	1%	1%	1%	1%	1%	*	*	1%
		h 50%a	27%	64%	56%h	28%h	80%h	20%	2%	80%h
ANY FIXED BROADBAND	38	17	12	25	21	9	30	8	-	30
	1%	1%	1%	1%	1%	1%	1%	*	-	1%
		45%	31%	66%	56%h	23%	78%h	22%	-	78%h
ANY BROADBAND	39	17	12	25	21	9	30	9	-	30
	1%	1%	1%	1%	1%	1%	1%	*	-	1%
		44%	31%	65%	55%h	22%	77%h	23%	-	77%h
ONLY 1 COMMUNICATIONS SERVICE	70	29	25	46	33	21	52	18	3	53
	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%
		41%a	36%a	66%a	48%h	30%h	75%h	25%	4%	76%h
2 COMMS SERVICES	16	9	3	11	11	1	12	4	1	12
	*	1%	*	*	*	*	*	*	*	*
		53%	21%	69%	69%	5%	74%	26%	5%	74%
3 COMMS SERVICES	11	4	2	6	8	1	9	2	-	9
	*	*	*	*	*	*	*	*	-	*
		36%	18%	54%	71%h	12%	84%	16%	-	84%
4 COMMS SERVICES	3	1	3	3	1	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		48%	100%	100%	52%	48%	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
GAS, ELEC OR WATER	64	22	16	34	31	11	41	23	2	41
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		34%	25%	54%	49%	17%	64%	36%	3%	64%
ANY COMMUNICATIONS SERVICE	100	43	33	66	54	24	76	24	4	77
	2%	3%	2%	2%	2%	2%	2%	1%	1%	2%
		h 43%a	33%a	66%a	54%h	24%h	76%h	24%	4%	77%h
None of these	259	85	88	144	122	66	187	72	18	193
	4%	5%	6%	5%	5%	6%	5%	3%	7%	5%
		h 33%	34%a	56%a	47%h	25%ah	72%ah	28%	7%h	74%ah
Don't know	35	17	7	21	14	7	20	15	1	20
	1%	1%	1%	1%	1%	1%	1%	1%	*	1%
		48%a	21%	60%	41%	19%	57%	43%	4%	59%
Not asked	5884	1481	1232	2416	2256	1079	3290	2593	240	3326
	93%	90%	90%	91%	91%	91%	91%	95%	91%	91%
		bcdelfgj 25%	21%	41%	38%	18%	58%	44%aefgj	4%	57%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	24 1% h 58%	18 1% 42%	18 1% 42%	24 1% 58%	22 2% 54%a	42 10% 100%ah	- - -	7 8% 16%ah	42 42% 100%ak	9 14% 21%a
Standard mobile phone (that can't access the internet)	6 *	4 * 58%	3 * 42%	2 * 33%	4 * 67%	4 * 60%	6 1% 100%ah	- - -	1 1% 11%ah	6 6% 100%a	2 4% 38%a
Fixed landline telephone	16 *	11 * h 67%	5 * 33%	6 * 35%	10 * 65%	8 1% 47%a	16 4% 100%ah	- - -	4 5% 24%ah	16 16% 100%a	4 6% 24%a
Standard Speed Fixed Broadband	25 *	14 * h 54%	12 * 46%	6 * 25%	19 * 75%	16 1% 62%a	25 6% 100%ah	- - -	3 4% 13%ah	25 25% 100%ak	6 10% 25%a
Superfast Fixed Broadband	15 *	7 * h 48%	8 * 52%	3 * 18%	12 * 82%	5 * 33%	15 3% 100%ah	- - -	3 4% 22%ah	15 15% 100%ak	2 3% 13%a
Mobile broadband - through a dongle or USB stick	2 *	- * -	2 * 100%	- * -	2 * 100%	- * -	2 * 100%ah	- - -	- - -	2 2% 100%a	1 1% 44%a
3G or 4G enabled Tablet	8 *	7 * h 91% ^c	1 * 9%	1 * 11%	7 * 89%	5 * 66%a	8 2% 100%ah	- - -	- - -	8 8% 100%a	2 3% 25%a
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	22 1% h 68%	10 * 32%	19 1% 59% ^{ae}	13 * 41%	23 2% 71%a	32 7% 100%ah	- - -	7 8% 21%ah	32 32% 100%ak	6 10% 19%a
Gas	36 1%	20 1% h 56%	16 1% 44%	14 1% 38%	22 * 62%	24 2% 66%a	36 8% 100%ah	- - -	6 7% 16%ah	13 13% 36%a	36 57% 100%aj

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Electricity	41	20	21	14	27	26	41	-	7	14	41
	1%	1%	1%	1%	1%	2%	9%	-	8%	14%	64%
		h 49%	51%	35%	65%	62%a	100%ah	-	17%ah	33%a	100%aj
Water	33	18	15	13	20	18	33	-	6	10	33
	1%	1%	*	1%	*	2%	7%	-	7%	10%	51%
		h 54%	46%	39%	61%	55%a	100%ah	-	19%ah	30%a	100%aj
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	48	28	20	20	28	26	48	-	7	48	11
	1%	1%	1%	1%	1%	2%	11%	-	9%	48%	17%
		h 58%	42%	41%	59%	54%a	100%ah	-	15%ah	100%ak	23%a
ANY FIXED BROADBAND	38	21	18	9	29	21	38	-	5	38	7
	1%	1%	1%	*	1%	2%	9%	-	6%	38%	11%
		h 54%	46%	24%	76%	54%a	100%ah	-	14%ah	100%ak	19%a
ANY BROADBAND	39	21	18	9	30	21	39	-	5	39	8
	1%	1%	1%	*	1%	2%	9%	-	6%	39%	13%
		h 53%	47%	23%	77%	53%a	100%ah	-	14%ah	100%ak	21%a
ONLY 1 COMMUNICATIONS SERVICE	70	41	29	30	40	43	70	-	15	70	13
	1%	1%	1%	2%	1%	4%	16%	-	17%	70%	21%
		h 59%	41%	43%e	57%	61%a	100%ah	-	21%ah	100%ak	19%a
2 COMMS SERVICES	16	8	8	5	11	7	16	-	-	16	1
	*	*	*	*	*	1%	4%	-	-	16%	2%
		h 51%	49%	33%	67%	46%a	100%ah	-	-	100%ak	8%a
3 COMMS SERVICES	11	7	4	3	8	5	11	-	3	11	4
	*	*	*	*	*	*	3%	-	4%	11%	6%
		h 61%	39%	25%	75%	43%	100%ah	-	29%ah	100%a	32%a
4 COMMS SERVICES	3	3	-	1	1	3	3	-	-	3	1
	*	*	-	*	*	*	1%	-	-	3%	2%
		100%	-	52%	48%	100%a	100%ah	-	-	100%a	52%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	36	28	27	37	38	64	-	12	20	64
	1%	1%	1%	1%	1%	4%	15%	-	14%	20%	100%
		<i>h</i> 56%	44%	42% <i>ee</i>	58%	60% <i>aa</i>	100% <i>ah</i>	-	18% <i>ah</i>	31% <i>aa</i>	100% <i>aj</i>
ANY COMMUNICATIONS SERVICE	100	59	41	40	60	58	100	-	18	100	20
	2%	2%	1%	2%	1%	5%	23%	-	21%	100%	31%
		<i>h</i> 59%	41%	40% <i>ee</i>	60%	58% <i>aa</i>	100% <i>ah</i>	-	18% <i>ah</i>	100% <i>ak</i>	20% <i>aa</i>
None of these	259	160	99	114	145	153	259	-	52	-	-
	4%	5%	3%	6%	3%	14%	59%	-	61%	-	-
		<i>ceh</i> 62% <i>c</i>	38%	44% <i>ae</i>	56%	59% <i>aa</i>	100% <i>ah</i>	-	20% <i>ah</i>	-	-
Don't know	35	16	18	9	25	15	35	-	9	-	-
	1%	1%	1%	1%	1%	1%	8%	-	11%	-	-
		<i>h</i> 47%	53%	27%	73%	42% <i>aa</i>	100% <i>ah</i>	-	27% <i>ah</i>	-	-
Not asked	5884	2993	2891	1676	4207	803	-	4309	-	-	-
	93%	92%	94%	90%	94%	76%	-	100%	-	-	-
		<i>d/gjk</i> 51%	49% <i>b</i>	28%	72% <i>ad</i>	14%	-	73% <i>agi</i>	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	2	5	6	3	13	13	28	4	7	3	19	15
	1%	3%	9%	6%	3%	7%	5%	*	4%	5%	3%	2%	1%
		4%ah	13%ah	15%ah	6%ah	32%ah	32%ah	68%	10%ah	17%ah	7%ah	44%am	37%
Standard mobile phone (that can't access the internet)	6	-	-	2	2	1	2	4	3	1	-	1	3
	*	-	-	2%	2%	*	1%	*	3%	1%	-	*	*
		-	-	30%ah	30%ah	12%	30%ah	70%	48%ah	12%	-	20%	49%
Fixed landline telephone	16	2	2	2	1	5	5	11	1	3	-	4	8
	*	3%	3%	1%	1%	3%	2%	*	1%	2%	-	*	*
		10%ah	9%ah	10%ah	5%	34%ah	34%ah	66%	9%ah	19%ah	-	27%	49%
Standard Speed Fixed Broadband	25	2	4	3	2	8	8	18	2	6	1	13	7
	*	4%	8%	3%	2%	4%	3%	*	2%	4%	1%	1%	*
		8%ah	18%ahk	13%ah	8%ah	30%ah	30%ah	70%	6%h	23%ah	6%	50%am	28%
Superfast Fixed Broadband	15	1	3	5	2	4	4	11	4	2	2	4	6
	*	2%	4%	4%	2%	2%	2%	*	4%	2%	2%	*	*
		6%ah	17%ah	33%ah	13%ah	28%ah	28%ah	72%	24%ah	13%ah	15%ah	27%	42%
Mobile broadband - through a dongle or USB stick	2	1	1	-	1	1	1	1	-	1	-	-	1
	*	1%	2%	-	1%	*	*	*	-	1%	-	-	*
		44%ah	56%ah	-	44%ah	44%ah	44%ah	56%	-	44%ah	-	-	56%
3G or 4G enabled Tablet	8	-	2	-	-	-	-	8	1	*	2	4	3
	*	-	3%	-	-	-	-	*	1%	1%	2%	*	*
		-	20%ahgh	-	-	-	-	100%	13%ah	9%	32%ahg	57%am	34%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	1	3	1	2	9	10	23	6	2	2	20	6
	1%	1%	5%	1%	2%	5%	4%	*	2%	4%	2%	2%	*
		2%	9%ah	2%	7%ah	28%ah	30%ah	70%	5%h	17%ah	7%ah	62%am	18%
Gas	36	2	1	8	5	15	16	20	10	12	10	16	8
	1%	4%	2%	7%	5%	8%	7%	*	10%	9%	9%	2%	*
		6%ah	3%h	23%ah	14%ah	42%ah	45%ah	55%	28%ah	33%ah	28%ah	44%am	24%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Electricity	41	3	2	12	6	17	18	23	10	14	11	18	7
1%		5%	3%	11%	7%	9%	7%	*	10%	11%	10%	2%	*
		m 8%ah	4%ah	29%ah	15%ah	41%ah	43%ah	57%	25%ah	35%ah	26%ah	43%am	18%
Water	33	-	1	10	6	12	13	20	8	7	10	13	7
1%		-	2%	9%	6%	6%	5%	*	8%	5%	10%	1%	*
		-	3%h	29%abh	17%ah	36%ah	39%ah	61%	25%abh	20%ah	32%abh	39%am	22%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	48	2	5	8	5	14	15	33	7	8	3	20	18
1%		3%	9%	7%	5%	7%	6%	1%	7%	6%	3%	2%	1%
		4%ah	11%ah	17%ah	10%ah	29%ah	32%ah	68%	15%ah	16%ah	6%ah	41%am	39%
ANY FIXED BROADBAND	38	3	6	7	2	10	10	28	4	6	4	17	13
1%		5%	10%	6%	2%	5%	4%	*	4%	4%	3%	2%	*
		8%ah	15%ah	18%ah	5%h	26%ah	26%ah	74%	11%ah	15%ah	10%ah	44%am	35%
ANY BROADBAND	39	4	6	7	3	11	11	28	4	7	4	17	13
1%		6%	10%	6%	3%	6%	4%	*	4%	5%	3%	2%	*
		9%ah	15%ah	18%ah	7%ah	27%ah	27%ah	73%	11%ah	17%ah	9%ah	43%am	34%
ONLY 1 COMMUNICATIONS SERVICE	70	4	3	8	3	15	17	53	7	8	8	33	19
1%		6%	5%	8%	4%	8%	7%	1%	7%	6%	8%	4%	1%
		5%ah	4%ah	12%ah	5%ah	21%ah	24%ah	76%	10%ah	12%ah	12%ah	48%am	27%
2 COMMS SERVICES	16	1	2	2	2	6	6	10	3	3	2	4	8
*		2%	4%	2%	2%	3%	3%	*	3%	2%	1%	*	*
		6%ah	14%ah	15%ah	10%ah	37%ah	37%ah	63%	19%ah	20%ah	10%ah	23%	51%
3 COMMS SERVICES	11	1	4	2	2	3	3	8	1	2	-	5	4
*		1%	7%	2%	2%	2%	1%	*	1%	1%	-	1%	*
		7%h	35%afghk	16%ah	16%ah	26%ah	26%ah	74%	9%h	16%ah	-	43%a	40%
4 COMMS SERVICES	3	-	-	-	-	1	1	1	-	1	-	3	-
*		-	-	-	-	1%	1%	*	-	1%	-	*	-
		-	-	-	-	52%ah	52%ah	48%	-	52%ah	-	100%am	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	64	4	2	15	6	22	23	41	14	17	18	25	16
	1%	7%	3%	13%	7%	12%	9%	1%	14%	13%	16%	3%	1%
		h 6%ah	3%h	23%ach	10%ah	35%ah	36%ah	64%	22%ach	27%ach	28%ach	39%am	25%
ANY COMMUNICATIONS SERVICE	100	5	9	13	7	25	27	73	11	15	10	44	32
	2%	9%	15%	11%	7%	13%	11%	1%	11%	11%	9%	5%	1%
		5%ah	9%ah	13%ah	7%ah	25%ah	27%ah	73%	11%ah	15%ah	10%ah	44%am	32%
None of these	259	15	7	17	20	47	55	204	24	31	29	123	64
	4%	27%	15%	21%	25%	22%	22%	3%	24%	24%	26%	14%	2%
		hm 6%ach	3%ah	7%ah	8%ah	18%ach	21%ah	79%	9%ah	12%ah	11%ach	47%am	25%
Don't know	35	-	3	7	3	4	5	30	4	2	4	9	10
	1%	-	6%	6%	3%	2%	2%	*	4%	2%	3%	1%	*
		-	10%ah	20%ah	8%ah	13%ah	15%ah	85%	12%ah	7%h	11%ah	27%am	30%
Not asked	5884	35	40	63	60	99	142	5742	52	71	54	682	2608
	93%	60%	68%	57%	65%	52%	58%	94%	51%	54%	49%	78%	96%
	kl	kl bcdelgij 1%	1%klk	1%	1%k	2%	2%	98%abcdelgij jk	1%	1%	1%	12%	44%al

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	11 1% 26%	12 1% 29%	9 1% 22%	8 * 18%	1 * 3%	1 * 1%	- - -	- - -	- - -	- - -	- - -
Standard mobile phone (that can't access the internet)	6 *	2 * 37%	1 * 23%	- - -	2 * 40%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Fixed landline telephone	16 *	5 * 30%	3 * 20%	4 * 25%	3 * 18%	- - -	- - -	- - -	- - -	- - -	- - -	1 5% 7%
Standard Speed Fixed Broadband	25 *	7 1% 26%	6 1% 23%	5 * 18%	6 * 22%	- - -	2 * 6%	- - -	- - -	- - -	- - -	1 6% 5%
Superfast Fixed Broadband	15 *	6 1% 41%	1 * 8%	4 * 28%	4 * 24%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Mobile broadband - through a dongle or USB stick	2 *	- - -	1 * 44%	- - -	- - -	- - -	1 * 56%	- - -	- - -	- - -	- - -	- - -
3G or 4G enabled Tablet	8 *	2 * 31%	4 * 48%	- - -	2 * 21%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	8 1% 23%	8 1% 23%	6 * 17%	8 * 26%	1 * 3%	2 1% 7%	- - -	- - -	- - -	- - -	- - -
Gas	36 1%	5 * 14%	8 1% 24%	8 1% 21%	11 1% 32%	1 * 2%	1 * 2%	1 1% 3%	- - -	- - -	- - -	1 5% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Electricity	41	6	8	7	16	-	1	1	-	-	-	1
	1%	1%	1%	1%	1%	-	*	1%	-	-	-	5%
		15%	20%e	18%e	38%e	-	3%	2%e	-	-	-	3%
Water	33	7	9	4	11	1	1	-	1	-	-	-
	1%	1%	1%	*	1%	*	*	-	1%	-	-	-
		21%	26%	12%	34%	2%	2%	-	3%e	-	-	-
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	48	13	14	9	10	1	1	-	-	-	-	-
	1%	1%	1%	1%	1%	*	*	-	-	-	-	-
		28%e	29%e	19%	21%	2%	1%	-	-	-	-	-
ANY FIXED BROADBAND	38	13	7	7	9	-	2	-	-	-	-	1
	1%	1%	1%	1%	1%	-	*	-	-	-	-	6%
		33%e	18%e	17%	24%	-	4%	-	-	-	-	3%
ANY BROADBAND	39	13	8	7	9	-	2	-	-	-	-	1
	1%	1%	1%	1%	1%	-	*	-	-	-	-	6%
		32%e	20%e	17%	23%	-	4%	-	-	-	-	3%
ONLY 1 COMMUNICATIONS SERVICE	70	19	17	12	19	-	1	-	-	-	-	2
	1%	2%	2%	1%	1%	-	*	-	-	-	-	10%
		27%e	24%e	17%e	27%e	-	2%	-	-	-	-	3%
2 COMMS SERVICES	16	6	3	3	3	1	1	-	-	-	-	-
	*	1%	*	*	*	*	*	-	-	-	-	-
		36%	21%	16%	16%	7%	4%	-	-	-	-	-
3 COMMS SERVICES	11	3	3	3	1	-	1	-	-	-	-	-
	*	*	*	*	*	-	*	-	-	-	-	-
		30%	23%	31%	8%	-	8%	-	-	-	-	-
4 COMMS SERVICES	3	-	1	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	48%	-	52%	-	-	-	-	-	-	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
GAS, ELEC OR WATER	64	12	15	11	21	2	1	1	1	-	-	1
	1%	1%	1%	1%	1%	*	*	1%	1%	-	-	5%
		19%e	23%e	17%	33%e	2%	2%	1%	1%	-	-	2%
ANY COMMUNICATIONS SERVICE	100	28	24	18	24	1	3	-	-	-	-	2
	2%	3%	2%	2%	1%	*	1%	-	-	-	-	10%
		28%de	24%e	18%e	24%e	1%	3%	-	-	-	-	2%
None of these	259	63	46	42	66	29	7	1	2	2	-	3
	4%	6%	4%	4%	4%	4%	2%	1%	4%	3%	-	12%
		24%cdfg	16%	16%	25%	11%	3%	*	1%	1%	-	1%
Don't know	35	11	3	9	10	1	-	-	-	-	-	1
	1%	1%	*	1%	1%	*	-	-	-	-	-	5%
		30%be	9%	27%e	29%	2%	-	-	-	-	-	3%
Not asked	5884	959	983	1056	1600	684	299	129	58	65	34	17
	93%	90%	92%	93%	96%	96%	97%	98%	95%	97%	100%	73%
		16%	17%a	18%a	27%a	12%abd	5%abod	2%abod	1%	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42	13	6	11	5	1	4	-	2	-	-	-	19	7	2	10	5	-	
	1%	1%	1%	1%	*	*	1%	-	*	-	-	-	1%	*	1%	2%	1%	-	
		32%deg	15%eg	25%e	11%	3%	9%	-	5%	-	-	-	45%lm	16%	5%	23%lm	11%lm	-	
Standard mobile phone (that can't access the internet)	6	-	3	1	2	-	-	-	-	-	-	-	1	1	-	1	4	-	
	*	-	1%	*	*	-	-	-	-	-	-	-	*	*	-	*	1%	-	
		-	49%ace	18%	32%	-	-	-	-	-	-	-	12%	11%	-	18%	58%lm	-	
Fixed landline telephone	16	4	3	3	2	1	1	-	1	-	-	1	7	3	1	2	3	1	
	*	*	1%	1%	1%	*	*	-	*	-	-	-	*	*	*	*	1%	5%	
		26%	17%	21%	10%	5%	7%	-	8%	-	-	-	42%	17%	5%	10%	19%lm	7%	
Standard Speed Fixed Broadband	25	8	5	2	5	-	1	1	2	-	-	1	16	4	-	3	1	1	
	*	1%	1%	*	*	-	*	*	*	-	-	-	1%	*	-	1%	*	6%	
		33%ce	19%ce	8%	21%	-	3%	4%	8%	-	-	-	62%lm	18%	-	12%	3%	5%	
Superfast Fixed Broadband	15	6	1	4	1	1	1	-	-	-	-	-	7	4	-	2	2	-	
	*	1%	*	*	*	*	*	-	-	-	-	-	*	*	-	*	1%	-	
		40%	6%	29%	7%	10%	8%	-	-	-	-	-	44%	25%	-	17%	15%lm	-	
Mobile broadband - through a dongle or USB stick	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-	
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	
		-	44%	-	-	-	-	56%	-	-	-	-	56%	-	-	44%	-	-	
3G or 4G enabled Tablet	8	4	2	1	-	-	1	-	-	-	-	-	3	3	-	1	1	-	
	*	-	*	-	-	-	*	-	-	-	-	-	*	*	-	*	1%	-	
		54%cd	25%cd	11%	-	-	9%	-	-	-	-	-	42%	34%	-	11%	13%	-	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32	7	6	10	4	1	1	2	1	-	-	-	15	4	1	7	5	-	
	1%	1%	1%	1%	*	*	*	1%	*	-	-	-	1%	*	*	1%	2%	-	
		21%	19%de	30%	11%	4%	4%	7%	4%	-	-	-	47%lm	11%	3%	23%lm	17%lm	-	
Gas	36	4	11	5	3	4	3	1	3	-	-	1	20	4	-	9	2	1	
	1%	*	2%	*	*	1%	1%	*	1%	-	-	5%	1%	*	-	2%	1%	5%	
		12%	31%acde fg	13%	9%	12%	8%	3%	8%	-	-	3%	56%lm	11%	-	25%lmn	6%	3%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Electricity	41	7	10	7	3	4	5	-	4	1	-	1	22	6	1	9	2	1
	1%	1%	2%	1%	*	*	1%	-	1%	*	-	5%	1%	*	*	2%	1%	5%
		16%	25%acde	17%	8%	9%	12%	-	9%	2%	-	3%	53%lm	14%	3%	23%lm	5%	3%
Water	33	7	4	10	3	3	1	-	3	2	-	-	14	5	3	7	3	-
	1%	1%	1%	1%	*	*	*	-	1%	1%	-	-	1%	*	1%	1%	1%	-
		22%	12%	29%	11%	10%	2%	-	9%	5%	-	-	42%lm	15%	10%lm	22%lm	10%lm	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	48	13	9	12	7	1	4	-	2	-	-	-	20	7	2	11	8	-
	1%	1%	2%	1%	1%	*	1%	-	*	-	-	-	1%	*	1%	2%	3%	-
		28%eg	20%deg	25%e	14%	2%	8%	-	4%	-	-	-	41%lm	15%	4%	23%lm	17%lm	-
ANY FIXED BROADBAND	38	14	5	6	5	1	2	1	2	-	-	1	20	8	-	6	3	1
	1%	1%	1%	*	*	*	*	*	*	-	-	6%	1%	*	-	1%	1%	6%
		37%cde	13%e	16%	14%	4%	5%	2%	5%	-	-	3%	53%lm	21%	-	14%lm	8%	3%
ANY BROADBAND	39	14	6	6	5	1	2	1	2	-	-	1	20	8	-	6	3	1
	1%	1%	1%	1%	*	*	*	*	*	-	-	6%	1%	*	-	1%	1%	6%
		37%cde	14%e	16%	14%	4%	5%	2%	5%	-	-	3%	52%lm	21%	-	16%lm	8%	3%
ONLY 1 COMMUNICATIONS SERVICE	70	15	13	21	8	5	5	1	-	-	-	2	33	7	3	14	11	2
	1%	2%	3%	2%	1%	1%	1%	*	-	-	-	10%	1%	*	1%	2%	3%	10%
		22%eh	18%deghi	30%eh	11%	7%	7%	2%	-	-	-	3%	47%lm	9%	5%lm	20%lm	15%lm	3%
2 COMMS SERVICES	16	7	2	5	1	-	2	-	1	-	-	-	8	1	-	5	2	-
	*	1%	*	*	*	-	*	-	*	-	-	-	*	*	-	1%	1%	-
		40%de	10%	28%	7%	-	12%	-	4%	-	-	-	47%lm	5%	-	34%lm	15%lm	-
3 COMMS SERVICES	11	3	4	1	3	-	-	1	-	-	-	-	7	2	-	1	2	-
	*	*	1%	*	*	-	-	*	-	-	-	-	*	*	-	*	1%	-
		28%	32%ice	7%	24%	-	-	8%	-	-	-	-	59%	18%	-	7%	16%lm	-
4 COMMS SERVICES	3	1	-	-	-	-	-	-	1	-	-	-	-	3	-	-	-	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	*	-	-	-	-
		48%	-	-	-	-	-	-	52%	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 or more (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
GAS, ELEC OR WATER	64	14	11	15	6	5	5	1	4	2	-	1	31	9	3	14	6	1	
ANY COMMUNICATIONS SERVICE	100	26	18	26	12	5	7	2	2	-	-	2	47	12	3	20	15	2	
None of these	259	61	21	67	40	24	20	9	11	3	-	3	98	81	16	41	21	3	
Don't know	35	9	6	7	3	6	1	1	-	1	-	1	13	8	2	6	5	1	
Not asked	5884	897	443	1184	1039	834	492	328	414	182	54	17	2280	2513	290	505	279	17	
	93%	89%	89%	91%	95%	96%	94%	96%	97%	97%	100%	73%	93%	96%	92%	87%	86%	73%	
		15%	8%	20%	18%abc	14%abc	8%ab	6%abc	7%abc	3%abc	1%abc	*	39%op	43%inop	5%op	9%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	42 1%	19 1% 45%	14 1% 33%	9 * 22%
Standard mobile phone (that can't access the internet)	6 *	2 * 31%	2 * 38%	2 * 30%
Fixed landline telephone	16 *	8 * 47%	4 * 24%	5 * 29%
Standard Speed Fixed Broadband	25 *	13 1% 51% ^b	2 * 10%	10 * 40% ^b
Superfast Fixed Broadband	15 *	6 * 38%	4 * 29%	5 * 32%
Mobile broadband - through a dongle or USB stick	2 *	2 * 100%	- * -	- * -
3G or 4G enabled Tablet	8 *	2 * 30%	2 * 25%	4 * 45%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	32 1%	12 1% 38%	8 * 24%	12 1% 38%
Gas	36 1%	13 1% 36%	9 * 24%	14 1% 40%
Electricity	41 1%	13 1% 33%	10 * 24%	18 1% 43%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Water	33	9	12	12
	1%	*	1%	1%
		27%	37%	36%
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	48	21	16	11
	1%	1%	1%	1%
		43%	34%	23%
ANY FIXED BROADBAND	38	19	6	14
	1%	1%	*	1%
		48% ^b	15%	37%
ANY BROADBAND	39	19	6	14
	1%	1%	*	1%
		49% ^b	15%	36%
ONLY 1 COMMUNICATIONS SERVICE	70	32	22	16
	1%	2%	1%	1%
		46% ^c	31%	23%
2 COMMS SERVICES	16	9	3	4
	*	*	*	*
		57%	19%	24%
3 COMMS SERVICES	11	4	3	4
	*	*	*	*
		37%	26%	37%
4 COMMS SERVICES	3	-	-	3
	*	-	-	*
		-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-
	-	-	-	-
	-	-	-	-
GAS, ELEC OR WATER	64	22	19	23
	1%	1%	1%	1%
		35%	30%	36%

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2112
		2121	2109
ANY COMMUNICATIONS SERVICE	100	45	28
	2%	2%	1%
		45%bc	28%
			27%
None of these	259	106	73
	4%	5%	3%
		41%b	28%
Don't know	35	17	12
	1%	1%	6
		50%c	33%
			17%
Not asked	5884	1908	1984
	93%	91%	94%
		32%	34%a
		34%a	34%a

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	93	40	53	17	29	19	13	10	4	1	46	42	5	22	71	5	33	55
Weighted Base	100*	46*	54*	23**	32**	20**	13**	10**	2**	1**	54*	43*	3**	29**	71*	7**	40*	53*
I have/had a manageable communications debt	72	32	40	18	28	11	8	4	2	1	46	23	3	21	51	6	27	39
	72%	71%	74%	82%	87%	55%	63%	42%	100%	100%	85%	54%	100%	73%	72%	82%	69%	73%
I have/had a serious or unmanageable communications debt	23	11	12	4	3	8	5	4	-	-	7	16	-	5	18	-	11	13
	23%	25%	22%	18%	10%	38%	37%	36%	-	-	14%	37%	-	17%	26%	-	27%	24%
Don't know	4	2	2	-	1	1	-	2	-	-	1	4	-	3	2	1	1	2
	4%	5%	4%	-	2%	7%	-	22%	-	-	1%	9%	-	9%	2%	16%	4%	3%
		50%	50%	-	17%	33%	-	50%	-	-	17%	83%	-	63%	37%	30%	33%	37%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All who have had communication debt in the last year

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	93	80	6	6	1	1	17	14	10	2	12	9	8	7	6	6	1
Weighted Base	100*	84*	5**	9**	1**	1**	18**	15**	11**	3**	15**	8**	8**	6**	9**	5**	1**
I have/had a manageable communications debt	72 72%	60 71%	4 73%	8 90%	-	-	15 83%	6 41%	10 91%	3 100%	11 76%	4 49%	8 100%	3 50%	8 90%	4 73%	-
I have/had a serious or unmanageable communications debt	23 23%	20 24%	1 27%	1 10%	1 100%	-	3 17%	7 49%	1 9%	-	3 24%	3 42%	-	2 35%	1 10%	1 27%	1 100%
Don't know	4 4%	4 5%	-	-	-	1 100%	-	1 10%	-	-	-	1 10%	-	1 15%	-	-	-
		100%	-	-	-	30%	-	33%	-	-	-	17%	-	20%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - a/f/g/h/i/j/k/l/m/n/o/p/q
* small base; ** very small base (under 30) ineligible for sig testing

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All who have had communication debt in the last year

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY/ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/STANDARD MOBILE (o)
Unweighted Base	93	83	9	28	34	33	41	26	56	22	5	4	76	81
Weighted Base	100*	88*	11**	28**	36*	38*	44*	30**	64*	23**	5**	3**	84*	89*
I have/had a manageable communications debt	72	67	6	21	32	28	39	20	49	19	4	*	65	66
	72%	76%	53%	76%	88%	74%	90%	67%	76%	82%	81%	16%	77%	74%
		92%	8%	29%	44%	39%	55%a	28%	68%	26%	6%	1%	90%	91%
I have/had a serious or unmanageable communications debt	23	19	4	7	4	8	4	8	12	3	1	3	15	18
	23%	21%	34%	24%	12%	22%	10%	28%	19%	13%	19%	84%	16%	21%
		80%	15%	29%	19%	36%	19%	36%	52%	12%	4%	11%	64%	79%
Don't know	4	3	1	-	-	1	-	1	3	1	-	-	4	4
	4%	3%	14%	-	-	4%	-	5%	5%	6%	-	-	5%	5%
		67%	33%	-	-	33%	-	33%	70%	30%	-	-	100%	100%

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	93	38	30	59	49	20	68	25	4	69
Weighted Base	100*	43*	33**	66*	54*	24**	76*	24**	4**	77*
I have/had a manageable communications debt	72	33	27	51	42	19	59	13	3	59
	72%	76%	81%	78%	77%	78%	77%	57%	75%	77%
		45%	37%	71%	58%	26%	81%	19%	4%	82%
I have/had a serious or unmanageable communications debt	23	9	5	12	9	4	14	10	1	14
	23%	22%	14%	18%	17%	18%	18%	40%	25%	18%
		40%	21%	52%	40%	19%	59%	41%	4%	59%
Don't know	4	1	1	2	3	1	4	1	-	4
	4%	2%	4%	4%	5%	4%	5%	3%	-	5%
		20%	33%	54%	63%	20%	83%	17%	-	83%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All who have had communication debt in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	93	55	38	38	55	53	93	-	18	93	20
Weighted Base	100*	59*	41*	40*	60*	58*	100*	**	18**	100*	20**
I have/had a manageable communications debt	72	47	25	35	38	49	72	-	10	72	12
	72%	80%	61%	88%	62%	85%	72%	-	57%	72%	62%
		65%	35%	48%e	52%	67%	100%	-	14%	100%	17%
I have/had a serious or unmanageable communications debt	23	9	14	5	18	8	23	-	6	23	7
	23%	16%	34%	12%	30%	14%	23%	-	31%	23%	38%
		41%	59%	21%	79%	35%	100%	-	24%	100%	32%
Don't know	4	2	2	-	4	1	4	-	2	4	-
	4%	4%	5%	-	7%	1%	4%	-	12%	4%	-
		50%	50%	-	100%	17%	100%	-	50%	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	93	6	8	12	8	23	25	68	11	15	9	40	28
Weighted Base	100*	5**	9**	13**	7**	25**	27**	73*	11**	15**	10**	44*	32**
I have/had a manageable communications debt	72	2	7	9	4	17	17	55	7	9	9	39	20
	72%	41%	80%	74%	57%	66%	64%	75%	65%	63%	90%	87%	64%
		3%	10%	13%	5%	23%	24%	76%	10%	13%	12%	53%	28%
I have/had a serious or unmanageable communications debt	23	3	2	3	3	7	9	15	4	5	1	6	8
	23%	59%	20%	26%	43%	29%	31%	20%	35%	32%	10%	13%	25%
		14%	8%	14%	13%	32%	37%	63%	17%	20%	4%	25%	34%
Don't know	4	-	-	-	-	1	1	3	-	1	-	-	4
	4%	-	-	-	-	5%	5%	4%	-	5%	-	-	12%
		-	-	-	-	30%	30%	70%	-	17%	-	-	83%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All who have had communication debt in the last year

PERSONAL INCOME											
Total	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	93	25	22	17	23	1	3	-	-	-	2
Weighted Base	100*	28**	24**	18**	24**	1**	3**	2**
I have/had a manageable communications debt	72	24	17	11	18	-	2	-	-	-	1
	72%	84%	73%	59%	76%	-	54%	-	-	-	55%
		33%	24%	15%	25%	-	2%	-	-	-	2%
I have/had a serious or unmanageable communications debt	23	5	5	6	4	1	1	-	-	-	1
	23%	16%	21%	34%	17%	100%	46%	-	-	-	45%
		20%	22%	26%	18%	5%	6%	-	-	-	5%
Don't know	4	-	1	1	2	-	-	-	-	-	-
	4%	-	6%	7%	7%	-	-	-	-	-	-
		-	33%	30%	37%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k
* small base; ** very small base (under 30) ineligible for sig testing

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	93	22	18	26	11	4	6	2	2	-	-	2	45	11	3	19	13	2
Weighted Base	100*	26**	18**	26**	12**	5**	7**	2**	2**	.**	.**	2**	47*	12**	3**	20**	15**	2**
I have/had a manageable communications debt	72	21	12	17	9	5	5	1	2	-	-	1	33	9	3	14	11	1
	72%	79%	69%	65%	73%	100%	72%	41%	100%	-	-	55%	71%	75%	100%	68%	78%	55%
		29%	17%	23%	12%	6%	7%	1%	3%	-	-	2%	46%	12%	5%	19%	16%	2%
I have/had a serious or unmanageable communications debt	23	6	6	6	3	-	1	1	-	-	-	1	10	2	-	7	3	1
	23%	21%	31%	21%	27%	-	18%	59%	-	-	-	45%	22%	17%	-	32%	22%	45%
		24%	24%	24%	13%	-	5%	6%	-	-	-	5%	44%	9%	-	28%	14%	5%
Don't know	4	-	-	4	-	-	1	-	-	-	-	-	3	1	-	-	-	-
	4%	-	-	14%	-	-	11%	-	-	-	-	-	7%	6%	-	-	-	-
		-	-	83%	-	-	17%	-	-	-	-	-	80%	20%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	93	40	26	27
Weighted Base	100*	45*	28**	27**
I have/had a manageable communications debt	72 72%	33 74%	17 62%	22 80%
I have/had a serious or unmanageable communications debt	23 23%	10 22%	10 34%	4 15%
Don't know	4 4%	2 5%	1 3%	1 5%
		50%	20%	30%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	433	184	249	47	102	91	70	59	42	22	149	220	64	120	313	24	180	229
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**	170	227	41*	148	290	29**	209	201
I have/had a manageable communications debt	72	32	40	18	28	11	8	4	2	1	46	23	3	21	51	6	27	39
	16%	17%	16%	32%	25%	11%	11%	7%	9%	5%	27%	10%	7%	15%	17%	20%	13%	19%
		45%	55%	28%alf	38%lqgh	15%	11%	6%	3%	1%	64%allm	32%	4%	30%	70%	8%	38%	54%
I have/had a serious or unmanageable communications debt	23	11	12	4	3	8	5	4	-	-	7	16	-	5	18	-	11	13
	5%	6%	5%	7%	3%	8%	7%	6%	-	-	4%	7%	-	3%	6%	-	5%	6%
		48%	52%	18%	14%	33%	20%	15%	-	-	32%	68%lm	-	21%	79%	-	46%	54%
Don't know	4	2	2	-	1	1	-	2	-	-	1	4	-	3	2	1	1	2
	1%	1%	1%	-	1%	2%	-	4%	-	-	*	2%	-	2%	1%	5%	1%	1%
		50%	50%	-	17%	33%	-	50%	-	-	17%	83%	-	63%	37%	30%	33%	37%
Not asked	338	147	192	35	80	78	59	48	25	13	115	185	38	119	220	22	169	147
	77%	76%	78%	61%	72%	80%	82%	83%	91%	95%	68%	81%	93%	80%	76%	75%	81%	73%
		dk 43%	57%	10%	24%	23%ld	17%ld	14%ld	7%ade	4%	34%	55%lk	11%akl	35%	65%	6%	50%	44%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57*	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
I have/had a manageable communications debt	72 16%	60 17%	4 10%	8 36%	-	-	15 26%	6 20%	10 23%	3 12%	11 20%	4 9%	8 13%	3 10%	8 36%	4 10%	-
		83%	5%	12%	-	-	21% ^d	8%	14%	4%	15%	5%	11%	4%	12%	5%	-
I have/had a serious or unmanageable communications debt	23 5%	20 6%	1 4%	1 4%	1 7%	-	3 5%	7 24%	1 2%	-	3 6%	3 7%	-	2 7%	1 4%	1 4%	1 7%
		86%	6%	4%	4%	-	13%	31%	4%	-	15%	14% ^m	-	9%	4%	6%	4%
Don't know	4 1%	4 1%	-	-	-	1 8%	-	1 5%	-	-	-	1 2%	-	1 3%	-	-	-
		100%	-	-	-	30%	-	33%	-	-	-	17%	-	20%	-	-	-
Not asked	338 77%	277 77%	35 87%	14 59%	12 93%	15 92%	39 69%	15 51%	35 75%	19 88%	41 74%	35 82%	56 87%	24 80%	14 59%	35 87%	12 93%
		82%	10%	4%	4%	4%	12%	5%	10%	5%	12%	10%	16% ^g	7%	4%	10% ^g	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,500+ (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
I have/had a manageable communications debt	72 16%	67 17%	6 11%	21 16%	50 18%	32 19%	28 19%	39 21%	20 17%	49 18%	19 22%	4 18%	*	65 19%	66 17%
I have/had a serious or unmanageable communications debt	23 5%	19 5%	4 7%	7 5%	17 6%	4 3%	8 6%	4 2%	8 7%	12 4%	3 3%	1 4%	3 7%	15 4%	18 5%
Don't know	4 1%	3 1%	1 3%	-	4 2%	-	1 1%	-	1 1%	3 1%	1 2%	-	-	4 1%	4 1%
Not asked	338 77%	296 77%	42 80%	107 79%	214 75%	127 78%	110 74%	145 77%	92 75%	203 76%	62 73%	17 78%	34 82%	253 75%	291 77%
		87%	13%	32%	63%	38%	33%	43%	27%	60%	18%	5%	10%ajkno	75%	86%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
I have/had a manageable communications debt	72 16%	33 20%	27 20%	51 20%	42 20%	19 18%	59 19%	13 11%	3 12%	59 19%
I have/had a serious or unmanageable communications debt	23 5%	9 6%	5 4%	12 5%	9 4%	4 4%	14 4%	10 8%	1 4%	14 4%
Don't know	4 1%	1 1%	1 1%	2 1%	3 1%	1 1%	4 1%	1 1%	-	4 1%
Not asked	338 77%	116 73%	103 76%	185 74%	156 74%	81 77%	235 76%	104 81%	20 85%	241 76%
		34%	31%	55%	46%	24%	69%	31%	6%	71%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	**	85*	100*	64*
I have/had a manageable communications debt	72 16%	47 18% 65%	25 14% 35%	35 19% 48%	38 15% 52%	49 19% 67%	72 16% 100%	- - -	10 12% 14%	72 72% 100% ^a _{ak}	12 19% 17%
I have/had a serious or unmanageable communications debt	23 5%	9 4% 41%	14 8% 59%	5 3% 21%	18 7% 79%	8 3% 35%	23 5% 100%	- - -	6 7% 24%	23 23% 100% ^a	7 12% 32%
Don't know	4 1%	2 1% 50%	2 1% 50%	- - -	4 2% 100%	1 - 17%	4 1% 100%	- - -	2 3% 50%	4 4% 100% ^a	- - -
Not asked	338 77%	199 77% 59%	139 77% 41%	142 78% 42%	197 77% 58%	195 77% 58%	338 77% 100%	- - -	67 79% 20%	- - -	44 69% 13% _{cl}

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
I have/had a manageable communications debt	72 16%	2 10%	7 38%	9 20%	4 12%	17 18%	17 17%	55 16%	7 15%	9 15%	9 16%	39 20%	20 18%
		3%	10%	13%	5%	23%	24%	76%	10%	13%	12%	53%	28%
I have/had a serious or unmanageable communications debt	23 5%	3 14%	2 10%	3 7%	3 9%	7 8%	9 9%	15 4%	4 8%	5 8%	1 2%	6 3%	8 7%
		14%	8%	14%	13%	32%	37%	63%	17%	20%	4%	25%	34%
Don't know	4 1%	-	-	-	-	1 1%	1 1%	3 1%	-	1 1%	-	-	4 3%
		-	-	-	-	30%	30%	70%	-	17%	-	-	83% ^l
Not asked	338 77%	18 77%	10 53%	34 73%	26 79%	65 72%	75 73%	263 78%	39 77%	46 75%	46 82%	151 77%	83 72%
		5%	3%	10%	8%	19%	22%	78%	11%	13%	14%	45%	25%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	-	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	..	6**
I have/had a manageable communications debt	72 16%	24 21%	17 21%	11 14%	18 16%	- -	2 15%	- -	- -	- -	- -	1 21%
I have/had a serious or unmanageable communications debt	23 5%	5 4%	5 6%	6 8%	4 4%	1 3%	1 13%	- -	- -	- -	- -	1 17%
Don't know	4 1%	- -	1 2%	1 2%	2 1%	- -	- -	- -	- -	- -	- -	- -
Not asked	338 77%	82 74%	58 71%	58 76%	91 79%	31 97%	7 72%	2 100%	3 100%	2 100%	- -	4 62%
		24%	17%	17%	27%	9%	2%	1%	1%	1%	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classifi- cation (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classifi- cation (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	**	6**	179	107*	24**	78*	44*	6**
I have/had a manageable communications debt	72 16%	21 19%	12 24%	17 15%	9 12%	5 12%	5 16%	1 7%	2 13%	-	-	1 21%	33 19%	9 8%	3 14%	14 18%	11 26%	1 21%
		29%	17%	23%	12%	6%	7%	1%	3%	-	-	2%	46% _m	12%	5%	19%	16% _m	2%
I have/had a serious or unmanageable communications debt	23 5%	6 5%	6 11%	6 5%	3 5%	-	1 4%	1 9%	-	-	-	1 17%	10 6%	2 2%	-	7 8%	3 8%	1 17%
Don't know	4 1%	-	-	4 3%	-	-	1 2%	-	-	-	-	-	3 2%	1 1%	-	-	-	-
		-	-	83%	-	-	17%	-	-	-	-	-	80%	20%	-	-	-	-
Not asked	338 77%	81 75%	34 66%	85 77%	46 80%	34 88%	24 78%	12 84%	12 87%	6 100%	-	4 62%	132 74%	95 89%	21 86%	57 74%	29 66%	4 62%
		24%	10%	25%	13%	10% _b	7%	3%	4%	2%	-	1%	39%	28% _{lop}	6%	17%	9%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122	126
Weighted Base	438	184	126	128
I have/had a manageable communications debt	72 16%	33 18% 46%	17 14% 24%	22 17% 30%
I have/had a serious or unmanageable communications debt	23 5%	10 5% 42%	10 8% 41%	4 3% 17%
Don't know	4 1%	2 1% 50%	1 1% 20%	1 1% 30%
Not asked	338 77%	139 75% 41%	98 78% 29%	101 79% 30%

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
I have/had a manageable communications debt	72 2%	32 1%	40 2%	18 6%	28 3%	11 1%	8 1%	4 *	2 *	1 *	46 4%	23 1%	3 *	21 1%	51 2%	6 1%	27 1%	39 3%
		hijlmnp 45%	55%	26%alfg hij	38%alfg hij	19%ij	11%ij	6%	3%	1%	64%alim 64%	32%im	4%	30%	70%ln	8%	38%	54%apq
I have/had a serious or unmanageable communications debt	23 *	11 *	12 1%	4 1%	3 *	8 1%	5 1%	4 *	- -	- -	7 1%	16 1%	- -	5 *	18 1%	- *	11 *	13 1%
		mp 48%	52%	18%ij	14%	33%ij	20%	15%	-	-	32%im	68%im	-	21%	79%ln	-	46%	54%p
Don't know	4 *	2 *	2 *	- -	1 -	1 *	- -	2 *	- -	- -	1 *	4 *	- -	3 *	2 *	1 *	1 *	2 *
		50%	50%	-	17%	33%	-	50%	-	-	17%	83%	-	63%	37%	30%	33%	37%
Not asked	4693 98%	2350 98%	2344 98%	309 93%	866 96%	846 98%	810 98%	819 99%	548 100%	496 100%	1175 96%	2475 98%	1044 100%	2370 99%	2323 97%	925 99%	2410 98%	1358 96%
		dekor 50%	50%	7%	18%id	18%id	17%ide	17%ide	12%ade fg	11%ade gh	25%	53%ik	22%aki	50%ao	50%	20%ar	51%r	29%

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
I have/had a manageable communications debt	72 2%	60 1% 83%	4 1% 5%	8 3% 12%abce	- - -	- - -	15 3% 21%afjlmnq	6 1% 8%	10 3% 14%afjlmnq	3 1% 4%	11 2% 15%	4 1% 5%	8 1% 11%	3 1% 4%	8 3% 12%afjlmn pq	4 1% 5%	- - -
I have/had a serious or unmanageable communications debt	23 *	20 *	1 *	1 *	1 1%	- -	3 1% 13%	7 2% 31%ajm	1 * 4%	- - -	3 1% 15%am	3 1% 14%	- - -	2 * 9%	1 * 4%	1 * 6%	1 1% 4%am
Don't know	4 *	4 *	- -	- -	- -	1 1% 30%am	- -	1 * 33%	- -	- -	- -	1 * 17%	- -	1 * 20%	- -	- -	- -
Not asked	4693 98%	3955 98% 84%	388 99% 8% 84%	232 96% 5%	118 99% 3%	184 99% 4%o	527 97% 11%	396 96% 8%	333 97% 7%	375 99% 8%ghik o	501 97% 11%	533 99% 11%gho o	693 99% 15%ghik o	413 99% 9%	232 96% 5%	388 99% 8%o	118 99% 3%

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
I have/had a manageable communications debt	72 2%	67 2%	6 1%	21 5%	50 4%	32 8%	28 4%	39 8%	20 3%	49 2%	19 3%	4 1%	*	65 2%	66 2%
		m	92%	29%a	70%a	44%ag	39%a	55%ai	28%a	68%am	26%ajmo	6%am	1%	90%am	91%am
I have/had a serious or unmanageable communications debt	23 *	19 *	4 1%	7 2%	17 1%	4 1%	8 1%	4 1%	8 1%	12 *	3 *	1 *	3 *	15 *	18 *
			80%	29%a	71%a	19%	36%a	19%	36%a	52%	12%	4%	11%	64%	79%
Don't know	4 *	3 *	1 *	-	4 *	-	1 *	-	1 *	3 *	1 *	-	-	4 *	4 *
			67%	-	100%	-	33%	-	33%	70%	30%	-	-	100%	100%
Not asked	4693	4170	498	368	1335	354	716	427	644	2827	590	354	581	3261	3959
	98%	98%	98%	93%	95%	91%	95%	91%	95%	98%	96%	99%	99%	97%	98%
	ghik	ghik	def	8%	28%	8%	15%l	9%	14%h	60%k	13%	8%k	12%ajkmo	69%	84%k

Q.8 Which of these applies to you? - [Prompted - Single code]
 Base: All with some responsibility for communications services

	Q.2 TABLET				Q.2 INTERNET					
	Total (a)	Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
I have/had a manageable communications debt	72 2%	33 2%	27 2%	51 2%	42 2%	19 2%	59 2%	13 1%	3 1%	59 2%
I have/had a serious or unmanageable communications debt	23 *	9 1%	5 *	12 *	9 *	4 *	14 *	10 1%	1 *	14 *
Don't know	4 *	1 *	1 *	2 *	3 *	1 *	4 *	1 *	-	4 *
Not asked	4693 98%	1598 97%	1335 98%	2601 98%	2412 98%	1160 98%	3525 98%	1168 98%	260 99%	3567 98%
		34%	28%	55%	51%	25%	75%	25%	6%	76%

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
I have/had a manageable communications debt	72 2%	47 1%	25 2%	35 2%	38 1%	49 5%	72 16%	-	10 12%	72 72%	12 19%
		h 65%	35%	48%	52%	67%a	100%ah	-	14%ah	100%ak	17%a
I have/had a serious or unmanageable communications debt	23 *	9 *	14 1%	5 *	18 1%	8 3%	23 5%	-	6 7%	23 23%	7 12%
		h 41%	59%b	21%	79%	35%	100%ah	-	24%ah	100%a	32%a
Don't know	4 *	2 *	2 *	-	4 *	1 *	4 1%	-	2 3%	4 4%	-
		50%	50%	-	100%	17%	100%ah	-	50%ah	100%a	-
Not asked	4693 98%	3192 98%	1502 97%	1818 98%	2876 98%	998 95%	338 77%	4309 100%	67 79%	-	44 69%
		fgjk 68%	32%	39%	61%	21%	7%	92%agi	1%	-	1%j

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
I have/had a manageable communications debt	72	2	7	9	4	17	17	55	7	9	9	39	20
	2%	4%	12%	8%	4%	9%	7%	1%	7%	7%	8%	4%	1%
		m	3%	10%ah	13%ah	23%ah	24%ah	76%	10%ah	13%ah	12%ah	53%am	28%
I have/had a serious or unmanageable communications debt	23	3	2	3	3	7	9	15	4	5	1	6	8
	*	6%	3%	3%	3%	4%	3%	*	4%	4%	1%	1%	*
		14%ah	8%ah	14%ah	13%ah	32%ah	37%ah	63%	17%ah	20%ah	4%	25%	34%
Don't know	4	-	-	-	-	1	1	3	-	1	-	-	4
	*	-	-	-	-	1%	1%	*	-	1%	-	-	*
		-	-	-	-	30%ah	30%ah	70%	-	17%	-	-	83%
Not asked	4693	53	50	97	86	164	217	4476	90	117	100	834	2691
	98%	91%	85%	89%	93%	87%	89%	98%	89%	89%	91%	95%	99%
	kl	kl	bcdelfgj 1%	1%	2%	3%	5%	95%bcdelfgj	2%	2%	2%	18%	57%al

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
I have/had a manageable communications debt	72 2%	24 3%	17 2%	11 1%	18 1%	-	2 1%	-	-	-	-	1 6%
		33% ^{cde}	24% ^e	15% ^e	25% ^e		2%	-	-	-	-	2%
I have/had a serious or unmanageable communications debt	23 *	5 1%	5 1%	6 1%	4 *	1 *	1 1%	-	-	-	-	1 5%
		20%	22%	26%	18%	5%	6%	-	-	-	-	5%
Don't know	4 *	-	1 *	1 *	2 *	-	-	-	-	-	-	-
		-	33%	30%	37%	-	-	-	-	-	-	-
Not asked	4693 98%	746 96%	795 97%	829 98%	1268 98%	567 100%	234 99%	100 100%	50 100%	55 100%	30 100%	19 89%
		16%	17%	18%	27% ^{aa}	12% ^{abcd}	5%	2%	1%	1%	1%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]
Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
I have/had a manageable communications debt	72 2%	21 3% 29%de	12 3% 17%degh i	17 2% 23%	9 1% 12%	5 1% 6%	5 1% 7%	1 * 1%	2 1% 3%	- - -	- - -	1 6% 2%	33 2% 46%lm	9 * 12%	3 1% 5%	14 3% 19%lm	11 5% 16%lmn	1 6% 2%	
I have/had a serious or unmanageable communications debt	23 *	6 1% 24%e	6 1% 24%deh	6 1% 24%	3 * 13%	- - -	1 * 5%	1 1% 6%	- - -	- - -	- - -	1 5% 5%	10 1% 44%lm	2 * 9%	- - -	7 2% 28%lm	3 2% 14%lm	1 5% 5%	
Don't know	4 *	- - -	- - -	4 * 83%	- - -	- - -	1 * 17%	- - -	- - -	- - -	- - -	- - -	3 * 80%	1 * 20%	- - -	- - -	- - -	- - -	
Not asked	4693 98%	790 97% 17%	371 95% 8%	963 97% 21%	813 99% 17%ab	640 99% 14%abc	392 98% 8%b	233 99% 5%b	299 99% 6%ab	136 100% 3%ab	38 100% 1%	19 89% *	1796 97% 38%op	2015 99% 43%op	255 99% 5%op	406 95% 9%	203 93% 4%	19 89% *	

Q.8 Which of these applies to you? - [Prompted - Single code]
 Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
I have/had a manageable communications debt	72 2%	33 2% 46% ^b	17 1% 24%	22 1% 30%
I have/had a serious or unmanageable communications debt	23 *	10 1% 42%	10 1% 41%	4 * 17%
Don't know	4 *	2 * 50%	1 * 20%	1 * 30%
Not asked	4693 98%	1531 97% 33%	1589 98% 34% ^a	1573 98% 34% ^a

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
I have/had a manageable communications debt	72	32	40	18	28	11	8	4	2	1	46	23	3	21	51	6	27	39
	1%	1%	1%	2%	2%	1%	1%	*	*	*	2%	1%	*	1%	2%	*	1%	2%
		hijmn	45%	28%aah	38%alfq	15%j	11%	6%	3%	1%	64%allm	32%im	4%	30%	70%on	8%	38%	54%apq
I have/had a serious or unmanageable communications debt	23	11	12	4	3	8	5	4	-	-	7	16	-	5	18	-	11	13
	*	*	*	*	*	1%	*	*	-	-	*	1%	-	*	1%	-	*	1%
		m	48%	18%	14%	33%ij	20%	15%	-	-	32%im	68%im	-	21%	79%on	-	46%	54%ap
Don't know	4	2	2	-	1	1	-	2	-	-	1	4	-	3	2	1	1	2
	*	*	*	-	*	*	-	*	-	-	*	*	-	*	*	*	*	*
		50%	50%	-	17%	33%	-	50%	-	-	17%	83%	-	63%	37%	30%	33%	37%
Not asked	6222	3022	3200	867	1130	1035	976	988	648	578	1997	2999	1226	3110	3112	1210	3197	1815
	98%	99%	98%	97%	97%	98%	99%	99%	100%	100%	97%	99%	100%	99%	98%	99%	99%	97%
		ekor	49%	14%	18%	17%	16%e	16%de	10%adef	9%ade	32%	48%k	20%aki	50%ao	50%	19%ar	51%r	29%

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
I have/had a manageable communications debt	72 1%	60 1% 83%	4 1% 5%	8 3% 12%abce	- - -	- - -	15 2% 21%afjlmn	6 1% 8%	10 2% 14%afjlmn	3 * 4%	11 2% 15%fl	4 * 5%	8 1% 11%	3 1% 4%	8 3% 12%afjlmn pq	4 1% 5%	- - -
I have/had a serious or unmanageable communications debt	23 *	20 * 86%	1 * 6%	1 * 1%	1 1% 4%	- - -	3 * 13%	7 1% 31%ajm	1 * 4%	- - -	3 1% 15%fm	3 * 14%	- - -	2 * 9%	1 * 4%	1 * 6%	1 1% 4%am
Don't know	4 *	4 * 100%	- - -	- - -	- - -	1 - 30%am	- - -	1 * 33%	- - -	- - -	- - -	1 * 17%	- - -	1 - 20%	- - -	- - -	- - -
Not asked	6222 98%	5241 98% 84%	532 99% 9% 9% 84%	306 97% 5%	143 99% 2%	259 100% 4%ho	686 97% 11%	528 97% 8%	452 98% 7%	528 100% 8%ghik o	608 98% 10%	763 99% 12%gho	896 99% 14%ghik o	521 99% 8%	306 97% 5%	532 99% 9%ho	143 99% 2%

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
I have/had a manageable communications debt	72 1%	67 1%	6 1%	21 4%	50 3%	32 7%	28 3%	39 8%	20 3%	49 2%	19 3%	4 1%	*	65 2%	66 2%
		m	92%	29%a	70%a	44%ag	39%a	55%ai	28%a	68%am	26%ajmo	6%am	1%	90%am	91%am
I have/had a serious or unmanageable communications debt	23 *	19 *	4 *	7 1%	17 1%	4 1%	8 1%	4 1%	8 1%	12 *	3 *	1 *	3 *	15 *	18 *
			80%	29%a	71%a	19%a	36%a	19%	36%a	52%	12%	4%	11%	64%	79%
Don't know	4 *	3 *	1 *	-	4 *	-	1 *	-	1 *	3 *	1 *	-	-	4 *	4 *
			67%	-	100%	-	33%	-	33%	70%	30%	-	-	100%	100%
Not asked	6222 98%	5392 98%	793 99%	444 94%	1753 96%	394 92%	856 96%	479 92%	772 96%	2827 98%	590 96%	354 99%	581 99%	3261 97%	3959 98%
	ghij kno	ghij kno	def 13%	7%	28%	6%	14%l	8%	12%h	45%k	9%	6%k	9%ajkno	52%	64%k

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
I have/had a manageable communications debt	72 1%	33 2%	27 2%	51 2%	42 2%	19 2%	59 2%	13 *	3 1%	59 2%
		h 45%a	37%a	71%a	58%h	26%h	81%h	19%	4%	82%h
I have/had a serious or unmanageable communications debt	23 *	9 1%	5 *	12 *	9 *	4 *	14 *	10 *	1 *	14 *
		40%	21%	52%	40%	19%	59%	41%	4%	59%
Don't know	4 *	1 *	1 *	2 *	3 *	1 *	4 *	1 *	- *	4 *
		20%	33%	54%	63%	20%	63%	17%	-	63%
Not asked	6222 98%	1598 97%	1335 98%	2601 98%	2412 98%	1160 98%	3525 98%	2697 99%	260 99%	3567 98%
		bcd 26%	21%	42%	39%	19%	57%	43%aeefgj	4%	57%

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
I have/had a manageable communications debt	72 1%	47 1%	25 1%	35 2%	38 1%	49 5%	72 16%	-	10 12%	72 72%	12 19%
		h 65% ^c	35%	48% ^{ae}	52%	67% ^{ia}	100% ^{ah}	-	14% ^{ah}	100% ^{ak}	17% ^{ia}
I have/had a serious or unmanageable communications debt	23 *	9 *	14 *	5 *	18 *	8 1%	23 5%	-	6 7%	23 23%	7 12%
		h 41%	59%	21%	79%	35%	100% ^{ah}	-	24% ^{ah}	100% ^{ia}	32% ^{ia}
Don't know	4 *	2 *	2 *	-	4 *	1 *	4 1%	-	2 3%	4 4%	-
		50%	50%	-	100%	17%	100% ^{ah}	-	50% ^{ah}	100% ^{ia}	-
Not asked	6222 98%	3192 98%	3030 99%	1818 98%	4404 99%	998 95%	338 77%	4309 100%	67 79%	-	44 69%
		fgjk 51%	49%	29%	71% ^d	16%	5%	69% ^{agi}	1%	-	1% ^j

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
72		2	7	9	4	17	17	55	7	9	9	39	20
1%		4%	12%	8%	4%	9%	7%	1%	7%	7%	8%	4%	1%
		3%h	10%ah	13%ah	5%ah	23%ah	24%ah	76%	10%ah	13%ah	12%ah	53%am	28%
23		3	2	3	3	7	9	15	4	5	1	6	8
*		6%	3%	3%	3%	4%	3%	*	4%	4%	1%	1%	*
		14%ah	8%ah	14%ah	13%ah	32%ah	37%ah	63%	17%ah	20%ah	4%	25%	34%
4		-	-	-	-	1	1	3	-	1	-	-	4
*		-	-	-	-	1%	-	-	-	1%	-	-	*
		-	-	-	-	30%ah	30%ah	70%	-	17%h	-	-	83%
6222		53	50	97	86	164	217	6005	90	117	100	834	2691
98%		91%	85%	89%	93%	87%	89%	99%	89%	89%	91%	95%	99%
	kl	bcdetfij 1%	1%	2%	1%	3%	3%	k 97%bcdetfij	1%	2%	2%	13%	43%j

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
I have/had a manageable communications debt	72 1%	24 2%	17 2%	11 1%	18 1%	-	2 *	-	-	-	-	1 6%
		33% ^{cde}	24% ^e	15% ^e	25% ^e		2%	-	-	-	-	2%
I have/had a serious or unmanageable communications debt	23 *	5 *	5 *	6 1%	4 *	1 *	1 *	-	-	-	-	1 5%
		20%	22%	26%	18%	5%	6%	-	-	-	-	5%
Don't know	4 *	-	1 *	1 *	2 *	-	-	-	-	-	-	-
		-	33%	30%	37%	-	-	-	-	-	-	-
Not asked	6222 98%	1041 97%	1041 98%	1114 98%	1691 99%	714 100%	306 99%	132 100%	61 100%	67 100%	34 100%	21 90%
		17%	17%	18%	27% ^a	11% ^{abcd}	5%	2%	1%	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
I have/had a manageable communications debt	72 1%	21 2% 29%degh i	12 2% 17%degh i	17 1% 23%	9 1% 12%	5 1% 6%	5 1% 7%	1 * 1%	2 * 3%	- - -	- - -	1 - 2%	33 1% 46%lm	9 * 12%	3 1% 5%	14 2% 19%lm	11 4% 16%lm	1 6% 2%	
I have/had a serious or unmanageable communications debt	23 *	6 1% 24%e	6 1% 24%deh	6 * 24%	3 * 13%	- - -	1 * 5%	1 * 6%	- - -	- - -	- - -	1 - 5%	10 * 44%lm	2 * 9%	- - -	7 1% 28%lm	3 1% 14%lm	1 5% 5%	
Don't know	4 *	- - -	- - -	4 * 83%	- - -	- - -	1 * 17%	- - -	- - -	- - -	- - -	- - -	3 * 80%	1 * 20%	- - -	- - -	- - -	- - -	
Not asked	6222 98%	978 97% 16%	477 96% 8%	1269 98% 20%b	1084 99% 17%ab	868 99% 14%abc	516 99% 8%b	339 99% 5%ab	426 100% 7%abc	189 100% 3%ab	54 100% 1%	21 90% *	2412 98% 39%op	2608 100% 42%op	310 99% 5%op	562 97% 9%	308 95% 5%	21 90% *	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
I have/had a manageable communications debt	72 1%	33 2% 46% ^b	17 1% 24%	22 1% 30%
I have/had a serious or unmanageable communications debt	23 *	10 * 42%	10 * 41%	4 * 17%
Don't know	4 *	2 * 50%	1 * 20%	1 * 30%
Not asked	6222 98%	2047 98% 33%	2093 99% 34% ^a	2082 99% 33% ^a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)		16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	433	184	249	47	102	91	70	59	42	22		148	220	64	120	313	24	180	229	
Weighted Base	438	192	246	58*	112*	98*	72*	58*	27*	14**		170	227	41*	148	290	29**	209	201	
I have taken out a loan from a bank or another company (e.g. payday loan company)	14	5	9	3	5	3	1	2	-	-		8	6	-	8	6	3	7	4	
	3%	3%	3%	5%	5%	3%	1%	4%	-	-		5%	3%	-	5%	2%	10%	3%	2%	
		37%	63%	19%	38%	18%	8%	17%	-	-		57%	43%	-	56%	44%	21%	53%	26%	
I have sold items (e.g. through a pawn shop, eBay, etc.)	36	16	20	2	16	6	3	6	2	1		19	15	3	14	22	7	14	16	
	8%	8%	8%	4%	14%	6%	4%	10%	9%	5%		11%	6%	8%	9%	8%	23%	7%	8%	
		44%	56%	7%	44%g	16%	8%	16%	7%	2%		51%	40%	9%	38%	62%	18%	38%	44%	
I can manage to pay my communications services without making changes to the way I spend my money	25	11	15	1	4	10	3	3	5	1		5	15	5	10	15	3	13	10	
	6%	6%	6%	1%	4%	10%	4%	5%	17%	4%		3%	7%	12%	7%	5%	9%	6%	5%	
		43%	57%	3%	16%	38%	11%	11%	18%adeh	2%		20%	60%	20%k	39%	61%	10%	50%	40%	
Other	5	4	1	-	1	-	-	1	1	1		1	1	2	2	3	-	3	2	
	1%	2%	-	-	1%	-	-	2%	5%	9%		1%	-	6%	1%	1%	-	1%	1%	
		75%	25%	-	30%	-	-	18%	26%dg	25%		30%	18%	51%akl	41%	59%	-	56%	44%	
SUMMARY CODES																				
USED COMMS LESS OR CANCELLED SERVICE	97	51	46	14	27	21	20	10	4	1		41	51	5	37	60	6	48	43	
	22%	26%	19%	24%	24%	22%	28%	16%	14%	9%		24%	22%	12%	25%	21%	20%	23%	21%	
		52%	48%	14%	28%	22%	21%	10%	4%	1%		42%	52%	5%	38%	62%	6%	50%	44%	
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276	112	164	41	71	56	50	38	13	7		112	144	20	99	177	18	136	123	
	63%	58%	67%	71%	64%	57%	70%	65%	46%	50%		66%	63%	47%	67%	61%	61%	65%	61%	
		im 41%	59%	15%j	26%	20%	18%j	14%	5%	3%		41%im	52%im	7%	36%	64%	6%	49%	44%	
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91	35	56	17	35	17	8	11	2	1		51	36	3	38	53	11	40	40	
	21%	18%	23%	29%	31%	18%	11%	19%	9%	5%		30%	16%	8%	26%	18%	38%	19%	20%	
		m 38%	62%	19%gi	38%algi	19%	9%	12%	3%	1%		57%aim	40%	4%	42%	58%	12%	44%	44%	
None of these	63	31	32	5	15	16	11	7	6	4		20	34	10	20	43	6	27	30	
	14%	16%	13%	8%	13%	16%	15%	12%	21%	28%		12%	15%	23%	14%	15%	20%	13%	15%	
		49%	51%	7%	24%	25%	17%	11%	9%	6%		31%	54%	15%k	32%	68%	9%	43%	47%	
Don't know	18	8	10	4	2	4	2	3	2	2		6	8	4	2	16	1	6	11	
	4%	4%	4%	7%	2%	4%	2%	4%	9%	13%		3%	4%	11%	1%	6%	4%	9%	5%	
		45%	55%	21%	10%	22%	9%	14%	14%a	10%		31%	45%	24%akl	11%	89%	7%	34%	60%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57*	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
I have decided to cancel one of my other communications services	63 14%	53 15% 85%	3 7% 5%	3 13% 5%	3 26% 5%	7 45% 11%	5 9% 8%	6 19% 9%	10 21% 15% _d	5 22% 7%	9 16% 14%	2 5% 3%	9 14% 14%	1 3% 1%	3 13% 5%	3 7% 5%	3 26% 5%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	36 10% 79%	4 11% 10%	1 4% 2%	4 32% 9%	1 4% 2%	8 13% 17%	3 10% 7%	7 16% 17% _d	1 4% 2%	11 19% 24% _{km}	1 2% 2%	3 5% 6%	2 6% 4%	1 4% 2%	4 11% 10%	4 32% 9%
I am careful about what I buy/spend	173 39%	144 40% 83%	14 34% 8%	8 37% 5%	7 54% 4%	4 26% 2%	24 41% 14% _d	11 38% 7%	25 55% 15% _d	7 32% 4%	27 49% 16% _d	5 13% 3%	30 47% 17% _d	10 35% 6%	8 37% 5%	14 34% 8% _d	7 54% 4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	52 14% 82%	9 21% 14%	2 10% 4%	- - -	6 38% 10%	10 17% 16% _d	6 18% 9%	4 9% 6%	3 14% 5%	11 21% 18% _d	2 4% 3%	7 11% 11%	3 10% 5%	2 10% 4%	9 21% 14% _d	- - -
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	67 16% 79%	10 25% 12%	4 18% 5%	3 26% 4%	3 18% 3%	14 25% 17%	5 16% 6%	11 23% 13%	1 4% 1%	10 19% 12%	5 11% 6%	16 25% 19%	2 7% 2%	4 18% 5%	10 25% 12%	3 26% 4%
I cut back on luxuries e.g. going out less	141 32%	112 31% 79%	12 30% 9%	11 49% 8%	5 42% 4%	4 28% 3%	23 41% 17%	6 19% 4%	21 45% 15% _d	6 26% 4%	21 38% 15%	10 23% 7%	17 27% 12%	4 13% 3%	11 49% 8%	12 30% 9%	5 42% 4%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	81 23% 84%	11 27% 11%	3 15% 4%	2 12% 2%	5 30% 5%	22 38% 22% _{akm}	3 11% 3%	12 27% 13%	3 16% 4%	10 18% 10%	8 19% 8%	11 17% 11%	6 21% 6%	3 15% 4%	11 27% 11%	2 12% 2%
I borrowed from family/friends	49 11%	40 11% 82%	6 14% 11%	2 11% 5%	1 7% 2%	1 8% 3%	15 26% 30% _{allm}	4 12% 8%	4 8% 8%	- - -	7 13% 15%	1 2% 2%	6 10% 13%	2 5% 3%	2 11% 5%	6 14% 11%	1 7% 2%
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	29 8% 86%	4 10% 12%	- - -	1 7% 3%	1 8% 4%	8 14% 24%	4 12% 11%	2 5% 7%	1 7% 4%	3 6% 10%	2 4% 4%	5 8% 15%	2 6% 6%	- - -	4 10% 12%	1 7% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19
Weighted Base	438	362	41*	23**	13**	16**	57**	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	13 4% 94%	- - -	- - -	1 7% 6%	1 8% 10%	1 3% 11%	2 6% 13%	2 5% 18%	- - -	2 4% 16%	- - -	2 3% 16%	1 5% 11%	- - -	- - -	1 7% 6%
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	31 8% 84%	3 8% 9%	3 11% 7%	- - -	3 17% 7%	8 13% 21%	4 12% 10%	2 5% 7%	2 11% 7%	5 9% 14%	1 2% 2%	4 6% 10%	2 8% 6%	3 11% 7%	3 8% 9%	- - -
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	21 6% 82%	3 8% 13%	- - -	1 8% 4%	2 15% 9%	2 4% 9%	4 13% 16%	1 1% 2%	2 9% 7%	3 5% 10%	2 5% 8%	1 2% 5%	4 13% 15%	- - -	3 8% 13%	1 8% 4%
Other	5 1%	3 1% 60%	1 3% 29%	- - -	1 4% 11%	- - -	- - -	- - -	1 3% 30%	- - -	- - -	- - -	- - -	1 5% 30%	- - -	1 3% 29%	1 4% 11%
SUMMARY CODES																	
USED COMMS LESS OR CANCELLED SERVICE	97 22%	80 22% I 83%	7 16% 8%	4 17% 4%	5 42% 6%	8 49% 8%	13 22% 13% 8%	8 8% 15% 8%	15 32% 15% 8%	5 26% 6%	15 27% 16% 8%	2 5% 2%	12 19% 12% 3%	2 8% 3%	4 17% 4%	7 18% 8%	5 42% 6%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	222 61% I 81%	26 63% 9%	17 73% 6%	11 87% 4%	7 45% 3%	40 70% 15% 5%	15 49% 5%	36 77% 13% 4%	12 57% 4%	38 68% 14% 7%	18 43% 7%	43 67% 16% 5%	13 45% 5%	17 73% 6%	26 63% 9%	11 87% 4%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91 21%	76 21% I 84%	9 21% 10%	5 22% 6%	1 7% 1%	3 17% 3%	21 37% 24% allim	8 27% 9%	4 8% 4%	4 18% 4%	15 27% 16% 4%	3 8% 4%	12 19% 14%	6 20% 6%	5 22% 6%	9 21% 10%	1 7% 1%
None of these	63 14%	56 15% 89%	7 17% 11%	- - -	- - -	3 19% 5%	6 10% 9%	2 5% 3%	5 10% 7%	4 17% 6%	7 13% 12%	16 37% 25% agl km	11 18% 18%	3 9% 4%	- - -	7 17% 11%	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	COUNTRY					GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	433	353	43	18	19	14	54	28	44	22	52	44	63	32	18	43	19	
Weighted Base	438	362	41*	23**	13**	16**	57*	30**	46*	21**	55*	42*	64*	30**	23**	41*	13**	
Don't know	18	15	2	1	-	-	1	1	2	-	1	6	2	3	1	2	-	
	4%	4%	4%	5%	-	-	1%	2%	5%	-	1%	15%	3%	11%	5%	4%	-	
		85%	9%	6%	-	-	4%	4%	12%	-	4%	35%ajkm	9%	18%	6%	9%	-	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
I have decided to cancel one of my other communications services	63 14%	57 15%	5 10%	20 15%	39 14%	21 13%	26 18%	27 14%	20 16%	42 16%	17 19%	2 7%	6 16%	55 16%	60 16%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	40 10%	5 10%	18 14%	26 9%	22 13%	15 10%	24 13%	13 11%	29 11%	6 7%	2 10%	6 14%	34 75%	42 93%
I am careful about what I buy/spend	173 39%	155 40%	18 34%	46 34%	120 42%	73 44%	58 39%	84 44%	47 39%	105 39%	39 46%	11 48%	14 38%	137 41%	155 41%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	59 15%	3 6%	22 17%	39 14%	20 12%	27 18%	20 11%	27 22%	43 16%	11 13%	4 18%	9 25%	51 15%	60 16%
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	78 20%	6 11%	28 21%	54 19%	34 21%	39 26%	40 21%	33 27%	61 23%	11 13%	5 24%	6 17%	71 21%	78 92%
I cut back on luxuries e.g. going out less	141 32%	133 35%	7 14%	44 33%	93 33%	59 36%	52 35%	68 36%	42 34%	96 36%	23 27%	7 31%	14 37%	114 34%	130 34%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	87 23%	9 18%	31 23%	64 22%	34 21%	45 30%	40 21%	39 30%	66 25%	13 16%	6 28%	10 11%	76 77%	88 90%
I borrowed from family/friends	49 11%	43 11%	4 8%	14 10%	33 12%	22 14%	18 12%	24 12%	16 13%	34 13%	5 5%	-	4 10%	38 11%	42 11%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	33 9%	1 1%	12 9%	21 7%	14 8%	13 9%	14 8%	12 10%	26 10%	6 7%	-	-	31 9%	31 8%
		98%	2%	34%	62%	40%	38%	42%	36%	75% _m	17%	-	-	92%	92%
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	13 3%	1 2%	3 2%	11 4%	5 3%	5 4%	5 3%	5 4%	10 4%	2 2%	1 6%	1 4%	11 3%	13 3%
		92%	8%	22%	78%	38%	39%	38%	39%	71%	13%	9%	11%	84%	94%
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	35 9%	1 2%	12 9%	25 9%	13 8%	15 10%	14 7%	14 11%	18 7%	10 11%	3 15%	5 13%	27 8%	33 9%
		96%	4%	32%	68%	34%	40%	37%	37%	49%	26%	9%	13%	75%	91%
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	24 6%	1 2%	6 4%	18 6%	8 5%	13 8%	11 6%	10 8%	17 7%	5 6%	1 7%	1 3%	21 6%	23 6%
		96%	4%	22%	70%	33%	50%	45%	38%	69%	19%	6%	4%	83%	89%
Other	5 1%	3 1%	1 3%	3 2%	2 1%	1 *	1 1%	1 1%	-	3 1%	1 1%	-	1 1%	4 1%	4 1%
		70%	30%	55%	45%	11%	18%	30%	-	60%	15%	-	11%	75%	86%
SUMMARY CODES															
USED COMMS LESS OR CANCELLED SERVICE	97 22%	87 23%	10 19%	33 24%	59 21%	35 22%	40 27%	43 23%	32 26%	62 23%	21 25%	3 14%	12 31%	78 23%	91 24%
		90%	10%	34%	61%	36%	41%	45%	33%	63%	22%	3%	12%	81%	94%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	247 64%	28 52%	86 64%	182 64%	108 66%	98 66%	124 66%	81 66%	177 66%	55 65%	16 71%	23 62%	222 66%	250 66%
		90%	10%	31%	66%	39%	36%	45%	30%	64%	20%	6%	8%	80%	91%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	433	382	50	145	271	166	131	191	106	247	83	24	42	316	365
Weighted Base	438	384	53*	135	286	164	148	189	123	268	85*	22**	37*	337	380
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91	85	5	30	59	36	36	39	33	55	17	5	7	71	80
	21%	22%	9%	22%	21%	22%	24%	21%	27%	20%	20%	20%	18%	21%	21%
		93% ^c	6%	33%	65%	39%	39%	43%	36%	60%	18%	5%	7%	79%	88%
None of these	63	47	15	23	35	19	15	20	13	34	11	3	7	42	49
	14%	12%	29%	17%	12%	11%	10%	11%	11%	13%	13%	15%	18%	13%	13%
		75%	25% ^{a,b}	37%	55%	30%	24%	33%	21%	54%	17%	5%	11%	67%	78%
Don't know	18	16	2	5	13	5	4	7	2	8	1	1	1	9	10
	4%	4%	4%	4%	4%	3%	3%	4%	1%	3%	1%	3%	4%	3%	3%
		87%	13%	26%	70%	29%	22%	41%	10%	46%	4%	4%	8%	50%	58%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
I have decided to cancel one of my other communications services	63 14%	27 17% 42%	24 18% 39%	41 17% 66%	26 13% 42%	16 15% 26%	42 14% 68%	20 16% 32%	3 15% 5%	42 13% 68%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	14 9% h 32%	18 13% 39%	28 11% 61%	29 14% 64%h	12 12% 27%h	40 13% 89%h	5 4% 11%	1 4% 2%	40 13% 89%h
I am careful about what I buy/spend	173 39%	55 35% 32%	62 45% 36%	100 40% 58%	90 43% 52%h	46 44% 27%h	134 43% 77%h	39 31% 23%	7 31% 4%	135 42% 78%h
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	18 12% 29%	27 20% 44%	36 14% 58%	29 14% 47%	21 20% 33%h	50 16% 80%	13 10% 20%	3 11% 4%	50 16% 80%
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	33 21% 39%	36 27% 43%	56 23% 67%	46 22% 55%h	24 23% 28%h	69 22% 82%h	15 12% 18%	3 12% 3%	69 22% 82%h
I cut back on luxuries e.g. going out less	141 32%	54 34% 38%	53 39% 38%	88 35% 62%	69 33% 49%	36 35% 26%	106 34% 75%	35 28% 25%	5 20% 3%	106 33% 75%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	35 22% 35%	36 26% 37%	58 23% 59%	51 24% 53%	25 24% 26%	77 25% 79%	21 18% 21%	2 8% 2%	77 24% 79%
I borrowed from family/friends	49 11%	16 10% 33%	16 11% 32%	28 11% 57%	26 13% 54%	12 12% 25%	37 12% 76%	12 9% 24%	2 9% 4%	38 12% 78%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	14 9% 40%	11 8% 32%	20 8% 58%	13 6% 39%	13 12% 38%	26 8% 77%	8 6% 23%	1 4% 3%	26 8% 77%
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	5 3% 38%	9 6% 65%	12 5% 86%	4 2% 31%	8 8% 62% ^{aah}	13 4% 94%	1 1% 6%	1 4% 6%	13 4% 94%
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	14 9% 40%	11 8% 30%	23 9% 62%	22 11% 61% ^h	9 9% 26%	32 10% 87% ^h	5 4% 13%	1 5% 3%	32 10% 87% ^h
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	10 6% 41%	7 5% 29%	15 6% 59%	7 3% 29%	10 10% 41% ^{ae}	18 6% 70%	8 6% 30%	5 22% 20%	19 6% 75%
Other	5 1%	2 1% 42%	1 1% 15%	3 1% 56%	1 * 15%	2 2% 42%	3 1% 56%	2 2% 44%	- - -	3 1% 56%
SUMMARY CODES										
USED COMMS LESS OR CANCELLED SERVICE	97 22%	38 24% 39%	36 26% 37%	61 24% 63%	49 23% 51%	25 24% 26%	73 23% 75%	24 19% 25%	3 15% 3%	73 23% 75%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	100 63% ^h 36%	96 70% 35%	167 67% 61%	144 69% 52% ^h	68 64% 25%	209 67% 76% ^h	67 52% 24%	12 52% 4%	210 66% 76% ^h
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91 21%	34 21% 37%	27 20% 30%	54 22% 60%	52 25% 58% ^h	22 21% 24%	73 23% 80% ^h	18 14% 20%	3 14% 4%	74 23% 81% ^h

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	433	148	127	235	202	97	296	137	23	303
Weighted Base	438	159	137	251	210	105*	311	127	23**	318
None of these	63 14%	19 12% 31%	14 11% 23%	28 11% 45%	30 14% 47%	7 7% 12%	37 12% 59%	26 20% 41% ^{sig}	4 16% 6%	41 13% 65%
Don't know	18 4%	5 3% 25%	3 2% 14%	5 2% 30%	6 3% 31%	3 3% 17%	9 3% 48%	9 7% 52% ^{sig}	- - -	9 3% 48%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	**	85*	100*	64*
I have decided to cancel one of my other communications services	63 14%	43 17%	20 11%	25 14%	38 15%	38 15%	63 14%	-	12 14%	24 24%	7 10%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	37 14%	9 5%	26 14%	19 7%	32 13%	45 10%	-	11 13%	11 11%	4 6%
		c 81% ^c	19%	58% ^e	42%	70%	100%	-	24%	25%	9%
I am careful about what I buy/spend	173 39%	100 39%	73 40%	71 39%	102 40%	107 42%	173 39%	-	33 39%	40 40%	27 42%
		58%	42%	41%	59%	62%	100%	-	19%	23%	16%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	41 16%	22 12%	29 16%	33 13%	35 14%	63 14%	-	16 19%	15 15%	11 17%
		66%	34%	47%	53%	56%	100%	-	26%	24%	17%
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	62 24%	23 13%	45 25%	39 15%	53 21%	84 19%	-	10 12%	21 21%	21 33%
		73% ^c	27%	53% ^e	47%	63%	100%	-	12%	25%	25% ^a
I cut back on luxuries e.g. going out less	141 32%	87 34%	54 30%	61 34%	80 31%	93 37%	141 32%	-	23 27%	44 44%	29 46%
		62%	38%	43%	57%	66%	100%	-	16%	31% ^a	21% ^a
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	63 24%	35 19%	46 26%	51 20%	57 23%	98 22%	-	19 22%	28 28%	21 34%
		64%	36%	48%	52%	58%	100%	-	19%	29%	22%
I borrowed from family/friends	49 11%	34 13%	14 8%	24 14%	24 9%	29 12%	49 11%	-	10 12%	20 20%	18 28%
		70%	30%	50%	50%	60%	100%	-	21%	42% ^a	37% ^a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	..	85*	100*	64*
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	20 8%	14 8%	14 8%	20 8%	19 7%	34 8%	-	6 7%	12 12%	11 18%
		58%	42%	41%	59%	55%	100%	-	17%	35%	33%a
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	10 4%	4 2%	11 6%	2 1%	8 3%	14 3%	-	3 4%	8 8%	3 5%
		72%	28%	84%e	16%	56%	100%	-	25%	56%	22%
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	26 10%	10 5%	15 8%	21 8%	23 9%	36 8%	-	13 16%	14 14%	10 16%
		73%	27%	41%	59%	62%	100%	-	37%ag	39%	28%
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	17 7%	9 5%	12 7%	13 5%	19 8%	25 6%	-	4 5%	1 1%	1 2%
		66%	34%	47%	53%	77%	100%	-	17%	5%	4%
Other	5 1%	5 2%	-	4 2%	1 *	3 1%	5 1%	-	1 2%	-	-
		100%	-	74%	26%	56%	100%	-	30%	-	-
SUMMARY CODES											
USED COMMS LESS OR CANCELLED SERVICE	97 22%	71 28%	26 14%	46 25%	52 20%	61 24%	97 22%	-	21 25%	33 33%	9 14%
		c 73% ^c	27%	47%	53%	63%	100%	-	22%	34%ak	9%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	168 65%	108 60%	117 65%	158 62%	167 66%	276 63%	-	48 57%	73 73%	48 75%
		61%	39%	43%	57%	60%	100%	-	18%	27%	17%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91 21%	61 24%	30 16%	39 22%	52 20%	54 21%	91 21%	-	21 25%	36 36%	27 42%
		67%	33%	43%	57%	59%	100%	-	23%	39%a	30%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	433	254	179	172	261	246	433	-	92	93	63
Weighted Base	438	258	180	181	257	253	438	..	85*	100*	64*
None of these	63	26	37	24	39	34	63	-	19	2	5
	14%	10%	21%	13%	15%	13%	14%	-	22%	2%	7%
		j 41%	59%b	38%	62%	54%	100%	-	30%	3%	8%
Don't know	18	8	10	3	15	2	18	-	6	2	1
	4%	3%	6%	2%	6%	1%	4%	-	6%	2%	1%
		f 43%	57%	19%	81%	14%	100%	-	31%	8%	3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
433	25	20	46	34	89	101	332	49	59	51	187	109
438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
63	2	7	7	8	21	22	40	9	8	9	33	10
14%	7%	34%	14%	26%	24%	22%	12%	19%	14%	16%	17%	8%
	2%	10%	10%	13%h	34%ah	35%h	65%	15%	14%	14%	52%	15%
45	5	4	3	2	16	16	29	6	9	7	30	11
10%	20%	22%	5%	6%	18%	16%	9%	12%	14%	12%	66%	9%
	10%	9%	6%	4%	35%h	35%	65%	13%	19%	15%	55%	23%
173	7	3	25	12	42	47	126	22	29	22	87	47
39%	31%	18%	54%	37%	47%	46%	37%	44%	48%	40%	45%	41%
	4%	2%	15%h	7%	24%	27%	73%	13%	17%	13%	50%	27%
63	8	3	11	4	22	23	40	12	14	13	31	19
14%	35%	18%	24%	14%	24%	22%	12%	24%	24%	23%	16%	17%
	13%	5%	18%h	7%	35%ah	36%h	64%	19%h	23%h	21%h	50%	30%
84	6	2	10	7	24	27	58	13	16	17	42	27
19%	24%	13%	21%	20%	26%	26%	17%	27%	27%	30%	22%	23%
	7%	3%	12%	8%	28%	32%	68%	16%	19%	20%h	50%	32%
141	8	7	20	8	39	41	100	20	27	21	76	30
32%	36%	39%	42%	24%	43%	40%	30%	40%	44%	37%	39%	26%
	6%	5%	14%	6%	29%	29%	71%	14%	19%h	15%	54%h	21%
98	9	4	15	11	22	26	71	14	16	18	47	30
22%	41%	22%	32%	24%	24%	26%	21%	29%	27%	33%	24%	26%
	10%	4%	15%	11%	23%	27%	73%	15%	17%	19%	48%	30%
49	5	3	6	3	18	18	31	8	11	12	24	12
11%	21%	14%	12%	9%	20%	18%	9%	15%	19%	22%	12%	11%
	10%	6%	12%	6%	37%ah	37%h	63%	16%	23%h	25%ah	50%	25%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	- -	2 12% 7%	7 15% 20%	3 8% 8%	8 9% 25%	10 9% 28%	24 7% 72%	3 7% 10%	4 7% 12%	8 15% 24%	15 8% 43%	12 10% 34%
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	2 9% 16%	- - -	1 2% 8%	- - -	2 2% 16%	2 2% 16%	11 3% 84%	1 2% 8%	2 4% 17%	2 3% 14%	8 4% 56%	5 4% 38%
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	5 22% 14%	2 12% 6%	3 7% 8%	2 5% 5%	12 13% 32%	12 11% 32%	25 7% 68%	6 12% 17%	7 11% 19%	6 12% 18%	23 12% 62%	9 8% 25%
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	- - -	2 9% 6%	3 6% 11%	2 6% 8%	1 1% 4%	3 3% 10%	23 7% 90% ^f	* 1% 2%	2 2% 6%	* 1% 2%	11 6% 43%	7 6% 27%
Other	5 1%	- - -	- - -	- - -	- - -	- - -	- - -	5 1% 100%	- - -	- - -	- - -	1 1% 26%	1 1% 30%
SUMMARY CODES													
USED COMMS LESS OR CANCELLED SERVICE	97 22%	6 27% 6%	11 57% 11%	9 18% 9%	10 29% 10%	32 36% 33% ^{adh}	33 32% 34% ^{ah}	64 19% 66%	14 28% 14%	15 25% 16%	15 26% 15%	54 28% 56% ^{um}	19 16% 19%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	14 59% 5%	11 59% 4%	33 70% 12%	18 55% 7%	66 73% 24% ^{ah}	75 73% 27% ^{ah}	201 60% 73%	34 68% 12%	43 72% 16%	43 76% 15% ^{eah}	132 67% 48%	78 67% 28%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91 21%	10 43% 11%	4 22% 5%	10 22% 11%	6 20% 7%	29 32% 32% ^{ah}	31 30% 34% ^{ah}	60 18% 66%	11 23% 13%	17 29% 19%	15 27% 17%	49 25% 54%	24 21% 26%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	433	25	20	46	34	89	101	332	49	59	51	187	109
Weighted Base	438	23**	19**	47*	33*	90*	102*	336	50*	60*	56*	196	115
None of these	63	5	1	4	6	10	11	52	8	9	5	25	12
	14%	22%	4%	10%	18%	11%	11%	16%	16%	14%	9%	13%	10%
		8%	1%	7%	10%	15%	17%	83%	13%	14%	8%	40%	19%
Don't know	18	-	1	2	1	2	2	16	1	2	1	2	7
	4%	-	6%	4%	3%	2%	2%	5%	2%	3%	2%	1%	6%
		1	6%	11%	6%	11%	11%	89%	6%	9%	6%	10%	37% ^d

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	433	110	84	75	110	32	10	2	3	2	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	6**
I have decided to cancel one of my other communications services	63 14%	14 12% 22%	11 14% 18%	10 13% 15%	18 16% 29%	1 4% 2%	4 40% 7%	- - -	1 30% 1%	1 67% 2%	- 44% 4%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	13 12% 30%	12 15% 27%	7 9% 15%	12 10% 27%	1 2% 2%	- - -	- - -	- - -	- - -	- - -
I am careful about what I buy/spend	173 39%	47 43% 27%	41 50% 24%ac	23 30% 13%	43 37% 25%	9 29% 5%	3 29% 2%	1 42% 1%	2 71% 1%	- - -	4 56% 2%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	12 10% 18%	24 30% 39%acd	10 13% 15%	14 12% 23%	1 3% 1%	- - -	- - -	1 30% 1%	- - -	1 21% 2%
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	17 16% 21%	24 30% 29%a	13 17% 16%	24 21% 26%	3 10% 4%	- - -	- - -	- - -	- - -	3 41% 3%
I cut back on luxuries e.g. going out less	141 32%	37 33% 26%	33 40% 23%	20 27% 14%	35 30% 25%	6 20% 5%	1 14% 1%	2 100% 2%	2 59% 1%	1 33% *	4 64% 3%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	17 15% 17%	30 37% 31%ac	15 20% 16%	30 26% 30%	5 16% 5%	- - -	- - -	1 30% 1%	- - -	- - -
I borrowed from family/friends	49 11%	11 10% 23%	17 20% 34%cd	9 12% 19%	10 9% 20%	1 3% 2%	- - -	- - -	1 30% 2%	- - -	- - -
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	5 5% 16%	11 13% 32%	4 5% 12%	12 11% 35%	2 5% 5%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	PERSONAL INCOME										No classification (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	433	110	84	75	110	32	10	2	3	2	5
Weighted Base	438	110	81*	76*	115	32**	10**	2**	3**	2**	6**
I have taken out a loan from a bank or another company (e.g. payday loan company)	14	2	4	4	2	1	-	-	-	-	-
	3%	2%	5%	5%	2%	3%	-	-	-	-	-
		14%	31%	31%	17%	8%	-	-	-	-	-
I have sold items (e.g. through a pawn shop, eBay, etc.)	36	8	10	8	8	-	-	1	-	-	1
	8%	8%	12%	11%	7%	-	-	30%	-	-	17%
		29%	26%	22%	23%	-	-	3%	-	-	3%
I can manage to pay my communications services without making changes to the way I spend my money	25	10	2	5	4	4	-	-	-	-	-
	6%	9%	3%	6%	3%	12%	-	-	-	-	-
		41%	9%	19%	16%	15%	-	-	-	-	-
Other	5	1	1	1	2	-	-	-	-	-	-
	1%	1%	1%	2%	2%	-	-	-	-	-	-
		14%	11%	26%	49%	-	-	-	-	-	-
SUMMARY CODES											
USED COMMS LESS OR CANCELLED SERVICE	97	24	22	16	24	2	4	1	1	-	3
	22%	21%	27%	21%	21%	6%	40%	30%	67%	-	44%
		24%	23%	17%	25%	2%	4%	1%	1%	-	3%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276	71	62	41	70	15	4	2	3	1	6
	63%	65%	77%	54%	61%	45%	43%	100%	100%	33%	100%
		26%	23% ^{acd}	15%	25%	5%	2%	1%	1%	-	2%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91	21	23	20	22	3	-	1	-	-	1
	21%	19%	29%	26%	19%	8%	-	30%	-	-	17%
		23%	26%	22%	24%	3%	-	1%	-	-	1%
None of these	63	13	9	13	16	9	3	-	-	-	-
	14%	12%	11%	17%	14%	29%	25%	-	-	-	-
		20%	14%	21%	26%	15%	4%	-	-	-	-
Don't know	18	4	1	5	6	1	1	-	-	-	-
	4%	3%	2%	7%	5%	5%	6%	-	-	-	-
		20%	7%	30%	31%	8%	3%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	**	6**	179	107*	24**	78*	44*	6**
I have decided to cancel one of my other communications services	63 14%	9 9% 15%	5 9% 8%	22 20% 35%a	7 13% 11%	8 20% 11%	5 16% 8%	1 9% 2%	1 8% 2%	2 33% 3%	- - -	3 44% 4%	24 13% 38%	15 14% 24%	2 9% 3%	13 17% 21%	6 13% 9%	3 44% 4%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	15 14% 33%	5 9% 11%	16 15% 36%	5 9% 11%	1 2% 2%	1 4% 3%	- - -	2 14% 4%	- - -	- - -	- - -	19 11% 42%	14 13% 32%	3 11% 6%	7 9% 16%	2 4% 4%	- - -
I am careful about what I buy/spend	173 39%	44 41% 25%	21 41% 12%	43 39% 25%	21 37% 12%	14 36% 8%	13 43% 8%	6 45% 4%	6 40% 3%	1 15% 1%	- - -	4 56% 2%	74 41% 43%	42 39% 24%	12 50% 7%	30 38% 17%	12 28% 7%	4 56% 2%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	20 19% 32%	9 16% 14%	19 17% 31%	8 14% 13%	2 6% 4%	1 4% 2%	1 8% 2%	- - -	1 15% 1%	- - -	1 21% 2%	23 13% 37%	16 15% 25%	3 11% 4%	15 19% 24%	5 11% 7%	1 21% 2%
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	23 22% 28%	12 23% 14%	19 17% 22%	9 17% 11%	6 17% 8%	5 17% 6%	2 16% 3%	4 30% 5%	- - -	- - -	3 41% 3%	35 20% 42%	14 13% 17%	7 29% 8%	14 18% 17%	11 26% 13%	3 41% 3%
I cut back on luxuries e.g. going out less	141 32%	41 38% 29% ^d	18 34% 13%	31 28% 22%	12 21% 8%	9 24% 7%	13 41% 9%	3 24% 2%	7 50% 5%	2 38% 2%	- - -	4 64% 3%	54 30% 38%	30 28% 21%	10 39% 7%	31 40% 22%	13 30% 9%	4 64% 3%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	23 22% 24%	12 24% 13%	32 28% 32%	12 22% 13%	7 18% 7%	5 16% 5%	2 15% 2%	3 21% 3%	1 15% 1%	- - -	- - -	42 24% 43%	22 20% 22%	10 40% 10%	13 17% 14%	10 24% 11%	- - -
I borrowed from family/friends	49 11%	13 12% 27%	13 25% 27% ^{aade}	9 8% 18%	4 6% 7%	3 7% 6%	4 12% 8%	1 8% 2%	1 9% 3%	1 15% 2%	- - -	- - -	14 8% 30%	8 7% 16%	- - -	17 22% 35% ^{dm}	9 22% 19% ^{dm}	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 (b)	£20,000 (c)	£30,000 (d)	£40,000 (e)	£50,000 (f)	£60,000 (g)	£70,000 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5	
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	**	6**	179	107*	24**	78*	44*	6**	
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	10 9% 29%	5 10% 15%	9 8% 27%	2 4% 7%	5 13% 14%	3 8% 8%	- - -	- - -	- - -	- - -	- - -	13 7% 38%	3 3% 9%	3 11% 8%	11 15% 33% m	4 9% 12%	- - -	
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	3 3% 25%	3 6% 23%	3 3% 23%	2 4% 18%	- - -	1 5% 11%	- - -	- - -	- - -	- - -	- - -	3 2% 24%	1 1% 11%	- - -	8 10% 56% m	1 3% 10%	- - -	
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	12 11% 32%	4 8% 11%	14 13% 39%	3 5% 7%	1 3% 3%	1 4% 3%	- - -	- - -	1 15% 3%	- - -	1 17% 3%	15 8% 41%	9 8% 24%	- - -	9 12% 26%	2 6% 7%	1 17% 3%	
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	7 6% 26%	2 4% 8%	5 5% 21%	4 6% 14%	4 11% 16%	1 4% 5%	1 10% 5%	1 8% 5%	- - -	- - -	- - -	6 3% 23%	8 8% 32%	2 9% 9%	5 7% 20%	4 9% 16%	- - -	
Other	5 1%	1 * 11%	1 2% 26%	2 2% 49%	1 1% 15%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	3 2% 60%	1 1% 15%	1 2% 11%	- - -	1 2% 14%	- - -	
SUMMARY CODES																			
USED COMMS LESS OR CANCELLED SERVICE	97 22%	20 19% 21%	9 17% 9%	33 30% 34%	12 21% 13%	8 22% 9%	6 20% 6%	1 9% 1%	2 14% 2%	2 33% 2%	- - -	3 44% 3%	40 22% 41%	25 23% 26%	5 20% 5%	17 22% 18%	7 17% 8%	3 44% 3%	
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	78 72% 28% de	30 57% 11% de	71 64% 26%	31 53% 11%	18 46% 6%	22 71% 8%	7 53% 3%	11 79% 4%	2 38% 1%	- - -	6 100% 2%	114 64% 41%	63 58% 23%	18 74% 7%	49 63% 18%	26 59% 9%	6 100% 2%	
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91 21%	23 22% 26% d	19 37% 21% ade	27 24% 30% d	5 8% 5%	6 15% 6%	6 20% 7%	1 8% 1%	1 9% 1%	1 15% 1%	- - -	1 17% 1%	35 19% 38%	16 15% 18%	3 11% 3%	25 32% 27% m	12 27% 13%	1 17% 1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 9 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	433	106	56	112	57	36	28	13	13	7	-	5	180	105	24	75	44	5
Weighted Base	438	107*	52*	111	57*	38*	31**	14**	14**	6**	..*	6**	179	107*	24**	78*	44*	6**
None of these	63	11	6	14	14	9	4	3	1	1	-	-	27	17	2	12	5	-
	14%	11%	11%	13%	25%	22%	12%	23%	8%	12%	-	-	15%	16%	9%	16%	10%	-
		18%	9%	23%	22%a	14%	6%	5%	2%	1%	-	-	43%	27%	4%	20%	7%	-
Don't know	18	3	3	4	3	2	-	1	1	2	-	-	11	4	1	-	2	-
	4%	3%	5%	4%	5%	4%	-	5%	4%	32%	-	-	6%	4%	5%	-	5%	-
		17%	14%	24%	17%	9%	-	4%	3%	11%	-	-	60%o	23%	6%	-	11%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122
Weighted Base	438	184	126
I have decided to cancel one of my other communications services	63 14%	23 12% 36%	20 16% 32%
I use my communications service less, e.g. make fewer calls, top up PAYG less, reduce my TV package	45 10%	17 9% 38%	15 12% 34%
I am careful about what I buy/spend	173 39%	60 33% 35%	53 42% 31%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	63 14%	22 12% 35%	11 9% 18%
I go without certain smaller goods/services - e.g. making clothes last longer	84 19%	24 13% 29%	22 16% 26%
I cut back on luxuries e.g. going out less	141 32%	54 29% 38%	39 31% 28%
I buy cheaper goods/ services e.g. swapping from 'branded' to 'value' range of foods	98 22%	37 20% 38%	23 19% 24%
I borrowed from family/friends	49 11%	21 12% 44%	14 11% 29%
I have asked family/friends to pay the bill/accepted gifts from family and friends	34 8%	18 10% 52%	7 6% 22%

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	433	185	122
Weighted Base	438	184	126
I have taken out a loan from a bank or another company (e.g. payday loan company)	14 3%	8 4% 57%	4 3% 27%
I have sold items (e.g. through a pawn shop, eBay, etc.)	36 8%	18 10% 50%	9 7% 25%
I can manage to pay my communications services without making changes to the way I spend my money	25 6%	12 7% 48%	5 4% 18%
Other	5 1%	2 1% 30%	1 1% 30%
SUMMARY CODES			
USED COMMS LESS OR CANCELLED SERVICE	97 22%	37 20% 38%	31 24% 32%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	276 63%	109 59% 40%	80 63% 29%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	91 21%	40 22% 44%	25 20% 27%
None of these	63 14%	26 14% 42%	22 17% 34%
Don't know	18 4%	11 6% 62%	3 3% 18%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1911	943	968	123	332	295	279	294	323	265	455	868	588	803	1108	301	869	741
Weighted Base	1869	922	947	149	376	338	303	316	210	176	525	957	386	891	977	329	936	604
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58	29	29	3	7	5	10	14	11	9	10	28	20	20	38	4	26	28
	3%	3%	3%	2%	2%	2%	3%	4%	5%	5%	2%	3%	5%	2%	4%	1%	3%	5%
		49%	51%	4%	12%	9%	17%	23% <i>l</i>	20% <i>aefl</i>	15% <i>efl</i>	16%	49%	35% <i>akl</i>	34%	66% <i>on</i>	6%	45%	49% <i>pq</i>
Mobile phone (that can t access the internet)	59	34	25	4	13	7	10	10	10	4	17	28	14	23	35	7	29	23
	3%	4%	3%	3%	3%	2%	3%	3%	5%	2%	3%	3%	4%	3%	4%	2%	3%	4%
		57%	43%	7%	22%	13%	17%	18%	17%	7%	30%	47%	23%	40%	60%	12%	49%	39%
Fixed Landline telephone	110	50	60	19	29	18	19	12	6	8	48	49	13	34	75	14	43	53
	6%	5%	6%	13%	8%	5%	6%	4%	3%	4%	9%	5%	3%	4%	8%	4%	5%	9%
		imm	45%	17% <i>aafg</i>	26% <i>aj</i>	16%	17%	11%	5%	7%	43% <i>alm</i>	44%	12%	31%	69% <i>on</i>	13%	39%	48% <i>apq</i>
				hij														
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	93	46	47	13	18	19	14	15	11	3	31	48	13	33	60	5	40	47
	5%	5%	5%	9%	5%	6%	5%	5%	5%	2%	6%	5%	3%	4%	6%	2%	4%	8%
		jp	49%	14% <i>j</i>	20% <i>j</i>	20% <i>j</i>	15%	16%	12% <i>j</i>	3%	34%	52%	14%	35%	65% <i>on</i>	6%	43% <i>p</i>	51% <i>apq</i>

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1911	943	968	123	332	295	279	294	323	265	455	868	588	803	1108	301	869	741
Weighted Base	1869	922	947	149	376	338	303	316	210	176	525	957	386	891	977	329	936	604
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. 'up to 52 Mbps, up to 100 Mbps'	189	79	110	29	52	38	28	23	12	6	82	89	18	69	120	22	78	90
	10%	9%	12%	20%	14%	11%	9%	7%	6%	4%	16%	9%	5%	8%	12%	7%	8%	15%
		jm 42%	58%b	16%alg	28%ahi	20%j	15%j	12%	6%	3%	43%alm	47%lm	10%	37%	63%ln	12%	41%	47%apq
Mobile broadband - Through a dongle or USB stick	102	53	48	9	24	18	17	21	8	5	33	56	13	30	71	15	39	48
	5%	6%	5%	6%	6%	5%	6%	7%	4%	3%	6%	6%	3%	3%	7%	4%	4%	8%
		mn 53%	47%	8%	24%j	17%	17%	21%	8%	5%	32%lm	55%lm	13%	30%	70%ln	14%	38%	47%apq
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132	57	75	18	36	25	19	22	7	6	53	65	13	51	81	23	59	50
	7%	6%	8%	12%	9%	7%	6%	7%	3%	3%	10%	7%	3%	6%	8%	7%	6%	8%
		jm 43%	57%	13%ij	27%aj	19%j	14%	17%	6%	4%	40%alm	50%lm	10%	39%	61%ln	18%	44%	38%
Make calls using a public payphone	110	50	59	13	31	21	16	16	8	4	44	53	12	41	68	13	51	46
	6%	5%	6%	9%	8%	6%	5%	5%	4%	2%	8%	6%	3%	5%	7%	4%	5%	8%
		jm 46%	54%	12%ij	28%aj	19%j	15%	14%	8%	4%	40%alm	48%lm	11%	38%	62%ln	12%	46%	42%ap
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	114	62	53	7	20	13	20	24	19	12	27	56	31	43	71	11	54	49
	6%	7%	6%	5%	5%	4%	6%	8%	9%	7%	5%	6%	8%	5%	7%	3%	6%	8%
		54%	46%	6%	16%	11%	17%	21%af	17%af	10%	24%	49%	27%	37%	63%ln	9%	47%	43%ap
ANY FIXED BROADBAND	244	106	139	34	65	50	38	31	19	7	99	119	26	98	146	27	108	110
	13%	11%	15%	23%	17%	15%	12%	10%	9%	4%	19%	12%	7%	11%	15%	8%	11%	18%
		jmp 43%	57%b	14%agh	27%ahi	21%j	15%j	13%	8%	3%	41%alm	49%lm	11%	40%	60%ln	11%	44%	45%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1911	943	968	123	332	295	279	294	323	265	455	868	588	803	1108	301	869	741
Weighted Base	1869	922	947	149	376	338	303	316	210	176	525	957	386	891	977	329	936	604
ANY BROADBAND	295	135	160	37	78	58	47	45	21	9	115	151	30	122	173	38	132	126
	16%	15%	17%	25%	21%	17%	16%	14%	10%	5%	22%	16%	8%	14%	16%	11%	14%	21%
		ijm 46%	54%	12%ag ij	26%ah j	20%aj	16%aj	15%aj	7%aj	3%	39%alm	51%lm	10%	41%	59%an	13%	45%	43%apq
ONLY 1 SERVICE	344	163	182	36	78	68	69	53	26	15	113	190	41	132	212	44	162	138
	18%	18%	19%	24%	21%	20%	23%	17%	12%	9%	22%	20%	11%	15%	22%	13%	17%	23%
		ijmnp 47%	53%	10%ij	23%ij	20%ij	20%ij	15%ij	8%	4%	33%lm	55%lm	12%	39%	61%an	13%	47%	40%apq
2 SERVICES	91	35	55	11	29	11	13	16	6	4	40	40	10	49	41	12	51	28
	5%	4%	6%	8%	8%	3%	4%	5%	3%	2%	8%	4%	3%	6%	4%	4%	5%	5%
		m 39%	61%	12%ij	32%alf j	13%	14%	16%	6%	5%	44%alm	45%	11%	54%	46%	13%	56%	31%
3 OR MORE SERVICES	79	39	40	12	20	14	9	12	7	5	32	36	11	22	57	11	26	43
	4%	4%	4%	8%	5%	4%	3%	4%	3%	3%	6%	4%	3%	2%	6%	3%	3%	7%
		n 50%	50%	15%gij	25%	16%	11%	16%	9%	6%	41%lm	45%	14%	28%	72%an	13%	33%	54%apq
ANY COMMUNICATIONS SERVICE	514	237	277	59	127	93	91	82	39	24	185	266	63	204	310	66	239	209
	28%	26%	29%	40%	34%	28%	30%	26%	18%	14%	35%	28%	16%	23%	32%	20%	26%	35%
		ijmnp 46%	54%	11%afh ij	25%ah j	18%ij	18%ij	16%ij	8%	5%	36%alm	52%lm	12%	40%	60%an	13%	47%	41%apq
None of these	1305	656	649	86	245	239	203	222	165	144	331	664	310	668	637	251	679	375
	70%	71%	69%	58%	65%	71%	67%	70%	79%	82%	63%	69%	80%	75%	65%	76%	73%	62%
		dkor 50%	50%	7%	19%	18%cd	16%	17%cd	13%ade igh	11%ade igh	25%	51%k	24%akl	51%ao	49%	19%ar	52%r	29%
Don't know	50	29	21	4	5	6	9	12	6	8	9	27	14	19	30	11	18	20
	3%	3%	2%	2%	1%	2%	3%	4%	3%	4%	2%	3%	4%	2%	3%	3%	2%	3%
		57%	43%	7%	10%	12%	19%	24%e	12%	15%e	17%	55%	28%k	36%	61%	23%	36%	41%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]
Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1911	1555	160	89	107	77	213	155	146	158	196	188	270	152	89	160	107
Weighted Base	1869	1550	147	93*	80*	73*	207	157	144	148	197	188	287	148	93*	147	80*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58	48	3	5	1	2	7	4	3	9	6	4	7	6	5	3	1
	3%	3%	2%	6%	2%	3%	3%	2%	2%	6%	3%	2%	3%	4%	6%	2%	2%
		83%	5%	9%	3%	4%	12%	7%	6%	15%	10%	7%	13%	10%	9%	5%	3%
Mobile phone (that can t access the internet)	59	49	7	1	1	1	6	6	3	4	8	9	9	3	1	7	1
	3%	3%	5%	2%	1%	1%	3%	4%	2%	2%	4%	5%	3%	2%	2%	5%	1%
		84%	13%	2%	2%	2%	10%	11%	5%	6%	13%	16%	16%	5%	2%	13%	2%
Fixed Landline telephone	110	84	11	8	7	3	15	8	12	9	16	10	8	4	8	11	7
	6%	5%	8%	9%	9%	4%	7%	5%	8%	6%	8%	5%	3%	3%	9%	8%	9%
		m 76%	10%	7%	7%	2%	13%um	7%	11%mm	8%	15%mm	9%	7%	3%	7%um	10%um	7%um
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB\second* e.g .it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93	69	9	11	4	4	7	5	7	10	8	9	12	6	11	9	4
	5%	4%	6%	12%	5%	6%	3%	3%	5%	7%	4%	5%	4%	4%	12%	6%	5%
		74%	10%	12%ab	5%	5%	7%	5%	8%	11%	8%	10%	13%	7%	n 12%aghkmm	10%	5%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1911	1555	160	89	107	77	213	155	146	158	196	188	270	152	89	160	107
Weighted Base	1869	1550	147	93*	80*	73*	207	157	144	148	197	188	287	148	93*	147	80*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbits, up to 100 Mbits".	189 10%	149 10% 79%	9 6% 5%	27 29% 14%abce	4 4% 2%	6 8% 3%	27 13% 14%q	11 7% 6%	13 9% 7%	13 8% 7%	29 15% 15%hppq	15 8% 8%	25 9% 13%	12 8% 6%	27 29% 14%afghij klmnpq	9 6% 5%	4 4% 2%
Mobile broadband - Through a dongle or USB stick	102 5%	76 5% h 75%	10 7% 10%	12 6% 11%ab	4 5% 4%	3 4% 3%	12 6% 12%h	2 1% 2%	6 4% 6%	10 7% 10%h	14 7% 13%h	7 3% 6%	18 6% 17%h	5 3% 5%	12 13% 11%ahln	10 7% 10%h	4 5% 4%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 7%	101 7% 77%	12 8% 9%	14 16% 11%abe	4 5% 3%	3 5% 3%	10 5% 8%	11 7% 8%	6 4% 4%	9 6% 7%	17 8% 13%	13 7% 10%	24 8% 18%	9 6% 7%	14 16% 11%afghij lnq	12 8% 9%	4 5% 3%
Make calls using a public payphone	110 6%	91 6% 83%	6 4% 6%	7 8% 7%	5 6% 5%	2 3% 2%	18 9% 16%ln	6 4% 6%	7 5% 7%	5 3% 5%	24 12% 22%alh ijlmnp	11 6% 10%	14 5% 13%	4 3% 4%	7 8% 7%	6 4% 6%	5 6% 5%
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	114 6%	96 6% 84%	10 7% 9%	5 6% 5%	2 3% 2%	3 4% 3%	13 6% 11%	10 6% 9%	6 4% 5%	11 8% 10%	13 7% 12%	13 7% 12%	17 6% 15%	9 6% 8%	5 6% 5%	10 7% 9%	2 3% 2%
ANY FIXED BROADBAND	244 13%	193 12% 79%	15 10% 6%	29 32% 12%abce	7 9% 3%	8 11% 3%	29 14% 12%	14 9% 6%	19 13% 8%	20 14% 8%	34 17% 14%h	23 12% 9%	32 11% 13%	14 10% 6%	29 32% 12%afghij klmnpq	15 10% 6%	7 9% 3%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1911	1555	160	89	107	77	213	155	146	158	196	188	270	152	89	160	107
Weighted Base	1869	1550	147	93*	80*	73*	207	157	144	148	197	188	287	148	93*	147	80*
ANY BROADBAND	295	234	20	31	10	9	32	15	24	27	39	27	44	16	31	20	10
	16%	15%	14%	33%	13%	13%	16%	9%	17%	18%	20%	14%	15%	11%	33%	14%	13%
		h 79%	7%	10%abce	3%	3%	11%	5%	8%	9%h	13%hn	9%	15%	6%	10%afghij kmnpq	7%	3%
ONLY 1 SERVICE	344	273	33	19	19	11	32	30	28	28	38	40	51	15	19	33	19
	18%	18%	22%	21%	24%	15%	15%	19%	20%	19%	19%	21%	18%	10%	21%	22%	24%
		n 79%	9%	6%	6%	3%	9%	9%ln	8%ln	8%ln	11%ln	12%ln	15%ln	4%	6%ln	9%ln	6%ln
2 SERVICES	91	78	3	7	3	3	8	6	6	9	18	9	12	8	7	3	3
	5%	5%	2%	8%	3%	4%	4%	4%	4%	6%	9%	5%	4%	5%	8%	2%	3%
		86%	3%	8%c	3%	3%	9%	6%	6%	10%	20%agm p	10%	13%	9%	8%p	3%	3%
3 OR MORE SERVICES	79	60	8	10	1	1	12	3	4	7	12	6	10	5	10	8	1
	4%	4%	5%	11%	2%	2%	6%	2%	3%	4%	6%	3%	3%	3%	11%	5%	2%
		76%	10%	13%abe	2%	1%	16%	4%	5%	8%	15%	8%	12%	6%	13%afhil mq	10%	2%
ANY COMMUNICATIONS SERVICE	514	412	43	36	23	15	53	39	39	43	68	54	73	27	36	43	23
	26%	27%	29%	39%	29%	20%	25%	25%	27%	29%	35%	29%	26%	18%	39%	29%	29%
		n 80%	8%	7%ab	5%	3%	10%	8%	8%	8%ln	13%afim n	11%ln	14%	5%	7%afghmn	8%ln	5%
None of these	1305	1099	94	55	56	58	149	117	104	103	123	124	209	111	55	94	56
	70%	71%	64%	60%	71%	80%	72%	74%	72%	70%	62%	66%	73%	75%	60%	64%	71%
		k 84%cd	7%	4%	4%	4%klo p	11%k	9%ko	5%	8%	9%	10%	16%ko	9%kop	4%	7%	4%
Don't know	50	39	9	1	-	-	6	1	1	1	6	10	5	9	1	9	-
	3%	3%	6%	1%	-	-	3%	1%	1%	1%	3%	5%	2%	6%	1%	6%	-
		79%	19%abe	2%	-	-	11%	2%	2%	3%	12%	20%hij mq	10%	19%afhi lmq	2%	19%afhijm q	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1911	1735	169	467	1372	422	694	506	610	1014	259	149	271	1212	1542
Weighted Base	1869	1676	185	396	1406	390	754	471	674	1111	271	135	221	1310	1569
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 3% kn	54 3% gj 93%	2 1% 4%	22 6% 38%ae	32 2% 55%	24 6% 41%ag	11 1% 19%	25 5% 43%ai	10 1% 17%	- - -	- - -	9 6% 15%ajkno	28 13% 49%ajkno	- - -	36 2% 62%jkn
Mobile phone (that can t access the internet)	59 3% lm	50 3% 85%	9 5% 15%	14 4% 24%	44 3% 75%	15 4% 25%	23 3% 39%	17 4% 30%	20 3% 34%	26 2% 44%lm	17 6% 29%ajlmno	- - -	- - -	39 3% 66%lm	39 2% 66%lm
Fixed Landline telephone	110 6% kn	102 6% 92%	7 4% 6%	32 8% 29%	76 5% 69%	39 10% 35%ag	40 5% 36%	43 5% 39%ai	36 5% 33%	61 6% 56%	16 6% 14%	6 5% 5%	16 7% 14%	75 6% 68%	91 6% 83%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 5% kn	78 5% 85%	13 7% 14%	30 8% 32%ae	58 4% 62%	32 8% 35%ag	30 4% 32%	36 8% 39%ai	26 4% 28%	48 4% 51%	23 8% 25%ajkn	6 5% 7%	15 7% 16%	67 5% 73%	83 5% 89%

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1911	1735	169	467	1372	422	694	506	610	1014	259	149	271	1212	1542
Weighted Base	1869	1676	185	396	1406	390	754	471	674	1111	271	135	221	1310	1569
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189 10%	170 10% 90%	18 10% 9%	61 15% 32%ae	126 9% 67%	68 17% 36%ag	66 9% 35%	79 17% 41%ai	55 8% 29%	124 11% 66%	41 15% 22%a	12 9% 7%	23 11% 12%	153 12% 81%	179 11% 95%
Mobile broadband - Through a dongle or USB stick	102 5%	93 6% el 91%	7 4% 7%	40 10% 40%ae	54 4% 53%	33 8% 32%ag	31 4% 31%	36 8% 35%ai	28 4% 28%	57 5% 56%l	19 7% 19%l	2 1% 2%	18 8% 18%l	74 6% 73%l	88 6% 87%l
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 7%	119 7% 91%	11 6% 8%	32 8% 24%	96 7% 73%	40 10% 31%ag	51 7% 39%	46 10% 35%	46 7% 35%	73 7% 55%	25 9% 19%	10 8% 8%	20 9% 15%	95 7% 72%	118 8% 89%
Make calls using a public payphone	110 6%	105 6% 96%c	4 2% 4%	37 9% 34%ae	69 5% 63%	36 9% 32%a	48 6% 43%	38 8% 35%	45 7% 41%	70 6% 64%	17 6% 15%	8 6% 7%	12 5% 11%	84 6% 76%	96 6% 88%
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	114 6%	101 6% jn 89%	11 6% 10%	35 9% 31%ae	75 5% 66%	38 10% 33%ag	34 5% 30%	42 9% 37%ai	30 4% 26%	26 2% 23%	17 6% 15%jn	9 6% 8%jn	28 13% 25%ajkn	39 3% 34%	75 5% 66%jn

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1911	1735	169	467	1372	422	694	506	610	1014	259	149	271	1212	1542
Weighted Base	1869	1676	185	396	1406	390	754	471	674	1111	271	135	221	1310	1569
ANY FIXED BROADBAND	244	215	28	72	166	79	90	92	77	159	54	18	28	198	229
	13%	13%	12%	18%	12%	20%	12%	20%	11%	14%	20%	13%	13%	15%	15%
		88%	11%	30%ae	68%	32%ag	37%	38%ai	32%	65%	22%ajmo	7%	11%	81%	94%
ANY BROADBAND	295	261	32	86	197	89	109	103	95	192	63	18	34	239	273
	16%	16%	17%	22%	14%	23%	14%	22%	14%	17%	23%	13%	15%	18%	17%
		88%	11%	29%ae	67%	30%ag	37%	35%ai	32%	65%	21%ajmo	6%	11%	81%	92%
ONLY 1 SERVICE	344	305	38	73	256	105	128	120	113	209	60	23	21	258	286
	18%	18%	21%	18%	18%	27%	17%	25%	17%	19%	22%	17%	9%	20%	18%
		m 89%	11%	21%	74%	30%ag	37%	35%ai	33%	61%am	17%km	7%km	6%	75%km	83%km
2 SERVICES	91	84	6	19	69	21	44	24	41	58	19	8	11	71	82
	5%	5%	3%	5%	5%	6%	6%	5%	6%	5%	7%	6%	5%	5%	5%
		93%	7%	21%	76%	24%	48%	26%	46%	64%	21%	8%	12%	78%	91%
3 OR MORE SERVICES	79	72	6	35	42	30	24	34	20	35	15	4	20	49	70
	4%	4%	3%	9%	3%	8%	3%	7%	3%	3%	6%	3%	9%	4%	4%
		91%	7%	44%ae	53%	38%ag	30%	43%ai	25%	44%	19%	5%	25%ajmo	61%	88%
ANY COMMUNICATIONS SERVICE	514	461	50	127	367	157	196	178	174	301	94	34	52	377	438
	28%	28%	27%	32%	26%	40%	26%	38%	26%	27%	35%	25%	24%	29%	28%
		90%	10%	25%ae	71%	31%ag	38%	35%ai	34%	59%	18%ajmo	7%	10%	73%	85%
None of these	1305	1171	128	259	1006	228	550	284	494	794	174	99	165	914	1106
	70%	70%	69%	65%	72%	58%	73%	60%	73%	71%	64%	73%	75%	70%	70%
		th 90%	10%	20%	77%df	17%	42%if	22%	38%ih	61%ik	13%	8%	13%ik	70%	85%ik
Don't know	50	44	6	10	33	6	8	8	6	16	3	2	4	19	26
	3%	3%	3%	3%	2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	2%
	no	no	gj 88%	20%	66%	12%	16%	17%	11%	33%	7%	4%	9%	39%	51%

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1911	603	521	978	894	437	1308	603	102	1324
Weighted Base	1869	638	563	1041	903	478	1355	514	107*	1370
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 3%	9 1% <i>bd</i> 16%	9 2% 15%	17 2% 29%	23 3% 40%	9 2% 16%	32 2% 55%	26 5% 45% <i>aefgj</i>	1 1% 2%	32 2% 55%
Mobile phone (that can t access the internet)	59 3%	22 3% 37%	15 3% 25%	30 3% 51%	26 3% 44%	10 2% 18%	36 3% 61%	23 4% 39%	3 3% 5%	37 3% 63%
Fixed Landline telephone	110 6%	33 5% <i>gl</i> 30%	21 4% 19%	47 4% 42%	40 4% 37%	17 4% 16%	56 4% 51%	54 10% 49% <i>aefgj</i>	5 4% 4%	58 4% 52%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 5%	20 3% <i>egj</i> 22%	21 4% 23%	35 3% 38%	- - -	23 5% 24% <i>egj</i>	23 2% 24% <i>e</i>	70 14% 76% <i>aefgj</i>	4 4% 4% <i>e</i>	26 2% 29% <i>e</i>

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1911	603	521	978	894	437	1308	603	102	1324
Weighted Base	1869	638	563	1041	903	478	1355	514	107*	1370
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189	64	61	107	127	-	127	62	7	128
	10%	10%	11%	10%	14%	-	9%	12%	7%	9%
		f 34%	32%	56%	67%afgj	-	67%af	33%af	4%af	68%af
Mobile broadband - Through a dongle or USB stick	102	34	30	52	42	24	65	37	-	65
	5%	5%	5%	5%	5%	5%	5%	7%	-	5%
		i 33%	30%	51%	42%af	23%af	64%af	36%afgj	-	64%af
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132	-	36	36	64	29	90	42	5	90
	7%	-	6%	3%	7%	6%	7%	8%	4%	7%
		bd -	28%bd	28%bd	49%	22%	68%	32%	3%	68%
Make calls using a public payphone	110	48	33	66	46	34	79	30	4	80
	6%	8%	6%	6%	5%	7%	6%	6%	4%	6%
		44%	30%	60%	42%	31%	73%	27%	4%	73%
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	114	31	24	47	49	19	68	47	4	68
	6%	5%	4%	5%	5%	4%	5%	9%	4%	5%
		27%	21%	41%	43%	16%	59%	41%afefgj	4%	60%
ANY FIXED BROADBAND	244	80	77	133	127	23	150	95	10	154
	13%	12%	14%	13%	14%	5%	11%	18%	9%	11%
		f 33%	31%	54%	52%afg	9%	61%af	39%afefgj	4%	63%af

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1911	603	521	978	894	437	1308	603	102	1324
Weighted Base	1869	638	563	1041	903	478	1355	514	107*	1370
ANY BROADBAND	295	102	96	166	150	44	193	102	10	197
	16%	16%	17%	16%	17%	9%	14%	20%	9%	14%
		f	34%	33%	51% ^d	15%	65% ^d	35% ^{aefgij}	3%	67% ^d
ONLY 1 SERVICE	344	119	108	192	182	72	251	93	15	254
	18%	19%	19%	18%	20%	15%	19%	18%	14%	19%
			35%	32%	53% ^d	21%	73%	27%	4%	74%
2 SERVICES	91	32	31	50	43	18	60	31	7	62
	5%	5%	5%	5%	5%	4%	4%	6%	6%	5%
			34%	55%	47%	20%	66%	34%	7%	69%
3 OR MORE SERVICES	79	15	16	29	29	11	40	39	-	40
	4%	2%	3%	3%	3%	2%	3%	8%	-	3%
		bi	18%	20%	37%	14%	51%	49% ^{aefgij}	-	51%
ANY COMMUNICATIONS SERVICE	514	165	155	271	253	102	351	163	22	357
	28%	26%	28%	26%	28%	21%	28%	32%	20%	26%
		f	32%	30%	49% ^d	20%	68%	32% ^{dgi}	4%	69%
None of these	1305	460	401	751	636	371	965	320	84	994
	70%	72%	71%	72%	70%	78%	73%	62%	78%	73%
		h	35%	31%	49% ^h	28% ^{aeh}	75% ^h	25%	6% ^h	76% ^h
Don't know	50	13	7	19	13	5	19	31	1	19
	3%	2%	1%	2%	1%	1%	1%	6%	1%	1%
		gi	26%	13%	27%	11%	38%	62% ^{aefgij}	3%	38%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1911	1237	674	712	1199	1032	433	1456	92	93	63
Weighted Base	1869	1215	654	733	1136	1055	438	1411	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 3%	28 2% 49%	30 5% 51% ^b	14 2% 25%	44 4% 75% ^d	26 2% 45%	23 5% 40% ^{ah}	34 2% 58%	9 11% 16% ^{ah}	5 5% 9%	4 6% 7%
Mobile phone (that can t access the internet)	59 3%	29 2% 49%	30 5% 51% ^b	16 2% 27%	43 4% 73%	27 3% 45%	19 4% 32%	36 3% 62%	6 7% 10% ^{ah}	9 9% 15% ^a	2 3% 3%
Fixed Landline telephone	110 6%	- - bdf	110 17% 100% ^{ab}	19 3% 17%	91 8% 83% ^{ad}	39 4% 36%	47 11% 43% ^{ah}	62 4% 56%	13 15% 11% ^{ah}	13 13% 11% ^a	15 23% 13% ^a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be 'up to 17 Mbps'), Examples of online activity this allows include shopping and watching standard definition TV.	93 5%	29 2% bdf 31%	64 10% 69% ^{ab}	18 2% 19%	75 7% 81% ^d	29 3% 31%	33 7% 35% ^{ah}	60 4% 65%	12 14% 13% ^{agh}	7 7% 7%	6 10% 7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1911	1237	674	712	1199	1032	433	1456	92	93	63
Weighted Base	1869	1215	654	733	1136	1055	438	1411	85*	100*	64*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps"	189	110	79	64	126	104	90	99	25	25	22
	10%	9%	12%	9%	11%	10%	21%	7%	29%	25%	35%
		h 58%	42% ^{ab}	34%	66%	55%	48% ^{ah}	52%	13% ^{ah}	13% ^a	12% ^a
Mobile broadband - Through a dongle or USB stick	102	49	53	34	68	54	50	52	13	11	14
	5%	4%	8%	5%	6%	5%	11%	4%	15%	11%	22%
		h 48%	52% ^{ab}	33%	67%	54%	49% ^{ah}	51%	13% ^{ah}	11% ^a	14% ^a
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132	72	60	42	90	64	60	71	20	15	17
	7%	6%	9%	6%	8%	6%	14%	5%	23%	15%	27%
		h 54%	46% ^{ab}	32%	68%	48%	46% ^{ah}	54%	15% ^{agh}	11% ^a	13% ^a
Make calls using a public payphone	110	60	49	44	66	62	56	54	13	10	18
	6%	5%	8%	6%	6%	6%	13%	4%	16%	10%	28%
		h 55%	45% ^{ab}	40%	60%	57%	51% ^{ah}	49%	12% ^{ah}	9%	16% ^{aj}
SUMMARY CODES											
ANY MOBILE/SMARTPHONE	114	56	58	30	84	52	42	68	15	14	6
	6%	5%	9%	4%	7%	5%	10%	5%	18%	14%	9%
		49%	51% ^{ab}	27%	73% ^d	48%	37% ^{ah}	59%	14% ^{agh}	13% ^a	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1911	1237	674	712	1199	1032	433	1456	92	93	63
Weighted Base	1889	1215	654	733	1136	1055	438	1411	85*	100*	64*
ANY FIXED BROADBAND	244	131	114	79	165	132	102	142	28	27	23
	13%	11%	17%	11%	15%	12%	23%	10%	33%	27%	36%
		h 54%	46%ab	32%	68%cd	54%	42%ah	58%	11%ah	11%a	9%a
ANY BROADBAND	295	159	137	102	194	168	124	171	30	32	29
	16%	13%	21%	14%	17%	16%	28%	12%	36%	32%	45%
		bh 54%	46%ab	34%	66%	57%	42%ah	58%	10%ah	11%a	10%a
ONLY 1 SERVICE	344	191	153	136	208	189	131	209	23	31	29
	18%	16%	23%	19%	23%	18%	30%	15%	27%	31%	46%
		h 55%	45%ab	39%	61%	55%	38%ah	61%	7%ah	9%a	8%a
2 SERVICES	91	52	39	28	62	54	39	51	7	13	8
	5%	4%	6%	4%	5%	4%	9%	4%	8%	13%	12%
		57%	43%	31%	69%	59%	43%ah	57%	8%h	14%a	8%a
3 OR MORE SERVICES	79	22	57	14	65	32	39	40	17	11	12
	4%	2%	9%	2%	6%	3%	9%	3%	20%	11%	19%
		bah 28%	72%ab	18%	82%cd	40%	50%ah	50%	21%ah	14%a	16%a
ANY COMMUNICATIONS SERVICE	514	265	249	178	336	274	209	300	47	54	49
	28%	22%	38%	24%	30%	26%	48%	21%	55%	54%	77%
		bh 52%	48%ab	35%	65%cd	53%	41%ah	58%	9%ah	11%a	10%aj
None of these	1305	926	379	544	761	771	213	1082	34	44	15
	70%	76%	58%	74%	67%	73%	49%	77%	40%	44%	23%
		cgijk 71%ac	29%	42%ae	58%	59%	16%	83%agkl	3%	3%k	1%
Don't know	50	24	26	11	39	10	16	29	5	2	-
	3%	2%	4%	1%	3%	1%	4%	2%	6%	2%	-
		f 49%	51%b	21%	79%cd	21%	33%	58%	10%h	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1911	66	61	110	93	185	239	1672	101	125	104	849	459
Weighted Base	1869	58*	59*	110	93*	189	244	1624	102*	132	110*	878	477
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 3%	58 100% 100%acdefghi jk	3 5% 5%	12 11% 21%ah	12 13% 21%ah	22 12% 38%ah	23 10% 40%ah	35 2% 60%	17 16% 29%ach	24 18% 41%acghk	8 8% 14%ah	25 3% 42%	8 2% 13%
Mobile phone (that can t access the internet)	59 3%	3 5% 5%	59 100% 100%abdefgh ijk	13 12% 22%ah	10 11% 17%ah	10 5% 17%	14 6% 24%ah	44 3% 76%	13 12% 22%afgh	8 6% 13%h	7 7% 13%h	18 2% 31%	18 4% 30%
Fixed Landline telephone	110 6%	12 21% hl 11%ah	13 22% 12%ah	110 100% 100%abcdfgh ijk	30 33% 27%afgh	39 21% 36%ah	49 20% 44%ah	61 4% 56%	27 26% 24%ah	28 21% 25%ah	26 24% 24%ah	27 3% 24%	29 6% 27%l
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 5%	12 21% him 13%ah	10 17% 11%ah	30 27% 33%ahk	93 100% 100%abcdfgh ijk	38 20% 41%ah	93 38% 100%abcfhjk	- - -	28 27% 30%ahk	26 20% 28%ah	15 14% 16%ah	16 2% 17%	7 1% 7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1911	66	61	110	93	185	239	1672	101	125	104	849	459
Weighted Base	1869	58*	59*	110	93*	189	244	1624	102*	132	110*	878	477
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps"	189	22	10	39	38	189	189	-	48	52	37	85	42
	10%	38% h	17% 12%ach	36% 21%ach	41% 20%ach	100% hijk	77% 100%abdeg k	- -	47% 25%ach	40% 28%ach	33% 19%ach	10% 45%	9% 22%
Mobile broadband - Through a dongle or USB stick	102	17	13	27	28	48	51	51	102	42	41	47	18
	5%	29% h	22% 12%ach	24% 26%ach	30% 27%ach	25% 47%ach	21% 50%ach	3% 50%	100% 100%abdefg hjk	32% 41%ach	37% 40%acfhg	5% 46%	4% 16%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132	24	8	28	26	52	55	77	42	132	32	56	34
	7%	41% h	13% 18%acdgh	25% 21%ach	28% 20%ach	28% 40%ach	22% 42%ach	5% 58%	41% 32%acdgh	100% 100%abdefg hik	29% 24%ach	6% 42%	7% 26%
Make calls using a public payphone	110	8	7	26	15	37	39	70	41	32	110	48	31
	6%	14% h	13% 8%ach	24% 24%ach	16% 14%ach	19% 33%ach	16% 36%ach	4% 64%	40% 37%abdefg hj	24% 29%ach	100% 100%abdefg hij	5% 44%	7% 29%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	114	58	59	25	20	30	36	79	27	29	15	42	25
	6%	100% 51%adefghi jk	100% 51%adefghi jk	23% 22%ach	21% 17%ach	16% 26%ach	15% 31%ach	5% 69%	26% 23%afghk	22% 26%ach	14% 13%ach	5% 37%	5% 22%

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1911	66	61	110	93	185	239	1672	101	125	104	849	459
Weighted Base	1869	58*	59*	110	93*	189	244	1624	102*	132	110*	878	477
ANY FIXED BROADBAND	244	23	14	49	93	189	244	-	51	55	39	101	49
	13%	40%	24%	44%	100%	100%	100%	-	50%	42%	36%	11%	10%
		h 10%ah	6%ah	20%ach	38%abcdhij k	77%abcdhi jk	100%abcdhijk	-	21%ach	22%ach	16%ah	41%	20%
ANY BROADBAND	295	27	21	54	93	189	244	51	102	64	54	132	61
	16%	47%	35%	49%	100%	100%	100%	3%	100%	49%	49%	15%	13%
		h 9%ah	7%ah	18%ah	31%abcdhjk	64%abcdhjk	83%abcdhijk	17%	34%abcdhjk	22%ah	18%ah	45%	21%
ONLY 1 SERVICE	344	25	28	45	39	86	125	219	25	51	44	150	101
	18%	44%	47%	41%	42%	45%	51%	13%	25%	39%	40%	17%	21%
		h 7%ahi	8%ahi	13%ahi	11%ahi	25%ahi	36%ahij	64%	7%sh	15%ahi	13%ahi	44%	29%
2 SERVICES	91	9	18	20	19	46	56	34	19	31	21	40	20
	5%	15%	30%	18%	20%	24%	23%	2%	18%	23%	19%	5%	4%
		h 10%ah	19%ah	22%ah	21%ah	51%ah	62%ah	38%	21%ah	34%ah	23%ah	44%	22%
3 OR MORE SERVICES	79	24	13	45	35	58	63	16	58	49	45	27	14
	4%	41%	23%	41%	38%	30%	26%	1%	57%	38%	41%	3%	3%
		h 30%acgh	17%ah	57%acgh	44%agh	72%ah	79%ah	21%	73%acdefgh jk	62%agh	56%acgh	34%	17%
ANY COMMUNICATIONS SERVICE	514	58	59	110	93	189	244	270	102	132	110	216	135
	28%	100%	100%	100%	100%	100%	100%	17%	100%	100%	100%	25%	28%
		h 11%ah	11%ah	21%ah	18%ah	37%ah	48%ah	52%	20%ah	26%ah	21%ah	42%	26%
None of these	1305	-	-	-	-	-	-	1305	-	-	-	655	330
	70%	-	-	-	-	-	-	-	-	-	-	75%	69%
		bcdelfgj -	-	-	-	-	-	100%abcdelfgj jk	-	-	-	50%am	25%
Don't know	50	-	-	-	-	-	-	50	-	-	-	7	12
	3%	-	-	-	-	-	-	-	-	-	-	1%	2%
		fgl -	-	-	-	-	-	100%fg	-	-	-	15%	23%ij

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1911	377	359	332	490	188	78	33	17	20	6	11
Weighted Base	1869	350	328	308	505	192	86*	38*	18**	23**	7**	14**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 3%	8 2% 14%	16 5% 28% ^d	12 4% 20%	14 3% 24%	6 3% 10%	- - -	- - -	- - -	1 6% 2%	1 13% 2%	- - -
Mobile phone (that can t access the internet)	59 3%	11 3% 18%	7 2% 12%	11 4% 19%	16 3% 27%	7 4% 12%	3 3% 5%	1 2% 1%	1 5% 2%	1 - -	- - -	1 10% 2%
Fixed Landline telephone	110 6%	28 8% 26% ^{cde}	20 6% 19%	12 4% 11%	36 7% 33%	6 3% 5%	4 5% 4%	2 5% 2%	1 - 1%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 5%	21 6% 23%	23 7% 25% ^{de}	16 5% 17%	22 4% 24%	5 3% 5%	3 4% 4%	2 5% 2%	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1911	377	359	332	490	188	78	33	17	20	6	11
Weighted Base	1869	350	328	308	505	192	86*	38*	18**	23**	7**	14**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189 10%	45 13% 24%g	40 12% 21%g	29 9% 15%	46 9% 24%	16 8% 9%	5 6% 3%	- - -	1 5% *	2 11% 1%	1 19% 1%	4 26% 2%
Mobile broadband - Through a dongle or USB stick	102 5%	31 9% 31%ce	17 5% 17%	14 4% 13%	28 6% 28%	7 4% 7%	3 3% 3%	1 2% 1%	- - -	- - -	1 19% 1%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 7%	24 7% 18%	26 8% 19%	22 7% 17%	37 7% 28%	9 5% 7%	3 3% 2%	3 7% 2%	3 19% 3%	- - -	1 13% 1%	4 26% 3%
Make calls using a public payphone	110 6%	25 7% 22%c	23 7% 21%c	9 3% 8%	31 6% 28%c	11 6% 10%	3 4% 3%	1 2% 1%	- - -	1 6% 1%	2 32% 2%	3 20% 2%
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	114 6%	18 5% 16%	21 7% 19%	23 7% 20%	29 6% 26%	13 7% 12%	3 3% 3%	1 2% 1%	1 5% 1%	2 11% 2%	1 13% 1%	1 10% 1%
ANY FIXED BROADBAND	244 13%	55 16% 23%	49 15% 20%	39 13% 16%	63 12% 26%	21 11% 8%	8 9% 3%	2 5% 1%	1 5% *	2 11% 1%	1 19% 1%	4 26% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1911	377	359	332	490	188	78	33	17	20	6	11
Weighted Base	1869	350	328	308	505	192	86*	38*	18**	23**	7**	14**
ANY BROADBAND	295	69	55	45	79	26	11	2	1	2	1	4
	16%	20%	17%	15%	16%	14%	12%	5%	5%	11%	19%	26%
		23%g	19%	15%	27%	9%	4%	1%	*	1%	*	1%
ONLY 1 SERVICE	344	76	59	57	94	33	13	3	4	4	-	1
	18%	22%	18%	19%	19%	17%	15%	7%	25%	16%	-	10%
		22%	17%	17%	27%	10%	4%	1%	1%	1%	*	*
2 SERVICES	91	11	18	8	28	14	3	1	1	1	-	5
	5%	3%	5%	3%	6%	7%	3%	3%	5%	6%	-	36%
		12%	20%	9%	31%	16%ac	3%	1%	1%	1%	-	5%
3 OR MORE SERVICES	79	21	17	14	21	2	2	1	-	-	2	-
	4%	6%	5%	4%	4%	1%	3%	2%	-	-	32%	-
		27%e	21%e	17%e	26%	3%	3%	1%	-	-	3%	-
ANY COMMUNICATIONS SERVICE	514	108	93	79	142	49	18	4	5	5	2	6
	28%	31%	28%	26%	28%	26%	21%	12%	30%	21%	32%	45%
		21%g	18%g	15%	28%g	10%	4%	1%	1%	1%	*	1%
None of these	1305	239	230	215	347	135	64	33	12	18	5	8
	70%	68%	70%	70%	69%	70%	74%	88%	66%	79%	68%	55%
		18%	18%	16%	27%	10%	5%	3%abcde	1%	1%		1%
Don't know	50	3	5	14	15	8	4	-	1	-	-	-
	3%	1%	2%	4%	3%	4%	5%	-	4%	-	-	-
		5%	11%	27%ab	30%a	16%a	9%a	-	1%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		≤ £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1911	409	184	436	281	220	149	68	92	48	13	11	707	776	96	220	101	11	
Weighted Base	1869	364	165	409	271	238	161	76*	104*	51*	15**	14**	673	765	98*	220	99*	14**	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58	13	8	17	11	5	1	-	1	1	1	-	20	25	2	9	3	-	
	3%	4%	5%	4%	4%	2%	*	-	1%	2%	6%	2%	3%	3%	2%	4%	3%	-	
		22% _f	14% _f	29% _f	19% _f	9%	1%	-	2%	2%	2%	-	34%	42%	3%	16%	5%	-	
Mobile phone (that can t access the internet)	59	10	4	12	11	8	6	2	2	2	-	1	25	19	5	4	5	1	
	3%	3%	2%	3%	4%	4%	3%	3%	2%	4%	-	10%	4%	2%	5%	2%	5%	10%	
		17%	6%	21%	19%	14%	10%	4%	4%	3%	-	2%	42%	32%	8%	7%	8%	2%	
Fixed Landline telephone	110	29	10	21	21	13	4	3	7	2	-	-	36	36	5	21	11	-	
	6%	8%	6%	5%	8%	5%	3%	4%	6%	4%	-	-	5%	5%	6%	9%	11%	-	
		27% _f	9%	19%	19% _f	11%	4%	2%	6%	2%	-	-	33%	33%	5%	19% _{lm}	10% _{lm}	-	
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93	23	7	22	13	8	8	7	4	1	-	-	45	21	3	17	7	-	
	5%	6%	4%	5%	5%	3%	5%	10%	3%	2%	-	-	7%	3%	4%	8%	7%	-	
		25%	7%	24%	14%	9%	8%	8% _e	4%	1%	-	-	48% _{lm}	23%	4%	18% _{lm}	7% _{lm}	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 + (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1911	409	184	436	281	220	149	68	92	48	13	11	707	776	96	220	101	11	
Weighted Base	1869	364	165	409	271	238	161	76*	104*	51*	15**	14**	673	765	98*	220	99*	14**	
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189	46	22	45	25	14	16	4	7	5	1	4	78	49	10	37	12	4	
	10%	13%	13%	11%	9%	6%	10%	5%	7%	9%	9%	26%	12%	6%	10%	17%	13%	2%	
		24%e	12%e	24%e	13%	8%	9%	2%	4%	2%	1%	2%	41%lm	26%	5%	20%lm	7%lm		
Mobile broadband - Through a dongle or USB stick	102	24	12	29	12	11	6	5	2	-	1	-	35	28	6	21	12	-	
	5%	7%	7%	7%	5%	5%	4%	6%	2%	-	9%	-	5%	4%	6%	9%	12%	-	
		24%	12%	28%	12%	11%	6%	4%	2%	-	1%	-	35%	27%	6%	20%lm	12%lm	-	
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132	29	15	27	12	16	10	4	12	1	2	4	44	46	7	24	7	4	
	7%	8%	9%	7%	4%	7%	6%	6%	11%	2%	14%	26%	7%	6%	7%	11%	8%	26%	
		22%	12%e	21%	9%	12%	8%	3%	9%e	1%	2%	3%	34%	35%	5%	18%lm	6%	3%	
Make calls using a public payphone	110	30	14	20	14	10	7	5	3	3	2	3	43	36	7	11	11	3	
	6%	8%	8%	5%	5%	4%	4%	6%	3%	6%	15%	20%	6%	5%	7%	5%	11%	20%	
		27%	12%	18%	13%	9%	7%	4%	3%	3%	2%	2%	39%	33%	6%	10%	10%lm	2%	
SUMMARY CODES																			
ANY MOBILE/SMARTPHONE	114	22	12	27	22	14	6	2	3	3	1	1	44	43	5	14	7	1	
	6%	6%	7%	7%	8%	6%	4%	3%	3%	7%	6%	10%	6%	6%	6%	6%	7%	10%	
		19%	10%	24%	19%	12%	5%	2%	3%	3%	1%	1%	38%	38%	5%	12%	6%	1%	
ANY FIXED BROADBAND	244	57	24	57	33	19	22	11	11	6	1	4	101	65	13	47	15	4	
	13%	16%	15%	14%	12%	8%	14%	14%	10%	11%	9%	26%	15%	8%	13%	21%	15%	26%	
		23%e	10%e	23%e	13%	8%	9%	4%	4%	2%	1%	1%	42%lm	26%	5%	19%lm	6%lm	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)	
Unweighted Base	1911	409	184	436	281	220	149	68	92	48	13	11	707	776	96	220	101	11	
Weighted Base	1869	364	165	409	271	238	161	76*	104*	51*	15**	14**	673	765	98*	220	99*	14**	
ANY BROADBAND	295	66	30	70	40	25	26	15	13	6	1	4	120	80	15	56	20	4	
ONLY 1 SERVICE	16%	18%	18%	17%	15%	10%	16%	20%	12%	11%	9%	26%	18%	11%	16%	25%	20%	26%	
	22%e	10%e	24%e	14%	8%	9%	5%e	4%	2%	*	1%	1%	41%lm	27%	5%	19%lm	7%lm	1%	
2 SERVICES	344	79	30	75	55	35	29	15	16	8	1	1	137	105	16	67	17	1	
	18%	22%	18%	18%	20%	15%	18%	20%	15%	16%	8%	10%	20%	14%	17%	31%	17%	10%	
3 OR MORE SERVICES	23%e	9%	22%	16%	10%	8%	4%	5%	2%	*	*	*	40%lm	30%	5%	20%lmmp	5%	*	
	91	18	3	16	9	14	8	6	9	4	-	5	32	38	5	5	6	5	
5%	5%	2%	4%	3%	6%	5%	8%	8%	7%	-	-	36%	5%	5%	5%	2%	7%	36%	
	20%	4%	10%	15%	8%	10%b	7%b	10%b	4%	-	5%	35%	41%	6%	5%	7%o	5%	5%	
79	19	14	21	11	5	5	1	2	5	-	2	1	30	20	5	16	9	-	
	4%	5%	8%	5%	4%	2%	3%	1%	1%	-	15%	-	4%	3%	5%	7%	9%	-	
17%efgh i	24%	17%efgh i	26%	14%	7%	6%	1%	2%	-	3%	-	-	38%	25%	6%	20%lm	11%lm	-	
	514	116	47	112	75	54	41	22	26	12	3	6	199	162	27	88	32	6	
28%	32%	29%	27%	28%	23%	26%	29%	25%	23%	23%	45%	30%	21%	27%	40%	33%	45%	45%	
	22%e	9%	22%	15%	11%	8%	4%	5%	2%	1%	1%	1%	39%lm	32%	5%	17%lmn	6%lm	1%	
None of these	1305	246	112	280	189	177	118	53	74	37	11	8	450	582	70	131	65	8	
70%	68%	68%	69%	70%	74%	73%	70%	71%	73%	72%	55%	59%	67%	76%	72%	59%	65%	55%	
	19%	9%	21%	14%	14%	9%	4%	6%	3%	1%	1%	1%	35%o	45%kop	5%o	10%	5%	1%	
Don't know	50	3	6	17	8	7	2	1	4	2	1	-	23	21	1	2	2	-	
	3%	1%	4%	4%	3%	3%	1%	1%	4%	4%	5%	-	3%	3%	1%	1%	2%	-	
		6%	12%a	34%a	15%	14%	4%	1%	8%a	4%a	1%	-	47%o	42%	3%	4%	4%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1911	1613	172	126
Weighted Base	1869	1577	164	128
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 3%	48 3% 82%	5 3% 8%	6 4% 10%
Mobile phone (that can t access the internet)	59 3%	46 3% 79%	8 5% 14%	4 3% 8%
Fixed Landline telephone	110 6%	78 5% 71%	16 10% 14%a	16 13% 15%a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	93 5%	71 4% 76%	7 4% 8%	15 11% 16%ab
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. 'up to 52 Mbit/s, up to 100 Mbit/s'.	189 10%	129 8% 68%	32 19% 17%a	29 22% 15%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1911	1613	172	126
Weighted Base	1869	1577	164	128
Mobile broadband - Through a dongle or USB stick	102 5%	66 4% 64%	20 12% 20%a	16 13% 16%a
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 7%	96 6% 73%	19 11% 14%a	16 13% 13%a
Make calls using a public payphone	110 6%	74 5% 67%	19 11% 17%a	17 13% 16%a
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	114 6%	91 6% 80%	13 8% 11%	10 8% 9%
ANY FIXED BROADBAND	244 13%	176 11% 72%	34 21% 14%a	34 27% 14%a
ANY BROADBAND	295 16%	211 13% 72%	43 27% 15%a	40 32% 14%a
ONLY 1 SERVICE	344 18%	259 16% 75%	49 30% 14%a	36 28% 10%a
2 SERVICES	91 5%	72 5% 80%	8 5% 9%	10 8% 12%
3 OR MORE SERVICES	79 4%	51 3% 65%	13 8% 16%a	15 12% 19%a
ANY COMMUNICATIONS SERVICE	514 28%	383 24% 74%	70 43% 14%a	61 48% 12%a

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services (Boost waves of those with any difficulties paying for communication services in the last year)

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1911	1613	172
Weighted Base	1869	1577	164
None of these	1305	1152	90
	70%	73%	55%
		88%bc	7%
Don't know	50	42	4
	3%	3%	2%
		85%	8%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58	29	29	3	7	5	10	14	11	9	10	28	20	20	38	4	26	28
	1%	1%	1%	*	1%	*	1%	1%	2%	2%	*	1%	2%	1%	1%	*	1%	2%
		p 49%	51%	4%	12%	9%	17%	23% ^d	20% ^{ade}	15% ^{def}	16%	49%	35% ^{akl}	34%	66% ^{an}	6%	45%	49% ^{apq}
Mobile phone (that can t access the internet)	59	34	25	4	13	7	10	10	10	4	17	28	14	23	35	7	29	23
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		57%	43%	7%	22%	13%	17%	18%	17% ^d	7%	30%	47%	23%	40%	60%	12%	49%	39%
Fixed Landline telephone	110	50	60	19	29	18	19	12	6	8	48	49	13	34	75	14	43	53
	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	3%
		n 45%	55%	17% ^{ai}	26% ^{ahi}	16%	17%	11%	5%	7%	43% ^m	44%	12%	31%	69% ^{an}	13%	39%	48% ^{apq}
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30Mbit/second e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	93	46	47	13	18	19	14	15	11	3	31	48	13	33	60	5	40	47
	1%	1%	1%	1%	2%	2%	1%	1%	2%	*	2%	2%	1%	1%	2%	*	1%	3%
		p 49%	51%	14%	20% ^j	20% ^j	15%	16%	12% ^j	3%	34%	52%	14%	35%	65% ⁿ	6%	43% ^p	51% ^{apq}
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. 'up to 52 Mbit/s, up to 100 Mbit/s'.	189	79	110	29	52	38	28	23	12	6	82	89	18	69	120	22	78	90
	3%	3%	3%	3%	5%	4%	3%	2%	2%	1%	4%	3%	1%	2%	4%	2%	2%	5%
		jmp 42%	58%	16% ^j	28% ^{ahi}	20% ^j	15% ^j	12%	6%	3%	43% ^{am}	47% ^m	10%	37%	63% ^{an}	12%	41%	47% ^{apq}

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Mobile broadband - Through a dongle or USB stick	102 2%	53 2% n 53%	48 1% 47%	9 1% 8%	24 2% 24%	18 2% 17%	17 2% 17%	21 2% 21%	8 1% 8%	5 1% 5%	33 2% 32%	56 2% 55%	13 1% 13%	30 1% 30%	71 2% 70%	15 1% 14%	39 1% 38%	48 3% 47%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	57 2% jm 43%	75 2% 57%	18 2% 13%	36 3% 27%	25 2% 19%	19 2% 14%	22 2% 17%	7 1% 6%	6 1% 4%	53 3% 40%	65 2% 50%	13 1% 10%	51 2% 39%	81 3% 61%	23 2% 18%	59 2% 44%	50 3% 38%
Make calls using a public payphone	110 2%	50 2% jm 46%	59 2% 54%	13 2% 12%	31 3% 28%	21 2% 19%	16 2% 15%	16 2% 14%	8 1% 8%	4 1% 4%	44 2% 40%	53 2% 48%	12 1% 11%	41 1% 38%	68 2% 62%	13 1% 12%	51 2% 46%	46 2% 42%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	114 2%	62 2% dp 54%	53 2% 46%	7 1% 6%	20 2% 18%	13 1% 11%	20 2% 17%	24 2% 21%	19 3% 17%	12 2% 10%	27 1% 24%	56 2% 49%	31 3% 27%	43 1% 37%	71 2% 63%	11 1% 9%	54 2% 47%	49 3% 43%
ANY FIXED BROADBAND	244 4%	106 3% jmp 43%	139 4% 57%	34 4% 14%	65 6% 27%	50 5% 21%	38 4% 15%	31 3% 13%	19 3% 8%	7 1% 3%	99 5% 41%	119 4% 49%	26 2% 11%	98 3% 40%	146 5% 60%	27 2% 11%	108 3% 44%	110 6% 45%
ANY BROADBAND	295 5%	135 4% jmp 46%	160 5% 54%	37 4% 12%	78 7% 26%	58 6% 20%	47 5% 16%	45 5% 15%	21 3% 7%	9 2% 3%	115 6% 39%	151 5% 51%	30 2% 10%	122 4% 41%	173 5% 59%	38 3% 13%	132 4% 45%	126 7% 43%
ONLY 1 SERVICE	344 5%	163 5% jmp 47%	182 6% 53%	36 4% 10%	78 7% 23%	68 6% 20%	69 5% 20%	53 4% 15%	26 4% 8%	15 3% 4%	113 6% 33%	190 6% 55%	41 3% 12%	132 4% 39%	212 7% 61%	44 4% 13%	162 5% 47%	138 7% 40%
2 SERVICES	91 1%	35 1% m 39%	55 2% 61%	11 1% 12%	29 2% 32%	11 1% 13%	13 1% 14%	16 2% 18%	6 1% 6%	4 1% 5%	40 2% 44%	40 1% 45%	10 1% 11%	49 2% 54%	41 1% 46%	12 1% 13%	51 2% 56%	28 1% 31%
3 OR MORE SERVICES	79 1%	39 1% n 50%	40 1% 50%	12 1% 15%	20 2% 25%	14 1% 18%	9 1% 11%	12 1% 16%	7 1% 9%	5 1% 6%	32 2% 41%	36 1% 45%	11 1% 14%	22 1% 28%	57 2% 72%	11 1% 13%	26 1% 33%	43 2% 54%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
ANY COMMUNICATIONS SERVICE	514	237	277	59	127	93	91	82	39	24	185	266	63	204	310	66	239	209
	8%	8%	9%	7%	11%	9%	9%	8%	6%	4%	9%	9%	5%	6%	10%	5%	7%	11%
		jmrp 46%	54%	11%j	25%adh	18%j	18%j	16%j	8%	5%	36%lm	52%lm	12%	40%	60%an	13%	47%p	41%apq
None of these	1305	656	649	86	245	239	203	222	165	144	331	664	310	668	637	251	679	375
	21%	21%	20%	10%	21%	23%	21%	22%	25%	25%	16%	22%	25%	21%	20%	21%	21%	20%
		dk 50%	50%	7%	19%cd	18%cd	16%cd	17%cd	13%ade	11%ade	25%	51%k	24%akl	51%	49%	19%	52%	29%
Don't know	50	29	21	4	5	6	9	12	6	8	9	27	14	19	30	11	18	20
	1%	1%	1%	*	*	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
		57%	43%	7%	10%	12%	19%	24%	12%	15%de	17%	55%	28%kl	39%	61%	23%	36%	41%q
Not asked	4453	2146	2307	741	785	717	686	681	440	403	1526	2084	843	2248	2206	888	2301	1264
	70%	70%	71%	83%	68%	68%	69%	68%	68%	70%	74%	69%	69%	72%	69%	73%	71%	68%
		r 48%	52%	17%aef	18%	16%	15%	15%	10%	9%	34%alm	47%	19%	50%	50%	20%r	52%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]
Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	48 1% 83%	3 1% 5%	5 2% 9%	1 1% 3%	2 1% 4%	7 1% 12%	4 1% 7%	3 1% 6%	9 2% 15%	6 1% 10%	4 1% 7%	7 1% 13%	6 1% 10%	5 2% 9%	3 1% 5%	1 1% 3%
Mobile phone (that can t access the internet)	59 1%	49 1% 84%	7 1% 13%	1 * 2%	1 1% 2%	1 * 2%	6 1% 10%	6 1% 11%	3 1% 5%	4 1% 6%	8 1% 13%	9 1% 16%	9 1% 16%	3 1% 5%	1 * 2%	7 1% 13%	1 1% 2%
Fixed Landline telephone	110 2%	84 2% 76%	11 2% 10%	8 3% 7%	7 5% 7%abc	3 1% 2%	15 2% 13%	8 1% 7%	12 2% 11%mn	9 2% 8%	16 3% 15%mn	10 1% 9%	8 1% 7%	4 1% 3%	8 3% 7%mn	11 2% 10%	7 5% 7%alghlmnp
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	69 1% 74%	9 2% 10%	11 3% 12%ab	4 3% 5%	4 2% 5%	7 1% 7%	5 1% 5%	7 2% 8%	10 2% 11%	8 1% 8%	9 1% 10%	12 1% 13%	6 1% 7%	11 3% 12%aghi	9 2% 10%	4 3% 5%gh

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189 3%	149 3% 79%	9 2% 5%	27 9% 14%abce	4 2% 2%	6 2% 3%	27 4% 14%p	11 2% 6%	13 3% 7%	13 2% 7%	29 5% 15%ahj np	15 2% 8%	25 3% 13%	12 2% 6%	27 9% 14%afghij klmnpq	9 2% 5%	4 2% 2%
Mobile broadband - Through a dongle or USB stick	102 2%	76 1% h 75%	10 2% 10%	12 4% 11%ab	4 3% 4%	3 1% 3%	12 2% 12%h	2 * 2%	6 1% 6%	10 2% 10%h	14 2% 13%hl	7 1% 6%	18 2% 17%h	5 1% 5%	12 4% 11%ahlin	10 2% 10%h	4 3% 4%hl
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	101 2% 77%	12 2% 9%	14 5% 11%ab	4 3% 3%	3 1% 3%	10 1% 8%	11 2% 8%	6 1% 4%	9 2% 7%	17 3% 13%	13 2% 10%	24 3% 18%	9 2% 7%	14 5% 11%afghij ln	12 2% 9%	4 3% 3%
Make calls using a public payphone	110 2%	91 2% 83%	6 1% 6%	7 2% 7%	5 3% 5%c	2 1% 2%	18 3% 16%un	6 1% 6%	7 2% 7%	5 1% 5%	24 4% 22%afh ijlmnp	11 1% 10%	14 2% 13%	4 1% 4%	7 2% 7%	6 1% 6%	5 3% 5%hjnp
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	114 2%	96 2% 84%	10 2% 9%	5 2% 5%	2 2% 2%	3 1% 3%	13 2% 11%	10 2% 9%	6 1% 5%	11 2% 10%	13 2% 12%	13 2% 12%	17 2% 15%	9 2% 8%	5 2% 5%	10 2% 9%	2 2% 2%
ANY FIXED BROADBAND	244 4%	193 4% 79%	15 3% 6%	29 9% 12%abc	7 5% 3%	8 3% 3%	29 4% 12%	14 3% 6%	19 4% 8%	20 4% 8%	34 5% 14%hnp	23 3% 9%	32 4% 13%	14 3% 6%	29 9% 12%afghij klmnp	15 3% 6%	7 5% 3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
ANY BROADBAND	295	234	20	31	10	9	32	15	24	27	39	27	44	16	31	20	10
	5%	4%	4%	10%	7%	4%	5%	3%	5%	5%	6%	4%	5%	3%	10%	4%	7%
		79%	7%	10%abc	3%	3%	11%	5%	8%	9%	13%hln	9%	15%	6%	10%afghij lmnp	7%	3%hln
ONLY 1 SERVICE	344	273	33	19	19	11	32	30	28	28	38	40	51	15	19	33	19
	5%	5%	6%	6%	13%	4%	5%	6%	6%	5%	6%	5%	6%	3%	6%	6%	13%
		n 79%	9%	6%	6%abcd	3%	9%	9%ln	8%ln	8%ln	11%ln	12%ln	15%ln	4%	6%ln	9%ln	6%afghijklmnop
2 SERVICES	91	78	3	7	3	3	8	6	6	9	18	9	12	8	7	3	3
	1%	1%	*	2%	2%	1%	1%	1%	1%	2%	3%	1%	1%	1%	2%	*	2%
		86%	3%	8%c	3%	3%	9%	6%	6%	10%	20%agh lmnp	10%	13%	9%	8%p	3%	3%
3 OR MORE SERVICES	79	60	8	10	1	1	12	3	4	7	12	6	10	5	10	8	1
	1%	1%	1%	3%	1%	*	2%	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%
		76%	10%	13%ab	2%	1%	16%	4%	5%	8%	15%h	8%	12%	6%	13%athil mn	10%	2%
ANY COMMUNICATIONS SERVICE	514	412	43	36	23	15	53	39	39	43	68	54	73	27	36	43	23
	8%	8%	8%	12%	16%	6%	7%	7%	8%	8%	11%	7%	8%	5%	12%	8%	16%
		n 80%	8%	7%ab	5%abc	3%	10%	8%	8%	8%	13%afg hln	11%	14%ln	5%	7%afghln	8%	5%afghijklmnp
None of these	1305	1099	94	55	56	58	149	117	104	103	123	124	209	111	55	94	56
	21%	21%	18%	17%	39%	22%	21%	22%	22%	19%	20%	16%	23%	21%	17%	18%	39%
		l 84%	7%	4%	4%abcd	4%l	11%l	9%l	8%l	8%	9%	10%	16%lop	9%l	4%	7%	4%afghijklmnop
Don't know	50	39	9	1	-	-	6	1	1	1	6	10	5	9	1	9	-
	1%	1%	2%	*	-	-	1%	*	*	*	1%	1%	1%	2%	*	2%	-
		79%	19%ab	2%	-	-	11%	2%	2%	3%	12%	20%	10%	19%athijm	2%	19%afghijm	-
Not asked	4453	3775	391	223	65	187	497	385	320	382	425	582	617	379	223	391	65
	70%	71%	73%	71%	45%	72%	71%	71%	69%	72%	68%	76%	68%	72%	71%	73%	45%
		eq 85%e	9%e	5%e	1%	4%q	11%q	9%q	7%q	9%q	10%q	13%agl kmq	14%q	9%q	5%q	9%q	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	54 1% <i>jkn</i> 93%	2 - 4%	22 5% <i>ae</i>	32 2% <i>a</i>	24 6% <i>ag</i>	11 1% <i></i>	25 5% <i>ai</i>	10 1% <i></i>	- - -	- - -	9 2% <i>ajkno</i>	28 5% <i>ajkno</i>	- - -	36 1% <i>jkn</i>
Mobile phone (that can t access the internet)	59 1%	50 1% <i>m</i> 85%	9 1% 15%	14 3% 24% <i>a</i>	44 2% 75% <i>a</i>	15 3% 25% <i>a</i>	23 3% 39% <i>a</i>	17 3% 30% <i>a</i>	20 3% 34% <i>a</i>	26 1% 44% <i>lm</i>	17 3% 29% <i>ajlmno</i>	- - -	- - -	39 1% 66% <i>lm</i>	39 1% 66% <i>lm</i>
Fixed Landline telephone	110 2%	102 2% 92%	7 1% 6%	32 7% 29% <i>ae</i>	76 4% 69% <i>a</i>	39 9% 35% <i>ag</i>	40 4% 36% <i>a</i>	43 8% 39% <i>ai</i>	36 4% 33% <i>a</i>	61 2% 56%	16 3% 14%	6 2% 5%	16 3% 14%	75 2% 68%	91 2% 83%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	78 1% 85%	13 2% 14%	30 6% 32% <i>ae</i>	58 3% 62% <i>a</i>	32 7% 35% <i>ag</i>	30 3% 32% <i>a</i>	36 7% 39% <i>ai</i>	26 3% 28% <i>a</i>	48 2% 51%	23 4% 25% <i>ajno</i>	6 2% 7%	15 3% 16% <i>a</i>	67 2% 73%	83 2% 89% <i>a</i>

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps".	189 3%	170 3% 90%	18 2% 9%	61 13% 32%ae	126 7% 67%a	68 16% 36%ag	66 7% 35%a	79 15% 41%ai	55 7% 29%a	124 4% 66%a	41 7% 22%ajlmno	12 3% 7%	23 4% 12%	153 5% 81%a	179 4% 95%a
Mobile broadband - Through a dongle or USB stick	102 2%	93 2% 91%	7 1% 7%	40 9% 40%ae	54 3% 53%a	33 8% 32%ag	31 3% 31%a	36 7% 35%ai	28 4% 28%a	57 2% 56%ai	19 3% 19%aj	2 2% 2%	18 3% 18%al	74 2% 73%ai	88 2% 87%ai
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	119 2% 91%	11 1% 8%	32 7% 24%a	96 5% 73%a	40 9% 31%ag	51 6% 39%a	46 9% 35%ai	46 6% 35%a	73 3% 55%	25 4% 19%a	10 3% 8%	20 3% 15%a	95 3% 72%a	118 3% 89%a
Make calls using a public payphone	110 2%	105 2% c 96%c	4 1% 4%	37 8% 34%ae	69 4% 63%a	36 8% 32%ag	48 5% 43%a	38 7% 35%a	45 6% 41%a	70 2% 64%a	17 3% 15%	8 2% 7%	12 3% 11%	84 3% 76%a	96 2% 88%a
SUMMARY CODES															
ANY MOBILE/SMARTPHONE	114 2%	101 2% jn 89%	11 1% 10%	35 7% 31%ae	75 4% 66%a	38 9% 33%ag	34 4% 30%a	42 8% 37%ai	30 4% 26%a	26 1% 23%	17 3% 15%jn	9 2% 8%jn	28 5% 25%ajno	39 1% 34%	75 2% 66%jn

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
ANY FIXED BROADBAND	244	215	28	72	166	79	90	92	77	159	54	18	28	198	229
4%		4%	3%	15%	9%	18%	10%	16%	10%	5%	9%	5%	5%	6%	6%
		88%	11%	30%ae	68%a	32%ag	37%a	38%ai	32%a	65%a	22%ajlmno	7%	11%	81%a	94%a
ANY BROADBAND	295	261	32	86	197	89	109	103	95	192	63	18	34	239	273
		5%	4%	18%	11%	21%	12%	20%	12%	7%	10%	5%	6%	7%	7%
		88%	11%	29%ae	67%a	30%ag	37%a	35%ai	32%a	65%a	21%ajlmno	6%	11%	81%a	92%a
ONLY 1 SERVICE	344	305	38	73	256	105	128	120	113	209	60	23	21	258	286
		5%	6%	15%	14%	24%	14%	23%	14%	7%	10%	6%	4%	8%	7%
		m 89%	11%	21%a	74%a	30%ag	37%a	35%ai	33%a	61%am	17%ajmo	7%am	6%	75%am	83%am
2 SERVICES	91	84	6	19	69	21	44	24	41	58	19	8	11	71	82
	1%	2%	1%	4%	4%	5%	5%	5%	5%	2%	3%	2%	2%	2%	2%
		93%	7%	21%a	76%a	24%a	48%a	26%a	46%a	64%	21%a	8%	12%	78%a	91%a
3 OR MORE SERVICES	79	72	6	35	42	30	24	34	20	35	15	4	20	49	70
	1%	1%	1%	7%	2%	7%	3%	7%	2%	1%	2%	1%	3%	1%	2%
		91%	7%	44%ae	53%a	38%ag	30%a	43%ai	25%a	44%	19%aj	5%	25%ajlno	61%	88%
ANY COMMUNICATIONS SERVICE	514	461	50	127	367	157	196	178	174	301	94	34	52	377	438
	8%	8%	6%	27%	20%	36%	22%	34%	22%	10%	15%	10%	9%	11%	11%
		90%	10%	25%ae	71%a	31%ag	38%a	35%ai	34%a	59%a	18%ajlmno	7%	10%	73%a	85%a
None of these	1305	1171	128	259	1006	228	550	284	494	794	174	99	165	914	1106
	21%	21%	16%	55%	55%	53%	62%	54%	62%	27%	28%	28%	28%	27%	27%
		c 90%c	10%	20%a	77%a	17%a	42%af	22%a	38%ah	61%a	13%a	8%a	13%a	70%a	85%a
Don't know	50	44	6	10	33	6	8	6	6	16	3	2	4	19	26
	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%
		88%	12%	20%a	66%a	12%	16%	17%	11%	33%	7%	4%	9%	39%	51%
Not asked	4453	3805	619	76	419	40	140	51	128	1780	342	224	363	2035	2479
	70%	69%	77%	16%	23%	9%	16%	10%	16%	56%	56%	62%	62%	61%	61%
		def 85%	14%ab	2%	9%cd	1%	3%ef	1%	3%gh	40%k	8%	5%	8%k	46%k	56%k
	ghj klmn o	ghj klmn o													

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	9 1% 16%	9 1% 15%	17 1% 29%	23 1% 40%	9 1% 16%	32 1% 55%	26 1% 45%	1 * 2%	32 1% 55%
Mobile phone (that can t access the internet)	59 1%	22 1% 37%	15 1% 25%	30 1% 51%	26 1% 44%	10 1% 18%	36 1% 61%	23 1% 39%	3 1% 5%	37 1% 63%
Fixed Landline telephone	110 2%	33 2% 30%	21 2% 19%	47 2% 42%	40 2% 37%	17 1% 16%	56 2% 51%	54 2% 49%	5 2% 4%	58 2% 52%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	20 1% eg/ 22%	21 2% 23%	35 1% 38%	- - -	23 2% 24%eg/	23 1% 24%e	70 3% 76%aag/	4 1% 4%e	26 1% 29%e

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189 3%	64 4% f 34%	61 4% 32%a	107 4% 56%a	127 5% 67%afghj	- - -	127 4% 67%fh	62 2% 33%l	7 3% 4%l	128 4% 68%fh
Mobile broadband - Through a dongle or USB stick	102 2%	34 2% 33%	30 2% 30%	52 2% 51%	42 2% 42%l	24 2% 23%l	65 2% 64%l	37 1% 36%	- - -	65 2% 64%l
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	- - bd -	36 3% 28%bd	36 1% 28%b	64 3% 49%h	29 2% 22%	90 3% 68%h	42 2% 32%	5 2% 3%	90 2% 68%h
Make calls using a public payphone	110 2%	48 3% h 44%a	33 2% 30%	66 2% 60%a	46 2% 42%h	34 3% 31%ah	79 2% 73%h	30 1% 27%	4 2% 4%	80 2% 73%h
SUMMARY CODES										
ANY MOBILE/SMARTPHONE	114 2%	31 2% 27%	24 2% 21%	47 2% 41%	49 2% 43%	19 2% 16%	68 2% 59%	47 2% 41%	4 2% 4%	68 2% 60%
ANY FIXED BROADBAND	244 4%	80 5% f 33%	77 6% 31%a	133 5% 54%a	127 5% 52%afh	23 2% 9%	150 4% 61%l	95 3% 39%l	10 4% 4%	154 4% 63%l

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
ANY BROADBAND	295	102	96	166	150	44	193	102	10	197
5%		6%	7%	6%	6%	4%	5%	4%	4%	5%
		34%a	33%a	56%a	51%a/h	15%	65%a/h	35%	3%	67%a/h
ONLY 1 SERVICE	344	119	108	192	182	72	251	93	15	254
5%		7%	8%	7%	7%	6%	7%	3%	6%	7%
		h 35%a	32%a	56%a	53%a/h	21%h	73%a/h	27%	4%	74%a/h
2 SERVICES	91	32	31	50	43	18	60	31	7	62
1%		2%	2%	2%	2%	2%	2%	1%	3%	2%
		35%	34%a	55%	47%	20%	66%	34%	7%	69%
3 OR MORE SERVICES	79	15	16	29	29	11	40	39	-	40
1%		1%	1%	1%	1%	1%	1%	1%	-	1%
		18%	20%	36%	37%	14%	51%	49%	-	51%
ANY COMMUNICATIONS SERVICE	514	165	155	271	253	102	351	163	22	357
8%		10%	11%	10%	10%	9%	10%	6%	8%	10%
		h 32%a	30%a	53%a	49%a/h	20%h	68%a/h	32%	4%	69%a/h
None of these	1305	460	401	751	636	371	985	320	84	994
21%		28%	29%	28%	26%	31%	27%	12%	32%	27%
		h 35%a	31%a	58%a	49%a/h	28%a/e/h/j	75%a/h	25%	6%a/h	76%a/h
Don't know	50	13	7	19	13	5	19	31	1	19
1%		1%	*	1%	1%	*	1%	1%	1%	1%
		26%	13%	39%	27%	11%	38%	62%e/g/j	3%	38%
Not asked	4453	1002	805	1625	1563	706	2246	2207	156	2274
70%		61%	59%	61%	63%	60%	62%	81%	59%	62%
		bcd/e/g/j 23%	18%	36%	35%a/d	16%	50%	50%a/e/f/g/j	3%	51%

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	28 1% 49%	30 1% 51%	14 1% 25%	44 1% 75%	26 2% 45%a	23 5% 40%ah	34 1% 58%	9 11% 16%ah	5 5% 9%a	4 6% 7%a
Mobile phone (that can t access the internet)	59 1%	29 1% 49%	30 1% 51%	16 1% 27%	43 1% 73%	27 3% 45%a	19 4% 32%ah	36 1% 62%	6 7% 10%ah	9 9% 15%a	2 3% 3%
Fixed Landline telephone	110 2%	- - bd	110 4% 100%ab	19 1% 17%	91 2% 83% ^d	39 4% 36%a	47 11% 43%ah	62 1% 56%	13 15% 11%ah	13 13% 11%a	15 23% 13%a
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be 'up to 17 Mbps'), Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	29 1% b 31%	64 2% 69%ab	18 1% 19%	75 2% 81% ^d	29 3% 31%a	33 7% 35%ah	60 1% 65%	12 14% 13%ah	7 7% 7%a	6 10% 7%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. "up to 52 Mbps, up to 100 Mbps"	189 3%	110 3% h	79 3% 42%	64 3% 34%	126 3% 66%	104 10% 55%a	90 21% 48%ah	99 2% 52%	25 29% 13%ah	25 25% 13%a	22 35% 12%a
Mobile broadband - Through a dongle or USB stick	102 2%	49 2% 48%	53 2% 52%	34 2% 33%	68 2% 67%	54 5% 54%a	50 11% 49%ah	52 1% 51%	13 15% 13%ah	11 11% 11%a	14 22% 14%a
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	72 2% 54%	60 2% 46%	42 2% 32%	90 2% 68%	64 6% 48%a	60 14% 46%ah	71 2% 54%	20 23% 15%ah	15 15% 11%a	17 27% 13%a
Make calls using a public payphone	110 2%	60 2% 55%	49 2% 45%	44 2% 40%e	66 1% 60%	62 6% 57%a	56 13% 51%ah	54 1% 49%	13 16% 12%ah	10 10% 9%a	18 28% 16%aj
SUMMARY CODES ANY MOBILE/SMARTPHONE	114 2%	56 2% 49%	58 2% 51%	30 2% 27%	84 2% 73%	52 5% 46%a	42 10% 37%ah	68 2% 59%	15 18% 14%ah	14 14% 13%a	6 9% 5%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
ANY FIXED BROADBAND	244	131	114	79	165	132	102	142	28	27	23
	4%	4%	4%	4%	4%	12%	23%	3%	33%	27%	36%
		54%	46%	32%	68%	54%a	42%ah	58%	11%ah	11%a	9%a
ANY BROADBAND	295	159	137	102	194	168	124	171	30	32	29
	5%	5%	4%	5%	4%	16%	28%	4%	36%	32%	45%
		54%	46%	34%	66%	57%a	42%ah	58%	10%ah	11%a	10%a
ONLY 1 SERVICE	344	191	153	136	208	189	131	209	23	31	29
	5%	6%	5%	7%	5%	18%	30%	5%	27%	31%	46%
		55%	45%	39%ae	61%	55%a	38%ah	61%	7%ah	9%a	8%a
2 SERVICES	91	52	39	28	62	54	39	51	7	13	8
	1%	2%	1%	2%	1%	5%	9%	1%	8%	13%	12%
		57%	43%	31%	69%	59%a	43%ah	57%	8%ah	14%a	8%a
3 OR MORE SERVICES	79	22	57	14	65	32	39	40	17	11	12
	1%	1%	2%	1%	1%	3%	9%	1%	20%	11%	19%
		b 28%	72%ab	18%	82%cd	40%a	50%ah	50%	21%agh	14%a	16%a
ANY COMMUNICATIONS SERVICE	514	265	249	178	336	274	209	300	47	54	49
	8%	8%	8%	10%	8%	26%	48%	7%	55%	54%	77%
		h 52%	48%	35%e	65%	53%a	41%ah	58%	9%ah	11%a	10%aj
None of these	1305	926	379	544	761	771	213	1082	34	44	15
	21%	28%	12%	29%	17%	73%	48%	25%	40%	44%	23%
		oe 71%ac	29%	42%ae	58%	58%a	16%ah	83%a	3%ah	3%ak	1%
Don't know	50	24	26	11	39	10	16	29	5	2	-
	1%	1%	1%	1%	1%	1%	4%	1%	6%	2%	-
		49%	51%	21%	79%	21%	33%ah	58%	10%ah	4%	-
Not asked	4453	2036	2417	1125	3329	-	-	2898	-	-	-
	70%	63%	79%	61%	75%	-	-	67%	-	-	-
		bd/fghjk 46%	54%ab	25%	75%ad	-	-	65%gl	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	58 100% hm 100%acdefghi jk	3 5% 5%ah	12 11% 21%ah	12 13% 21%ah	22 12% 38%ah	23 10% 40%ah	35 1% 60%	17 16% 29%ah	24 18% 41%acghk	8 8% 14%ah	25 3% 42%am	8 * 13%
Mobile phone (that can t access the internet)	59 1%	3 5% 5%ah	59 100% 100%abdefgh ijk	13 12% 22%ah	10 11% 17%ah	10 5% 17%ah	14 6% 24%ah	44 1% 76%	13 12% 22%afgh	8 6% 13%ah	7 7% 13%ah	18 2% 31%am	18 1% 30%
Fixed Landline telephone	110 2%	12 21% hm 11%ah	13 22% 12%ah	110 100% 100%abcdfgh ijk	30 33% 27%afgh	39 21% 36%ah	49 20% 44%ah	61 1% 56%	27 26% 24%ah	28 21% 25%ah	26 24% 24%ah	27 3% 24%am	29 1% 27%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be *up to 17 Mbit/s*). Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	12 21% hm 13%ah	10 17% 11%ah	30 27% 33%ahk	93 100% 100%abcdfgh ijk	38 20% 41%ah	93 38% 100%abcdfghk -	- - -	28 27% 30%ahk	26 20% 28%ah	15 14% 16%ah	18 2% 17%am	7 * 7%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbps e.g. 'up to 52 Mbps, up to 100 Mbps'	189	22	10	39	38	189	189	-	48	52	37	85	42
	3%	38% hm 12%ach	17% 5%ah	36% 21%ach	41% 20%ach	100% hjk	77% 100%abdeg k	- 100%abdehij -	47% 25%ach	40% 28%ach	33% 19%ach	10% 45%am	2% 22%
Mobile broadband - Through a dongle or USB stick	102	17	13	27	28	48	51	51	102	42	41	47	18
	2%	29% hm 16%ah	22% 12%ah	24% 26%ah	30% 27%ah	25% 47%ah	21% 50%ah	1% 50%	100% 100%abdefg hjk	32% 41%ah	37% 40%acfhg	5% 46%am	1% 16%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132	24	8	28	26	52	55	77	42	132	32	56	34
	2%	41% hm 18%acdgh	13% 6%ah	25% 21%ah	28% 20%ach	28% 40%ach	22% 42%ah	1% 58%	41% 32%acdgh	100% 100%abdefg hik	29% 24%ach	6% 42%am	1% 26%
Make calls using a public payphone	110	8	7	26	15	37	39	70	41	32	110	48	31
	2%	14% h 8%ah	13% 7%ah	24% 24%ah	16% 14%ah	19% 33%ah	16% 36%ah	1% 64%	40% 37%abdefg hj	24% 29%ah	100% 100%abdefg hij	5% 44%am	1% 29%
SUMMARY CODES													
ANY MOBILE/SMARTPHONE	114	58	59	25	20	30	36	79	27	29	15	42	25
	2%	100% hm 51%adefghi jk	100% 51%adefghi jk	23% 22%ah	21% 17%ah	16% 26%ah	15% 31%ah	1% 69%	26% 23%afghk	22% 26%ah	14% 13%ah	5% 37%am	1% 22%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
ANY FIXED BROADBAND	244	23	14	49	93	189	244	-	51	55	39	101	49
	4%	40%	24%	44%	100%	100%	100%	-	50%	42%	36%	11%	2%
		hm 10%ah	6%ah	20%ach	38%abcdhij k	77%abcdhi jk	100%abcdhijk	-	21%ach	22%ach	16%ah	41%am	20%
ANY BROADBAND	295	27	21	54	93	189	244	51	102	64	54	132	61
	5%	47%	35%	49%	100%	100%	100%	1%	100%	49%	49%	15%	2%
		hm 9%ah	7%ah	18%ah	31%abcdhjk	64%abcdhjk	83%abcdhijk	17%	34%abcdhjk	22%ah	18%ah	45%am	21%
ONLY 1 SERVICE	344	25	28	45	39	86	125	219	25	51	44	150	101
	5%	44%	47%	41%	42%	45%	51%	4%	25%	39%	40%	17%	4%
		hm 7%ahi	8%ahi	13%ahi	11%ahi	25%ahi	36%ahij	64%	7%ah	15%ahi	13%ahi	44%am	29%
2 SERVICES	91	9	18	20	19	46	56	34	19	31	21	40	20
	1%	15%	30%	18%	20%	24%	23%	1%	18%	23%	19%	5%	1%
		hm 10%ah	19%ah	22%ah	21%ah	51%ah	62%ah	38%	21%ah	34%ah	23%ah	44%am	22%
3 OR MORE SERVICES	79	24	13	45	35	58	63	16	58	49	45	27	14
	1%	41%	23%	41%	38%	30%	26%	*	57%	38%	41%	3%	1%
		hm 30%acgh	17%ah	57%acgh	44%agh	72%ah	79%ah	21%	73%acdefgh jk	62%agh	56%acgh	34%am	17%
ANY COMMUNICATIONS SERVICE	514	58	59	110	93	189	244	270	102	132	110	216	135
	8%	100%	100%	100%	100%	100%	100%	4%	100%	100%	100%	25%	5%
		hm 11%ah	11%ah	21%ah	18%ah	37%ah	48%ah	52%	20%ah	26%ah	21%ah	42%am	26%
None of these	1305	-	-	-	-	-	-	1305	-	-	-	655	330
	21%	-	-	-	-	-	-	21%	-	-	-	75%	12%
		bcdelfgj -	-	-	-	-	-	100%bcdelfgj	-	-	-	50%am	25%
Don't know	50	km	-	-	-	-	-	50	-	-	-	7	12
	1%	-	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	15%	23%
Not asked	4453	-	-	-	-	-	-	4453	-	-	-	-	2246
	70%	-	-	-	-	-	-	73%	-	-	-	-	82%
		bcdelfgj -	-	-	-	-	-	100%abcdelfgj jk	-	-	-	-	50%al

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	8 1% 14%	16 2% 28% ^f	12 1% 20%	14 1% 24%	6 1% 10%	- - -	- - -	- - -	1 2% 2% ^f	1 3% 2%	- 2% -
Mobile phone (that can t access the internet)	59 1%	11 1% 18%	7 1% 12%	11 1% 19%	16 1% 27%	7 1% 12%	3 1% 5%	1 1% 1%	1 1% 2%	1 2% 2%	- - -	1 6% 2%
Fixed Landline telephone	110 2%	28 3% 26% ^{ce}	20 2% 19%	12 1% 11%	36 2% 33% ^{ce}	6 1% 5%	4 1% 4%	2 1% 2%	1 2% 1%	- - -	- - -	- - -
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	21 2% 23% ^{ce}	23 2% 25% ^{ce}	16 1% 17%	22 1% 24%	5 1% 5%	3 1% 4%	2 1% 2%	- - -	- - -	- - -	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189 3%	45 4% 24%cddefg	40 4% 21%g	29 3% 15%	46 3% 24%	16 2% 9%	5 2% 3%	- - -	1 1% *	2 4% 1%g	1 4% 1%	4 16% 2%
Mobile broadband - Through a dongle or USB stick	102 2%	31 3% 31%bcde	17 2% 17%	14 1% 13%	28 2% 28%	7 1% 7%	3 1% 3%	1 1% 1%	- - -	- - -	1 4% 1%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	24 2% 18%	26 2% 19%	22 2% 17%	37 2% 28%	9 1% 7%	3 1% 2%	3 2% 2%	3 5% 3%ef	- - -	1 3% 1%	4 15% 3%
Make calls using a public payphone	110 2%	25 2% 22%c	23 2% 21%c	9 1% 8%	31 2% 28%c	11 2% 10%	3 1% 3%	1 1% 1%	- - -	1 2% 1%	2 6% 2%	3 12% 2%
SUMMARY CODES												
ANY MOBILE/SMARTPHONE	114 2%	18 2% 16%	21 2% 19%	23 2% 20%	29 2% 26%	13 2% 12%	3 1% 3%	1 1% 1%	1 1% 1%	2 4% 2%	1 3% 1%	1 6% 1%
ANY FIXED BROADBAND	244 4%	55 5% 23%ce	49 5% 20%	39 3% 16%	63 4% 26%	21 3% 8%	8 3% 3%	2 1% 1%	1 4% *	2 4% 1%	1 4% 1%	4 16% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
ANY BROADBAND	295	69	55	45	79	26	11	2	1	2	1	4
5%		6%	5%	4%	5%	4%	3%	1%	1%	4%	4%	16%
		23%cd	19%	15%	27%	9%	4%	1%	*	1%	*	1%
ONLY 1 SERVICE	344	76	59	57	94	33	13	3	4	4	-	1
5%		7%	6%	5%	5%	5%	4%	2%	7%	5%	-	6%
		22%cd	17%	17%	27%	10%	4%	1%	1%	1%	-	*
2 SERVICES	91	11	18	8	28	14	3	1	1	1	-	5
1%		1%	2%	1%	2%	2%	1%	1%	1%	2%	-	21%
		12%	20%cd	9%	31%cd	16%cd	3%	1%	1%	1%	-	5%
3 OR MORE SERVICES	79	21	17	14	21	2	2	1	-	-	2	-
1%		2%	2%	1%	1%	*	1%	1%	-	-	6%	-
		27%cd	21%cd	17%cd	26%cd	3%	3%	1%	-	-	3%	-
ANY COMMUNICATIONS SERVICE	514	108	93	79	142	49	18	4	5	5	2	6
8%		10%	9%	7%	8%	7%	6%	3%	9%	7%	6%	27%
		21%cd	18%cd	15%	28%	10%	4%	1%	1%	1%	*	1%
None of these	1305	239	230	215	347	135	64	33	12	18	5	8
21%		22%	22%	19%	20%	19%	21%	25%	19%	27%	14%	33%
		18%	16%	16%	27%	10%	5%	3%	1%	1%	*	1%
Don't know	50	3	5	14	15	8	4	-	1	-	-	-
1%		*	1%	1%	1%	1%	1%	-	1%	-	-	-
		5%	11%	27%cd	30%cd	16%cd	9%cd	-	1%	-	-	-
Not asked	4453	719	736	824	1210	524	223	94	44	44	27	9
70%		67%	69%	73%	71%	73%	72%	71%	71%	66%	80%	40%
		16%	17%	19%cd	27%	12%cd	5%	2%	1%	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		≤ £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58	13	8	17	11	5	1	-	1	1	1	-	20	25	2	9	3	-
	1%	1%	2%	1%	1%	1%	*	-	*	1%	2%	-	1%	1%	1%	2%	1%	-
		22%fg	14%gh	29%fg	19%	9%	1%	-	2%	2%	2%g	-	34%	42%	3%	16%	5%	-
Mobile phone (that can t access the internet)	59	10	4	12	11	8	6	2	2	2	-	1	25	19	5	4	5	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	6%	1%	1%	1%	1%	1%	6%
		17%	6%	21%	19%	14%	10%	4%	4%	3%	-	2%	42%	32%	8%	7%	8%	2%
Fixed Landline telephone	110	29	10	21	21	13	4	3	7	2	-	-	36	36	5	21	11	-
	2%	3%	2%	2%	2%	1%	1%	1%	2%	1%	-	-	1%	1%	2%	4%	3%	-
		27%iccf	9%	19%	19%	11%	4%	2%	6%	2%	-	-	33%	33%	5%	19%lm	10%lm	-
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second* e.g. it could be "up to 17 Mbit/s"). Examples of online activity this allows include shopping and watching standard definition TV.	93	23	7	22	13	8	8	7	4	1	-	-	45	21	3	17	7	-
	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%	-	-	2%	1%	1%	3%	2%	-
		25%e	7%	24%	14%	9%	8%	8%	4%	1%	-	-	48%lm	23%	4%	18%lm	7%lm	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		≤ £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. "up to 52 Mbit/s, up to 100 Mbit/s".	189 3%	46 5% 24%degh	22 4% 12%degh	45 3% 24%eg	25 2% 13%	14 2% 8%	16 3% 9%	4 1% 2%	7 2% 4%	5 2% 2%	1 2% 1%	4 16% 2%	78 3% 41%lm	49 2% 26%	10 3% 5%	37 6% 20%lm	12 4% 7%lm	4 16% 2%
Mobile broadband - Through a dongle or USB stick	102 2%	24 2% 24%dhi	12 2% 12%hi	29 2% 28%dh	12 1% 12%	11 1% 11%	6 1% 6%	5 1% 4%	2 * 2%	- - -	1 2% 1%	- - -	35 1% 35%	28 1% 27%	6 2% 6%	21 4% 20%lm	12 4% 12%lm	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	29 3% 22%cd	15 3% 12%cd	27 2% 21%	12 1% 9%	16 2% 12%	10 3% 8%	4 1% 3%	12 3% 9%cd	1 * 1%	2 2% 2%	4 15% 3%	44 2% 34%	46 2% 35%	7 2% 5%	24 4% 18%lm	7 2% 6%	4 15% 3%
Make calls using a public payphone	110 2%	30 3% 27%cddeh	14 3% 12%deh	20 2% 18%	14 1% 13%	10 1% 9%	7 1% 7%	5 3% 4%	3 1% 3%	3 1% 3%	2 4% 2%lh	3 12% 2%	43 2% 39%	36 1% 33%	7 2% 6%	11 2% 10%	11 3% 10%lm	3 12% 2%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	114 2%	22 2% 19%	12 2% 10%	27 2% 24%	22 2% 19%	14 2% 12%	6 1% 5%	2 1% 2%	3 1% 3%	3 2% 3%	1 2% 1%	1 6% 1%	44 2% 38%	43 2% 38%	5 2% 2%	14 2% 12%	7 2% 6%	1 6% 1%
ANY FIXED BROADBAND	244 4%	57 6% 23%deh	24 5% 10%e	57 4% 23%e	33 3% 13%	19 2% 8%	22 4% 9%	11 3% 4%	11 3% 4%	6 3% 2%	1 2% 1%	4 16% 1%	101 4% 42%lm	65 2% 26%	13 4% 5%	47 8% 19%lmn	15 5% 6%lm	4 16% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
ANY BROADBAND	295	66	30	70	40	25	26	15	13	6	1	4	120	80	15	56	20	4	
	5%	7% 22%deh	6% 10%deh	5% 24%de	4% 14%	3% 8%	5% 9%	4% 5%	3% 4%	3% 2%	2% *	16% 1%	5% 41%km	3% 27%	5% 5%	10% 19%lmn	6% 7%lm	16% 1%	
ONLY 1 SERVICE	344	79	30	75	55	35	29	15	16	8	1	1	137	105	16	67	17	1	
	5%	8% 23%degh	6% 9%	6% 22%	5% 16%	4% 10%	6% 8%	4% 4%	4% 5%	4% 2%	2% *	6% 5%	6% 40%km	4% 30%	5% 5%	12% 20%lmnp	5% 5%	6% *	
2 SERVICES	91	18	3	16	9	14	8	6	9	4	-	5	32	38	5	5	6	5	
	1%	2% 20%df	1% 4%	1% 18%	1% 10%	2% 15%	1% 8%	2% 7%	2% 10%	1% 4%	-	21% 5%	1% 35%	1% 41%	2% 6%	1% 5%	2% 7%	21% 5%	
3 OR MORE SERVICES	79	19	14	21	11	5	5	1	2	-	2	-	30	20	5	16	9	-	
	1%	2% 24%egh	3% hi	2% 26%e	1% 14%	1% 7%	1% 6%	1% 1%	1% 2%	4% -	-	3%eghi	1% 38%	1% 25%	2% 6%	3% 20%lm	3% 11%lm	- -	
ANY COMMUNICATIONS SERVICE	514	116	47	112	75	54	41	22	26	12	3	6	199	162	27	88	32	6	
	8%	12% 22%cdelfg	10% 9%e	9% 22%e	7% 15%	6% 11%	8% 8%	6% 4%	6% 5%	6% 2%	6% 1%	27% 1%	8% 39%km	6% 32%	8% 5%	15% 17%lmnp	10% 6%lm	27% 1%	
None of these	1305	246	112	280	189	177	118	53	74	37	11	8	450	582	70	131	65	8	
	21%	24% 19%degh	23% 9%dg	20% 21%dg	17% 14%	20% 14%	23% 9%dg	15% 4%	17% 6%	20% 3%	20% 1%	33% 1%	18% 35%	22% 45%l	22% 5%	20% 10%l	21% 5%	33% 1%	
Don't know	50	3	6	17	8	7	2	1	4	2	1	-	23	21	1	2	2	-	
	1%	*	1%	1%	1%	1%	*	*	1%	1%	1%	-	1%	*	*	1%	1%	-	
		6%	12%a	34%a	15%	14%	4%	1%	6%	4%	1%	-	47%	42%	3%	4%	4%	-	
Not asked	4453	640	330	886	825	635	361	266	324	138	39	9	1787	1855	216	362	224	9	
	70%	64% 14%	67% 7%	68% 20%a	75% 20%a	73% 19%abcf	69% 14%abc	76% 8%a	76% 6%abcf	73% 3%a	72% 1%	40% *	73% 40%o	71% 42%o	69% 5%	62% 8%	69% 5%o	40% *	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	58 1%	48 2% 82%bc	5 * 8%	6 * 10%
Mobile phone (that can t access the internet)	59 1%	46 2% 79%bc	8 * 14%	4 * 8%
Fixed Landline telephone	110 2%	78 4% 71%bc	16 1% 14%	16 1% 15%
Standard broadband - Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router - which is not Superfast (the speed advertised by the provider was less than 30MB/second' e.g. it could be 'up to 17 Mbit/s'). Examples of online activity this allows include shopping and watching standard definition TV.	93 1%	71 3% 76%bc	7 * 8%	15 1% 16%
Superfast Fixed broadband - A premium service that delivers higher speeds and received through either a fibre optic or cable that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer) for which the advertised speed is more than 30Mbit/s e.g. 'up to 52 Mbit/s, up to 100 Mbit/s'.	189 3%	129 6% 68%bc	32 1% 17%	29 1% 15%

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Mobile broadband - Through a dongle or USB stick	102 2%	66 3% 64%bc	20 1% 20%	16 1% 16%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than only via Wi-Fi) e.g. iPad, Samsung Galaxy Tab	132 2%	96 5% 73%bc	19 1% 14%	16 1% 13%
Make calls using a public payphone	110 2%	74 4% 67%bc	19 1% 17%	17 1% 16%
SUMMARY CODES				
ANY MOBILE/SMARTPHONE	114 2%	91 4% 80%bc	13 1% 11%	10 * 9%
ANY FIXED BROADBAND	244 4%	176 8% 72%bc	34 2% 14%	34 2% 14%
ANY BROADBAND	295 5%	211 10% 72%bc	43 2% 15%	40 2% 14%
ONLY 1 SERVICE	344 5%	259 12% 75%bc	49 2% 14%	36 2% 10%
2 SERVICES	91 1%	72 3% 80%bc	8 * 9%	10 * 12%
3 OR MORE SERVICES	79 1%	51 2% 65%bc	13 1% 16%	15 1% 19%
ANY COMMUNICATIONS SERVICE	514 8%	383 18% 74%bc	70 3% 14%	61 3% 12%

Q.10 And which, if any, of the following do you not have or do because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2112
		2121	2109
None of these	1305	1152	90
	21%	55%	4%
		88%bc	7%cd
Don't know	50	42	4
	1%	2%	*
		85%bc	8%
Not asked	4453	516	1957
	70%	25%	92%
		12%	44%cd

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	526	239	287	51	121	88	92	81	57	36	172	261	93	184	342	58	227	241
Weighted Base	539	250	289	63*	136	97*	96*	85*	39*	24*	199	277	63*	217	321	68*	255	216
No negative effect at all	306	153	153	41	68	43	63	52	23	17	109	158	40	122	184	41	135	130
	57%	61%	53%	65%	50%	44%	66%	62%	59%	69%	55%	57%	63%	56%	57%	60%	53%	60%
		f	50%	13%l	22%	14%	21%efl	17%kl	7%	5%kl	35%	52%	13%	40%	60%	13%	44%	43%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	22	42	5	15	17	11	8	7	2	20	36	9	30	34	14	30	21
	12%	9%	15%	8%	11%	17%	12%	9%	18%	7%	10%	13%	14%	14%	11%	20%	12%	10%
		34%	66%b	8%	23%	26%	18%	12%	11%	3%	31%	56%	14%	47%	53%	21%r	46%	32%
Prevents access to emergency services and information that keeps people safer	5	4	1	1	3	1	-	-	-	-	4	1	-	-	5	-	-	5
	1%	2%	*	2%	2%	1%	-	-	-	-	2%	*	-	-	2%	-	-	2%
		83%	17%	18%	60%	21%	-	-	-	-	79%	21%	-	-	100%	-	-	100%q
Prevents access to information, e.g. news, health information, educational content etc	22	11	11	2	7	6	2	3	1	-	10	11	1	11	11	3	12	6
	4%	4%	4%	3%	6%	6%	2%	3%	4%	-	5%	4%	2%	5%	3%	5%	5%	3%
		50%	50%	10%	34%	28%	9%	12%	6%	-	44%	50%	6%	50%	50%	15%	56%	29%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	11	13	5	7	5	2	5	1	-	12	12	1	6	18	-	13	12
	5%	5%	5%	8%	5%	5%	2%	6%	2%	-	6%	4%	1%	3%	6%	-	5%	6%
		46%	54%	19%	28%	20%	10%	21%	3%	-	47%	50%	3%	26%	74%	-	52%	48%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	10	11	4	6	3	2	3	2	-	10	9	2	11	10	4	11	5
	4%	4%	4%	7%	4%	3%	2%	4%	5%	-	5%	3%	3%	5%	3%	7%	4%	3%
		48%	52%	21%	27%	15%	11%	15%	10%	-	48%	41%	10%	52%	48%	22%	52%	26%
Miss out on contact with family/friends	45	22	23	3	19	10	5	4	1	1	23	19	2	16	28	6	20	18
	8%	9%	8%	5%	14%	10%	6%	5%	3%	5%	12%	7%	4%	8%	9%	9%	8%	8%
		49%	51%	8%	44%aghi	22%	12%	9%	3%	3%	51%lm	43%	5%	37%	63%	14%	46%	40%
Less able to look for work	21	10	11	2	9	4	3	3	-	-	12	9	-	1	20	-	9	12
	4%	4%	4%	4%	7%	4%	3%	3%	-	-	6%	3%	-	*	6%	-	4%	6%
		n	48%	12%	45%	19%	13%	12%	-	-	57%lm	43%	-	5%	95%ln	-	43%	57%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	526	239	287	51	121	88	92	81	57	36	172	261	93	184	342	58	227	241
Weighted Base	539	250	289	63*	136	97*	96*	85*	39*	24*	199	277	63*	217	321	68*	255	216
Less able to carry out work from home	25 5%	14 6%	11 4%	6 10%	7 5%	4 4%	4 4%	5 6%	- -	- -	13 6%	13 5%	- -	10 4%	16 5%	- -	16 6%	9 4%
Makes it more difficult to find the cheapest goods/services	22 4%	10 4%	13 4%	1 2%	8 6%	3 3%	4 4%	5 6%	1 1%	1 5%	9 5%	11 4%	2 3%	4 2%	19 6%	1 2%	7 3%	15 7%
Difficult to stay organised e.g. online shopping, etc	19 4%	9 3%	11 4%	3 5%	5 4%	5 5%	4 4%	2 2%	1 1%	- -	9 4%	10 4%	1 1%	7 3%	12 4%	1 2%	11 4%	7 3%
Less entertainment	43 8%	23 9%	20 7%	6 9%	18 13%	10 11%	3 3%	5 6%	- -	- -	24 12%	19 7%	- -	20 9%	23 7%	3 4%	26 10%	15 7%
Lack of support for special needs	7 1%	2 1%	5 2%	- -	3 2%	1 1%	- -	3 3%	1 2%	- -	3 1%	4 1%	1 1%	2 1%	5 2%	- -	4 2%	3 2%
Other	9 2%	2 1%	7 2%	1 15%	1 16%	3 28%	1 12%	1 10%	2 19%	- -	3 31%	5 50%	2 19%	5 2%	4 1%	1 16%	6 68%	2 16%
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	370 69%	175 70%	195 68%	46 72%	83 61%	59 61%	74 78%	60 71%	30 77%	18 76%	128 65%	193 70%	48 77%	152 70%	218 68%	55 81%	164 64%	151 70%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	23 9%	25 9%	9 14%	16 12%	11 11%	3 4%	7 9%	2 5%	- -	25 12%	21 8%	2 3%	20 9%	28 9%	6 9%	26 10%	17 8%
Don't know	35 7%	13 5%	22 8%	1 2%	8 6%	10 10%	6 7%	3 4%	4 10%	3 14%	9 5%	19 7%	7 11%	19 9%	16 5%	4 7%	19 7%	12 6%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	COUNTRY				GOVERNMENT REGIONS											Northern Ireland (g)
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	
Unweighted Base	526	418	47	31	30	19	53	38	40	43	69	59	69	28	31	47	30
Weighted Base	539	430	45*	40**	25**	19**	54*	39*	42*	45*	72*	56*	76*	27**	40**	45*	25**
No negative effect at all	306	242	20	25	18	11	29	19	23	32	45	22	44	17	25	20	18
	57%	56%	45%	64%	73%	56%	54%	49%	56%	73%	63%	39%	57%	64%	64%	45%	73%
		79%	7%	8%	6%	3%	10%	6%	8%	11%ahp	15%l	7%	14%l	6%	8%	7%	6%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	56	4	2	2	1	4	4	3	4	10	10	14	5	2	4	2
	12%	13%	8%	6%	9%	4%	8%	11%	7%	9%	14%	19%	18%	19%	6%	8%	9%
		87%	6%	4%	4%	1%	7%	7%	5%	6%	15%	16%	21%	8%	4%	6%	4%
Prevents access to emergency services and information that keeps people safer	5	3	2	-	-	-	1	1	-	1	-	-	-	-	-	2	-
	1%	1%	4%	-	-	-	2%	3%	-	2%	-	-	-	-	-	4%	-
		61%	39%ab	-	-	-	22%	22%	-	18%	-	-	-	-	-	39%a	-
Prevents access to information, e.g. news, health information, educational content etc	22	18	1	1	2	1	4	1	1	1	4	3	3	1	1	1	2
	4%	4%	2%	4%	7%	6%	7%	2%	2%	2%	5%	5%	4%	3%	4%	2%	7%
		82%	3%	7%	8%	6%	17%	4%	5%	4%	17%	13%	12%	3%	7%	3%	8%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	17	3	3	1	1	5	1	1	-	5	2	1	-	3	3	1
	5%	4%	7%	9%	3%	7%	10%	2%	3%	-	7%	4%	2%	-	9%	7%	3%
		69%	14%	14%	3%	5%	22%jm	4%	4%	-	20%	8%	5%	-	14%	14%	3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	19	-	1	-	-	4	2	1	-	6	3	3	-	1	-	-
	4%	5%	-	4%	-	-	7%	6%	2%	-	9%	5%	4%	-	4%	-	-
		93%	-	7%	-	-	18%	12%	5%	-	30%	13%	15%	-	7%	-	-
Miss out on contact with family/friends	45	37	4	3	1	3	12	3	3	2	5	5	2	-	3	4	1
	8%	9%	10%	7%	3%	18%	22%	8%	8%	5%	7%	9%	3%	-	7%	10%	3%
		82%	10%	6%	2%	7%	27%ajkm	7%	8%	5%	12%	11%	5%	-	6%	10%	2%
Less able to look for work	21	12	7	1	-	-	2	2	2	2	2	2	-	-	1	7	-
	4%	3%	16%	4%	-	-	4%	5%	5%	4%	3%	4%	-	-	4%	16%	-
		59%	34%ab	7%	-	-	11%	9%	9%	9%	10%	12%	-	-	7%	34%akm	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	526	418	47	31	30	19	53	38	40	43	69	59	69	28	31	47	30
Weighted Base	539	430	45*	40**	25**	19**	54*	39*	42*	45*	72*	56*	76*	27**	40**	45*	25**
Less able to carry out work from home	25 5%	25 6%	- -	- -	- -	1 7%	2 4%	2 5%	5 12%	1 2%	6 8%	3 6%	5 8%	- -	- -	- -	- -
Makes it more difficult to find the cheapest goods/services	22 4%	17 4%	5 11%	1 2%	- -	- -	3 6%	2 5%	5 11%	1 2%	3 4%	1 1%	2 3%	- -	1 2%	5 11%	- -
Difficult to stay organised e.g. online shopping, etc	19 4%	18 4%	2 8%	- -	- -	- -	3 5%	2 5%	2 4%	1 2%	7 9%	- -	4 5%	- -	- -	2 8%	- -
Less entertainment	43 8%	34 8%	4 10%	1 10%	1 3%	3 13%	8 14%	6 14%	2 5%	2 5%	4 5%	1 3%	7 9%	2 6%	4 10%	4 10%	1 3%
Lack of support for special needs	7 1%	6 1%	- -	2 4%	- -	- -	1 2%	- -	2 6%	- -	1 2%	1 2%	- -	- -	2 4%	- -	- -
Other	9 2%	7 2%	- -	1 2%	1 4%	- -	1 3%	1 4%	1 3%	1 3%	1 1%	2 3%	- -	- -	1 2%	- -	1 4%
SUMMARY CODES																	
NO NEGATIVE EFFECT AT ALL	370 69%	298 69%	24 53%	28 70%	20 83%	11 60%	33 61%	23 60%	26 63%	36 82%	55 76%	32 58%	57 76%	23 84%	28 70%	24 53%	20 83%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	39 9%	4 9%	3 9%	2 7%	3 13%	10 18%	4 9%	2 5%	1 2%	9 13%	5 10%	5 6%	1 3%	3 9%	4 9%	2 7%
Don't know	35 7%	28 7%	5 12%	1 4%	- -	2 5%	2 6%	2 12%	2 7%	3 9%	- -	6 18%	7 21%	2 6%	1 4%	5 15%	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	526	475	49	141	362	168	186	193	161	292	92	34	60	367	436
Weighted Base	539	484	53*	130	385	163	209	188	184	324	98*	34*	53*	402	463
No negative effect at all	306 57%	283 58% cd 92% ^c	22 41% 7%	61 47% 30%	232 60% 76% ^d	91 56% 30%	119 57% 39%	104 55% 34%	106 57% 35%	188 59% 61%	54 55% 18%	15 44% 5%	29 54% 9%	229 57% 75%	265 57% 87%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 12%	60 12% 94%	4 7% 6%	19 15% 30%	42 11% 66%	22 14% 35%	20 9% 31%	25 13% 39%	17 9% 26%	42 13% 65%	8 8% 12%	9 27% 14% ^a _{kno}	6 12% 10%	48 12% 76%	56 12% 87%
Prevents access to emergency services and information that keeps people safer	5 1%	4 1% 82%	1 2% 18%	4 3% 83% ^a _{ae}	1 - 17%	1 1% 22%	- - -	1 1% 22%	- - -	- - -	2 2% 39% ^j	- - -	3 6% 61% ^a _{jno}	2 - 39%	5 1% 100%
Prevents access to information, e.g. news, health information, educational content etc	22 4%	19 4% 86%	3 6% 14%	8 6% 35%	14 4% 65%	5 3% 24%	11 5% 50%	5 3% 24%	11 6% 50%	16 5% 74%	2 2% 7%	- - -	4 8% 20%	18 4% 81%	21 5% 97%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 5%	22 5% 91%	2 4% 9%	13 10% 54% ^a _{ae}	11 3% 46%	8 5% 33%	8 4% 33%	9 5% 36%	7 4% 29%	12 4% 47%	9 9% 35%	- 8% 18%	4 5% 82%	20 5% 100%	25 5% 100%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 4%	18 4% 87%	3 5% 13%	6 5% 29%	15 4% 71%	9 6% 43%	8 4% 37%	10 5% 48%	7 4% 33%	13 4% 60%	5 5% 26%	2 7% 12%	1 2% 4%	18 4% 86%	20 4% 97%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	526	475	49	141	362	168	186	193	161	292	92	34	60	367	436
Weighted Base	539	484	53*	130	385	163	209	188	184	324	98*	34*	53*	402	463
Miss out on contact with family/friends	45 8%	37 8%	6 12%	14 10%	30 8%	12 7%	20 10%	14 7%	19 10%	27 8%	8 8%	-	7 14%	34 8%	38 8%
Less able to look for work	21 4%	18 4%	3 6%	10 8%	10 3%	8 5%	6 3%	8 4%	6 3%	9 3%	6 6%	1 2%	5 9%	15 4%	19 4%
Less able to carry out work from home	25 5%	19 4%	6 12%	7 6%	17 4%	11 7%	10 5%	12 6%	9 5%	13 4%	7 7%	1 4%	4 8%	18 4%	22 5%
Makes it more difficult to find the cheapest goods/services	22 4%	20 4%	2 4%	11 8%	10 3%	8 5%	9 4%	11 6%	6 3%	13 4%	5 5%	1 2%	4 7%	18 4%	21 4%
Difficult to stay organised e.g. online shopping, etc	19 4%	15 3%	4 8%	9 7%	9 2%	10 6%	6 3%	10 5%	6 3%	11 3%	7 7%	-	3 5%	17 4%	19 4%
Less entertainment	43 8%	39 8%	4 8%	7 6%	33 9%	15 9%	23 11%	19 10%	19 10%	25 8%	13 13%	3 7%	5 9%	36 9%	42 9%
Lack of support for special needs	7 1%	6 1%	1 2%	4 3%	4 1%	1 1%	4 2%	2 1%	3 2%	4 1%	2 2%	-	1 3%	6 1%	7 2%
Other	9 2%	7 1%	2 4%	4 3%	6 1%	2 1%	6 3%	2 1%	5 3%	7 2%	2 2%	2 6%	-	7 2%	8 2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,500+ (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	526	475	49	141	362	168	186	193	161	292	92	34	60	367	436
Weighted Base	539	484	53*	130	385	163	209	188	184	324	98*	34*	53*	402	463
SUMMARY CODES															
NO NEGATIVE EFFECT AT ALL	370 69%	343 71% c 93% ^c	26 49% 7%	80 61% 22%	274 71% 74% ^d	113 70% 31%	138 66% 37%	129 69% 35%	122 67% 33%	230 71% 62%	62 63% 17%	24 70% 7%	35 66% 10%	277 69% 75%	320 69% 87%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	42 9% 88%	6 11% 12%	19 15% 40% ^{ae}	29 8% 60%	14 9% 30%	19 9% 40%	15 8% 31%	18 10% 38%	28 9% 58%	11 11% 22%	2 7% 5%	9 16% 18%	39 10% 80%	48 99% 90%
Don't know	35 7%	27 6% 76%	8 16% 24% ^{ab}	9 7% 26%	22 6% 64%	8 5% 22%	11 5% 32%	9 5% 26%	10 5% 28%	14 4% 41%	5 5% 15%	4 11% 10%	4 7% 10%	18 5% 52%	22 5% 62%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	526	164	156	270	253	101	350	176	24	356
Weighted Base	539	177	169	291	266	112*	374	165	25**	379
No negative effect at all	306 57%	107 60% 35%	98 58% 32%	166 57% 54%	160 60% 52%h	68 61% 22%	226 61% 74%h	80 48% 26%	9 35% 3%	229 60% 75%h
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 12%	19 10% 29%	16 10% 26%	33 11% 51%	34 13% 52%	18 16% 28%	50 13% 78%	14 8% 22%	2 8% 3%	50 13% 78%
Prevents access to emergency services and information that keeps people safer	5 1%	1 1% 18%	1 1% 18%	1 + 18%	- - -	- - -	- - -	5 3% 100%aagj	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	22 4%	8 5% 38%	8 5% 37%	13 4% 59%	7 3% 31%	9 8% 40%ae	16 4% 71%	6 4% 29%	2 9% 10%	16 4% 71%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 5%	4 2% 16%	5 3% 21%	8 3% 32%	9 3% 37%	2 2% 6%	11 3% 45%	13 8% 55%efgj	2 8% 8%	12 3% 51%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 4%	4 2% 19%	8 5% 39%	10 3% 46%	10 4% 50%	3 3% 14%	13 4% 64%	8 5% 36%	1 3% 3%	13 3% 64%
Miss out on contact with family/friends	45 8%	11 6% 25%	17 10% 38%	25 8% 55%	18 7% 41%	11 10% 25%	29 8% 66%	15 9% 34%	2 8% 5%	29 8% 66%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	526	164	156	270	253	101	350	176	24	356
Weighted Base	539	177	169	291	266	112*	374	165	25**	379
Less able to look for work	21 4%	7 4%	7 4%	12 4%	9 3%	1 1%	10 3%	11 7%	1 3%	10 3%
Less able to carry out work from home	25 5%	8 4%	11 7%	16 5%	11 4%	5 4%	16 4%	9 6%	3 10%	16 4%
Makes it more difficult to find the cheapest goods/services	22 4%	8 5%	4 2%	11 4%	8 3%	2 2%	10 3%	13 8%	1 3%	10 3%
Difficult to stay organised e.g. online shopping, etc	19 4%	4 2%	11 6%	13 4%	5 2%	6 6%	12 3%	8 5%	1 5%	12 3%
Less entertainment	43 8%	13 7%	25 15%	32 11%	21 8%	12 11%	33 9%	10 6%	5 21%	34 9%
Lack of support for special needs	7 1%	4 2%	1 1%	5 2%	5 2%	1 1%	6 2%	2 1%	1 4%	6 2%
Other	9 2%	6 3%	2 1%	7 2%	4 1%	-	4 1%	6 3%	1 6%	4 1%
SUMMARY CODES										
NO NEGATIVE EFFECT AT ALL	370 69%	125 71% h	114 67%	198 68%	194 73%	86 77%	276 74%	94 57%	11 43%	279 74%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	11 6%	15 9%	21 7%	18 7%	9 8%	27 7%	22 13%	3 14%	28 7%
Don't know	35 7%	9 5%	14 8%	20 7%	16 6%	4 4%	20 5%	15 9%	3 12%	20 5%
		25%	40%	56%	45%	13%	56%	44%	9%	58%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	526	272	254	178	348	282	225	295	52	60	48
Weighted Base	539	284	255	190	349	292	234	300	48*	65*	49*
No negative effect at all	306 57%	158 56%	148 58%	113 60%	192 55%	171 58%	103 44%	200 67%	19 39%	27 42%	13 27%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 12%	38 13%	26 10%	22 12%	42 66%	39 59%	26 40%	39 60%	6 10%	10 16%	3 5%
Prevents access to emergency services and information that keeps people safer	5 1%	-	5 2%	-	5 1%	1 *	2 1%	3 1%	1 2%	1 2%	-
Prevents access to information, e.g. news, health information, educational content etc	22 4%	11 4%	11 48%	10 5%	12 55%	13 58%	17 76%h	5 2%	4 20%h	6 26%	6 12% 27%a
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 5%	10 3%	15 6%	9 5%	16 4%	12 4%	17 7%	7 2%	6 13%	3 5%	8 15% 31%a
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 4%	13 5%	7 3%	7 31%	14 4%	8 3%	16 7%	5 2%	6 13%	8 12%	3 6% 15%
Miss out on contact with family/friends	45 8%	22 8%	23 9%	12 6%	32 9%	23 8%	33 14%	11 4%	11 22%	12 19%	11 23%
		h 49%	51%	28%	72%	51%	75%ah	25%	24%ah	28%a	25%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	526	272	254	178	348	282	225	295	52	60	48
Weighted Base	539	284	255	190	349	292	234	300	48*	65*	49*
Less able to look for work	21 4%	9 3%	12 5%	8 4%	13 4%	10 3%	18 8%	3 1%	6 12%	3 5%	9 18%
		<i>h</i> 43%	57%	37%	63%	46%	86%ah	14%	28%ah	17%	42%aj
Less able to carry out work from home	25 5%	11 4%	15 6%	9 5%	17 5%	13 4%	21 9%	5 2%	5 11%	6 9%	6 12%
		<i>h</i> 42%	58%	34%	66%	50%	82%ah	18%	21%ah	22%	23%a
Makes it more difficult to find the cheapest goods/services	22 4%	8 3%	15 6%	9 5%	13 4%	5 2%	15 7%	7 2%	10 20%	2 3%	7 13%
		34%	66%	42%	58%	24%	69%ah	31%	44%agh	9%	29%a
Difficult to stay organised e.g. online shopping, etc	19 4%	11 4%	9 3%	7 4%	12 3%	7 3%	16 7%	4 1%	7 15%	4 7%	7 14%
		55%	45%	39%	61%	39%	80%h	20%	38%agh	22%	35%a
Less entertainment	43 8%	34 12%	9 4%	19 10%	24 7%	24 8%	39 17%	4 1%	9 19%	10 15%	7 15%
		<i>ch</i> 78% <i>c</i>	22%	43%	57%	56%	91%ah	9%	21%ah	23%	17%
Lack of support for special needs	7 1%	6 2%	2 1%	3 2%	4 1%	6 2%	7 3%	1 *	1 2%	2 3%	3 6%
		78%	22%	41%	59%	87%	92%h	8%	15%h	25%	38%a
Other	9 2%	8 3%	1 *	3 2%	6 2%	3 1%	1 1%	8 3%	-	-	-
		88% <i>c</i>	12%	31%	69%	28%	15%	85%	-	-	-
SUMMARY CODES											
NO NEGATIVE EFFECT AT ALL	370 69%	197 69%	173 68%	135 71%	234 67%	209 71%	128 55%	238 79%	25 53%	37 57%	17 34%
		<i>gk</i> 53%	47%	37%	63%	56%	35%	64%agi	7%	10%k	5%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	23 8%	26 10%	17 9%	31 9%	23 8%	35 15%	14 5%	9 19%	12 19%	10 20%
		<i>h</i> 47%	53%	35%	65%	48%	72%ah	28%	19%ah	25%a	20%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	526	272	254	178	348	282	225	295	52	60	48
Weighted Base	539	284	255	190	349	292	234	300	48*	65*	49*
Don't know	35	14	21	6	29	15	10	23	3	3	2
	7%	5%	8%	3%	8%	5%	4%	8%	7%	4%	4%
		41%	59%	17%	83% ^d	44%	29%	67%	9%	8%	5%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	526	66	61	110	93	185	239	287	101	125	104	222	128
Weighted Base	539	58*	59*	110	93*	189	244	294	102*	132	110*	233	140
No negative effect at all	306 57%	33 57%	36 62%	61 56%	47 51%	104 55%	133 54%	173 59%	55 54%	68 51%	58 53%	140 60%	86 62%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 12%	6 11%	1 1%	9 8%	9 10%	22 12%	29 12%	35 12%	11 11%	24 18%	13 11%	33 14%	17 12%
Prevents access to emergency services and information that keeps people safer	5 1%	1 2%	2 3%	1 1%	2 2%	2 1%	3 1%	2 1%	3 3%	- -	- -	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	22 4%	2 3%	3 5%	4 4%	5 6%	9 5%	13 5%	9 3%	6 6%	8 6%	4 4%	9 4%	7 5%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 5%	2 4%	2 4%	5 5%	8 9%	17 9%	21 9%	3 1%	10 9%	10 8%	9 8%	7 3%	4 3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 4%	1 2%	5 9%	2 2%	4 5%	11 6%	15 6%	6 2%	5 5%	5 4%	4 4%	4 2%	9 6%
Miss out on contact with family/friends	45 8%	2 4%	6 11%	9 8%	8 9%	16 9%	21 9%	23 8%	15 15%	13 10%	11 10%	17 7%	12 9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	526	66	61	110	93	185	239	287	101	125	104	222	128
Weighted Base	539	58*	59*	110	93*	189	244	294	102*	132	110*	233	140
Less able to look for work	21	3	2	4	2	11	12	9	7	6	5	4	5
4%		4%	3%	3%	2%	6%	5%	3%	7%	5%	4%	2%	4%
		12%	10%	17%	9%	51%	56%	44%	33%	29%	22%	21%	24%
Less able to carry out work from home	25	3	3	6	4	7	10	15	5	1	3	12	4
5%		6%	5%	5%	4%	4%	4%	5%	5%	1%	3%	5%	3%
		j 14%j	12%	24%j	14%	29%	39%	61%j	20%	4%	13%	46%	17%
Makes it more difficult to find the cheapest goods/services	22	1	2	6	3	11	12	11	9	7	6	5	5
4%		2%	4%	6%	4%	6%	5%	4%	9%	5%	6%	2%	4%
		6%	11%	29%	15%	48%	52%	48%	42%ah	32%	28%	21%	23%
Difficult to stay organised e.g. online shopping, etc	19	1	1	4	6	9	12	7	7	7	6	7	5
4%		1%	2%	4%	6%	5%	5%	2%	7%	6%	5%	3%	3%
		4%	8%	20%	30%	49%	62%	38%	37%h	38%	29%	36%	24%
Less entertainment	43	5	4	5	7	18	21	23	8	11	8	20	14
8%		8%	7%	5%	8%	9%	8%	8%	8%	8%	7%	8%	10%
		11%	10%	11%	17%	41%	48%	52%	18%	25%	18%	46%	32%
Lack of support for special needs	7	1	-	1	1	2	1	5	3	2	2	5	1
1%		3%	-	1%	1%	1%	1%	2%	3%	1%	2%	2%	1%
		20%	-	13%	13%	30%	30%	70%	35%	22%	28%	63%	15%
Other	9	1	1	1	3	7	8	1	2	3	4	1	2
2%		1%	1%	1%	3%	4%	3%	*	1%	2%	3%	1%	1%
		6%	6%	12%	28%	75%h	87%h	13%	16%	28%	38%h	16%	23%
SUMMARY CODES													
NO NEGATIVE EFFECT AT ALL	370	39	37	70	56	127	162	208	66	92	70	173	103
69%		68%	63%	64%	61%	67%	66%	71%	65%	69%	64%	74%	73%
		11%	10%	19%	15%	34%	44%	56%	18%	25%	19%	47%	28%
PREVENTS ACCESS TO INFO/ SERVICES	48	5	9	10	13	23	31	17	15	17	14	14	12
9%		8%	15%	9%	14%	12%	13%	6%	15%	13%	13%	6%	9%
		10%	18%h	20%	27%h	47%h	64%h	36%	31%h	34%h	30%h	29%	26%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All who don't have service/cancelled a service due to cost

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	526	66	61	110	93	185	239	287	101	125	104	222	128
Weighted Base	539	58*	59*	110	93*	189	244	294	102*	132	110*	233	140
Don't know	35	5	7	11	9	12	16	19	4	9	7	11	9
	7%	8%	12%	10%	10%	6%	7%	6%	4%	7%	6%	5%	6%
		13%	20%	32%	26%	33%	47%	53%	12%	25%	19%	31%	25%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	526	112	99	84	144	48	19	4	5	4	2	5
Weighted Base	539	114	98*	82*	151	51*	21**	4**	5**	5**	2**	6**
No negative effect at all	306	53	62	47	82	37	11	3	3	4	-	3
	57%	47%	64%	58%	55%	74%	54%	60%	61%	76%	-	42%
		17%	20%a	15%	27%	12%ad	4%	1%	1%	1%	-	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	18	10	7	20	2	4	-	1	-	2	-
	12%	16%	10%	8%	13%	4%	19%	-	22%	-	100%	-
		28%e	16%	10%	31%	3%	6%	-	2%	-	3%	-
Prevents access to emergency services and information that keeps people safer	5	2	-	2	1	-	-	-	-	-	-	-
	1%	2%	-	2%	1%	-	-	-	-	-	-	-
		43%	-	36%	22%	-	-	-	-	-	-	-
Prevents access to information, e.g. news, health information, educational content etc	22	6	3	5	2	2	1	1	1	-	-	-
	4%	5%	3%	7%	2%	5%	7%	16%	17%	-	-	-
		28%	12%	24%	11%	10%	7%	3%	4%	-	-	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	11	4	3	6	-	-	-	1	-	-	-
	5%	9%	4%	4%	4%	-	-	-	17%	-	-	-
		43%e	16%	13%	25%	-	-	-	4%	-	-	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	5	5	5	2	-	-	1	1	-	-	2
	4%	5%	5%	6%	1%	-	-	16%	17%	-	-	36%
		26%	23%	23%	9%	-	-	3%	4%	-	-	11%
Miss out on contact with family/friends	45	10	7	11	8	2	3	1	1	-	-	1
	8%	9%	8%	14%	5%	4%	13%	16%	17%	-	-	17%
		23%	17%	25% ^d	18%	5%	6%	2%	2%	-	-	2%
Less able to look for work	21	4	4	6	5	1	-	-	1	-	-	-
	4%	4%	4%	7%	4%	2%	-	-	17%	-	-	-
		20%	19%	27%	25%	4%	-	-	4%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	526	112	99	84	144	48	19	4	5	4	2	5
Weighted Base	539	114	98*	82*	151	51*	21**	4**	5**	5**	2**	6**
Less able to carry out work from home	25 5%	5 4%	4 4%	5 6%	10 7%	- -	- -	- -	1 17%	1 24%	- -	- -
Makes it more difficult to find the cheapest goods/services	22 4%	3 3%	6 6%	5 7%	6 4%	- -	1 4%	- -	1 17%	- -	- -	- -
Difficult to stay organised e.g. online shopping, etc	19 4%	5 5%	2 2%	3 4%	5 4%	- -	1 7%	- -	1 17%	- -	- -	1 17%
Less entertainment	43 8%	9 8%	8 8%	11 14%	9 6%	2 4%	3 13%	- -	- 17%	- -	- -	- -
Lack of support for special needs	7 1%	2 2%	- -	2 2%	3 2%	- -	- -	- -	- -	- -	- -	- -
Other	9 2%	4 3%	1 1%	- -	3 2%	- -	- -	1 24%	- -	- -	- -	1 22%
		39%	6%	-	26%	-	-	12%	-	-	-	15%
SUMMARY CODES												
NO NEGATIVE EFFECT AT ALL	370 69%	71 62%	73 74%	54 66%	102 68%	39 78%	15 73%	3 60%	4 83%	4 76%	2 100%	3 42%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	13 12%	6 7%	11 14%	10 6%	2 5%	1 7%	1 16%	1 17%	- -	- -	2 36%
Don't know	35 7%	8 7%	8 8%	3 3%	10 6%	6 12%	1 3%	- -	- -	- -	- -	- -
		22%	23%	8%	27%	18%	2%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	526	118	50	123	80	53	38	21	24	11	3	5	208	162	28	89	34	5	
Weighted Base	539	118	49*	121	79*	57*	44*	23**	26**	12**	3**	6**	210	169	29**	91*	35*	6**	
No negative effect at all	306	61	25	66	49	41	22	18	12	7	1	3	116	103	19	45	21	3	
	57%	52%	51%	54%	62%	73%	50%	77%	47%	64%	35%	42%	55%	61%	65%	50%	59%	42%	
		20%	8%	22%	16%	14%abcf	7%	6%	4%	2%	*	1%	38%	34%	6%	15%	7%	1%	
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	13	8	14	8	2	7	2	7	2	2	-	22	30	1	8	3	-	
	12%	11%	16%	11%	9%	4%	16%	7%	26%	18%	65%	-	10%	18%	4%	9%	9%	-	
		20%	12%	21%	12%	4%	11%	3%	11%	3%	3%	-	34%	46%	2%	13%	5%	-	
Prevents access to emergency services and information that keeps people safer	5	1	-	3	-	-	1	-	-	-	-	-	2	-	-	2	1	-	
	1%	1%	-	3%	-	-	2%	-	-	-	-	-	1%	-	-	2%	3%	-	
		22%	-	60%	-	-	18%	-	-	-	-	-	36%	-	-	43%	21% ^m	-	
Prevents access to information, e.g. news, health information, educational content etc	22	5	2	2	3	3	5	-	2	1	-	-	8	5	-	7	2	-	
	4%	4%	4%	1%	3%	5%	12%	-	10%	8%	-	-	4%	3%	-	7%	6%	-	
		22%	8%	7%	11%	12%	23% ^c	-	11%	4%	-	-	36%	23%	-	31%	10%	-	
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	9	4	5	1	3	1	-	-	1	-	-	12	5	-	5	3	-	
	5%	8%	9%	4%	1%	5%	3%	-	-	8%	-	-	6%	3%	-	6%	7%	-	
		37% ^d	18% ^d	22%	3%	11%	5%	-	-	4%	-	-	47%	20%	-	22%	10%	-	
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	8	5	1	2	-	1	-	1	1	-	2	10	4	-	3	1	2	
	4%	7%	9%	1%	3%	-	3%	-	4%	8%	-	36%	5%	2%	-	3%	4%	36%	
		37% ^c	22% ^{ce}	4%	10%	-	6%	-	5%	4%	-	11%	49%	20%	-	14%	7%	11%	
Miss out on contact with family/friends	45	11	4	9	6	3	5	1	2	1	-	1	18	9	2	11	4	1	
	8%	10%	9%	8%	8%	6%	12%	5%	7%	8%	-	17%	9%	5%	7%	12%	10%	17%	
		25%	10%	21%	14%	7%	12%	2%	4%	2%	-	2%	41%	20%	5%	24%	8%	2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	526	118	50	123	80	53	38	21	24	11	3	5	208	162	28	89	34	5	
Weighted Base	539	118	49*	121	79*	57*	44*	23**	26**	12**	3**	6**	210	169	29**	91*	35*	6**	
Less able to look for work	21 4%	6 5%	5 10%	5 4%	1 1%	1 1%	2 4%	- -	1 4%	1 8%	- -	- -	9 4%	3 2%	- -	7 8%	1 4%	- -	
Less able to carry out work from home	25 5%	2 2%	5 11%	2 2%	3 2%	4 8%	1 2%	5 12%	1 5%	2 16%	- -	- -	11 45%	7 27%	1 5%	5 20%	1 4%	- -	
Makes it more difficult to find the cheapest goods/services	22 4%	4 3%	2 4%	11 9%	1 1%	- -	1 2%	1 5%	2 8%	1 8%	- -	- -	9 4%	5 3%	1 4%	6 6%	2 6%	- -	
Difficult to stay organised e.g. online shopping, etc	19 4%	4 3%	2 4%	5 4%	1 2%	1 2%	5 12%	- -	- -	1 8%	- -	1 17%	9 4%	3 2%	- -	6 6%	- -	1 17%	
Less entertainment	43 8%	12 10%	5 10%	11 9%	6 8%	1 2%	6 15%	- -	- -	1 8%	- -	- -	15 7%	13 8%	1 4%	11 12%	4 10%	- -	
Lack of support for special needs	7 1%	1 1%	- -	4 4%	- -	- -	2 5%	- -	- -	- -	- -	- -	4 2%	- -	1 4%	2 2%	- -	- -	
Other	9 2%	4 3%	1 7%	1 16%	- -	- -	- 12%	1 12%	1 -	- -	- -	1 15%	3 35%	3 34%	1 16%	- -	- -	1 15%	
SUMMARY CODES																			
NO NEGATIVE EFFECT AT ALL	370 69%	74 62%	33 67%	80 66%	57 71%	44 77%	29 66%	20 85%	19 74%	9 82%	3 100%	3 42%	138 66%	132 78%	20 68%	54 59%	24 68%	3 42%	
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	15 12%	7 14%	9 7%	3 4%	4 7%	5 12%	- -	2 10%	1 8%	- -	2 36%	22 10%	10 6%	- -	11 12%	3 9%	2 36%	
Don't know	35 7%	6 5%	5 9%	7 21%	8 10%	5 10%	1 3%	1 6%	1 2%	- -	- -	- -	15 7%	6 4%	2 8%	9 10%	3 7%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	526	384	76	66
Weighted Base	539	392	78*	69*
No negative effect at all	306 57%	235 60% 77% ^c	41 53% 13%	30 44% 10%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 12%	49 13% 77%	6 8% 9%	9 13% 14%
Prevents access to emergency services and information that keeps people safer	5 1%	4 1% 78%	- - -	1 2% 22%
Prevents access to information, e.g. news, health information, educational content etc	22 4%	17 4% 79%	3 3% 12%	2 3% 9%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 5%	14 3% 55%	7 9% 28% ^a	4 6% 16%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 4%	12 3% 59%	4 6% 21%	4 6% 20%
Miss out on contact with family/friends	45 8%	27 7% 60%	6 8% 14%	12 17% 26% ^a
Less able to look for work	21 4%	11 3% 50%	5 6% 21%	6 9% 28% ^a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	526	384	76
Weighted Base	539	392	78*
Less able to carry out work from home	25 5%	11 3% 44%	6 8% 25%a
Makes it more difficult to find the cheapest goods/services	22 4%	16 4% 73%	2 2% 9%
Difficult to stay organised e.g. online shopping, etc	19 4%	13 3% 65%	3 4% 17%
Less entertainment	43 8%	18 5% 42%	10 13% 23%a
Lack of support for special needs	7 1%	5 1% 62%	2 2% 23%
Other	9 2%	8 2% 85%	1 2% 15%
SUMMARY CODES			
NO NEGATIVE EFFECT AT ALL	370 69%	284 72% 77%bc	47 60% 13%
PREVENTS ACCESS TO INFO/ SERVICES	48 9%	31 8% 63%	10 13% 21%
Don't know	35 7%	30 8% 85%	3 4% 8%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
No negative effect at all	306	153	153	41	68	43	63	52	23	17	109	158	40	122	184	41	135	130
	6%	6%	6%	12%	8%	5%	8%	6%	4%	3%	9%	6%	4%	5%	8%	4%	6%	9%
		jmp 50%	50%	13%aef	22%ij	14%	21%ij	17%	7%	5%	35%alm	52%lm	13%	40%	60%an	13%	44%	43%apq
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	22	42	5	15	17	11	8	7	2	20	36	9	30	34	14	30	21
	1%	1%	2%	2%	2%	2%	1%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%
		j 34%	66%b	8%	23%j	26%j	18%j	12%	11%j	3%	31%	56%	14%	47%	53%	21%	46%	32%
Prevents access to emergency services and information that keeps people safer	5	4	1	1	3	1	-	-	-	-	4	1	-	-	5	-	-	5
	*	*	*	*	*	*	-	-	-	-	*	*	-	-	*	-	-	*
		83%	17%	18%	60%	21%	-	-	-	-	79%l	21%	-	-	100%n	-	-	100%aq
Prevents access to information, e.g. news, health information, educational content etc	22	11	11	2	7	6	2	3	1	-	10	11	1	11	11	3	12	6
	*	*	*	1%	1%	1%	*	*	*	-	1%	*	*	*	*	*	1%	*
		50%	50%	10%	34%j	28%j	9%	12%	6%	-	44%lm	50%	6%	50%	50%	15%	56%	29%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	11	13	5	7	5	2	5	1	-	12	12	1	6	18	-	13	12
	1%	*	1%	1%	1%	1%	*	1%	*	-	1%	*	*	*	1%	-	1%	1%
		mp 46%	54%	19%gj	28%j	20%	10%	21%	3%	-	47%lm	50%lm	3%	26%	74%n	-	52%p	48%p
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	10	11	4	6	3	2	3	2	-	10	9	2	11	10	4	11	5
	*	*	*	1%	1%	*	*	*	*	-	1%	*	*	*	*	*	*	*
		48%	52%	21%aj	27%	15%	11%	15%	10%	-	48%lm	41%	10%	52%	48%	22%	52%	26%
Miss out on contact with family/friends	45	22	23	3	19	10	5	4	1	1	23	19	2	16	28	6	20	18
	1%	1%	1%	1%	2%	1%	1%	*	*	*	2%	1%	*	1%	1%	1%	1%	1%
		im 49%	51%	8%	44%agh	22%l	12%	9%	3%	3%	51%alm	43%lm	5%	37%	63%	14%	46%	40%
				ij														
Less able to look for work	21	10	11	2	9	4	3	3	-	-	12	9	-	1	20	-	9	12
	*	*	*	1%	1%	*	*	*	-	-	1%	*	-	*	1%	-	*	1%
		mn 48%	52%	12%l	45%aj	19%	13%	12%	-	-	57%alm	43%lm	-	5%	95%an	-	43%	57%p

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
Less able to carry out work from home	25 1%	14 1% imp	11 * 44%	6 2% 24%alg ij	7 1% 26%ij	4 * 17%	4 * 14%	5 1% 19%	- - -	- - -	13 1% 50%im	13 1% 50%im	- - -	10 * 38%	16 1% 62%	- - -	16 1% 64%ip	9 1% 36%ip
Makes it more difficult to find the cheapest goods/services	22 *	10 * 44%	13 1% 56%	1 * 4%	8 1% 37%il	3 * 13%	4 * 16%	5 1% 21%	1 * 2%	1 * 6%	9 1% 41%im	11 * 51%	2 * 8%	4 * 17%	19 1% 83%on	1 * 5%	7 * 31%	15 1% 65%apq
Difficult to stay organised e.g. online shopping, etc	19 *	9 * m	11 * 45%	3 * 18%j	5 * 27%	5 * 24%	4 * 19%	2 * 9%	1 * 3%	- - -	9 1% 45%im	10 * 52%	1 * 3%	7 * 38%	12 * 62%	1 * 7%	11 * 55%	7 1% 37%
Less entertainment	43 1%	23 1% jm	20 1% 46%	6 2% 14%gij	18 2% 42%lagh ij	10 1% 24%ij	3 * 8%	5 1% 13%il	- - -	- - -	24 2% 55%aim	19 1% 45%im	- - -	20 1% 46%	23 1% 54%	3 * 7%	26 1% 59%	15 1% 34%
Lack of support for special needs	7 *	2 * 26%	5 * 74%	- * -	3 * 40%	1 * 15%	- * -	3 * 37%	1 * 8%	- - -	3 * 40%	4 * 52%	1 * 8%	2 * 32%	5 * 68%	- * -	4 * 55%	3 * 45%
Other	9 *	2 * 24%	7 * 76%	1 * 15%	1 * 16%	3 * 28%	1 * 12%	1 * 10%	2 * 19%	- - -	3 * 31%	5 * 50%	2 * 19%	5 * 59%	4 * 41%	1 * 16%	6 * 68%	2 * 16%
SUMMARY CODES																		
NO NEGATIVE EFFECT	370 8%	175 7% jmn	195 8% 53%	46 14% 12%aef ghj	83 9% 22%ij	59 7% 16%j	74 9% 20%ij	60 7% 16%j	30 5% 8%	18 4% 5%	128 10% 35%aim	193 8% 52%im	48 5% 13%	152 6% 41%	218 9% 59%an	55 6% 15%	164 7% 44%	151 11% 41%apq
ANY NEGATIVE IMPACT	125 3%	60 2% jmn	65 3% 52%	15 4% 12%gij	44 5% 35%ach ij	26 3% 21%j	14 2% 11%j	21 2% 17%j	3 1% 3%	2 * 2%	58 5% 47%aim	60 2% 49%im	6 1% 5%	41 2% 33%	83 3% 67%an	7 1% 6%	66 3% 53%ip	52 4% 41%ap
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 2%	37 2% jmn	45 2% 55%	9 3% 11%ij	26 3% 32%agi	15 2% 19%j	11 1% 13%	15 2% 19%j	3 1% 4%	2 * 3%	35 3% 42%aim	41 2% 51%im	6 1% 7%	22 1% 27%	60 2% 73%an	4 * 5%	40 2% 49%ip	37 3% 45%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
Don't know	35	13	22	1	8	10	6	3	4	3	9	19	7	19	16	4	19	12
	1%	1%	1%	*	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
		37%	63%	3%	22%	27%	18%	9%	11%	10%	26%	54%	20%	53%	47%	13%	53%	34%
Not asked	4255	2146	2109	268	762	769	727	744	512	472	1031	2240	984	2182	2073	865	2194	1196
	89%	90%	88%	81%	85%	89%	88%	90%	93%	95%	84%	89%	94%	91%	87%	93%	90%	85%
		dekor	50%	6%	18%	18%de	17%de	17%de	12%ade	11%ade	24%	53%k	23%aki	51%ao	49%	20%aqr	52%r	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											Northern Ireland (g)
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
No negative effect at all	306 6%	242 6% / 79%	20 5% 7%	25 10% 8%abc	18 15% 6%abc	11 6% 3%	29 5% 10%	19 5% 6%	23 7% 8%	32 9% 11%hln	45 9% 15%aghl np	22 4% 7%	44 6% 14%	17 4% 6%	25 10% 8%aghlmn p	20 5% 7%	18 15% 6%afghijklmnp
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	56 1% 87%	4 1% 6%	2 1% 4%	2 2% 4%	1 * 1%	4 1% 7%	4 1% 7%	3 1% 5%	4 1% 6%	10 2% 15%	10 2% 16%	14 2% 21%	5 1% 8%	2 1% 4%	4 1% 6%	2 2% 4%
Prevents access to emergency services and information that keeps people safer	5 *	3 * 61%	2 1% 39%ab	- - -	- - -	- - -	1 * 22%	1 * 22%	- - -	1 * 18%	- - -	- - -	- - -	- - -	- - -	2 1% 39%a	- - -
Prevents access to information, e.g. news, health information, educational content etc	22 *	18 * 82%	1 * 3%	1 1% 7%	2 1% 8%	1 1% 6%	4 1% 17%	1 * 4%	1 * 5%	1 * 4%	4 1% 17%	3 1% 13%	3 * 12%	1 * 3%	1 1% 7%	1 * 3%	2 1% 8%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 1%	17 * 69%	3 1% 14%	3 1% 14%b	1 1% 3%	1 1% 5%	5 1% 22%n	1 * 4%	1 * 4%	- - -	5 1% 20%n	2 * 8%	1 * 5%	- - -	3 1% 14%jmn	3 1% 14%	1 1% 3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	19 * 93%	- - -	1 1% 7%	- - -	- - -	4 1% 18%	2 1% 12%	1 * 5%	- - -	6 1% 30%ajh p	3 * 13%	3 * 15%	- - -	1 1% 7%	- - -	- - -
Miss out on contact with family/friends	45 1%	37 1% 82%	4 1% 10%	3 1% 6%	1 1% 2%	3 2% 7%kmn	12 2% 27%kmn	3 1% 7%	3 1% 8%	2 1% 5%	5 1% 12%un	5 1% 11%	2 * 5%	- - -	3 1% 6%un	4 1% 10%un	1 1% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											Northern Ireland (q)
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
Less able to look for work	21 *	12 *	7 2%	1 1%	-	-	2 *	2 *	2 1%	2 *	2 *	2 *	-	-	1 1%	7 2%	-
		59%	34%ab	7%	-	-	11%	9%	9%	9%	10%	12%	-	-	7%	34%agklmn	-
Less able to carry out work from home	25 1%	25 1%	-	-	-	1 1%	2 *	2 *	5 1%	1 *	6 1%	3 1%	5 1%	-	-	-	-
		100%	-	-	-	5%	9%	7%	20%arp	4%	24%arp	12%	19%	-	-	-	-
Makes it more difficult to find the cheapest goods/services	22 *	17 *	5 1%	1 *	-	-	3 1%	2 *	5 1%	1 *	3 1%	1 *	2 *	-	1 *	5 1%	-
		74%	22%ab	4%	-	-	14%	8%	21%aln	4%	13%	3%	11%	-	4%	22%aln	-
Difficult to stay organised e.g. online shopping, etc	19 *	18 *	2 *	-	-	-	3 *	2 *	2 *	1 *	7 1%	-	4 1%	-	-	2 *	-
		92%	8%	-	-	-	14%	10%	8%	5%	35%aln	-	20%	-	-	8%	-
Less entertainment	43 1%	34 1%	4 1%	4 2%	1 1%	3 1%	8 1%	6 1%	2 1%	2 1%	4 1%	1 *	7 1%	2 *	4 2%	4 1%	1 1%
		79%	10%	9%	2%	6%	18%al	13%	5%	5%	9%	3%	16%	4%	9%al	10%	2%
Lack of support for special needs	7 *	6 *	-	2 1%	-	-	1 *	-	2 1%	-	1 *	1 *	-	-	2 1%	-	-
		77%	-	23%	-	-	13%	-	32%am	-	15%	18%	-	-	23%am	-	-
Other	9 *	7 *	-	1 1%	1 1%	-	1 *	1 *	1 *	1 *	1 *	2 *	-	-	1 *	-	1 1%
		78%	-	10%	12%ac	-	16%	16%	15%	6%	6%	18%	-	-	10%	-	12%amnp
SUMMARY CODES																	
NO NEGATIVE EFFECT	370 8%	298 7%	24 6%	28 11%	20 17%	11 6%	33 6%	23 6%	26 8%	36 10%	55 11%	32 6%	57 8%	23 5%	28 11%	24 6%	20 17%
		81%	6%	7%abc	6%abc	3%	9%	6%	7%	10%hln	15%aghl	9%	15%	6%	7%aghlmp	6%	6%alghijlmnp
ANY NEGATIVE IMPACT	125 3%	96 2%	16 4%	10 4%	3 3%	6 3%	17 3%	10 2%	12 3%	5 1%	17 3%	16 3%	11 2%	2 1%	10 4%	16 4%	3 3%
		n 77%	13%	8%	3%	5%ln	14%ln	8%ln	9%ln	4%	13%ln	13%ln	9%	2%	8%jmn	13%jmn	3%ln

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	62	11	6	3	3	10	4	10	2	13	15	4	1	6	11	3
	2%	2%	3%	2%	2%	2%	2%	1%	3%	1%	3%	3%	1%	*	2%	3%	2%
		mn	76%	14%	7%	4% _n	12% _n	5%	12% _{jmn}	3%	16% _{jmn}	18% _{jmn}	5%	1%	7% _{mn}	14% _{jmn}	3% _n
Don't know	35	28	5	1	-	2	2	4	2	3	-	6	7	2	1	5	-
	1%	1%	1%	1%	-	1%	*	1%	1%	1%	-	1%	1%	*	1%	1%	-
		81%	15%	4%	-	5% _k	6%	12% _k	7%	9% _k	-	16% _k	21% _k	6%	4%	15% _k	-
Not asked	4255	3610	348	202	94	167	491	372	302	333	443	485	625	392	202	348	94
	89%	89%	89%	84%	79%	90%	90%	91%	88%	88%	86%	90%	89%	94%	84%	89%	79%
		deoq	85% _{de}	8% _e	5%	4% _q	12% _{oq}	9% _k oq	7% _q	8% _q	10% _q	11% _{oq}	15% _{oq}	9% _{ajjk}	5%	8% _q	2%
													1mopq				

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
No negative effect at all	306 6%	283 7%	22 4%	61 15%	232 16%	91 23%	119 16%	104 22%	106 16%	188 61%	54 9%	15 4%	29 5%	229 7%	265 7%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	60 1%	4 1%	19 5%	42 3%	22 6%	20 3%	25 5%	17 2%	42 1%	8 1%	9 3%	6 1%	48 1%	56 1%
Prevents access to emergency services and information that keeps people safer	5 *	4 82%	1 18%	4 83%ae	1 17%	1 22%	- 17%	1 22%	- 26%a	- 39%j	2 39%j	- 61%ajho	3 39%	2 39%	5 100%
Prevents access to information, e.g. news, health information, educational content etc	22 *	19 *	3 1%	8 35%a	14 1%	5 24%a	11 1%	5 24%	11 2%	16 74%	2 *	- *	4 1%	18 81%	21 97%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 1%	22 1%	2 *	13 54%ae	11 46%	8 33%a	8 33%	9 36%a	7 29%	12 47%	9 1%	- *	4 1%	20 82%	25 100%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	18 87%	3 13%	6 29%a	15 71%a	9 43%a	8 37%a	10 48%a	7 33%	13 60%	5 26%	2 12%	1 4%	18 86%	20 97%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
Miss out on contact with family/friends	45 1%	37 1%	6 1%	14 3%	30 2%	12 3%	20 3%	14 3%	19 3%	27 1%	8 1%	-	7 1%	34 1%	38 1%
		84%	14%	31%a	67%a	27%a	46%a	31%a	42%a	60%	18%l	-	16%l	76%	86%
Less able to look for work	21 *	18 *	3 1%	10 3%	10 1%	8 2%	6 1%	8 2%	6 1%	9 *	6 1%	1 *	5 1%	15 *	19 *
		86%	14%	48%ae	47%	37%a	28%	37%a	28%	43%	27%j	3%	24%	70%	91%
Less able to carry out work from home	25 1%	19 *	6 1%	7 2%	17 1%	11 3%	10 1%	12 3%	9 1%	13 *	7 *	1 *	4 1%	18 1%	22 1%
		75%	25%b	29%a	66%a	43%a	40%a	48%a	36%a	52%	28%	5%	17%	70%	87%
Makes it more difficult to find the cheapest goods/services	22 *	20 *	2 *	11 3%	10 1%	8 2%	9 1%	11 2%	6 1%	13 *	5 1%	1 *	4 1%	18 1%	21 1%
		91%	9%	48%ae	46%	35%a	38%a	49%ai	25%	57%	22%	3%	16%	79%	93%
Difficult to stay organised e.g. online shopping, etc	19 *	15 *	4 1%	9 2%	9 1%	10 3%	6 1%	10 2%	6 1%	11 *	7 1%	-	3 *	17 *	19 *
		78%	22%	46%ae	48%	51%ag	30%	51%a	30%	57%	35%aj	-	13%	87%	100%
Less entertainment	43 1%	39 1%	4 1%	7 2%	33 17%a	15 4%	23 3%	19 4%	19 3%	25 1%	13 2%	3 1%	5 1%	36 1%	42 1%
		90%	10%	17%a	77%a	35%a	53%a	44%a	44%a	59%	29%aj	6%	11%	83%	97%
Lack of support for special needs	7 *	6 *	1 *	4 1%	4 *	1 *	4 1%	2 *	3 *	4 *	2 *	-	1 *	6 *	7 *
		82%	18%	50%a	50%	13%	55%a	27%	40%	57%	23%	-	20%	80%	100%
Other	9 *	7 *	2 *	4 1%	6 3%	2 1%	6 1%	2 1%	5 1%	7 *	2 *	2 1%	-	7 *	8 *
		77%	23%	39%a	61%	16%	65%a	23%	59%a	71%	26%	23%	-	81%	88%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
SUMMARY CODES															
NO NEGATIVE EFFECT	370	343	26	80	274	113	138	129	122	230	62	24	35	277	320
	8%	8%	5%	20%	19%	29%	18%	27%	18%	8%	10%	7%	6%	8%	8%
		c 93%	7%	22%a	74%a	31%ag	37%a	35%ai	33%a	62%	17%km	7%	10%	75%	87%
ANY NEGATIVE IMPACT	125	107	16	38	83	40	54	48	46	73	29	4	15	98	113
	3%	3%	3%	10%	6%	10%	7%	10%	7%	3%	5%	1%	2%	3%	3%
		86%	13%	30%ae	67%a	32%a	43%a	38%a	37%a	58%	23%ajimno	4%	12%	79%	90%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	68	12	30	50	25	31	29	27	47	16	2	10	62	71
	2%	2%	2%	8%	4%	6%	4%	6%	4%	2%	3%	1%	2%	2%	2%
		84%	15%	37%ae	61%a	30%a	38%a	35%a	34%a	58%	20%ai	2%	12%	77%	87%
Don't know	35	27	8	9	22	8	11	9	10	14	5	4	4	18	22
	1%	1%	2%	2%	2%	2%	1%	2%	1%	*	1%	1%	1%	1%	1%
		76%	24%ab	26%a	64%a	22%a	32%a	26%a	28%	41%	15%	10%	10%	52%	62%
Not asked	4255	3774	456	266	1021	228	545	283	490	2568	514	325	531	2944	3585
	89%	89%	90%	67%	73%	58%	72%	60%	73%	89%	84%	90%	91%	88%	89%
		def 89%	11%	6%	24%ad	5%	13%id	7%	12%id	60%a	12%	8%ik	12%kn	69%k	84%
		ghik													

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
No negative effect at all	306 6%	107 7%	98 7%	166 6%	160 6%	68 6%	226 6%	80 7%	9 3%	229 6%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	19 1%	16 1%	33 1%	34 1%	18 1%	50 1%	14 1%	2 1%	50 1%
Prevents access to emergency services and information that keeps people safer	5 *	1 *	1 *	1 *	- -	- -	- -	5 100%aefgj	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	22 *	8 1%	8 1%	13 *	7 31%	9 40%	16 71%	6 29%	2 10%	16 71%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 1%	4 16%	5 21%	8 32%	9 37%	2 8%	11 45%	13 55%aefgj	2 8%	12 51%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	4 19%	8 39%	10 46%	10 50%	3 14%	13 64%	8 36%	1 3%	13 64%
Miss out on contact with family/friends	45 1%	11 25%	17 38%	25 55%	18 41%	11 25%	29 66%	15 34%	2 5%	29 66%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
Less able to look for work	21 *	7 *	7 1%	12 *	9 *	1 *	10 *	11 1%	1 *	10 *
		31%	33%	55%	42%	4%	46%	54%aefgj	3%	46%
Less able to carry out work from home	25 1%	8 *	11 1%	16 1%	11 *	5 *	16 *	9 1%	3 1%	16 *
		30%	45%	61%	44%	19%	63%	37%	10%	63%
Makes it more difficult to find the cheapest goods/services	22 *	8 *	4 *	11 *	8 *	2 *	10 *	13 1%	1 *	10 *
		36%	19%	50%	35%	9%	44%	56%aefgj	3%	44%
Difficult to stay organised e.g. online shopping, etc	19 *	4 *	11 1%	13 *	5 *	6 1%	12 *	8 1%	1 *	12 *
		22%	55%	65%	27%	33%	60%	40%e	6%	60%
Less entertainment	43 1%	13 1%	25 2%	32 1%	21 1%	12 1%	33 1%	10 1%	5 2%	34 1%
		29%	58%ab	74%	49%	28%	78%	22%	12%	79%
Lack of support for special needs	7 *	4 *	1 *	5 *	5 *	1 *	6 *	2 *	1 *	6 *
		55%	15%	70%	63%	15%	78%	22%	15%	78%
Other	9 *	6 *	2 *	7 *	4 *	-	4 *	6 *	1 1%	4 *
		66%	26%	76%	38%	-	38%	62%fgj	16%l	38%
SUMMARY CODES										
NO NEGATIVE EFFECT	370 8%	125 8%	114 8%	198 7%	194 8%	86 7%	276 8%	94 8%	11 4%	279 8%
		i	31%	54%	52%ld	23%	75%	25%ld	3%	75%
ANY NEGATIVE IMPACT	125 3%	37 2%	39 3%	66 2%	52 2%	22 2%	74 2%	50 4%	10 4%	76 2%
		30%	31%	53%	42%	17%	59%	41%aefgj	8%	61%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	24	14	34	31	9	41	41	5	42
	2%	1%	1%	1%	1%	1%	1%	3%	2%	1%
		fgj	30%	17%	38%	12%	50%	50%aefgj	6%	51%
Don't know	35	9	14	20	16	4	20	15	3	20
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%
		25%	40%	56%	45%	13%	56%	44%efgj	9%	58%
Not asked	4255	1464	1199	2375	2200	1073	3228	1027	238	3265
	89%	89%	88%	89%	89%	91%	90%	86%	90%	90%
		h	34%	28%	52%h	25%h	76%h	24%	6%	77%h

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
No negative effect at all	306 6%	158 5%	148 10%	113 6%	192 7%	171 16%	103 23%	200 5%	19 22%	27 27%	13 21%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	38 1%	26 2%	22 1%	42 1%	38 4%	26 6%	38 1%	6 7%	10 10%	3 5%
Prevents access to emergency services and information that keeps people safer	5 *	- -	5 *	- -	5 *	1 22%	2 40%h	3 60%	1 18%ah	1 22%a	- -
Prevents access to information, e.g. news, health information, educational content etc	22 *	11 *	11 1%	10 1%	12 *	13 1%	17 4%	5 24%	4 5%	6 26%a	6 9%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 1%	10 h	15 39%	9 37%	16 63%	12 50%a	17 4%	7 30%	6 24%ah	3 13%a	8 12%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	13 h	7 35%	7 31%	14 69%	8 36%	16 4%	5 24%	6 30%ah	8 37%a	3 15%a
Miss out on contact with family/friends	45 1%	22 h	23 51%b	12 28%	32 72%	23 51%a	33 75%ah	11 25%	11 24%ah	12 28%a	11 25%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

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Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
Less able to look for work	21 *	9 *	12 1%	8 *	13 *	10 1%	18 4%	3 *	6 7%	3 3%	9 14%
		<i>h</i> 43%	57% <i>b</i>	37%	63%	46%	86% <i>ah</i>	14%	28% <i>ah</i>	17% <i>a</i>	42% <i>aj</i>
Less able to carry out work from home	25 1%	11 *	15 1%	9 *	17 1%	13 1%	21 5%	5 *	5 6%	6 6%	6 9%
		<i>h</i> 42%	58% <i>b</i>	34%	66%	50% <i>a</i>	82% <i>ah</i>	18%	21% <i>ah</i>	22% <i>a</i>	23% <i>a</i>
Makes it more difficult to find the cheapest goods/services	22 *	8 *	15 1%	9 1%	13 *	5 1%	15 4%	7 *	10 11%	2 9%	7 10%
		<i>h</i> 34%	66% <i>ab</i>	42%	58%	24%	69% <i>ah</i>	31%	44% <i>agh</i>	29% <i>aj</i>	29% <i>aj</i>
Difficult to stay organised e.g. online shopping, etc	19 *	11 *	9 1%	7 *	12 *	7 1%	16 4%	4 *	7 9%	4 4%	7 11%
		<i>h</i> 55%	45%	39%	61%	39%	80% <i>ah</i>	20%	38% <i>agh</i>	22% <i>a</i>	35% <i>a</i>
Less entertainment	43 1%	34 1%	9 1%	19 1%	24 1%	24 2%	39 9%	4 *	9 11%	10 10%	7 11%
		<i>h</i> 78%	22%	43%	57%	56% <i>a</i>	91% <i>ah</i>	9%	21% <i>ah</i>	23% <i>a</i>	17% <i>a</i>
Lack of support for special needs	7 *	6 *	2 *	3 *	4 *	6 1%	7 2%	1 *	1 1%	2 2%	3 4%
		<i>h</i> 78%	22%	41%	59%	87% <i>a</i>	92% <i>ah</i>	8%	15% <i>ah</i>	25% <i>a</i>	38% <i>a</i>
Other	9 *	8 *	1 *	3 *	6 *	3 *	1 *	8 *	-	-	-
		88%	12%	31%	69%	28%	15%	85%	-	-	-
SUMMARY CODES											
NO NEGATIVE EFFECT	370 8%	197 6%	173 11%	135 7%	234 8%	209 20%	128 29%	238 6%	25 29%	37 37%	17 26%
		<i>bh</i> 53%	47% <i>ab</i>	37%	63%	56% <i>a</i>	35% <i>ah</i>	64%	7% <i>ah</i>	10% <i>a</i>	5% <i>a</i>
ANY NEGATIVE IMPACT	125 3%	65 2%	60 4%	46 2%	79 3%	66 6%	94 21%	30 1%	19 22%	25 25%	31 48%
		<i>h</i> 52%	48% <i>ab</i>	37%	63%	53% <i>a</i>	76% <i>ah</i>	24%	15% <i>ah</i>	20% <i>a</i>	25% <i>aj</i>

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	31	51	27	55	42	55	26	10	15	23
2%		1%	3%	1%	2%	4%	13%	1%	12%	15%	36%
Don't know	35	14	21	6	29	15	10	23	3	3	2
1%		*	1%	*	1%	1%	2%	1%	4%	3%	3%
		41%	59%ab	17%	83%cd	44%a	29%ah	67%	9%ah	8%a	5%
Not asked	4255	2967	1288	1668	2587	763	204	4009	38	35	15
89%		91%	83%	90%	88%	72%	47%	93%	44%	35%	23%
		cd/gijk	70%ac	39%	61%	18%	5%	94%agi	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

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Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
No negative effect at all	306 6%	33 57% hm	36 62% 12%ah	61 56% 20%ah	47 51% 15%ah	104 55% 34%ah	133 54% 43%ah	173 4% 57%	55 54% 18%ah	68 51% 22%ah	58 53% 19%ah	140 16% 46%am	86 3% 28%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	6 11% hm	1 8% 1%	9 10% 14%ah	9 10% 15%ah	22 12% 35%ah	29 12% 45%ah	35 1% 55%	11 11% 17%ah	24 16% 37%acdh	13 11% 20%ah	33 4% 52%am	17 1% 26%
Prevents access to emergency services and information that keeps people safer	5 *	1 2% 22%ah	2 3% 39%ahj	1 1% 22%ah	2 2% 40%ah	2 1% 40%ah	3 1% 61%ah	2 * 39%	3 3% 61%ah	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	22 *	2 3% h	3 5% 7%ah	4 4% 19%ah	5 6% 24%ah	9 5% 41%ah	13 5% 57%ah	9 * 43%	6 6% 29%ah	8 6% 36%ah	4 4% 19%ah	9 1% 41%am	7 * 30%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 1%	2 4% hm	2 4% 9%ah	5 5% 22%ah	8 9% 34%ah	17 9% 68%ah	21 9% 87%ah	3 * 13%	10 9% 39%ah	10 8% 42%ah	9 8% 36%ah	7 1% 29%am	4 * 17%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	1 2% h	5 9% 25%ahd	2 2% 8%h	4 5% 21%ah	11 6% 52%ah	15 6% 73%ah	6 * 27%	5 5% 23%ah	5 4% 25%ah	4 4% 20%ah	4 * 20%	9 * 44%
Miss out on contact with family/friends	45 1%	2 4% hm	6 11% 14%ah	9 8% 20%ah	8 9% 19%ah	16 9% 37%ah	21 9% 47%ah	23 1% 53%	15 15% 34%abh	13 10% 29%ah	11 10% 25%ah	17 2% 39%am	12 * 27%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
Less able to look for work	21 *	3 4% 12%ah	2 3% 10%ah	4 3% 17%ah	2 2% 9%ah	11 6% 51%ah	12 5% 56%ah	9 * 44%	7 7% 33%ah	6 5% 29%ah	5 4% 22%ah	4 1% 21%	5 * 24%
Less able to carry out work from home	25 1%	3 6% m 14%ahj	3 5% 12%ah	6 5% 24%ahj	4 4% 14%ah	7 4% 29%ah	10 4% 39%ah	15 * 61%	5 5% 20%ah	1 1% 4%	3 3% 13%ah	12 1% 46%am	4 * 17%
Makes it more difficult to find the cheapest goods/services	22 *	1 2% 6%ah	2 4% 11%ah	6 2% 29%ah	3 4% 15%ah	11 6% 48%ah	12 5% 52%ah	11 * 48%	9 9% 42%ah	7 5% 32%ah	6 6% 28%ah	5 1% 21%	5 * 23%
Difficult to stay organised e.g. online shopping, etc	19 *	1 1% h 4%ah	1 2% 8%ah	4 4% 20%ah	6 6% 30%ah	9 5% 49%ah	12 5% 62%ah	7 * 38%	7 7% 37%ah	7 6% 38%ah	6 5% 29%ah	7 1% 36%am	5 * 24%
Less entertainment	43 1%	5 8% h 11%ah	4 7% 10%ah	5 5% 11%ah	7 8% 17%ah	18 9% 41%ah	21 8% 48%ah	23 * 52%	8 8% 18%ah	11 8% 25%ah	8 7% 18%ah	20 2% 46%am	14 * 32%
Lack of support for special needs	7 *	1 3% 20%ah	- - -	1 1% 13%h	1 1% 13%h	2 1% 30%ah	1 1% 30%ah	5 * 70%	3 3% 35%ah	2 2% 22%ah	3 2% 28%ah	5 1% 63%am	1 * 15%
Other	9 *	1 1% h 6%ah	1 1% 6%ah	1 1% 12%h	3 3% 28%ah	7 4% 75%ah	8 3% 87%ah	1 * 13%	2 1% 16%ah	3 2% 28%ah	4 3% 38%ah	1 * 16%	2 * 23%
SUMMARY CODES													
NO NEGATIVE EFFECT	370 8%	39 68% hm 11%ah	37 63% 10%ah	70 64% 19%ah	56 61% 15%ah	127 67% 34%ah	162 66% 44%ah	208 5% 56%	66 65% 18%ah	92 69% 25%ah	70 64% 19%ah	173 20% 47%am	103 4% 28%
ANY NEGATIVE IMPACT	125 3%	13 23% hm 11%ah	14 24% 11%ah	28 25% 22%ah	25 26% 20%ah	44 23% 36%ah	58 24% 47%ah	66 1% 53%	30 30% 24%ah	29 22% 23%ah	29 27% 24%ah	48 5% 38%am	26 1% 21%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
81	9	10	23	17	27	38	44	22	18	21	28	13
2%	15%	17%	21%	19%	14%	15%	1%	22%	14%	19%	3%	*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	hm 11%ah	12%ah	28%ah	21%ah	33%ah	46%ah	54%	27%ah	22%ah	26%ah	34%am	16%
Don't know	35	7	11	9	12	16	19	4	9	7	11	9
1%	8%	12%	10%	10%	6%	7%	*	4%	7%	6%	1%	*
	hm 13%ah	20%ah	32%ah	26%ah	33%ah	47%ah	53%	12%ah	25%ah	19%ah	31%am	25%
Not asked	4255	-	-	-	-	-	4255	-	-	-	645	2583
89%	-	-	-	-	-	-	94%	-	-	-	73%	95%
kl	kl bcodefgij -	-	-	-	-	-	100%abcodefgij	-	-	-	15%	61%al

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
No negative effect at all	306	53	62	47	82	37	11	3	3	4	-	3
	6%	7%	8%	6%	6%	7%	5%	3%	6%	7%	-	12%
		17%	20%	15%	27%	12%	4%	1%	1%	1%	-	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	18	10	7	20	2	4	-	1	-	2	-
	1%	2%	1%	1%	2%	*	2%	-	2%	-	7%	-
		28%ce	16%	10%	31%e	3%	6%	-	2%	-	3%	-
Prevents access to emergency services and information that keeps people safer	5	2	-	2	1	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-
		43%	-	36%	22%	-	-	-	-	-	-	-
Prevents access to information, e.g. news, health information, educational content etc	22	6	3	5	2	2	1	1	1	-	-	-
	*	1%	*	1%	*	*	1%	1%	2%	-	-	-
		28%cd	12%	24%	11%	10%	7%	3%	4%cd	-	-	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	11	4	3	6	-	-	-	1	-	-	-
	1%	1%	*	*	*	-	-	-	2%	-	-	-
		43%code	16%	13%	25%	-	-	-	4%e	-	-	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	5	5	5	2	-	-	1	1	-	-	2
	*	1%	1%	1%	*	-	-	1%	2%	-	-	10%
		26%cd	23%	23%	9%	-	-	3%	4%de	-	-	11%
Miss out on contact with family/friends	45	10	7	11	8	2	3	1	1	-	-	1
	1%	1%	1%	1%	1%	*	1%	1%	2%	-	-	5%
		23%	17%	25%	18%	5%	6%	2%	2%	-	-	2%
Less able to look for work	21	4	4	6	5	1	-	-	1	-	-	-
	*	1%	*	1%	*	*	-	-	2%	-	-	-
		20%	19%	27%	25%	4%	-	-	4%e	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Less able to carry out work from home	25 1%	5 1%	4 1%	5 1%	10 1%	- -	- -	- -	1 2%	1 2%	- -	- -
Makes it more difficult to find the cheapest goods/services	22 *	3 15%	6 27%e	5 24%	6 26%	- -	1 4%	- -	1 4%e	- -	- -	- -
Difficult to stay organised e.g. online shopping, etc	19 *	5 1%	2 9%	3 17%	5 28%	- -	1 1%	- -	1 2%	- -	- -	1 5%
Less entertainment	43 1%	9 21%	8 18%	11 26%	9 22%	2 5%	3 6%	- -	1 2%	- -	- -	- -
Lack of support for special needs	7 *	2 27%	- -	2 26%	3 48%	- -	- -	- -	- -	- -	- -	- -
Other	9 *	4 39% ^c	1 6%	- -	3 28%	- -	- -	1 12% ^{bce}	- -	- -	- -	1 7% 15%
SUMMARY CODES												
NO NEGATIVE EFFECT	370 8%	71 9%	73 9%	54 6%	102 8%	39 7%	15 6%	3 3%	4 9%	4 7%	2 7%	3 12%
ANY NEGATIVE IMPACT	125 3%	31 4%	17 2%	25 3%	36 3%	5 1%	5 2%	1 1%	1 2%	1 2%	- -	2 10%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 2%	22 28% ^{be}	9 11%	14 17%	27 33% ^e	3 4%	2 3%	1 1%	- -	1 1%	- -	2 3%
Don't know	35 1%	8 22%	8 23%	3 8%	10 27%	6 18%	1 2%	- -	- -	- -	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
Not asked	4255	661	720	765	1141	517	216	95	45	51	28	15
	89%	85%	88%	90%	88%	91%	91%	96%	89%	91%	93%	71%
		16%	17%	18%a	27%	12%a	5%a	2%abdd	1%	1%	1%	+

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
No negative effect at all	306	61	25	66	49	41	22	18	12	7	1	3	116	103	19	45	21	3	
	6%	7%	6%	7%	6%	6%	5%	8%	4%	5%	3%	12%	6%	5%	7%	11%	9%	12%	
		20%	8%	22%	16%	14%	7%	6%	4%	2%	*	1%	38%	34%	6%	15%lm	7%lm	1%	
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	13	8	14	8	2	7	2	7	2	2	-	22	30	1	8	3	-	
	1%	2%	2%	1%	1%	*	2%	1%	2%	2%	6%	-	1%	1%	*	2%	1%	-	
		20%e	12%e	21%	12%	4%	11%e	3%	11%e	3%	3%cddeg	-	34%	46%	2%	13%	5%	-	
Prevents access to emergency services and information that keeps people safer	5	1	-	3	-	-	1	-	-	-	-	-	2	-	-	2	1	-	
	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	1%	1%	-	
		22%	-	60%	-	-	18%	-	-	-	-	-	36%	-	-	43%lm	21%lm	-	
Prevents access to information, e.g. news, health information, educational content etc	22	5	2	2	3	3	5	-	2	1	-	-	8	5	-	7	2	-	
	*	1%	*	*	*	*	1%	-	1%	1%	-	-	*	*	-	2%	1%	-	
		22%	8%	7%	11%	12%	23%cd	-	11%	4%	-	-	36%	23%	-	31%lm	10%	-	
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	9	4	5	1	3	1	-	-	1	-	-	12	5	-	5	3	-	
	1%	1%	1%	1%	*	*	*	-	-	1%	-	-	1%	*	-	1%	1%	-	
		37%cd	18%cd	22%	3%	11%	5%	-	-	4%	-	-	47%	20%	-	22%lm	10%lm	-	
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	8	5	1	2	-	1	-	1	1	-	2	10	4	-	3	1	2	
	*	1%	1%	*	1%	-	*	-	*	1%	-	10%	1%	*	-	1%	1%	10%	
		37%ce	22%cd	4%	10%	-	6%	-	5%	4%	-	11%	49%	20%	-	14%	7%	11%	
Miss out on contact with family/friends	45	11	4	9	6	3	5	1	2	1	-	1	18	9	2	11	4	1	
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	-	5%	1%	*	1%	3%	2%	5%	
		25%	10%	21%	14%	7%	12%	2%	4%	2%	-	2%	41%lm	20%	5%	24%lm	8%lm	2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0+ (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**
Less able to look for work	21	6	5	5	1	1	2	-	1	1	-	-	9	3	-	7	1	-
*		1%	1%	1%	*	*	*	-	*	1%	-	-	*	*	-	2%	1%	-
		29% ^d	23% ^d	24%	3%	4%	9%	-	4%	4%	-	-	44%	15%	-	34% ^{lmn}	7%	-
Less able to carry out work from home	25	2	5	2	6	1	5	1	-	2	-	-	11	7	1	5	1	-
1%		*	1%	*	1%	*	1%	*	-	2%	-	-	1%	*	*	1%	1%	-
		9%	21% ^{aceh}	9%	24%	3%	21% ^{ace}	4%	-	8% ^{ceh}	-	-	45%	27%	5%	20% ^{lm}	4%	-
Makes it more difficult to find the cheapest goods/services	22	4	2	11	1	-	1	1	2	1	-	-	9	5	1	6	2	-
*		1%	*	1%	*	-	*	1%	*	1%	-	-	*	*	*	1%	1%	-
		17%	10%	49% ^d	3%	-	4%	5%	9%	4%	-	-	39%	21%	5%	26% ^{lm}	9%	-
Difficult to stay organised e.g. online shopping, etc	19	4	2	5	1	1	5	-	-	1	-	1	9	3	-	6	-	1
*		*	*	*	*	*	1%	-	-	1%	-	5%	1%	*	-	1%	-	5%
		19%	9%	24%	6%	6%	26% ^d	-	-	5%	-	6%	48%	18%	-	29% ^m	-	6%
Less entertainment	43	12	5	11	6	1	6	-	-	1	-	-	15	13	1	11	4	-
1%		1%	1%	1%	1%	*	2%	-	-	1%	-	-	1%	1%	*	3%	2%	-
		27% ^{eh}	11% ^e	26% ^e	15%	3%	15% ^{eh}	-	-	2%	-	-	34%	30%	3%	25% ^{lm}	8%	-
Lack of support for special needs	7	1	-	4	-	-	2	-	-	-	-	-	4	-	1	2	-	-
*		*	-	*	-	-	1%	-	-	-	-	-	*	-	*	*	-	-
		13%	-	60%	-	-	28%	-	-	-	-	-	58% ^{lm}	-	14% ^{lm}	28% ^m	-	-
Other	9	4	1	1	-	-	-	1	1	-	-	1	3	3	1	-	-	1
*		*	*	*	-	-	-	*	*	-	-	7%	*	*	1%	-	-	7%
		39%	7%	16%	-	-	-	12%	12%	-	-	15%	35%	34%	16%	-	-	15%
SUMMARY CODES																		
NO NEGATIVE EFFECT	370	74	33	80	57	44	29	20	19	9	3	3	138	132	20	54	24	3
8%		9%	8%	8%	7%	7%	7%	8%	6%	7%	9%	12%	7%	7%	8%	13%	11%	12%
		20%	9%	22%	15%	12%	8%	5%	5%	3%	1%	1%	37%	36%	5%	14% ^{lm}	6% ^{lm}	1%
ANY NEGATIVE IMPACT	125	34	11	33	15	7	14	1	5	2	-	2	53	27	5	28	8	2
3%		4%	3%	3%	2%	1%	3%	*	2%	2%	-	10%	3%	1%	2%	7%	4%	10%
		28% ^d	9% ^d	26% ^d	12%	6%	11% ^d	1%	4%	2%	-	2%	42% ^{lm}	22%	4%	23% ^{lmn}	7% ^{lm}	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	23	6	21	8	6	7	1	5	1	-	2	38	15	4	18	5	2	
	2%	3%	2%	2%	1%	1%	2%	*	2%	1%	-	10%	2%	1%	2%	4%	2%	10%	
		28%deg	8%	26%	10%	8%	9%	1%	6%	1%	-	3%	47%lm	18%	5%	22%lm	6%lm	3%	
Don't know	35	6	5	7	8	5	1	1	1	-	-	-	15	6	2	9	3	-	
	1%	1%	1%	1%	1%	1%	*	1%	*	-	-	-	1%	*	1%	2%	1%	*	
		16%	13%	21%	24%	15%	3%	4%	2%	-	-	-	44%lm	17%	7%	25%lm	7%	-	
Not asked	4255	698	340	867	745	588	355	212	275	124	34	15	1633	1858	230	335	183	15	
	89%	86%	87%	88%	90%	91%	89%	90%	91%	91%	91%	71%	89%	92%	89%	79%	84%	71%	
		16%	8%	20%	18%a	14%abc	8%	5%	6%a	3%	1%	*	38%o	44%lup	5%o	8%	4%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646	1630
Weighted Base	4793	1577	1617	1600
No negative effect at all	306 6%	235 15% 77%bc	41 3% 10%	30 2% 10%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	49 3% 77%bc	6 * 9%	9 1% 14%
Prevents access to emergency services and information that keeps people safer	5 *	4 * 78%b	- - -	1 * 22%
Prevents access to information, e.g. news, health information, educational content etc	22 *	17 1% 79%bc	3 * 12%	2 * 9%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 1%	14 1% 55%c	7 * 28%	4 * 16%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	12 1% 59%	4 * 21%	4 * 20%
Miss out on contact with family/friends	45 1%	27 2% 60%bc	6 * 14%	12 1% 26%
Less able to look for work	21 *	11 1% 50%	5 * 21%	6 * 28%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1630
		1617	1600
Less able to carry out work from home	25 1%	11 1%	6 *
		44%	25%
Makes it more difficult to find the cheapest goods/services	22 *	16 1%	2 *
		73%bc	9%
Difficult to stay organised e.g. online shopping, etc	19 *	13 1%	3 *
		65%bc	17%
Less entertainment	43 1%	18 1%	10 1%
		42%	23%
Lack of support for special needs	7 *	5 *	2 *
		62%	23%
Other	9 *	8 *	1 *
		85%bc	15%
SUMMARY CODES			
NO NEGATIVE EFFECT	370 8%	284 18%	47 3%
		77%bc	13%
ANY NEGATIVE IMPACT	125 3%	70 4%	26 2%
		57%bc	21%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 2%	52 3%	16 1%
		64%bc	20%
Don't know	35 1%	30 2%	3 *
		85%bc	9%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1630
		1617	1600
Not asked	4255	1184	1539
	89%	75%	96%
		28%	36%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
No negative effect at all	306	153	153	41	68	43	63	52	23	17	109	158	40	122	184	41	135	130
5%		5%	5%	5%	6%	4%	6%	5%	4%	3%	5%	5%	3%	4%	6%	3%	4%	7%
		jmp	50%	13%	22%ij	14%	21%ij	17%	7%	5%	35%lm	52%lm	13%	40%	60%ln	13%	43%apq	
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	22	42	5	15	17	11	8	7	2	20	36	9	30	34	14	30	21
1%		1%	1%	1%	1%	2%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%
		j	34%	8%	23%ij	26%ij	18%ij	12%	11%ij	3%	31%	56%	14%	47%	53%	21%	46%	32%
Prevents access to emergency services and information that keeps people safer	5	4	1	1	3	1	-	-	-	-	4	1	-	-	5	-	-	5
*		*	*	*	*	*	-	-	-	-	*	*	-	-	*	-	-	*
		83%	17%	18%	60%	21%	-	-	-	-	79%	21%	-	-	100%ln	-	-	100%aq
Prevents access to information, e.g. news, health information, educational content etc	22	11	11	2	7	6	2	3	1	-	10	11	1	11	11	3	12	6
*		*	*	*	1%	1%	*	*	*	-	*	*	*	*	*	*	*	*
		50%	50%	10%	34%ij	28%ij	9%	12%	6%	-	44%	50%	6%	50%	50%	15%	56%	29%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	11	13	5	7	5	2	5	1	-	12	12	1	6	18	-	13	12
*		*	*	1%	1%	*	*	1%	*	-	1%	*	*	*	1%	-	*	1%
		mp	46%	19%	28%ij	20%	10%	21%	3%	-	47%lm	50%lm	3%	26%	74%ln	-	52%p	48%p
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	10	11	4	6	3	2	3	2	-	10	9	2	11	10	4	11	5
*		*	*	*	*	*	*	*	*	-	*	*	*	*	*	*	*	*
		48%	52%	21%	27%	15%	11%	15%	10%	-	48%	41%	10%	52%	48%	22%	52%	26%
Miss out on contact with family/friends	45	22	23	3	19	10	5	4	1	1	23	19	2	16	28	6	20	18
1%		1%	1%	*	2%	1%	1%	*	*	*	1%	1%	*	1%	*	*	1%	1%
		m	49%	8%	44%adg	22%ij	12%	9%	3%	3%	51%lm	43%lm	5%	37%	63%	14%	46%	40%
					hij													
Less able to look for work	21	10	11	2	9	4	3	3	-	-	12	9	-	1	20	-	9	12
*		*	*	*	1%	*	*	*	-	-	1%	*	-	*	1%	-	*	1%
		mn	48%	12%	45%aj	19%	13%	12%	-	-	57%lm	43%lm	-	5%	95%an	-	43%	57%p

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE								AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270	
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868	
Less able to carry out work from home	25 *	14 *	11 *	6 1%	7 1%	4 *	4 *	5 *	- *	- *	13 1%	13 *	- *	10 *	16 *	- *	16 1%	9 *	
Makes it more difficult to find the cheapest goods/services	22 *	10 *	13 *	1 *	8 1%	3 *	4 *	5 *	1 *	1 *	9 *	11 *	2 *	4 *	19 1%	1 *	7 *	15 1%	
Difficult to stay organised e.g. online shopping, etc	19 *	9 *	11 *	3 *	5 *	5 *	4 *	2 *	21 *	1 *	9 *	10 *	1 *	7 *	12 *	1 *	11 *	7 *	
Less entertainment	43 1%	23 1%	20 1%	6 1%	18 2%	10 1%	3 2%	5 1%	- *	- *	24 1%	19 1%	- *	20 1%	23 1%	3 *	26 1%	15 1%	
Lack of support for special needs	7 *	2 *	5 *	- *	3 *	1 *	- *	3 *	1 *	- *	3 *	4 *	1 *	2 *	5 *	- *	4 *	3 *	
Other	9 *	2 *	7 *	1 *	1 *	3 *	1 *	1 *	2 *	- *	3 *	5 *	2 *	5 *	4 *	1 *	6 *	2 *	
SUMMARY CODES		24%	76%	15%	16%	28%	12%	10%	19%	-	31%	50%	19%	59%	41%	16%	68%	16%	
NO NEGATIVE EFFECT	370 6%	175 6%	195 6%	46 5%	83 7%	59 6%	74 8%	60 6%	30 5%	18 3%	128 6%	193 6%	48 4%	152 5%	218 7%	55 4%	164 5%	151 8%	
ANY NEGATIVE IMPACT	125 2%	60 2%	65 2%	15 2%	44 4%	26 2%	14 1%	21 2%	3 *	2 *	58 3%	60 2%	- *	41 1%	83 3%	7 1%	66 2%	52 3%	
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 1%	37 1%	45 1%	9 1%	26 2%	15 1%	11 1%	15 2%	3 *	2 *	35 2%	41 1%	6 *	22 1%	60 2%	4 *	40 1%	37 2%	
Don't know	35 1%	13 *	22 1%	1 *	8 1%	10 1%	6 1%	3 *	4 1%	3 1%	9 *	19 1%	7 1%	19 1%	16 1%	4 *	19 1%	12 1%	
		37%	63%	3%	22%	27% ^d	18%	9%	11%	10%	26%	54%	20%	53%	47%	13%	53%	34%	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Not asked	5783	2818	2965	827	1026	958	894	913	611	555	1853	2764	1166	2922	2862	1149	2982	1652
	91%	92%	91%	93%	88%	91%	90%	92%	94%	96%	90%	91%	95%	93%	90%	94%	92%	88%
		eor	49%	51%	14%eo	18%	17%	15%	16%eo	11%aeof	10%ade	32%	48%	20%aki	51%ao	49%	20%aoqr	52%ur

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
No negative effect at all	306 5%	242 5% / 79%	20 4% 7%	25 8% 8%abc	18 13% 6%abc	11 4% 3%	29 4% 10%	19 4% 6%	23 5% 8%	32 6% 11%ln	45 7% 15%aghl np	22 3% 7%	44 5% 14%ld	17 3% 6%	25 8% 8%aghlmn p	20 4% 7%	18 13% 6%afghijklmnp
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	56 1% 87%	4 1% 6%	2 1% 4%	2 2% 4%	1 * 1%	4 1% 7%	4 1% 7%	3 1% 5%	4 1% 6%	10 2% 15%	10 1% 16%	14 2% 21%	5 1% 8%	2 1% 4%	4 1% 6%	2 2% 4%
Prevents access to emergency services and information that keeps people safer	5 *	3 * 61%	2 * 39%b	- - -	- - -	- - -	1 * 22%	1 * 22%	- - -	1 * 18%	- - -	- - -	- - -	- - -	- - -	2 * 39%	- - -
Prevents access to information, e.g. news, health information, educational content etc	22 *	18 * 82%	1 * 3%	1 * 7%	2 1% 8%c	1 * 6%	4 1% 17%	1 * 4%	1 * 5%	1 * 4%	4 1% 17%	3 * 13%	3 * 12%	1 * 3%	1 * 7%	1 * 3%	2 1% 8%np
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 *	17 * 69%	3 1% 14%	3 1% 14%b	1 1% 3%	1 * 5%	5 1% 22%	1 * 4%	1 * 4%	- - -	5 1% 20%jn	2 * 8%	1 * 5%	- - -	3 1% 14%jmn	3 1% 14%	1 1% 3%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	19 * 93%	- - -	1 * 7%	- - -	- - -	4 1% 18%	2 * 12%	1 * 5%	- - -	6 1% 30%ajnp	3 * 13%	3 * 15%	- - -	1 * 7%	- - -	- - -
Miss out on contact with family/friends	45 1%	37 1% 82%	4 1% 10%	3 1% 6%	1 1% 2%	3 1% 7%kmn	12 2% 27%ajmnp	3 1% 7%	3 1% 8%	2 * 5%	5 1% 12%un	5 1% 11%	2 * 5%	- - -	3 1% 6%un	4 1% 10%un	1 1% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Less able to look for work	21 *	12 *	7 1%	1 *	-	-	2 *	2 *	2 *	2 *	2 *	2 *	- *	- *	1 *	7 1%	- 1%
		59%	34%ab	7%	-	-	11%	9%	9%	9%	10%	12%	-	-	7%	34%aglmn	-
Less able to carry out work from home	25 *	25 *	-	-	-	1 *	2 *	2 *	5 *	1 *	6 *	3 *	5 1%	- 1%	-	-	-
		100%	-	-	-	5%	9%	7%	20%amp	4%	24%np	12%	19%	-	-	-	-
Makes it more difficult to find the cheapest goods/services	22 *	17 *	5 1%	1 *	-	-	3 *	2 *	5 1%	1 *	3 *	1 *	2 *	-	1 *	5 1%	-
		74%	22%ab	4%	-	-	14%	8%	21%aln	4%	13%	3%	11%	-	4%	22%ln	-
Difficult to stay organised e.g. online shopping, etc	19 *	18 *	2 *	-	-	-	3 *	2 *	2 *	1 *	7 1%	-	4 *	-	-	2 *	-
		92%	8%	-	-	-	14%	10%	8%	5%	35%aln	-	20%	-	-	8%	-
Less entertainment	43 1%	34 1%	4 1%	4 1%	1 *	3 1%	8 1%	6 1%	2 *	2 *	4 1%	1 *	7 1%	2 *	4 1%	4 1%	1 *
		79%	10%	9%	2%	6%	18%ld	13%	5%	5%	9%	3%	16%	4%	9%ld	10%	2%
Lack of support for special needs	7 *	6 *	-	2 1%	-	-	1 *	-	2 1%	-	1 *	1 *	-	-	2 1%	-	-
		77%	-	23%	-	-	13%	-	32%am	-	15%	18%	-	-	23%am	-	-
Other	9 *	7 *	-	1 1%	1 1%	-	1 *	1 *	1 *	1 *	1 *	2 *	-	-	1 *	-	1 1%
		78%	-	10%	12%abc	-	16%	16%	15%	6%	6%	18%	-	-	10%	-	12%amnp
SUMMARY CODES																	
NO NEGATIVE EFFECT	370 6%	298 6%	24 4%	28 9%	20 14%	11 4%	33 5%	23 4%	26 6%	36 7%	55 9%	32 4%	57 6%	23 4%	28 9%	24 4%	20 14%
		81%	6%	7%abc	6%abc	3%	9%	6%	7%	10%ld	15%alqgh	9%	15%	6%	7%alqghln	6%	6%alqghlmnp
ANY NEGATIVE IMPACT	125 2%	96 2%	16 3%	10 3%	3 2%	6 2%	17 2%	10 2%	12 3%	5 1%	17 3%	16 2%	11 1%	2 *	10 3%	16 3%	3 2%
		n 77%	13%	8%	3%	5%ln	14%ln	8%ln	9%ln	4%	13%lmn	13%ln	9%	2%	8%lmn	13%lmn	3%ln

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	62	11	6	3	3	10	4	10	2	13	15	4	1	6	11	3
	1%	1%	2%	2%	2%	1%	1%	1%	2%	*	2%	2%	*	*	2%	2%	2%
		mn	76%	14%	7%	4% _n	12% _n	5%	12% _{jmn}	3%	16% _{jmn}	18% _{jmn}	5%	1%	7% _{mn}	14% _{jmn}	3% _{mn}
Don't know	35	28	5	1	-	2	2	4	2	3	-	6	7	2	1	5	-
	1%	1%	1%	*	-	1%	*	1%	1%	1%	-	1%	1%	*	*	1%	-
		81%	15%	4%	-	5%	6%	12% _k	7%	9%	-	16% _k	21% _k	6%	4%	15% _k	-
Not asked	5783	4895	492	276	119	241	650	503	422	486	550	715	829	500	276	492	119
	91%	92%	89%	87%	63%	93%	92%	93%	91%	92%	88%	93%	92%	95%	87%	92%	83%
	q	dsko 85% _{de}	9% _{de}	5%	2%	4% _{oq}	11% _{kq}	9% _{kq}	7% _q	8% _q	10%	12% _{kq}	14% _{kq}	9% _{ajjk} mopq	5%	9% _q	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
No negative effect at all	306 5%	283 5%	22 3%	61 13%	232 13%	91 21%	119 13%	104 22%	106 13%	188 7%	54 9%	15 4%	29 5%	229 7%	265 7%
		c 92%	7%	20%a	76%a	30%ag	39%a	34%ai	35%a	61%a	18%almo	5%	9%	75%a	87%a
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	60 1%	4 *	19 4%	42 2%	22 5%	20 2%	25 5%	17 2%	42 1%	8 1%	9 3%	6 1%	48 1%	56 1%
		94%	6%	30%ae	66%a	35%ag	31%a	39%ai	26%a	65%	12%	14%a	10%	76%	87%
Prevents access to emergency services and information that keeps people safer	5 *	4 82%	1 18%	4 83%ae	1 17%	1 22%	- -	1 22%	- -	- 39%j	2 -	- -	3 61%ajno	2 39%	5 100%
Prevents access to information, e.g. news, health information, educational content etc	22 *	19 *	3 *	8 35%a	14 65%a	5 24%a	11 50%a	5 24%a	11 50%a	16 74%	2 7%	- -	4 20%	18 81%	21 97%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 *	22 91%	2 9%	13 54%ae	11 46%	8 33%a	8 33%a	9 36%a	7 29%	12 47%	9 35%ajno	- -	4 18%	20 82%	25 100%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	18 87%	3 13%	6 29%a	15 71%a	9 43%a	8 37%a	10 48%a	7 33%a	13 60%	5 26%a	2 12%	1 4%	18 86%	20 97%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Miss out on contact with family/friends	45 1%	37 1%	6 1%	14 3%	30 2%	12 3%	20 2%	14 3%	19 2%	27 1%	8 1%	-	7 1%	34 1%	38 1%
Less able to look for work	21 *	18 *	3 *	10 2%	10 1%	8 2%	6 1%	8 1%	6 1%	9 *	6 1%	1 *	5 1%	15 *	19 *
Less able to carry out work from home	25 *	19 *	6 1%	7 2%	17 1%	11 3%	10 1%	12 2%	9 1%	13 *	7 *	1 *	4 1%	18 1%	22 1%
Makes it more difficult to find the cheapest goods/services	22 *	20 *	2 *	11 2%	10 1%	8 2%	9 1%	11 2%	6 1%	13 *	5 1%	1 *	4 1%	18 1%	21 1%
Difficult to stay organised e.g. online shopping, etc	19 *	15 *	4 1%	9 2%	9 1%	10 2%	6 1%	10 2%	6 1%	11 *	7 1%	-	3 *	17 *	19 *
Less entertainment	43 1%	39 1%	4 1%	7 2%	33 17%	15 4%	23 3%	19 4%	19 2%	25 1%	13 2%	3 1%	5 1%	36 1%	42 1%
Lack of support for special needs	7 *	6 *	1 *	4 1%	4 *	1 *	4 *	2 *	3 *	4 *	2 *	-	1 *	6 *	7 *
Other	9 *	7 *	2 *	4 1%	6 3%	2 1%	6 5%	2 1%	5 5%	7 *	2 *	2 1%	-	7 *	8 *
		77%	23%	39% ^a	61%	16%	65% ^a	23%	59% ^a	71%	26%	23%	-	81%	88%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
SUMMARY CODES															
NO NEGATIVE EFFECT	370	343	26	80	274	113	138	129	122	230	62	24	35	277	320
	6%	6%	3%	17%	15%	26%	15%	25%	15%	8%	10%	7%	6%	8%	8%
		c 93%	7%	22%	74%	31%	37%	35%	33%	62%	17%	7%	10%	75%	87%
ANY NEGATIVE IMPACT	125	107	16	38	83	40	54	48	46	73	29	4	15	98	113
	2%	2%	2%	8%	5%	9%	6%	9%	6%	3%	5%	1%	2%	3%	3%
		86%	13%	30%	67%	32%	43%	38%	37%	58%	23%	4%	12%	79%	90%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	68	12	30	50	25	31	29	27	47	16	2	10	62	71
	1%	1%	2%	6%	3%	6%	3%	5%	3%	2%	3%	1%	2%	2%	2%
		84%	15%	37%	61%	30%	38%	35%	34%	58%	20%	2%	12%	77%	87%
Don't know	35	27	8	9	22	8	11	9	10	14	5	4	4	18	22
	1%	*	1%	2%	1%	2%	1%	2%	1%	*	1%	1%	1%	1%	1%
		76%	24%	26%	64%	22%	32%	26%	28%	41%	15%	10%	10%	52%	62%
Not asked	5783	4997	752	342	1440	267	685	334	618	2568	514	325	531	2944	3585
	91%	91%	93%	72%	79%	62%	77%	64%	77%	89%	84%	90%	91%	88%	89%
	ghj kno	ghj kno	def 86%	6%	25%	5%	12%	6%	11%	44%	9%	6%	9%	51%	62%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
No negative effect at all	306 5%	107 7%	98 7%	166 6%	160 6%	68 6%	226 6%	80 3%	9 3%	229 6%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	h 35%a 19 1%	32%a 16 1%	54%a 33 1%	52%ah 34 1%	22%h 18 1%	74%ah 50 1%	26% 14 1%	3% 2 1%	75%ah 50 1%
Prevents access to emergency services and information that keeps people safer	5 *	1 *	1 *	1 *	- -	- -	- -	5 100%legl	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	22 *	8 1%	8 1%	13 *	7 31%	9 40%h	16 71%	6 29%	2 10%	16 71%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 *	4 16%	5 21%	8 32%	9 37%	2 6%	11 45%	13 55%	2 8%	12 51%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	4 19%	8 39%	10 46%	10 50%	3 14%	13 64%	8 36%	1 3%	13 64%
Miss out on contact with family/friends	45 1%	11 1%	17 1%	25 1%	18 41%	11 25%	29 66%	15 34%	2 5%	29 66%
Less able to look for work	21 *	7 31%	7 33%	12 55%	9 42%	1 4%	10 46%	11 54%	1 3%	10 46%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Less able to carry out work from home	25 *	8 *	11 1%	16 1%	11 *	5 *	16 *	9 *	3 1%	16 *
Makes it more difficult to find the cheapest goods/services	22 *	30% 8 *	45% 4 *	61% 11 *	44% 8 *	19% 2 *	63% 10 *	37% 13 *	10% 1 *	63% 10 *
Difficult to stay organised e.g. online shopping, etc	19 *	36% 4 *	19% 11 1%	50% 13 *	35% 5 *	9% 6 1%	44% 12 *	56% 8 *	3% 1 *	44% 12 *
Less entertainment	43 1%	22% 13 1%	55% 25 2%	65% 32 1%	27% 21 1%	33% 12 1%	60% 33 1%	40% 10 *	6% 5 2%	60% 34 1%
Lack of support for special needs	7 *	29% 4 *	58% ^{ab} 1 *	74% ^a 5 *	49% ^h 5 *	28% ^h 1 *	78% ^h 6 *	22% 2 *	12% ^{ah} 1 *	79% ^h 6 *
Other	9 *	55% 6 *	15% 2 *	70% 7 *	63% 4 *	15% - *	78% 4 *	22% 6 *	15% 1 *	78% 4 *
SUMMARY CODES		66%	26%	76%	38%	-	38%	62%	16% ^d	38%
NO NEGATIVE EFFECT	370 6%	125 h 34% ^a	114 8% 31% ^a	198 7% 54% ^a	194 8% 52% ^{ah}	86 7% 23% ^h	276 8% 75% ^{ah}	94 3% 25%	11 4% 3%	279 8% 75% ^{ah}
ANY NEGATIVE IMPACT	125 2%	37 2%	39 3% 31%	66 2% 53%	52 2% 42%	22 2% 17%	74 2% 59%	50 4% 41%	10 4% 8%	76 2% 61%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 1%	24 1%	14 1% 17%	34 1% 42%	31 1% 38%	9 1% 12%	41 1% 50%	41 2% 50%	5 2% 6%	42 1% 51%
Don't know	35 1%	9 1%	14 1% 40%	20 1% 56%	16 1% 45%	4 * 13%	20 1% 56%	15 1% 44%	3 1% 9%	20 1% 58%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Not asked	5783	1464	1199	2375	2200	1073	3228	2556	238	3265
	91%	89% bodegij	88% 21%	89% 41%	89% 38%	91% 19%	90% 56%	94% 44%aefgij	90% 4%	90% 56%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
No negative effect at all	306 5%	158 5%	148 5%	113 6%	192 4%	171 16%	103 23%	200 5%	19 22%	27 27%	13 21%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	38 1%	26 40%	22 34%	42 66%	38 59%a	26 40%ah	38 60%	6 10%ah	10 16%a	3 5%a
Prevents access to emergency services and information that keeps people safer	5 *	- -	5 100%b	- -	5 100%	1 22%	2 40%ah	3 60%	1 18%ah	1 22%a	- -
Prevents access to information, e.g. news, health information, educational content etc	22 *	11 h 52%	11 48%	10 45%	12 55%	13 58%a	17 76%ah	5 24%	4 20%ah	6 26%a	6 27%a
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 *	10 39%	15 61%	9 37%	16 63%	12 50%a	17 70%ah	7 30%	6 24%ah	3 13%a	8 31%aj
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	13 h 65%	7 35%	7 31%	14 69%	8 36%	16 76%ah	5 24%	6 30%ah	8 37%a	3 15%a
Miss out on contact with family/friends	45 1%	22 h 49%	23 51%	12 28%	32 72%	23 51%a	33 75%ah	11 25%	11 24%ah	12 28%a	11 25%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Less able to look for work	21	9	12	8	13	10	18	3	6	3	9
	*	*	*	*	*	1%	4%	*	7%	3%	14%
		h 43%	57%	37%	63%	46%a	86%ah	14%	28%ah	17%a	42%aj
Less able to carry out work from home	25	11	15	9	17	13	21	5	5	6	6
	*	*	*	*	*	1%	5%	*	6%	6%	9%
		h 42%	58%	34%	66%	50%a	82%ah	18%	21%ah	22%a	23%a
Makes it more difficult to find the cheapest goods/services	22	8	15	9	13	5	15	7	10	2	7
	*	*	*	1%	*	1%	4%	*	11%	2%	10%
		34%	66%	42%	58%	24%	69%ah	31%	44%agh	9%a	29%aj
Difficult to stay organised e.g. online shopping, etc	19	11	9	7	12	7	16	4	7	4	7
	*	*	*	*	*	1%	4%	*	9%	4%	11%
		h 55%	45%	39%	61%	39%	80%ah	20%	38%agh	22%a	35%a
Less entertainment	43	34	9	19	24	24	39	4	9	10	7
	1%	1%	*	1%	1%	2%	9%	*	11%	10%	11%
		ch 78%cd	22%	43%	57%	56%a	91%ah	9%	21%ah	23%a	17%a
Lack of support for special needs	7	6	2	3	4	6	7	1	1	2	3
	*	*	*	*	*	1%	2%	*	1%	2%	4%
		78%	22%	41%	59%	87%a	92%ah	8%	15%ah	25%a	38%a
Other	9	8	1	3	6	3	1	8	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		88%cd	12%	31%	69%	28%	15%	85%	-	-	-
SUMMARY CODES											
NO NEGATIVE EFFECT	370	197	173	135	234	209	128	238	25	37	17
	6%	6%	6%	7%	5%	20%	29%	6%	29%	37%	26%
		53%	47%	37%ae	63%	56%a	35%ah	64%	7%ah	10%a	5%a
ANY NEGATIVE IMPACT	125	65	60	46	79	66	94	30	19	25	31
	2%	2%	2%	2%	2%	6%	21%	1%	22%	25%	48%
		h 52%	48%	37%	63%	53%a	76%ah	24%	15%ah	20%a	25%aj

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	31	51	27	55	42	55	26	10	15	23
	1%	1%	2%	1%	1%	4%	13%	1%	12%	15%	36%
		h	38%	33%	62% ^b	51% ^a	68% ^{ah}	32%	12% ^{ah}	18% ^a	29% ^{aj}
Don't know	35	14	21	6	29	15	10	23	3	3	2
	1%	*	1%	*	1%	1%	2%	1%	4%	3%	3%
		41%	59%	17%	83%	44% ^a	29% ^{ah}	67%	9% ^{ah}	8% ^a	5% ^a
Not asked	5783	2967	2816	1668	4116	763	204	4009	38	35	15
	91%	91%	92%	90%	92%	72%	47%	93%	44%	35%	23%
		digjk	51%	49%	29%	71% ^d	4%	69% ^{agi}	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
No negative effect at all	306 5%	33 57% hm	36 62% 12%ah	61 56% 20%ah	47 51% 15%ah	104 55% 34%ah	133 54% 43%ah	173 3% 57%	55 54% 18%ah	68 51% 22%ah	58 53% 19%ah	140 16% 46%am	86 3% 28%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	6 11% h	1 8% 1% 10%ach	9 8% 14%ah	9 10% 15%ach	22 12% 35%ach	29 12% 45%ach	35 1% 55%	11 11% 17%ach	24 16% 37%acdh	13 11% 20%ach	33 4% 52%am	17 1% 26%
Prevents access to emergency services and information that keeps people safer	5 *	1 2% 22%ah	2 3% 39%ahj	1 1% 22%ah	2 2% 40%ah	2 1% 40%ah	3 1% 61%ah	2 * 39%	3 3% 61%ah	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	22 *	2 3% h	3 5% 7%ah	4 4% 19%ah	5 6% 24%ah	9 5% 41%ah	13 5% 57%ah	9 * 43%	6 6% 29%ah	8 6% 36%ah	4 4% 19%ah	9 1% 41%am	7 * 30%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 *	2 4% h	2 4% 9%ah	5 5% 22%ah	8 9% 34%ah	17 9% 68%ah	21 9% 87%ah	3 * 13%	10 9% 39%ah	10 8% 42%ah	9 8% 36%ah	7 1% 29%am	4 * 17%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	1 2% h	5 9% 25%ach	2 2% 8%ah	4 5% 21%ah	11 6% 52%ah	15 6% 73%ah	6 * 27%	5 5% 23%ah	5 4% 25%ah	4 4% 20%ah	4 * 20%	9 * 44%
Miss out on contact with family/friends	45 1%	2 4% h	6 11% 14%ah	9 8% 20%ah	8 9% 19%ah	16 9% 37%ah	21 9% 47%ah	23 * 53%	15 15% 34%abh	13 10% 29%ah	11 10% 25%ah	17 2% 39%am	12 * 27%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Less able to look for work	21 *	3 4% 12%ah	2 3% 10%ah	4 3% 17%ah	2 2% 9%ah	11 6% 51%ah	12 5% 56%ah	9 * 44%	7 7% 33%ah	6 5% 29%ah	5 4% 22%ah	4 1% 21%	5 * 24%
Less able to carry out work from home	25 *	3 6% 14%ahj	3 5% 12%ah	6 5% 24%ahj	4 4% 14%ah	7 4% 29%ah	10 4% 39%ah	15 * 61%	5 5% 20%ah	1 1% 4%	3 3% 13%ah	12 1% 46%am	4 * 17%
Makes it more difficult to find the cheapest goods/services	22 *	1 2% 6%ah	2 4% 11%ah	6 6% 29%ah	3 4% 15%ah	11 6% 48%ah	12 5% 52%ah	11 * 48%	9 9% 42%ah	7 5% 32%ah	6 6% 28%ah	5 1% 21%	5 * 23%
Difficult to stay organised e.g. online shopping, etc	19 *	1 1% h 4%ah	1 2% 8%ah	4 4% 20%ah	6 6% 30%ah	9 5% 49%ah	12 5% 62%ah	7 * 38%	7 7% 37%ah	7 6% 38%ah	6 5% 29%ah	7 1% 36%am	5 * 24%
Less entertainment	43 1%	5 8% h 11%ah	4 7% 10%ah	5 5% 11%ah	7 8% 17%ah	18 9% 41%ah	21 8% 48%ah	23 * 52%	8 8% 18%ah	11 8% 25%ah	8 7% 18%ah	20 2% 46%am	14 * 32%
Lack of support for special needs	7 *	1 3% 20%ah	- - -	1 1% 13%ah	1 1% 13%ah	2 1% 30%ah	5 1% 30%ah	3 * 70%	2 3% 35%ah	3 1% 22%ah	2 2% 28%ah	5 1% 63%am	1 * 15%
Other	9 *	1 1% h 6%ah	1 1% 6%ah	1 1% 12%ah	3 3% 28%ah	7 4% 75%ah	8 3% 87%ah	1 * 13%	2 1% 16%ah	3 2% 28%ah	4 3% 38%ah	1 * 16%	2 * 23%
SUMMARY CODES													
NO NEGATIVE EFFECT	370 6%	39 68% hm 11%ah	37 63% 10%ah	70 64% 19%ah	56 61% 15%ah	127 67% 34%ah	162 66% 44%ah	208 3% 56%	66 65% 18%ah	92 69% 25%ah	70 64% 19%ah	173 47%am	103 28%
ANY NEGATIVE IMPACT	125 2%	13 23% hm 11%ah	14 24% 11%ah	28 25% 22%ah	25 26% 20%ah	44 23% 36%ah	58 24% 47%ah	66 1% 53%	30 30% 24%ah	29 22% 23%ah	29 27% 24%ah	48 5% 38%am	26 1% 21%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
81	9	10	23	17	27	38	44	22	18	21	28	13
1%	15%	17%	21%	19%	14%	15%	1%	22%	14%	19%	3%	*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	hm 11%ah	12%ah	28%ah	21%ah	33%ah	46%ah	54%	27%ah	22%ah	26%ah	34%am	16%
Don't know	35	7	11	9	12	16	19	4	9	7	11	9
1%	8%	12%	10%	10%	6%	7%	*	4%	7%	6%	1%	*
Not asked	h 13%ah	20%ah	32%ah	26%ah	33%ah	47%ah	53%	12%ah	25%ah	19%ah	31%am	25%
5783	-	-	-	-	-	-	5783	-	-	-	645	2583
91%	-	-	-	-	-	-	95%	-	-	-	73%	95%
kl	kl bcodefgij -	-	-	-	-	-	100%abcodefgij	-	-	-	11%	45%al

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
No negative effect at all	306	53	62	47	82	37	11	3	3	4	-	3
	5%	5%	6%	4%	5%	5%	4%	2%	5%	6%	-	11%
		17%	20%	15%	27%	12%	4%	1%	1%	1%	-	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	18	10	7	20	2	4	-	1	-	2	-
	1%	2%	1%	1%	1%	*	1%	-	2%	-	6%	-
		28%ce	16%	10%	31%e	3%	6%	-	2%	-	3%	-
Prevents access to emergency services and information that keeps people safer	5	2	-	2	1	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-
		43%	-	36%	22%	-	-	-	-	-	-	-
Prevents access to information, e.g. news, health information, educational content etc	22	6	3	5	2	2	1	1	1	-	-	-
	*	1%	*	*	*	*	*	1%	1%	-	-	-
		28%	12%	24%	11%	10%	7%	3%	4%cd	-	-	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	11	4	3	6	-	-	-	1	-	-	-
	*	1%	*	*	*	-	-	-	1%	-	-	-
		43%code	16%	13%	25%	-	-	-	4%ef	-	-	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	5	5	5	2	-	-	1	1	-	-	2
	*	1%	*	*	*	-	-	1%	1%	-	-	10%
		26%	23%	23%	9%	-	-	3%	4%def	-	-	11%
Miss out on contact with family/friends	45	10	7	11	8	2	3	1	1	-	-	1
	1%	1%	1%	1%	*	*	1%	1%	1%	-	-	5%
		23%	17%	25%	18%	5%	6%	2%	2%	-	-	2%
Less able to look for work	21	4	4	6	5	1	-	-	1	-	-	-
	*	*	*	1%	*	*	-	-	1%	-	-	-
		20%	19%	27%	25%	4%	-	-	4%ef	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classification (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Less able to carry out work from home	25 *	5 *	4 *	5 *	10 1%	- -	- -	- -	1 1%	1 2%	- -	- -
Makes it more difficult to find the cheapest goods/services	22 *	18% 3	16% 6	18% 5	39% 6	- -	- 1	- -	4%ef 1	5%ef -	- -	- -
Difficult to stay organised e.g. online shopping, etc	19 *	15% 5	27% 2	24% 3	26% 5	- -	4% 1	- -	4%e -	- -	- -	- 1
Less entertainment	43 1%	9 1%	8 1%	11 1%	9 1%	2 *	3 1%	- -	1 1%	- -	- -	- 5%
Lack of support for special needs	7 *	21% 2	18% -	26% 2	22% 3	5% -	6% -	- -	2% -	- -	- -	- -
Other	9 *	27% 4	- 1	26% -	48% 3	- -	- -	- 1	- -	- -	- -	- 1
		39% *	6% *	- -	26% *	- -	- -	1% 12%bce	- -	- -	- -	6% 15%
SUMMARY CODES												
NO NEGATIVE EFFECT	370 6%	71 7%	73 7%	54 5%	102 6%	39 5%	15 5%	3 2%	4 7%	4 6%	2 6%	3 11%
		19% 20%cg		15% 20%cg	26% 20%cg	11% 20%cg	4% 20%cg	1% 20%cg	1% 20%cg	1% 20%cg	1% 20%cg	1% 20%cg
ANY NEGATIVE IMPACT	125 2%	31 3%	17 2%	25 2%	36 2%	5 2%	5 2%	1 1%	1 1%	1 2%	- -	2 10%
		25%be	14% 25%be	20%e	29%e	4% 25%be	1% 25%be	1% 25%be	1% 25%be	1% 25%be	- -	2% 25%be
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 1%	22 2%	9 1%	14 1%	27 2%	3 *	2 1%	1 1%	- -	1 2%	- -	2 10%
		28%be	11% 28%be	17% 28%be	33%be	4% 28%be	3% 28%be	1% 28%be	- -	1% 28%be	- -	3% 28%be
Don't know	35 1%	8 1%	8 1%	3 *	10 1%	6 1%	1 *	- -	- -	- -	- -	- -
		22% 23%	23% 23%	8% 23%	27% 23%	18% 23%	2% 23%	- -	- -	- -	- -	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Not asked	5783	956	966	1050	1564	665	288	127	56	62	32	17
	91%	89%	91%	93%	91%	93%	93%	97%	91%	93%	94%	73%
		17%	17%	18%a	27%	11%a	5%	2%abdd	1%	1%	1%	*

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
No negative effect at all	306	61	25	66	49	41	22	18	12	7	1	3	116	103	19	45	21	3
	5%	6%	5%	5%	4%	5%	4%	5%	3%	4%	2%	11%	5%	4%	6%	8%	6%	11%
		20%h	8%	22%	16%	14%	7%	6%	4%	2%	*	1%	38%	34%	6%	15%lm	7%lm	1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64	13	8	14	8	2	7	2	7	2	2	-	22	30	1	8	3	-
	1%	1%	2%	1%	1%	*	1%	*	2%	1%	4%	-	1%	1%	*	1%	1%	-
		20%e	12%e	21%	12%	4%	11%e	3%	11%e	3%	3%deg	-	34%	46%	2%	13%	5%	-
Prevents access to emergency services and information that keeps people safer	5	1	-	3	-	-	1	-	-	-	-	-	2	-	-	2	1	-
	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	*	-
		22%	-	60%	-	-	18%	-	-	-	-	-	36%	-	-	43%lm	21%lm	-
Prevents access to information, e.g. news, health information, educational content etc	22	5	2	2	3	3	5	-	2	1	-	-	8	5	-	7	2	-
	*	*	*	*	*	*	1%	-	1%	*	-	-	*	*	-	1%	1%	-
		22%	8%	7%	11%	12%	23%cd	-	11%	4%	-	-	36%	23%	-	31%lm	10%	-
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25	9	4	5	1	3	1	-	-	1	-	-	12	5	-	5	3	-
	*	1%	1%	*	*	*	*	-	-	*	-	-	*	*	-	1%	1%	-
		37%cd	18%cd	22%	3%	11%	5%	-	-	4%	-	-	47%	20%	-	22%lm	10%	-
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21	8	5	1	2	-	1	-	1	1	-	2	10	4	-	3	1	2
	*	1%	1%	*	*	-	*	-	*	*	-	10%	*	*	-	*	*	10%
		37%ce	22%cd	4%	10%	-	6%	-	5%	4%	-	11%	49%	20%	-	14%	7%	11%
Miss out on contact with family/friends	45	11	4	9	6	3	5	1	2	1	-	1	18	9	2	11	4	1
	1%	1%	1%	1%	1%	*	1%	*	*	*	-	5%	1%	*	1%	2%	1%	5%
		25%	10%	21%	14%	7%	12%	2%	4%	2%	-	2%	41%	20%	5%	24%lm	8%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Less able to look for work	21	6	5	5	1	1	2	-	1	1	-	-	9	3	-	7	1	-
*		1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		29% ^d	23% ^{de}	24%	3%	4%	9%	-	4%	4%	-	-	44%	15%	-	34% ^{lm}	7%	-
Less able to carry out work from home	25	2	5	2	6	1	5	1	-	2	-	-	11	7	1	5	1	-
*		-	1%	-	1%	-	1%	-	-	1%	-	-	-	-	-	-	-	-
		9%	21% ^{aceh}	9%	24%	3%	21% ^{ce}	4%	-	8% ^{ceh}	-	-	45%	27%	5%	20% ^{lm}	4%	-
Makes it more difficult to find the cheapest goods/services	22	4	2	11	1	-	1	1	2	1	-	-	9	5	1	6	2	-
*		-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%	1%	-
		17%	10%	49% ^{de}	3%	-	4%	5%	9%	4%	-	-	39%	21%	5%	26% ^{lm}	9%	-
Difficult to stay organised e.g. online shopping, etc	19	4	2	5	1	1	5	-	-	1	-	1	9	3	-	6	-	1
*		-	-	-	-	-	1%	-	-	-	-	5%	-	-	-	1%	-	5%
		19%	9%	24%	6%	6%	26% ^{de}	-	-	5%	-	6%	48%	18%	-	29% ^{lm}	-	6%
Less entertainment	43	12	5	11	6	1	6	-	-	1	-	-	15	13	1	11	4	-
1%		1%	1%	1%	1%	-	1%	-	-	-	-	-	1%	-	-	2%	1%	-
		27% ^{eh}	11% ^{eh}	26% ^e	15%	3%	15% ^{eh}	-	-	2%	-	-	34%	30%	3%	25% ^{lm}	8%	-
Lack of support for special needs	7	1	-	4	-	-	2	-	-	-	-	-	4	-	1	2	-	-
*		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		13%	-	60%	-	-	28%	-	-	-	-	-	58% ^{lm}	-	14% ^{lm}	28% ^{lm}	-	-
Other	9	4	1	1	-	-	-	1	1	-	-	1	3	3	1	-	-	1
*		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6%
		39%	7%	16%	-	-	-	12%	12%	-	-	15%	35%	34%	16%	-	-	15%
SUMMARY CODES																		
NO NEGATIVE EFFECT	370	74	33	80	57	44	29	20	19	9	3	3	138	132	20	54	24	3
6%		7%	7%	6%	5%	5%	6%	6%	4%	5%	6%	11%	6%	5%	6%	9%	7%	11%
		20% ^{de}	9%	22%	15%	12%	8%	5%	5%	3%	1%	1%	37%	36%	5%	14% ^{lm}	6%	1%
ANY NEGATIVE IMPACT	125	34	11	33	15	7	14	1	5	2	-	2	53	27	5	28	8	2
2%		3%	2%	3%	1%	1%	3%	-	1%	1%	-	10%	2%	1%	2%	5%	3%	10%
		28% ^{dgeh}	9% ^{eg}	26% ^{deg}	12%	6%	11% ^{eg}	1%	4%	2%	-	2%	42% ^{lm}	22%	4%	23% ^{lmn}	7% ^{lm}	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81	23	6	21	8	6	7	1	5	1	-	2	38	15	4	18	5	2	
	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	-	10%	2%	1%	1%	3%	2%	10%	
		28%deg	8%	26%	10%	8%	9%	1%	6%	1%	-	3%	47%lm	18%	5%	22%lm	6%	3%	
Don't know	35	6	5	7	8	5	1	1	1	-	-	-	15	6	2	9	3	-	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%	1%	2%	1%	-	
		16%	13%	24%	15%	13%	3%	4%	2%	-	-	-	44%lm	17%	7%	25%lm	7%	-	
Not asked	5783	887	446	1174	1017	816	479	318	402	177	51	17	2250	2451	285	492	288	17	
	91%	88%	90%	91%	93%	94%	92%	93%	94%	94%	94%	73%	91%	94%	91%	84%	89%	73%	
		15%	8%	20%	18%a	14%abc	8%	6%a	7%abc	3%a	1%	*	39%o	42%lop	5%o	9%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
No negative effect at all	306 5%	235 11% 77%bc	41 2% 13%	30 1% 10%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	64 1%	49 2% 77%bc	6 * 9%	9 * 14%
Prevents access to emergency services and information that keeps people safer	5 *	4 * 78%	- - -	1 * 22%
Prevents access to information, e.g. news, health information, educational content etc	22 *	17 1% 79%bc	3 * 12%	2 * 9%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	25 *	14 1% 55%c	7 * 28%	4 * 16%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	21 *	12 1% 59%	4 * 21%	4 * 20%
Miss out on contact with family/friends	45 1%	27 1% 60%bc	6 * 14%	12 1% 26%
Less able to look for work	21 *	11 1% 50%	5 * 21%	6 * 28%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Less able to carry out work from home	25 *	11 1% 44%	6 * 25%	8 * 30%
Makes it more difficult to find the cheapest goods/services	22 *	16 1% 73%bc	2 * 9%	4 * 18%
Difficult to stay organised e.g. online shopping, etc	19 *	13 1% 65%bc	3 * 17%	3 * 18%
Less entertainment	43 1%	18 1% 42%	10 * 23%	15 1% 34%
Lack of support for special needs	7 *	5 * 62%	2 * 23%	1 * 15%
Other	9 *	8 * 85%bc	1 * 15%	- * -
SUMMARY CODES				
NO NEGATIVE EFFECT	370 6%	284 14% 77%bc	47 2% 13%	39 2% 10%
ANY NEGATIVE IMPACT	125 2%	70 3% 57%bc	26 1% 21%	28 1% 22%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	81 1%	52 3% 64%bc	16 1% 20%	13 1% 16%
Don't know	35 1%	30 1% 85%bc	3 * 9%	2 * 6%

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -
[Prompted - Multi code]
Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2121
Not asked	5783	1700	2043
	91%	81%	96%
		29%	35%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
000	303	141	162	40	25	34	26	53	48	78	65	113	126	106	197	40	135	128
	13%	12%	13%	11%	5%	8%	7%	14%	19%	38%	8%	10%	28%	9%	16%	9%	11%	17%
001	18	10	8	2	1	3	-	4	5	3	3	7	8	8	10	3	7	8
	1%	1%	1%	1%	-	1%	-	1%	2%	1%	-	1%	2%	1%	1%	1%	1%	1%
002	4	3	2	1	1	1	-	-	-	1	3	1	1	2	2	1	2	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
003	12	4	8	4	4	1	2	1	1	-	8	4	1	7	5	1	7	4
	1%	-	1%	1%	1%	-	-	-	-	-	65%	30%	5%	58%	42%	12%	56%	32%
004	9	5	4	-	1	-	-	3	2	3	1	3	5	2	7	2	5	2
	*	-	-	-	-	-	-	1%	1%	1%	-	-	1%	-	-	-	-	-
005	73	38	36	12	12	17	15	8	4	5	24	40	9	35	38	14	39	21
	3%	3%	3%	4%	3%	4%	4%	2%	2%	2%	3%	4%	2%	3%	3%	3%	3%	3%
006	6	3	3	-	1	1	-	3	-	1	1	5	1	4	2	1	4	1
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
007	23	10	13	2	4	3	1	4	4	4	6	9	8	5	18	3	13	7
	1%	1%	1%	1%	1%	1%	5%	19%	19%	15%	28%	39%	34%	22%	78%an	12%	58%	30%
008	6	5	1	-	4	1	1	-	-	-	4	2	-	3	3	-	4	2
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
009	3	3	-	-	1	1	-	1	-	-	1	2	-	1	2	1	-	2
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	42%	32%	-	26%	-	-	42%	58%	-	42%	58%	42%	-	58%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
010	205	114	91	26	40	28	34	31	27	18	67	93	45	100	105	44	96	66
	9%	10%	7%	8%	9%	7%	10%	9%	11%	9%	8%	8%	10%	9%	8%	10%	8%	9%
		56% ^c	44%	13%	20%	14%	17%	15%	13%	9%	33%	45%	22%	49%	51%	21%	47%	32%
011	13	8	5	2	1	4	2	2	-	2	4	7	2	8	5	2	8	3
	1%	1%	-	1%	-	1%	-	1%	-	1%	-	1%	-	1%	-	-	1%	-
		60%	40%	18%	11%	29%	13%	14%	-	15%	29%	56%	15%	65%	35%	13%	60%	27%
012	30	18	11	2	8	8	1	5	5	1	10	14	6	11	19	2	16	11
	1%	2%	1%	1%	2%	2%	-	1%	2%	-	1%	1%	1%	1%	2%	1%	1%	1%
		62%	38%	7%	27%	27%	5%	16%	17% ^g	2%	34%	47%	19%	36%	64%	7%	56%	37%
013	7	4	3	1	1	3	-	-	2	1	2	3	3	4	3	3	3	2
	-	-	-	-	-	1%	-	-	1%	1%	-	-	1%	-	-	1%	-	-
		57%	43%	11%	10%	40%	-	-	22%	16%	22%	40%	38%	57%	43%	36%	41%	23%
014	3	1	2	2	1	-	1	-	-	-	3	1	-	-	3	-	2	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		43%	57%	49%	30%	-	21%	-	-	-	79%	21%	-	-	100%	-	57%	43%
015	195	106	89	30	37	32	32	31	17	16	67	96	33	108	88	40	107	49
	8%	9%	7%	8%	8%	8%	9%	8%	7%	8%	8%	9%	7%	9%	7%	9%	9%	6%
		54%	46%	15%	19%	17%	17%	16%	9%	8%	34%	49%	17%	55% ^o	45%	20%	55% ^r	25%
016	8	2	6	1	1	1	1	2	2	-	2	4	2	5	4	1	7	1
	-	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		25%	75%	12%	17%	17%	13%	20%	21%	-	29%	50%	21%	54%	46%	7%	79%	14%
017	9	6	4	1	-	3	2	1	2	-	1	6	2	5	5	3	4	2
	-	-	-	-	-	1%	1%	-	1%	-	-	1%	-	-	-	1%	-	-
		60%	40%	10%	-	30%	26%	13%	20% ^e	-	10%	70%	20%	50%	50%	31%	44%	26%
018	12	5	7	1	1	3	1	3	1	2	2	7	3	8	4	3	6	3
	-	-	1%	-	-	1%	-	1%	-	1%	-	1%	1%	1%	-	1%	-	-
		39%	61%	8%	10%	21%	11%	27%	6%	17%	18%	59%	23%	66%	34%	27%	47%	26%
019	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
020	346	155	191	47	67	70	54	49	32	26	114	173	58	180	166	68	188	90
	14%	13%	15%	13%	14%	17%	15%	13%	13%	13%	14%	15%	13%	16%	13%	16%	16%	12%
		45%	55%	14%	19%	20%	16%	14%	9%	8%	33%	50%	17%	52%	48%	20%	55% ^r	26%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
021	6	3	3	-	-	2	-	1	2	-	-	3	2	4	1	-	5	1
*	*	*	*	-	-	1%	-	*	1%	-	-	*	1%	*	*	-	*	*
		52%	48%	-	-	38%	-	22%	40%ae	-	-	60%	40%k	76%	24%	-	88%	12%
022	8	4	4	1	4	1	-	2	1	-	4	3	1	4	4	4	2	2
*	*	*	*	*	1%	*	-	1%	*	-	1%	*	*	*	*	1%	*	*
		56%	44%	8%	48%	14%	-	23%	7%	-	56%	37%	7%	49%	51%	49%q	22%	29%
023	3	3	-	2	-	-	-	1	-	1	2	1	1	3	-	3	1	-
*	*	*	-	-	-	-	-	-	-	*	-	*	*	-	-	-	-	-
		100%	-	48%	-	-	-	35%	-	17%	48%	35%	17%	100%	-	83%qr	17%	-
024	3	1	2	-	-	3	-	-	1	-	-	3	1	3	1	-	3	1
*	*	*	*	-	-	1%	-	-	*	-	-	*	*	*	*	-	*	*
		44%	56%	-	-	79%	-	-	21%	-	-	79%	21%	79%	21%	-	79%	21%
025	219	91	128	26	44	29	49	33	24	13	70	111	37	96	123	31	104	83
9%	9%	8%	10%	8%	10%	7%	14%	9%	9%	6%	9%	10%	8%	8%	10%	7%	9%	11%
		42%	58%	12%	20%	13%	22%adff	15%	11%	6%	32%	51%	17%	44%	56%	14%	48%	38%
026	8	5	3	3	1	1	1	-	1	-	4	2	1	5	2	1	5	2
*	*	*	*	1%	*	*	-	-	1%	-	1%	*	*	*	*	*	*	*
		66%	34%	38%	17%	15%	11%	-	19%	-	55%	27%	19%	70%	30%	18%	61%	20%
027	3	-	3	1	1	-	1	-	-	-	2	1	-	1	2	-	1	2
*	*	-	*	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*
		-	100%	42%	36%	-	21%	-	-	-	79%	21%	-	42%	58%	-	42%	58%
028	2	1	1	-	2	-	-	-	-	-	2	-	-	-	2	-	1	1
*	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-
		60%	40%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	60%	40%
030	318	145	174	59	72	57	45	48	21	15	131	151	36	169	149	61	169	88
13%	13%	45%jm	55%	17%	16%	14%	13%	13%	8%	7%	16%	13%	8%	15%	12%	14%	14%	12%
		45%	55%	19%j	23%aj	18%j	14%j	15%aj	7%	5%	41%lm	47%lm	11%	53%lo	47%	19%	53%	28%
031	4	3	1	-	3	1	-	1	-	-	3	2	-	1	3	-	3	2
*	*	*	*	-	1%	*	-	-	-	-	*	*	-	*	*	-	*	*
		78%	22%	-	60%	22%	-	18%	-	-	60%	40%	-	31%	69%	-	60%	40%
032	3	-	3	1	-	1	-	-	-	-	1	1	-	3	-	1	1	-
*	*	-	*	-	-	*	-	-	-	-	*	*	-	*	-	*	*	*
		-	100%	49%	-	51%	-	-	-	-	49%	51%	-	100%	-	51%	49%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
034	2	-	2	-	-	-	-	-	-	2	-	-	2	1	1	-	1	1
	*	-	*	-	-	-	-	-	-	1%	-	-	*	*	*	-	*	*
	-	-	100%	-	-	-	-	-	-	100%ae	-	-	100%l	57%	43%	-	57%	43%
035	75	39	36	14	18	16	9	11	5	2	32	35	8	34	40	12	40	23
	3%	3%	3%	4%	4%	4%	2%	3%	2%	1%	4%	3%	2%	3%	3%	3%	3%	3%
	m	52%	48%	18%	24%j	21%k	11%	15%	7%	3%	43% ^m	47%	10%	46%	54%	16%	53%	31%
036	3	2	1	1	-	-	-	1	1	1	1	1	1	1	2	1	2	1
	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*	-	*	*
	-	61%	39%	39%	-	-	-	24%	17%	19%	39%	24%	37%	19%	81%	19%	57%	24%
037	2	1	1	-	-	-	1	1	-	-	-	2	-	1	1	1	-	1
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	36%	64%	-	-	-	64%	36%	-	-	-	100%	-	64%	36%	64%	-	36%
039	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
040	155	74	81	21	39	16	38	19	15	6	60	74	21	81	74	31	72	52
	6%	6%	7%	6%	9%	4%	11%	5%	6%	3%	7%	7%	5%	7%	6%	7%	6%	7%
	j	48%	52%	13%	25% ^j	10%	25% ^{adff}	13%	10%	4%	39% ^m	48%	14%	52%	48%	20%	46%	34%
041	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-
	-	-	100%	-	-	-	-	-	-	100% ^{aa}	-	-	100%	-	100%	-	100%	-
044	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*
	-	-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
045	34	16	18	6	6	11	3	5	4	-	12	19	4	13	21	3	19	13
	1%	1%	1%	2%	1%	3%	1%	1%	2%	-	1%	2%	1%	1%	2%	1%	2%	2%
	j	48%	52%	17%	17%	31% ^j	9%	15%	11% ^j	-	34%	55%	11%	38%	62%	9%	54%	37%
046	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	*
	-	-	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
050	135	57	78	23	36	22	21	18	12	4	58	60	16	68	67	25	73	37
	6%	5%	6%	6%	8%	5%	6%	5%	5%	2%	7%	5%	4%	6%	5%	6%	6%	5%
	jm	42%	58%	17% ^j	27% ^j	16% ^j	15% ^j	13%	9%	3%	43% ^m	45%	12%	50%	50%	19%	54%	27%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
051	2	-	2	-	1	-	-	1	-	-	1	1	-	2	-	1	1	-
*	*	-	*	-	*	-	-	*	-	-	*	*	-	*	-	*	*	-
		-	100%	-	48%	-	-	52%	-	-	48%	52%	-	100%	-	48%	52%	-
053	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
055	5	2	3	-	-	2	2	1	-	-	-	5	-	1	3	-	3	2
*	*	-	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		47%	53%	-	-	47%	34%	19%	-	-	-	100%	-	28%	72%	-	61%	39%
060	45	26	19	9	8	9	4	11	4	1	16	25	5	18	27	9	20	16
2%	2%	2%	2%	2%	2%	2%	1%	3%	2%	*	2%	2%	1%	2%	2%	2%	2%	2%
		58%	42%	18%	17%	20%	10%	26%	9%	2%	35%	55%	10%	40%	60%	21%	44%	35%
065	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
*	*	-	*	-	-	-	-	-	-	-	-	*	-	*	-	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
070	9	6	3	2	3	1	1	-	1	*	5	2	2	2	7	1	2	5
*	*	-	*	1%	1%	*	-	-	1%	*	1%	-	-	-	1%	-	-	1%
		66%	34%	27%	30%	15%	10%	-	14%	4%	57%	25%	19%	22%	78%	15%	23%	62%
075	2	2	-	-	-	-	-	1	1	-	-	1	1	2	-	1	1	-
*	*	-	-	-	-	-	-	*	*	-	-	*	-	*	-	*	*	-
		100%	-	-	-	-	-	64%	36%	-	-	64%	36%	100%	-	64%	36%	-
080	8	2	6	-	1	2	3	1	1	1	1	5	1	1	6	-	3	5
*	*	-	*	-	*	1%	1%	*	*	*	*	*	*	*	1%	-	*	1%
		25%	75%	-	10%	27%	33%	11%	8%	12%	10%	71%	19%	18%	82%	-	38%	62%
090	2	1	1	1	-	-	-	1	-	-	1	1	-	-	2	-	1	1
*	*	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	*	-
		63%	37%	63%	-	-	-	37%	-	-	63%	37%	-	-	100%	-	63%	37%
099	2	2	-	-	-	-	-	-	1	1	-	-	2	-	2	-	1	1
*	*	-	-	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	67%a	33%	-	-	100%all	-	100%	-	34%	66%
100	20	8	12	5	8	3	2	1	1	-	12	6	1	10	10	3	7	10
1%	1%	1%	1%	1%	2%	1%	1%	*	*	-	2%	1%	*	1%	1%	1%	1%	1%
		38%	62%	25%	38%j	17%	10%	4%	6%	-	62%lm	31%	6%	50%	50%	16%	34%	50%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
120	3	1	1	-	1	1	-	-	-	-	1	1	-	1	1	-	3	-
	*	*	*	-	*	*	-	-	-	-	*	*	-	*	*	-	*	-
		57%	43%	-	57%	43%	-	-	-	-	57%	43%	-	57%	43%	-	100%	-
123	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
150	2	2	-	-	-	1	-	-	1	-	-	1	1	-	2	-	1	1
	*	*	-	-	-	*	-	-	*	-	-	*	*	-	*	-	*	*
		100%	-	-	-	64%	-	-	36%	-	-	64%	36%	-	100%	-	36%	64%
155	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
200	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
300	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
304	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
344	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	*	-	*	-	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
345	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	*	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
400	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	*	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
524	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
555	2	-	2	2	-	-	-	-	-	-	2	-	-	2	-	-	2	-
	*	-	-	*	-	-	-	-	-	-	*	-	-	*	-	-	*	-
	-	-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
566	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	-	*
	-	-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
576	1	-	1	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	-	*	-
	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
600	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
	-	100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
700	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*	-
	-	-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
777	1	1	-	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
	*	-	-	-	-	-	*	-	-	-	-	*	-	-	*	-	*	-
	-	100%	-	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
000	303	242	39	22	-	4	33	11	14	25	31	49	49	26	22	39	-
	13%	12% efhq 80%e	20% 13%abe	18% 7%e	-	4% 1%	13% 11%fhq	5% 4%q	8% 5%q	14% 8%fhq	13% 10%fhq	18% 16%afh iq	14% 16%fhq	14% 9%fhq	18% 7%fhq	20% 13%afghik q	-
001	18	18	-	-	-	1	4	1	4	-	-	1	6	1	-	-	-
	1%	1% 100%	-	-	-	1% 6%	1% 20%	* 5%	2% 23%ajkp	-	-	1% 8%	2% 35%	* 3%	-	-	-
002	4	4	-	-	-	-	-	-	-	1	-	1	2	-	-	-	-
	*	* 100%	-	-	-	-	-	-	-	1% 33%	-	* 17%	1% 50%	-	-	-	-
003	12	11	2	-	-	-	1	1	-	2	1	1	2	2	-	2	-
	1%	1% 87%	1% 13%	-	-	-	1% 12%	* 7%	-	1% 14%	* 10%	1% 12%	1% 19%	1% 13%	-	1% 13%	-
004	9	4	5	-	-	-	2	2	-	-	-	-	-	-	-	5	-
	*	- 44%	3% 56%ab	-	-	-	1% 22%	1% 21%	-	-	-	-	-	-	-	3% 56%ajklm n	-
005	73	60	10	2	1	1	5	8	3	5	11	8	12	7	2	10	1
	3%	3% 82%	5% 14%e	2% 3%	1% 1%	1% 2%	2% 7%	4% 11%	2% 4%	3% 7%	4% 15%	3% 10%	3% 17%	4% 10%	2% 3%	5% 14%q	1% 1%
006	6	6	-	1	-	-	-	-	-	1	-	2	2	-	1	-	-
	*	- 89%	-	1% 11%	-	-	-	-	-	* 14%	-	1% 37%	1% 38%	-	1% 11%	-	-
007	23	14	9	-	-	3	-	1	-	1	2	1	5	1	-	9	-
	1%	1% 59%	5% 41%abde	-	-	3% 13%gil	-	1% 5%	-	1% 5%	1% 9%	* 3%	1% 20%	* 4%	-	5% 41%ashik lmnoq	-
008	6	5	1	-	-	-	*	-	-	-	-	1	3	1	-	1	-
	*	* 86%	* 14%	-	-	-	* 8%	-	-	-	-	1% 23%	1% 40%	* 14%	-	* 14%	-
009	3	3	-	-	-	-	-	1	1	-	-	-	-	1	-	-	-
	*	- 100%	-	-	-	-	-	1% 32%	1% 26%	-	-	-	-	1% 42%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
010	205	183	14	4	5	9	11	23	16	21	22	19	41	20	4	14	5
	9%	9%	7%	3%	5%	9%	4%	11%	9%	12%	9%	7%	11%	11%	3%	7%	5%
		g 89% ^d	7%	2%	3%	4%	5%	11% ^{go}	8% ^g	10% ^{go}	11% ^g	9%	20% ^{go}	10% ^{go}	2%	7%	3%
011	13	11	1	1	-	-	2	1	-	1	-	-	6	1	1	1	-
	1%	1%	1%	1%	-	-	1%	-	-	-	-	-	2%	-	1%	1%	-
		84%	8%	7%	-	-	17%	6%	-	11%	-	-	45% ^{al}	5%	7%	8%	-
012	30	26	1	2	-	1	2	2	-	3	1	6	9	3	2	1	-
	1%	1%	1%	2%	-	1%	1%	1%	-	2%	-	2%	2%	2%	2%	1%	-
		89%	4%	7%	-	4%	6%	5%	-	12%	-	22%	29% ^{ik}	10%	7%	4%	-
013	7	5	1	1	1	-	1	1	-	-	-	2	1	-	1	1	1
	*	*	*	1%	1%	-	*	1%	-	-	-	1%	*	-	1%	*	1%
		71%	8%	9%	11%	-	8%	20%	-	-	-	33%	10%	-	9%	8%	11%
014	3	3	1	-	-	-	1	-	-	-	-	-	2	-	-	1	-
	*	*	-	-	-	-	*	-	-	-	-	-	*	-	-	*	-
		79%	21%	-	-	-	30%	-	-	-	-	-	49%	-	-	21%	-
015	195	178	7	4	6	7	21	8	9	10	35	17	50	21	4	7	6
	8%	9%	4%	3%	6%	7%	8%	4%	5%	5%	14%	6%	14%	11%	3%	4%	6%
		chp 91% ^c	4%	2%	3%	4%	11%	4%	4%	5%	18% ^{aghi}	9%	26% ^{agh}	11% ^{hijo}	2%	4%	3%
016	8	6	-	3	-	1	2	2	-	-	-	-	1	-	3	-	-
	*	*	-	-	-	1%	1%	1%	-	-	-	-	*	-	2%	-	-
		68%	-	32% ^{abc}	-	8%	23%	24%	-	-	-	-	12%	-	32% ^{akimp}	-	-
017	9	8	1	-	1	2	-	-	1	1	2	1	1	-	-	1	1
	*	*	*	-	1%	-	2%	-	*	-	1%	*	*	-	-	*	*
		83%	6%	-	11%	20% ^{ag}	-	-	7%	12%	22%	8%	14%	-	-	6%	11%
018	12	11	-	1	-	1	1	1	-	-	-	6	1	-	1	-	-
	*	1%	-	1%	-	1%	1%	*	-	-	-	2%	*	-	1%	-	-
		89%	-	11%	-	7%	12%	6%	-	-	-	53% ^{ajk} mnp	10%	-	11%	-	-
019	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

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	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
020	346	293	25	10	18	18	52	41	26	33	25	36	47	14	10	25	18
	14%	15%	13%	9%	19%	17%	20%	20%	15%	18%	10%	13%	13%	8%	9%	13%	19%
		n	85%	7%	5% ^d	5% ⁿ	15% ^{aklmno}	12% ^{aklmno}	8% ⁿ	10% ^{kno}	7%	11%	14%	4%	3%	7%	5% ^{kno}
021	6	4	1	-	1	1	-	-	-	-	-	2	-	-	-	1	1
	*	-	-	-	1%	1%	-	-	-	-	-	1%	-	-	-	-	1%
		71%	12%	-	17%	22% ^{lm}	12%	-	-	-	-	36%	-	-	-	12%	17% ^{lm}
022	8	7	-	-	1	-	-	1	-	1	1	-	4	-	-	-	1
	*	-	-	-	1%	-	-	1%	-	1%	-	-	1%	-	-	-	1%
		85%	-	-	15%	-	-	15%	-	14%	7%	-	49%	-	-	-	15% ^l
023	3	3	-	1	-	2	-	-	1	-	-	-	-	-	1	-	-
	*	-	-	-	-	2%	-	-	1%	-	-	-	-	-	-	-	-
		83%	-	17%	-	48% ^{am}	-	-	35%	-	-	-	-	-	17%	-	-
024	3	3	-	-	-	-	-	-	-	-	1	1	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	21%	44%	36%	-	-	-	-
025	219	174	26	11	8	15	25	12	21	21	21	17	21	21	11	26	8
	9%	9%	13%	9%	8%	14%	10%	6%	12%	12%	9%	6%	6%	11%	9%	13%	8%
		80%	12% ^b	5%	4%	7% ^{hlm}	11%	6%	9% ^{lm}	10% ^{lm}	10%	8%	10%	10% ^m	5%	12% ^{hlm}	4%
026	8	6	2	-	-	1	1	-	4	-	-	-	1	-	-	2	-
	*	-	1%	-	-	1%	-	-	2%	-	-	-	-	-	-	1%	-
		80%	20%	-	-	10%	9%	-	46% ^{ahkl}	-	-	-	15%	-	-	20%	-
027	3	2	-	-	1	1	-	-	-	1	1	-	-	-	-	-	1
	*	79%	-	-	1%	1%	-	-	-	-	-	-	-	-	-	-	1%
		21%	-	-	21%	42% ^{eam}	-	-	-	-	36%	-	-	-	-	-	21%
028	2	2	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	60%	40%	-	-	-	-	-
030	318	252	23	23	20	14	36	26	30	26	25	37	39	19	23	23	20
	13%	13%	12%	19%	21%	14%	14%	13%	18%	14%	10%	14%	11%	10%	19%	12%	21%
		79%	7%	7%	6% ^{abc}	4%	11%	8%	10% ^{ukmn}	8%	8%	12%	12%	6%	7% ^{kmn}	7%	6% ^{ahkmnp}
031	4	4	-	-	-	-	2	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	51%	18%	31%	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
032	3	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-
*	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	-	1%	-
		49%	51%ab	-	-	-	-	-	-	49%a	-	-	-	-	-	51%a	-
034	2	2	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	43%	-	-	57%	-	-	-	-	-
035	75	60	5	6	4	2	5	6	6	5	9	14	9	4	6	5	4
3%	3%	3%	2%	5%	4%	2%	2%	3%	4%	3%	4%	5%	2%	2%	5%	2%	4%
		80%	6%	8%	5%	3%	6%	8%	8%	7%	12%	18%	12%	5%	8%	6%	5%
036	3	2	1	-	1	-	-	1	-	-	1	-	-	-	-	1	1
*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		59%	24%	-	17%	-	-	19%	-	-	39%	-	-	-	-	24%	17%
037	2	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		64%	36%	-	-	-	-	-	-	-	-	64%	-	-	-	36%	-
039	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
040	155	123	7	12	14	9	16	17	12	8	20	15	11	14	12	7	14
6%	6%	6%	4%	10%	14%	9%	6%	8%	7%	4%	8%	5%	3%	8%	10%	4%	14%
		m	79%	4%	7% ^c	6% ^m	11%	11% ^m	8% ^m	5%	13% ^m	10%	7%	9% ^m	7% ^{mp}	4%	9% ^{agilmp}
041	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
044	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
045	34	28	3	2	2	1	1	3	4	-	6	5	5	3	2	3	2
1%	1%	1%	1%	1%	2%	1%	-	1%	2%	-	2%	2%	1%	2%	1%	1%	2%
		81%	8%	4%	6%	4%	3%	9%	11%	-	16%	16%	14%	9%	4%	8%	6% ^j

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
046	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
	-	-	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	100%a
050	135	115	6	6	8	3	18	16	10	6	25	9	16	13	6	6	8
6%	6%	3%	5%	8%	3%	7%	8%	6%	3%	10%	3%	4%	7%	5%	3%	8%	6%ap
	86%	4%	4%	6% ^c	2%	13%	12% ^{ap}	8%	4%	4%	18% ^{afj}	7%	12%	10%	4%	4%	6% ^{ap}
051	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	100% ^{am}	-	-	-	-
053	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	100% ^{ab}	-	-	-	-	-	-	-	-	-	-	-	-	-	100% ^a	-
055	5	5	-	-	-	1	-	-	2	-	1	-	-	1	-	-	-
*	-	-	-	-	-	1%	-	-	1%	-	1%	-	-	*	-	-	-
	100%	-	-	-	-	20%	-	-	34%	-	28%	-	-	19%	-	-	-
060	45	36	1	6	2	1	5	8	2	1	3	5	6	4	6	1	2
2%	2%	*	5%	2%	1%	1%	2%	4%	1%	1%	2%	2%	2%	5%	*	2%	2%
	80%	2%	14% ^{abc}	4%	3%	11%	18% ^{ajp}	4%	3%	7%	11%	14%	8%	14% ^{ajkp}	2%	4%	4%
065	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	100% ^a	-	-	-	-	-	-	-	-	-
070	9	6	-	1	2	-	2	1	1	1	-	-	-	2	1	-	2
*	-	-	-	1%	2%	-	1%	*	1%	1%	-	-	-	1%	1%	-	2%
	73%	-	8%	19% ^{ab}	-	23%	7%	11%	15%	-	-	-	16%	8%	-	-	19% ^{aklm}
075	2	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	100% ^a	-	-	-	-	-
080	8	7	-	1	1	1	1	-	2	-	2	-	1	-	-	-	1
*	-	-	-	1%	1%	1%	1%	-	1%	-	1%	-	1%	-	-	-	1%
	91%	-	-	9%	11%	18%	-	-	21%	-	29%	-	12%	-	-	-	9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
090	2	2	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	-	-	*	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	37%	-	-	63%	-	-	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
100	20	19	1	-	-	1	8	1	3	1	1	1	2	1	-	1	-
1%	1%	*	-	-	-	1%	3%	*	2%	*	*	*	1%	1%	-	*	-
		95%	5%	-	-	4%	41%ajklm	4%	17%	3%	6%	4%	12%	5%	-	5%	-
120	3	3	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-
		100%	-	-	-	-	-	-	-	-	43%	-	57%	-	-	-	-
123	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
150	2	2	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	36%	64%	-	-	-	-	-
155	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
200	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
300	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
304	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
344	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	7%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
345	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
400	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	100%a	-	-	-	-	-	-	-	-	-	-	-
524	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	7%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
555	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	7%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
566	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
576	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
600	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	7%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
700	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	7%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
777	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
		-	100%b	-	-	-	-	-	-	-	-	-	-	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
000	303	259	43	85	203	48	53	57	44	62	22	13	40	80	128
	13%	12%	15%	18%	11%	11%	6%	11%	6%	6%	8%	10%	18%	6%	8%
	kno	gi/85%	14%	28%ae	67%	16%g	18%	19%j	15%	20%	7%	4%	13%ajkin o	27%	42%j
001	18	15	1	5	12	3	7	4	6	6	2	1	4	7	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		87%	8%	27%	70%	17%	40%	21%	35%	32%	14%	8%	22%jno	38%	51%
002	4	4	-	1	3	-	2	-	2	1	-	1	-	1	2
	*	-	-	*	-	-	*	-	*	-	-	-	-	*	*
		100%	-	21%	79%	-	54%	-	54%	17%	-	21%ln	-	17%	39%
003	12	11	1	4	7	3	1	3	1	6	1	-	1	6	6
	1%	1%	1%	1%	*	1%	*	1%	*	1%	*	-	1%	*	*
		88%	12%	30%	58%	25%	10%	25%	10%	53%	10%	-	12%	53%	53%
004	9	9	-	1	1	1	1	1	1	2	-	-	2	2	3
	*	-	-	*	*	*	*	*	*	-	-	-	1%	*	*
		100%	-	16%	14%	8%	14%	8%	14%	21%	-	-	20%no	21%	28%
005	73	63	8	15	55	13	31	15	28	39	11	3	4	45	52
	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	2%	3%	3%	3%
		85%	11%	21%	75%	17%	42%	21%	38%	15%	15%	4%	61%	70%	70%
006	6	4	1	2	4	1	2	1	2	3	-	-	1	3	4
	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
		63%	17%	25%	55%	14%	28%	14%	28%	52%	-	-	11%	52%	63%
007	23	21	2	7	15	6	11	6	11	11	1	1	2	12	15
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%
		92%	8%	31%	66%	27%	48%	27%	48%	46%	5%	4%	9%	52%	64%
008	6	5	1	-	6	*	4	2	2	4	1	1	-	5	6
	*	*	1%	-	*	*	*	*	*	*	*	1%	-	*	*
		77%	23%	-	100%	8%	61%	31%	38%	61%	17%	14%	-	78%	92%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
009	3	2	1	1	3	-	-	-	-	2	-	1	-	2	3
	*	*	*	*	*	-	-	-	-	*	-	1%	-	*	*
		68%	32%	26%	74%	-	-	-	-	58%	-	42%an	-	58%	100%
010	205	183	23	44	151	39	79	47	72	97	22	16	25	112	143
	9%	9%	8%	9%	8%	9%	9%	9%	9%	9%	8%	12%	11%	9%	9%
		89%	11%	21%	74%	19%	39%	23%	35%	47%	11%	8%	12%	54%	70%
011	13	7	4	3	8	5	5	5	5	5	5	1	-	10	10
	1%	*	2%	1%	*	1%	1%	1%	1%	*	2%	1%	-	1%	1%
		58%	34%ab	27%	64%	36%	42%	41%	36%	42%	37%ajm	5%	-	75%	80%
012	30	23	7	4	25	6	10	6	10	12	3	5	1	16	21
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%
		77%	23%	12%	85%	20%	33%	20%	33%	42%	12%	16%ajmn	4%	54%	71%
013	7	7	-	1	5	-	3	-	3	3	1	1	1	3	4
	*	*	-	*	*	-	*	-	*	*	1%	1%	*	*	*
		100%	-	20%	72%	-	40%	-	40%	40%	20%	10%	9%	40%	60%
014	3	2	2	1	2	1	1	1	1	2	1	1	1	2	3
	*	*	1%	*	*	*	*	*	*	*	*	1%	*	*	*
		51%	49%ab	21%	49%	21%	30%	21%	30%	57%	27%	27%	21%	57%	78%
015	195	165	29	33	156	28	91	34	85	117	20	11	16	130	146
	8%	8%	10%	7%	9%	7%	10%	6%	11%	11%	7%	8%	7%	10%	9%
		85%	15%	17%	80%	14%	46%af	17%	44%ah	60%aa	10%	5%	8%	67%	75%
016	8	7	1	3	5	3	3	3	3	5	2	1	-	6	7
	*	*	1%	1%	*	1%	*	1%	*	*	1%	*	-	*	*
		83%	17%	36%	64%	36%	39%	36%	39%	53%	20%	7%	-	73%	80%
017	9	8	1	1	7	1	2	1	2	5	2	-	1	7	8
	*	*	*	*	*	*	*	*	*	*	1%	-	*	1%	1%
		88%	12%	12%	81%	6%	24%	6%	24%	56%	24%	-	6%	80%	87%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
018	12	8	4	2	9	-	3	-	3	4	2	-	2	4	5
	*	*	1%	*	1%	-	*	-	*	*	1%	-	1%	*	*
		66%	34% ^b	17%	78%	-	24%	-	24%	30%	16%	-	16%	34%	40%
019	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
020	346	305	39	69	263	66	126	78	114	160	42	23	35	191	227
	14%	15%	13%	15%	14%	15%	14%	15%	14%	14%	16%	17%	16%	15%	14%
		88%	11%	20%	76%	19%	36%	23%	33%	46%	12%	7%	10%	55%	66%
021	6	5	1	3	3	-	3	1	2	5	1	-	-	6	6
	*	*	*	1%	*	-	*	*	*	*	*	-	-	*	*
		79%	21%	52%	48%	-	55%	21%	34%	88%	12%	-	-	100%	100%
022	8	7	1	1	7	2	5	2	5	4	2	1	-	5	7
	*	*	*	*	*	-	1%	-	1%	*	1%	1%	-	*	*
		85%	15%	7%	93%	22%	64%	22%	64%	51%	22%	16%	-	66%	82%
023	3	3	-	1	1	-	1	-	1	-	-	-	1	-	1
	*	*	-	*	*	-	*	-	*	-	-	-	*	-	*
		100%	-	35%	17%	-	35%	-	35%	-	-	-	17%	-	17%
024	3	2	1	1	3	-	-	-	-	1	1	1	1	3	3
	*	*	1%	*	*	-	-	-	-	*	1%	1%	1%	*	*
		56%	44%	21%	79%	-	-	-	-	36%	44%	21%	36%	79%	100%
025	219	201	16	41	172	39	88	53	73	117	27	15	22	133	159
	9%	10%	6%	9%	9%	9%	10%	10%	9%	11%	10%	11%	10%	10%	10%
		92% ^c	7%	19%	79%	18%	40%	24%	34%	54%	13%	7%	10%	61%	73%
026	8	8	-	1	6	3	4	3	4	6	1	-	-	6	6
	*	*	-	*	*	-	1%	-	1%	1%	*	-	-	*	*
		100%	-	19%	81%	38%	53%	38%	53%	73%	9%	-	-	82%	82%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
027	3	2	1	-	3	1	1	1	1	1	1	-	-	2	2
	*	*	*	-	*	*	*	*	*	*	*	-	-	*	*
		58%	42%	-	100%	36%	42%	36%	42%	36%	21%	-	-	58%	58%
028	2	2	-	-	2	1	1	1	1	2	-	-	-	2	2
	*	*	-	-	*	*	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	40%	60%	40%	60%	100%	-	-	-	100%	100%
030	318	296	32	52	257	57	125	70	112	148	44	14	30	188	221
	13%	14%	11%	11%	14%	13%	14%	13%	14%	13%	16%	10%	13%	14%	14%
		90%	10%	16%	81%	18%	39%	22%	35%	46%	14%	4%	9%	59%	69%
031	4	3	1	1	3	2	3	2	3	3	-	1	-	3	4
	*	*	*	*	*	*	*	*	*	*	-	1%	-	*	*
		69%	31%	18%	82%	40%	60%	40%	60%	78%	-	22%	-	78%	100%
032	3	3	-	-	3	1	1	1	1	1	-	-	-	1	1
	*	*	-	-	*	*	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	49%	51%	49%	51%	49%	-	-	-	49%	49%
034	2	2	-	-	2	1	1	1	1	-	-	1	1	-	1
	*	*	-	-	*	*	*	*	*	-	-	1%	-	*	*
		100%	-	-	100%	43%	57%	43%	57%	-	-	57%ajno	57%jn	-	57%
035	75	60	15	8	63	12	33	16	30	41	4	2	3	45	48
	3%	3%	5%	2%	3%	3%	4%	3%	4%	4%	1%	1%	1%	3%	3%
		80%	20%b	11%	84%	17%	44%	21%	40%	55%	5%	3%	4%	61%	64%
036	3	3	-	1	2	-	1	-	1	-	-	-	1	-	1
	*	*	-	*	*	-	*	-	*	-	-	-	1%	-	*
		100%	-	17%	59%	-	19%	-	19%	-	-	-	37%jn	-	37%
037	2	2	-	1	1	1	-	1	-	2	-	-	1	2	2
	*	*	-	*	*	*	*	*	*	*	-	-	1%	*	*
		100%	-	36%	64%	36%	-	36%	-	100%	-	-	64%a	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
039	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	*	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%
040	155	139	16	22	131	31	65	33	63	88	16	7	10	102	115
	6%	7%	5%	5%	7%	7%	7%	6%	8%	8%	6%	5%	5%	8%	7%
		90%	10%	14%	84%	20%	42%	21%	41%	56%	10%	5%	7%	66%	74%
041	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	-	-	-	-	-	-	-	-	-
044	1	1	-	-	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	-	-	-	-	-	-	*	-	-	*	*
		100%	-	-	-	-	-	-	-	-	100%	-	-	100%	100%
045	34	30	4	8	25	6	14	7	13	17	3	1	2	20	23
	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%	1%	1%	1%	2%	1%
		87%	13%	23%	72%	18%	41%	20%	39%	50%	8%	2%	7%	58%	66%
046	1	1	-	-	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	-	-	-	-	-	-	*	-	-	*	*
		100%	-	-	-	-	-	-	-	-	100%	-	-	100%	100%
050	135	122	12	22	113	32	61	38	55	66	15	6	8	74	86
	6%	6%	4%	5%	6%	7%	7%	7%	7%	6%	6%	4%	4%	6%	5%
		91%	9%	16%	84%	23%	45%	26%	41%	49%	11%	4%	6%	55%	64%
051	2	2	-	1	1	-	1	-	1	2	-	-	-	2	2
	*	*	-	*	-	-	*	-	*	-	-	-	-	*	*
		100%	-	48%	52%	-	48%	-	48%	100%	-	-	-	100%	100%
053	1	1	-	1	-	1	-	1	-	-	1	-	-	1	1
	*	*	-	*	-	-	-	-	-	-	*	-	-	*	*
		100%	-	100%	-	100%	-	100%	-	-	100%	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
055	5	5	-	1	4	-	4	1	3	2	-	-	1	2	3
	*	*	-	*	*	-	*	*	*	*	-	-	*	*	*
		100%	-	19%	81%	-	80%	19%	61%	47%	-	-	19%	47%	66%
060	45	40	5	9	36	8	21	12	16	23	4	4	1	25	28
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	1%	2%	2%
		89%	11%	20%	80%	18%	46%	28%	36%	52%	9%	8%	3%	55%	63%
065	1	1	-	-	1	-	1	-	1	1	-	1	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	1%	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	100%	-	100%	100%
070	9	8	1	2	6	1	4	3	3	5	2	1	2	6	8
	*	*	*	*	*	*	1%	1%	*	*	1%	*	1%	*	*
		91%	9%	24%	69%	15%	51%	33%	34%	60%	19%	7%	20%	68%	87%
075	2	2	-	1	-	-	-	-	-	1	1	-	-	2	2
	*	*	-	*	-	-	-	-	-	*	*	-	-	*	*
		100%	-	64%	-	-	-	-	-	36%	64%	-	-	100%	100%
080	8	5	2	3	4	1	5	2	3	5	-	-	-	5	5
	*	*	1%	1%	*	*	1%	*	*	*	-	-	-	*	*
		71%	29%	33%	55%	12%	59%	30%	42%	67%	-	-	-	67%	67%
090	2	2	-	1	1	-	2	1	1	1	-	-	-	1	1
	*	*	-	*	*	-	*	*	*	*	-	-	-	*	*
		100%	-	37%	63%	-	100%	37%	63%	37%	-	-	-	37%	37%
099	2	2	-	1	1	1	-	1	-	-	-	1	-	-	1
	*	*	-	*	*	-	-	*	-	*	-	1%	-	*	*
		100%	-	66%	34%	66%	-	66%	-	-	-	67%	-	-	67%
100	20	16	3	3	17	2	5	3	4	9	5	1	-	12	12
	1%	1%	1%	1%	1%	*	1%	1%	*	1%	2%	1%	-	1%	1%
		82%	18%	15%	85%	9%	24%	15%	18%	45%	23%	4%	-	62%	62%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
120	3	3	-	1	1	-	3	-	3	3	1	-	-	3	3
	*	*	-	*	*	-	*	-	*	*	1%	-	-	*	*
		100%	-	57%	43%	-	100%	-	100%	100%	57%	-	-	100%	100%
123	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
150	2	2	-	-	2	1	-	1	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	*	-	*
		100%	-	-	100%	64%	-	64%	-	-	-	-	36%	-	36%
155	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
200	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
300	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
304	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
344	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
345	1	1	-	-	1	1	-	1	-	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
400	1	1	-	1	-	-	1	1	-	-	-	-	1	-	1
	*	*	-	*	-	*	*	*	-	*	-	-	*	-	*
		100%	-	100%	-	-	100%	100%	-	-	-	-	100%jn	-	100%
524	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	1%	-	*	*	-	*	-	*	1%	-	-	*	*
		-	100%ab	-	100%	100%	-	100%	-	100%	100%a	-	-	100%	100%
555	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%ab	-	-	-	-	-	-	-	-	-	-	-	-
566	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	*	*	*	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-
576	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	*	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
600	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
700	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	*	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%e	-	-	-	-	-	100%	-	-	-	100%	100%
777	1	1	-	1	-	1	-	1	-	-	1	-	-	1	1
	*	*	-	*	-	*	-	*	-	-	*	-	-	*	*
		100%	-	100%	-	100%	-	100%	-	-	100%	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
000	303	34	22	53	64	18	80	223	6	82
	13%	5%	4%	5%	7%	4%	6%	22%	5%	6%
		bcdelfgj 11%	7%	18%	21% ^f	6%	26%	74% ^{aefgj}	2%	27%
001	18	5	1	5	2	3	5	13	1	5
	1%	1%	*	*	*	1%	*	1%	1%	*
		27%	8%	27%	12%	15%	27%	73% ^{egj}	8%	27%
002	4	-	1	1	1	1	2	2	-	2
	*	-	*	*	*	*	*	*	-	*
		-	17%	17%	17%	33%	50%	50%	-	50%
003	12	5	1	6	4	3	8	4	-	8
	1%	1%	*	1%	*	1%	1%	*	-	1%
		41%	12%	53%	36%	28%	64%	36%	-	64%
004	9	2	-	2	1	-	1	9	1	1
	*	*	-	*	*	-	*	1%	1%	*
		21%	-	21%	8%	-	8%	92% ^{egj}	8%	8%
005	73	21	28	40	26	21	48	26	4	48
	3%	3%	5%	4%	3%	4%	4%	2%	3%	3%
		29%	38% ^a	55%	36%	29% ^{uh}	65%	35%	5%	65%
006	6	2	-	2	2	2	4	2	-	4
	*	*	-	*	*	*	*	*	-	*
		38%	-	38%	31%	32%	63%	37%	-	63%
007	23	7	4	10	5	8	13	10	1	13
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
		31%	16%	41%	23%	36% ^{ue}	56%	44%	5%	56%
008	6	-	5	5	3	-	3	3	1	3
	*	-	*	*	*	-	*	*	*	*
		-	78% ^{ab}	78%	48%	-	48%	52%	23% ^f	48%
009	3	-	1	1	1	1	2	1	-	2
	*	-	*	*	*	*	*	*	-	*
		-	42%	42%	26%	42%	68%	32%	-	68%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
010	205	63	56	105	82	49	127	78	7	127
	9%	10%	10%	10%	9%	10%	9%	8%	6%	9%
		31%	27%	51%	40%	24%	62%	38%	3%	62%
011	13	3	5	7	2	6	8	5	1	8
	1%	1%	1%	1%	*	1%	1%	*	1%	1%
		27%	41%	57%	13%	47%e	61%	39%	9%	61%
012	30	7	8	12	13	1	15	15	1	15
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%
		24%	27%	42%	45%	4%	49%	51%	2%	49%
013	7	1	2	2	4	3	5	2	1	5
	*	*	*	*	*	1%	*	*	1%	*
		20%	30%	30%	50%	40%	70%	30%	13%	70%
014	3	1	-	1	1	1	2	1	1	3
	*	*	-	*	*	*	*	*	1%	*
		30%	-	30%	27%	30%	57%	43%	21%	78%
015	195	66	66	113	96	49	139	57	11	144
	8%	10%	12%	11%	11%	10%	10%	5%	10%	11%
		h 34%	34%a	58%a	49%ah	25%h	71%ah	29%	6%	74%ah
016	8	6	1	6	7	-	7	2	-	7
	*	1%	*	1%	1%	-	*	*	-	*
		67%	7%	74%	80%	-	80%	20%	-	80%
017	9	2	2	4	3	3	6	3	-	6
	*	*	*	*	*	1%	*	*	-	*
		24%	24%	48%	33%	37%	70%	30%	-	70%
018	12	1	3	3	4	-	4	7	-	4
	*	*	*	*	*	-	*	1%	-	*
		12%	24%	24%	37%	-	37%	63%	-	37%
019	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
020	346	92	106	164	127	84	209	137	18	210
	14%	14%	19%	16%	14%	17%	15%	13%	17%	15%
021	6	2	2	4	4	2	6	-	-	6
	*	*	*	*	*	*	*	-	-	*
022	8	34%	33%	67%	62%h	38%h	100%h	-	-	100%h
	*	1%	*	*	3	2	5	3	-	5
		51%	22%	51%	44%	23%	67%	33%	-	67%
023	3	-	-	-	1	-	1	3	-	1
	*	-	-	-	*	-	*	-	-	*
024	3	1	1	3	3	-	3	-	-	3
	*	*	*	*	*	-	*	-	-	*
025	219	36%	44%	79%	100%	-	100%	-	-	100%
	9%	68	57	103	97	40	137	81	11	138
		11%	10%	10%	11%	8%	10%	8%	10%	10%
026	8	31%	26%	47%	44%h	18%	63%	37%	5%	63%
	*	1	4	4	3	3	6	1	-	6
		15%	1%	*	*	1%	*	-	-	*
027	3	-	2	2	2	-	2	1	-	2
	*	-	*	*	*	-	*	-	-	*
028	2	-	58%	58%	58%	-	58%	42%	-	58%
	*	1	-	1	2	-	2	-	-	2
		40%	-	40%	100%	-	100%	-	-	100%
030	318	82	74	138	133	57	184	134	24	187
	13%	26%	13%	13%	15%	12%	14%	13%	22%	14%
			23%	43%	42%	18%	58%	42%	8%afghj	59%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
031	4	3	-	3	3	1	4	-	-	4
	*	-	-	-	-	-	-	-	-	-
		60%	-	60%	71%	29%	100%	-	-	100%
032	3	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
034	2	-	-	-	2	-	2	-	-	2
	*	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	-	-	100%
035	75	18	13	28	30	10	40	35	5	40
	3%	3%	2%	3%	3%	2%	3%	3%	4%	3%
		24%	18%	38%	40%	14%	54%	46%	6%	54%
036	3	-	1	1	1	1	1	2	-	1
	*	-	-	-	-	-	-	-	-	-
		-	17%	17%	19%	17%	37%	63%	-	37%
037	2	1	1	2	1	1	2	-	-	2
	*	-	-	-	-	-	-	-	-	-
		64%	36%	100%	64%	36%	100%	-	-	100%
039	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
040	155	48	38	76	68	38	102	53	6	102
	6%	7%	7%	7%	8%	8%	8%	5%	6%	7%
		31%	25%	49%	44%h	24%h	66%h	34%	4%	66%h
041	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
044	1	1	-	1	-	-	-	100%	-	-
	*	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
045	34	10	8	16	8	13	21	13	1	21
	1%	2%	1%	2%	1%	3%	2%	1%	1%	2%
		28%	23%	48%	25%	37%	62%	38%	2%	62%
046	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
050	135	44	24	60	51	30	81	54	5	81
	6%	7%	4%	6%	6%	6%	6%	5%	5%	6%
		33%	18%	44%	38%	22%	60%	40%	4%	60%
051	2	1	-	1	2	-	2	-	-	2
	*	52%	-	52%	100%	-	100%	-	-	100%
		-	-	-	-	-	-	-	-	-
053	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
055	5	1	2	2	1	1	2	2	-	2
	*	*	*	*	*	*	*	*	-	*
		20%	47%	47%	20%	28%	47%	53%	-	47%
060	45	14	8	21	18	10	27	18	-	27
	2%	2%	1%	2%	2%	2%	2%	2%	-	2%
		31%	19%	47%	40%	21%	61%	39%	-	61%
065	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%
070	9	2	3	4	3	3	6	3	-	6
	*	*	1%	*	*	1%	*	*	-	*
		25%	36%	51%	36%	32%	68%	32%	-	68%
075	2	-	-	-	1	-	1	1	-	1
	*	-	-	-	*	-	*	*	-	*
		-	-	-	36%	-	36%	64%	-	36%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
080	8	3	1	4	3	3	5	2	1	6
	*	*	*	*	*	*	*	*	*	*
		38%	11%	50%	37%	1%	70%	30%	1%	79%
090	2	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	37%	37%	63%	-	37%
099	2	-	-	-	1	-	1	1	-	1
	*	-	-	-	*	-	*	*	-	*
		-	-	-	34%	-	34%	66%	-	34%
100	20	5	5	8	8	2	10	10	1	10
	1%	1%	1%	1%	1%	*	1%	1%	1%	1%
		25%	26%	39%	38%	10%	48%	52%	6%	48%
120	3	3	1	3	1	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		100%	57%	100%	43%	57%	100%	-	-	100%
123	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
150	2	1	-	1	-	-	-	2	-	-
	*	*	-	*	-	-	-	*	-	-
		36%	-	36%	-	-	-	100%	-	-
155	*	*	-	*	*	-	*	-	-	*
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
200	1	1	-	1	-	-	-	1	-	-
	*	*	-	*	-	-	-	*	-	-
		100%	-	100%	-	-	-	100%	-	-
300	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
304	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
344	1	1	-	1	-	1	1	100%	-	-
	*	-	-	-	-	-	-	-	-	1
		100%	-	100%	-	100%	100%	-	-	100%
345	1	1	-	1	-	-	-	1	1	1
	*	*	-	*	-	-	-	*	1%	*
		100%	-	100%	-	-	-	100%	100%aeqj	100%
400	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	100%	-	*	-	-	*
		-	-	-	-	-	100%	-	-	100%
524	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
555	2	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
566	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
576	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
600	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
700	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		Q.2 TABLET			Q.2 INTERNET					
	Total (a)	Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
777	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
000	303	121	183	47	256	68	36	169	11	4	7
	13%	10%	16%	6%	15%	6%	8%	12%	12%	4%	11%
		bd fg	60%ab	16%	64%ad	22%	12%	56%g	3%	1%	2%
001	18	6	12	4	14	5	2	11	1	-	-
	1%	*	1%	1%	1%	*	*	1%	1%	-	-
		34%	66%	23%	77%	25%	10%	62%	3%	-	-
002	4	1	3	-	4	2	-	3	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		17%	83%	-	100%	50%	-	71%	-	-	-
003	12	4	8	2	10	6	6	4	2	-	-
	1%	*	1%	*	1%	1%	1%	*	3%	-	-
		36%	64%	19%	81%	48%	51%ah	32%	19%ah	-	-
004	9	2	7	1	8	1	-	7	-	-	-
	*	*	1%	*	*	*	-	1%	-	-	-
		24%	76%	13%	87%	16%	-	79%	-	-	-
005	73	40	33	27	47	40	17	47	6	1	4
	3%	3%	3%	4%	3%	4%	4%	3%	7%	1%	7%
		55%	45%	36%	64%	54%	23%	64%	8%a	1%	6%
006	6	2	4	2	5	4	-	5	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		31%	69%	30%	70%	63%	-	80%	-	-	-
007	23	13	10	3	20	10	6	14	-	1	1
	1%	1%	1%	*	1%	1%	1%	1%	-	1%	2%
		57%	43%	15%	85%	45%	26%	61%	-	5%	5%
008	6	3	3	-	6	3	2	4	*	-	-
	*	*	*	-	*	*	1%	*	1%	-	-
		45%	55%	-	100%	48%	39%	61%	8%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
009	3	1	2	-	3	2	2	1	1	1	1
	*	*	*	-	*	*	*	*	*	*	*
		42%	58%	-	100%	68%	58%	42%	32%ah	32%a	32%a
010	205	116	89	67	138	98	51	121	12	5	7
	9%	10%	8%	9%	8%	9%	12%	9%	14%	5%	11%
		57%	43%	33%	67%	48%	25%a	59%	6%	3%	4%
011	13	8	5	1	12	6	4	7	-	3	1
	1%	1%	*	*	1%	4%	33%	53%	-	3%	2%
		59%	41%	9%	91%	49%	-	-	-	20%a	9%
012	30	13	16	4	25	13	9	13	1	2	2
	1%	1%	1%	1%	2%	1%	2%	1%	1%	2%	3%
		45%	55%	14%	86%	43%	31%	42%	3%	7%	6%
013	7	4	4	3	4	1	-	6	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		50%	50%	38%	62%	9%	-	80%	-	-	-
014	3	2	1	-	3	1	2	1	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		57%	43%	-	100%	30%	57%	21%	-	-	-
015	195	118	77	71	124	106	39	126	11	13	7
	8%	10%	7%	10%	7%	10%	3%	9%	13%	13%	11%
		61% ^c	39%	36%	64%	54%	20%	65%	6%	7%	4%
016	8	4	5	1	7	5	2	5	-	-	2
	*	*	*	*	*	*	*	*	-	-	*
		45%	55%	13%	87%	57%	20%	60%	-	-	30%a
017	9	7	3	3	6	4	3	5	2	-	1
	*	1%	*	*	*	*	1%	*	3%	-	2%
		72%	28%	37%	63%	45%	34%	52%	24%ah	-	10%
018	12	4	7	4	7	3	1	4	-	-	-
	*	*	1%	1%	*	*	*	*	-	-	-
		37%	63%	37%	63%	24%	12%	36%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
019	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
020	346	186	160	97	249	166	61	201	11	13	7
	14%	15%	14%	13%	15%	16%	14%	14%	12%	13%	11%
		54%	46%	28%	72%	48%	18%	58%	3%	4%	2%
021	6	6	-	5	1	6	5	1	-	-	-
	*	*	-	*	*	*	*	*	-	-	-
		100% ^c	-	84% ^e	16%	100%	88% ^{ah}	12%	-	-	-
022	8	2	6	4	4	2	2	4	-	-	-
	*	*	*	*	*	*	1%	*	-	-	-
		30%	70%	45%	55%	29%	30%	52%	-	-	-
023	3	1	3	1	3	1	-	1	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		17%	83%	17%	83%	17%	-	17%	-	-	-
024	3	3	-	1	2	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	36%	64%	56%	-	56%	-	-	-
025	219	120	99	88	131	98	47	130	12	7	6
	9%	10%	8%	12%	8%	9%	11%	9%	14%	7%	9%
		55%	45%	40% ^{ae}	60%	45%	22%	59%	5%	3%	3%
026	8	5	2	2	6	4	2	5	-	-	2
	*	*	*	*	*	*	*	*	-	-	2%
		70%	30%	25%	75%	54%	20%	62%	-	-	20% ^a
027	3	2	1	1	2	2	1	1	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		58%	42%	21%	79%	58%	21%	36%	-	-	-
028	2	1	1	1	1	1	1	1	1	1	-
	*	*	*	*	*	*	*	*	1%	1%	-
		40%	60%	40%	60%	40%	40%	60%	40% ^{ah}	40%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
030	318	155	163	105	214	136	51	195	4	15	6
	13%	13%	14%	14%	13%	13%	12%	14%	5%	15%	9%
		i 49%	51%	33%	67%	43%	16%	61% <i>d</i>	1%	5%	2%
031	4	2	2	3	1	4	3	1	-	1	-
	*	*	*	*	*	*	1%	*	-	1%	-
		49%	51%	78% <i>ee</i>	22%	100%	71% <i>ah</i>	29%	-	18%	-
032	3	-	3	-	3	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	49%	-	-	-
034	2	1	1	1	1	1	1	1	1	1	-
	*	*	*	*	*	*	*	*	1%	1%	-
		57%	43%	57%	43%	57%	43%	57%	43% <i>ah</i>	43%	-
035	75	37	38	23	51	33	14	40	2	4	2
	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	2%
		49%	51%	31%	69%	45%	19%	53%	3%	5%	2%
036	3	1	2	1	3	-	-	1	-	-	-
	*	*	*	*	*	-	-	*	-	-	-
		37%	63%	17%	83%	-	-	37%	-	-	-
037	2	2	-	2	-	1	1	1	-	-	-
	*	*	-	*	-	*	*	*	-	-	-
		100%	-	100% <i>ee</i>	-	64%	36%	64%	-	-	-
039	1	1	-	1	-	-	-	1	-	-	-
	*	*	-	*	-	-	-	*	-	-	-
		100%	-	100%	-	-	-	100%	-	-	-
040	155	76	79	52	103	82	22	100	3	10	1
	6%	6%	7%	7%	6%	8%	5%	7%	3%	10%	2%
		49%	51%	34%	66%	53%	14%	65%	2%	6%	1%
041	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
044	1	-	1	-	1	-	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
045	34	22	12	15	19	19	5	22	-	1	-
1%	1%	2%	1%	2%	1%	2%	1%	2%	-	1%	-
		65%	35%	44%	56%	54%	15%	63%	-	3%	-
046	1	-	1	1	-	1	-	1	-	-	-
*	*	-	*	-	*	-	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
050	135	69	66	44	91	64	24	76	2	13	7
6%	6%	6%	6%	6%	5%	6%	6%	5%	3%	13%	11%
		51%	49%	33%	67%	48%	18%	56%	2%	10%a	5%
051	2	2	-	1	1	1	-	2	-	-	-
*	*	*	-	*	*	*	-	*	-	-	-
		100%	-	48%	52%	48%	-	100%	-	-	-
053	1	1	-	-	1	1	1	-	-	-	-
*	*	-	-	-	*	*	-	-	-	-	-
		100%	-	-	100%	100%	100%	-	-	-	-
055	5	2	3	1	4	2	-	3	-	-	-
*	*	*	*	*	*	*	-	*	-	-	-
		47%	53%	19%	81%	47%	-	66%	-	-	-
060	45	21	24	18	27	19	5	26	2	1	-
2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	1%	-
		47%	53%	40%	60%	43%	11%	58%	4%	2%	-
065	1	1	-	-	1	1	-	1	-	-	-
*	*	-	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
070	9	5	3	5	4	7	1	7	-	1	-
*	*	*	*	1%	*	1%	*	*	-	1%	-
		60%	40%	56%	44%	78%	13%	79%	-	13%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
075	2	1	1	-	2	1	-	2	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		36%	64%	-	100%	36%	-	100%	-	-	-
080	8	3	4	5	3	5	2	5	-	1	-
	*	*	*	*	*	*	*	*	-	1%	-
		44%	56%	67%e	33%	59%	22%	69%	-	10%	-
090	2	-	2	1	1	1	-	1	-	-	-
	*	-	*	*	*	*	-	*	-	-	-
		-	100%	37%	63%	37%	-	37%	-	-	-
099	2	1	1	-	2	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		34%	66%	-	100%	-	-	100%	-	-	-
100	20	10	10	9	11	7	1	10	-	-	-
	1%	1%	1%	1%	1%	1%	*	1%	-	-	-
		48%	52%	45%	55%	36%	5%	52%	-	-	-
120	3	1	1	3	-	3	3	-	-	3	-
	*	*	*	*	-	*	1%	-	-	3%	-
		57%	43%	100%e	-	100%	100%ah	-	-	100%a	-
123	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
150	2	1	1	-	2	-	1	1	-	-	-
	*	*	*	-	*	-	*	*	-	-	-
		36%	64%	-	100%	-	64%	36%	-	-	-
155	*	*	-	-	*	-	-	*	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
200	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
300	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
304	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
344	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
345	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
400	1	-	1	-	1	1	1	-	-	-	1
	*	-	*	-	*	*	*	-	-	-	1%
		-	100%	-	100%	100%	100%	-	-	-	100%a
524	1	-	1	-	1	1	-	1	-	-	-
	*	-	*	-	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
555	2	-	2	-	2	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
566	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
576	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
600	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1055	438	1411	85*	100*	64*
700	1	-	1	1	1	-	1	-	-	-
	*	-	*	-	*	-	*	-	-	-
	-	100%	100%	-	100%	-	100%	-	-	-
777	1	-	1	-	1	1	-	1	-	-
	*	-	*	-	*	*	-	1%	-	-
	-	100%	-	100%	100%	100%	-	100%ah	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

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Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
000	303	9	8	12	10	12	15	288	8	13	9	44	36
	13%	16%	14%	11%	11%	6%	6%	13%	7%	10%	8%	5%	7%
		fglm	3%fg	4%	3%	4%	5%	95%fg	2%	4%	3%	15%	12%
001	18	-	-	-	-	-	-	18	-	-	-	2	3
	1%	-	-	-	-	-	-	1%	-	-	-	-	1%
		-	-	-	-	-	-	100%	-	-	-	12%	15%
002	4	1	-	-	-	1	1	3	-	-	-	2	-
	*	2%	-	-	-	*	*	*	-	-	-	*	-
		33%ah	-	-	-	17%	17%	83%	-	-	-	50%	-
003	12	-	-	-	2	4	4	9	-	-	1	5	3
	1%	-	-	-	2%	2%	1%	-	-	-	1%	1%	1%
		-	-	-	13%	30%ah	30%ah	70%	-	-	10%	39%	28%
004	9	-	1	-	-	-	-	9	-	-	1	-	1
	*	-	1%	-	-	-	-	*	1%	-	1%	-	*
		-	8%	-	-	-	-	100%	13%	-	8%	-	8%
005	73	3	2	5	4	9	11	62	2	7	7	31	17
	3%	4%	3%	5%	4%	5%	5%	3%	2%	6%	7%	4%	4%
		3%	2%	7%	5%	12%	15%	85%	3%	10%	10%h	42%	23%
006	6	-	-	-	-	-	-	6	-	-	-	4	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	63%	-
007	23	-	1	4	3	1	3	20	1	-	4	10	3
	1%	-	1%	3%	3%	1%	1%	1%	1%	-	3%	1%	1%
		-	3%	16%ahj	12%	5%	12%	86%	5%	-	16%ahj	45%	11%
008	6	-	2	1	-	1	1	5	1	*	-	2	1
	*	-	3%	1%	-	1%	1%	*	1%	-	-	*	*
		-	31%ah	14%	-	23%	23%	77%	17%	8%	-	25%	23%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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009	3	-	1	1	1	1	1	2	1	1	-	1	1
	*	-	1%	1%	1%	1%	*	1%	1%	1%	-	*	*
		-	32%ah	32%ah	32%ah	32%	32%	68%	26%	32%ah	-	42%	26%
010	205	12	5	8	15	23	31	174	15	20	16	84	43
	9%	20%	8%	8%	16%	12%	13%	8%	15%	15%	15%	10%	9%
		6%adh	2%	4%	7%ah	11%	15%ah	85%	8%ah	9%ah	8%ah	41%	21%
011	13	-	-	1	2	2	3	10	1	1	1	6	1
	1%	-	-	1%	2%	1%	1%	*	1%	1%	1%	1%	*
		-	-	7%	14%	17%	23%	77%	7%	7%	7%	49%	11%
012	30	1	1	1	1	3	4	26	2	2	2	10	5
	1%	2%	1%	1%	1%	2%	2%	1%	2%	2%	2%	1%	1%
		4%	2%	3%	2%	11%	14%	86%	6%	7%	6%	34%	16%
013	7	-	1	-	-	-	-	7	-	1	1	1	4
	*	-	2%	-	-	-	-	*	-	1%	1%	*	1%
		-	13%	-	-	-	-	100%	-	20%	13%	9%	61% ^u
014	3	-	-	-	-	-	-	3	-	-	-	1	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	30%	27%
015	195	9	8	7	4	19	21	174	12	17	8	69	49
	8%	15%	13%	7%	4%	10%	9%	8%	11%	13%	8%	10%	10%
		4%e	4%	4%	2%	10%	11%	89%	6%	9%e	4%	46%	25%
016	8	-	1	1	-	-	-	8	2	-	-	5	2
	*	-	3%	1%	-	-	-	*	2%	-	-	1%	*
		-	17%afgh	17%	-	-	-	100%	20%	-	-	57%	23%
017	9	-	-	-	-	1	1	8	2	1	1	3	3
	*	-	-	-	-	1%	*	*	2%	1%	1%	*	1%
		-	-	-	-	12%	12%	88%	22%ah	12%	12%	37%	33%
018	12	1	-	-	-	-	-	12	-	-	1	3	2
	*	2%	-	-	-	-	-	1%	-	-	1%	*	*
		8%g	-	-	-	-	-	100%	-	-	12%	24%	14%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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019	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
020	346	9	3	14	14	29	39	306	24	17	17	143	66
14%		15%	5%	13%	15%	16%	16%	14%	24%	13%	16%	16%	14%
	c	3%	1%	4%	4%	8% ^c	11% ^c	89% ^c	7% ^{acdhj}	5%	5% ^c	41%	19%
021	6	-	-	-	1	1	2	4	-	-	1	6	-
*	-	-	-	-	1%	-	1%	-	-	-	1%	1%	-
	-	-	-	-	21% ^h	12%	33%	67%	-	-	22% ^h	100%	-
022	8	-	-	2	1	2	2	6	1	1	-	2	4
*	-	-	-	2%	1%	1%	1%	*	1%	*	-	*	1%
	-	-	-	23% ^{ah}	8%	22%	22%	78%	8%	8%	-	22%	45%
023	3	-	-	-	-	-	-	3	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	17%	-
024	3	-	-	-	-	1	1	3	-	-	1	1	3
*	-	-	-	-	-	21%	21%	79%	-	-	1%	*	1%
	-	-	-	-	-	-	-	-	-	-	36% ^{ah}	21%	79%
025	219	8	4	12	4	21	22	196	3	11	8	86	52
9%		14%	6%	11%	5%	11%	9%	9%	3%	8%	7%	10%	11%
	i	4% ^d	2%	5% ^d	2%	10% ^d	10%	90% ^d	1%	5%	3%	39%	24%
026	8	-	1	-	-	-	-	8	-	-	-	4	2
*	-	-	1%	-	-	-	-	*	-	-	-	*	*
	-	-	9%	-	-	-	-	100%	-	-	-	54%	28%
027	3	-	-	-	-	1	1	2	1	-	1	2	-
*	-	-	-	-	1%	*	*	*	1%	-	1%	*	-
	-	-	-	-	36%	36%	64%	36% ^{ah}	-	-	36% ^{ah}	58%	-
028	2	-	-	-	-	-	-	2	-	-	-	1	1
*	-	-	-	-	-	-	-	*	-	-	-	*	*
	-	-	-	-	-	-	-	100%	-	-	-	40%	60%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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2404		66	61	110	93	185	239	2165	101	125	104	849	459
2392		58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
318		3	7	14	9	22	27	291	10	13	10	108	76
13%		5%	11%	13%	10%	12%	11%	14%	10%	10%	9%	12%	16%
		b 1%	2%	4%	3%	7%	8%	92%b	3%	4%	3%	34%	24%
4		-	-	-	-	1	1	3	-	-	-	4	-
*		-	-	-	-	1%	1%	*	-	-	-	*	-
		-	-	-	-	31%	31%	69%	-	-	-	100%	-
3		-	-	-	1	-	1	1	-	-	-	-	-
*		-	-	-	2%	-	1%	*	-	-	-	-	-
		-	-	-	49%ah	-	49%h	51%	-	-	-	-	-
2		1	-	1	-	-	-	2	-	1	-	1	1
*		2%	-	1%	-	-	-	*	-	1%	1%	*	*
		57%agh	-	43%	-	-	-	100%	-	57%a	57%ah	57%	43%
75		-	3	5	4	6	9	65	4	6	5	26	14
3%		-	5%	4%	5%	3%	4%	3%	4%	5%	5%	3%	3%
		-	4%	6%	6%	8%	13%	87%	5%	8%	7%	35%	19%
3		-	-	-	-	-	-	3	-	-	-	-	1
*		-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	37%
2		-	-	-	-	-	-	2	1	-	-	-	2
*		-	-	-	-	-	-	*	1%	-	-	-	*
		-	-	-	-	-	-	100%	36%	-	-	-	100%
1		-	-	-	-	-	-	1	-	-	-	-	-
*		-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
155		-	-	7	4	6	8	147	1	5	2	72	30
6%		-	-	7%	4%	3%	3%	7%	1%	4%	2%	8%	6%
		bci	-	5%b	2%	4%	5%	95%bci	1%	3%	1%	47%	19%
1		-	-	-	-	-	-	1	-	-	-	-	-
*		-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-

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044	1	-	-	-	-	-	-	1	1	-	-	-	-
*	-	-	-	-	-	-	-	*	1%	-	-	-	-
	-	-	-	-	-	-	-	100%	100%ah	-	-	-	-
045	34	-	1	1	5	1	6	28	-	-	-	16	5
1%	-	-	2%	1%	5%	1%	2%	1%	-	-	-	2%	1%
	-	-	3%	3%	14%afhijk	3%	18%	82%	-	-	-	47%	15%
046	1	-	-	-	1	-	1	-	-	-	-	-	-
*	-	-	-	-	1%	-	-	-	-	-	-	-	-
	-	-	-	-	100%ah	-	100%ah	-	-	-	-	-	-
050	135	2	3	5	3	13	16	119	4	12	9	57	24
6%	-	4%	5%	4%	4%	7%	7%	6%	4%	9%	9%	7%	5%
	-	2%	2%	3%	2%	9%	12%	88%	3%	9%	7%	43%	17%
051	2	-	-	-	-	-	-	2	-	-	-	1	1
*	-	-	-	-	-	-	-	*	-	-	-	*	*
	-	-	-	-	-	-	-	100%	-	-	-	48%	52%
053	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
055	5	-	1	-	-	-	-	5	-	-	-	2	-
*	-	-	2%	-	-	-	-	*	-	-	-	*	-
	-	-	20%ah	-	-	-	-	100%	-	-	-	47%	-
060	45	-	1	1	-	5	5	40	2	2	-	18	10
2%	-	-	1%	1%	-	2%	2%	2%	2%	1%	-	2%	2%
	-	-	2%	2%	-	11%	11%	89%	4%	4%	-	40%	21%
065	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
070	9	-	1	2	2	1	2	7	1	-	-	5	1
*	-	-	2%	2%	2%	1%	1%	*	1%	-	-	1%	*
	-	-	11%	24%ah	24%ah	11%	24%	76%	13%	-	-	53%	15%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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075	2	-	-	-	-	1	1	1	-	-	-	1	-
	*	-	-	-	-	*	*	*	-	-	-	*	-
	-	-	-	-	-	36%	36%	64%	-	-	-	36%	-
080	8	-	-	2	1	-	1	7	-	-	-	2	3
	*	-	-	1%	1%	-	*	*	-	-	-	*	1%
	-	-	-	21%	10%	-	10%	90%	-	-	-	29%	41%
090	2	-	-	-	-	-	-	2	-	1	-	1	-
	*	-	-	-	-	-	-	*	-	1%	-	*	-
	-	-	-	-	-	-	-	100%	-	37%	-	37%	-
099	2	-	-	-	-	-	-	2	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	34%
100	20	-	2	1	1	-	1	19	-	-	-	4	5
	1%	-	3%	1%	1%	-	*	1%	-	-	-	*	1%
	-	-	9% ^f	5%	5%	-	5%	95%	-	-	-	21%	27%
120	3	-	1	-	-	1	1	1	1	-	-	3	-
	*	-	2%	-	-	1%	*	*	1%	-	-	*	-
	-	-	57% ^{ah}	-	-	43%	43%	57%	57% ^{ah}	-	-	100%	-
123	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
150	2	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
155	*	-	-	-	-	-	-	*	-	-	-	-	*
	*	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
200	1	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	*	-	-	-	-	-
	-	-	100% ^{ah}	-	-	-	-	100%	-	-	-	-	-

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300	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
304	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
344	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
345	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
400	1	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-
	-	-	-	100%ah	-	-	-	100%	-	-	-	100%	-
524	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
555	2	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
566	1	-	1	1	-	-	-	1	-	-	-	-	-
	*	-	1%	1%	-	-	-	*	-	-	-	*	-
	-	-	100%ah	100%ah	-	-	-	100%	-	-	-	-	-
576	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
600	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
700	1	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-
		-	-	100%ah	-	-	-	100%	-	-	-	100%	-
777	1	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	*	-	-	-	-	-
		-	100%ah	-	-	-	-	100%	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
000	303	53	63	58	77	28	13	7	1	2	-	-
	13%	12%	16%	14%	12%	11%	13%	16%	6%	6%	-	-
		17%	21%	19%	25%	9%	4%	2%	*	1%	-	-
001	18	3	6	3	4	2	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
		14%	32%	17%	25%	11%	-	-	-	-	-	-
002	4	-	-	-	3	1	-	-	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-
		-	-	-	71%	29%	-	-	-	-	-	-
003	12	6	3	-	3	1	-	-	-	-	-	-
	1%	1%	1%	-	*	*	-	-	-	-	-	-
		47% ^c	28%	-	21%	5%	-	-	-	-	-	-
004	9	1	1	4	3	-	-	-	-	-	-	-
	*	*	*	1%	*	-	-	-	-	-	-	-
		14%	16%	43%	27%	-	-	-	-	-	-	-
005	73	11	11	11	24	12	2	3	-	-	-	-
	3%	2%	3%	3%	4%	5%	2%	5%	-	-	-	-
		15%	15%	16%	32%	16%	3%	4%	-	-	-	-
006	6	-	1	1	1	-	1	-	-	-	-	1
	*	-	*	*	*	-	*	-	-	-	-	*
		-	11%	14%	20%	-	20% ^a	19% ^{abcde}	-	-	-	8%
007	23	2	7	7	5	1	-	-	1	-	-	-
	1%	1%	2%	2%	1%	1%	-	-	3%	-	-	-
		10%	31%	29%	20%	6%	-	-	3%	-	-	-
008	6	2	*	1	1	1	-	-	-	-	-	-
	*	*	*	*	*	1%	-	-	-	-	-	-
		32%	8%	14%	23%	23%	-	-	-	-	-	-
009	3	1	-	1	1	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-
		26%	-	32%	42%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

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		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
010	205	45	39	29	41	30	8	5	3	3	-	3
	9%	10%	10%	7%	6%	12%	7%	11%	12%	10%	-	19%
		22% ^d	19%	14%	20%	15% ^{cd}	4%	3%	1%	1%	-	1%
011	13	4	1	2	5	1	-	-	-	-	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	-
		30%	7%	15%	39%	9%	-	-	-	-	-	-
012	11	5	5	5	6	2	-	-	1	-	-	-
	1%	2%	1%	1%	1%	1%	-	-	3%	-	-	-
		37% ^d	17%	18%	19%	6%	-	-	2%	-	-	-
013	7	1	2	1	2	1	-	-	-	1	-	-
	*	*	*	*	*	*	-	-	-	5%	-	-
		9%	22%	8%	33%	8%	-	-	-	20%	-	-
014	3	2	-	-	2	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		48%	-	-	52%	-	-	-	-	-	-	-
015	195	27	22	40	57	23	12	4	2	2	3	2
	8%	6%	6%	10%	9%	9%	11%	8%	9%	9%	39%	17%
		14%	12%	20% ^b	29%	12%	6% ^b	2%	1%	1%	1%	1%
016	8	-	1	2	3	2	-	-	-	-	-	-
	*	-	*	1%	*	1%	-	-	-	-	-	-
		-	8%	24%	38%	29% ^a	-	-	-	-	-	-
017	9	-	2	2	4	1	-	-	-	-	-	-
	*	-	*	*	1%	-	-	-	-	-	-	-
		-	20%	21%	46%	12%	-	-	-	-	-	-
018	12	1	1	3	3	4	1	-	-	-	-	-
	*	*	*	1%	*	1%	-	-	-	-	-	-
		6%	10%	22%	21%	30% ^a	11%	-	-	-	-	-
019	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
020	346	70	62	54	92	30	19	5	6	6	1	1
	14%	15%	15%	13%	14%	12%	18%	10%	26%	23%	19%	8%
		20%	18%	16%	26%	9%	5%	1%	2%	2%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
021	6	1	1	1	3	-	-	-	-	-	-	-
	*	*	*	*	1%	-	-	-	-	-	-	-
		16%	12%	12%	60%	-	-	-	-	-	-	-
022	8	-	2	3	2	-	-	-	-	1	-	-
	*	-	1%	1%	*	-	-	-	-	2%	-	-
		-	29%	33%	31%	-	-	-	-	7%	-	-
023	3	-	1	2	1	-	-	-	-	-	-	-
	*	-	*	*	*	-	-	-	-	-	-	-
		-	17%	48%	35%	-	-	-	-	-	-	-
024	3	-	1	-	-	3	-	-	-	-	-	-
	*	-	*	-	-	1%	-	-	-	-	-	-
		-	21%	-	-	79%acd	-	-	-	-	-	-
025	219	31	36	37	76	22	8	5	2	2	-	-
	9%	7%	9%	9%	12%	9%	7%	11%	7%	7%	-	-
		14%	16%	17%	35%a	10%	3%	2%	1%	1%	-	-
026	8	3	4	1	-	-	-	-	-	-	-	-
	*	1%	1%	*	-	-	-	-	-	-	-	-
		43%cd	45%cd	11%	-	-	-	-	-	-	-	-
027	3	-	1	-	2	-	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-	-
		-	42%	-	58%	-	-	-	-	-	-	-
028	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	40%	60%	-	-	-	-	-	-	-
030	318	79	32	60	76	32	19	5	4	5	1	5
	13%	17%	8%	15%	12%	13%	19%	11%	17%	17%	16%	38%
		25%bd	10%	19%b	24%	10%b	6%b	2%	1%	2%	*	2%
031	4	-	-	1	2	1	-	-	-	-	-	-
	*	-	-	*	*	*	-	-	-	-	-	-
		-	-	31%	47%	22%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
032	3	-	-	3	-	-	-	-	-	-	-	-
*	-	-	-	1%	-	-	-	-	-	-	-	-
	-	-	-	100% ^d	-	-	-	-	-	-	-	-
034	2	-	1	-	-	-	-	-	-	-	1	-
*	-	-	-	-	-	-	-	-	-	-	13%	-
	-	-	43%	-	-	-	-	-	-	-	57%	-
035	75	14	16	12	22	7	1	2	-	1	1	-
3%	3%	4%	3%	3%	3%	3%	1%	3%	-	4%	13%	-
	16%	21%	16%	29%	9%	2%	-	2%	-	1%	1%	-
036	3	-	1	1	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	43%	17%	39%	-	-	-	-	-	-	-
037	2	-	-	1	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	1%	-	-	-	-	-
	-	-	-	36%	-	-	64% ^{abd}	-	-	-	-	-
039	1	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
040	155	35	28	24	46	14	2	3	1	1	-	-
6%	8%	7%	6%	7%	6%	2%	6%	5%	5%	5%	-	-
	23% ^f	18%	16%	30%	9%	1%	2%	1%	1%	-	-	-
041	1	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
044	1	1	-	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-
045	34	11	7	3	9	2	1	-	-	1	-	-
1%	2%	2%	1%	1%	1%	1%	1%	-	-	4%	-	-
	33%	19%	10%	26%	5%	4%	-	-	-	3%	-	-
046	1	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
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050	135	23	23	19	44	12	4	5	2	1	-	-
	6%	5%	6%	5%	7%	5%	4%	10%	11%	5%	-	-
		17%	17%	14%	32%	9%	3%	4%	2%	1%	-	-
051	2	-	-	2	-	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
053	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
055	5	-	2	1	-	1	-	1	-	-	-	-
	*	-	*	*	-	*	-	3%	-	-	-	-
		-	34%	20%	-	19%	-	28%aad	-	-	-	-
060	45	6	10	8	6	11	4	-	-	-	-	-
	2%	1%	3%	2%	1%	4%	4%	-	-	-	-	-
		13%	23%ad	18%	13%	24%ad	8%ad	-	-	-	-	-
065	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
070	9	2	1	-	5	1	-	1	-	-	-	-
	*	*	*	-	1%	*	-	3%	-	-	-	-
		17%	9%	-	52%	7%	-	15%abc	-	-	-	-
075	2	-	-	-	1	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	5%	-	-
		-	-	-	36%	-	-	-	-	64%	-	-
080	8	1	4	1	2	-	-	-	-	-	-	-
	*	*	1%	*	*	-	-	-	-	-	-	-
		9%	51%	11%	29%	-	-	-	-	-	-	-
090	2	1	-	1	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-
		37%	-	63%	-	-	-	-	-	-	-	-
099	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	34%	66%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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100	20	6	2	3	3	1	4	-	-	-	-	-
	1%	1%	1%	1%	*	1%	4%	-	-	-	-	-
		32%	10%	16%	14%	6%	21%bcde	-	-	-	-	-
120	3	-	-	-	1	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	57%	43%	-	-	-	-	-	-
123	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
150	2	-	-	-	1	-	1	-	-	-	-	-
	*	-	-	-	*	-	1%	-	-	-	-	-
		-	-	-	64%	-	36%	-	-	-	-	-
155	*	-	-	-	*	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
200	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
300	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
304	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
344	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
345	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
400	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
524	1	-	-	-	-	-	-	-	-	-	-	1
*	*	-	-	-	-	-	-	-	-	-	-	10%
		-	-	-	-	-	-	-	-	-	-	100%
555	2	-	-	2	-	-	-	-	-	-	-	-
*	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
566	1	-	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
576	1	-	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
600	1	-	1	-	-	-	-	-	-	-	-	-
*	*	-	*	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
700	1	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	-	-	100%ad	-	-	-	-	-
777	1	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	*	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
000	303	53	38	55	48	40	30	12	22	5	-	-	114	147	6	22	13	-
	13%	12%	19%	11%	13%	13%	14%	11%	15%	8%	-	-	13%	15%	6%	8%	11%	-
		18%	13%acdi	18%	16%	13%	10%	4%	7%	2%	-	-	38%no	49%no	2%	7%	4%	-
001	18	6	1	3	3	1	1	-	1	1	-	-	5	9	1	3	-	-
	1%	1%	1%	1%	1%	*	*	-	1%	1%	-	-	1%	1%	1%	1%	-	-
		33%	7%	18%	19%	7%	5%	-	7%	4%	-	-	30%	51%	4%	14%	-	-
002	4	-	-	2	-	2	-	-	-	-	-	-	2	1	1	-	-	-
	*	-	-	*	-	1%	-	-	-	-	-	-	*	*	1%	-	-	-
		-	-	54%	-	46%	-	-	-	-	-	-	54%	29%	17%	-	-	-
003	12	1	1	3	1	1	3	1	-	-	-	-	6	3	-	3	-	-
	1%	*	*	1%	*	*	1%	1%	-	-	-	-	1%	*	-	1%	-	-
		12%	7%	25%	12%	12%	22%	10%	-	-	-	-	51%	24%	-	25%	-	-
004	9	3	-	4	1	1	-	-	-	-	-	-	4	5	-	-	-	-
	*	1%	-	1%	*	*	-	-	-	-	-	-	1%	*	-	-	-	-
		29%	-	41%	16%	14%	-	-	-	-	-	-	48%	52%	-	-	-	-
005	73	16	8	16	11	7	9	1	6	-	-	-	28	29	5	9	2	-
	3%	4%	4%	3%	3%	2%	4%	1%	4%	-	-	-	3%	3%	5%	3%	2%	-
		22%	11%	21%	15%	9%	13%	2%	8%	-	-	-	39%	39%	7%	12%	3%	-
006	6	2	-	-	-	-	-	1	1	1	-	1	2	3	-	-	-	1
	*	*	-	-	-	-	-	1%	1%	2%	-	8%	*	*	-	-	-	8%
		25%	-	-	-	-	-	20%e	20%	19%ede	-	17%	34%	50%	-	-	-	17%
007	23	4	1	11	4	1	-	1	-	-	1	-	12	5	-	4	2	-
	1%	1%	1%	2%	1%	*	-	1%	-	-	3%	-	1%	1%	-	1%	2%	-
		18%	5%	47%l	15%	5%	-	6%	-	-	3%	-	51%	23%	-	16%	10%	-
008	6	1	-	-	2	1	1	-	-	-	-	-	3	-	-	3	-	-
	*	*	-	-	1%	*	1%	-	-	-	-	-	*	-	-	1%	-	-
		22%	-	-	32%	23%	23%	-	-	-	-	-	45%	-	-	55%um	-	-
009	3	1	-	1	1	-	-	-	-	-	-	-	3	-	-	1	-	-
	*	*	-	*	*	-	-	-	-	-	-	-	*	*	-	*	-	-
		26%	-	42%	32%	-	-	-	-	-	-	-	74%	-	-	26%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
010	205	46	19	37	34	27	13	10	11	5	-	3	74	80	15	29	6	3
	9%	11%	9%	7%	9%	9%	6%	9%	8%	8%	-	19%	8%	8%	13%	10%	5%	19%
		23% ^c	9%	18%	17%	13%	6%	5%	6%	3%	-	1%	36%	39%	7% ^p	14%	3%	1%
011	13	3	2	-	2	4	1	-	-	1	-	-	7	2	1	1	2	-
	1%	1%	1%	-	1%	1%	1%	-	-	2%	-	-	1%	*	1%	*	2%	-
		23%	16% ^c	-	15%	28% ^c	9%	-	-	9% ^c	-	-	53%	15%	9%	7%	16% ^m	-
012	30	9	3	10	4	1	-	1	1	1	-	-	10	10	1	5	3	-
	1%	2%	1%	2%	1%	*	-	1%	1%	1%	-	-	1%	1%	1%	2%	2%	-
		31% ^f	9%	35%	13%	4%	-	3%	3%	2%	-	-	33%	35%	5%	17%	10%	-
013	7	1	-	2	1	2	-	-	1	-	-	-	1	4	1	-	1	-
	*	*	-	*	*	1%	-	-	1%	-	-	-	*	*	1%	-	1%	-
		10%	-	29%	8%	33%	-	-	20%	-	-	-	20%	58%	13%	-	10%	-
014	3	1	-	1	2	-	-	-	-	-	-	-	3	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-	*	-	-	-	-	-
		21%	-	27%	52%	-	-	-	-	-	-	-	100%	-	-	-	-	-
015	195	20	15	38	42	29	15	8	13	5	7	2	58	94	8	23	10	2
	8%	5%	8%	7%	11%	9%	7%	7%	9%	8%	31%	17%	7%	10%	7%	8%	8%	17%
		10%	8%	20%	22% ^a	15% ^a	8%	4%	6%	3%	3%	1%	30%	48% ^d	4%	12%	5%	1%
016	8	1	-	6	2	-	-	-	-	-	-	-	5	3	1	-	-	-
	*	*	-	1%	*	-	-	-	-	-	-	-	1%	*	1%	-	-	-
		7%	-	73%	20%	-	-	-	-	-	-	-	55%	33%	13%	-	-	-
017	9	1	1	3	1	1	1	1	-	-	-	-	3	4	-	2	-	-
	*	*	*	1%	*	*	1%	1%	-	-	-	-	*	*	-	1%	-	-
		6%	7%	35%	14%	11%	14%	12%	-	-	-	-	36%	42%	-	21%	-	-
018	12	1	-	2	2	1	1	2	1	1	-	-	3	5	-	3	2	-
	*	*	-	1%	1%	*	*	1%	1%	2%	-	-	*	*	-	1%	2%	-
		6%	-	17%	20%	12%	6%	10%	18%	11% ^a	-	-	22%	38%	-	25%	15%	-
019	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100% ^{a,c}	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
020	346	62	28	78	46	46	29	15	24	9	8	1	120	147	22	36	20	1
	14%	15%	14%	15%	12%	15%	14%	15%	16%	15%	36%	8%	14%	15%	19%	13%	17%	8%
		18%	8%	23%	13%	13%	8%	4%	7%	3%	2%	*	35%	42%	6%	10%	6%	*
021	6	1	1	1	1	1	-	-	1	-	-	-	2	4	-	-	-	-
	*	*	*	*	*	*	-	-	-	-	-	-	*	*	-	-	-	-
		12%	16%	17%	12%	22%	-	-	21%	-	-	-	33%	67%	-	-	-	-
022	8	4	-	1	1	-	1	-	-	1	-	-	3	3	1	1	1	-
	*	1%	-	*	*	-	1%	-	-	1%	-	-	*	*	*	*	1%	-
		47%	-	15%	15%	-	16%	-	-	7%	-	-	33%	38%	7%	8%	14%	-
023	3	1	-	-	1	2	-	-	-	-	-	-	1	3	-	-	-	-
	*	*	-	-	*	1%	-	-	-	-	-	-	*	*	-	-	-	-
		17%	-	-	35%	48%	-	-	-	-	-	-	17%	83%	-	-	-	-
024	3	1	-	-	1	1	-	-	-	-	-	-	1	2	-	-	-	-
	*	*	-	-	*	*	-	-	-	-	-	-	*	*	-	-	-	-
		21%	-	-	36%	44%	-	-	-	-	-	-	44%	56%	-	-	-	-
025	219	37	13	52	30	40	26	6	7	5	2	-	78	90	16	25	10	-
	9%	9%	6%	10%	8%	13%	12%	6%	5%	9%	9%	-	9%	9%	14%	9%	8%	-
		17%	6%	24%	14%	18% ^b	12% ^h	3%	3%	2%	1%	-	36%	41%	7%	12%	4%	-
026	8	2	2	-	2	1	-	1	-	2	-	-	3	3	-	2	1	-
	*	*	1%	-	1%	*	-	1%	-	-	-	-	*	*	-	1%	1%	-
		26%	20% ^c	-	30%	15%	-	10%	-	-	-	-	37%	33%	-	20%	10%	-
027	3	-	-	2	-	-	1	-	-	-	-	-	-	1	-	1	1	-
	*	-	-	*	-	-	*	-	-	-	-	-	-	*	-	*	1%	-
		-	-	79%	-	-	21%	-	-	-	-	-	-	21%	-	42%	38% ^{lm}	-
028	2	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	-
	*	-	*	-	-	-	-	1%	-	-	-	-	*	-	-	-	1%	-
		-	40%	-	-	-	-	60% ^c	-	-	-	-	60%	-	-	-	40% ^{lm}	-
030	318	63	21	69	41	33	30	21	21	12	1	5	118	125	16	40	15	5
	13%	15%	10%	13%	11%	11%	14%	19%	14%	20%	6%	38%	13%	13%	14%	14%	12%	38%
		20%	7%	22%	13%	11%	9%	7% ^{bde}	7%	4%	*	2%	37%	39%	5%	13%	5%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classif- ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif- ication (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
031	4	-	-	1	2	-	1	-	-	-	-	-	2	1	-	-	1	-
	*	-	-	-	1%	-	1%	-	-	-	-	-	-	*	-	-	1%	-
032	3	-	-	18%	51%	-	31%	-	-	-	-	-	49%	29%	-	-	22%	-
	*	-	-	-	-	-	-	1	1	-	-	-	-	3	-	-	-	-
	*	-	-	-	-	-	-	1%	1%	-	-	-	-	*	-	-	-	-
034	2	-	-	-	-	-	-	49%acd	51%e	-	-	-	-	100%	-	-	-	-
	*	-	-	-	43%	-	-	-	-	-	1	-	-	2	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	4%	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	57%	-	-	100%	-	-	-	-
035	75	8	7	16	14	12	6	2	5	1	2	-	35	25	2	6	6	-
	3%	2%	4%	3%	4%	4%	3%	2%	4%	1%	11%	-	4%	3%	2%	2%	5%	-
036	3	1	-	1	-	1	-	-	-	-	-	-	1	1	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
	*	43%	-	17%	-	39%	-	-	-	-	-	-	37%	39%	-	24%	-	-
037	2	-	1	-	-	-	-	-	-	1	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	2%	-	-	-	*	-	-	-	-
	*	-	36%	-	-	-	-	-	-	64%acde	-	-	36%	64%	-	-	-	-
039	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
040	155	34	7	37	26	20	11	5	10	4	-	-	59	58	6	25	7	-
	6%	8%	4%	7%	7%	7%	6%	4%	7%	6%	-	-	7%	6%	5%	9%	6%	-
	*	22%ab	5%	24%	17%	13%	7%	3%	7%	2%	-	-	36%	37%	4%	16%	5%	-
041	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
044	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
045	34	11	1	5	4	3	6	1	2	1	-	-	10	13	2	5	4	-
	1%	3%	*	1%	1%	1%	3%	*	2%	2%	-	-	1%	1%	2%	2%	4%	-
		33%b	2%	16%	11%	8%	19%b	2%	7%	3%	-	-	29%	37%	7%	15%	12%l	-
046	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	100%	-	-	-	-	-
050	135	15	14	35	23	11	13	10	9	5	-	-	42	60	4	22	7	-
	6%	3%	7%	7%	6%	4%	6%	9%	6%	7%	-	-	5%	6%	4%	8%	6%	-
		11%	11%a	26%a	17%	8%	10%	7%a	7%	3%	-	-	31%	45%	3%	16%	5%	-
051	2	-	1	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	52%	-	-	48%	-	-	-	-	-	-	48%	52%	-	-	-	-
053	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-
		-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
055	5	-	1	2	-	1	-	1	-	-	-	-	3	1	-	-	-	-
	*	-	*	-	-	*	-	1%	-	-	-	-	*	-	-	-	-	-
		-	20%	34%	-	19%	-	28%a	-	-	-	-	72%	28%	-	-	-	-
060	45	11	4	7	6	6	4	1	4	1	-	-	18	17	2	5	3	-
	2%	3%	2%	1%	2%	2%	2%	1%	3%	2%	-	-	2%	2%	2%	2%	2%	-
		24%	9%	15%	14%	13%	10%	3%	8%	3%	-	-	40%	38%	4%	12%	6%	-
065	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
070	9	1	1	3	1	-	1	1	-	-	-	-	2	4	-	2	1	-
	*	*	1%	1%	*	-	1%	1%	-	-	-	-	*	*	-	1%	1%	-
		7%	15%	36%	11%	-	15%	15%	-	-	-	-	28%	41%	-	22%	9%	-
075	2	-	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	-	-	-	1%	-	-	-	*	*	-	-	-	-
		-	-	-	36%	-	-	-	64%	-	-	-	64%	36%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
080	8	1	-	1	3	1	-	1	-	-	-	-	6	2	-	-	-	-
	*	*	-	*	1%	*	-	*	-	-	-	-	1%	*	-	-	-	-
		18%	-	12%	40%	18%	-	12%	-	-	-	-	79%	21%	-	-	-	-
090	2	-	-	1	1	-	-	-	-	-	-	-	1	-	-	1	-	-
	*	-	-	*	*	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	-	37%	63%	-	-	-	-	-	-	-	63%	-	-	37%	-	-
099	2	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	67%	33%	-	-	-	-	-	-	-	-	67%	33%	-	-	-	-
100	20	2	6	2	3	1	-	1	2	2	-	-	7	8	-	5	-	-
	1%	*	3%	*	1%	*	-	1%	2%	3%	-	-	1%	1%	-	2%	-	-
		10%	28%acef	12%	17%	6%	-	6%	12%	9%g	-	-	35%	40%	-	25%	-	-
120	3	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	*	-	*	-	-	-	-	*	*	-	*	-	-
		-	-	-	43%	57%	-	-	-	-	-	-	43%	57%	-	-	-	-
123	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
150	2	-	-	-	-	-	1	-	-	1	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	*	-	-	2%	-	-	*	*	-	-	-	-
		-	-	-	-	36%	-	-	-	64%acde	-	-	64%	36%	-	-	-	-
155	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
200	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
300	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
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Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
304	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
344	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	100%ac	-	-	-	-	-	100%	-	-	-	-
345	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
400	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	100%lm	-
	*	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
524	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	10%
	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
555	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
566	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-	-	-
576	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
600	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	100%	1	-	-	-	-
700	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
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Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
777	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
000	303	281	13	9
	13%	13%	8%	7%
		93% ^b	4%	3%
001	18	16	2	-
	1%	1%	1%	-
		90%	10%	-
002	4	4	-	-
	*	*	-	-
		100%	-	-
003	12	7	1	4
	1%	*	1%	3%
		59%	12%	29% ^a
004	9	9	-	-
	*	*	-	-
		100%	-	-
005	73	63	4	6
	3%	3%	2%	4%
		87%	6%	8%
006	6	6	-	-
	*	*	-	-
		100%	-	-
007	23	21	-	2
	1%	1%	-	2%
		90%	-	10%
008	6	6	-	*
	*	*	-	*
		92%	-	8%
009	3	2	1	-
	*	*	1%	-
		68%	32%	-
010	205	173	20	13
	9%	8%	12%	10%
		84%	10%	6%

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
011	13	10	-	2
	1%	1%	-	2%
		81%	-	19%
012	30	23	4	3
	1%	1%	2%	2%
		78%	13%	9%
013	7	6	1	-
	*	*	*	-
		89%	11%	-
014	3	2	-	1
	*	*	-	1%
		70%	-	30%
015	195	176	12	7
	8%	8%	7%	5%
		90%	6%	4%
016	8	7	2	-
	*	*	1%	-
		80%	20%	-
017	9	5	3	1
	*	*	2%	1%
		55%	33%a	12%
018	12	10	-	1
	*	1%	-	1%
		88%	-	12%
019	1	1	-	-
	*	*	-	-
		100%	-	-
020	346	305	20	21
	14%	15%	12%	16%
		88%	6%	6%
021	6	2	2	1
	*	*	1%	1%
		40%	40%a	21%a

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
022	8	6	1	1
	*	*	1%	1%
		77%	15%	8%
023	3	3	-	-
	*	*	-	-
		100%	-	-
024	3	3	-	-
	*	*	-	-
		100%	-	-
025	219	188	18	13
	9%	9%	10%	10%
		86%	8%	6%
026	8	6	-	2
	*	*	-	1%
		80%	-	20%
027	3	2	-	1
	*	*	-	1%
		79%	-	21%
028	2	1	-	1
	*	*	-	1%
		60%	-	40%
030	318	275	25	18
	13%	13%	15%	14%
		86%	8%	6%
031	4	3	1	-
	*	*	16%	-
		82%	-	-
032	3	3	-	-
	*	*	-	-
		100%	-	-
034	2	2	-	-
	*	*	-	-
		100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
035	75	65	6	4
	3%	3%	3%	3%
		87%	8%	6%
036	3	3	1	-
	*	*	*	-
		83%	17%	-
037	2	1	-	1
	*	*	-	1%
		64%	-	36%
039	1	1	-	-
	*	*	-	-
		100%	-	-
040	155	134	12	9
	6%	6%	7%	7%
		86%	8%	6%
041	1	1	-	-
	*	*	-	-
		100%	-	-
044	1	1	-	-
	*	*	-	-
		100%	-	-
045	34	31	4	-
	1%	1%	2%	-
		89%	11%	-
046	1	-	1	-
	*	-	*	-
		-	100%a	-
050	135	117	12	5
	6%	6%	7%	4%
		87%	9%	4%
051	2	2	-	-
	*	*	-	-
		100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
053	1	-	1	-
	*	-	1%	-
		-	100%a	-
055	5	5	-	-
	*	-	-	-
		100%	-	-
060	45	43	2	-
	2%	2%	1%	-
		96%	4%	-
065	1	1	-	-
	*	-	-	-
		100%	-	-
070	9	6	2	1
	*	-	1%	1%
		66%	19%	13%
075	2	2	-	-
	*	-	-	-
		100%	-	-
080	8	6	1	1
	*	-	1%	1%
		78%	12%	10%
090	2	2	-	-
	*	-	-	-
		100%	-	-
099	2	2	-	-
	*	-	-	-
		100%	-	-
100	20	19	-	1
	1%	1%	-	1%
		95%	-	5%
120	3	3	-	-
	*	-	-	-
		100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
123	1	1	-	-
	*	*	-	-
		100%	-	-
150	2	2	-	-
	*	*	-	-
		100%	-	-
155	*	*	-	-
	*	*	-	-
		100%	-	-
200	1	1	-	-
	*	*	-	-
		100%	-	-
300	1	1	-	-
	*	*	-	-
		100%	-	-
304	1	1	-	-
	*	*	-	-
		100%	-	-
344	1	1	-	-
	*	*	-	-
		100%	-	-
345	1	1	-	-
	*	*	-	-
		100%	-	-
400	1	-	1	-
	*	-	*	-
		-	100%a	-
524	1	1	-	-
	*	*	-	-
		100%	-	-
555	2	2	-	-
	*	*	-	-
		100%	-	-

Q.12A At what monthly price would you begin to think that a 10Mbps broadband service was too expensive to consider?
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
566	1	1	-	-
	*	*	-	-
		100%	-	-
576	1	1	-	-
	*	*	-	-
		100%	-	-
600	1	1	-	-
	*	*	-	-
		100%	-	-
700	1	1	-	-
	*	*	-	-
		100%	-	-
777	1	1	-	-
	*	*	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
000	504	247	257	57	66	64	66	92	70	89	123	221	160	213	291	86	230	188
	21%	21%	21%	16%	14%	16%	18%	25%	28%	43%	15%	20%	35%	19%	23%	20%	19%	25%
001	164	84	79	33	34	17	31	23	10	15	68	71	25	76	87	28	82	53
	7%	7%	6%	10%	7%	4%	9%	6%	4%	7%	8%	6%	5%	7%	7%	7%	7%	7%
002	107	51	49	12	20	24	14	13	13	11	32	51	24	50	57	19	53	35
	4%	4%	5%	3%	4%	6%	4%	3%	5%	5%	4%	5%	5%	4%	5%	5%	4%	5%
003	107	49	58	21	21	17	19	14	9	5	42	50	14	64	42	23	54	29
	4%	4%	5%	6%	5%	4%	5%	4%	4%	2%	5%	4%	3%	6%	5%	4%	5%	4%
004	53	27	26	10	6	8	5	17	3	5	16	30	7	31	23	15	27	12
	2%	2%	2%	3%	1%	2%	1%	5%	1%	2%	2%	3%	2%	3%	2%	3%	2%	2%
005	616	309	306	77	134	126	96	78	58	47	212	299	104	294	322	99	320	197
	26%	27%	25%	22%	29%	31%	27%	21%	23%	23%	26%	27%	23%	26%	26%	23%	27%	26%
006	10	7	3	1	4	2	2	-	1	-	5	4	1	4	6	4	4	2
	-	1%	-	-	1%	1%	1%	-	-	-	1%	-	-	-	-	1%	-	-
007	33	13	20	10	4	5	6	3	4	3	13	13	7	15	18	5	21	8
	1%	1%	2%	3%	1%	1%	2%	1%	2%	1%	2%	1%	1%	1%	1%	1%	2%	1%
008	41	18	22	10	12	2	8	3	4	2	22	13	6	15	25	4	19	17
	2%	2%	2%	3%	3%	1%	2%	1%	2%	1%	3%	1%	1%	1%	2%	1%	2%	2%
009	15	5	9	2	5	2	2	1	2	-	7	5	2	9	6	2	11	2
	1%	-	1%	1%	1%	1%	1%	-	1%	-	1%	-	1%	1%	-	-	1%	-
		37%	63%	16%	32%	14%	16%	7%	16%	-	48%	36%	16%	62%	38%	11%	75%	14%

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
010	391	178	213	57	76	74	56	69	38	21	133	199	58	201	190	77	197	117
	16%	15%	17%	16%	16%	18%	16%	19%	15%	10%	16%	18%	13%	18%	15%	18%	16%	15%
		jm	46%	15%	19%	19%	14%	18%	10%	5%	34%	51% ^m	15%	51%	49%	20%	50%	30%
012	22	10	12	1	6	6	3	2	1	2	8	11	3	11	11	1	16	5
	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
		46%	54%	5%	29%	27%	13%	10%	6%	9%	34%	50%	15%	51%	49%	5%	74%	21%
013	1	1	2	-	1	-	-	-	1	1	1	-	1	1	2	1	-	2
	*	*	*	-	*	-	-	-	*	*	*	-	*	*	*	*	-	*
		27%	73%	-	42%	-	-	-	31%	27%	42%	-	58%	27%	73%	27%	-	73%
014	8	4	4	1	1	-	2	3	-	-	2	6	-	3	4	3	3	2
	*	*	*	*	*	-	1%	1%	-	-	*	*	-	*	*	1%	*	*
		49%	51%	13%	15%	-	31%	41%	-	-	28%	72%	-	45%	55%	45%	34%	21%
015	98	40	57	16	18	21	15	14	11	3	34	50	14	46	52	22	43	33
	4%	4%	5%	4%	4%	5%	4%	4%	5%	1%	4%	4%	3%	4%	4%	5%	4%	4%
		j	41%	16%	19%	22%	15%	14%	12%	3%	35%	51%	14%	47%	53%	22%	44%	34%
017	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
018	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-
	*	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-
019	2	1	1	-	-	-	-	-	2	-	-	-	2	2	1	1	1	-
	*	*	*	-	-	-	-	-	1%	-	-	-	*	*	*	*	*	-
		58%	42%	-	-	-	-	-	100% ^{aef}	-	-	-	100% ^{aki}	75%	25%	33%	67%	-
020	111	51	60	28	24	19	14	16	9	1	51	49	11	60	51	21	66	25
	5%	4%	5%	8%	5%	5%	4%	4%	4%	1%	6%	4%	2%	5%	4%	5%	5%	3%
		jm	46%	25% ^{agi}	21%	17%	12%	14%	8%	1%	46% ^m	44% ^m	10%	54%	46%	18%	59% ^{ur}	22%
			j															
023	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	466	1138	1254	425	1207	761
024	3	3	-	-	-	3	-	-	1	-	-	3	1	3	1	1	1	1
*	*	*	-	-	-	1%	-	-	*	-	-	*	*	*	*	*	*	*
		100%	-	-	-	83%a	-	-	17%	-	-	83%	17%	83%	17%	42%	42%	17%
025	25	12	14	3	4	3	4	8	2	1	8	15	3	8	17	5	12	9
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		47%	53%	13%	17%	10%	17%	31%	7%	5%	30%	58%	12%	33%	67%	21%	45%	34%
026	1	1	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	1
*	*	*	-	-	-	-	-	-	-	1%	-	-	*	-	*	-	-	*
		46%	54%	-	-	-	-	-	-	100%a	-	-	100%	-	100%	-	-	100%
030	38	19	19	7	14	3	7	4	2	*	21	14	3	14	24	4	21	13
2%	2%	2%	2%	2%	3%	1%	2%	1%	1%	*	3%	1%	1%	1%	2%	1%	2%	2%
		49%	51%	18%	37%afj	9%	19%j	10%	6%	1%	55%am	38%	7%	37%	63%	10%	56%	34%
033	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
*	*	*	-	-	-	-	-	-	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
034	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
*	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
035	4	2	2	1	2	-	1	-	-	-	3	1	-	4	1	1	2	1
*	*	*	*	*	1%	-	-	-	-	-	*	*	-	*	*	*	*	*
		46%	54%	17%	54%	-	29%	-	-	-	71%	29%	-	83%	17%	27%	56%	17%
036	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
*	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100%a	-	-	-	100%	-	100%	-	100%	-
040	13	7	7	2	3	4	-	2	2	-	6	6	2	6	8	1	8	4
1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	*	42%	58%	10%	62%	28%
		50%	50%	16%	26%	29%	-	16%	14%	-	42%	45%	14%	-	-	-	-	-
045	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
050	7	3	4	1	1	1	-	3	2	-	2	4	2	3	4	1	4	3
*	*	*	*	*	*	*	-	1%	1%	-	*	*	*	*	*	*	*	*
		40%	60%	12%	15%	12%	-	39%	23%	-	26%	51%	23%	41%	59%	14%	52%	34%

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
060	3	2	1	1	1	-	1	-	-	-	2	1	-	-	3	-	1	2
*	*	*	*	*	*	-	*	-	-	-	*	*	-	-	*	-	*	*
		73%	27%	34%	40%	-	27%	-	-	-	73%	27%	-	-	100%	-	34%	66%
070	3	-	3	-	1	-	2	-	-	-	1	2	-	1	2	-	3	-
*	*	-	*	-	*	-	*	-	-	-	*	*	-	*	*	-	*	-
		-	100%	-	42%	-	58%	-	-	-	42%	58%	-	42%	58%	-	100%	-
075	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
*	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
080	3	1	1	-	1	1	-	-	-	-	1	1	-	1	1	-	3	-
*	*	*	*	-	*	*	-	-	-	-	*	*	-	*	*	-	*	-
		57%	43%	-	57%	43%	-	-	-	-	57%	43%	-	57%	43%	-	100%	-
099	2	2	-	-	-	-	-	-	1	1	-	-	2	-	2	-	1	1
*	*	*	-	-	-	-	-	-	*	*	-	-	*	-	*	-	*	*
		100%	-	-	-	-	-	-	67%a	33%	-	-	100%al	-	100%	-	34%	66%
110	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
*	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
000	504	412	56	30	6	15	52	19	32	36	49	76	84	50	30	56	6
	21%	21% ehq	29% 82%e	25% 11%abe	6% 6%e	14% 3%	20% 10%hq	9% 4%	18% 6%hq	20% 7%hq	20% 10%hq	28% 15%afg hikq	23% 23%ajkl	27% 10%fhq	25% 6%hq	29% 11%afghij kq	6% 1%
001	164	143	10	7	3	8	25	16	13	8	12	12	38	12	7	10	3
	7%	7% 86%	5% 6%	6% 4%	3% 2%	8% 5%	10% 15%klq	8% 10%	8% 8%	4% 5%	5% 7%	4% 7%	11% 23%ajkl pq	6% 7%	6% 4%	5% 6%	3% 2%
002	107	93	11	2	1	8	15	4	7	5	10	14	14	16	2	11	1
	4%	5% 88%	6% 10%	1% 2%	1% 1%	8% 7%hoq	6% 14%q	2% 4%	4% 7%	3% 5%	4% 9%	5% 13%	4% 14%	9% 15%ahjm oq	1% 2%	6% 10%	1% 1%
003	107	98	6	2	1	3	11	12	7	3	10	10	32	10	2	6	1
	4%	5% eq	3% 92%e	2% 5%	1% 1%	3% 3%	4% 10%	8% 11%jq	4% 6%	2% 3%	4% 9%	4% 10%	9% 30%afg ijklp q	6% 10%q	2% 2%	3% 5%	1% 1%
004	53	46	5	-	2	3	3	10	2	2	6	4	10	5	-	5	2
	2%	2% 86%	3% 10%	-	2% 4%	3% 5%	1% 5%	5% 19%aglo	1% 4%	1% 4%	2% 11%	2% 8%	3% 20%	3% 9%	-	3% 10%	2% 4%
005	616	515	33	30	38	23	82	43	46	59	64	57	97	44	30	33	38
	26%	26% cp	17% 84%lc	25% 5%	40% 6%abod	23% 4%	31% 13%hlp	21% 7%	27% 7%p	33% 10%hlp	26% 10%p	21% 9%	27% 16%p	24% 7%	25% 5%	17% 5%	40% 6%afhiklmnop
006	10	9	1	-	-	1	1	-	1	-	2	1	-	2	-	1	-
	*	* 88%	1% 12%	-	-	1% 8%	* 13%	-	1% 14%	-	1% 20%	* 12%	-	1% 22%lm	-	1% 12%	-
007	33	22	10	1	-	1	2	3	1	3	1	4	7	-	1	10	-
	1%	1% 67%	5% 29%abe	1% 4%	-	1% 3%	1% 6%	2% 9%	* 2%	2% 11%	* 3%	1% 11%	2% 22%	-	1% 4%	5% 29%agikln q	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
008	41	37	2	-	2	-	-	2	7	7	10	4	6	-	-	2	2
	2%	2%	1%	-	2%	-	-	1%	4%	4%	4%	1%	2%	-	-	1%	2%
		g 91%	5%	-	4%	-	-	6%	18%afgno	17%gno	25%aon o	10%	16%g	-	-	5%	4%g
009	15	12	2	-	1	-	2	-	3	1	-	2	1	2	-	2	1
	1%	1%	1%	-	1%	-	1%	-	2%	1%	-	1%	*	1%	-	1%	1%
		80%	14%	-	6%	-	17%	-	23%uk	9%	-	13%	7%	11%	-	14%	6%
010	391	305	28	26	31	22	42	40	32	33	40	33	42	21	26	28	31
	16%	15%	14%	22%	33%	22%	16%	20%	19%	18%	16%	12%	12%	11%	22%	14%	33%
		m 78%	7%	7%	8%abc	6%lmn	11%	10%lmn	8%am	8%	10%	9%	11%	5%	7%lmn	7%	8%aghijkmp
012	22	17	2	2	1	1	1	2	2	2	1	4	3	1	2	2	1
	1%	1%	1%	2%	1%	1%	*	1%	1%	1%	*	2%	1%	*	2%	1%	1%
		78%	9%	11%	2%	6%	5%	10%	11%	8%	2%	20%	13%	3%	11%	9%	2%
013	2	2	1	-	-	-	1	-	1	-	-	-	-	-	-	1	-
	*	*	-	-	-	-	*	-	*	-	-	-	-	-	-	*	-
		73%	27%	-	-	-	42%	-	31%	-	-	-	-	-	-	27%	-
014	8	3	1	4	-	-	-	-	-	-	-	-	-	3	4	1	-
	*	*	*	3%	-	-	-	-	-	-	-	-	-	2%	3%	*	-
		40%	9%	51%ab	-	-	-	-	-	-	-	-	-	40%agl m	51%aghijk lm	9%	-
015	98	80	13	1	3	5	9	17	9	10	11	6	8	6	1	13	3
	4%	4%	7%	1%	4%	5%	3%	9%	5%	5%	4%	2%	2%	3%	7%	7%	4%
		82%	14% d	1%	3%	5%	9%	18%aglmno	9%	10% m	11%	6%	8%	6%	1%	14%lmo	3%
017	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
018	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100% a	-	-	-	-	-
019	2	2	-	-	1	-	-	-	-	-	-	1	1	-	-	-	1
	*	-	-	-	1%	-	-	-	-	-	-	*	*	-	-	-	1%
		75%	-	-	25%	-	-	-	-	-	-	42%	33%	-	-	-	25%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
020	111	91	7	9	4	7	6	13	4	7	18	19	11	6	9	7	4
	5%	5%	4%	8%	4%	7%	2%	6%	2%	4%	7%	7%	3%	3%	8%	4%	4%
	*	82%	6%	8%	3%	6%	6%	12%g	4%	6%	17%gim	17%gim	10%	5%	8%gim	6%	3%
023	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-
024	3	3	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	100%am	-	-	-	-	-
025	25	19	4	2	1	5	-	2	-	1	3	5	1	2	2	4	1
	1%	1%	2%	2%	1%	4%	-	1%	-	1%	1%	2%	*	1%	2%	2%	1%
	*	74%	14%	9%	3%	18%aqj	-	8%	-	4%	12%	18%g	5%	9%	9%g	14%g	3%
026	1	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
	*	100%	-	-	-	-	-	-	54%	-	-	46%	-	-	-	-	-
030	38	33	1	3	1	-	8	8	2	1	5	9	1	-	3	1	1
	2%	2%	*	3%	1%	-	3%	4%	1%	1%	2%	3%	*	-	3%	*	1%
	*	87%	2%	8%	2%	-	20%mn	20%ajmnp	4%	3%	12%	25%amnp	2%	-	8%mn	2%	2%
033	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
034	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
035	4	4	-	-	-	-	-	-	-	-	1	1	-	2	-	-	-
	*	*	-	-	-	-	-	-	-	-	*	*	-	1%	-	-	-
	*	100%	-	-	-	-	-	-	-	-	27%	29%	-	44%a	-	-	-
036	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
040	13	11	1	1	1	1	1	2	-	-	2	4	-	1	1	1	1
	1%	1%	1%	*	1%	1%	*	1%	-	-	1%	2%	-	1%	*	1%	1%
		83%	8%	4%	5%	7%	4%	16%	-	-	15%	32% ^m	-	9%	4%	8%	5%
045	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
050	7	7	1	-	-	-	-	2	1	1	-	1	-	1	-	1	-
	*	*	*	-	-	-	-	1%	1%	1%	-	*	-	*	-	*	-
		88%	12%	-	-	-	-	32%	15%	14%	-	15%	-	12%	-	12%	-
060	3	3	-	-	-	-	-	2	-	-	1	-	-	-	-	-	-
	*	*	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	60% ^a	-	-	40%	-	-	-	-	-	-
070	3	3	-	-	-	-	-	-	-	2	1	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	1%	42%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	58% ^a	-	-	-	-	-	-	-
075	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
080	3	3	-	-	-	-	-	-	-	-	1	-	1	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-
		100%	-	-	-	-	-	-	-	-	43%	-	57%	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100% ^a	-	-	-
110	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	282	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
000	504	437	64	135	345	87	130	104	113	162	46	22	63	198	270
	21%	21%	22%	29%	19%	20%	14%	20%	14%	15%	17%	16%	29%	15%	17%
	no	no	no	27% ^{aj}	69%	17% ^g	26%	21% ^h	22%	32%	9%	4%	13% ^{ajkn}	39%	54%
001	164	137	25	31	124	28	50	31	47	74	17	9	19	84	104
	7%	7%	9%	7%	7%	7%	6%	6%	6%	7%	6%	7%	8%	6%	7%
		84%	15%	19%	76%	17%	31%	19%	29%	45%	10%	5%	11%	51%	64%
002	107	95	10	22	81	19	44	21	42	52	10	3	9	57	66
	4%	5%	3%	5%	4%	5%	5%	4%	5%	5%	4%	2%	4%	4%	4%
		89%	9%	20%	76%	18%	41%	20%	39%	48%	9%	3%	8%	53%	62%
003	107	89	17	15	85	20	45	23	42	67	6	6	6	71	78
	4%	4%	6%	3%	5%	5%	5%	4%	5%	6%	2%	4%	2%	5%	5%
		84%	16%	14%	79%	19%	42%	21%	40%	63% ^{km}	5%	5%	5%	67% ^k	74% ^{km}
004	53	43	10	12	38	8	22	10	20	25	8	3	6	30	36
	2%	2%	4%	2%	2%	2%	3%	2%	3%	2%	3%	2%	3%	2%	2%
		81%	19%	22%	71%	15%	42%	18%	38%	47%	14%	5%	11%	57%	69%
005	616	556	57	104	491	97	266	128	235	318	70	35	61	371	437
	26%	27%	20%	22%	27%	20%	30%	25%	29%	29%	28%	26%	28%	28%	28%
		c 90% ^c	9%	17%	80% ^d	16%	43% ^{af}	21%	38%	52%	11%	6%	10%	60%	71%
006	10	10	-	3	7	1	5	1	5	5	-	-	-	5	5
	-	-	-	1%	-	-	1%	-	1%	-	-	-	-	-	-
		100%	-	30%	70%	9%	47%	9%	47%	47%	-	-	-	47%	47%
007	33	28	4	6	26	8	13	8	13	14	6	4	4	17	19
	1%	1%	1%	1%	1%	2%	1%	2%	2%	1%	2%	3%	2%	1%	1%
		84%	13%	19%	79%	25%	39%	25%	39%	41%	18%	13% ^o	12%	52%	56%
008	41	33	7	7	32	11	20	15	17	21	7	2	3	26	29
	2%	2%	3%	1%	2%	3%	2%	3%	2%	2%	3%	1%	1%	2%	2%
		82%	16%	17%	79%	28%	50%	36%	42%	52%	17%	4%	6%	63%	71%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
009	15	15	-	4	9	2	8	3	7	10	-	2	1	10	11
	1%	1%	-	1%	1%	*	1%	1%	1%	1%	-	2%	*	1%	1%
		100%	-	30%	64%	13%	54%	21%	46%	68%	-	16%k	7%	68%	77%
010	391	359	30	75	307	74	156	90	140	185	55	25	29	228	269
	16%	17%	11%	16%	17%	17%	17%	17%	17%	17%	20%	18%	13%	17%	17%
		c 92% c	8%	19%	79%	19%	40%	23%	36%	47%	14% m	6%	7%	58%	69%
012	22	17	5	5	18	6	10	6	10	11	5	4	1	13	16
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%	1%
		76%	24%	20%	80%	28%	45%	28%	45%	48%	24%	18% ajno	6%	59%	73%
013	2	2	-	1	1	1	1	1	1	1	-	-	-	1	1
	*	*	-	*	*	*	*	*	*	*	-	-	-	*	*
		100%	-	31%	42%	42%	31%	42%	31%	42%	-	-	-	42%	42%
014	8	8	-	3	5	1	5	2	4	5	-	-	2	5	7
	*	*	-	1%	*	*	1%	*	1%	*	-	-	1%	*	*
		100%	-	36%	64%	9%	64%	21%	52%	65%	-	-	21%	65%	86%
015	98	85	11	19	70	21	37	22	36	47	13	11	8	57	71
	4%	4%	4%	4%	4%	5%	4%	4%	4%	4%	5%	8%	4%	4%	5%
		87%	12%	20%	71%	21%	38%	23%	37%	49%	14%	11% aj	8%	59%	73%
017	1	1	-	1	-	-	1	1	-	-	-	-	-	-	-
	*	*	-	*	-	-	*	*	-	-	-	-	-	-	-
		100%	-	100%	-	-	100%	100%	-	-	-	-	-	-	-
018	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
019	2	2	-	1	1	-	-	-	-	1	-	-	1	1	1
	*	*	-	*	*	-	-	-	-	*	-	-	*	*	*
		100%	-	58%	42%	-	-	-	-	42%	-	-	25%	42%	67%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
020	111	91	20	12	97	23	36	27	32	62	13	5	3	71	75
	5%	4%	7%	2%	5%	5%	4%	5%	4%	6%	5%	4%	1%	5%	5%
		dm	82%	10%	87%	21%	32%	24%	29%	56%	12%	5%	3%	64%	68%
023	1	1	-	1	-	-	1	-	1	-	-	-	-	-	-
	*	*	-	*	-	-	*	-	*	-	-	-	-	-	-
		100%	-	100%	-	-	100%	-	100%	-	-	-	-	-	-
024	3	1	3	-	3	1	1	1	1	1	3	-	-	3	3
	*	*	1%	-	*	*	*	*	*	*	1%	-	-	*	*
		17%	83%ab	-	100%	42%	17%	42%	17%	42%	83%ajno	-	-	83%	83%
025	25	21	4	3	21	5	12	8	9	12	3	-	2	14	16
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%
		84%	16%	10%	81%	22%	46%	32%	36%	47%	10%	-	7%	57%	63%
026	1	1	-	-	1	1	1	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	*	*	-	-	-	-	-	-	-
		100%	-	-	100%	54%	46%	100%	-	-	-	-	-	-	-
030	38	26	12	4	32	8	10	10	9	17	7	2	1	24	28
	2%	1%	4%	1%	2%	2%	1%	2%	1%	2%	3%	2%	1%	2%	2%
		69%	31%ab	10%	84%	22%	27%	27%	23%	46%	18%	5%	3%	65%	73%
033	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	-	*	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
034	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	*	-	*	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
035	4	2	2	-	4	-	3	-	3	4	-	-	-	4	4
	*	*	1%	-	*	-	*	-	*	-	-	-	-	*	*
		56%	44%	-	100%	-	73%	-	73%	83%	-	-	-	83%	83%

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
036	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
	*	100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
040	13	11	2	2	11	2	8	4	5	9	-	-	1	9	10
	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	-	1%	1%	1%
		83%	17%	17%	83%	14%	58%	30%	41%	69%	-	-	9%	69%	74%
045	1	1	-	-	1	-	1	1	-	-	-	1	-	-	1
	*	100%	-	-	100%	-	100%	100%	-	-	-	100%	-	-	100%
050	7	7	1	3	4	1	1	1	1	2	2	-	1	3	3
	*	88%	12%	1%	54%	10%	15%	10%	15%	29%	1%	-	1%	41%	41%
060	3	3	-	-	3	-	3	-	3	2	-	-	-	2	2
	*	100%	-	-	100%	-	100%	-	100%	73%	-	-	-	73%	73%
070	3	3	-	2	1	-	3	-	3	2	-	-	-	2	2
	*	100%	-	58%	42%	-	100%	-	100%	58%	-	-	-	58%	58%
075	1	-	1	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	100%	-	100%	-	-	-	-	100%	-	-	-	100%	100%
080	3	3	-	1	1	-	3	-	3	3	1	-	-	3	3
	*	100%	-	57%	43%	-	100%	-	100%	100%	1%	-	-	100%	100%
099	2	2	-	1	1	1	-	1	-	-	-	1	-	-	1
	*	100%	-	66%	34%	66%	-	66%	-	-	-	67%	-	-	67%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
110	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	*	-	*
		100%	-	-	100%	-	-	-	-	-	-	-	100%	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
000	504 21%	109 17% bode/gj	77 14% 15%	166 16% 33%	150 17% 30%	69 14% 14%	213 16% 42%	291 26% 58%aef/gj	12 11% 2%	215 16% 43%
001	164 7%	36 6% 22%	44 8% 27%	67 6% 41%	49 5% 30%	37 8% 23%	86 5% 53%	78 7% 47%	9 8% 5%	86 6% 53%
002	107 4%	32 5% 30%	26 5% 25%	53 5% 50%	45 5% 42%	18 4% 17%	64 5% 60%	43 4% 40%	4 3% 3%	64 5% 60%
003	107 4%	33 5% 31%	31 6% 29%	59 6% 55%	48 5% 45%	23 5% 22%	70 5% 65%	37 4% 35%	7 7% 7%	71 5% 66%
004	53 2%	13 2% 25%	17 3% 32%	27 3% 51%	17 2% 33%	16 3% 29%	30 2% 56%	23 2% 44%	4 4% 8%	30 2% 56%
005	616 26%	178 28% h	169 30% 29%	298 29% 48%	241 27% 39%h	154 32% 25%aah	386 29% 63%h	229 22% 37%	31 29% 5%	391 29% 63%h
006	10 -	2 - 22%	4 1% 36%	6 1% 58%	2 - 22%	4 1% 36%	6 - 58%	4 - 42%	- - -	6 - 58%
007	33 1%	9 1% 26%	8 1% 24%	13 1% 41%	11 1% 34%	6 1% 19%	17 1% 50%	16 2% 50%	4 4% 12%g	18 1% 53%
008	41 2%	8 1% 19%	9 2% 23%	16 2% 40%	21 2% 52%	7 1% 17%	28 2% 69%	13 1% 31%	5 4% 11%h	29 2% 71%
009	15 1%	4 1% 25%	4 1% 24%	6 1% 40%	6 1% 40%	5 1% 37%	10 1% 70%	4 - 30%	- - -	10 1% 70%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
010	391 16%	117 18% 30%	97 17% 25%	180 17% 46%	161 18% 41%	76 16% 19%	236 17% 60%	154 15% 40%	11 10% 3%	238 17% 61%
012	22 1%	7 1% 30%	9 2% 42%	12 1% 54%	6 1% 25%	8 2% 35%	13 1% 60%	9 1% 40%	1 1% 3%	14 1% 63%
013	2 *	1 * 42%	1 * 42%	1 * 42%	1 * 42%	- * -	1 * 42%	1 * 58%	- * -	1 * 42%
014	8 *	- * -	3 * 1% 37%	3 * 37%	4 * 52%	1 * 13%	5 * 65%	3 * 35%	2 * 31%aefghj	6 * 74%
015	98 4%	28 4% 28%	26 4% 27%	42 4% 43%	45 5% 46%	20 4% 20%	62 5% 63%	36 3% 37%	4 3% 4%	62 4% 63%
017	1 *	1 * 100%	- * -	1 * 100%	1 * 100%	- * -	1 * 100%	- * -	- * -	1 * 100%
018	1 *	- * -	- * -	- * -	1 * 100%	- * -	1 * 100%	- * -	- * -	1 * 100%
019	2 *	- * -	1 * 25%	1 * 25%	1 * 42%	1 * 25%	1 * 67%	1 * 33%	- * -	1 * 67%
020	111 5%	30 5% 27%	23 4% 21%	47 4% 42%	42 5% 38%	22 5% 20%	63 5% 57%	48 4% 43%	12 11% 11%aefghj	65 5% 59%
023	1 *	- * -	- * -	- * -	- * -	- * -	- * -	1 * 100%	- * -	- * -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
024	3	-	1	1	3	-	3	-	-	3
	*	-	*	*	*	-	*	-	-	*
		-	42%	42%	100%	-	100%	-	-	100%
025	25	7	4	12	12	2	14	11	-	14
	1%	1%	1%	1%	1%	*	1%	1%	-	1%
		29%	17%	46%	48%	8%	55%	45%	-	55%
026	1	1	-	1	1	-	1	1	-	1
	*	*	-	*	*	-	*	*	-	*
		46%	-	46%	54%	-	54%	46%	-	54%
030	38	8	4	10	20	2	23	15	2	23
	2%	1%	1%	1%	2%	1%	2%	1%	2%	2%
		20%	10%	25%	53% ¹	7%	60%	40%	5%	60%
033	1	-	1	1	-	-	-	1	-	-
	*	-	*	*	-	-	-	*	-	-
		-	100%	100%	-	-	-	100%	-	-
034	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
035	4	2	1	4	2	1	4	1	-	4
	*	*	*	*	*	*	*	*	-	*
		56%	27%	83%	56%	27%	83%	17%	-	83%
036	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
040	13	5	2	7	7	1	9	4	1	9
	1%	1%	*	1%	1%	*	1%	*	1%	1%
		40%	14%	53%	56%	11%	67%	33%	4%	67%
045	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q 2 TABLET			Q 2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
050	7	1	-	1	-	1	1	6	-	1
	*	-	-	-	-	-	-	1%	-	-
060	3	14%	-	14%	-	14%	14%	86% ^{adj}	-	14%
	*	2	-	2	1	-	1	2	-	1
		-	-	-	-	-	-	-	-	-
070	3	73%	-	73%	40%	-	40%	60%	-	40%
	*	2	-	2	-	2	2	1	-	2
		-	-	-	-	-	-	-	-	-
075	1	58%	-	58%	-	58%	58%	42%	-	58%
	*	-	-	-	1	-	1	-	-	1
		-	-	-	-	-	-	-	-	-
080	3	-	-	-	100%	-	100%	-	-	100%
	*	3	1	3	1	1	3	-	-	3
		-	-	-	-	-	-	-	-	-
099	2	100%	57%	100%	43%	57%	100%	-	-	100%
	*	-	-	-	1	-	1	1	-	1
		-	-	-	-	-	-	-	-	-
110	1	-	-	-	34%	-	34%	66%	-	34%
	*	1	-	1	-	-	-	1	-	-
		-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	-	100%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
000	504	237	267	118	386	177	83	288	24	11	12
	21%	20%	23%	16%	23%	17%	19%	20%	28%	11%	19%
		47%	33%	23%	77% ^d	35%	18%	57%	5%	2%	2%
001	164	76	88	51	112	69	36	87	5	7	3
	7%	6%	7%	7%	7%	7%	8%	6%	6%	7%	5%
		46%	54%	31%	69%	42%	22%	53%	3%	4%	2%
002	107	60	47	34	72	46	20	61	6	6	3
	4%	5%	4%	5%	4%	4%	5%	4%	7%	6%	5%
		56%	44%	32%	68%	43%	19%	58%	6%	5%	3%
003	107	57	50	34	73	52	28	59	4	4	6
	4%	5%	4%	5%	4%	5%	6%	4%	5%	4%	9%
		53%	47%	32%	68%	49%	27%	55%	4%	4%	5%
004	53	29	24	16	38	26	7	34	2	2	-
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	-
		55%	45%	29%	71%	48%	12%	64%	4%	4%	-
005	616	339	277	215	400	298	101	395	18	20	16
	26%	28%	24%	29%	24%	28%	23%	28%	21%	20%	25%
		55% ^c	45%	35% ^e	65%	48%	16%	64% ^g	3%	3%	3%
006	10	7	3	5	5	6	1	6	-	-	-
	*	1%	*	1%	*	1%	*	*	-	-	-
		70%	30%	49%	51%	57%	12%	58%	-	-	-
007	33	13	20	5	29	12	4	20	-	1	-
	1%	1%	2%	1%	2%	1%	1%	1%	-	1%	-
		39%	61%	14%	86% ^d	36%	11%	62%	-	4%	-
008	41	21	19	10	31	19	11	21	3	2	1
	2%	2%	2%	1%	2%	2%	3%	2%	3%	2%	2%
		52%	48%	24%	76%	48%	28%	53%	7%	5%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
009	15	8	7	6	9	5	5	7	1	1	-
	1%	1%	1%	1%	1%	*	1%	*	1%	1%	-
		55%	45%	40%	60%	31%	34%	48%	7%	9%	-
010	391	222	169	142	248	195	70	231	10	15	14
	16%	18%	14%	19%	15%	18%	16%	16%	12%	15%	22%
		57% ^c	43%	36% ^e	64%	50%	18%	59%	3%	4%	4%
012	22	14	8	8	14	15	3	14	1	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-
		64%	36%	36%	64%	68%	14%	66%	5%	-	-
013	2	1	1	-	2	1	1	1	-	1	1
	*	*	*	-	*	*	*	*	-	1%	1%
		42%	58%	-	100%	42%	42%	58%	-	42% ^a	42% ^a
014	8	3	4	5	3	2	-	7	-	-	-
	*	*	*	1%	*	*	-	*	-	-	-
		42%	58%	64%	36%	31%	-	86%	-	-	-
015	98	48	49	28	70	43	26	53	4	9	4
	4%	4%	4%	4%	4%	4%	6%	4%	4%	9%	6%
		49%	51%	28%	72%	44%	26%	54%	4%	10% ^a	4%
017	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
018	1	-	1	-	1	-	1	-	1	-	-
	*	-	*	-	*	-	*	-	1%	-	-
		-	100%	-	100%	-	100%	-	100% ^a	-	-
019	2	1	1	1	2	1	-	1	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		67%	33%	25%	75%	42%	42%	25%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
020	111	39	72	27	84	50	18	62	3	8	1
	5%	3%	6%	4%	5%	5%	4%	4%	4%	8%	1%
		35%	65%b	24%	76%	45%	16%	56%	3%	7%	1%
023	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
024	3	1	2	1	2	1	-	2	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		42%	58%	42%	58%	42%	-	58%	-	-	-
025	25	11	14	6	19	11	5	14	1	4	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	2%
		45%	55%	24%	76%	42%	21%	54%	3%	15%a	5%
026	1	-	1	-	1	-	1	1	1	1	-
	*	-	*	-	*	-	*	*	1%	1%	-
		-	100%	-	100%	-	54%	46%	54%ah	54%a	-
030	38	14	24	5	33	13	6	23	-	2	1
	2%	1%	2%	1%	2%	1%	1%	2%	-	2%	2%
		37%	63%	14%	86% ^d	35%	17%	61%	-	5%	4%
033	1	-	1	-	1	-	1	-	1	1	-
	*	-	*	-	*	-	*	-	1%	1%	-
		-	100%	-	100%	-	100%	-	100%ah	100%a	-
034	1	-	1	-	1	-	1	-	-	-	-
	*	-	*	-	*	-	*	-	-	-	-
		-	100%	-	100%	-	100%	-	-	-	-
035	4	1	3	2	2	2	-	4	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		27%	73%	56%	44%	56%	-	83%	-	-	-
036	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
040	13	3	10	5	8	3	5	7	-	3	1
	1%	*	1%	1%	*	*	1%	*	-	3%	1%
		23%	77%	40%	60%	21%	38%	49%	-	24%a	5%
045	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
050	7	-	7	2	6	2	1	3	-	-	-
	*	-	1%	*	*	*	*	*	-	-	-
		-	100%b	24%	76%	26%	12%	40%	-	-	-
060	3	1	2	1	2	1	-	3	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		40%	60%	40%	60%	40%	-	100%	-	-	-
070	3	2	1	2	1	2	-	2	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		58%	42%	58%	42%	58%	-	58%	-	-	-
075	1	-	1	1	-	-	-	1	-	-	-
	*	-	*	*	-	-	-	*	-	-	-
		-	100%	100%	-	-	-	100%	-	-	-
080	3	1	1	3	-	3	3	-	-	3	-
	*	*	*	*	-	*	1%	-	-	3%	-
		57%	43%	100%e	-	100%	100%ah	-	-	100%a	-
099	2	1	1	-	2	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		34%	66%	-	100%	-	-	100%	-	-	-
110	1	1	-	-	1	-	-	1	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
000	504	15	12	19	18	32	38	466	24	26	20	137	76
	21%	26%	21%	17%	19%	17%	16%	22%	23%	19%	18%	16%	16%
		3%	2%	4%	3%	6%	8%	92%g	5%	5%	4%	27%	15%
001	164	8	2	6	6	16	20	144	4	12	11	60	26
	7%	13%	4%	5%	7%	8%	8%	7%	4%	9%	10%	7%	6%
		5%hi	1%	4%	4%	10%	12%	88%	2%	7%	7%	36%	16%
002	107	4	-	3	3	11	12	94	9	9	5	38	25
	4%	6%	-	2%	3%	6%	5%	4%	9%	7%	4%	4%	5%
		4%	-	3%	3%	11%	12%	88%	9%each	8%	5%	36%	24%
003	107	1	1	3	3	13	16	91	3	7	5	45	24
	4%	2%	1%	3%	3%	7%	6%	4%	2%	5%	4%	5%	5%
		1%	1%	3%	3%	12%	15%	85%	2%	7%	4%	42%	23%
004	53	1	1	2	2	2	4	50	2	4	2	21	8
	2%	2%	1%	2%	2%	1%	1%	2%	2%	3%	2%	2%	2%
		3%	1%	4%	3%	4%	7%	93%	5%	7%	4%	40%	16%
005	616	17	14	34	25	49	60	556	32	37	28	254	132
	26%	29%	24%	31%	27%	26%	24%	26%	31%	28%	25%	29%	28%
		3%	2%	6%	4%	8%	10%	90%	5%	6%	4%	41%	22%
006	10	-	-	-	-	-	-	10	-	-	-	4	1
	*	-	-	-	-	-	-	*	-	-	-	1%	*
		-	-	-	-	-	-	100%	-	-	-	45%	13%
007	33	1	1	2	-	1	1	32	-	-	-	11	6
	1%	2%	1%	2%	-	*	*	2%	-	-	-	1%	1%
		3%	2%	6%	-	3%	3%	97%	-	-	-	32%	18%
008	41	-	-	3	2	4	5	35	3	1	2	19	9
	2%	-	-	3%	2%	2%	2%	2%	3%	1%	2%	2%	2%
		-	-	8%	5%	10%	13%	87%	7%	4%	6%	46%	23%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
009	15	-	1	1	2	1	3	12	2	2	2	5	6
	1%	-	1%	1%	2%	1%	1%	1%	2%	2%	2%	1%	1%
		-	5%	5%	12%	7%	19%	81%	12%	14%	12%	31%	38%
010	391	10	11	8	19	31	45	345	10	17	18	165	71
	16%	17%	19%	8%	21%	16%	18%	16%	10%	13%	17%	19%	15%
		d 3%	3% ^d	2%	5% ^d	8% ^d	12% ^d	88% ^d	3%	4%	5%	42%	18%
012	22	1	1	-	-	1	1	21	1	1	1	13	-
	1%	1%	1%	-	-	1%	*	1%	1%	1%	1%	2%	-
		m 3%	3%	-	-	5%	5%	98%	3%	3%	3%	60% ^m	-
013	2	-	-	-	-	-	-	2	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	42% ^a	42%	-
014	8	-	-	2	-	-	-	8	-	-	-	2	3
	*	-	-	2%	-	-	-	*	-	-	-	*	1%
		-	-	21%	-	-	-	100%	-	-	-	31%	34%
015	98	1	4	7	1	10	10	87	2	10	5	39	23
	4%	2%	6%	6%	1%	5%	4%	4%	2%	8%	5%	4%	5%
		1%	4%	7%	1%	10%	10%	90%	2%	10% ^{el}	6%	40%	23%
017	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
018	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	-	100%
019	2	-	-	-	-	-	-	2	-	-	-	1	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	42%	25%

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
020	111	-	3	9	8	12	18	93	4	3	8	35	28
	5%	-	5%	8%	8%	6%	8%	4%	4%	3%	8%	4%	6%
		-	3%	8%b	7%b	10%	17%bh	83%	3%	3%	8%b	32%	25%
023	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
024	3	-	-	-	-	1	1	2	-	-	-	-	3
	*	-	-	-	-	1%	1%	*	-	-	-	-	1%
		-	-	-	-	42%ah	42%	58%	-	-	-	-	100%al
025	25	-	1	1	1	2	3	22	1	1	-	6	8
	1%	-	2%	1%	1%	1%	1%	1%	1%	*	-	1%	2%
		-	4%	3%	5%	9%	13%	87%	3%	2%	-	25%	30%
026	1	-	-	1	-	-	-	1	-	-	-	-	1
	*	-	-	1%	-	-	-	*	-	-	-	-	*
		-	-	54%a	-	-	-	100%	-	-	-	-	54%
030	38	-	4	5	2	2	4	33	5	1	1	11	12
	2%	-	6%	4%	2%	1%	2%	2%	5%	1%	1%	1%	2%
		-	10%ahj	12%ah	5%	6%	11%	89%	13%ah	2%	4%	29%	31%
033	1	-	-	-	-	-	-	1	-	1	-	-	-
	*	-	-	-	-	-	-	*	-	1%	-	-	-
		-	-	-	-	-	-	100%	-	100%ah	-	-	-
034	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
035	4	-	-	-	-	-	-	4	-	-	-	2	1
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	56%	27%
036	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
040	13	-	1	-	-	-	-	13	-	1	-	2	7
	1%	-	1%	-	-	-	-	1%	-	1%	-	2%	2%
		-	4%	-	-	-	-	100%	-	7%	-	12%	55%al
045	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
050	7	-	1	3	2	-	2	5	-	-	-	1	-
	*	-	2%	3%	2%	-	1%	*	-	-	-	*	-
		-	12%	41%ah	27%ah	-	27%	73%	-	-	-	14%	-
060	3	-	1	2	-	-	-	3	-	-	-	1	-
	*	-	1%	2%	-	-	-	*	-	-	-	*	-
		-	27%ah	60%ah	-	-	-	100%	-	-	-	40%	-
070	3	-	-	-	-	-	-	3	-	-	-	-	2
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	58%
075	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	-	100%
080	3	-	1	-	-	1	1	1	-	-	-	3	-
	*	-	2%	-	-	1%	*	*	-	-	-	*	-
		-	57%ah	-	-	43%	43%	57%	1%	57%ah	-	100%	-
099	2	-	-	-	-	-	-	2	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	34%
110	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
000	504	95	96	89	128	50	21	14	6	5	-	-
	21%	21%	24%	22%	20%	20%	21%	29%	27%	17%	-	-
		19%	19%	18%	25%	10%	4%	3%	1%	1%	-	-
001	164	28	33	32	44	16	5	3	1	1	-	1
	7%	6%	8%	8%	7%	7%	5%	7%	4%	2%	-	8%
		17%	20%	19%	27%	10%	3%	2%	1%	-	-	1%
002	107	17	15	19	33	11	4	1	3	2	-	1
	4%	4%	4%	5%	5%	5%	4%	3%	12%	8%	-	8%
		16%	14%	18%	31%	11%	4%	1%	3%	2%	-	1%
003	107	23	17	18	28	13	3	-	1	1	-	3
	4%	5%	4%	4%	4%	5%	3%	-	5%	5%	-	21%
		21%	16%	17%	26%	12%	3%	-	1%	1%	-	3%
004	53	8	11	5	14	8	5	-	-	1	-	1
	2%	2%	3%	1%	2%	3%	5%	-	-	5%	-	9%
		14%	20%	10%	27%	14%	10% ^c	-	-	3%	-	2%
005	616	103	90	112	187	61	30	11	4	10	4	4
	26%	23%	22%	27%	29%	24%	29%	23%	17%	34%	58%	26%
		17%	15%	18%	30% ^{ab}	10%	5%	2%	1%	2%	1%	1%
006	10	3	1	-	1	5	-	-	-	-	-	-
	-	1%	-	-	-	2%	-	-	-	-	-	-
		27%	13%	-	8%	52% ^{bcd}	-	-	-	-	-	-
007	33	10	6	3	9	3	2	-	-	-	-	-
	1%	2%	1%	1%	1%	1%	2%	-	-	-	-	-
		29%	17%	10%	28%	9%	7%	-	-	-	-	-
008	41	12	8	7	9	2	2	-	-	-	-	-
	2%	3%	2%	2%	1%	1%	2%	-	-	-	-	-
		30%	20%	18%	22%	5%	5%	-	-	-	-	-
009	15	3	2	3	3	1	-	2	-	-	-	1
	1%	1%	-	1%	-	-	-	4%	-	-	-	8%
		23%	11%	18%	20%	7%	-	13% ^{abcde}	-	-	-	8%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

KANTAR MEDIA

Powering Informed Decisions

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
010	391	90	64	64	100	35	18	8	5	4	2	1
	16%	20%	16%	16%	15%	14%	17%	16%	23%	14%	29%	10%
		23%	16%	16%	26%	9%	4%	2%	1%	1%	1%	*
012	22	3	7	3	3	5	1	1	-	-	-	-
	1%	1%	2%	1%	*	2%	1%	3%	-	-	-	-
		14%	30%	13%	13%	22% ^d	2%	6%	-	-	-	-
013	2	-	2	-	-	1	-	-	-	-	-	-
	*	-	*	-	-	*	-	-	-	-	-	-
		-	73%	-	-	27%	-	-	-	-	-	-
014	8	2	2	2	-	2	-	-	-	-	-	-
	*	*	*	1%	-	1%	-	-	-	-	-	-
		23%	21%	31%	-	25% ^d	-	-	-	-	-	-
015	98	23	16	22	16	11	2	4	-	3	-	1
	4%	5%	4%	5%	2%	5%	2%	8%	-	9%	-	10%
		23% ^d	16%	22% ^d	17%	12%	2%	4% ^d	-	3%	-	1%
017	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
018	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
019	2	1	-	1	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-
		42%	-	58%	-	-	-	-	-	-	-	-
020	111	18	15	10	46	13	2	4	2	1	-	-
	5%	4%	4%	2%	7%	5%	2%	9%	11%	2%	-	-
		16%	13%	9%	42% ^{abc}	11%	2%	4% ^c	2%	1%	-	-
023	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
024	3	-	-	1	-	3	-	-	-	-	-	-
	*	-	-	*	-	1%	-	-	-	-	-	-
	-	-	-	17%	-	83%abd	-	-	-	-	-	-
025	25	4	4	4	7	2	3	-	-	1	-	-
	1%	1%	1%	1%	1%	1%	3%	-	-	4%	-	-
		16%	17%	14%	27%	7%	14%	-	-	5%	-	-
026	1	1	1	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	-	-	-
		46%	54%	-	-	-	-	-	-	-	-	-
030	38	5	6	8	15	2	1	-	-	-	1	-
	2%	1%	1%	2%	2%	1%	1%	-	-	-	13%	-
		15%	15%	20%	40%	4%	3%	-	-	-	2%	-
033	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
034	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
035	4	1	2	1	-	-	-	-	-	-	-	-
	*	*	*	*	-	-	-	-	-	-	-	-
		27%	44%	29%	-	-	-	-	-	-	-	-
036	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
040	13	3	4	3	2	1	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	-	-	-	-	-	-
		19%	32%	24%	15%	10%	-	-	-	-	-	-
045	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
050	7	2	1	2	1	1	1	-	-	-	-	-
*	*	*	*	*	*	*	1%	-	-	-	-	-
		24%	10%	22%	15%	15%	14%	-	-	-	-	-
060	3	-	-	-	2	1	-	-	-	-	-	-
*	*	-	-	-	1%	1%	-	-	-	-	-	-
		-	-	-	60%	40%	-	-	-	-	-	-
070	3	-	2	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-
		-	58%	-	-	-	42%acd	-	-	-	-	-
075	1	-	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
080	3	-	-	-	1	1	-	-	-	-	-	-
*	*	-	-	-	*	*	-	-	-	-	-	-
		-	-	-	57%	43%	-	-	-	-	-	-
099	2	-	-	1	1	-	-	-	-	-	-	-
*	*	-	-	*	*	-	-	-	-	-	-	-
		-	-	34%	66%	-	-	-	-	-	-	-
110	1	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		Total	HOUSEHOLD INCOME										FINANCIAL STRESS					
			< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
000	504	94	59	88	84	66	41	22	34	13	3	-	194	230	15	42	23	-
	21%	22%	30%	17%	22%	21%	20%	20%	23%	20%	15%	-	22%	23%	14%	15%	19%	-
		19% ^c	12% ^a	17%	17% ^c	13%	8%	4%	7%	3%	1%	-	39% ^{no}	46% ^{no}	3%	8%	4%	-
001	164	38	9	48	20	14	13	9	9	2	1	1	69	60	7	21	6	1
	7%	9%	4%	9%	5%	4%	6%	9%	6%	3%	3%	8%	8%	6%	6%	7%	5%	8%
		23% ^e	5%	29% ^{bde}	12%	8%	8%	6%	5%	1%	-	1%	42%	37%	4%	13%	3%	1%
002	107	21	4	22	19	12	14	3	3	6	-	1	38	48	3	15	2	1
	4%	5%	2%	4%	5%	4%	7%	3%	2%	10%	-	8%	4%	5%	2%	5%	2%	8%
		20%	4%	21%	18%	11%	13% ^b	3%	3%	6% ^{bh}	-	1%	36%	45%	2%	14%	2%	1%
003	107	18	15	19	17	15	8	5	5	1	-	3	39	44	4	13	3	3
	4%	4%	7%	4%	4%	5%	4%	5%	4%	1%	-	21%	5%	4%	4%	4%	3%	21%
		17%	14% ^c	18%	16%	15%	7%	5%	5%	1%	-	3%	37%	42%	4%	12%	3%	3%
004	53	6	1	12	10	6	3	7	4	2	-	1	17	22	3	8	2	1
	2%	1%	1%	2%	3%	2%	1%	7%	3%	4%	-	9%	2%	2%	3%	3%	1%	9%
		12%	2%	23%	18%	11%	5%	14% ^{abcef}	8%	5%	-	2%	32%	42%	6%	14%	3%	2%
005	616	97	54	140	92	78	63	21	43	17	7	4	198	269	33	77	35	4
	26%	23%	27%	27%	24%	25%	31%	19%	29%	27%	31%	26%	23%	27%	30%	27%	29%	26%
		16%	9%	23%	15%	13%	10% ^{ag}	3%	7%	3%	1%	1%	32%	44% ^d	5%	12%	6%	1%
006	10	1	-	-	1	5	-	2	1	-	-	-	2	3	1	1	2	-
	-	-	-	-	-	2%	-	2%	1%	-	-	-	-	-	1%	-	2%	-
		9%	-	-	8%	52% ^{aacd}	-	20% ^c	12%	-	-	-	21%	35%	14%	12%	18% ^d	-
007	33	5	1	12	3	4	3	1	2	2	-	-	9	13	2	6	4	-
	1%	1%	1%	2%	1%	1%	1%	1%	2%	3%	-	-	1%	1%	2%	2%	3%	-
		15%	4%	35%	11%	12%	8%	3%	8%	6%	-	-	27%	38%	5%	19%	11%	-
008	41	15	2	11	4	7	3	-	-	-	-	-	14	13	5	6	3	-
	2%	3%	1%	2%	1%	2%	1%	-	-	-	-	-	2%	1%	4%	2%	3%	-
		37% ^{dh}	6%	26%	9%	16%	6%	-	-	-	-	-	34%	31%	12% ^{lm}	15%	8%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		HOUSEHOLD INCOME											FINANCIAL STRESS					
	Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
009	15 1%	- -	1 1%	5 5%	5 1%	1 *	- -	- -	- -	- -	1 6%	1 8%	4 1%	7 1%	- -	2 1%	- -	1 8%
010	391 16%	84 20% 22% ^{bcd}	24 12% 6%	87 17% 22%	54 14% 13%	51 17% 13%	36 17% 9%	19 17% 5%	21 14% 5%	9 14% 2%	5 21% 1%	1 10%	135 15% 35%	155 16% 40%	21 19% 5%	53 19% 14%	25 21% 6%	1 10%
012	22 1%	2 *	- -	4 1%	7 2%	1 *	1 1%	1 1%	3 2%	3 4%	- -	- -	10 1%	7 1%	1 *	2 1%	2 2%	- -
013	2 *	- -	1 42%	- -	1 58%	- -	- -	- -	- -	- -	- -	- -	- -	2 73%	1 27%	- -	- -	- -
014	8 *	1 *	- -	2 -	2 *	2 1%	1 *	- -	- -	- -	- -	- -	5 1%	3 35%	- -	- -	- -	- -
015	98 4%	20 5% 20%	10 5% 10%	17 3% 17%	14 4% 15%	17 5% 17% ^f	3 2% 3%	3 2% 3%	10 7% 10% ^f	2 3% 2%	1 6% 1%	1 1%	39 4% 40%	32 3% 33%	8 8% 9% ^{km}	12 4% 12%	5 4% 5%	1 10% 1%
017	1 *	- -	1 100%	- -	- -	- -	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -
018	1 *	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -	- -	1 100%	- -	- -	- -	- -	- -
019	2 *	- -	1 42%	1 25%	1 33%	- -	- -	- -	- -	- -	- -	- -	1 25%	2 75%	- -	- -	- -	- -
020	111 5%	13 3% 11%	5 2% 4%	28 5% 25%	19 5% 17%	12 4% 11%	11 5% 10%	10 9% 9% ^{abeh}	5 3% 4%	6 9% 5% ^{ab}	3 14% 3%	- -	47 5% 42%	42 4% 38%	5 5% 5%	14 5% 12%	3 3% 3%	- -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
023	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
024	3	-	-	-	-	1	1	1	-	-	-	-	3	-	-	-	-	-
	*	-	-	-	-	*	*	1%	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	42%	17%	42%acd	-	-	-	-	100%	-	-	-	-	-
025	25	1	2	5	3	4	3	4	1	1	-	-	11	9	-	4	2	-
1%	*	1%	1%	1%	1%	1%	2%	4%	*	2%	-	-	1%	1%	-	1%	2%	-
	-	6%	8%	21%	12%	16%	14%	16%acd	2%	5%	-	-	42%	35%	-	16%	7%	-
026	1	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	46%	-	54%	-	-	-	-	-	-	-	-	100%	-	-	-	-
030	38	7	2	9	10	5	1	-	2	-	1	-	18	10	2	6	2	-
2%	-	2%	1%	2%	3%	2%	1%	-	2%	-	4%	-	2%	1%	2%	2%	2%	-
	-	18%	6%	25%	25%	14%	4%	-	6%	-	2%	-	49%	25%	5%	15%	6%	-
033	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
034	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
035	4	-	1	-	1	1	-	-	1	-	-	-	1	2	-	-	1	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-
	-	-	17%	-	29%	27%	-	-	27%	-	-	-	29%	54%	-	-	17%	-
036	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
040	13	2	1	5	2	-	2	1	1	-	-	-	9	2	-	2	1	-
1%	*	-	1%	1%	-	1%	1%	1%	1%	-	-	-	1%	*	-	1%	*	-
	-	14%	4%	35%	14%	-	14%	8%	10%	-	-	-	68%lm	14%	-	13%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
045	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
050	7	1	1	3	2	-	-	-	1	-	-	-	2	4	-	2	-	-
	*	*	*	1%	1%	-	-	-	1%	-	-	-	*	*	-	1%	-	-
		10%	10%	38%	27%	-	-	-	14%	-	-	-	22%	56%	-	22%	-	-
060	3	-	-	1	1	1	-	-	-	-	-	-	1	1	1	-	-	-
	*	-	-	*	*	*	-	-	-	-	-	-	*	*	1%	-	-	-
		-	-	27%	40%	34%	-	-	-	-	-	-	40%	34%	27%	-	-	-
070	3	-	-	-	2	-	-	-	1	-	-	-	-	3	-	-	-	-
	*	-	-	-	*	-	-	-	1%	-	-	-	-	*	-	-	-	-
		-	-	-	58%	-	-	-	42%	-	-	-	-	100%	-	-	-	-
075	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
080	3	-	-	-	1	1	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	*	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	-	43%	57%	-	-	-	-	-	-	43%	57%	-	-	-	-
099	2	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	67%	33%	-	-	-	-	-	-	-	-	67%	33%	-	-	-	-
110	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.12B At what monthly price would you begin to think that 10Mbps/s broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
000	504 21%	448 21% 89%	32 18% 6%	24 19% 5%
001	164 7%	134 6% 82%	17 10% 10%	13 10% 8%
002	107 4%	96 5% 90%	5 3% 5%	6 5% 6%
003	107 4%	91 4% 85%	9 5% 6%	7 5% 6%
004	53 2%	49 2% 92%	3 2% 6%	1 1% 2%
005	616 26%	538 26% 87%	41 24% 7%	36 28% 6%
006	10 *	9 * 88%	- - -	1 1% 12%
007	33 1%	32 2% 97%	1 1% 3%	- - -
008	41 2%	34 2% 85%	4 2% 9%	2 2% 6%
009	15 1%	10 * 67%	4 2% 24%a	1 1% 9%
010	391 16%	338 16% 87%	34 20% 9%	18 14% 5%

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
012	22 1%	20 1% 91%	2 1% 9%	- - -
013	2 *	1 * 58%	- - -	1 1% 42%a
014	8 *	8 * 100%	- - -	- - -
015	98 4%	79 4% 81%	8 5% 8%	11 9% 11%a
017	1 *	1 * 100%	- - -	- - -
018	1 *	- - -	1 1% 100%a	- - -
019	2 *	2 * 75%	1 25% -	- - -
020	111 5%	101 5% 91%	6 4% 6%	3 2% 3%
023	1 *	1 * 100%	- - -	- - -
024	3 *	3 * 100%	- - -	- - -
025	25 1%	22 1% 88%	3 1% 10%	1 * 2%

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
026	1 *	1 100%	- -	- -
030	38 2%	35 2% 94%	1 1% 3%	1 1% 3%
033	1 *	1 100%	- -	- -
034	1 *	1 100%	- -	- -
035	4 *	4 100%	- -	- -
036	1 *	1 100%	- -	- -
040	13 1%	12 1% 91%	1 1% 9%	- -
045	1 *	1 100%	- -	- -
050	7 *	7 88%	- -	1 1% 12%
060	3 *	3 100%	- -	- -
070	3 *	3 100%	- -	- -

Q.12B At what monthly price would you begin to think that 10Mbps broadband was so inexpensive that you would question the ability of the provider to actually provide the service?
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
075	1	1	-	-
	*	*	-	-
		100%	-	-
080	3	3	-	-
	*	*	-	-
		100%	-	-
099	2	2	-	-
	*	*	-	-
		100%	-	-
110	1	1	-	-
	*	*	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
000	323	149	173	45	28	36	29	57	49	79	73	122	128	116	206	45	144	134
	13%	13% efgkln 46%	14% 54%	13% 14%e	6% 9%	9% 11%	8% 9%	16% 18%efg	20% 15%ade	38% 24%ade	9% 23%	11% 38%	28% 40%aki	10% 36%	16% 64%an	11% 14%	12% 45%	18% 42%apq
001	26	12	14	4	4	4	2	4	5	4	7	10	9	12	14	4	14	9
	1%	1% 47%	1% 53%	1% 14%	1% 14%	1% 17%	1% 8%	1% 14%	2% 18%	2% 15%	1% 28%	1% 39%	2% 33%	1% 48%	1% 52%	1% 14%	1% 53%	1% 33%
002	16	7	8	3	4	2	3	1	*	2	8	6	2	8	8	3	7	6
	1%	1% 48%	1% 52%	1% 20%	1% 26%	1% 12%	1% 16%	1% 8%	1% 3%	1% 12%	1% 48%	1% 38%	1% 15%	1% 49%	1% 51%	1% 17%	1% 47%	1% 36%
003	22	9	12	4	3	2	4	5	2	2	6	11	4	12	10	5	11	6
	1%	1% 44%	1% 56%	1% 17%	1% 12%	1% 8%	1% 16%	1% 24%	1% 9%	1% 11%	1% 29%	1% 51%	1% 20%	1% 54%	1% 46%	1% 23%	1% 49%	1% 28%
004	21	9	12	2	2	3	6	4	3	2	4	12	5	13	8	9	7	5
	1%	1% 43%	1% 57%	1% 7%	1% 11%	1% 13%	2% 26%	1% 18%	1% 12%	1% 11%	1% 19%	1% 58%	1% 23%	1% 62%	1% 38%	1% 41%aq	1% 33%	1% 26%
005	85	49	37	11	20	18	14	10	7	6	30	41	14	31	54	10	47	28
	4%	4% 57%	3% 43%	3% 12%	4% 23%	5% 21%	4% 16%	3% 11%	3% 9%	3% 7%	4% 35%	4% 49%	3% 16%	3% 37%	4% 63%an	2% 12%	4% 55%	4% 33%
006	14	6	8	1	2	6	-	3	1	*	3	9	1	6	7	2	7	5
	1%	1% 45%	1% 55%	* 9%	* 14%	1% 43%g	- -	1% 24%	* 7%	* 4%	* 23%	1% 67%	* 10%	1% 46%	1% 54%	1% 17%	1% 50%	1% 33%
007	41	24	17	11	9	4	2	6	4	5	20	12	9	24	17	6	28	6
	2%	2% 59%	1% 41%	3% 27%g	2% 22%	1% 9%	1% 6%	2% 14%	2% 10%	2% 12%	2% 49%l	1% 30%	2% 22%	2% 58%	1% 42%	1% 15%	2% 70%r	1% 14%
008	46	27	19	5	12	7	8	7	2	4	17	22	6	19	26	8	21	17
	2%	2% 59%	2% 41%	1% 11%	3% 27%	2% 15%	2% 18%	2% 15%	1% 5%	2% 9%	2% 38%	2% 48%	1% 14%	2% 42%	2% 58%	2% 17%	2% 47%	2% 36%
009	17	5	12	2	2	-	6	2	4	1	4	8	5	11	7	4	10	3
	1%	* 31%	1% 69%	1% 12%	* 13%	- -	2% 35%l	2% 11%	1% 22%l	1% 8%	1% 25%	1% 45%	1% 30%	1% 62%	1% 38%	1% 23%	1% 58%	1% 18%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	466	1138	1254	425	1207	761
010	253	137	116	22	52	48	41	34	32	24	74	123	56	128	125	52	126	75
11%		12%	9%	6%	11%	12%	12%	9%	13%	12%	9%	11%	12%	11%	10%	12%	10%	10%
		d 54%	46%	9%	21% ^d	19% ^d	16% ^d	13%	13% ^d	9% ^d	29%	49%	22%	51%	49%	20%	50%	30%
011	17	9	8	3	3	4	1	3	1	1	6	9	2	10	8	4	10	3
1%		1%	1%	1%	1%	1%	*	1%	1%	*	1%	1%	*	1%	1%	1%	1%	*
		52%	48%	16%	20%	26%	7%	20%	8%	4%	36%	52%	12%	56%	44%	22%	58%	20%
012	64	38	26	6	14	17	9	9	5	4	20	35	9	30	34	7	38	19
3%		3%	2%	2%	3%	4%	3%	2%	2%	2%	3%	3%	2%	3%	3%	2%	3%	2%
		59%	41%	10%	22%	26%	14%	14%	8%	6%	32%	54%	14%	47%	53%	11%	59%	30%
013	5	4	1	3	-	1	-	-	-	-	3	1	1	1	4	1	3	1
*		*	*	1%	-	*	-	-	-	1%	*	*	*	*	*	*	*	*
		85%	15%	63% ^{ka}	-	15%	-	-	-	23%	63%	15%	23%	23%	77%	23%	63%	14%
014	18	8	11	1	2	4	4	3	1	2	3	12	4	6	12	4	10	5
1%		1%	1%	*	*	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
		41%	59%	5%	12%	20%	25%	19%	8%	12%	17%	64%	19%	33%	67%	21%	52%	26%
015	285	135	150	40	53	50	46	50	29	18	93	146	47	143	142	55	141	90
12%		12%	12%	11%	11%	12%	13%	14%	12%	9%	11%	13%	10%	13%	11%	13%	12%	12%
		47%	53%	14%	19%	17%	16%	18%	10%	6%	33%	51%	16%	50%	50%	19%	49%	32%
016	6	3	3	1	-	4	-	-	-	-	1	4	1	6	-	2	4	-
*		*	*	*	-	1%	-	-	-	*	*	*	*	1%	-	1%	*	-
		54%	46%	25%	-	63% ^{ka}	-	-	-	12%	25%	63%	12%	100% ^o	-	38%	62%	-
017	15	6	9	2	3	3	1	1	4	2	5	5	5	3	12	1	8	6
1%		*	1%	*	1%	1%	*	*	1%	1%	1%	*	1%	*	1%	*	1%	1%
		38%	62%	11%	21%	23%	6%	4%	24% ^h	13%	31%	32%	36%	21%	79% ⁿ	5%	54%	41%
018	28	9	20	5	4	8	4	3	3	2	9	15	5	20	9	6	19	4
1%		1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%
		31%	69%	18%	13%	27%	15%	10%	9%	8%	30%	52%	17%	69% ^o	31%	19%	67% ^r	13%
019	4	3	1	1	-	-	-	2	1	-	1	2	1	1	2	-	2	1
*		*	*	*	-	-	-	1%	*	-	*	*	*	*	*	*	*	*
		72%	28%	23%	-	-	-	62%	15%	-	23%	62%	15%	34%	66%	-	62%	38%
020	351	159	193	60	72	53	58	53	34	21	132	165	55	176	175	66	178	107
15%		14%	16%	17%	15%	13%	16%	14%	13%	10%	16%	15%	12%	15%	14%	15%	15%	14%
		45%	55%	17% ^j	20%	15%	17% ^j	15%	10%	6%	38% ^m	47%	16%	50%	50%	19%	51%	31%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	466	1138	1254	425	1207	761
021	7	2	5	-	1	1	2	-	2	-	1	3	2	4	3	1	3	2
*	*	*	*	-	*	*	1%	-	1%	-	*	*	*	*	*	*	*	*
		31%	69%	-	22%	16%	28%	-	32%	-	22%	47%	32%	54%	46%	22%	41%	37%
022	13	9	4	3	4	1	2	2	1	-	7	5	1	9	4	7	6	-
1%	1%	1%	*	1%	1%	*	*	1%	*	-	1%	*	*	1%	*	2%	1%	-
	r	66%	34%	23%	27%	9%	13%	19%	9%	-	50%	41%	9%	66%	34%	51%ar	49%ar	-
023	8	5	3	-	3	1	-	4	-	-	3	5	-	5	2	1	6	-
*	*	*	*	-	1%	-	-	1%	-	-	*	*	-	*	*	*	1%	-
		64%	36%	-	36%	14%	-	51%	-	-	35%	65%	-	69%	31%	15%	85%ar	-
024	4	2	2	-	1	3	-	-	1	-	1	3	1	1	3	-	3	1
*	*	*	*	-	*	1%	-	-	*	-	*	*	*	*	*	-	*	*
		47%	53%	-	27%	61%	-	-	13%	-	27%	61%	13%	34%	66%	-	74%	26%
025	210	91	119	43	44	35	31	30	19	9	86	96	28	113	97	41	105	64
9%	9%	8%	10%	12%	9%	9%	9%	8%	8%	5%	11%	9%	6%	10%	8%	10%	9%	8%
	jm	43%	57%	20%j	21%j	17%j	15%j	14%	9%	4%	41%am	46%	13%	54%	46%	20%	50%	30%
026	5	3	2	-	-	2	2	1	-	-	-	5	-	4	2	2	1	2
*	*	65%	35%	-	-	1%	29%	23%	-	-	-	100%	-	71%	29%	1%	22%	29%
027	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-
*	*	*	*	-	-	-	*	-	-	-	-	*	-	*	-	-	*	-
		27%	73%	-	-	-	44%	-	-	56%a	-	44%	56%	27%	73%	27%	29%	44%
029	3	2	1	-	1	1	-	1	-	-	1	2	-	1	1	-	1	1
*	*	75%	25%	-	25%	50%	-	25%	-	-	25%	75%	-	50%	50%	-	50%	50%
030	216	102	114	35	58	24	41	35	16	6	93	100	23	107	109	32	116	68
9%	9%	9%	9%	10%	13%	6%	12%	10%	7%	3%	11%	9%	5%	9%	9%	8%	10%	9%
	jm	47%	53%	16%j	27%afj	11%	19%ij	16%j	8%j	3%	43%am	46%am	10%	50%	50%	15%	54%	31%
031	2	1	2	-	-	1	-	-	1	1	-	1	1	-	2	-	1	2
*	*	*	*	-	-	*	-	-	*	*	-	*	*	-	*	-	*	*
		25%	75%	-	-	43%	-	-	25%	32%	-	43%	57%	-	100%	-	25%	75%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	466	1138	1254	425	1207	761
033	1	-	1	-	-	-	-	-	-	1	-	-	1	1	-	-	1	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	100%a	-	-	100%	100%	-	-	100%	-
034	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	100%
035	57	28	30	10	9	16	10	6	4	2	19	32	6	28	29	11	31	15
2%	-	2%	2%	3%	2%	4%	3%	2%	1%	1%	2%	3%	1%	2%	2%	3%	3%	2%
	-	46%	52%	17%	16%	28%	16%	11%	8%	3%	33%	56% _m	10%	50%	50%	19%	55%	27%
036	2	-	2	-	1	-	1	-	-	-	1	1	-	-	2	-	-	2
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	59%	-	41%	-	-	-	59%	41%	-	-	100%	-	-	100%
037	1	1	1	-	-	-	-	1	1	-	-	1	1	1	1	1	-	1
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	58%	42%	-	-	-	-	58%	42%	-	-	58%	42%	42%	58%	42%	-	58%
039	4	3	1	1	-	-	1	1	1	1	1	2	2	1	3	1	1	3
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	79%	21%	17%	-	-	26%	21%	14%	21%	17%	48%	35%	26%	74%	26%	14%	60%
040	77	32	44	18	16	16	12	9	6	-	33	38	6	38	38	18	40	19
3%	-	3%	4%	5%	3%	4%	3%	3%	2%	-	4%	3%	1%	3%	3%	4%	3%	2%
	-	jm	42%	23% _j	20% _j	21% _j	16% _j	12% _j	8% _j	-	43% _m	49% _m	8%	50%	50%	23%	52%	25%
043	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%
045	12	7	5	1	7	3	-	1	1	-	8	3	1	4	8	-	4	8
*	-	1%	-	-	1%	1%	-	-	-	-	1%	-	-	-	1%	-	-	1%
	-	58%	42%	7%	58% _{ag}	22%	-	8%	5%	-	65%	30%	5%	33%	67%	-	33%	67% _{pq}
049	2	1	1	-	1	1	-	-	-	-	1	1	-	1	1	-	1	-
*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	51%	49%	-	49%	51%	-	-	-	-	49%	51%	-	49%	51%	49%	51%	-
050	54	25	29	3	15	9	7	11	7	3	18	26	10	23	32	9	26	20
2%	-	2%	2%	1%	3%	2%	2%	3%	3%	1%	2%	2%	2%	2%	3%	2%	2%	3%
	-	46%	54%	5%	28% _d	16%	12%	20%	13% _d	5%	33%	48%	18%	42%	58%	16%	47%	36%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	466	1138	1254	425	1207	761
055	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
*	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
060	16	10	5	3	5	5	1	2	-	-	8	8	-	5	11	4	4	8
1%	1%	1%	*	1%	1%	1%	*	1%	-	-	1%	1%	-	*	1%	1%	*	1%
	m	66%	34%	17%	33%	32%	6%	12%	-	-	50% _m	50% _m	-	33%	67%	26%	25%	48%
065	1	1	1	-	-	-	1	-	1	-	-	1	1	1	1	-	1	1
*	*	*	-	-	-	-	*	-	*	-	-	*	*	-	*	-	*	*
		40%	60%	-	-	-	60%	-	40%	-	-	60%	40%	40%	60%	-	40%	60%
070	3	2	1	1	1	1	-	-	1	*	2	1	1	-	3	-	1	3
*	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*	-	*	*
		58%	42%	28%	21%	20%	-	-	20%	11%	50%	20%	30%	-	100%	-	20%	80%
075	2	1	1	-	-	1	-	1	-	-	-	2	-	1	1	-	1	1
*	*	*	-	-	-	*	-	*	-	-	-	*	-	*	*	-	*	*
		61%	39%	-	-	61%	-	39%	-	-	-	100%	-	61%	39%	-	61%	39%
080	6	4	3	1	1	1	2	-	1	-	3	3	1	3	4	1	5	1
*	*	*	-	*	*	*	-	-	-	-	*	*	*	*	*	*	*	*
		56%	44%	24%	23%	19%	25%	-	9%	-	47%	44%	9%	42%	58%	19%	72%	9%
090	3	-	3	1	1	-	-	1	-	-	2	1	-	2	1	1	1	-
*	*	-	*	*	*	-	-	-	-	-	*	*	-	*	*	-	*	*
		-	100%	28%	38%	-	-	34%	-	-	66%	34%	-	72%	28%	34%	38%	28%
095	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	*	*	-	-	-	-	-	-	*	-	-	-	*	*	-	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
099	2	2	-	-	-	-	-	-	1	1	-	-	2	-	2	-	1	1
*	*	*	-	-	-	-	-	-	*	*	-	-	*	-	*	-	*	*
		100%	-	-	-	-	-	-	67% _a	33%	-	-	100% _{al}	-	100%	-	34%	66%
100	4	1	3	-	2	1	1	-	-	-	2	2	-	-	4	-	-	4
*	*	*	-	-	*	*	*	-	-	-	*	*	-	-	*	-	-	*
		28%	72%	-	49%	28%	23%	-	-	-	49%	51%	-	-	100%	-	-	100% _q
111	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
*	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
120	1 *	- *	1 *	- *	- *	1 *	- *	- *	- *	- *	- *	1 *	- *	- *	1 *	- *	1 *	- *
140	1 *	1 *	- *	- *	- *	- *	- *	- *	1 *	- *	- *	- *	1 *	- *	1 *	- *	1 *	- *
150	1 *	100% *	- *	- *	- *	- *	- *	- *	1 *	- *	- *	- *	1 *	1 *	- *	- *	1 *	- *
159	1 *	- *	1 *	- *	- *	- *	- *	- *	1 *	- *	- *	- *	1 *	1 *	- *	- *	1 *	- *
206	1 *	1 *	- *	- *	- *	1 *	- *	- *	- *	- *	- *	1 *	- *	- *	1 *	- *	1 *	- *
222	1 *	100% *	- *	- *	- *	100% *	- *	- *	- *	- *	- *	100% *	- *	- *	100% *	- *	100% *	- *
306	1 *	1 *	- *	- *	- *	1 *	- *	- *	- *	- *	- *	1 *	- *	100% *	1 *	100% *	1 *	- *
334	1 *	1 *	- *	- *	- *	- *	- *	1 *	- *	- *	- *	1 *	- *	- *	1 *	- *	- *	1 *
450	1 *	- *	1 *	- *	- *	- *	1 *	- *	- *	- *	- *	1 *	- *	- *	1 *	- *	- *	1 *
455	1 *	1 *	- *	- *	- *	1 *	- *	- *	- *	- *	- *	1 *	- *	1 *	- *	- *	1 *	- *
505	2 *	- *	2 *	2 *	- *	- *	- *	- *	- *	- *	2 *	- *	- *	2 *	- *	- *	2 *	- *
		-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	100%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
000	323	260	40	23	-	4	34	12	14	25	39	53	51	27	23	40	-
	13%	13%	21%	19%	-	4%	13%	6%	8%	14%	16%	20%	14%	15%	19%	21%	-
		efhq 80%e	12%abe	7%e	-	1%	11%fhq	4%q	4%q	8%fhq	12%fhi	17%afh	16%fhq	8%fhq	7%fhq	12%afghq	-
001	26	25	1	-	-	1	4	1	4	1	1	3	6	3	-	1	-
	1%	1%	1%	-	-	1%	2%	*	2%	1%	1%	1%	2%	2%	-	1%	-
		95%	5%	-	-	4%	17%	3%	15%	5%	5%	10%	23%	12%	-	5%	-
002	16	16	-	-	-	-	1	2	-	-	1	5	4	1	-	-	-
	1%	1%	-	-	-	-	1%	1%	-	1%	*	2%	1%	1%	-	-	-
		100%	-	-	-	-	9%	11%	-	8%	7%	30%	29%	6%	-	-	-
003	22	16	5	-	1	2	2	2	-	1	-	2	6	1	-	5	1
	1%	1%	3%	-	1%	2%	1%	1%	-	*	-	1%	2%	1%	-	3%	1%
		74%	23%ab	-	3%	10%k	10%	11%	-	3%	-	9%	28%	4%	-	23%alk	3%
004	21	18	3	-	-	-	3	-	-	4	2	3	1	3	-	3	-
	1%	1%	1%	-	-	-	1%	1%	-	2%	1%	*	2%	-	-	1%	-
		87%	13%	-	-	-	12%	11%	-	21%lm	8%	15%	4%	15%	-	13%	-
005	85	72	9	2	2	5	5	8	4	4	12	9	20	6	2	9	2
	4%	4%	5%	2%	2%	5%	2%	4%	2%	2%	5%	3%	6%	3%	2%	5%	2%
		85%	11%	2%	2%	6%	5%	9%	5%	4%	14%	11%	23%g	7%	2%	11%	2%
006	14	14	-	-	-	-	*	1	-	1	3	-	6	2	-	-	-
	1%	1%	-	-	-	-	*	1%	-	*	1%	-	2%	1%	-	-	-
		100%	-	-	-	-	4%	9%	-	6%	24%	-	44%al	12%	-	-	-
007	41	29	11	1	-	4	1	4	-	2	3	3	9	1	1	11	-
	2%	1%	6%	1%	-	4%	*	2%	-	1%	1%	1%	3%	1%	1%	6%	-
		72%	27%abde	2%	-	10%giq	3%	9%	-	6%	8%	8%	23%gi	4%	2%	27%agijkl noq	-
008	46	40	2	1	2	-	3	1	2	1	7	3	15	8	1	2	2
	2%	2%	1%	2%	2%	-	1%	1%	1%	*	3%	1%	4%	4%	1%	1%	2%
		88%	5%	3%	4%	-	7%	3%	5%	2%	15%	6%	32%ahj l	18%afgh j	3%	5%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
009	17	14	1	1	-	-	3	-	4	-	2	1	3	2	1	1	-
	1%	1%	1%	1%	-	-	1%	-	2%	-	1%	*	1%	1%	1%	1%	-
		85%	8%	7%	-	-	17%	-	21%	-	10%	7%	18%	11%	7%	8%	-
010	253	220	16	12	5	7	25	28	15	27	22	26	51	20	12	16	5
	11%	11%	8%	10%	5%	7%	10%	14%	9%	15%	9%	9%	14%	11%	10%	8%	5%
		87% ^{ae}	7%	5%	2%	3%	10%	11% ^q	6%	11% ^q	9%	10%	20% ^q	8%	5%	7%	2%
011	17	16	-	1	1	1	1	-	1	2	-	1	7	2	1	-	1
	1%	1%	-	1%	1%	1%	1%	-	1%	1%	-	1%	2%	1%	1%	-	1%
		91%	-	4%	5%	6%	8%	-	7%	13%	-	8%	38% ^{ak}	11%	4%	-	5%
012	64	55	3	2	4	2	8	1	2	6	5	8	18	6	2	3	4
	3%	3%	1%	1%	4%	2%	3%	1%	1%	3%	2%	3%	5%	3%	1%	1%	4%
		87%	4%	3%	6%	4%	12%	2%	3%	9%	7%	13%	28% ^{ah}	10%	3%	4%	6% ^h
013	5	5	1	-	-	-	1	-	-	-	1	2	-	1	-	1	-
	*	*	*	-	-	-	*	-	-	-	1%	1%	-	*	-	*	-
		89%	11%	-	-	-	11%	-	-	-	29%	34%	-	14%	-	11%	-
014	18	15	1	2	-	1	1	-	5	1	-	2	4	1	2	1	-
	1%	1%	*	2%	-	1%	*	-	3%	*	-	1%	1%	1%	2%	*	-
		83%	4%	13%	-	4%	6%	-	30% ^{aghkp}	4%	-	10%	25%	5%	13% ^k	4%	-
015	285	241	21	9	14	16	52	19	23	30	24	26	33	18	9	21	14
	12%	12%	11%	7%	14%	16%	20%	10%	13%	17%	10%	9%	9%	10%	7%	11%	14%
		85%	8%	3%	5%	6%	18% ^{ahklmno}	7%	8%	11% ^{klkimo}	8%	9%	12%	6%	3%	8%	5%
016	6	5	-	-	1	-	-	1	-	1	-	-	1	1	-	-	1
	*	*	-	-	1%	-	-	1%	-	1%	-	-	*	*	-	-	1%
		83%	-	-	17%	-	-	25%	-	25%	-	-	21%	12%	-	-	17%
017	15	14	-	-	1	2	1	2	2	-	2	2	3	1	-	-	1
	1%	1%	-	-	1%	2%	*	1%	1%	-	1%	1%	1%	*	-	-	1%
		96%	-	-	4%	13%	5%	15%	12%	-	13%	14%	20%	4%	-	-	4%
018	28	22	3	3	1	2	3	4	-	2	2	5	3	1	3	3	1
	1%	1%	2%	2%	1%	2%	1%	2%	-	1%	1%	2%	1%	1%	2%	2%	1%
		77%	12%	9%	2%	8%	9%	13%	-	9%	7%	17%	10%	4%	9%	12%	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
019	4	3	-	-	1	-	1	-	-	1	-	-	1	-	-	-	1
	*	-	-	-	1%	-	*	-	-	*	-	-	*	-	-	-	1%
		77%	-	-	23%	-	34%	-	-	15%	-	-	28%	-	-	-	23%
020	351	277	35	19	21	19	37	26	28	24	37	31	48	26	19	35	21
	15%	14%	16%	16%	22%	19%	14%	13%	16%	13%	15%	11%	13%	14%	16%	16%	22%
		73%	10%	5%	6%ab	5%	10%	8%	6%	7%	11%	9%	14%	7%	5%	10%	6%ahlm
021	7	6	-	1	-	-	-	-	-	-	2	1	3	-	1	-	-
	*	-	-	1%	-	-	-	-	-	-	1%	1%	1%	-	1%	-	-
		85%	-	15%	-	-	-	-	-	-	23%	23%	40%	-	15%	-	-
022	13	8	2	3	-	2	2	-	2	-	-	-	2	-	3	2	-
	1%	*	1%	2%	-	2%	1%	-	1%	-	-	-	1%	-	2%	1%	-
		61%	17%	22%ab	-	12%	15%	-	15%	-	-	-	19%	-	22%ahkin	17%	-
023	8	8	-	-	-	1	1	1	1	-	1	1	-	-	-	-	-
	*	-	-	-	-	1%	*	1%	-	-	1%	*	-	-	-	-	-
		100%	-	-	-	18%am	16%	19%	15%	-	17%	14%	-	-	-	-	-
024	4	3	-	1	1	-	-	-	-	-	1	1	-	-	1	-	1
	*	-	-	1%	1%	-	-	-	-	-	*	1%	-	-	1%	-	1%
		61%	-	27%	13%	-	-	-	-	-	26%	34%	-	-	27%	-	13%
025	210	170	19	7	15	15	28	12	19	16	16	22	25	17	7	19	15
	9%	9%	10%	5%	16%	15%	11%	6%	11%	9%	6%	8%	7%	9%	5%	10%	16%
		81%	9%	3%	7%abd	7%hkm o	13%	6%	9%	8%	8%	10%	12%	8%	3%	9%	7%ahkimo
026	5	3	-	1	1	-	-	-	2	-	1	-	-	-	1	-	1
	*	-	-	1%	1%	-	-	-	1%	-	-	-	-	-	1%	-	1%
		65%	-	23%	12%	-	-	-	39%am	-	25%	-	-	-	23%	-	12%
027	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	100%am
028	2	1	-	1	-	-	-	1	1	-	-	-	-	-	1	-	-
	*	-	-	*	-	-	-	*	-	-	-	-	-	-	*	-	-
		73%	-	27%	-	-	-	44%	29%	-	-	-	-	-	27%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
029	3	2	1	-	-	-	-	-	-	-	-	2	-	-	-	1	-
	*	75%	25%	-	-	-	-	-	-	-	-	75%a	-	-	-	25%	-
030	216	178	9	14	14	7	20	33	24	15	28	27	13	11	14	9	14
	9%	9% cmp 83% c	5% 4%	12% 7% c	15% 7% abc	7% 3%	8% 9% m	17% 15% afgjl mnp	14% 11% agmnp	9% 7% m	11% 13% mp	10% 13% mp	4% 6%	6% 5%	12% 7% mp	5% 4%	15% 7% afgmp
031	2	2	-	-	1	-	1	-	1	-	-	-	-	-	-	-	1
	*	75%	-	-	1%	-	*	-	*	-	-	-	-	-	-	-	1%
033	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
034	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
035	57	47	2	4	4	4	1	8	4	2	5	7	10	7	4	2	4
	2%	2% g 82%	1% 4%	3% 7%	4% 7%	3% 6% g	* 1%	4% 13% g	2% 7%	1% 4%	2% 9%	3% 12% g	3% 17% g	4% 12% g	3% 7% g	1% 4%	4% 7% g
036	2	1	-	1	1	-	-	-	-	-	-	-	-	1	1	-	1
	*	31%	-	41% b	29% b	-	-	-	-	-	-	-	-	*	1%	-	1%
037	1	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	1%
039	4	3	-	1	-	-	-	-	-	-	1	2	-	1	1	-	-
	*	79%	-	1% 21%	-	-	-	-	-	-	* 26%	1% 38%	-	*	1% 14%	-	-
040	77	64	4	5	3	1	6	12	1	4	19	8	7	6	5	4	3
	3%	3% 84%	2% 5%	4% 7%	3% 4%	1% 2%	2% 8%	6% 16% aim	1% 1%	2% 5%	8% 24% aafq jlmnp	3% 10%	2% 10%	3% 7%	4% 7% d	2% 5%	3% 4%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
043	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
045	12	11	-	1	-	-	2	1	4	1	2	-	-	1	-	-	-
	*	1%	-	*	-	-	1%	*	2%	1%	1%	-	-	*	-	-	-
		95%	-	5%	-	-	19%	8%	32%akmp	10%	19%	-	-	7%	5%	-	-
049	2	2	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	51%a	-	-	-	-	49%	-	-	-	-	-	-
050	54	44	4	3	3	4	8	7	7	1	2	6	4	5	3	4	3
	2%	2%	2%	2%	4%	3%	3%	3%	4%	1%	1%	2%	1%	3%	2%	2%	4%
		82%	7%	5%	6%	7%	15%	12%	14%akm	2%	3%	11%	8%	10%	5%	7%	6%k
055	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
060	16	14	-	2	-	-	1	5	-	1	1	1	-	4	2	-	-
	1%	1%	-	2%	-	-	*	2%	-	1%	1%	1%	-	2%	2%	-	-
		87%	-	13%	-	-	7%	29%amp	-	8%	8%	9%	-	25%amp	13%am	-	-
065	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	60%	40%	-	-	-	-	-	-	-	-	-
070	3	2	-	1	1	-	-	-	1	-	-	1	-	-	1	-	1
	*	-	-	1%	1%	-	-	-	1%	-	-	*	-	-	1%	-	1%
		50%	-	20%	31%ab	-	-	-	28%	-	-	21%	-	-	20%	-	31%am
075	2	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	61%	39%	-	-	-	-	-	-	-	-	-
080	6	6	-	-	-	-	-	-	-	2	1	1	3	-	-	-	-
	*	-	-	-	-	-	-	-	-	1%	1%	*	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	26%	24%	9%	42%	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
090	3	3	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	1%	*	-	-	-	-	-	-
		100%	-	-	-	28%	-	-	-	34%	38%	-	-	-	-	-	-
095	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
100	4	4	-	-	-	-	1	-	1	-	-	1	-	1	-	-	-
	*	-	-	-	-	-	*	-	1%	-	-	*	-	1%	-	-	-
		100%	-	-	-	-	22%	-	27%	-	-	28%	-	23%	-	-	-
111	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
140	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
150	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
159	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
206	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		COUNTRY				GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
222	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
306	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
334	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
450	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
455	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
505	2	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	282	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
000	323	274	48	87	220	50	61	60	51	68	24	13	40	89	136
	13%	13%	17%	18%	12%	12%	7%	11%	6%	6%	9%	10%	18%	7%	9%
	kno	gij	85%	27%ae	68%	16%g	19%	19%l	16%	21%	8%	4%	12%klino	28%	42%j
001	26	24	1	6	17	5	10	6	9	11	2	1	4	12	14
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		91%	6%	21%	67%	21%	37%	24%	34%	41%	10%	6%	15%	45%	54%
002	16	13	3	3	13	3	4	3	4	6	3	1	1	8	9
	1%	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%
		80%	20%	19%	81%	21%	24%	21%	24%	36%	21%	6%	9%	50%	56%
003	22	19	3	4	10	4	5	4	5	8	1	1	3	9	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		87%	13%	20%	47%	17%	24%	17%	24%	36%	7%	4%	15%	43%	57%
004	21	17	3	6	12	3	6	4	5	11	-	-	1	11	11
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	*	1%	1%
		79%	15%	28%	59%	14%	30%	18%	25%	51%	-	-	3%	51%	53%
005	85	71	12	19	63	17	32	20	29	42	12	8	9	48	63
	4%	3%	4%	4%	3%	4%	4%	4%	4%	4%	4%	6%	4%	4%	4%
		83%	13%	22%	74%	20%	37%	23%	34%	49%	14%	9%	11%	56%	74%
006	14	13	1	2	12	2	6	2	6	8	1	-	2	9	11
	1%	1%	*	*	1%	1%	1%	*	1%	1%	*	-	1%	1%	1%
		92%	8%	14%	86%	18%	40%	18%	40%	58%	8%	-	14%	66%	80%
007	41	33	7	8	28	7	22	10	20	23	2	1	2	24	27
	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%
		82%	18%	21%	69%	17%	55%	24%	48%	58%	4%	4%	6%	59%	67%
008	46	44	2	11	34	10	21	11	20	25	5	5	5	29	35
	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%	2%	2%
		96%	4%	24%	74%	23%	46%	26%	44%	55%	10%	12%	12%	63%	76%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
009	17	15	2	5	12	4	8	4	8	13	2	2	-	13	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		86%	14%	27%	73%	22%	48%	26%	44%	75%	11%	12%	-	75%	75%
010	253	217	34	50	193	41	101	50	92	128	28	15	23	151	182
	11%	10%	12%	11%	11%	10%	11%	10%	11%	12%	10%	11%	11%	11%	12%
		86%	14%	20%	76%	16%	40%	20%	36%	51%	11%	6%	9%	60%	72%
011	17	14	3	1	17	7	6	7	6	5	4	4	3	7	14
	1%	1%	1%	*	1%	2%	1%	1%	1%	*	2%	3%	2%	1%	1%
		83%	17%	5%	95%	40%	36%	40%	36%	31%	23%	24%ajno	20%	43%	81%
012	64	55	7	10	51	8	27	9	26	40	2	3	5	42	47
	3%	3%	3%	2%	3%	2%	3%	2%	3%	4%	1%	2%	2%	3%	3%
		87%	11%	16%	80%	13%	43%	14%	41%	63%k	3%	5%	8%	66%k	74%
013	5	3	2	3	2	1	1	1	1	3	1	-	1	3	3
	*	*	1%	1%	*	*	*	*	*	*	1%	-	1%	*	*
		66%	34%	58%e	31%	29%	15%	29%	15%	63%	29%	-	29%	63%	63%
014	18	16	2	4	13	5	9	5	9	9	5	1	2	13	16
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
		88%	12%	23%	71%	29%	52%	29%	52%	51%	25%	6%	12%	70%	87%
015	285	252	32	69	210	48	103	56	96	138	48	16	27	174	202
	12%	12%	11%	15%	11%	11%	12%	11%	12%	12%	18%	12%	12%	13%	13%
		88%	11%	24%	73%	17%	36%	20%	34%	48%	17%ajno	6%	9%	61%	71%
016	6	1	5	-	6	-	1	1	-	2	-	-	-	2	2
	*	*	2%	-	*	-	*	-	-	*	-	-	-	*	*
		17%	83%ab	-	100%	-	12%	12%	-	43%	-	-	-	43%	43%
017	15	15	-	2	12	2	6	4	4	8	5	4	2	11	13
	1%	1%	-	*	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%	1%
		100%	-	16%	80%	15%	38%	25%	27%	56%	31%	26%ajno	13%	71%	89%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
018	28	21	7	1	24	5	12	7	11	11	4	2	2	14	17
	1%	1%	3%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		74%	26% ^b	4%	84% ^d	19%	43%	24%	39%	38%	13%	7%	9%	51%	61%
019	4	4	-	1	3	-	3	2	1	2	-	-	-	2	2
	*	*	-	*	*	-	*	-	*	*	-	-	-	*	*
		100%	-	15%	85%	-	77%	42%	34%	62%	-	-	-	62%	62%
020	351	319	29	55	284	61	142	79	124	174	41	20	33	202	235
	15%	15%	10%	12%	16%	14%	17%	15%	16%	16%	15%	14%	15%	15%	15%
		91% ^c	8%	16%	81% ^d	17%	40%	22%	35%	50%	12%	6%	9%	58%	67%
021	7	6	1	2	5	2	3	2	3	4	2	-	-	5	5
	*	*	*	*	*	*	*	*	*	*	1%	-	-	*	*
		91%	9%	28%	72%	28%	49%	28%	49%	64%	23%	-	-	78%	78%
022	13	13	-	2	9	2	7	2	7	5	3	1	-	6	7
	1%	1%	-	1%	*	*	1%	*	1%	*	1%	1%	-	*	*
		100%	-	18%	70%	15%	56%	15%	56%	37%	21%	10%	-	45%	54%
023	8	6	1	1	6	1	4	1	4	4	-	-	1	4	5
	*	*	*	*	*	*	*	*	*	*	-	-	1%	*	*
		86%	14%	15%	85%	14%	50%	14%	50%	54%	-	-	16%	54%	71%
024	4	3	1	1	4	1	1	2	-	2	1	1	1	4	4
	*	*	1%	*	*	*	*	*	-	*	1%	*	*	*	*
		66%	34%	13%	87%	26%	27%	53%	-	53%	34%	13%	13%	87%	100%
025	210	195	15	36	171	39	87	49	77	109	18	11	19	127	148
	9%	9%	5%	8%	9%	9%	10%	9%	10%	10%	7%	8%	9%	10%	9%
		92% ^c	7%	17%	81%	18%	41%	23%	36%	52%	8%	5%	9%	60%	70%
026	5	5	-	-	5	-	3	-	3	5	1	-	-	5	5
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	65%	-	65%	88%	12%	-	-	100%	100%

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
027	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
028	2	2	-	1	1	-	-	-	-	1	-	-	1	1	2
	*	*	-	*	*	-	-	-	-	*	-	-	1%	*	*
		100%	-	73%	27%	-	-	-	-	27%	-	-	73%ajh	27%	100%
029	3	1	2	1	2	1	-	1	-	1	-	-	1	1	2
	*	*	1%	*	*	*	-	*	-	*	-	-	*	*	*
		25%	75%ab	25%	75%	25%	-	25%	-	50%	-	-	25%	50%	75%
030	216	185	31	33	176	43	79	51	71	108	19	14	15	126	149
	9%	9%	11%	7%	10%	10%	9%	10%	9%	10%	7%	10%	7%	10%	9%
		86%	14%	15%	82%	20%	37%	24%	33%	50%	9%	6%	7%	58%	69%
031	2	2	-	1	2	2	-	2	-	-	-	1	1	-	1
	*	*	-	*	*	*	-	*	-	-	-	1%	*	*	*
		100%	-	25%	75%	75%	-	75%	-	-	-	43%ajh	25%	-	68%
033	1	1	-	-	1	-	1	-	1	-	-	-	1	-	1
	*	*	-	-	*	-	*	-	*	-	-	-	1%	*	*
		100%	-	-	100%	-	100%	-	100%	-	-	100%ajno	100%ajh	-	100%
034	1	1	-	1	-	1	-	1	-	1	-	-	-	1	1
	*	*	-	*	*	*	-	*	-	*	-	-	*	*	*
		100%	-	100%	-	100%	-	100%	-	100%	-	-	-	100%	100%
035	57	45	12	10	47	8	31	10	29	29	6	-	1	35	36
	2%	2%	4%	2%	3%	2%	4%	2%	4%	3%	2%	-	1%	3%	2%
		80%	20%	17%	82%	13%	55%	18%	51%	51%	11%	-	2%	61%	64%
036	2	2	-	1	1	1	1	1	1	2	1	1	1	2	2
	*	*	-	*	*	*	*	*	*	*	1%	1%	*	*	*
		100%	-	41%	31%	41%	31%	41%	31%	71%	59%	31%	31%	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
037	1	1	-	1	1	1	-	1	-	-	-	-	-	1	1
	*	*	-	*	*	*	-	*	-	*	-	-	-	*	*
		100%	-	58%	42%	58%	-	58%	-	58%	-	-	-	58%	58%
039	4	4	1	2	1	1	1	1	1	1	-	-	2	1	3
	*	*	*	*	*	*	*	*	*	*	-	-	-	*	*
		83%	17%	35%	26%	21%	26%	21%	26%	26%	-	-	35%	26%	62%
040	77	68	8	7	68	13	40	15	38	38	10	1	2	46	48
	3%	3%	3%	1%	4%	3%	5%	3%	5%	3%	4%	1%	1%	4%	3%
		dm	89%	11%	9%	89%	18%	20%	50%	50%	14%	1%	2%	60%	63%
043	1	1	-	-	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	-	-	-	-	-	-	*	-	-	*	*
		100%	-	-	-	-	-	-	-	-	100%	-	-	100%	100%
045	12	10	1	4	8	7	3	9	1	7	-	-	1	7	7
	*	*	*	1%	*	2%	*	2%	*	1%	-	-	*	1%	*
		88%	12%	30%	70%	63%	27%	79%	11%	60%	-	-	5%	60%	60%
049	2	2	-	-	2	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	49%	-	49%	-	-	-	-	-	-
050	54	52	2	12	41	9	25	12	22	26	12	6	4	34	40
	2%	2%	1%	3%	2%	2%	3%	2%	3%	2%	4%	4%	2%	3%	3%
		96%	4%	23%	76%	16%	47%	23%	40%	48%	21%	11%	7%	63%	74%
055	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
060	16	14	2	3	13	5	7	6	6	10	1	-	3	10	11
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%
		86%	14%	18%	82%	33%	43%	39%	37%	64%	9%	-	16%	64%	71%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	282	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
065	1	1	-	-	1	-	1	1	1	1	-	1	-	1	1
	*	100%	-	-	100%	-	100%	40%	60%	60%	-	40%	-	60%	100%
070	3	3	1	1	2	-	2	1	1	2	2	-	1	2	2
	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		79%	21%	28%	72%	-	50%	28%	21%	50%	48%	-	20%	69%	69%
075	2	2	-	1	1	-	1	1	-	1	-	-	-	1	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	39%	61%	-	61%	61%	-	61%	-	-	-	61%	61%
080	6	6	1	4	2	-	5	-	5	5	3	-	-	5	5
	*	-	-	1%	-	-	1%	-	1%	-	1%	-	-	-	-
		91%	9%	67% ^a	33%	-	72%	-	72%	76%	42%	-	-	76%	76%
090	3	3	-	1	2	-	1	-	1	2	-	-	-	2	2
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	34%	66%	-	38%	-	38%	62%	-	-	-	62%	62%
095	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
099	2	2	-	1	1	1	-	1	-	-	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	66%	34%	66%	-	66%	-	-	-	67% ^a _{ajno}	-	-	67%
100	4	4	-	1	3	3	-	3	-	1	-	-	-	1	1
	*	-	-	-	-	1%	-	1%	-	-	-	-	-	-	-
		100%	-	23%	77%	73% ^a	-	73% ^a	-	23%	-	-	-	23%	23%
111	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
120	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
*	*	100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
140	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
*	*	100%	-	-	100%	-	-	-	-	-	-	-	100%	-	100%
150	1	1	-	-	1	1	-	1	-	-	-	-	-	-	-
*	*	100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
159	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
*	*	100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
206	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
222	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
*	*	100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
306	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
334	1	1	-	-	1	1	-	1	-	1	-	-	-	1	1
*	*	100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%
450	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
*	*	100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
455	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	1%	-	*	*	-	*	-	*	1%	-	-	*	*
505	2	-	2	-	100%	100%	-	100%	-	100%	100%a	-	-	100%	100%
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%ab	-	-	-	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
000	323	38	23	58	69	20	86	236	6	88
	13%	6%	4%	6%	8%	4%	6%	23%	5%	6%
		bcdelfgj	12%	7%	21% ^f	6%	27%	73%aefgj	2%	27%
001	26	7	4	7	4	5	10	17	1	10
	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
		23%	15%	28%	16%	20%	37%	63%egj	6%	37%
002	16	6	3	8	5	5	10	5	1	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		37%	22%	50%	33%	32%	65%	35%	8%	65%
003	22	7	6	11	6	4	10	12	1	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		31%	26%	50%	27%	18%	45%	55%	7%	45%
004	21	9	4	10	5	7	12	9	1	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		40%	19%	49%	23%	33%	56%	44%	3%	56%
005	85	21	30	44	30	20	50	35	4	50
	4%	3%	5%	4%	3%	4%	4%	3%	3%	4%
		25%	35%	52%	35%	24%	59%	41%	4%	59%
006	14	2	6	8	5	6	10	4	-	10
	1%	*	1%	1%	1%	1%	1%	*	-	1%
		17%	40%	57%	33%	40%	73%	27%	-	73%
007	41	8	10	19	18	11	28	12	4	28
	2%	1%	2%	2%	2%	2%	2%	1%	4%	2%
		21%	25%	46%	45%	26%	69%	31%	9%	69%
008	46	16	19	29	21	10	30	16	2	30
	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%
		35%	43% ^a	64%	45%	22%	66%	34%	4%	66%
009	17	4	7	10	4	7	12	6	2	12
	1%	1%	1%	1%	*	1%	1%	1%	2%	1%
		26%	39%	61%	26%	42%	68%	32%	11%	68%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
010	253	84	65	130	103	62	158	95	6	160
	11%	13%	12%	12%	11%	13%	12%	9%	5%	12%
		33%	26%	51%	41%	25% ^h	62%	38%	2%	63%
011	17	6	8	10	9	3	12	5	-	12
	1%	1%	1%	1%	1%	1%	1%	-	-	1%
		32%	44%	57%	51%	20%	71%	29%	-	71%
012	64	17	21	35	38	8	45	19	4	46
	3%	3%	4%	3%	4%	2%	3%	2%	4%	3%
		26%	34%	55%	59% ^a	13%	70% ^h	30%	7%	72% ^h
013	5	3	1	3	2	1	4	1	-	4
	*	1%	-	-	-	-	-	-	-	-
		63%	29%	63%	46%	29%	74%	26%	-	74%
014	18	10	6	13	10	5	15	3	2	16
	1%	2%	1%	1%	1%	1%	1%	-	2%	1%
		56%	34%	72%	52%	30%	82% ^h	18%	10%	86% ^h
015	285	75	82	130	113	71	182	104	18	184
	12%	12%	15%	12%	13%	15%	13%	10%	17%	13%
		26%	29%	46%	40%	25% ^h	64% ^h	36%	6% ^h	65% ^h
016	6	2	-	2	2	1	3	3	-	3
	*	-	-	-	-	-	-	-	-	-
		43%	-	43%	38%	17%	55%	45%	-	55%
017	15	4	5	7	9	3	12	3	2	12
	1%	1%	1%	1%	1%	1%	1%	-	2%	1%
		28%	30%	51%	61%	16%	79%	21%	13% ^h	79%
018	28	5	7	9	9	7	17	12	4	18
	1%	1%	1%	1%	1%	2%	1%	1%	3%	1%
		17%	25%	32%	33%	26%	58%	42%	13% ^e	62%
019	4	2	1	3	3	-	3	1	1	3
	*	-	-	-	-	-	-	-	-	-
		49%	28%	77%	77%	-	77%	23%	34% ^a	77%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
020	351 15%	92 14% 26%	93 16% 26%	158 15% 45%	124 14% 35%	80 17% 23%	203 15% 58%	149 14% 42%	12 11% 4%	204 15% 58%
021	7 *	3 1% 50%	3 * 41%	3 * 50%	5 1% 69%	1 * 9%	5 * 78%	1 * 22%	- - -	5 * 78%
022	13 1%	3 * 23%	4 1% 32%	4 * 32%	5 1% 37%	1 * 10%	6 * 47%	7 1% 53%	1 1% 5%	6 * 47%
023	8 *	3 * 34%	3 * 37%	5 1% 71%	4 * 53%	1 * 18%	5 * 71%	2 * 29%	- - -	5 * 71%
024	4 *	- * -	3 * 61%	3 * 61%	4 * 87%	- * -	4 * 87%	1 * 13%	- - -	4 * 87%
025	210 9%	57 9% 27%	49 9% 23%	96 9% 48%	89 10% 43%	37 8% 18%	124 9% 59%	87 8% 41%	11 10% 5%	125 9% 59%
026	5 *	- * -	3 * 52%	3 * 52%	3 * 58%	2 * 42%h	5 * 100%	- * -	- - -	5 * 100%
027	1 *	- * -	- * -	- * -	- * -	- * 100%	1 * 100%	- * -	- - -	1 * 100%
028	2 *	- * -	1 * 44%	1 * 44%	- * -	1 * 71%	1 * 71%	1 * 29%	1 1% 44%aah	1 * 71%
029	3 *	1 * 50%	- * -	1 * 50%	1 * 50%	- * -	1 * 50%	1 * 50%	- * -	1 * 50%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
030	216 9%	70 11% 32%	45 8% 21%	100 10% 46%	101 11% 47%h	39 8% 18%	135 10% 63%	81 8% 37%	13 12% 6%	136 10% 63%
031	2 *	- - -	1 - 25%	1 - 25%	2 - 75%	1 - 25%	2 - 100%	- - -	- - -	2 - 100%
033	1 *	- - -	- - -	- - -	1 - 100%	- - -	1 - 100%	- - -	- - -	1 - 100%
034	1 *	- - -	- - -	- - -	- - -	- - -	- - -	1 - 100%	- - -	- - -
035	57 2%	15 2% 27%	14 3% 25%	26 2% 46%	19 2% 33%	16 3% 28%	35 3% 62%	22 2% 38%	5 5% 9%	35 3% 62%
036	2 *	2 - 71%	1 - 31%	2 - 71%	1 - 41%	1 - 31%	2 - 71%	1 - 29%	1 1% 31%	2 - 71%
037	1 *	- - -	1 - 58%	1 - 58%	- - -	1 - 58%	1 - 58%	1 - 42%	- - -	1 - 58%
039	4 *	1 - 26%	1 - 21%	2 - 48%	1 - 21%	2 - 40%	3 - 62%	2 - 38%	- - -	3 - 62%
040	77 3%	23 4% 30%	12 2% 16%	32 3% 42%	34 4% 44%	12 3% 16%	45 5% 59%	32 3% 41%	- - -	45 3% 59%
043	1 *	1 - 100%	- - -	1 - 100%	- - -	- - -	- - -	1 - 100%	- - -	- - -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
045	12	2	3	4	4	4	8	3	2	8
	*	*	*	*	*	1%	1%	*	2%	1%
		15%	24%	31%	38%	33%	72%	28%	15%	72%
049	2	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
050	54	20	13	27	26	9	35	19	1	35
	2%	3%	2%	3%	3%	2%	3%	2%	1%	3%
		38%	25%	50%	48%	16%	64%	36%	2%	64%
055	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	*	-	-
		-	-	-	-	-	-	100%	-	-
060	16	5	2	7	6	4	9	7	-	9
	1%	1%	*	1%	1%	1%	1%	1%	-	1%
		29%	15%	44%	35%	23%	57%	43%	-	57%
065	1	1	1	1	-	1	1	-	-	1
	*	*	*	*	-	*	*	-	-	*
		60%	60%	60%	-	100%	100%	-	-	100%
070	3	-	2	2	1	-	1	2	1	2
	*	-	*	*	*	-	*	*	1%	*
		-	48%	48%	30%	-	30%	70%	21%	52%
075	2	1	-	1	1	-	1	1	-	1
	*	*	-	*	-	-	*	*	-	*
		61%	-	61%	61%	-	61%	39%	-	61%
080	6	4	1	4	1	4	5	1	-	5
	*	1%	*	*	*	1%	*	*	-	*
		67%	23%	67%	9%	67% ^{eh}	76%	24%	-	76%
090	3	2	-	2	-	1	1	2	-	1
	*	*	-	*	-	*	*	*	-	*
		62%	-	62%	-	34%	34%	66%	-	34%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
095	1 *	1 *	- -	1 *	1 *	- -	1 *	- -	1 *	1 *
		100%	-	100%	100%	-	100%	-	100%ah	100%
099	2 *	- -	- -	- -	1 *	- -	1 *	1 -	- -	1 *
		-	-	-	34%	-	34%	66%	-	34%
100	4 *	- -	- -	- -	- -	- -	- -	4 *	- -	- -
		-	-	-	-	-	-	100%gj	-	-
111	1 *	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *
		100%	-	100%	100%	-	100%	-	-	100%
120	1 *	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *
		100%	-	100%	100%	-	100%	-	-	100%
140	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -
		100%	-	100%	-	-	-	100%	-	-
150	1 *	1 *	- -	1 *	- -	- -	- -	1 *	- -	- -
		100%	-	100%	-	-	-	100%	-	-
159	1 *	1 *	- -	1 *	1 *	- -	1 *	- -	- -	1 *
		100%	-	100%	100%	-	100%	-	-	100%
206	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -
		-	-	-	-	-	-	100%	-	-
222	1 *	1 *	- -	1 *	- *	1 *	1 *	- -	- -	1 *
		100%	-	100%	-	100%	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
306	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
334	1	1	-	1	-	-	-	1	1	1
	*	-	-	-	-	-	-	100%	-	-
		100%	-	100%	-	-	-	100%	100%aeqj	100%
450	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
455	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	-	-	100%
505	2	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
000	323	125	197	50	272	75	38	178	12	5	8
	13%	10%	17%	7%	16%	7%	9%	13%	14%	5%	13%
		bd fg	61%ab	16%	84%acd	23%	12%	55%ag	4%	2%	3%
001	26	10	16	7	20	9	4	15	1	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-
		39%	61%	25%	75%	35%	15%	58%	6%	-	-
002	16	7	9	4	12	8	7	4	2	-	-
	1%	1%	1%	*	1%	1%	2%	*	3%	-	-
		43%	57%	23%	77%	50%	46%ah	28%	15%ah	-	-
003	22	8	14	6	15	3	3	15	-	-	-
	1%	1%	1%	1%	1%	*	1%	1%	-	-	-
		37%	63%	29%	71%	16%	13%	71%	-	-	-
004	21	10	11	4	17	10	3	13	2	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-
		49%	51%	21%	79%	46%	15%	61%	9%	-	-
005	85	42	43	25	61	41	23	49	7	2	6
	4%	3%	4%	3%	4%	4%	5%	3%	8%	2%	9%
		50%	50%	29%	71%	49%	27%	58%	8%ah	3%	7%aj
006	14	6	8	2	11	8	4	9	*	-	1
	1%	1%	1%	*	1%	1%	1%	1%	1%	-	2%
		45%	55%	17%	83%	57%	28%	62%	4%	-	8%
007	41	25	16	9	32	20	7	27	1	3	1
	2%	2%	1%	1%	2%	2%	2%	2%	1%	3%	2%
		61%	39%	22%	78%	49%	18%	66%	3%	7%	3%
008	46	29	16	19	27	27	13	27	2	-	3
	2%	2%	1%	3%	2%	3%	3%	2%	3%	-	4%
		65%	35%	41%	59%	59%	28%	59%	5%	-	6%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
009	17	10	7	9	8	8	7	8	2	1	1
	1%	1%	1%	1%	*	1%	2%	1%	2%	1%	2%
		57%	43%	54% ^e	46%	46%	39%	44%	11% ^h	9%	6%
010	253	144	109	77	176	123	57	152	15	13	8
	11%	12%	9%	11%	11%	12%	13%	11%	17%	13%	12%
		57% ^c	43%	31%	69%	49%	23%	60%	6% ^a	5%	3%
011	17	9	9	3	14	8	5	10	-	2	1
	1%	1%	1%	*	1%	1%	1%	1%	-	2%	2%
		50%	50%	20%	80%	47%	31%	58%	-	14%	7%
012	64	41	23	24	40	39	8	46	3	2	1
	3%	3%	2%	3%	2%	4%	2%	3%	4%	2%	1%
		64% ^c	36%	38%	62%	61%	13%	72%	5%	3%	1%
013	5	3	2	2	4	-	2	2	-	-	-
	*	*	*	*	*	-	1%	*	-	-	-
		60%	40%	31%	69%	-	44%	31%	-	-	-
014	18	15	3	6	12	11	3	14	-	-	2
	1%	1%	*	1%	1%	1%	1%	1%	-	-	3%
		83% ^c	17%	33%	67%	62%	15%	77%	-	-	9%
015	285	158	128	98	187	153	64	164	8	14	10
	12%	13%	11%	13%	11%	14%	15%	12%	9%	14%	15%
		55%	45%	34%	66%	54% ^a	22%	58%	3%	5%	3%
016	6	1	5	-	6	2	-	3	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		17%	83%	-	100%	29%	-	55%	-	-	-
017	15	10	5	7	8	7	2	12	1	-	-
	1%	1%	*	1%	*	1%	*	1%	1%	-	-
		68%	32%	45%	55%	48%	15%	82%	7%	-	-
018	28	14	15	11	18	12	5	14	2	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	-
		49%	51%	37%	63%	42%	19%	49%	6%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
019	4	2	2	1	3	2	1	2	-	-	1
	*	*	*	*	*	*	*	*	-	-	2%
		42%	58%	15%	85%	42%	28%	49%	-	-	28%a
020	351	177	174	120	231	143	64	202	12	12	5
	15%	15%	15%	16%	14%	14%	15%	14%	14%	12%	8%
		50%	50%	34%	66%	41%	18%	58%	3%	4%	1%
021	7	4	2	2	4	4	3	2	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		64%	36%	33%	67%	64%	51%h	27%	-	-	-
022	13	7	6	4	10	5	-	8	-	-	-
	1%	1%	1%	*	1%	*	-	1%	-	-	-
		51%	49%	27%	73%	37%	-	59%	-	-	-
023	8	5	2	4	4	4	-	5	-	-	-
	*	*	*	1%	*	*	-	*	-	-	-
		71%	29%	53%	47%	53%	-	71%	-	-	-
024	4	4	-	1	4	2	-	3	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	13%	87%	39%	-	66%	-	-	-
025	210	113	98	75	135	94	32	132	5	13	7
	9%	9%	8%	10%	8%	9%	7%	9%	6%	13%	12%
		54%	46%	36%	64%	44%	15%	63%	3%	6%	4%
026	5	3	2	3	2	4	1	5	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		58%	42%	58%	42%	83%	12%	88%	-	-	-
027	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
028	2	1	1	1	1	1	-	2	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		56%	44%	27%	73%	27%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
029	3	-	3	-	3	1	-	2	-	-	-
*	-	-	*	-	*	*	-	*	-	-	-
	-	-	100%	-	100%	50%	-	75%	-	-	-
030	216	110	106	68	147	104	36	129	5	14	4
9%	9%	9%	9%	9%	9%	10%	8%	9%	6%	14%	6%
	51%	49%	32%	68%	48%	17%	60%	2%	6%	2%	
031	2	1	2	1	2	1	2	1	1	1	-
*	*	*	*	*	*	*	*	*	1%	1%	-
	25%	75%	25%	75%	43%	75%	25%	32%h	32%	-	-
033	1	1	-	1	-	1	-	1	-	-	-
*	*	-	*	*	-	*	-	*	-	-	-
	100%	-	100%	-	-	100%	-	100%	-	-	-
034	1	-	1	1	-	1	-	1	-	-	-
*	-	*	*	*	-	*	-	*	-	-	-
	-	-	100%	100%	-	100%	-	100%	-	-	-
035	57	30	27	14	43	29	7	35	-	1	1
2%	2%	2%	2%	2%	3%	3%	2%	3%	-	1%	1%
	52%	48%	24%	76%	50%	12%	62%	-	2%	1%	
036	2	2	1	2	-	2	-	2	-	-	-
*	*	*	*	*	-	*	-	*	-	-	-
	71%	29%	100%e	-	-	100%	-	100%	-	-	-
037	1	1	1	1	1	-	1	-	-	-	-
*	*	*	*	*	*	-	*	-	-	-	-
	58%	42%	58%	42%	-	58%	-	-	-	-	-
039	4	2	3	-	4	3	-	4	-	-	-
*	*	*	-	*	*	*	-	*	-	-	-
	35%	65%	-	100%	-	62%	-	83%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
040	77	35	42	26	51	33	15	39	-	8	2
	3%	3%	4%	4%	3%	3%	4%	3%	-	8%	3%
		45%	55%	34%	66%	43%	20%	51%	-	10%a	3%
043	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
045	12	5	7	5	7	7	5	4	1	1	1
	*	*	1%	1%	*	1%	1%	*	2%	1%	2%
		41%	59%	41%	59%	56%	43%h	37%	11%	11%	12%
049	2	-	2	-	2	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
050	54	28	26	22	32	27	7	37	1	2	1
	2%	2%	2%	3%	2%	3%	2%	3%	2%	2%	1%
		52%	48%	41%	59%	49%	13%	68%	3%	3%	1%
055	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
060	16	6	10	7	9	9	3	10	1	2	-
	1%	*	1%	1%	1%	1%	1%	1%	1%	2%	-
		36%	64%	45%	55%	56%	22%	61%	6%	13%	-
065	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
070	3	1	2	1	3	3	1	2	-	1	-
	*	*	*	*	*	*	*	*	-	1%	-
		30%	70%	21%	79%	80%	21%	58%	-	21%	-
075	2	-	2	1	1	1	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	61%	39%	61%	-	61%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
080	6	4	2	5	1	4	1	3	-	1	-
	*	*	*	1%	*	*	*	*	-	1%	-
		67%	33%	76%e	24%	67%	23%	53%	-	23%	-
090	3	-	3	1	2	1	-	2	-	-	-
	*	-	*	*	*	*	-	*	-	-	-
		-	100%	34%	66%	34%	-	62%	-	-	-
095	1	1	-	-	1	-	-	1	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
099	2	1	1	-	2	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		34%	66%	-	100%	-	-	100%	-	-	-
100	4	1	3	-	4	-	1	-	-	-	-
	*	*	*	-	*	-	-	-	-	-	-
		23%	77%	-	100%	-	28%	-	-	-	-
111	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
120	1	-	1	1	-	1	1	-	-	1	-
	*	-	*	*	*	*	-	-	-	1%	-
		-	100%	100%	-	100%	100%	-	-	100%a	-
140	1	1	-	-	1	-	-	1	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
150	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
159	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
206	1	-	1	-	1	-	-	-	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	-	-	-	-
222	1	1	-	1	-	1	-	1	-	-	-
*	-	*	-	*	-	*	-	*	-	-	-
	-	100%	-	100%	-	100%	-	100%	-	-	-
306	1	-	1	-	1	-	-	1	-	-	-
*	-	-	*	-	*	-	-	*	-	-	-
	-	-	100%	-	100%	-	-	100%	-	-	-
334	1	-	1	-	1	-	-	1	-	-	-
*	-	-	*	-	*	-	-	*	-	-	-
	-	-	100%	-	100%	-	-	100%	-	-	-
450	1	-	1	-	1	-	-	1	-	-	-
*	-	-	*	-	*	-	-	*	-	-	-
	-	-	100%	-	100%	-	-	100%	-	-	-
455	1	-	1	-	1	-	-	1	-	-	-
*	-	-	*	-	*	-	-	*	-	-	-
	-	-	100%	-	100%	100%	-	100%	-	-	-
505	2	-	2	-	2	-	-	-	-	-	-
*	-	-	*	-	*	-	-	-	-	-	-
	-	-	100%	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
000	323	9	9	15	11	15	19	304	8	14	10	48	38
	13%	16%	16%	14%	12%	8%	8%	14%	7%	11%	10%	6%	8%
		fglm	3%	5%	4%	5%	6%	94%fg	2%	4%	3%	15%	12%
001	26	2	-	-	2	4	4	22	-	-	-	7	3
	1%	4%	-	-	2%	2%	2%	1%	-	-	-	1%	1%
		9%adhijk	-	-	6%	14%	14%	86%	-	-	-	26%	10%
002	16	-	-	-	-	3	3	13	-	-	1	7	4
	1%	-	-	-	-	1%	1%	1%	-	-	1%	1%	1%
		-	-	-	-	18%	18%	82%	-	-	7%	43%	22%
003	22	-	-	-	-	1	1	21	1	1	-	3	6
	1%	-	-	-	-	-	-	1%	1%	1%	-	-	1%
		-	-	-	-	3%	3%	97%	6%	5%	-	16%	29%
004	21	-	2	2	1	2	3	18	1	3	3	8	4
	1%	-	4%	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%
		-	12%ah	7%	5%	7%	13%	87%	5%	12%	16%ah	36%	20%
005	85	5	-	6	4	7	8	77	3	8	8	32	18
	4%	8%	-	5%	4%	4%	3%	4%	3%	6%	7%	4%	4%
		5%ac	-	7%	5%	8%	10%	90%	4%	9%	9%ac	38%	21%
006	14	-	*	1	4	2	5	9	2	2	1	8	2
	1%	-	1%	1%	4%	1%	2%	*	2%	1%	1%	1%	*
		-	4%	8%	26%ah	17%	35%ah	65%	16%ah	13%	8%	57%	16%
007	41	-	1	4	1	1	2	39	-	1	1	17	11
	2%	-	1%	3%	1%	1%	1%	2%	-	1%	1%	2%	2%
		-	2%	9%	1%	3%	4%	96%	-	3%	3%	41%	28%
008	46	1	1	3	4	6	7	39	5	6	7	21	9
	2%	2%	2%	3%	4%	3%	3%	2%	5%	5%	6%	2%	2%
		2%	3%	7%	9%	13%	14%	86%	11%ah	13%ah	14%ah	47%	19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
009	17	1	-	-	3	2	4	13	2	2	-	7	5
	1%	1%	-	-	3%	1%	2%	1%	2%	2%	-	1%	1%
		4%	-	-	15%ah	10%	21%	79%	9%	13%	-	41%	27%
010	253	11	9	10	17	33	44	209	20	21	17	102	56
	11%	20%	15%	9%	18%	18%	18%	10%	20%	16%	16%	12%	12%
		4%ah	4%	4%	7%ah	13%ah	17%adh	83%	8%adh	8%ah	7%	40%	22%
011	17	3	1	2	4	4	4	14	1	1	1	8	5
	1%	5%	1%	2%	-	2%	1%	1%	1%	1%	1%	1%	1%
		16%aah	4%	13%	-	4%	20%	80%	5%	8%	5%	43%	28%
012	64	3	4	3	1	6	6	58	2	5	2	34	11
	3%	5%	6%	2%	1%	3%	2%	3%	2%	4%	2%	4%	2%
		4%	6%	4%	2%	9%	9%	91%	3%	8%	3%	53%	17%
013	5	-	1	1	-	-	-	5	1	-	-	-	4
	*	-	1%	1%	-	-	-	*	1%	-	-	-	1%
		-	15%	15%	-	-	-	100%	15%	-	-	-	74%al
014	18	-	-	-	-	1	1	17	2	-	-	11	4
	1%	-	-	-	-	1%	1%	1%	2%	-	-	1%	1%
		-	-	-	-	8%	8%	92%	9%	-	-	62%	20%
015	285	12	3	14	5	26	29	257	17	17	15	138	43
	12%	20%	6%	13%	5%	14%	12%	12%	16%	13%	14%	16%	9%
		4%aceh	1%	5%	2%	9%e	10%	90%	6%e	6%	5%e	48%am	15%
016	6	-	1	1	-	-	-	6	-	-	-	2	1
	*	-	3%	1%	-	-	-	*	-	-	-	*	*
		-	25%afgh	25%a	-	-	-	100%	-	-	-	29%	25%
017	15	-	-	-	-	1	1	14	1	1	1	6	5
	1%	-	-	-	-	1%	*	1%	1%	1%	1%	1%	1%
		-	-	-	-	7%	7%	93%	7%	7%	7%	44%	35%
018	28	-	1	1	1	2	2	27	1	2	1	9	7
	1%	-	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%
		-	4%	5%	3%	6%	6%	94%	5%	8%	5%	32%	28%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps's broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
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Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
019	4	-	-	-	-	1	1	3	1	-	-	2	1
*	-	-	-	-	-	1%	*	*	1%	-	-	*	*
	-	-	-	-	-	28%	28%	72%	28%h	-	-	42%	34%
020	351	7	4	10	13	22	30	321	13	15	16	115	88
15%	11%	6%	9%	14%	11%	12%	15%	13%	12%	15%	13%	13%	18%
	2%	1%	3%	4%	6%	9%	91%	4%	4%	5%	33%	25%l	
021	7	-	-	1	-	2	2	5	-	-	-	4	1
*	-	-	-	1%	-	1%	1%	*	-	-	-	*	*
	-	-	-	14%	-	28%	28%	72%	-	-	-	55%	23%
022	13	-	-	-	-	1	1	12	1	2	-	5	1
1%	-	-	-	-	-	1%	*	1%	1%	2%	-	1%	*
	-	-	-	-	-	8%	8%	92%	8%	17%	-	37%	10%
023	8	-	-	-	-	1	1	6	-	-	1	4	1
*	-	-	-	-	-	1%	1%	*	-	-	1%	*	*
	-	-	-	-	-	17%	17%	83%	-	-	17%	53%	17%
024	4	-	-	-	-	-	-	4	-	1	-	1	3
*	-	-	-	-	-	-	-	*	-	-	-	*	*
	-	-	-	-	-	-	-	100%	-	1%	-	27%	61%
025	210	1	5	8	7	17	21	189	7	10	5	78	46
9%	2%	9%	7%	8%	9%	9%	9%	6%	7%	5%	9%	10%	10%
	b	3%	4%	4%	8%	10%	90%b	3%	5%	2%	37%	22%	22%
026	5	-	-	1	-	-	-	5	1	-	1	4	1
*	-	-	-	1%	-	-	-	*	1%	-	1%	*	*
	-	-	25%	-	-	-	-	100%	25%a	-	25%	83%	17%
027	1	-	-	-	-	-	-	1	-	-	1	1	-
*	-	-	-	-	-	-	-	*	-	-	1%	*	-
	-	-	-	-	-	-	-	100%	-	-	100%ah	100%	-
028	2	-	-	-	-	-	-	2	-	-	-	1	1
*	-	-	-	-	-	-	-	*	-	-	-	*	*
	-	-	-	-	-	-	-	100%	-	-	-	27%	44%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps's broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

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029	3	-	-	-	1	1	1	2	-	-	-	1	-
*	-	-	-	-	1%	*	*	*	-	-	-	*	-
	-	-	-	-	25%	25%	25%	75%	-	-	-	50%	-
030	216	3	6	10	7	13	18	197	4	10	8	91	44
9%	4%	9%	9%	7%	7%	8%	8%	9%	4%	7%	7%	10%	9%
	1%	3%	5%	3%	6%	9%	9%	91%	2%	4%	4%	42%	20%
031	2	-	-	1	-	-	-	2	-	-	-	1	1
*	-	-	-	1%	-	-	-	-	-	-	-	*	*
	-	-	-	32%	-	-	-	100%	-	-	-	43%	57%
033	1	1	-	-	-	-	-	1	-	1	1	1	-
*	2%	-	-	-	-	-	-	*	-	1%	1%	*	-
	100%ag	-	-	-	-	-	-	100%	-	100%ah	100%ah	100%	-
034	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
035	57	-	-	2	4	-	4	53	-	2	-	26	9
2%	f	-	-	2%	5%	-	2%	-	-	2%	-	3%	2%
	-	-	-	3%	8%fk	-	8%	92%l	-	4%	-	46%	16%
036	2	-	-	-	1	1	2	1	-	-	-	2	-
*	-	-	-	-	1%	1%	1%	*	-	-	-	*	-
	-	-	-	-	29%h	41%h	69%ah	31%	-	-	-	71%	-
037	1	-	-	-	-	-	-	1	1	-	-	-	1
*	-	-	-	-	-	-	-	*	1%	-	-	-	*
	-	-	-	-	-	-	-	100%	58%ah	-	-	-	58%
039	4	-	-	2	-	-	-	4	-	-	-	2	1
*	-	-	-	2%	-	-	-	*	-	-	-	*	*
	-	-	-	47%ag	-	-	-	100%	-	-	-	40%	21%
040	77	-	-	2	2	5	7	69	-	3	1	27	18
3%	-	-	-	2%	2%	3%	3%	3%	-	3%	1%	3%	4%
	-	-	-	3%	3%	7%	9%	91%	-	4%	1%	35%	24%

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
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043	1	-	-	-	-	-	-	1	1	-	-	-	-
*	-	-	-	-	-	-	-	*	1%	-	-	-	-
	-	-	-	-	-	-	-	100%	100%ah	-	-	-	-
045	12	-	-	1	-	2	2	9	-	-	1	6	2
*	-	-	-	1%	-	1%	1%	*	-	-	1%	1%	*
	-	-	-	8%	-	19%	19%	81%	-	-	8%	51%	20%
049	2	-	-	-	-	-	-	2	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
050	54	1	5	3	3	5	8	46	3	2	5	22	12
2%	2%	8%	3%	3%	3%	10%	3%	2%	3%	2%	4%	3%	3%
	2%	9%ahj	6%	6%	6%	15%	85%	6%	4%	9%	41%	23%	
055	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
060	16	-	-	2	1	1	3	13	1	2	-	6	3
1%	-	-	2%	1%	1%	1%	1%	1%	1%	-	-	1%	1%
	-	-	14%	7%	9%	16%	84%	7%	11%	-	-	40%	17%
065	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
070	3	-	1	2	2	1	2	2	-	-	-	1	-
*	-	-	2%	2%	2%	1%	1%	*	-	-	-	*	-
	-	-	28%ah	50%ah	50%ah	28%	50%ah	50%	-	-	-	30%	-
075	2	-	-	-	-	-	-	2	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	61%	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
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080	6	-	1	-	-	-	-	6	1	-	-	1	3
*	-	-	2%	-	-	-	-	-	-	-	-	*	1%
	-	-	23%a gh	-	-	-	-	100%	23%a	-	-	23%	53%
090	3	-	-	1	-	-	-	3	-	-	-	1	-
*	-	-	-	1%	-	-	-	*	-	-	-	*	-
	-	-	-	34%a	-	-	-	100%	-	-	-	34%	-
095	1	-	-	-	-	-	-	1	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
099	2	-	-	-	-	-	-	2	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	34%
100	4	-	1	-	-	-	-	4	-	-	-	-	-
*	-	-	2%	-	-	-	-	*	-	-	-	-	-
	-	-	23%ah	-	-	-	-	100%	-	-	-	-	-
111	1	-	-	-	-	-	-	1	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
120	1	-	-	-	-	1	1	-	-	-	-	1	-
*	-	-	-	-	-	1%	*	-	-	-	-	*	-
	-	-	-	-	-	100%ah	100%h	-	-	-	-	100%	-
140	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
150	1	-	1	-	-	-	-	1	-	-	-	-	-
*	-	-	1%	-	-	-	-	*	-	-	-	-	-
	-	-	100%ah	-	-	-	-	100%	-	-	-	-	-
159	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
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206	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
222	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
306	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
334	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
450	1	-	1	1	-	-	-	1	-	-	-	-	-
*	-	-	1%	1%	-	-	-	*	-	-	-	-	-
	-	-	100%ah	100%ah	-	-	-	100%	-	-	-	-	-
455	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
505	2	-	-	-	-	-	-	2	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
000	323	60	65	60	81	31	15	7	1	2	-	-
	13%	13%	16%	15%	12%	12%	14%	16%	6%	6%	-	-
		19%	20%	19%	25%	10%	5%	2%	*	1%	-	-
001	26	5	7	3	7	3	1	-	-	-	-	-
	1%	1%	2%	1%	1%	1%	1%	-	-	-	-	-
		18%	28%	12%	27%	11%	5%	-	-	-	-	-
002	16	5	1	2	7	1	-	-	-	-	-	-
	1%	1%	*	1%	*	*	-	-	-	-	-	-
		29%	6%	14%	44%	8%	-	-	-	-	-	-
003	22	5	7	3	5	2	-	-	-	-	-	-
	1%	1%	2%	1%	1%	1%	-	-	-	-	-	-
		25%	33%	12%	22%	8%	-	-	-	-	-	-
004	21	2	2	6	4	3	-	3	-	-	-	-
	1%	1%	1%	1%	1%	1%	-	5%	-	-	-	-
		12%	11%	29%	21%	15%	-	12%abdf	-	-	-	-
005	85	12	14	14	26	13	2	-	2	1	-	1
	4%	3%	4%	3%	4%	5%	2%	-	7%	2%	-	8%
		14%	17%	17%	30%	15%	3%	-	2%	1%	-	1%
006	14	2	*	5	3	1	1	-	-	-	-	-
	1%	*	*	1%	*	1%	1%	2%	-	-	-	-
		14%	4%	38%	18%	9%	8%	9%b	-	-	-	-
007	41	6	16	5	6	1	6	1	1	-	-	-
	2%	1%	4%	1%	1%	*	6%	3%	3%	-	-	-
		14%	38%acde	11%	14%	3%	14%acde	3%	2%	-	-	-
008	46	12	4	3	12	11	1	1	-	1	-	-
	2%	3%	1%	1%	2%	4%	1%	3%	-	3%	-	-
		27%c	10%	6%	27%	23%bc	2%	3%	-	2%	-	-
009	17	8	1	4	3	-	-	-	-	1	-	-
	1%	2%	*	1%	1%	-	-	-	-	5%	-	-
		44%b	5%	23%	20%	-	-	-	-	7%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
010	253	57	40	44	54	24	15	5	5	4	1	4
	11%	12%	10%	11%	8%	10%	15%	10%	23%	13%	21%	26%
		22% ^d	16%	17%	21%	10%	6% ^d	2%	2%	1%	1%	1%
011	17	5	3	5	3	1	-	-	-	1	-	-
	1%	1%	1%	1%	*	*	-	-	-	4%	-	4%
		27%	16%	28%	16%	6%	-	-	-	7%	-	-
012	64	8	8	8	28	5	1	3	1	-	1	-
	3%	2%	2%	2%	4%	2%	1%	6%	3%	-	18%	-
		13%	13%	13%	45% ^{ac}	8%	2%	4%	1%	-	2%	-
013	5	-	-	2	2	1	-	-	-	1	-	-
	*	-	-	1%	*	*	-	-	-	4%	-	-
		-	-	40%	29%	11%	-	-	-	20%	-	-
014	18	1	4	2	9	3	-	-	-	-	-	-
	1%	*	1%	1%	1%	1%	-	-	-	-	-	-
		4%	20%	13%	48% ^{aa}	15%	-	-	-	-	-	-
015	285	46	45	56	67	43	14	2	3	4	1	4
	12%	10%	11%	14%	10%	17%	14%	4%	14%	14%	19%	27%
		16%	16%	20%	24%	15% ^{abdg}	5%	1%	1%	1%	*	1%
016	6	-	1	-	2	1	-	-	-	1	-	-
	*	-	*	-	*	1%	-	-	-	2%	-	-
		-	21%	-	42%	25%	-	-	-	12%	-	-
017	15	2	6	2	3	1	1	-	-	-	-	-
	1%	*	1%	1%	-	*	1%	-	-	-	-	-
		11%	40%	16%	21%	7%	5%	-	-	-	-	-
018	28	5	5	6	8	2	2	-	-	1	-	-
	1%	1%	1%	1%	1%	1%	2%	-	-	4%	-	-
		17%	16%	20%	29%	5%	8%	-	-	4%	-	-
019	4	2	-	-	1	-	-	-	-	-	-	-
	*	1%	-	-	*	-	-	-	-	-	-	-
		66%	-	-	34%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
020	351	65	56	63	108	33	12	7	3	1	1	1
	15%	14%	14%	15%	17%	13%	11%	15%	15%	5%	16%	9%
		19%	16%	18%	31%	9%	3%	2%	1%	*	*	*
021	7	3	-	2	-	1	-	-	-	1	-	-
	*	1%	-	1%	-	*	-	-	-	-	-	2%
		41%	-	36%	-	14%	-	-	-	9%	-	-
022	13	2	-	3	6	1	1	-	-	-	-	-
	1%	*	-	1%	1%	*	1%	-	-	-	-	-
		15%	-	20%	45%	9%	10%b	-	-	-	-	-
023	8	-	-	-	5	1	-	1	-	-	-	-
	*	-	-	-	1%	*	-	3%	-	-	-	-
		-	-	-	68%	14%	-	18%abc	-	-	-	-
024	4	1	1	-	1	1	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-
		13%	27%	-	26%	34%	-	-	-	-	-	-
025	210	41	29	36	58	19	18	5	1	1	-	1
	9%	9%	7%	9%	9%	8%	18%	11%	5%	4%	-	8%
		20%	14%	17%	27%	9%	9%abcde	3%	1%	1%	-	1%
026	5	1	-	3	1	-	-	-	-	-	-	-
	*	*	-	1%	*	-	-	-	-	-	-	-
		22%	-	65%	12%	-	-	-	-	-	-	-
027	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
028	2	1	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		44%	56%	-	-	-	-	-	-	-	-	-
029	3	1	-	-	1	-	-	-	-	-	-	1
	*	*	-	-	*	-	-	-	-	-	-	10%
		26%	-	-	25%	-	-	-	-	-	-	50%

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
030	216	52	33	29	71	19	5	2	1	4	-	-
	9%	11%	8%	7%	11%	8%	4%	4%	6%	14%	-	-
		24% ^c	15%	13%	33% ^c	9%	2%	1%	1%	2%	-	-
031	2	-	1	1	-	1	-	-	-	-	-	-
	*	-	*	*	-	*	-	-	-	-	-	-
		-	32%	25%	-	43%	-	-	-	-	-	-
033	1	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	13%	-
		-	-	-	-	-	-	-	-	-	100%	-
034	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
035	57	14	8	8	14	7	-	4	-	1	1	-
	2%	3%	2%	2%	2%	3%	-	7%	-	5%	13%	-
		29%	13%	15%	24%	12%	-	6% ^{abcd}	-	2%	2%	-
036	2	-	1	2	-	-	-	-	-	-	-	-
	*	-	*	*	-	-	-	-	-	-	-	-
		-	29%	71%	-	-	-	-	-	-	-	-
037	1	-	-	1	-	1	-	-	-	-	-	-
	*	-	-	*	-	*	-	-	-	-	-	-
		-	-	58%	-	42%	-	-	-	-	-	-
039	4	-	1	1	2	-	-	-	1	-	-	-
	*	-	*	*	-	-	-	-	5%	-	-	-
		-	21%	14%	38%	-	-	-	26%	-	-	-
040	77	14	19	9	22	5	2	3	1	4	-	-
	3%	3%	5%	2%	3%	2%	3%	5%	5%	4%	-	-
		18%	25% ^c	12%	29%	6%	3%	3%	2%	2%	-	-
043	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
045	12	4	1	1	2	2	-	1	-	-	-	-
	*	1%	*	*	-	1%	-	3%	-	-	-	-
		32%	12%	8%	19%	18%	-	11%cd	-	-	-	-
049	2	-	-	-	2	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
050	54	9	12	12	10	7	-	-	1	3	-	-
	2%	2%	3%	3%	1%	3%	-	-	6%	9%	-	-
		17%	23%	22%	18%	13%	-	-	2%	5%	-	-
055	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
060	16	2	3	3	4	3	-	1	-	-	-	-
	1%	*	1%	1%	1%	1%	-	3%	-	-	-	-
		11%	17%	20%	26%	17%	-	8%	-	-	-	-
065	1	1	-	-	-	1	-	-	-	-	-	-
	*	*	-	-	-	*	-	-	-	-	-	-
		60%	-	-	-	40%	-	-	-	-	-	-
070	3	1	-	-	3	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-
		20%	-	-	80%	-	-	-	-	-	-	-
075	2	1	1	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		39%	61%	-	-	-	-	-	-	-	-	-
080	6	-	2	1	2	-	1	-	-	-	-	-
	*	-	*	*	*	-	1%	-	-	-	-	-
		-	25%	24%	32%	-	19%a	-	-	-	-	-
090	3	-	-	1	-	-	2	-	-	-	-	-
	*	-	-	*	-	-	2%	-	-	-	-	-
		-	-	28%	-	-	72%abcde	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
095	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
099	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	34%	66%	-	-	-	-	-	-	-
100	4	1	1	1	1	-	-	-	-	-	-	-
	*	23%	22%	27%	28%	-	-	-	-	-	-	-
111	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
120	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-
140	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-
150	1	-	-	1	-	-	100%	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
159	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
206	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
222	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
306	1	-	1	-	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	100%	-	-	-	-	-	-	-	-	-
334	1	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
450	1	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-
455	1	-	-	-	-	-	-	-	-	-	-	1
*	-	-	-	-	-	-	-	-	-	-	-	10%
	-	-	-	-	-	-	-	-	-	-	-	100%
505	2	-	-	2	-	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	100%	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		HOUSEHOLD INCOME											FINANCIAL STRESS						
Total		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
000	323	57	40	57	55	41	30	13	23	6	-	-	127	151	8	23	13	-	
	13%	13%	20%	11%	15%	13%	14%	12%	16%	10%	-	-	15%	15%	7%	8%	11%	-	
		18%	12%ac	18%	17%	13%	9%	4%	7%	2%	-	-	39%no	47%no	2%	7%	4%	-	
001	26	7	4	6	4	1	2	-	2	1	-	-	8	12	1	4	1	-	
	1%	2%	1%	1%	1%	-	1%	-	2%	1%	-	-	1%	1%	1%	1%	1%	-	
		27%	8%	22%	17%	5%	9%	-	9%	3%	-	-	32%	48%	3%	15%	3%	-	
002	16	4	-	5	3	2	1	1	-	-	-	-	7	6	1	1	1	-	
	1%	1%	-	1%	1%	1%	1%	1%	-	-	-	-	1%	1%	1%	1%	1%	-	
		23%	-	33%	17%	12%	7%	8%	-	-	-	-	44%	36%	5%	9%	6%	-	
003	22	4	5	8	-	3	1	1	-	-	-	-	10	5	3	3	1	-	
	1%	1%	2%	2%	-	1%	1%	1%	-	-	-	-	1%	*	2%	1%	1%	-	
		17%	21%cd	38%cd	-	13%	5%	6%	-	-	-	-	48%	22%	12%km	14%	3%	-	
004	21	4	1	4	4	1	1	2	3	-	-	-	12	7	1	-	1	-	
	1%	1%	1%	1%	1%	*	1%	2%	2%	-	-	-	1%	1%	1%	-	1%	-	
		19%	5%	20%	19%	6%	7%	11%	12%	-	-	-	57%	34%	5%	-	4%	-	
005	85	17	8	16	18	8	9	2	4	1	1	1	30	36	2	15	2	1	
	4%	4%	4%	3%	5%	3%	4%	2%	3%	1%	3%	8%	3%	4%	1%	5%	1%	8%	
		19%	10%	19%	21%	9%	11%	2%	5%	1%	1%	1%	36%	42%	2%	17%	2%	1%	
006	14	2	1	4	1	1	1	1	-	1	-	-	5	7	-	2	-	-	
	1%	1%	1%	1%	*	*	1%	1%	-	2%	-	-	1%	1%	-	1%	-	-	
		18%	9%	31%	8%	8%	8%	9%	-	9%	-	-	36%	51%	-	14%	-	-	
007	41	6	3	14	7	5	2	-	4	1	-	-	16	12	1	9	3	-	
	2%	1%	1%	3%	2%	1%	1%	-	3%	1%	-	-	2%	1%	1%	3%	3%	-	
		15%	6%	34%	17%	11%	5%	-	9%	2%	-	-	39%	29%	3%	21%km	9%	-	
008	46	15	1	5	8	5	5	3	3	2	-	-	16	16	6	6	1	-	
	2%	3%	-	1%	2%	-	2%	3%	2%	3%	-	-	2%	2%	-	5%	2%	-	
		32%abc	2%	11%	17%	10%	10%	7%	6%	4%	-	-	36%	35%	13%km	14%	3%	-	
009	17	4	1	4	3	1	1	-	3	-	-	-	6	5	2	4	-	-	
	1%	1%	1%	1%	1%	*	1%	-	2%	-	-	-	1%	1%	2%	2%	-	-	
		21%	7%	21%	20%	7%	9%	-	16%	-	-	-	32%	32%	10%	26%	-	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
010	253	49	21	49	34	44	16	8	16	9	4	4	80	103	12	35	19	4
	11%	12%	11%	9%	9%	14%	8%	7%	11%	13%	19%	26%	9%	10%	11%	12%	16%	26%
		19%	8%	19%	13%	17%cdf	6%	3%	6%	3%	2%	1%	32%	41%	5%	14%	7%l	1%
011	17	3	3	2	3	3	1	1	-	1	-	-	7	6	-	-	4	-
	1%	1%	1%	*	1%	1%	1%	1%	-	2%	-	-	1%	1%	-	-	4%	-
		16%	15%	14%	17%	20%	7%	6%	-	7%	-	-	41%	33%	-	-	26%lmno	-
012	64	11	3	18	13	3	3	2	6	4	1	-	17	32	6	4	5	-
	3%	3%	2%	3%	3%	1%	1%	2%	4%	6%	6%	-	2%	3%	5%	1%	4%	-
		17%	5%	28%ef	20%	5%	4%	4%	9%	6%ef	2%	-	26%	50%	10%lo	7%	7%	-
013	5	-	-	2	1	1	-	-	-	1	-	-	2	2	-	1	-	-
	*	-	-	-	26%	15%	-	-	-	2%	-	-	-	-	-	-	-	-
		-	-	40%	26%	15%	-	-	-	20%ka	-	-	40%	45%	-	15%	-	-
014	18	1	1	5	5	2	4	1	-	-	-	-	9	8	1	1	-	-
	1%	*	*	1%	1%	1%	2%	1%	-	-	-	-	1%	1%	1%	*	-	-
		8%	4%	29%	26%	9%	21%	4%	-	-	-	-	47%	41%	6%	5%	-	-
015	285	47	22	58	49	40	22	17	16	5	4	4	97	111	17	40	17	4
	12%	11%	11%	11%	13%	13%	11%	16%	11%	7%	17%	27%	11%	11%	15%	14%	14%	27%
		17%	8%	20%	17%	14%	8%	6%	6%	2%	1%	1%	34%	39%	6%	14%	6%	1%
016	6	-	-	1	-	1	1	-	1	-	1	-	-	6	-	-	-	-
	*	-	-	*	-	*	1%	-	1%	-	3%	-	-	1%	-	-	-	-
		-	-	25%	-	17%	25%	-	21%	-	12%	-	-	100%l	-	-	-	-
017	15	4	1	3	2	3	1	1	-	1	-	-	5	4	3	2	-	-
	1%	1%	*	1%	*	1%	*	1%	-	1%	-	-	1%	*	3%	1%	-	-
		26%	5%	23%	12%	18%	5%	7%	-	5%	-	-	36%	25%	22%lm	17%	-	-
018	28	4	1	5	6	3	3	2	2	1	-	-	7	14	4	3	-	-
	1%	1%	1%	1%	2%	1%	2%	2%	2%	2%	-	-	1%	1%	4%	1%	-	-
		15%	4%	18%	22%	9%	12%	8%	8%	4%	-	-	26%	51%	14%lp	9%	-	-
019	4	1	1	1	-	1	-	-	-	-	-	-	2	-	1	1	-	-
	*	*	*	*	-	*	-	-	-	-	-	-	*	-	1%	*	-	-
		23%	15%	34%	-	28%	-	-	-	-	-	-	49%	-	28%lm	23%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
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Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
020	351	52	26	98	48	49	29	11	23	7	7	1	137	141	18	38	16	1
	15%	12%	13%	19%	13%	16%	14%	10%	15%	11%	30%	9%	16%	14%	16%	13%	13%	9%
		15%	7%	28%adj	14%	14%	8%	3%	7%	2%	2%	*	39%	40%	5%	11%	4%	*
021	7	1	2	-	1	1	-	-	-	1	-	-	3	4	-	-	-	-
	*	-	1%	-	*	*	-	-	-	-	1%	-	*	*	-	-	-	-
		22%	37%cd	-	14%	18%	-	-	-	9%cd	-	-	45%	55%	-	-	-	-
022	13	2	1	-	4	4	2	-	-	-	-	-	4	9	-	-	-	-
	1%	-	1%	-	1%	1%	1%	-	-	-	-	-	*	1%	-	-	-	-
		14%	8%	-	33%cd	31%cd	14%cd	-	-	-	-	-	30%	70%	-	-	-	-
023	8	1	-	1	-	1	-	-	1	1	-	-	4	4	-	-	-	-
	*	-	-	-	-	-	-	-	1%	2%	-	-	*	*	-	-	-	-
		19%	-	16%	15%	17%	-	-	14%	18%cd	-	-	51%	49%	-	-	-	-
024	4	2	-	1	-	1	-	-	-	-	-	-	2	2	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		39%	-	26%	-	34%	-	-	-	-	-	-	47%	53%	-	-	-	-
025	210	43	14	36	22	27	33	14	14	6	-	1	63	105	8	25	9	1
	9%	10%	7%	7%	6%	9%	16%	13%	9%	9%	-	8%	7%	11%	7%	9%	7%	8%
		21%cd	6%	17%	11%	13%	16%abcde	7%cd	6%	3%	-	1%	30%	50%ld	4%	12%	4%	1%
026	5	-	1	1	1	1	-	-	-	-	-	-	2	2	-	-	1	-
	*	-	1%	-	*	*	-	-	-	-	-	-	*	*	-	-	1%	-
		-	25%	23%	17%	22%	12%	-	-	-	-	-	40%	38%	-	-	22%	-
027	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
028	2	1	-	1	-	-	-	-	-	-	-	-	1	1	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*	-	-
		73%	-	27%	-	-	-	-	-	-	-	-	44%	27%	-	29%	-	-
029	3	1	-	-	1	-	-	-	-	-	-	1	1	-	-	-	-	1
	*	-	-	-	*	-	-	-	-	-	-	10%	*	-	-	-	-	10%
		25%	-	-	25%	-	-	-	-	-	-	50%	50%	-	-	-	-	50%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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030	216	36	14	53	38	26	21	10	9	6	3	-	91	76	8	32	8	-
	9%	8%	7%	10%	10%	8%	10%	9%	6%	10%	13%	-	10%	8%	7%	11%	7%	-
		16%	7%	24%	18%	12%	10%	5%	4%	3%	1%	-	42%	35%	4%	15%	4%	-
031	2	-	-	1	2	-	-	-	-	-	-	-	1	1	-	-	1	-
	*	-	-	*	*	-	-	-	-	-	-	-	*	*	-	-	1%	-
		-	-	25%	75%	-	-	-	-	-	-	-	25%	32%	-	-	43%	-
033	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	4%	-	-	*	-	-	-	-
		-	-	-	-	-	-	-	-	-	100%	-	-	100%	-	-	-	-
034	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
035	57	18	2	9	4	9	4	5	5	2	1	-	20	27	2	6	2	-
	2%	4%	1%	2%	1%	3%	2%	4%	3%	4%	4%	-	2%	3%	2%	2%	2%	-
		31% ^{bcd}	3%	15%	7%	15%	6%	8% ^d	6%	4%	2%	-	35%	47%	3%	11%	4%	-
036	2	-	1	-	-	-	1	-	-	-	-	-	1	1	1	-	-	-
	*	-	*	-	-	-	1%	-	-	-	-	-	*	*	1%	-	-	-
		-	41%	-	-	-	59%	-	-	-	-	-	29%	31%	41%	-	-	-
037	1	-	1	-	-	-	-	1	-	-	-	-	1	1	-	-	-	-
	*	-	*	-	-	-	-	*	-	-	-	-	*	-	-	-	-	-
		-	58%	-	-	-	-	42%	-	-	-	-	58%	42%	-	-	-	-
039	4	1	-	2	1	-	-	-	1	-	-	-	1	3	-	1	-	-
	*	*	-	*	*	-	-	-	1%	-	-	-	*	-	-	*	-	-
		14%	-	42%	17%	-	-	-	26%	-	-	-	21%	62%	-	17%	-	-
040	77	13	7	19	12	7	7	5	3	6	-	-	29	27	4	10	7	-
	3%	3%	3%	4%	3%	2%	3%	4%	2%	9%	-	-	3%	3%	3%	3%	6%	-
		17%	9%	24%	16%	9%	9%	6%	3%	7% ^{aah}	-	-	38%	35%	5%	13%	9%	-
043	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-

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045	12	1	2	2	3	2	-	2	-	-	-	-	4	2	-	3	2	-
	*	*	1%	1%	1%	1%	-	2%	-	-	-	-	1%	*	-	1%	1%	-
		9%	16%	19%	21%	15%	-	19%	-	-	-	-	38%	19%	-	28%lm	15%lm	-
049	2	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
050	54	9	6	12	11	6	2	1	6	1	-	-	21	21	1	9	2	-
	2%	2%	3%	2%	3%	2%	1%	2%	4%	2%	-	-	2%	2%	1%	3%	2%	-
		17%	10%	22%	20%	11%	5%	2%	12%	2%	-	-	39%	38%	2%	16%	4%	-
055	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
060	16	3	2	4	2	2	-	3	-	-	-	-	4	5	1	5	2	-
	1%	1%	1%	1%	1%	1%	-	2%	-	-	-	-	*	1%	1%	2%	1%	-
		21%	10%	23%	15%	14%	-	17%ld	-	-	-	-	23%	31%	7%	29%ld	10%	-
065	1	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	*	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	40%	60%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
070	3	1	-	*	1	-	1	-	-	-	-	-	2	2	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		42%	-	11%	28%	-	20%	-	-	-	-	-	52%	48%	-	-	-	-
075	2	-	1	-	-	1	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	39%	-	-	61%	-	-	-	-	-	-	100%	-	-	-	-	-
080	6	-	-	-	4	1	-	-	1	-	-	-	2	4	-	-	-	-
	*	-	-	-	1%	-	-	-	1%	-	-	-	*	*	-	-	-	-
		-	-	-	58%ac	23%	-	-	19%	-	-	-	33%	67%	-	-	-	-
090	3	-	-	1	-	-	-	-	2	-	-	-	-	2	-	1	-	-
	*	-	-	*	-	-	-	-	1%	-	-	-	-	*	-	*	-	-
		-	-	28%	-	-	-	-	72%ad	-	-	-	-	72%	-	28%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
095	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
099	2	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	*	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	67%	33%	-	-	-	-	-	-	-	-	67%	33%	-	-	-	-
100	4	1	1	1	-	-	-	-	-	1	-	-	3	-	-	1	-	-
	*	-	1%	1%	-	-	-	-	-	2%	-	-	-	-	-	*	-	-
		23%	27%	22%	-	-	-	-	-	28%de	-	-	77%	-	-	23%	-	-
111	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
140	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
150	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
159	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
206	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
222	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%ac	-	-	-	-	-	100%	-	-	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,00 0 - £149,99 9 (i)	£150,00 0 + (j)	No classif ication (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classif ication (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
306	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
334	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
*	*	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
450	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	100%lm	-
*	*	-	-	100%	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
455	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
*	*	-	-	-	-	-	-	-	-	-	-	10%	-	-	-	-	-	10%
505	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
*	*	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
000	323 13%	298 14% 93%abc	15 9% 5%	9 7% 3%
001	26 1%	22 1% 85%	3 2% 10%	1 1% 5%
002	16 1%	9 - 60%	1 1% 9%	5 4% 31%a
003	22 1%	21 1% 97%	1 - 3%	- - -
004	21 1%	20 1% 94%	1 1% 6%	- - -
005	85 4%	70 3% 82%	7 4% 8%	8 7% 10%
006	14 1%	12 1% 88%	- - -	2 1% 12%
007	41 2%	37 2% 91%	1 1% 3%	2 2% 6%
008	46 2%	39 2% 85%	6 3% 12%	1 1% 3%
009	17 1%	15 1% 86%	1 1% 6%	1 1% 8%
010	253 11%	223 11% 88%	21 12% 8%	10 8% 4%

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
011	17	12	2	4
	1%	1%	1%	3%
		70%	9%	22%a
012	64	60	1	3
	3%	3%	*	3%
		94%	1%	5%
013	5	3	1	1
	*	*	*	1%
		56%	15%	29%a
014	18	15	2	1
	1%	1%	1%	1%
		85%	9%	6%
015	285	242	26	17
	12%	12%	15%	14%
		85%	9%	6%
016	6	5	1	-
	*	*	1%	-
		83%	17%	-
017	15	13	-	2
	1%	1%	-	2%
		85%	-	15%
018	28	24	-	5
	1%	1%	-	4%
		84%	-	16%ab
019	4	2	2	-
	*	*	1%	-
		49%	51%a	-
020	351	299	33	19
	15%	14%	19%	15%
		85%	9%	5%
021	7	6	1	-
	*	*	1%	-
		85%	15%	-

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
022	13	13	-	-
1%	1%	1%	-	-
		100%	-	-
023	8	8	-	-
*	*	*	-	-
		100%	-	-
024	4	4	1	-
*	*	*	*	-
		87%	13%	-
025	210	184	8	18
9%	9%	9%	5%	14%
		88%	4%	8%b
026	5	5	-	1
*	*	*	-	1%
		88%	-	12%
027	1	-	1	-
*	*	-	1%	-
		-	100%a	-
028	2	2	-	-
*	*	*	-	-
		100%	-	-
029	3	3	-	-
*	*	*	-	-
		100%	-	-
030	216	191	20	5
9%	9%	9%	12%	4%
		88%	9%c	2%
031	2	2	1	-
*	*	*	*	-
		75%	25%	-
033	1	1	-	-
*	*	*	-	-
		100%	-	-

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
034	1 *	1 100%	- -	- -
035	57 2%	51 2% 89%	3 2% 5%	4 3% 7%
036	2 *	2 71%	1 29%	- -
037	1 *	1 42%	- -	1 1% 58%a
039	4 *	4 100%	- -	- -
040	77 3%	63 3% 82%	10 6% 13%	4 3% 6%
043	1 *	1 100%	- -	- -
045	12 *	10 89%	1 1% 11%	- -
049	2 *	2 100%	- -	- -
050	54 2%	50 2% 92%	3 2% 6%	1 1% 2%
055	1 *	1 100%	- -	- -

Q.12C At what monthly price would you begin to think that 10Mbps/s broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
060	16	15	-	1
	1%	1%	-	1%
		93%	-	7%
065	1	1	-	-
	*	*	-	-
		100%	-	-
070	3	2	*	1
	*	*	*	1%
		68%	11%	21%
075	2	2	-	-
	*	*	-	-
		100%	-	-
080	6	6	-	-
	*	*	-	-
		100%	-	-
090	3	3	-	-
	*	*	-	-
		100%	-	-
095	1	1	-	-
	*	*	-	-
		100%	-	-
099	2	2	-	-
	*	*	-	-
		100%	-	-
100	4	4	-	-
	*	*	-	-
		100%	-	-
111	1	1	-	-
	*	*	-	-
		100%	-	-
120	1	1	-	-
	*	*	-	-
		100%	-	-

Q.12C At what monthly price would you begin to think that 10Mbps broadband was getting expensive, but you still might consider it to be worth paying for a broadband service of this level?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
140	1 *	1 100%	-	-
150	1 *	1 100%	-	-
159	1 *	1 100%	-	-
206	1 *	1 100%	-	-
222	1 *	1 100%	-	-
306	1 *	1 100%	-	-
334	1 *	1 100%	-	-
450	1 *	1 100%	-	-
455	1 *	1 100%	-	-
505	2 *	2 100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
000	376	181	195	49	42	46	33	66	55	85	90	146	140	146	230	56	172	148
	16%	16%	16%	14%	9%	11%	9%	18%	22%	41%	11%	13%	31%	13%	18%	13%	14%	19%
001	68	34	33	12	9	9	16	10	5	7	21	36	11	34	34	11	35	21
	3%	3%	3%	3%	2%	2%	5%	3%	2%	3%	3%	3%	2%	3%	3%	3%	3%	3%
002	45	23	22	9	10	5	4	7	4	6	19	16	10	25	20	12	19	14
	2%	2%	2%	3%	2%	1%	1%	2%	2%	3%	2%	1%	2%	2%	2%	3%	2%	2%
003	50	29	21	5	9	6	12	8	6	3	14	26	10	22	28	11	24	15
	2%	2%	2%	1%	2%	2%	3%	2%	3%	2%	2%	2%	2%	2%	2%	3%	2%	2%
004	21	10	11	4	3	4	3	1	1	5	7	8	6	13	8	7	10	4
	1%	1%	1%	1%	1%	1%	1%	*	1%	2%	1%	1%	1%	1%	*	2%	1%	1%
005	372	191	181	45	76	65	64	63	34	25	121	193	58	188	184	65	191	115
	16%	17%	15%	13%	16%	16%	18%	17%	13%	12%	15%	17%	13%	16%	15%	15%	16%	15%
006	24	14	10	4	5	4	5	1	2	2	10	10	4	14	10	1	15	8
	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
007	58	30	28	12	7	11	6	9	6	6	20	26	12	26	32	6	41	11
	2%	3%	2%	4%	2%	3%	2%	3%	3%	3%	2%	2%	3%	2%	3%	1%	3%	1%
008	54	35	20	5	17	9	8	8	6	2	22	24	8	29	26	11	28	15
	2%	3%	2%	1%	4%	2%	2%	2%	3%	1%	3%	2%	2%	3%	2%	3%	2%	2%
009	12	5	8	1	3	2	3	2	1	-	4	7	1	6	7	2	7	3
	1%	*	1%	*	1%	*	1%	1%	*	-	1%	1%	*	1%	1%	1%	1%	*
		37%	63%	8%	28%	16%	21%	18%	9%	-	35%	56%	9%	47%	53%	16%	55%	27%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
010	558	264	294	68	118	106	92	84	54	35	187	282	90	273	285	110	277	171
	23%	23%	24%	19%	26%	26%	26%	23%	22%	17%	23%	25%	20%	24%	23%	26%	23%	22%
		j	53%	12%	21%	19% ^{dj}	16%	15%	10%	6%	33%	50% ^m	16%	49%	51%	20%	50%	31%
011	14	4	10	2	3	5	-	1	1	1	5	6	3	8	6	4	7	4
	1%	*	1%	1%	1%	1%	-	*	1%	1%	1%	1%	1%	1%	*	1%	1%	*
			72%	17%	23%	35%	-	7%	10%	9%	39%	42%	18%	56%	44%	26%	48%	25%
012	50	19	31	10	6	6	6	10	8	4	16	22	12	16	34	6	26	18
	2%	2%	2%	3%	1%	1%	2%	3%	3%	2%	2%	2%	3%	1%	3%	1%	2%	2%
			61%	19%	12%	11%	12%	21%	16%	9%	31%	44%	24%	33%	67% ^{un}	12%	52%	37%
013	10	6	3	3	1	3	1	-	1	2	*	4	2	6	4	2	4	3
	*	1%	*	1%	*	1%	*	-	*	1%	*	*	1%	1%	*	1%	*	*
		66%	34%	26%	8%	26%	13%	-	7%	18%	35%	40%	26%	62%	38%	26%	44%	30%
014	3	1	2	1	1	-	1	-	-	-	2	1	-	2	1	-	2	1
	*	*	*	*	*	-	*	-	-	-	*	*	-	*	*	-	*	*
		23%	77%	40%	37%	-	23%	-	-	-	77%	23%	-	77%	23%	-	77%	23%
015	239	107	132	43	50	47	38	33	19	9	93	118	28	114	124	35	116	88
	10%	9%	11%	12%	11%	12%	11%	9%	7%	4%	11%	11%	6%	10%	10%	8%	10%	12%
		j ^m	55%	18%	21%	20%	16%	14%	8%	4%	39% ^m	49% ^m	12%	48%	52%	15%	48%	37%
016	9	4	5	1	1	2	-	-	3	1	3	2	4	5	4	4	4	1
	*	*	*	*	*	1%	-	-	1%	-	*	*	1%	*	*	1%	*	*
		44%	56%	16%	14%	25%	-	-	37% ^{agh}	8%	30%	25%	45% ^d	55%	45%	41%	43%	16%
017	5	1	3	-	-	-	3	1	1	-	-	4	1	1	3	1	2	1
	*	*	*	-	-	-	1%	*	*	-	-	*	*	*	*	*	*	*
		32%	68%	-	-	-	56%	32%	12%	-	-	88%	12%	32%	68%	32%	36%	32%
018	7	-	7	1	-	-	3	2	1	1	1	5	1	2	5	1	3	3
	*	-	1%	*	-	-	1%	1%	*	*	*	*	*	*	*	*	*	*
		-	100% ^{ab}	13%	-	-	37%	29%	11%	10%	13%	66%	21%	26%	74%	16%	45%	39%
019	1	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-
	*	-	*	-	-	-	*	-	-	-	-	*	-	*	*	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-
020	208	84	124	39	44	37	32	29	19	7	83	99	26	120	88	43	113	52
	9%	7%	10%	11%	10%	9%	9%	8%	8%	3%	10%	9%	6%	11%	7%	10%	9%	7%
		j ^m	40%	19%	21%	18%	15%	14%	9%	3%	40% ^m	47% ^m	13%	58% ^o	42%	21% ^r	54% ^r	25%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
021	1	1	1	-	-	-	-	-	1	1	-	-	1	-	1	-	1	1
	*	*	*	-	-	-	-	-	*	*	-	-	*	-	*	-	*	*
		37%	63%	-	-	-	-	-	37%	63%a	-	-	100%l	-	100%	-	37%	63%
022	6	1	5	-	1	1	-	2	1	-	1	3	1	2	4	1	3	2
	*	*	*	-	*	*	-	1%	1%	-	*	*	*	*	*	*	*	*
		22%	78%	-	17%	22%	-	37%	24%	-	17%	59%	24%	34%	66%	22%	50%	28%
023	5	5	-	3	-	1	-	1	-	-	3	2	-	3	2	1	3	1
	*	*	-	1%	-	*	-	*	-	-	*	*	-	*	*	*	*	*
		100%c	-	55%	-	22%	-	23%	-	-	55%	45%	-	54%	46%	23%	53%	24%
024	3	3	-	2	-	1	-	-	-	-	2	1	-	3	-	2	1	-
	*	*	-	*	-	*	-	-	-	-	*	*	-	*	-	*	-	-
		100%	-	52%	-	48%	-	-	-	-	52%	48%	-	100%	-	52%	48%	-
025	51	26	25	11	13	6	7	5	6	1	24	19	8	26	25	10	31	10
	2%	2%	2%	3%	3%	2%	2%	1%	3%	1%	3%	2%	2%	2%	2%	2%	3%	1%
		52%	48%	21%j	26%j	13%	14%	11%	13%	2%	47%	38%	15%	51%	49%	19%	60%	20%
026	2	1	1	-	1	-	-	1	-	1	1	1	1	-	2	-	-	2
	*	*	*	-	*	-	-	*	-	*	*	*	*	-	*	-	-	*
		66%	34%	-	34%	-	-	37%	-	29%	34%	37%	29%	-	100%	-	-	100%
029	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	1	-	-
	*	*	*	-	*	-	-	-	-	-	*	-	-	*	-	*	-	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-	-
030	67	37	30	13	17	12	11	8	5	1	29	32	6	24	43	14	33	20
	3%	3%	2%	4%	4%	3%	3%	2%	2%	1%	4%	3%	1%	2%	3%	3%	3%	3%
		jm	55%	19%j	25%j	18%j	17%j	12%	7%	2%	44% ^m	48% ^m	8%	36%	64%	20%	49%	31%
033	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
	*	*	*	-	-	*	-	-	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
034	2	-	2	-	1	-	-	1	-	-	1	1	-	-	2	-	-	2
	*	*	*	-	*	-	-	*	-	-	*	*	-	-	*	-	-	*
		-	100%	-	51%	-	-	49%	-	-	51%	49%	-	-	100%	-	-	100%
035	15	4	10	-	7	2	3	1	1	1	7	6	2	7	8	2	7	5
	1%	*	1%	-	2%	*	1%	*	*	*	1%	1%	*	1%	1%	1%	1%	1%
		31%	69%	-	48% ^d	10%	23%	6%	8%	4%	48%	40%	13%	48%	52%	17%	47%	37%

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
036	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
040	15	10	6	3	7	1	-	1	2	-	10	2	2	7	8	1	11	3
	1%	1%	*	1%	1%	*	-	*	1%	-	1%	*	1%	1%	1%	*	1%	*
		63%	37%	23%	45%g	8%	-	8%	16%g	-	68%l	16%	16%	49%	51%	8%	73%	18%
041	1	-	1	1	-	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
		-	100%	100%	-	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
045	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-	*
		-	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
050	11	5	6	-	2	3	1	3	2	*	2	7	2	2	9	-	4	7
	*	*	*	-	*	1%	*	1%	1%	*	*	1%	*	*	1%	-	*	1%
		48%	52%	-	20%	29%	8%	25%	15%	3%	20%	62%	18%	18%	82%	-	35%	65%
055	2	1	2	1	-	-	-	1	1	-	1	1	1	1	2	-	1	2
	*	*	*	-	-	-	-	*	*	-	*	*	*	*	*	-	*	*
		36%	64%	35%	-	-	-	36%	28%	-	35%	36%	28%	28%	72%	-	28%	72%
056	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	*	-	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	100%	-	-
060	4	3	1	2	1	-	-	-	1	-	3	-	1	1	3	-	2	2
	*	*	*	1%	*	-	-	-	*	-	*	-	*	*	*	-	*	*
		77%	23%	51%	34%	-	-	-	15%	-	85%	-	15%	15%	85%	-	44%	56%
061	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-
	*	-	*	-	-	-	-	*	-	-	-	*	-	*	-	*	-	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-
080	5	2	3	-	3	-	2	-	1	-	3	2	1	3	2	-	4	1
	*	*	*	-	1%	-	*	-	*	-	*	*	*	*	*	-	*	*
		42%	58%	-	55%	-	33%	-	12%	-	55%	33%	12%	55%	45%	-	88%	12%
085	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
	*	-	*	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
099	2	2	-	-	-	-	-	-	1	1	-	-	2	-	2	-	1	1
*	*	*	-	-	-	-	-	-	*	*	-	-	*	-	*	-	*	*
		100%	-	-	-	-	-	-	67%a	33%	-	-	100%al	-	100%	-	34%	66%
100	2	2	-	-	-	-	-	1	1	-	-	1	1	2	-	1	1	-
*	*	*	-	-	-	-	-	*	*	-	-	*	*	*	-	*	*	-
		100%	-	-	-	-	-	66%	34%	-	-	66%	34%	100%	-	66%	34%	-
111	1	-	1	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
*	*	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
120	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
*	*	*	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
123	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
*	*	*	-	-	-	*	-	-	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
204	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
*	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
234	1	1	-	-	-	1	-	-	-	-	-	1	-	-	1	-	1	-
*	*	*	-	-	-	*	-	-	-	-	-	*	-	-	*	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	100%	-
245	2	-	2	2	-	-	-	-	-	-	2	-	-	2	-	-	2	-
*	*	-	*	*	-	-	-	-	-	-	*	-	-	*	-	-	*	-
		-	100%	100%	-	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
344	1	-	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	*	-	-	-	-	*	-	-	*	-	*	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	-	100%	-	-	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
000	376 16%	301 15% efhq 80%e	48 25% 13%abe	25 20% 7%e	2 3% 1%	5 1%	39 15% 10%fhq	14 7% 4%	18 11% 5%q	28 15% 7%fhq	42 17% 11%fhq	59 21% 16%afh iq	63 18% 17%fhq	32 17% 8%fhq	25 20% 7%fhq	48 25% 13%afghij q	2 3% 1%
001	68 3%	65 3% 96%	2 1% 3%	- - -	1 1% 1%	4 3% 5%	11 4% 17%op	6 3% 8%	6 3% 9%	5 3% 7%	4 2% 6%	11 4% 16%o	11 3% 17%	8 4% 11%o	- - -	2 1% 3%	1 1% 1%
002	45 2%	40 2% 88%	5 2% 11%	- - -	1 1% 1%	4 10%ho	8 3% 18%	- 2% -	1 1% 3%	1 1% 3%	3 1% 6%	6 2% 14%	11 3% 25%	4 2% 8%	- - -	5 2% 11%	1 1% 1%
003	50 2%	45 2% 90%	5 3% 10%	- - -	- - -	2 2% 3%	7 3% 15%	6 3% 13%	2 1% 4%	4 2% 8%	3 1% 7%	3 1% 6%	11 3% 22%	6 3% 11%	- - -	5 3% 10%	- - -
004	21 1%	18 1% 83%	2 1% 10%	2 1% 7%	- - -	2 2% 7%	1 * 3%	5 2% 22%kl	- - -	1 * 3%	- - -	- - -	7 2% 34%kl	3 1% 13%	2 1% 7%	2 1% 10%	- - -
005	372 16%	319 16% do 86%d	31 16% 8%	10 8% 3%	12 13% 3%	13 12% 3%	36 14% 10%	33 17% 9%o	26 15% 7%	25 14% 7%	46 19% 12%o	35 13% 9%	80 22% 22%afai lnoq	24 13% 7%	10 8% 3%	31 16% 8%	12 13% 3%
006	24 1%	19 1% 82%	3 2% 13%	1 1% 5%	- - -	1 1% 4%	3 1% 13%	- - -	1 * 3%	1 1% 5%	1 * 5%	1 1% 6%	10 3% 43%ahkl	1 * 3%	1 1% 5%	3 2% 13%	- - -
007	58 2%	47 2% 81%	8 4% 14%	1 1% 2%	2 2% 3%	2 2% 3%	12 4% 20%h	1 1% 3%	4 3% 8%	3 1% 6%	4 2% 6%	5 2% 8%	8 5% 14%	9 5% 15%h	1 1% 2%	8 4% 14%h	2 2% 3%
008	54 2%	49 2% 91%	1 * 1%	3 3% 6%	1 1% 2%	1 1% 2%	3 1% 6%	5 2% 9%	3 2% 5%	6 4% 12%p	10 4% 18%p	7 2% 12%	6 2% 11%	8 5% 15%gp	3 3% 6%	1 * 1%	1 1% 2%
009	12 1%	10 1% 81%	1 * 7%	- - -	1 2% 12%	- - -	1 * 10%	2 1% 16%	2 1% 18%	1 1% 9%	1 1% 12%	- - -	2 1% 16%	- - -	- - -	1 * 7%	1 2% 12%l

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
010	558	459	42	26	32	27	71	46	50	51	46	53	75	40	26	42	32
	23%	23%	22%	21%	33%	26%	27%	23%	29%	23%	19%	19%	21%	22%	21%	22%	33%
		82%	8%	5%	6%abcd	5%	13%kl	8%	9%klm	9%kl	8%	9%	13%	7%	5%	8%	6%aklmnop
011	14	9	2	3	1	-	-	-	-	1	1	5	1	3	2	1	1
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		61%	1%	2%	1%	-	-	-	-	1%	-	1%	-	2%	1%	1%	1%
			17%	19%ab	4%	-	-	-	-	7%	5%	5%	38%	6%	19%g	17%	4%
012	50	37	4	4	5	3	3	1	5	4	4	8	8	1	4	4	5
	2%	2%	2%	3%	5%	3%	1%	3%	2%	2%	2%	3%	2%	-	3%	2%	5%
		74%	8%	8%	10%ab	5%	6%	2%	9%	8%	8%	16%	16%	2%	8%	9%	10%aghn
013	10	9	1	-	-	-	2	-	1	-	1	1	2	1	-	1	-
	*	-	-	-	-	-	1%	-	1%	-	-	-	1%	1%	-	-	-
		94%	6%	-	-	-	23%	-	14%	-	10%	13%	21%	14%	-	6%	-
014	3	1	2	-	-	-	-	-	1	-	-	-	-	-	-	2	-
	*	-	1%	-	-	-	-	-	1%	-	-	-	-	-	-	1%	-
		37%	63%ab	-	-	-	-	-	37%	-	-	-	-	-	-	63%a	-
015	239	186	17	16	21	13	26	22	16	28	18	22	23	17	16	17	21
	10%	9%	9%	13%	22%	13%	10%	11%	9%	13%	7%	8%	6%	9%	13%	9%	22%
		m 78%	7%	7%	9%abc	5%	11%	9%	7%	12%akmp	8%	9%	10%	7%	7%um	7%	9%aghlkmp
016	9	7	2	-	-	1	1	1	3	-	-	1	-	-	-	2	-
	*	-	1%	-	-	1%	-	*	-	-	-	1%	-	-	-	1%	-
		76%	24%	-	-	14%	8%	8%	29%am	-	-	17%	-	-	-	24%	-
017	5	3	-	2	-	-	-	1	-	1	-	-	-	1	-	-	-
	*	-	-	1%	-	-	-	1%	-	-	-	-	-	-	1%	-	-
		64%	-	36%ab	-	-	-	32%	-	12%	-	-	-	20%	36%am	-	-
018	7	3	1	3	-	1	1	1	-	-	-	-	-	-	3	1	-
	*	-	-	-	-	-	2%	-	-	1%	-	-	-	-	-	2%	-
		50%	10%	40%ab	-	11%	13%	13%	-	13%	-	-	-	-	40%aklm	10%	-
019	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
020	208	182	8	9	9	18	17	28	20	6	34	19	22	17	9	8	9
	9%	9%	4%	7%	10%	17%	7%	14%	12%	4%	14%	7%	6%	9%	7%	4%	10%
		cjp	87%c	4%	4%c	8%agjl mnop	8%	14%aglm p	10%jnp	3%	17%agjl mp	9%	11%	8%	4%	4%	4%jp
021	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	1%	-	-	-	-	-	-	*	-	-	-	-	1%
		63%	-	-	37%b	-	-	-	-	-	-	63%	-	-	-	-	37%
022	6	4	1	1	-	-	1	1	1	-	1	-	-	-	1	1	-
	*	-	1%	1%	-	-	*	1%	*	-	1%	-	-	-	1%	1%	-
		66%	17%	16%	-	-	12%	21%	12%	-	22%	-	-	-	16%	17%	-
023	5	5	-	-	-	-	1	2	1	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	*	1%	1%	-	-	*	-	-	-	-	-
		100%	-	-	-	-	24%	31%	23%	-	-	22%	-	-	-	-	-
024	3	3	-	-	-	-	2	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	52%	-	-	-	-	48%	-	-	-	-	-
025	51	40	3	5	3	4	2	1	2	4	8	12	2	4	5	3	3
	2%	2%	1%	5%	3%	4%	1%	1%	1%	2%	3%	4%	1%	2%	5%	1%	3%
		78%	6%	11%	6%	8%ghm	4%	2%	4%	8%	16%gm	24%aghm	4%	8%	11%ghm	6%	6%lm
026	2	1	1	-	1	-	-	-	-	-	-	1	-	-	-	1	1
	*	-	*	-	1%	-	-	-	-	-	-	*	-	-	-	*	1%
		29%	37%	-	34%ab	-	-	-	-	-	-	29%	-	-	-	37%	34%a
029	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-
030	67	55	2	9	2	2	6	10	4	3	9	10	8	4	9	2	2
	3%	3%	1%	7%	2%	2%	2%	5%	2%	2%	4%	4%	2%	2%	7%	1%	2%
		82%	3%	13%abc	2%	3%	9%	15%p	6%	4%	13%	15%	11%	6%	13%agjmp	3%	2%
033	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
034	2	2	-	-	-	-	1	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	*	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	49%	51%	-	-	-	-	-	-	-	-	-
035	15	12	1	-	1	-	2	1	2	-	2	2	1	2	-	1	1
1%	1%	1%	6%	-	1%	-	1%	6%	1%	-	1%	1%	9%	13%	-	6%	1%
		85%	-	-	9%	-	15%	16%	16%	-	12%	14%	9%	13%	-	6%	9%
036	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
040	15	14	1	1	-	-	1	2	1	1	3	4	-	2	1	1	-
1%	1%	1%	1%	*	-	-	1%	1%	*	1%	1%	1%	-	1%	*	1%	-
		89%	7%	4%	-	-	9%	11%	4%	8%	23% _{mn}	23% _{mn}	-	13%	4%	7%	-
041	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
045	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
050	11	8	1	1	1	1	1	2	1	-	-	2	-	1	1	1	1
*	*	*	*	1%	1%	1%	*	1%	1%	-	-	1%	-	*	1%	*	1%
		74%	8%	8%	9%	8%	10%	21%	10%	-	-	16%	-	8%	8%	8%	9% _{mn}
055	2	2	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	*	-	*	-	-	-	*	-	-	-
		100%	-	-	-	-	-	35%	-	28%	-	-	36%	-	-	-	-
056	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
060	4	4	-	-	-	1	-	2	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	1%	-	1%	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	23%	-	44%	-	-	34%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
061	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-
080	5	5	-	-	-	-	-	-	-	2	1	1	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	33%	24%	12%	30%	-	-	-	-
085	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
099	2	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%a	-	-	-
100	2	2	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	34%	-	-	66%a	-	-	-	-	-	-	-
111	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
123	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
204	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
234	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
245	2	2	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-
*	*	*	-	-	-	-	-	-	-	-	-	7%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-
344	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
000	376 16% no	320 15% no	55 19% no	102 22% no	258 14% no	61 14% no	86 10% no	71 14% no	77 10% no	95 9% no	37 14% no	15 11% no	46 12% no	124 9% no	176 11% no
001	68 3% no	55 3% no	11 4% no	16 3% no	46 3% no	18 4% no	20 2% no	20 4% no	17 2% no	30 3% no	4 2% no	2 2% no	7 3% no	33 3% no	39 2% no
002	45 2% no	39 2% no	6 2% no	14 3% no	27 1% no	7 2% no	12 1% no	7 1% no	12 1% no	21 2% no	3 1% no	1 2% no	5 11% no	23 2% no	28 2% no
003	50 2% no	42 2% no	7 3% no	10 2% no	36 2% no	10 2% no	19 2% no	14 3% no	14 2% no	27 2% no	5 2% no	4 3% no	5 11% no	29 2% no	36 2% no
004	21 1% no	20 1% no	1 1% no	4 1% no	15 1% no	3 1% no	7 1% no	4 1% no	6 1% no	8 1% no	1 1% no	1 3% no	- 1% no	9 1% no	10 1% no
005	372 16% no	321 15% no	46 16% no	70 15% no	285 16% no	64 15% no	159 18% no	75 14% no	148 18% no	197 18% no	35 13% no	28 21% no	43 20% no	220 17% no	273 17% no
006	24 1% no	21 1% no	3 1% no	4 1% no	18 1% no	4 1% no	7 1% no	5 1% no	6 1% no	13 1% no	3 1% no	3 2% no	1 3% no	15 1% no	17 1% no
007	58 2% no	51 2% no	7 2% no	10 2% no	46 3% no	8 2% no	28 3% no	9 2% no	26 3% no	32 3% no	3 1% no	- 1% no	- 1% no	36 3% no	36 2% no
008	54 2% no	52 2% no	2 1% no	15 3% no	39 2% no	7 2% no	27 3% no	7 1% no	27 3% no	34 3% no	5 2% no	5 3% no	2 1% no	39 3% no	43 3% no

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
009	12	11	1	3	10	1	7	2	6	9	3	4	2	11	11
	1%	1%	*	1%	1%	*	1%	*	1%	1%	1%	3%	1%	1%	1%
		92%	8%	22%	78%	8%	58%	18%	48%	71%	25%	32%ajno	13%	88%	93%
010	558	502	54	99	442	101	230	124	206	280	79	37	56	335	400
	23%	24%	19%	21%	24%	23%	26%	24%	26%	25%	29%	27%	25%	26%	25%
		90%	10%	18%	78%	16%	41%	22%	37%	50%	14%a	7%	10%	60%	72%
011	14	14	-	3	11	1	8	3	6	9	2	-	3	10	11
	1%	1%	-	1%	1%	*	1%	1%	1%	1%	1%	-	1%	1%	1%
		100%	-	20%	80%	5%	58%	20%	43%	62%	14%	-	19%	69%	77%
012	50	42	7	10	37	9	15	12	12	13	11	2	6	24	30
	2%	2%	3%	2%	2%	2%	2%	2%	1%	1%	4%	1%	3%	2%	2%
		84%	15%	21%	74%	19%	29%	25%	23%	26%	22%ajno	4%	13%	48%	60%
013	10	9	1	2	7	1	4	1	4	6	1	2	2	6	7
	*	*	*	*	*	*	*	*	*	1%	*	2%	1%	*	*
		92%	8%	24%	70%	14%	38%	14%	38%	60%	12%	26%ano	26%	60%	74%
014	3	3	-	1	2	1	1	1	1	1	-	-	1	1	2
	*	*	-	*	*	*	*	*	*	*	-	-	*	*	*
		100%	-	23%	77%	23%	37%	23%	37%	37%	-	-	23%	37%	60%
015	239	210	27	46	186	57	96	71	82	116	26	13	17	138	163
	10%	10%	10%	10%	10%	13%	11%	14%	10%	10%	10%	9%	8%	11%	10%
		88%	11%	19%	78%	24%a	40%	30%a	34%	49%	11%	5%	7%	58%	68%
016	9	9	-	2	4	2	1	2	1	3	2	1	1	4	5
	*	*	-	1%	*	*	*	*	*	*	1%	1%	*	*	*
		100%	-	29%	47%	23%	6%	23%	6%	37%	22%	8%	8%	45%	53%
017	5	5	-	1	3	1	2	1	2	2	1	-	-	3	3
	*	*	-	*	*	*	*	*	*	*	*	-	-	*	*
		100%	-	32%	68%	20%	49%	32%	36%	36%	20%	-	-	56%	56%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
018	7	7	-	2	5	-	3	1	2	4	2	1	1	4	5
	*	*	-	*	*	-	*	*	*	*	1%	1%	*	*	*
		100%	-	24%	76%	-	48%	13%	35%	58%	24%	13%	13%	58%	71%
019	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
020	208	187	22	31	170	32	84	39	77	110	18	8	13	125	141
	9%	9%	8%	7%	9%	8%	9%	8%	10%	10%	7%	6%	6%	10%	9%
		90%	10%	15%	82%	16%	40%	19%	37%	53%	9%	4%	6%	60%	68%
021	1	1	-	1	-	-	-	-	-	-	-	1	1	-	1
	*	*	-	*	-	-	-	-	-	-	-	*	*	-	*
		100%	-	37%	-	-	-	-	-	-	-	37%	37%	-	37%
022	6	6	-	1	5	1	3	1	3	4	2	-	-	6	6
	*	*	-	*	*	*	*	*	*	*	1%	-	-	*	*
		100%	-	12%	88%	16%	43%	16%	43%	71%	29%	-	-	100%	100%
023	5	4	1	2	3	1	1	1	1	-	-	-	-	-	-
	*	*	-	*	*	*	*	*	*	-	-	-	-	-	-
		78%	22%	47%	53%	22%	23%	22%	23%	-	-	-	-	-	-
024	3	2	1	-	3	-	2	-	2	2	1	-	-	3	3
	*	*	1%	-	*	-	*	-	*	*	1%	-	-	*	*
		52%	48%	-	100%	-	52%	-	52%	52%	48%	-	-	100%	100%
025	51	41	9	3	45	10	20	12	18	26	4	2	2	29	32
	2%	2%	3%	1%	2%	2%	2%	2%	2%	2%	1%	1%	1%	2%	2%
		d 81%	19%	6%	89%	19%	40%	23%	36%	51%	8%	4%	4%	58%	63%
026	2	2	-	-	1	-	1	1	-	-	1	-	-	1	1
	*	*	-	-	*	-	*	-	*	-	-	-	-	*	*
		100%	-	-	29%	-	29%	29%	-	-	34%	-	-	34%	34%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
029	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	*	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-
030	67	55	11	4	62	11	23	13	21	31	12	4	3	41	45
	3%	3%	4%	1%	93% ^d	3%	3%	3%	3%	3%	4%	3%	1%	3%	3%
		^d 83%	17%	6%		17%	35%	20%	32%	47%	16%	6%	4%	61%	67%
033	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-	-	-	-	-
034	2	2	-	1	1	2	-	2	-	1	-	-	-	1	1
	*	*	-	*	*	*	-	*	-	*	-	-	-	*	*
		100%	-	49%	51%	100%	-	100%	-	49%	-	-	-	49%	49%
035	15	13	2	3	12	2	7	4	6	8	2	-	-	10	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%
		87%	13%	20%	80%	15%	50%	25%	40%	54%	15%	-	-	69%	69%
036	1	1	-	1	-	1	-	1	-	-	-	-	1	-	1
	*	*	-	*	-	*	-	*	-	-	-	-	*	-	*
		100%	-	100%	-	100%	-	100%	-	-	-	-	100% ^{kaj}	-	100%
040	15	11	4	1	15	5	9	6	8	10	-	-	1	10	11
	1%	1%	2%	*	1%	1%	1%	1%	1%	1%	-	-	-	1%	1%
		72%	28%	4%	96%	35%	58%	39%	54%	66%	-	-	8%	66%	70%
041	1	1	-	-	1	-	-	1	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	*	-	*	-	-	-	*	*
		100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%
045	1	-	1	-	1	-	1	-	1	1	-	-	-	1	1
	*	-	*	-	*	-	*	-	*	-	-	-	-	*	*
		-	100% ^b	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
050	11	10	1	6	5	2	3	3	1	4	2	-	2	5	6
	*	*	*	1%	*	*	*	1%	*	*	1%	-	1%	*	*
		92%	8%	54%ae	46%	15%	25%	29%	10%	33%	18%	-	20%	41%	51%
055	2	2	-	-	2	1	-	1	-	2	-	-	-	2	2
	*	*	-	-	*	*	-	*	-	*	-	-	-	*	*
		100%	-	-	100%	36%	-	36%	-	65%	-	-	-	65%	65%
056	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	1%	-	*	*	-	*	-	*	1%	-	-	*	*
		-	100%ab	-	100%	100%	-	100%ab	-	100%	100%a	-	-	100%	100%
060	4	4	-	-	4	-	3	1	2	3	-	1	-	3	4
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	-	77%	15%	62%	85%	-	15%	-	85%	100%
061	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	*	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%e	-	-	-	-	-	100%	-	-	-	100%	100%
080	5	4	1	3	2	-	4	-	4	4	1	-	-	4	4
	*	*	*	1%	*	-	*	-	1%	*	1%	-	-	*	*
		88%	12%	63%e	37%	-	88%	-	88%	76%	30%	-	-	76%	76%
085	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
099	2	2	-	1	1	1	-	1	-	-	-	1	-	-	1
	*	*	-	*	*	*	-	*	-	-	-	1%	-	*	*
		100%	-	66%	34%	66%	-	66%	-	-	-	67%ajno	-	-	67%
100	2	2	-	-	2	1	1	1	1	1	-	-	-	1	1
	*	*	-	-	*	*	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	34%	66%	34%	66%	66%	-	-	-	66%	66%

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
111	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
120	1	1	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	*
		100%	-	-	100%	-	-	-	-	-	-	-	100% ⁿ	-	100%
123	1	-	1	-	1	1	-	1	-	1	1	-	-	1	1
	*	-	1%	-	*	*	-	*	-	*	*	-	-	*	*
		-	100% ^{ab}	-	100%	100%	-	100%	-	100%	100% ^a	-	-	100%	100%
204	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
234	1	1	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-	-	-	-	-
245	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	100% ^{ab}	-	-	-	-	-	-	-	-	-	-	-	-
344	1	1	-	-	1	-	1	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	-	100%	-	100%	-	-	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
000	376	65	43	98	99	36	130	246	11	132
	16%	10%	8%	9%	11%	7%	10%	24%	10%	10%
		bcdelfgj	12%	26%	26% ^l	9%	35%	65% ^{aefgj}	3%	35%
001	68	15	13	23	15	15	30	38	3	30
	3%	2%	2%	2%	2%	3%	2%	4%	3%	2%
		22%	19%	34%	22%	22%	44%	56% ^{egj}	4%	44%
002	45	9	14	22	13	11	24	21	-	24
	2%	1%	2%	2%	1%	2%	2%	2%	-	2%
		20%	31%	50%	29%	24%	53%	47%	-	53%
003	50	20	16	31	16	11	27	23	5	28
	2%	3%	3%	3%	2%	2%	2%	2%	4%	2%
		40%	33%	62%	32%	22%	54%	46%	9%	56%
004	21	4	3	8	6	5	10	11	1	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		21%	15%	36%	26%	22%	48%	52%	3%	48%
005	372	106	107	188	150	96	237	135	22	240
	16%	17%	19%	19%	17%	20%	17%	13%	20%	17%
		29%	29%	51%	40% ^h	28% ^{ah}	64% ^h	36%	6%	64% ^h
006	24	5	11	13	12	3	15	9	2	15
	1%	1%	2%	1%	1%	1%	15%	1%	2%	1%
		19%	45%	56%	52%	11%	63%	37%	9%	63%
007	58	17	14	26	24	13	35	23	2	36
	2%	3%	2%	3%	3%	3%	3%	2%	1%	3%
		29%	24%	45%	41%	22%	60%	40%	3%	62%
008	54	15	16	29	26	14	38	16	3	38
	2%	2%	3%	3%	3%	3%	3%	2%	3%	3%
		28%	29%	53%	48%	28%	70%	30%	6%	70%
009	12	2	4	5	7	4	11	2	1	11
	1%	*	1%	*	1%	1%	1%	*	1%	1%
		14%	33%	42%	60% ^h	35% ^h	86% ^h	14%	5%	86% ^h

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
010	558	173	154	272	236	122	355	203	24	357
	23%	27%	27%	26%	26%	25%	26%	20%	22%	26%
		h	31%	28%	42% ^h	22% ^h	64% ^h	36%	4%	64% ^h
011	14	6	6	10	6	5	11	3	3	11
	1%	1%	1%	1%	1%	1%	1%	*	2%	1%
		41%	41%	74%	40%	38%	76%	22%	19% ^{ah}	76%
012	50	8	10	16	21	8	29	21	2	30
	2%	1%	2%	1%	2%	2%	2%	2%	2%	2%
		16%	21%	31%	41%	17%	58%	42%	3%	60%
013	10	3	3	5	5	3	7	2	1	7
	*	1%	1%	1%	1%	1%	1%	*	1%	1%
		34%	34%	55%	51%	26%	78%	22%	12%	78%
014	3	-	1	1	1	-	1	2	1	2
	*	-	*	*	*	-	*	*	1%	*
		-	37%	37%	37%	-	37%	63%	23%	60%
015	239	65	60	108	94	53	144	95	8	146
	10%	10%	11%	10%	10%	11%	11%	9%	7%	11%
		27%	25%	45%	39%	22%	60%	40%	3%	61%
016	9	1	1	1	3	1	4	5	1	4
	*	*	*	*	*	*	*	*	1%	*
		6%	8%	14%	31%	14%	45%	55%	16%	45%
017	5	1	2	2	3	-	3	1	2	3
	*	*	*	*	*	-	*	*	2%	*
		12%	36%	49%	68%	-	68%	32%	36% ^{alghj}	68%
018	7	3	3	5	4	1	5	2	-	5
	*	1%	1%	*	*	*	*	*	-	*
		47%	48%	71%	60%	11%	71%	29%	-	71%
019	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
020	208	66	48	97	80	45	123	85	7	123
	9%	10%	8%	9%	9%	9%	9%	8%	7%	9%
021	1	31%	23%	46%	39%	21%	59%	41%	3%	59%
	*	-	-	-	-	-	-	1	-	-
		-	-	-	-	-	-	100%	-	-
022	6	-	1	1	3	1	4	2	-	4
	*	-	*	*	*	*	*	*	-	*
023	5	-	-	-	44%	22%	66%	34%	-	66%
	*	-	-	-	-	-	-	5	-	-
		-	-	-	-	-	-	100%eqj	-	-
024	3	-	3	3	3	-	3	-	-	3
	*	-	1%	*	*	-	*	-	-	*
		-	100%	100%	100%	-	100%	-	-	100%
025	51	12	12	20	23	8	29	22	4	30
	2%	2%	2%	2%	2%	2%	2%	2%	4%	2%
		24%	23%	40%	45%	15%	57%	43%	8%	59%
026	2	1	-	1	-	-	-	2	-	-
	*	29%	-	29%	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
029	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
030	67	18	9	23	24	13	37	30	5	37
	3%	3%	2%	2%	3%	3%	3%	3%	4%	3%
		27%	14%	35%	35%	20%	56%	44%	7%	56%
033	1	-	1	1	-	-	-	1	-	-
	*	-	*	*	-	-	-	-	-	-
		-	100%	100%	-	-	-	100%	-	-

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
034	2	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
035	15	5	3	8	8	3	11	4	-	11
	1%	1%	*	1%	1%	1%	1%	*	-	*
		36%	19%	55%	55%	18%	73%	27%	-	73%
036	1	-	1	1	1	-	1	-	-	1
	*	-	*	*	*	-	*	-	-	*
		-	100%	100%	100%	-	100%	-	-	100%
040	15	5	2	7	9	2	10	5	2	10
	1%	1%	*	1%	1%	*	1%	*	2%	1%
		31%	12%	43%	57%	11%	69%	31%	11%	69%
041	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
045	1	-	-	-	-	-	-	1	1	1
	*	-	-	-	-	-	-	*	1%	*
		-	-	-	-	-	-	100%	100%aeg	100%
050	11	2	1	2	3	1	4	7	-	4
	*	*	*	*	*	*	*	*	*	*
		15%	8%	15%	26%	8%	34%	66%	-	34%
055	2	2	-	2	1	-	1	2	1	2
	*	*	-	*	*	-	*	*	1%	*
		65%	-	65%	28%	-	28%	72%	36%g	65%
056	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
060	4	3	-	3	1	1	2	2	-	2
	*	1%	-	*	*	*	*	*	*	*
		85%	-	85%	34%	15%	49%	51%	-	49%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
061	1	1	-	1	-	1	1	-	-	1
*	*	-	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
080	5	3	1	3	1	3	4	1	-	4
*	*	-	-	*	-	1%	-	-	-	-
		63%	30%	63%	12%	63%	76%	24%	-	76%
085	1	1	-	1	1	-	1	-	-	1
*	*	-	-	*	-	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
099	2	-	-	-	1	-	1	1	-	1
*	*	-	-	-	*	-	*	-	-	*
		-	-	-	34%	-	34%	66%	-	34%
100	2	2	-	2	-	1	1	1	-	1
*	*	-	-	*	-	-	-	-	-	-
		100%	-	100%	-	66%	66%	34%	-	66%
111	1	1	-	1	1	-	1	-	-	1
*	*	-	-	*	-	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
120	1	1	-	1	-	-	-	1	-	-
*	*	-	-	*	-	-	-	-	-	-
		100%	-	100%	-	-	-	100%	-	-
123	1	-	-	-	1	-	1	-	-	1
*	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
204	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
234	1	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
245	2	-	-	-	-	-	-	2	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-
344	1	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
000	376	163	213	74	302	110	48	218	15	5	8
	16%	13%	18%	10%	18%	10%	11%	15%	17%	5%	13%
		d/gj	43%	20%	80%ad	29%	13%	58%g	4%	1%	2%
001	68	24	44	17	51	23	18	32	4	-	-
	3%	2%	4%	2%	3%	2%	4%	2%	5%	-	-
		35%	65%b	25%	75%	34%	26%	47%	6%	-	-
002	45	21	24	13	32	20	7	28	2	-	1
	2%	2%	2%	2%	2%	2%	2%	2%	3%	-	1%
		47%	53%	28%	72%	44%	15%	63%	5%	-	2%
003	50	29	21	18	32	25	13	31	4	2	3
	2%	2%	2%	2%	2%	2%	3%	2%	5%	2%	4%
		59%	41%	38%	64%	50%	26%	61%	8%	4%	5%
004	21	10	11	4	17	8	5	7	1	-	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%
		47%	53%	19%	81%	39%	22%	35%	4%	-	4%
005	372	201	170	116	256	186	83	220	18	17	18
	16%	17%	14%	16%	15%	18%	19%	16%	21%	17%	28%
		54%	46%	31%	69%	50%	22%	59%	5%	5%	5%a
006	24	15	9	9	15	10	4	14	1	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-
		62%	38%	36%	64%	44%	15%	61%	3%	7%	-
007	58	27	31	15	43	26	9	32	1	4	-
	2%	2%	3%	2%	3%	2%	2%	2%	1%	4%	-
		47%	53%	25%	75%	45%	15%	55%	2%	7%	-
008	54	31	23	15	39	31	11	36	-	3	-
	2%	3%	2%	2%	2%	3%	2%	3%	-	3%	-
		58%	42%	28%	72%	57%	19%	66%	-	5%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
009	12	8	4	5	7	6	4	7	2	-	-
	1%	1%	*	1%	*	1%	1%	1%	2%	-	-
		66%	34%	39%	61%	47%	32%	60%	15%a	-	-
010	558	336	222	207	351	272	95	360	16	24	15
	23%	28%	19%	28%	21%	26%	22%	26%	19%	24%	24%
		c	60%ac	37%ae	63%	49%	17%	65%	3%	4%	3%
011	14	12	2	5	9	10	1	11	-	1	-
	1%	1%	*	1%	1%	7%	*	1%	-	1%	-
		87%c	13%	39%	61%	73%	10%	77%	-	6%	-
012	50	27	23	21	29	24	17	21	2	-	2
	2%	2%	2%	3%	2%	2%	4%	2%	2%	-	3%
		55%	45%	41%	59%	48%	33%ah	43%	4%	-	3%
013	10	8	1	5	4	7	3	6	-	-	1
	*	1%	*	1%	*	1%	1%	*	-	-	2%
		86%c	14%	56%	44%	72%	26%	61%	-	-	10%
014	3	1	2	-	3	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		37%	63%	-	100%	-	-	60%	-	-	-
015	239	120	119	82	156	106	46	141	7	14	9
	10%	10%	10%	11%	9%	10%	10%	10%	8%	14%	13%
		50%	50%	34%	66%	44%	19%	59%	3%	6%	4%
016	9	4	5	3	6	4	1	5	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		45%	55%	31%	69%	45%	8%	59%	-	-	-
017	5	1	3	2	2	1	-	3	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		32%	68%	49%	51%	32%	-	68%	-	-	-
018	7	4	3	3	4	4	2	4	-	1	-
	*	*	*	*	*	*	*	*	-	1%	-
		59%	41%	45%	55%	61%	25%	59%	-	13%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
019	1	-	1	-	1	-	1	-	1	-	-
	*	-	*	-	*	-	-	-	1%	-	-
		-	100%	-	100%	-	100%	-	100%ah	-	-
020	208	93	115	65	144	96	34	116	7	9	4
	9%	8%	10%	9%	9%	9%	8%	8%	9%	9%	6%
		45%	55%	31%	69%	46%	16%	56%	4%	4%	2%
021	1	1	1	1	1	1	-	1	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		37%	63%	37%	63%	37%	-	100%	-	-	-
022	6	4	2	1	5	5	-	6	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		61%	39%	21%	79%	83%	-	100%	-	-	-
023	5	-	5	-	5	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%b	-	100%	-	-	-	-	-	-
024	3	3	-	-	3	-	2	-	-	2	-
	*	*	-	-	*	-	-	-	-	2%	-
		100%	-	-	100%	-	52%h	-	-	52%a	-
025	51	21	30	12	38	24	11	26	1	4	1
	2%	2%	3%	2%	2%	2%	2%	2%	1%	4%	2%
		41%	59%	25%	75%	48%	21%	51%	1%	8%	3%
026	2	-	2	1	1	1	-	1	-	-	-
	*	-	*	*	*	*	-	*	-	-	-
		-	100%	34%	66%	34%	-	63%	-	-	-
029	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
030	67	27	40	14	53	22	10	41	1	3	-
	3%	2%	3%	2%	3%	2%	2%	3%	1%	3%	-
		40%	60%	21%	79%	34%	16%	61%	1%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
033	1	-	1	-	1	-	1	-	1	1	-
	*	-	*	-	*	-	*	-	1%	1%	-
		-	100%	-	100%	-	100%	-	100%ah	100%a	-
034	2	-	2	1	1	1	1	1	-	-	-
	*	-	*	*	*	*	*	*	-	-	-
		-	100%	49%	51%	49%	51%	49%	-	-	-
035	15	7	8	5	10	9	3	9	1	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	2%	-
		46%	54%	30%	67%	59%	20%	61%	9%	14%	-
036	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
040	15	4	11	6	9	4	6	6	-	2	1
	1%	*	1%	1%	1%	*	1%	*	-	2%	2%
		29%	71%	41%	59%	25%	37%	38%	-	16%a	9%
041	1	1	-	1	-	-	1	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	100%	-	-	-	-
045	1	-	1	1	-	1	1	-	-	1	-
	*	-	*	*	-	*	*	-	-	1%	-
		-	100%	100%	-	100%	100%	-	-	100%a	-
050	11	1	10	2	9	6	3	5	-	2	1
	*	*	1%	*	1%	1%	1%	*	-	2%	1%
		12%	88%b	21%	79%	52%	25%	45%	-	17%	7%
055	2	1	2	-	2	1	-	2	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		28%	72%	-	100%	28%	-	65%	-	-	-
056	1	-	1	1	-	1	-	1	-	-	-
	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
060	4	2	2	2	2	2	-	4	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		49%	51%	49%	51%	49%	-	100%	-	-	-
061	1	-	1	1	-	1	-	1	-	-	-
	*	-	*	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
080	5	3	2	4	1	3	1	2	-	1	-
	*	*	*	*	*	*	*	*	-	1%	-
		63%	37%	76%e	24%	63%	30%	45%	-	30%a	-
085	1	-	1	1	-	1	1	-	-	1	-
	*	-	*	*	-	*	-	-	-	1%	-
		-	100%	100%	-	100%	100%	-	-	100%a	-
099	2	1	1	-	2	-	-	2	-	-	-
	*	*	*	-	*	-	-	*	-	-	-
		34%	66%	-	100%	-	-	100%	-	-	-
100	2	2	-	1	1	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	66%	34%	100%	-	100%	-	-	-
111	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
120	1	1	-	-	1	-	-	1	-	-	-
	*	*	-	-	*	-	-	*	-	-	-
		100%	-	-	100%	-	-	100%	-	-	-
123	1	-	1	-	1	1	-	1	-	-	-
	*	-	*	-	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
204	1	-	1	-	1	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
234	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-
245	2	-	2	-	2	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-
		-	100%	-	100%	-	-	-	-	-	-
344	1	-	1	-	1	-	-	1	-	-	-
	*	-	*	-	*	-	-	*	-	-	-
		-	100%	-	100%	-	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
000	376	10	11	15	13	19	24	352	11	16	13	80	50
	16%	18%	18%	14%	14%	10%	10%	16%	11%	12%	11%	9%	11%
		gfm	3%	4%	4%	5%	6%	94%fg	3%	4%	3%	21%	13%
001	68	4	1	2	3	6	6	62	4	6	3	18	11
	3%	7%	2%	2%	3%	3%	2%	3%	4%	4%	3%	2%	2%
		6%ah	2%	3%	4%	9%	9%	91%	6%	8%	5%	27%	17%
002	45	-	1	2	1	3	4	41	1	3	4	19	5
	2%	-	2%	1%	2%	2%	2%	2%	1%	2%	4%	2%	1%
		-	3%	5%	3%	7%	9%	91%	3%	7%	9%	42%	11%
003	50	4	1	2	3	5	6	44	4	1	5	18	9
	2%	6%	2%	2%	3%	2%	2%	2%	4%	1%	5%	2%	2%
		8%ahj	2%	4%	6%	9%	11%	89%	8%	2%	10%	35%	18%
004	21	-	1	-	-	1	1	20	2	1	2	7	3
	1%	-	1%	-	-	-	-	1%	2%	1%	1%	1%	1%
		-	4%	-	-	4%	4%	96%	9%	6%	8%	32%	16%
005	372	13	2	18	16	35	43	328	20	33	21	156	81
	16%	22%	3%	16%	17%	16%	18%	15%	20%	25%	19%	18%	17%
		c 3%c	1%	5%c	4%c	9%c	12%c	88%c	5%c	9%ach	6%c	42%	22%
006	24	-	1	-	1	4	4	19	2	2	1	10	5
	1%	-	-	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%
		-	-	6%	4%	19%	19%	81%	7%	7%	3%	41%	23%
007	58	-	3	5	2	2	4	54	4	2	1	25	10
	2%	-	6%	4%	2%	1%	2%	3%	4%	1%	1%	3%	2%
		-	6%	8%	4%	7%	9%	93%	8%	3%	2%	43%	17%
008	54	1	1	5	2	6	7	47	3	4	1	27	11
	2%	2%	2%	4%	2%	3%	3%	2%	3%	3%	1%	3%	2%
		2%	3%	9%	3%	11%	14%	86%	6%	8%	3%	49%	21%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
009	12	-	-	-	2	1	3	9	1	1	1	6	5
	1%	-	-	-	2%	1%	1%	*	1%	1%	1%	1%	1%
		-	-	-	15%h	8%	24%	76%	8%	8%	8%	47%	39%
010	558	14	9	14	23	54	68	490	25	29	22	233	122
	23%	24%	16%	12%	25%	29%	28%	23%	25%	22%	20%	27%	26%
		d 3%	2%	2%	4%d	10%d	12%d	88%d	4%d	5%	4%	42%	22%
011	14	1	1	-	1	1	1	13	1	1	-	10	1
	1%	1%	1%	-	1%	*	*	1%	1%	1%	-	1%	*
		5%	5%	-	5%	5%	5%	95%	5%	5%	-	70%	9%
012	50	2	6	3	-	2	2	48	2	3	6	23	6
	2%	4%	10%	3%	-	1%	1%	2%	2%	2%	5%	3%	1%
		5%	11%aefghij	6%	-	4%	4%	96%	5%	5%	11%aefg	45%	13%
013	10	-	-	-	-	-	-	10	1	-	-	6	2
	*	-	-	-	-	-	-	*	1%	-	-	1%	*
		-	-	-	-	-	-	100%	10%	-	-	58%	20%
014	3	-	-	-	-	-	-	3	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	-	*
		-	-	-	-	-	-	100%	-	-	-	-	37%
015	239	6	4	16	7	16	20	218	6	14	12	86	58
	10%	11%	8%	15%	8%	9%	8%	10%	6%	11%	11%	10%	12%
		3%	2%	7%l	3%	7%	8%	92%	2%	6%	5%	36%	24%
016	9	-	-	-	-	1	1	8	-	1	-	4	-
	*	-	-	-	-	*	*	*	-	1%	-	*	-
		-	-	-	-	9%	9%	91%	-	9%	-	45%	-
017	5	-	-	2	-	1	1	4	-	-	-	1	2
	*	-	-	2%	-	*	*	*	-	-	-	*	*
		-	-	36%ah	-	20%	20%	80%	-	-	-	32%	36%
018	7	1	-	-	-	-	-	7	-	-	-	4	1
	*	2%	-	-	-	-	-	*	-	-	-	*	*
		13%	-	-	-	-	-	100%	-	-	-	61%	10%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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019	1	-	-	-	-	-	-	1	-	-	-	-	1
	*	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
020	208	2	4	7	8	16	23	185	5	10	7	83	41
	9%	3%	6%	6%	9%	8%	9%	9%	4%	8%	7%	9%	9%
		1%	2%	3%	4%	7%	11%	89%	2%	5%	3%	40%	20%
021	1	-	-	1	-	-	-	1	-	-	-	-	-
	*	-	-	1%	-	-	-	*	-	-	-	-	-
	-	-	-	63%ah	-	-	-	100%	-	-	-	-	-
022	6	-	1	1	-	1	1	5	2	1	1	4	-
	*	-	1%	1%	-	1%	*	2%	1%	1%	1%	*	-
	-	-	12%	22%	-	17%	17%	83%	39%ah	17%	22%	66%	-
023	5	-	-	-	-	-	-	5	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
024	3	-	2	-	-	-	-	3	-	-	2	-	3
	*	-	3%	-	-	-	-	*	-	-	1%	-	1%
	-	-	52%algh	-	-	-	-	100%	-	-	52%ah	-	100%al
025	51	-	1	3	1	8	9	42	-	2	4	16	13
	2%	-	2%	3%	1%	4%	4%	2%	-	1%	3%	2%	3%
	-	-	2%	6%	3%	15%h	18%	82%	-	3%	7%	32%	25%
026	2	-	-	-	1	-	1	1	-	-	-	-	-
	*	-	-	-	1%	-	*	*	-	-	-	-	-
	-	-	-	-	34%h	-	34%	66%	-	-	-	-	-
029	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
030	67	-	2	6	4	2	6	61	1	1	2	20	18
	3%	-	4%	6%	5%	1%	2%	3%	1%	1%	2%	2%	4%
	-	-	3%	9%h	6%	3%	8%	92%	2%	2%	3%	29%	26%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

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	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
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033	1	-	-	-	-	-	-	1	-	1	-	-	-
*	-	-	-	-	-	-	-	*	-	1%	-	-	-
	-	-	-	-	-	-	-	100%	-	100%ah	-	-	-
034	2	-	-	-	-	-	-	2	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
035	15	-	2	-	-	1	1	14	3	1	1	9	2
1%	-	-	4%	-	-	*	*	1%	3%	1%	1%	1%	*
	-	-	16%adgh	-	-	6%	6%	94%	21%agah	6%	10%	59%	14%
036	1	-	-	-	-	-	-	1	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
040	15	-	-	-	-	1	1	14	-	-	-	3	7
1%	-	-	-	-	-	1%	1%	1%	-	-	-	*	2%
	-	-	-	-	-	9%	9%	91%	-	-	-	21%	48%l
041	1	-	-	-	-	-	-	1	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
045	1	-	-	1	1	-	1	-	-	-	-	-	-
*	-	-	-	1%	1%	-	*	-	-	-	-	-	-
	-	-	-	100%ah	100%ah	-	100%h	-	-	-	-	-	-
050	11	-	2	-	3	-	3	8	1	1	-	4	-
*	-	-	3%	3%	3%	-	1%	*	1%	1%	-	*	-
	-	-	16%afh	28%afh	28%afh	-	28%	72%	10%	6%	-	34%	-
055	2	-	-	-	-	-	-	2	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	28%	-
056	1	-	-	-	-	1	1	-	-	-	-	-	1
*	-	-	-	-	-	1%	1%	-	-	-	-	-	*
	-	-	-	-	-	100%ah	100%ah	-	-	-	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
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060	4	-	-	1	-	-	-	4	-	-	-	2	-
*	-	-	-	1%	-	-	-	*	-	-	-	*	-
	-	-	-	29%	-	-	-	100%	-	-	-	49%	-
061	1	-	-	1	-	-	-	1	-	-	-	1	-
*	-	-	-	1%	-	-	-	*	-	-	-	*	-
	-	-	-	100%ah	-	-	-	100%	-	-	-	100%	-
080	5	-	1	-	-	-	-	5	1	-	-	1	2
*	-	-	2%	-	-	-	-	*	1%	-	-	*	*
	-	-	30%aligh	-	-	-	-	100%	30%ah	-	-	30%	45%
085	1	-	-	-	-	1	-	-	-	-	-	1	-
*	-	-	-	-	-	1%	*	-	-	-	-	*	-
	-	-	-	-	-	100%ah	100%h	-	-	-	-	100%	-
099	2	-	-	-	-	-	-	2	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	34%
100	2	-	1	-	-	-	-	2	-	-	-	1	-
*	-	-	1%	-	-	-	-	*	-	-	-	*	-
	-	-	34%ah	-	-	-	-	100%	-	-	-	66%	-
111	1	-	-	-	-	-	-	1	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	*	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
120	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	-	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-
123	1	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
204	1	-	-	-	-	-	-	1	-	-	-	-	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
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234	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
245	2	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-	-
344	1	-	1	1	-	-	-	1	-	-	-	-	-
	*	-	1%	1%	-	-	-	*	-	-	-	-	-
		-	100%ah	100%ah	-	-	-	100%	-	-	-	-	-

Q.12D At what monthly price would you think 10 Mbps/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
000	376	72	77	66	92	38	17	7	5	2	-	-
	16%	16%	19%	16%	14%	15%	17%	16%	24%	6%	-	-
		19%	20% ^d	17%	25%	10%	5%	2%	1%	*	-	-
001	68	11	15	7	27	5	-	1	1	1	-	-
	3%	2%	4%	2%	4%	2%	-	3%	3%	2%	-	-
		17%	22%	11%	40% ^c	7%	-	2%	1%	7%	-	-
002	45	8	12	9	9	3	1	3	-	-	-	-
	2%	2%	3%	2%	1%	1%	1%	6%	-	-	-	-
		17%	26%	21%	19%	8%	3%	7% ^d	-	-	-	-
003	50	6	7	13	8	13	-	3	1	1	-	-
	2%	1%	2%	3%	1%	5%	-	5%	4%	2%	-	-
		12%	14%	26% ^d	15%	25% ^a ^b ^d ^f	-	5% ^d	2%	1%	-	-
004	21	3	4	2	6	2	2	-	-	1	-	-
	1%	1%	1%	1%	1%	1%	2%	-	-	3%	-	-
		13%	17%	11%	29%	16%	10%	-	-	4%	-	-
005	372	66	62	71	99	34	19	5	4	6	1	5
	16%	15%	15%	17%	15%	14%	19%	10%	17%	22%	21%	34%
		18%	17%	19%	27%	9%	5%	1%	1%	2%	*	1%
006	24	3	5	5	7	2	1	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-
		12%	19%	22%	31%	10%	6%	-	-	-	-	-
007	58	10	10	9	17	10	3	-	-	-	-	-
	2%	2%	3%	2%	3%	4%	3%	-	-	-	-	-
		17%	16%	15%	29%	17%	5%	-	-	-	-	-
008	54	13	5	11	12	7	5	-	2	-	-	-
	2%	3%	1%	3%	2%	3%	5%	-	9%	-	-	-
		23%	9%	20%	22%	13%	10% ^b ^d	-	4%	-	-	-
009	12	4	1	1	3	1	-	1	-	-	-	1
	1%	1%	*	*	*	*	*	3%	-	-	-	8%
		35%	7%	7%	26%	5%	-	10% ^b ^c	-	-	-	8%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
010	558	103	84	91	171	52	29	9	5	9	4	2
	23%	23%	21%	22%	26%	21%	28%	18%	22%	30%	53%	18%
011	14	5	1	2	4	-	1	-	-	-	-	-
	1%	1%	-	1%	1%	-	1%	-	-	-	-	-
012	50	7	11	7	16	6	1	-	-	1	-	1
	2%	1%	3%	2%	2%	3%	1%	-	-	4%	-	9%
013	10	1	1	3	2	1	1	-	-	-	-	-
	*	*	*	1%	*	1%	1%	-	-	-	-	-
014	3	1	-	1	1	-	-	-	-	-	-	-
	*	*	-	*	*	-	-	-	-	-	-	-
015	239	55	39	43	51	30	6	8	1	3	-	3
	10%	12%	10%	11%	8%	12%	8%	16%	4%	9%	-	20%
016	9	5	2	-	-	1	1	-	-	-	-	-
	*	1%	1%	-	-	*	1%	-	-	-	-	-
017	5	55%cd	28%	-	-	9%	8%	-	-	-	-	-
	*	2	2	-	-	1	-	-	-	-	-	-
018	7	44%	36%	-	-	20%	-	-	-	-	-	-
	*	3	1	1	3	-	-	-	-	-	-	-
019	1	1%	13%	10%	37%	-	-	-	-	-	-	-
	*	-	-	-	-	100%	-	-	-	-	-	-
020	208	45	31	34	63	19	5	7	1	2	1	-
	9%	10%	8%	8%	10%	8%	5%	15%	5%	7%	13%	-
		22%	15%	16%	30%	9%	3%	3%	1%	1%	*	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
021	1	1	-	-	1	-	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-	-
		37%	-	-	63%	-	-	-	-	-	-	-
022	6	1	3	2	-	-	-	-	-	-	-	-
	*	*	1%	1%	-	-	-	-	-	-	-	-
		12%	49% ^d	39%	-	-	-	-	-	-	-	-
023	5	1	-	-	1	3	-	-	-	-	-	-
	*	*	-	-	*	1%	-	-	-	-	-	-
		24%	-	-	23%	53% ^{b,c}	-	-	-	-	-	-
024	3	-	2	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	1%	-	-	-	-	-	-
		-	52%	-	-	48%	-	-	-	-	-	-
025	51	11	5	4	18	5	2	3	-	2	-	-
	2%	2%	1%	1%	3%	2%	2%	5%	-	9%	-	-
		22%	10%	9%	36%	10%	4%	5% ^{b,c}	-	5%	-	-
026	2	1	1	-	-	-	-	-	-	-	-	-
	*	*	*	-	-	-	-	-	-	-	-	-
		29%	71%	-	-	-	-	-	-	-	-	-
029	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
030	67	9	11	12	22	5	4	1	2	-	1	-
	3%	2%	3%	3%	3%	2%	4%	3%	11%	-	13%	-
		13%	16%	18%	33%	8%	6%	2%	4%	-	1%	-
033	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
034	2	-	-	2	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
035	15 1%	5 1% 33% ^d	3 1% 22%	5 1% 32% ^d	1 4%	-	-	-	-	1 5% 9%	-	-
036	1 *	- - -	1 - 100%	- - -	- - -	-	-	-	-	-	-	-
040	15 1%	2 *10%	5 * 35%	3 1% 21%	3 1% 17%	2 * 16%	-	-	-	-	-	-
041	1 *	- - -	1 * 100%	- - -	- - -	-	-	-	-	-	-	-
045	1 *	- - -	- - -	- - -	1 * 100%	-	-	-	-	-	-	-
050	11 *	4 1% 38%	1 * 7%	2 * 15%	3 1% 30%	1 * 10%	-	-	-	-	-	-
055	2 *	- - -	- - -	1 * 35%	2 * 65%	-	-	-	-	-	-	-
056	1 *	- - -	- - -	- - -	- - -	1 1% 100%	-	-	-	-	-	-
060	4 *	- - -	- - -	1 * 23%	1 * 29%	2 1% 49%	-	-	-	-	-	-
061	1 *	- - -	- - -	- - -	- - -	- - -	1 1% 100% ^d	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
080	5	-	2	-	2	-	1	-	-	-	-	-
	*	-	*	-	-	-	1%	-	-	-	-	-
	*	-	33%	-	42%	-	24%ac	-	-	-	-	-
085	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	100%	-	-	-	-	-	-
099	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
	*	-	-	34%	66%	-	-	-	-	-	-	-
100	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	*	*	-	-	-	-	-	-	-
	*	-	-	34%	66%	-	-	-	-	-	-	-
111	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
120	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-
	*	-	-	-	-	-	100%	-	-	-	-	-
123	1	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	10%
	*	-	-	-	-	-	-	-	-	-	-	100%
204	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-
234	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	*	-	*	-	-	-	-	-	-	-
	*	-	100%	-	-	-	-	-	-	-	-	-
245	2	-	-	2	-	-	-	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
344	1	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-
	*	-	-	-	100%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

		Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
			< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base		2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base		2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
000		376	67	45	64	63	53	35	13	26	10	-	-	149	178	10	26	13	-
	16%	16%	23%	12%	17%	17%	17%	17%	12%	17%	15%	-	-	17%	18%	9%	9%	11%	-
		16%	12%acg	17%	17%	14%	9%	3%	7%	3%	3%	-	-	40%no	47%no	3%	7%	3%	-
001		68	15	5	17	10	6	4	4	5	-	1	-	25	27	2	10	4	-
	3%	4%	2%	3%	3%	2%	2%	3%	4%	3%	-	7%	-	3%	3%	2%	3%	2%	-
		22%	7%	25%	15%	8%	6%	6%	8%	8%	-	2%	-	37%	41%	3%	14%	6%	-
002		45	13	4	14	3	2	3	4	1	-	-	-	24	12	2	4	2	-
	2%	3%	2%	3%	1%	1%	1%	1%	4%	1%	-	-	-	3%	1%	2%	2%	2%	-
		29%de	9%	31%	8%	4%	7%	10%de	3%	-	-	-	-	54%lm	26%	5%	10%	5%	-
003		50	7	8	13	4	9	1	4	3	1	-	-	18	22	2	6	2	-
	2%	2%	4%	2%	1%	3%	1%	3%	2%	2%	2%	-	-	2%	2%	2%	2%	2%	-
		13%	15%df	25%	8%	18%	3%	7%	6%	3%	3%	-	-	36%	44%	4%	11%	4%	-
004		21	1	-	5	5	2	5	1	1	1	-	-	2	13	1	3	2	-
	1%	-	-	1%	1%	1%	1%	2%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-
		4%	-	22%	25%	7%	24%ab	6%	7%	4%	6%	-	-	11%	63%l	6%	12%	7%	-
005		372	73	31	69	61	47	37	12	21	13	3	5	131	153	17	52	15	5
	16%	17%	16%	13%	16%	15%	18%	11%	14%	15%	20%	12%	34%	15%	15%	15%	18%	12%	34%
		20%	8%	19%	16%	13%	10%	3%	6%	3%	3%	1%	1%	35%	41%	5%	14%	4%	1%
006		24	3	3	4	6	2	3	2	1	-	-	-	10	8	1	1	4	-
	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	-	-	-	1%	1%	1%	1%	3%	-
		13%	14%	15%	24%	9%	11%	8%	5%	-	-	-	-	40%	33%	5%	6%	16%mo	-
007		58	9	5	20	10	4	6	1	1	-	1	-	21	23	1	7	6	-
	2%	2%	2%	4%	3%	1%	3%	1%	1%	1%	-	7%	-	2%	2%	1%	2%	5%	-
		16%	8%	34%	18%	8%	10%	2%	2%	-	-	2%	-	36%	39%	2%	12%	11%	-
008		54	10	4	12	8	8	-	3	5	3	-	-	17	21	6	8	4	-
	2%	2%	2%	2%	3%	2%	-	2%	4%	2%	5%	-	-	2%	2%	5%	3%	3%	-
		19%l	7%l	23%l	15%l	15%l	-	5%l	10%l	5%l	-	-	-	30%	39%	10%	14%	7%	-
009		12	1	1	6	1	1	-	-	-	-	-	1	2	6	1	3	-	1
	1%	-	-	1%	-	-	-	-	-	1%	1%	-	8%	-	1%	-	1%	-	8%
		7%	7%	48%	8%	4%	-	-	10%	5%	-	-	9%	13%	47%	4%	27%l	-	9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
010	558	91	33	131	88	76	53	25	32	15	10	2	177	245	38	67	28	2
	23%	21%	17%	25%	23%	25%	26%	23%	22%	24%	46%	18%	20%	25%	34%	24%	24%	18%
011	14	2	-	1	4	3	4	-	-	-	-	-	5	8	2	-	-	-
	1%	1%	-	*	1%	1%	2%	-	-	-	-	-	1%	1%	2%	-	-	-
		15%	-	5%	30%	24%	25%	-	-	-	-	-	32%	54%	14%	-	-	-
012	50	10	3	15	9	5	3	3	1	1	-	1	21	13	2	9	4	1
	2%	2%	1%	3%	2%	1%	1%	3%	1%	2%	-	9%	2%	1%	2%	3%	3%	9%
		20%	6%	30%	17%	9%	5%	6%	2%	2%	-	3%	41%	25%	5%	18%	8%	3%
013	10	1	-	4	1	1	-	-	1	1	-	-	4	3	1	-	1	-
	*	-	-	1%	*	*	-	-	1%	2%	-	-	1%	-	1%	-	1%	-
		14%	-	39%	14%	12%	-	-	8%	13%	-	-	46%	28%	12%	-	14%	-
014	3	1	-	1	1	-	-	-	-	-	-	-	2	1	-	-	-	-
	*	-	-	1%	1%	1%	-	-	-	-	-	-	1%	1%	-	-	-	-
		23%	-	40%	37%	-	-	-	-	-	-	-	63%	37%	-	-	-	-
015	239	56	23	44	27	34	23	7	14	6	1	3	93	86	9	34	15	3
	10%	13%	12%	8%	7%	11%	11%	6%	10%	8%	6%	20%	11%	9%	8%	12%	12%	20%
		23%	10%	18%	11%	14%	10%	3%	6%	3%	1%	1%	39%	36%	4%	14%	6%	1%
016	9	3	-	2	1	1	-	1	-	1	-	-	1	5	1	1	-	-
	*	1%	-	*	*	*	-	-	1%	-	1%	-	*	*	1%	*	-	-
		31%	-	20%	16%	16%	-	9%	-	8%	-	-	16%	54%	16%	14%	-	-
017	5	-	1	-	3	1	-	-	-	-	-	-	1	3	-	-	-	-
	*	-	12%	-	1%	1%	-	-	-	-	-	-	32%	68%	-	-	-	-
		-	-	68%	20%	-	-	-	-	-	-	-	-	-	-	-	-	-
018	7	1	1	1	2	1	-	1	2	-	-	-	4	2	-	-	1	-
	*	-	-	1%	*	*	-	-	1%	-	-	-	*	*	-	-	1%	-
		13%	13%	16%	34%	13%	-	11%	-	-	-	-	63%	26%	-	-	11%	-
019	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
020	208	27	13	54	34	24	17	15	17	3	4	-	67	89	10	34	8	-
	9%	6%	7%	10%	9%	8%	8%	14%	12%	5%	18%	-	8%	9%	9%	12%	6%	-
		13%	6%	26%a	16%	11%	8%	7%ab	8%	2%	2%	-	32%	43%	5%	16%l	4%	-
021	1	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		37%	-	63%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
022	6	2	2	-	1	-	-	-	-	-	-	-	3	3	-	-	-	-
	*	1%	1%	-	*	-	-	-	-	-	-	-	*	*	-	-	-	-
		40%	39%c	-	21%	-	-	-	-	-	-	-	45%	55%	-	-	-	-
023	5	1	-	-	1	2	-	-	1	-	-	-	3	2	-	-	-	-
	*	-	-	-	*	1%	-	-	1%	-	-	-	*	*	-	-	-	-
		24%	-	-	23%	31%	-	-	22%	-	-	-	55%	45%	-	-	-	-
024	3	2	-	-	-	1	-	-	-	-	-	-	3	-	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-
		52%	-	-	-	48%	-	-	-	-	-	-	100%	-	-	-	-	-
025	51	8	1	13	2	7	5	8	6	1	-	-	26	15	-	7	2	-
	2%	2%	*	2%	1%	2%	2%	16%abcd	4%	2%	-	-	3%lm	2%	-	2%	2%	-
		15%	2%	25%cd	4%	14%	9%	ef	11%bd	2%	-	-	52%lm	30%	-	13%	4%	-
026	2	1	1	-	-	-	1	-	-	-	-	-	1	1	-	1	-	-
	*	*	*	-	-	-	*	-	-	-	-	-	*	*	-	*	-	-
		37%	29%	-	-	-	34%	-	-	-	-	-	34%	29%	-	37%	-	-
029	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-
030	67	12	6	10	12	9	6	3	5	4	1	-	26	28	2	6	5	-
	3%	3%	3%	2%	3%	3%	3%	2%	3%	7%	4%	-	3%	3%	3%	2%	4%	-
		18%	8%	15%	18%	13%	8%	4%	7%	7%cd	1%	-	39%	42%	3%	9%	8%	-
033	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
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Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
034	2	-	1	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	*	-	-
		-	49%	51%	-	-	-	-	-	-	-	-	49%	-	-	51%	-	-
035	15	1	3	3	3	3	-	-	1	1	-	-	8	4	2	1	-	-
	1%	*	1%	1%	1%	1%	-	-	1%	2%	-	-	1%	*	1%	*	-	-
		8%	18%	19%	19%	19%	-	-	8%	9%	-	-	54%	30%	11%	5%	-	-
036	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
040	15	3	1	2	5	-	1	1	1	-	-	-	9	2	-	1	2	-
	1%	1%	1%	*	1%	-	1%	1%	1%	-	-	-	1%	*	-	1%	2%	-
		22%	9%	11%	35%e	-	8%	7%	8%	-	-	-	62%lm	12%	-	10%	16%lm	-
041	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
045	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
050	11	2	2	4	2	-	1	-	-	-	-	-	3	3	-	5	-	-
	*	1%	1%	1%	1%	-	*	-	-	-	-	-	*	*	-	2%	-	-
		21%	15%	39%	18%	-	7%	-	-	-	-	-	31%	28%	-	41%lm	-	-
055	2	-	-	2	-	1	-	-	-	-	-	-	1	1	-	-	1	-
	*	-	-	*	-	*	-	-	-	-	-	-	*	*	-	*	1%	-
		-	-	72%	-	28%	-	-	-	-	-	-	35%	28%	-	-	36%	-
056	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	-	-	100%acd	-	-	-	-	100%	-	-	-	-	-
060	4	-	1	1	1	1	-	-	-	-	-	-	2	1	-	1	-	-
	*	-	*	*	*	*	-	-	-	-	-	-	*	*	-	*	-	-
		-	15%	23%	34%	29%	-	-	-	-	-	-	49%	29%	-	23%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
061	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
080	5	-	-	-	2	1	-	-	1	-	-	-	1	4	-	-	-	-
	*	-	-	-	1%	*	-	-	1%	-	-	-	*	*	-	-	-	-
		-	-	-	45%	30%	-	-	24%	-	-	-	12%	88%	-	-	-	-
085	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
099	2	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	*	-	-	-	-	-	-	-	-	*	*	-	-	-	-
		-	67%	33%	-	-	-	-	-	-	-	-	67%	33%	-	-	-	-
100	2	-	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	*	-	-	-	1%	-	-	-	*	*	-	-	-	-
		-	-	-	34%	-	-	66%ac	-	-	-	-	34%	66%	-	-	-	-
111	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
120	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
123	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	-	-	-	10%	-	-	-	-	-	10%
		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
204	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
234	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
245	2	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
344	1	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
	*	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	100%lm	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.12D At what monthly price would you think 10 Mbps broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
000	376 16%	342 16% 91%	20 12% 5%	14 11% 4%
001	68 3%	55 3% 81%	7 4% 10%	6 5% 9%
002	45 2%	42 2% 92%	3 1% 6%	1 1% 2%
003	50 2%	42 2% 85%	3 2% 7%	4 3% 8%
004	21 1%	19 1% 89%	2 1% 11%	- - -
005	372 16%	317 15% 85%	24 14% 7%	30 23% 8%a
006	24 1%	21 1% 90%	1 - 3%	2 1% 7%
007	58 2%	54 3% 93%	1 1% 2%	3 2% 5%
008	54 2%	48 2% 88%	5 3% 9%	1 1% 3%
009	12 1%	11 1% 91%	1 1% 9%	- - -
010	558 23%	490 23% 88%	39 23% 7%	29 22% 5%

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Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
011	14	14	-	-
	1%	1%	-	-
		100%	-	-
012	50	37	7	6
	2%	2%	4%	5%
		74%	14%a	12%a
013	10	7	3	-
	*	-	1%	-
		74%	26%a	-
014	3	3	-	-
	*	-	-	-
		100%	-	-
015	239	197	28	14
	10%	9%	16%	11%
		83%	12%a	6%
016	9	8	-	1
	*	-	-	1%
		92%	-	8%
017	5	5	-	-
	*	-	-	-
		100%	-	-
018	7	6	1	-
	*	-	1%	-
		87%	13%	-
019	1	-	1	-
	*	-	1%	-
		-	100%a	-
020	208	184	12	11
	9%	9%	7%	9%
		89%	6%	5%
021	1	1	1	-
	*	-	-	-
		63%	37%	-

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	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
022	6	6	-	-
	*	-	-	-
		100%	-	-
023	5	5	-	-
	*	-	-	-
		100%	-	-
024	3	3	-	-
	*	-	-	-
		100%	-	-
025	51	42	4	4
	2%	2%	3%	3%
		83%	9%	9%
026	2	1	1	-
	*	-	-	-
		66%	34%	-
029	1	1	-	-
	*	-	-	-
		100%	-	-
030	67	65	2	-
	3%	3%	1%	-
		98%	2%	-
033	1	1	-	-
	*	-	-	-
		100%	-	-
034	2	2	-	-
	*	-	-	-
		100%	-	-
035	15	11	4	-
	1%	1%	2%	-
		75%	25%a	-
036	1	1	-	-
	*	-	-	-
		100%	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
040	15	14	1	-
	1%	1%	1%	-
		92%	8%	-
041	1	1	-	-
	*	*	-	-
		100%	-	-
045	1	-	-	1
	*	-	-	1%
		-	-	100%a
050	11	9	*	2
	*	*	*	2%
		79%	3%	18%
055	2	2	-	-
	*	*	-	-
		100%	-	-
056	1	1	-	-
	*	*	-	-
		100%	-	-
060	4	4	-	-
	*	*	-	-
		100%	-	-
061	1	1	-	-
	*	*	-	-
		100%	-	-
080	5	5	-	-
	*	*	-	-
		100%	-	-
085	1	1	-	-
	*	*	-	-
		100%	-	-
099	2	2	-	-
	*	*	-	-
		100%	-	-

Q.12D At what monthly price would you think 10 Mbits/s broadband was a bargain - great value for money?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
100	2 *	2 *	-	-
		100%	-	-
111	1 *	1 *	-	-
		100%	-	-
120	1 *	1 *	-	-
		100%	-	-
123	1 *	1 *	-	-
		100%	-	-
204	1 *	1 *	-	-
		100%	-	-
234	1 *	1 *	-	-
		100%	-	-
245	2 *	2 *	-	-
		100%	-	-
344	1 *	1 *	-	-
		100%	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1794	887	907	119	329	283	263	281	293	226	448	827	519	777	1017	292	834	668
Weighted Base	1776	881	895	144	373	325	288	304	191	150	517	918	341	869	906	322	905	549
Yes	1055	521	534	73	237	213	183	187	107	56	310	583	163	575	481	219	567	270
	59%	59%	60%	51%	63%	66%	63%	61%	56%	37%	60%	64%	48%	66%	53%	68%	63%	49%
		jmor	49%	7%	22% ^{dj}	20% ^{dij}	17% ^{dj}	18%	10%	5%	29% ^m	55% ^m	15%	54% ^{ao}	46%	21% ^{ar}	54% ^r	26%
No	689	344	344	66	135	106	102	108	81	91	201	316	172	285	404	98	322	268
	39%	39%	38%	46%	36%	33%	35%	36%	42%	61%	39%	34%	50%	33%	45%	31%	36%	49%
		lhp	50%	10% ^f	20%	15%	15%	16%	12% ^f	13% ^{ade}	29%	46%	25% ^{aki}	41%	59% ^{an}	14%	47%	39% ^{apq}
Don't know	31	15	16	5	2	6	4	9	3	4	7	18	6	10	21	4	16	11
	2%	2%	2%	4%	1%	2%	1%	3%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%
		48%	52%	16% ^{ee}	6%	18%	11%	29% ^{ee}	9%	11% ^{ee}	22%	58%	20%	33%	67%	14%	50%	36%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1794	1467	135	89	103	72	203	143	135	149	192	165	261	147	89	135	103
Weighted Base	1776	1478	128	93*	77*	70*	200	148	135	142	194	167	279	144	93*	128	77*
Yes	1055	886	67	58	45	37	127	84	81	81	114	82	192	88	58	67	45
	59%	60%	52%	62%	58%	53%	64%	57%	60%	57%	59%	49%	69%	61%	62%	52%	58%
		84%	6%	5%	4%	3%	12% ^p	8%	8%	8%	11%	8%	18% ^{a/f/h/j}	8% ^l	5%	6%	4%
No	689	570	55	31	32	32	71	61	54	57	80	79	82	54	31	55	32
	39%	39%	43%	34%	42%	46%	36%	41%	40%	40%	41%	47%	30%	37%	34%	43%	42%
		83% ^m	8%	5%	5%	5% ^m	10%	9% ^m	8% ^m	8% ^m	12% ^m	11% ^{agm}	12%	8%	5%	8% ^m	5% ^m
Don't know	31	22	6	3	-	1	1	3	-	4	-	6	5	2	3	6	-
	2%	1%	5%	4%	-	2%	*	2%	-	3%	-	4%	2%	1%	4%	5%	-
		69%	20% ^{a/b/e}	11%	-	4%	3%	10%	-	13% ^k	-	19% ^{g/k}	15%	6%	11% ^{g/k}	20% ^{a/g/k/q}	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1794	1626	161	430	1312	392	673	472	593	1014	259	149	271	1212	1542
Weighted Base	1776	1591	176	369	1356	365	738	442	661	1111	271	135	221	1310	1569
Yes	1055 59%	965 61% cfm 91%	86 49% 8%	217 59% 21%	813 60% 77%	189 52% 18%	518 70% 49%af	244 55% 23%	463 70% 44%ah	735 66% 70%amo	163 60% 15%km	85 63% 8%km	103 60% 10%	845 65% 80%am	962 61% 91%km
No	689 39%	600 38% gj 87%	85 48% 12%ab	148 40% 22%	520 38% 76%	175 48% 25%ag	216 29% 31%	196 44% 29%ai	195 29% 28%	363 33% 53%	100 37% 15%	45 33% 7%	116 53% 17%ajkin	445 34% 65%	584 37% 85%j
Don't know	31 2%	26 2% ghi 84%	5 3% 16%	4 1% 12%	22 2% 71%	2 1% 6%	4 1% 12%	2 1% 6%	4 1% 12%	13 1% 41%	8 3% 24%	5 4% 17%jmo	2 1% 6%	20 1% 62%	23 1% 74%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1794	603	517	974	894	437	1308	486	102	1324
Weighted Base	1776	638	559	1037	903	478	1355	420	107*	1370
Yes	1055	426	398	705	606	358	945	111	67	950
59%		67%	71%	68%	67%	75%	70%	26%	62%	69%
		h 40% ^{ka}	38% ^{ca}	67% ^{ca}	57% ^{ah}	34% ^{laeghij}	89% ^{ah}	11%	6% ^{ch}	90% ^{ah}
No	689	204	152	316	281	118	392	297	41	401
39%		32%	27%	30%	31%	25%	29%	71%	38%	29%
		bdefgj 30%	22%	46%	41% ^{cl}	17%	57%	43% ^{aefgj}	6% ^{cl}	58%
Don't know	31	9	9	16	16	3	19	13	-	19
2%		1%	2%	2%	2%	1%	1%	3%	-	1%
		29%	28%	51%	51%	8%	59%	41% ^{dgi}	-	59%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1794	1237	557	712	1032	409	1371	83	91	61
Weighted Base	1776	1215	561	733	1055	419	1344	78*	98*	62*
Yes	1055	791	265	545	510	253	800	36	58	38
	59%	65%	47%	74%	49%	60%	60%	47%	59%	62%
		cel 75%ac	25%	52%ae	100%	24%a	76%a	3%	5%	4%
No	689	403	285	174	515	160	519	41	41	24
	39%	33%	51%	24%	49%	38%	39%	52%	41%	38%
		bdf 59%	41%ab	25%	75%ad	23%	75%	6%agah	6%	3%
Don't know	31	20	11	14	17	6	25	1	-	-
	2%	2%	2%	2%	2%	1%	2%	1%	-	-
		f 65%	35%	45%	55%	18%	80%	3%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1794	58	56	96	88	181	232	1562	96	120	98	849	459
Weighted Base	1776	52*	54*	99*	89*	187	239	1537	98*	127	104*	878	477
Yes	1055	26	27	39	29	104	132	924	54	64	62	878	66
	59%	51%	49%	40%	33%	56%	55%	60%	56%	50%	59%	100%	14%
		dem	2%e	4%	3%	10%de	12%de	88%dej	5%de	6%e	6%de	83%am	6%
No	689	25	27	57	60	82	107	581	42	62	41	-	392
	39%	49%	49%	58%	67%	44%	45%	38%	43%	48%	40%	-	82%
		l	4%	4%	9%afghk	8%abcfghi	12%	16%h	6%	9%ah	6%	-	57%al
					jk								
Don't know	31	-	1	2	-	-	-	31	1	2	1	-	19
	2%	-	2%	2%	-	-	-	2%	1%	2%	1%	-	4%
		gl	3%	7%fg	-	-	-	100%g	4%	6%	3%	-	59%al

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1794	357	332	305	461	176	78	33	16	20	6	10
Weighted Base	1776	335	307	288	480	182	86*	38*	17**	23**	7**	13**
Yes	1055	192	166	152	305	129	53	19	13	17	4	5
	59%	57%	54%	53%	63%	71%	62%	50%	77%	73%	52%	42%
		18%	16%	14%	29%abc	12%abcbg	5%	2%	1%	2%	*	1%
No	689	135	135	132	169	49	31	19	4	5	2	7
	39%	40%	44%	46%	35%	27%	36%	50%	23%	23%	29%	58%
		20%e	20%de	19%de	25%	7%	5%	3%e	1%	1%	*	1%
Don't know	31	8	6	4	7	4	2	-	-	1	1	-
	2%	2%	2%	1%	1%	2%	2%	-	-	4%	18%	-
		24%	18%	12%	21%	12%	6%	-	-	3%	4%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1794	379	171	390	270	213	148	65	89	47	12	10	654	734	90	209	97	10
Weighted Base	1776	343	155	371	264	230	160	73*	102*	50*	14**	13**	630	734	92*	211	96*	13**
Yes	1055	171	79	224	171	153	95	45	71	33	8	5	350	455	65	115	64	5
	59%	50%	51%	61%	65%	66%	59%	62%	70%	65%	58%	42%	56%	62%	71%	54%	67%	42%
		16%	7%	21%ab	16%ab	14%ab	9%	4%	7%ab	3%	1%	1%	33%	43%l	6%lo	11%	6%lo	1%
No	689	165	73	141	90	75	62	27	28	15	5	7	268	265	26	92	30	7
	39%	48%	47%	38%	34%	32%	39%	37%	27%	31%	33%	58%	43%	36%	28%	44%	31%	58%
		24%cdelh i	11%deh	20%	13%	11%	9%	4%	4%	2%	1%	1%	39%mp	39%	4%	13%np	4%	1%
Don't know	31	6	3	5	3	3	3	1	3	2	1	-	12	13	1	4	2	-
	2%	2%	2%	1%	1%	1%	2%	1%	3%	4%	9%	-	2%	2%	1%	2%	2%	-
		19%	11%	17%	10%	10%	10%	2%	10%	6%	4%	-	37%	41%	4%	13%	5%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.13 Thinking of your telephone, mobile, TV or internet services, do you get any of these services together from one supplier in a bundle? - [Unprompted - Single code]
Base: All with more than one device or service (Boost waves of those with any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1794	1505	165	124
Weighted Base	1776	1490	159	127
Yes	1055	872	97	86
	59%	59%	61%	68%
		83%	9%	8%
No	689	587	61	41
	39%	39%	38%	32%
		85%	9%	6%
Don't know	31	31	1	-
	2%	2%	1%	-
		97%	3%	-

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	1032	502	530	60	207	187	163	169	161	85	267	519	246	507	525	197	516	319	
Weighted Base	1055	521	534	73*	237	213	183	187	107	56*	310	583	163	575	481	219	567	270	
Fixed landline	723	366	358	35	135	142	135	146	82	48	171	422	130	403	320	161	384	179	
	69%	70% dek	67% 49%	49% 5%	57% 19%	67% 20%de	74% 19%de	78% 20%ade	77% f	86% 7%ade	55% 24%	72% 58%ik	80% 18%akl	70% 56%	67% 44%	74% 22%	68% 53%	66% 25%	
Standard Broadband	547	251	297	40	130	93	85	99	66	34	170	277	101	282	265	106	292	150	
	52%	48% f	56% 54%b	55% 7%	55% 24%ef	44% 17%	46% 15%	53% 18%	62% 12%aefg	61% 6%dg	55% 31%	47% 51%	55% 18%al	49% 52%	49% 48%	55% 19%	51% 53%	56% 27%	
Superfast Broadband	337	189	148	24	71	77	70	62	24	8	95	210	32	215	121	89	186	62	
	32%	36% ijmor	30% 56%ac	30% 44%	30% 7%ij	38% 21%ij	38% 23%ij	36% 21%ij	38% 18%ij	20% 7%	37% 28%im	33% 62%im	23% 9%	41% 64%iao	33% 36%	41% 26%iar	23% 55%ir	23% 18%	
Mobile phone/Smartphone	206	94	111	21	37	48	42	28	20	10	58	118	30	107	99	36	110	60	
	19%	18% 46%	21% 54%	29% 18%	15% 23%ij	23% 20%	23% 20%	15% 14%	19% 10%	17% 5%	19% 28%	20% 18%	15% 15%	19% 52%	21% 48%	17% 18%	19% 53%	22% 29%	
Mobile broadband (dongle/USB stick/data card/tablet)	70	34	36	4	21	18	11	8	5	2	26	37	8	38	32	15	34	22	
	7%	7% 49%	7% 51%	6% 6%	9% 30%	9% 26%	6% 15%	4% 11%	5% 7%	4% 4%	8% 37%	6% 52%	5% 11%	7% 55%	7% 45%	7% 21%	6% 48%	8% 31%	
Pay TV service	398	206	191	26	93	101	77	60	25	16	119	239	40	208	190	80	210	107	
	38%	40% im	36% 48%	36% 7%	39% 23%ij	48% 25%kahj	42% 19%ij	32% 15%	23% 6%	28% 4%	38% 30%im	41% 60%im	25% 10%	36% 52%	40% 48%	37% 20%	37% 53%	40% 27%	
SUMMARY CODES																			
ANY FIXED BROADBAND	878	437	442	63	199	170	155	159	90	42	262	485	132	495	384	193	476	209	
	83%	84% jr	83% 50%	86% 7%	84% 23%	80% 19%	85% 16%	85% 18%ij	80% 10%	75% 5%	85% 30%	83% 55%	81% 15%	86% 56%io	80% 44%	88% 22%ir	84% 54%ir	77% 24%	
ANY BROADBAND	910	451	460	63	208	181	157	165	93	43	271	504	135	506	404	195	493	222	
	86%	86% j	86% 50%	87% 7%	88% 23%ij	85% 20%	86% 17%	88% 18%ij	87% 5%	77% 10%	88% 30%	86% 55%	83% 15%	88% 56%	84% 44%	89% 21%ir	87% 54%ir	84% 24%	
Can't remember	20	8	12	1	3	6	4	5	1	1	4	14	2	14	6	6	12	2	
	2%	2% 41%	2% 59%	2% 7%	1% 13%	3% 26%	2% 20%	3% 24%	1% 3%	2% 5%	1% 20%	2% 72%	1% 8%	2% 69%	1% 31%	3% 30%	2% 59%	1% 11%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
1032	854	67	54	57	36	125	79	77	86	109	80	173	89	54	67	57	
1055	886	67*	58*	45*	37*	127	84*	81*	81*	114	82*	192	88*	58*	67*	45*	
723	603	49	45	26	29	93	65	44	59	70	37	142	65	45	49	26	
69%	68%	73%	78%	59%	79%	73%	77%	54%	73%	61%	45%	74%	73%	78%	73%	59%	
# 83%	7%	6%	6%	4%	4%	13%	9%	6%	8%	10%	5%	20%	9%	6%	7%	4%	
547	452	33	41	21	18	72	53	43	35	58	25	96	51	41	33	21	
52%	51%	50%	71%	47%	50%	56%	64%	52%	43%	51%	30%	50%	58%	71%	50%	47%	
l 83%	6%	6%	8%	4%	3%	13%	10%	8%	6%	11%	4%	18%	9%	8%	6%	4%	
337	300	16	8	13	16	32	20	24	32	41	23	76	35	8	16	13	
32%	34%	24%	14%	28%	42%	25%	24%	30%	40%	36%	29%	40%	40%	14%	24%	28%	
do 89%	5%	2%	4%	3%	5%	10%	6%	7%	10%	12%	7%	23%	10%	2%	5%	4%	
206	178	13	8	7	4	36	10	17	21	17	26	35	12	8	13	7	
19%	20%	20%	13%	15%	11%	28%	12%	21%	25%	15%	31%	18%	14%	13%	20%	15%	
87%	6%	4%	4%	3%	2%	18%	5%	8%	10%	8%	12%	17%	6%	4%	6%	3%	
70	64	2	3	1	1	9	6	7	10	10	11	10	-	3	2	1	
7%	7%	3%	6%	2%	2%	7%	7%	9%	12%	9%	13%	5%	-	6%	3%	2%	
n 91%	3%	3%	5%	1%	1%	13%	8%	11%	14%	15%	15%	14%	-	5%	3%	1%	
398	330	21	20	27	18	58	18	34	32	39	25	72	33	20	21	27	
38%	37%	31%	35%	61%	49%	45%	22%	42%	40%	34%	30%	38%	38%	35%	31%	61%	
h 83%	5%	5%	5%	7%	5%	14%	5%	9%	8%	10%	6%	18%	8%	5%	5%	7%	
878	746	49	49	34	34	104	73	67	68	96	48	172	84	49	49	34	
83%	84%	74%	85%	76%	93%	82%	87%	82%	83%	84%	59%	90%	96%	85%	74%	76%	
l 85%	6%	6%	6%	4%	4%	12%	8%	8%	8%	11%	5%	20%	10%	6%	6%	4%	
910	774	52	51	34	34	106	77	72	70	101	53	177	84	51	52	34	
86%	87%	77%	88%	76%	93%	83%	91%	88%	88%	88%	65%	92%	96%	88%	77%	76%	
elq 85%	6%	6%	6%	4%	4%	12%	8%	8%	8%	11%	6%	19%	9%	6%	6%	4%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?
Base: All with a bundled package

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1032	854	67	54	57	36	125	79	77	86	109	80	173	89	54	67	57
Weighted Base	1055	886	67*	58*	45*	37*	127	84*	81*	81*	114	82*	192	88*	58*	67*	45*
Can't remember	20	17	1	1	-	-	1	1	-	-	5	6	5	-	1	1	-
	2%	2%	2%	2%	-	-	1%	1%	-	-	4%	7%	2%	-	2%	2%	-
		86%	7%	7%	-	-	4%	5%	-	-	23%	30%agi jn	23%	-	7%	7%	-

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1032	950	79	240	770	199	471	255	415	673	157	88	118	785	927
Weighted Base	1055	965	86*	217	813	189	518	244	463	735	163	85*	103	845	962
Fixed landline	723	675	46	157	551	123	360	165	318	497	113	60	77	575	665
	69%	70%	53%	72%	68%	65%	69%	67%	69%	68%	69%	71%	75%	68%	69%
Standard Broadband	547	501	46	118	421	109	263	143	229	362	87	44	56	429	505
	52%	52%	53%	54%	52%	58%	51%	59%	50%	49%	53%	52%	54%	51%	52%
Superfast Broadband	337	311	24	56	272	45	186	55	176	263	44	26	26	285	308
	32%	32%	28%	26%	33%	24%	36%	23%	38%	78%	27%	31%	25%	34%	32%
Mobile phone/Smartphone	206	182	21	46	154	42	101	57	87	155	40	19	26	180	206
	19%	19%	24%	21%	19%	22%	20%	23%	19%	21%	25%	23%	25%	21%	21%
Mobile broadband (dongle/USB stick/data card/tablet)	70	61	9	14	55	11	38	16	33	53	9	7	3	59	61
	7%	6%	10%	6%	7%	6%	7%	6%	7%	7%	5%	9%	3%	7%	6%
Pay TV service	398	366	31	75	319	65	209	91	183	300	59	30	32	339	373
	38%	38%	36%	34%	39%	34%	40%	37%	40%	41%	37%	36%	31%	40%	39%
SUMMARY CODES		92%	8%	19%	80%	16%	53%	23%	46%	75%	15%	8%	8%	85%	94%
ANY FIXED BROADBAND	878	810	67	174	687	152	447	196	402	620	131	71	80	710	807
ANY BROADBAND	83%	84%	78%	80%	84%	80%	86%	80%	87%	84%	81%	83%	78%	84%	84%
		92%	8%	20%	78%	17%	51%	22%	46%	71%	15%	8%	9%	81%	92%
Can't remember	910	838	71	183	710	158	462	205	415	645	136	76	82	736	834
	86%	87%	82%	84%	87%	84%	89%	84%	90%	98%	83%	89%	80%	87%	87%
	20	18	2	3	15	2	4	2	4	15	4	1	2	16	17
	2%	2%	3%	2%	2%	1%	1%	1%	1%	2%	2%	1%	2%	2%	2%
		88%	12%	17%	75%	8%	19%	8%	19%	74%	18%	3%	12%	81%	85%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1032	399	371	662	600	328	911	121	63	916
Weighted Base	1055	426	398	705	606	358	945	111	67*	950
Fixed landline	723	278	313	501	417	271	673	50	51	674
	69%	65%	79%	71%	69%	76%	71%	45%	77%	71%
		<i>h</i>	38%	43% <i>abd</i>	58% <i>h</i>	37% <i>aeh</i>	93% <i>h</i>	7%	7% <i>h</i>	93% <i>h</i>
Standard Broadband	547	204	211	363	547	7	547	-	25	547
	52%	48%	53%	51%	90%	2%	58%	-	37%	58%
		<i>fhi</i>	37%	38%	100% <i>afghij</i>	1%	100% <i>afhi</i>	-	5% <i>fh</i>	100% <i>afhi</i>
Superfast Broadband	337	152	154	253	18	337	337	-	29	337
	32%	36%	39%	36%	3%	94%	36%	-	43%	35%
		<i>eh</i>	45%	46% <i>a</i>	5%	100% <i>aeghij</i>	100% <i>eh</i>	-	9% <i>eh</i>	100% <i>eh</i>
Mobile phone/Smartphone	206	80	64	122	88	64	152	53	23	157
	19%	19%	16%	17%	15%	18%	16%	48%	34%	16%
		<i>e</i>	39%	31%	43%	31%	74%	26% <i>aefgj</i>	11% <i>aefgj</i>	76%
Mobile broadband (dongle/USB stick/data card/tablet)	70	61	19	65	30	25	53	17	17	55
	7%	14%	5%	9%	5%	7%	6%	16%	25%	6%
		88% <i>acd</i>	27%	93% <i>c</i>	43%	36%	75%	25% <i>aefgj</i>	24% <i>aefgj</i>	78%
Pay TV service	398	170	187	301	226	161	378	20	26	379
	38%	40%	47%	43%	37%	45%	40%	18%	40%	40%
		<i>h</i>	43%	47% <i>a</i>	57% <i>h</i>	40% <i>aeh</i>	95% <i>h</i>	5%	7% <i>h</i>	95% <i>h</i>
SUMMARY CODES										
ANY FIXED BROADBAND	878	352	363	611	560	338	878	-	54	878
	83%	83%	91%	87%	92%	94%	93%	-	81%	92%
		<i>h</i>	40%	41% <i>abd</i>	64% <i>ahi</i>	36% <i>aeh</i>	100% <i>ahi</i>	-	6% <i>h</i>	100% <i>ahi</i>
ANY BROADBAND	910	380	370	640	568	344	893	17	61	895
	86%	89%	93%	91%	94%	96%	95%	16%	92%	94%
		<i>h</i>	42%	41% <i>a</i>	62% <i>ah</i>	38% <i>ah</i>	98% <i>ah</i>	2%	7% <i>h</i>	98% <i>ah</i>
Can't remember	20	12	3	14	10	2	12	8	1	12
	2%	3%	1%	2%	2%	1%	1%	7%	2%	1%
		58% <i>c</i>	14%	72%	48%	12%	60%	40% <i>aefgj</i>	7%	60%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1032	781	251	526	506	1032	246	783	39	53	
Weighted Base	1055	791	265	545	510	1055	253	800	36*	58*	38*
Fixed landline	723	723	-	430	293	723	162	559	23	36	26
	69%	91%	-	79%	58%	69%	70%	64%	64%	62%	67%
		ce 100%ac	-	59%ae	41%	100%	22%	77%	3%	5%	4%
Standard Broadband	547	419	128	288	260	547	129	417	23	30	18
	52%	53%	48%	53%	51%	52%	51%	52%	63%	52%	48%
		77%	23%	53%	47%	100%	24%	76%	4%	5%	3%
Superfast Broadband	337	275	61	192	145	337	68	266	10	16	6
	32%	35%	23%	35%	28%	32%	27%	33%	29%	28%	17%
		c 82%ic	18%	57%ee	43%	100%	20%	79%	3%	5%	2%
Mobile phone/Smartphone	206	114	91	65	141	206	53	152	6	9	12
	19%	14%	35%	28%	19%	21%	19%	16%	16%	16%	32%
		bd 56%	44%ab	31%	69%ad	100%	26%	74%	3%	4%	6%
Mobile broadband (dongle/USB stick/data card/tablet)	70	47	23	37	34	70	26	45	5	8	5
	7%	6%	9%	7%	7%	7%	10%	6%	14%	14%	14%
		67%	33%	52%	48%	100%	36%h	64%	7%h	11%	8%
Pay TV service	398	350	48	398	-	398	106	291	18	27	14
	38%	44%	18%	73%	-	38%	42%	36%	51%	47%	37%
		ce 88%ac	12%	100%ae	-	100%	27%	73%	5%	7%	4%
SUMMARY CODES											
ANY FIXED BROADBAND	878	690	188	477	402	878	196	680	31	44	25
	83%	87%	71%	87%	79%	83%	78%	85%	86%	77%	64%
		ce/gk 79%ac	21%	54%ae	46%	100%	22%	77%g	4%	5%	3%
ANY BROADBAND	910	711	199	493	417	910	213	695	34	51	29
	86%	90%	75%	91%	82%	86%	84%	87%	93%	88%	76%
		ce 78%ac	22%	54%ae	46%	100%	23%	76%	4%	6%	3%
Can't remember	20	10	10	8	12	20	2	18	-	-	-
	2%	4%	2%	1%	2%	2%	1%	2%	-	-	-
		48%	52%h	40%	60%	100%	9%	91%	-	-	-

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1032	29	29	38	29	100	127	905	51	59	56	849	62
Weighted Base	1055	26**	27**	39*	29**	104*	132	924	54*	64*	62*	878	66*
Fixed landline	723	15	15	-	14	70	84	639	32	38	35	651	22
	69%	58%	55%	-	47%	68%	64%	69%	59%	59%	57%	74%	33%
		dm	2%	2%	2%	10%ld	12%ld	88%ld	4%ld	5%ld	5%ld	90%am	3%
Standard Broadband	547	17	12	19	-	85	85	462	31	40	27	547	-
	52%	64%	45%	47%	-	82%	65%	50%	57%	63%	44%	62%	-
		m	3%	2%	3%	16%adghijk	16%ahk	84%	6%	7%	5%	100%am	-
Superfast Broadband	337	8	6	8	16	-	16	321	17	17	21	337	-
	32%	29%	24%	20%	54%	-	12%	35%	31%	27%	34%	38%	-
		fgm	2%	2%	5%	-	5%ld	95%fg	5%fg	5%fg	6%fg	100%am	-
Mobile phone/Smartphone	206	5	8	17	13	26	38	167	14	12	16	130	22
	19%	20%	29%	44%	46%	25%	29%	18%	25%	19%	26%	15%	33%
		l	3%	4%	7%	13%	19%ah	81%	7%	6%	8%	63%	11%al
Mobile broadband (dongle/USB stick/data card/tablet)	70	2	4	4	4	5	9	61	5	1	9	38	15
	7%	9%	13%	11%	14%	5%	7%	9%	9%	2%	14%	4%	22%
		l	3%	5%	6%	7%	13%	87%	7%	2%	13%ahj	55%	21%al
Pay TV service	398	8	9	8	10	40	50	348	14	18	22	358	20
	38%	31%	34%	19%	36%	38%	38%	38%	25%	29%	35%	41%	30%
		d	2%	2%	3%	10%ld	13%ld	87%ld	3%	5%	5%	90%	5%
SUMMARY CODES													
ANY FIXED BROADBAND	878	25	18	27	16	85	101	778	47	56	48	878	-
	83%	83%	69%	69%	54%	82%	77%	84%	86%	88%	79%	100%	-
		dm	3%	2%	2%	10%	11%	89%dg	5%	6%ld	5%	100%am	-
ANY BROADBAND	910	25	18	29	18	87	105	805	47	56	52	878	15
	86%	87%	69%	72%	61%	84%	80%	87%	86%	88%	83%	100%	22%
		dm	3%	2%	2%	10%	12%	88%dg	5%	6%	6%	96%am	2%
Can't remember	20	-	-	-	1	-	1	19	-	1	-	-	12
	2%	-	-	-	5%	-	1%	2%	-	2%	-	-	18%
		l	-	-	7%	-	7%	93%	-	6%	-	-	60%al

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1032	199	175	155	287	119	47	16	12	15	3	4
Weighted Base	1055	192	166	152	305	129	53*	19**	13**	17**	4**	5**
Fixed landline	723	131	132	96	194	87	37	16	8	16	3	2
	69%	68%	80%	63%	64%	68%	70%	84%	59%	96%	75%	46%
		18%	18%acde	13%	27%	12%	5%	2%	1%	2%	*	*
Standard Broadband	547	118	86	87	145	63	24	4	6	10	2	4
	52%	61%	51%	57%	48%	48%	45%	21%	44%	58%	60%	76%
		21%de	16%	16%	27%	11%	4%	1%	1%	2%	*	1%
Superfast Broadband	337	48	55	37	102	45	20	12	7	7	1	1
	32%	25%	33%	24%	34%	35%	38%	65%	51%	42%	40%	24%
		14%	16%	11%	30%	13%	6%	4%	2%	2%	*	*
Mobile phone/Smartphone	206	35	31	33	60	23	10	4	4	3	-	3
	19%	18%	19%	22%	20%	18%	19%	19%	29%	20%	-	54%
		17%	15%	16%	29%	11%	5%	2%	2%	2%	-	1%
Mobile broadband (dongle/USB stick/data card/tablet)	70	12	12	11	18	10	2	-	1	2	-	1
	7%	6%	7%	7%	6%	8%	4%	-	9%	13%	-	27%
		17%	17%	16%	25%	14%	3%	-	2%	3%	-	2%
Pay TV service	398	66	65	54	112	57	18	9	6	6	2	1
	38%	34%	39%	35%	37%	44%	35%	48%	45%	37%	64%	24%
		17%	16%	14%	28%	14%	5%	2%	1%	2%	1%	*
SUMMARY CODES												
ANY FIXED BROADBAND	878	164	139	122	247	108	43	16	12	17	4	5
	83%	85%	84%	81%	81%	83%	82%	85%	95%	100%	100%	100%
		19%	16%	14%	28%	12%	5%	2%	1%	2%	*	1%
ANY BROADBAND	910	170	145	127	257	113	43	16	12	17	4	5
	88%	88%	87%	84%	84%	87%	82%	85%	95%	100%	100%	100%
		19%	16%	14%	28%	12%	5%	2%	1%	2%	*	1%
Can't remember	20	1	1	2	10	2	4	-	-	-	-	-
	2%	*	1%	1%	3%	2%	7%	-	-	-	-	-
		3%	5%	10%	52%a	10%	19%abc	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1032	185	81	232	168	137	87	39	62	30	7	4	352	441	61	111	63	4	
Weighted Base	1055	171	79*	224	171	153	95*	45*	71*	33**	8**	5**	350	455	65*	115	64*	5**	
Fixed landline	723	131	47	162	96	119	63	30	47	21	5	2	218	338	41	83	41	2	
	69%	76%	60%	72%	56%	67%	66%	66%	67%	63%	66%	46%	62%	74%	64%	72%	64%	46%	
		18%bd	6%	22%bd	13%	17%bd	9%	4%	7%	3%	1%	*	30%	47%l	6%	11%	6%	*	
Standard Broadband	547	100	47	123	89	79	45	15	32	9	6	4	184	230	35	66	28	4	
	52%	58%	60%	55%	52%	52%	48%	33%	45%	27%	67%	76%	53%	51%	53%	57%	44%	76%	
		18%g	9%g	22%g	16%g	14%g	8%	3%	6%	2%	1%	1%	34%	42%	6%	12%	5%	1%	
Superfast Broadband	337	44	18	68	48	54	36	21	27	17	3	1	92	167	17	35	24	1	
	32%	26%	23%	30%	28%	35%	38%	46%	38%	53%	33%	24%	26%	37%	26%	30%	37%	24%	
		13%	5%	20%	14%	16%	11%ab	6%abd	8%	5%	1%	*	27%	50%l	5%	10%	7%	*	
Mobile phone/Smartphone	206	30	9	46	38	22	24	10	14	8	-	3	76	87	5	23	12	3	
	19%	18%	12%	21%	22%	15%	25%	22%	20%	24%	-	54%	22%	19%	7%	20%	18%	54%	
		15%	4%	23%	19%	11%	12%b	5%	7%	4%	-	1%	37%an	42%n	2%	11%an	6%	1%	
Mobile broadband (dongle/USB stick/data card/tablet)	70	16	5	14	16	6	3	3	3	1	3	1	24	26	5	6	8	1	
	7%	9%	6%	6%	10%	4%	3%	8%	4%	2%	33%	27%	7%	6%	7%	6%	12%	27%	
		22%	7%	20%	23%	8%	4%	5%	4%	1%	4%	2%	34%	37%	7%	9%	11%	2%	
Pay TV service	398	62	31	85	65	63	30	20	25	13	4	1	126	164	28	55	24	1	
	38%	36%	39%	38%	38%	41%	32%	45%	36%	39%	46%	24%	36%	36%	43%	47%	37%	24%	
		16%	8%	21%	16%	16%	8%	5%	6%	3%	1%	*	32%	41%	7%	14%lm	6%	*	
SUMMARY CODES																			
ANY FIXED BROADBAND	878	141	65	189	137	133	80	35	59	25	8	5	276	394	51	99	52	5	
	83%	83%	83%	84%	80%	87%	85%	79%	83%	77%	100%	100%	79%	87%	79%	86%	81%	100%	
		16%	7%	22%	16%	15%	9%	4%	7%	3%	1%	1%	31%	45%l	6%	11%	6%	1%	
ANY BROADBAND	910	153	67	197	143	133	82	38	60	25	8	5	291	403	53	102	57	5	
	86%	85%	85%	88%	84%	87%	86%	84%	84%	77%	100%	100%	83%	88%	81%	88%	89%	100%	
		17%	7%	22%	16%	15%	9%	4%	7%	3%	1%	1%	32%	44%l	6%	11%	6%	1%	
Can't remember	20	1	2	3	4	2	3	1	2	1	-	-	7	9	3	-	1	-	
	2%	*	3%	1%	3%	2%	3%	3%	3%	4%	-	-	2%	2%	4%	-	2%	-	
		3%	10%	14%	22%	12%	13%	7%	12%	6%	-	-	34%	47%	14%o	-	5%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.14 Which of your telephone, mobile, TV or internet services are supplied as a bundled package?

Base: All with a bundled package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1032	850	99	83
Weighted Base	1055	872	97*	86*
Fixed landline	723	604	60	59
	69%	69%	62%	69%
		83%	8%	8%
Standard Broadband	547	455	53	39
	52%	52%	54%	46%
		83%	10%	7%
Superfast Broadband	337	284	25	28
	32%	33%	25%	33%
		84%	7%	8%
Mobile phone/Smartphone	206	166	17	22
	19%	19%	17%	26%
		81%	8%	11%
Mobile broadband (dongle/USB stick/data card/tablet)	70	55	8	7
	7%	6%	8%	8%
		79%	12%	9%
Pay TV service	398	318	44	36
	38%	36%	45%	42%
		80%	11%	9%
SUMMARY CODES				
ANY FIXED BROADBAND	878	734	78	67
	83%	84%	80%	78%
		84%	9%	8%
ANY BROADBAND	910	757	82	71
	86%	87%	84%	83%
		83%	9%	8%
Can't remember	20	18	2	-
	2%	2%	2%	-
		91%	9%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
000	54	16	38	6	9	9	5	12	12	2	15	25	14	35	19	16	27	11
	4%	2%	6%	6%	3%	3%	2%	5%	9%	4%	4%	3%	7%	5%	3%	6%	4%	4%
		30%	70% ^b	12%	16%	16%	8%	22%	22% ^{aefg}	4%	28%	46%	26% ^{akl}	65%	35%	29%	46%	21%
002	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	*	-	-	-	-	-	-	1%	-	-	-	*	-	*	-	*	-
		100%	-	-	-	-	-	-	100% ^a	-	-	-	100%	-	100%	-	100%	-
004	2	2	-	-	-	-	1	1	-	-	-	2	-	-	2	-	1	1
	*	*	-	-	-	-	1%	*	-	-	-	*	-	-	*	-	*	*
		100%	-	-	-	-	63%	37%	-	-	-	100%	-	-	100%	-	63%	37%
005	7	3	3	1	2	1	1	-	1	1	3	2	1	2	4	-	5	2
	1%	1%	1%	1%	1%	*	1%	-	1%	1%	1%	*	1%	-	1%	-	1%	1%
		50%	50%	16%	30%	16%	19%	-	10%	10%	46%	34%	20%	35%	65%	-	67%	33%
007	7	5	2	2	1	1	1	-	-	-	3	4	-	6	1	3	4	-
	1%	1%	*	1%	*	1%	1%	1%	-	-	1%	1%	-	1%	*	1%	1%	-
		77%	23%	23%	21%	21%	17%	19%	-	-	43%	57%	-	63%	17%	41%	59%	-
008	9	7	2	-	3	1	3	2	1	-	3	6	1	5	4	1	5	3
	1%	1%	*	-	1%	1%	1%	1%	*	-	1%	1%	*	1%	1%	*	1%	1%
		75%	25%	-	28%	16%	29%	20%	7%	-	28%	65%	7%	51%	49%	14%	52%	33%
009	3	3	1	3	-	-	-	-	1	-	3	-	1	3	1	-	3	-
	*	*	*	2%	-	-	-	-	1%	-	1%	-	*	-	*	-	*	-
		78%	22%	78% ^{aefgh}	-	-	-	-	22%	-	78% ^{kl}	-	22%	78%	22%	-	100%	-
010	25	17	8	4	5	5	3	3	3	2	9	11	5	21	4	7	15	3
	2%	3%	1%	3%	2%	2%	1%	1%	3%	3%	2%	1%	3%	3%	1%	2%	2%	1%
		67%	33%	15%	21%	19%	10%	14%	14%	8%	36%	43%	22%	83% ^{lo}	17%	28%	58%	13%
012	8	3	4	-	2	2	1	1	1	-	2	5	1	3	5	1	5	1
	1%	1%	1%	-	1%	1%	1%	*	1%	-	1%	1%	*	*	1%	1%	1%	*
		44%	56%	-	29%	30%	16%	13%	12%	-	29%	60%	12%	43%	57%	16%	67%	17%
013	6	4	2	-	-	1	1	2	1	1	-	4	2	5	1	2	4	-
	*	1%	*	-	-	*	1%	2%	*	-	-	1%	1%	-	*	1%	1%	-
		68%	32%	-	-	12%	20%	38%	10%	20% ^{ae}	-	70%	30% ^k	78%	22%	38%	62%	-
014	3	1	2	-	1	-	1	1	-	-	1	2	-	-	3	-	2	1
	*	*	*	-	*	-	1%	*	-	-	*	*	-	-	1%	-	*	*
		37%	63%	-	34%	-	37%	29%	-	-	34%	66%	-	-	100%	-	71%	29%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
015	42	25	17	2	5	9	9	10	4	4	7	27	8	30	13	15	19	9
	3%	4%	3%	2%	2%	3%	4%	4%	3%	7%	2%	4%	4%	4%	2%	5%	3%	3%
		59%	41%	6%	11%	20%	21%	23%	9%	9%	17%	65%	18%	70%	30%	35%	44%	21%
016	9	3	6	1	1	1	1	3	1	1	2	5	2	6	3	4	3	2
	1%	1%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		30%	70%	10%	15%	13%	10%	29%	15%	8%	25%	52%	22%	64%	36%	50%	30%	20%
017	29	12	17	4	11	1	5	3	4	-	15	9	4	8	21	3	12	14
	2%	2%	2%	4%	4%	1%	2%	1%	3%	-	4%	1%	2%	1%	3%	1%	2%	4%
		42%	58%	15% ^f	39% ^f	5%	16%	9%	15% ^f	-	54% ^f	31%	15%	27%	73% ^{un}	12%	41%	48% ^{app}
018	23	13	9	-	10	5	5	1	*	-	10	12	*	15	8	4	15	3
	2%	2%	1%	-	3%	2%	2%	1%	*	-	2%	2%	*	2%	1%	1%	2%	1%
		59%	41%	-	45% ^{hi}	24%	24%	6%	2%	-	45% ^m	53%	2%	65%	35%	18%	67%	15%
019	1	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	100%	-	-	100%	-	100%	-	100%	-
020	92	39	54	11	20	13	21	11	11	5	31	45	16	44	48	17	47	28
	7%	6%	8%	10%	6%	5%	9%	4%	8%	9%	7%	6%	8%	6%	8%	6%	6%	9%
		42%	58%	12%	21%	14%	23% ^{un}	11%	12%	6%	33%	49%	18%	48%	52%	19%	51%	30%
021	7	3	5	-	1	1	2	2	-	1	1	6	1	4	3	1	4	2
	1%	*	1%	-	*	*	1%	1%	-	1%	*	1%	*	1%	1%	*	1%	1%
		37%	63%	-	16%	16%	29%	31%	-	8%	16%	76%	8%	55%	45%	17%	55%	28%
022	29	16	12	3	10	5	2	6	2	1	13	12	3	15	13	6	14	9
	2%	2%	2%	3%	3%	2%	1%	2%	1%	1%	3%	2%	1%	2%	2%	2%	2%	3%
		57%	43%	12%	35%	16%	7%	21%	7%	2%	47%	44%	9%	54%	46%	22%	48%	30%
023	15	8	6	1	4	4	2	3	1	1	4	9	1	8	7	2	6	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
		57%	43%	6%	24%	24%	15%	23%	5%	4%	30%	62%	8%	55%	45%	16%	39%	45%
024	11	6	5	-	3	-	4	2	1	1	3	6	2	4	7	1	7	3
	1%	1%	1%	-	1%	-	2%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
		51%	49%	-	28%	-	33%	22%	10%	6% ^f	28%	55%	17%	40%	60%	12%	63%	26%
025	69	28	41	5	8	18	10	15	10	2	13	43	12	44	25	19	38	12
	5%	4%	6%	5%	2%	7%	4%	6%	8%	4%	3%	6%	6%	6%	4%	6%	5%	4%
		40%	60%	8%	11%	26% ^{ae}	15%	22% ^{ae}	15% ^{ae}	3%	19%	63%	18% ^{uk}	64%	36%	27%	56%	17%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
026	20	15	5	2	6	4	3	3	2	-	7	10	2	14	6	6	11	3
	1%	2%	1%	1%	2%	1%	1%	1%	2%	-	2%	1%	1%	2%	1%	2%	1%	1%
027	14	75% ^c	25%	8%	28%	19%	16%	17%	12%	-	36%	52%	12%	69%	31%	29%	53%	17%
	1%	5	9	-	4	3	1	5	1	-	4	9	1	7	8	2	7	6
028	1%	1%	1%	-	1%	1%	-	2%	1%	-	1%	1%	1%	1%	1%	1%	1%	2%
		38%	62%	-	28%	18%	8%	38%	8%	-	28%	64%	8%	47%	53%	13%	46%	41%
029	15	6	10	1	2	1	3	6	2	1	3	10	3	7	8	2	8	5
	1%	1%	1%	1%	1%	*	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
030	4	1	3	-	1	1	-	1	1	-	1	3	1	3	2	3	2	-
	*	*	*	-	*	1%	-	*	*	-	*	*	*	*	*	1%	*	-
031	140	72	68	16	39	24	23	22	8	8	54	69	16	76	64	28	83	29
	10%	11%	10%	15%	12%	9%	10%	9%	6%	13%	13%	9%	8%	10%	11%	10%	11%	9%
032	3	1	2	1	1	-	-	-	1	-	2	-	1	3	1	1	2	1
	*	*	*	1%	*	-	-	-	1%	-	1%	-	1%	*	*	*	*	*
033	15	37%	63%	28%	35%	-	-	-	37%	-	63%	-	37% ^d	64%	16%	35%	49%	16%
	1%	11	4	-	2	4	1	3	2	1	2	8	4	7	7	1	11	3
034	5	1	4	-	-	1	1	1	2	-	-	3	2	3	2	2	2	1
	*	*	1%	-	-	*	1%	*	2%	-	-	*	1%	*	*	1%	*	*
035	6	25%	75%	-	-	15%	29%	13%	43% ^{ae}	-	-	57%	43% ^k	60%	40%	32%	44%	24%
	*	4	2	-	1	-	2	2	-	1	1	4	1	3	2	2	1	2
036	81	1%	70%	-	17%	-	37%	33%	-	12% ^d	17%	71%	12%	58%	42%	35%	22%	42%
	6%	49	32	11	28	16	7	8	6	5	39	31	11	46	35	13	49	19
037	5	7%	9%	10%	9%	6%	3%	3%	4%	8%	9%	4%	6%	6%	6%	5%	7%	6%
	1%	60%	40%	13% ^{gh}	35% ^{gh}	20%	9%	10%	7%	6%	48% ^{al}	39%	13%	57%	43%	17%	60%	23%
038	8	3	5	1	1	-	1	4	-	1	2	5	1	4	4	-	5	3
	1%	*	1%	1%	*	-	*	2%	-	1%	1%	1%	*	*	1%	-	1%	1%
		33%	67%	11%	17%	-	12%	49%	-	12% ^d	28%	61%	12%	45%	55%	-	65%	35%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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037	15	8	7	3	1	2	2	2	4	1	4	6	5	5	9	1	8	5	
	1%	1%	1%	3%	*	1%	1%	1%	3%	2%	1%	1%	2%	1%	2%	1%	1%	2%	
038	9	3	7	-	-	1	6	1	1	-	28%	40%	32%	37%	63%	10%	54%	36%	
	1%	1%	1%	-	-	16%	66%	13%	6%	-	-	9%	6%	62%	38%	14%	78%	8%	
039	3	3	-	-	-	1	-	1	1	-	-	2	1	-	3	-	2	1	
	*	*	-	-	-	*	-	*	1%	-	-	*	1%	-	*	-	*	*	
040	79	42	37	7	13	19	18	12	6	4	20	49	10	52	27	17	48	14	
	6%	6%	5%	7%	4%	7%	8%	5%	4%	7%	5%	7%	5%	7%	4%	6%	6%	4%	
041	3	3	-	-	-	-	1	1	1	-	26%	62%	13%	66%	34%	22%	60%	18%	
	*	*	-	-	-	-	1%	-	21%	-	-	2	1	2	1	-	2	1	
042	6	2	4	-	-	2	1	3	-	-	-	6	-	4	2	1	2	2	
	*	33%	67%	-	-	1%	36%	16%	49%	-	-	100%	-	66%	34%	24%	42%	34%	
043	7	3	4	-	1	2	-	1	3	-	1	3	3	2	5	1	3	3	
	*	1%	1%	-	11%	1%	-	*	2%	-	*	*	1%	*	1%	*	*	1%	
044	3	2	2	-	1	-	1	-	1	1	11%	49%	40%	28%	72%	9%	46%	45%	
	*	55%	45%	-	27%	-	1%	-	18%	17%	*	*	1%	*	*	-	*	*	
045	40	21	18	3	13	8	6	6	3	1	16	20	4	22	17	13	21	6	
	3%	3%	3%	3%	4%	3%	3%	3%	2%	1%	4%	3%	2%	3%	3%	5%	3%	2%	
046	5	2	3	-	1	2	-	2	-	-	39%	52%	9%	56%	44%	33%	52%	15%	
	*	42%	58%	-	27%	39%	-	35%	-	-	*	1%	-	3	3	-	3	3	
047	5	1	4	-	-	3	2	-	-	-	27%	73%	-	52%	48%	-	52%	48%	
	*	*	1%	-	-	1%	1%	-	-	-	-	5	-	2	3	-	2	3	
		24%	76%	-	-	57%	43%	-	-	-	-	100%	-	48%	52%	-	48%	52%	

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048	5	1	4	-	-	1	2	-	1	1	-	3	1	1	3	-	3	2
	*	*	1%	-	-	1%	1%	-	1%	1%	-	*	1%	*	1%	-	*	1%
		15%	85%	-	-	30%	41%	-	15%	15%	-	71%	29%	30%	70%	-	56%	44%
049	8	4	5	1	-	1	3	1	1	-	1	6	1	6	2	3	4	2
	1%	1%	1%	1%	-	1%	1%	1%	1%	-	*	1%	*	1%	*	1%	1%	*
		44%	56%	19%	-	18%	39%	16%	9%	-	19%	73%	9%	80%	20%	33%	48%	20%
050	90	39	51	4	27	19	14	13	7	5	30	47	13	56	34	15	55	20
	7%	6%	7%	4%	8%	7%	6%	5%	5%	9%	7%	6%	7%	6%	6%	5%	7%	6%
		43%	57%	4%	30%	21%	16%	15%	8%	6%	34%	52%	14%	62%	38%	17%	62%	22%
051	6	4	2	1	1	1	-	1	2	-	2	2	2	-	6	-	4	2
	*	1%	*	1%	*	*	-	*	1%	-	1%	*	1%	-	1%	-	1%	1%
		65%	35%	19%	19%	13%	-	16%	33%	-	38%	29%	33%	-	100%	-	69%	31%
052	8	5	3	-	4	2	2	-	-	-	4	4	-	4	4	1	5	2
	1%	1%	*	-	1%	1%	1%	-	-	-	1%	1%	-	1%	1%	*	1%	1%
		60%	40%	-	47%	28%	26%	-	-	-	47%	53%	-	48%	52%	16%	60%	24%
054	7	3	4	1	3	1	-	-	1	1	4	1	2	5	2	2	3	2
	1%	*	1%	1%	1%	*	-	-	1%	2%	1%	*	1%	1%	*	1%	*	*
		38%	62%	21%	38%	13%	-	-	10%	18%	58%	13%	28%	77%	23%	29%	48%	23%
055	17	11	6	-	4	6	3	2	2	-	4	11	2	7	10	5	6	6
	1%	2%	1%	-	1%	2%	2%	1%	1%	-	1%	2%	1%	1%	2%	2%	1%	2%
		64%	36%	-	22%	35%	20%	12%	11%	-	22%	67%	11%	41%	59%	30%	36%	34%
056	3	1	2	-	1	-	-	1	1	-	1	1	1	-	3	-	1	2
	*	*	*	-	*	-	-	*	1%	-	*	*	*	-	*	-	*	1%
		39%	61%	-	39%	-	-	37%	24%	-	39%	37%	24%	-	100%	-	37%	63%
057	2	1	1	-	1	1	-	-	-	-	1	1	-	-	2	-	1	1
	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	-	*	*
		56%	44%	-	44%	56%	-	-	-	-	44%	56%	-	-	100%	-	44%	56%
058	3	-	3	-	-	1	2	-	-	-	-	3	-	2	1	-	2	1
	*	-	*	-	-	*	1%	-	-	-	-	*	-	*	*	-	*	*
		-	100%	-	-	37%	63%	-	-	-	-	100%	-	71%	29%	-	71%	29%
059	2	1	1	-	1	1	-	-	-	-	1	1	-	-	2	-	-	2
	*	*	*	-	*	*	-	-	-	-	*	*	-	-	*	-	-	1%
		66%	34%	-	66%	34%	-	-	-	-	66%	34%	-	-	100%	-	-	100%

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060	50	24	26	1	16	9	11	6	4	2	17	26	6	25	25	16	22	12
	4%	4%	4%	1%	5%	3%	5%	3%	3%	4%	4%	4%	3%	3%	4%	5%	3%	4%
		48%	52%	2%	32%	19%	21%	13%	8%	5%	34%	53%	12%	50%	50%	31%	45%	24%
062	2	1	1	-	1	-	-	1	-	-	1	1	-	1	1	-	2	-
	*	*	*	-	*	-	-	1%	-	-	*	*	-	*	*	-	*	-
		62%	38%	-	38%	-	-	62%	-	-	38%	62%	-	62%	38%	-	100%	-
063	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	-	-	1%	-	-	-	*	-	-	-	-	*	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%	-
064	2	-	2	-	1	-	-	2	-	-	1	2	-	-	2	-	2	1
	*	-	*	-	*	-	-	1%	-	-	*	*	-	-	*	-	*	-
		-	100%	-	36%	-	-	64%	-	-	36%	64%	-	-	100%	-	64%	36%
065	12	5	7	-	2	5	1	3	1	-	2	9	1	5	7	3	8	1
	1%	1%	1%	-	1%	2%	*	1%	*	-	*	1%	*	1%	1%	1%	1%	*
		45%	55%	-	17%	40%	10%	29%	5%	-	17%	78%	5%	45%	55%	22%	71%	8%
066	1	1	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
067	3	1	2	1	-	-	2	1	-	-	1	2	-	-	3	-	-	3
	*	*	*	1%	-	-	1%	*	-	-	*	*	-	-	1%	-	-	1%
		35%	65%	35%	-	-	46%	19%	-	-	35%	65%	-	-	100%	-	-	100%aq
068	4	2	2	-	1	1	-	1	-	1	1	2	1	1	3	1	2	1
	*	*	*	-	*	*	-	1%	-	1%	*	*	*	*	1%	*	*	*
		42%	58%	-	27%	29%	-	31%	-	13%	27%	60%	13%	13%	87%	13%	58%	29%
069	1	*	1	-	-	-	-	-	-	1	-	-	1	1	*	-	1	*
	*	*	*	-	-	-	-	-	-	2%	-	-	1%	-	*	-	*	-
		28%	72%	-	-	-	-	-	-	100%aeifg hi	-	-	100%al	72%	28%	-	72%	28%
070	38	24	14	6	7	9	5	6	4	2	13	20	6	16	22	7	22	9
	3%	4%	2%	5%	2%	3%	2%	2%	3%	3%	3%	3%	3%	2%	4%	2%	3%	3%
		62%	38%	15%	18%	25%	12%	15%	11%	5%	33%	52%	15%	42%	58%	18%	58%	24%
072	2	1	1	-	-	-	-	1	1	-	-	1	1	2	-	1	1	-
	*	*	*	-	-	-	-	1%	1%	-	-	*	*	-	-	*	*	-
		36%	64%	-	-	-	-	64%	36%	-	-	64%	36%	100%	-	64%	36%	-

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074	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
075	16	7	9	-	4	5	3	2	1	1	4	10	1	9	7	2	10	4
1%	1%	44%	56%	-	1%	2%	1%	1%	*	1%	1%	1%	1%	55%	45%	16%	62%	23%
076	3	1	2	-	-	3	-	-	-	-	-	3	-	-	3	-	3	-
*	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		47%	53%	-	-	100%a	-	-	-	-	-	100%	-	-	100%	-	100%	-
078	2	-	2	-	-	-	1	-	1	-	-	-	1	1	1	-	1	1
*	*	-	-	-	-	-	1%	-	1%	-	-	-	*	-	-	-	-	-
		-	100%	-	-	-	68%	-	32%	-	-	68%	32%	68%	32%	-	68%	32%
080	42	21	20	2	13	8	3	11	3	1	15	22	4	24	17	13	19	10
3%	3%	51%	49%	2%	4%	3%	1%	4%	2%	1%	4%	3%	2%	3%	3%	4%	2%	3%
				5%	32%	20%	8%	25%	8%	2%	37%	54%	9%	59%	41%	30%	44%	25%
082	2	1	1	-	-	-	-	1	1	-	-	1	1	1	1	-	2	-
*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		38%	62%	-	-	-	-	62%	38%	-	-	62%	38%	62%	38%	-	100%	-
083	3	1	2	-	-	-	-	2	1	-	-	2	1	2	1	-	2	1
*	*	-	-	-	-	-	-	1%	1%	-	-	*	*	-	-	-	*	-
		23%	77%	-	-	-	-	77%	23%	-	-	77%	23%	70%	30%	-	70%	30%
085	3	1	2	-	-	1	1	-	1	-	-	3	1	1	2	-	3	-
*	*	-	-	-	-	*	1%	-	1%	-	-	*	*	-	-	-	*	-
		41%	59%	-	-	37%	41%	-	22%	-	-	78%	22%	37%	63%	-	100%	-
086	2	1	1	1	-	-	-	1	-	-	1	1	-	-	2	-	1	1
*	*	-	-	1%	-	-	-	1%	-	-	*	-	-	-	*	-	-	-
		60%	40%	40%	-	-	-	60%	-	-	40%	60%	-	-	100%	-	60%	40%
087	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
090	13	4	9	-	5	3	3	2	-	-	5	8	-	5	9	1	8	4
1%	1%	34%	66%	-	2%	1%	1%	1%	-	-	1%	1%	-	1%	1%	*	1%	1%
				-	41%	24%	23%	12%	-	-	41%	59%	-	35%	65%	9%	62%	29%

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		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
094	2	2	-	-	-	1	-	1	-	-	-	2	-	1	1	-	2	-
*	*	*	-	-	-	*	-	*	-	-	-	*	-	*	*	-	*	-
		100%	-	-	-	51%	-	49%	-	-	-	100%	-	49%	51%	-	100%	-
095	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-
*	*	*	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%	-
096	2	1	1	-	1	1	-	-	-	-	1	1	-	1	1	1	1	-
*	*	*	-	-	*	*	-	-	-	-	*	*	-	*	*	*	*	-
		56%	44%	-	44%	56%	-	-	-	-	44%	56%	-	56%	44%	56%	44%	-
098	1	-	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-
*	*	-	*	-	*	-	-	-	-	-	*	-	-	-	*	-	*	-
		-	100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-
100	21	12	8	1	1	9	4	4	2	1	2	16	3	15	5	9	6	5
2%	2%	2%	1%	1%	*	3%	2%	2%	2%	1%	*	2%	1%	2%	1%	3%	1%	2%
	59%	59%	41%	4%	4%	42% ^{ab}	19%	19%	10%	3%	8%	79% ^{ak}	13%	74%	26%	44% ^{aq}	31%	26%
105	3	3	-	-	-	-	2	1	-	-	-	3	-	3	1	3	-	1
*	*	1%	-	-	-	-	1%	1%	-	-	-	-	-	*	*	1%	-	*
		100%	-	-	-	-	63%	37%	-	-	-	100%	-	75%	25%	75% ^{aq}	-	25%
108	2	-	2	-	-	-	1	-	1	-	-	1	1	2	-	1	1	-
*	*	*	*	-	-	*	1%	-	1%	-	-	*	*	*	*	*	*	-
		-	100%	-	-	-	68%	-	32%	-	-	68%	32%	100%	-	32%	68%	-
110	6	2	4	-	4	-	-	3	-	-	4	3	-	4	2	-	5	1
*	*	*	1%	-	1%	-	-	1%	-	-	1%	*	-	1%	*	-	1%	*
		37%	63%	-	57%	-	-	43%	-	-	57%	43%	-	66%	34%	-	83%	17%
112	1	-	1	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
*	*	-	*	-	-	1%	-	-	-	-	-	*	-	*	-	-	*	-
		-	100%	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
115	1	1	-	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-
*	*	*	-	-	-	-	1%	-	-	-	-	*	-	*	-	*	-	-
		100%	-	-	-	-	100%	-	-	-	-	100%	-	100%	-	100%	-	-
120	6	-	1	-	-	2	1	3	-	1	-	6	1	4	2	2	4	1
*	*	1%	*	-	-	1%	*	1%	-	1%	-	1%	*	1%	*	1%	*	*
		89%	11%	-	-	32%	18%	40%	-	11% ^{ae}	-	89%	11%	69%	31%	31%	57%	11%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
122	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	-	1	-
*	*	-	*	-	-	-	*	-	-	-	-	*	-	*	-	-	*	-
			100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	-	100%	-
125	1	1	1	-	1	-	-	1	-	-	1	1	-	-	1	-	-	1
*	*	50%	50%	-	50%	-	-	50%	-	-	50%	50%	-	-	100%	-	-	100%
				-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
128	1	-	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1
*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	*
			100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%
130	2	-	2	-	-	1	-	1	-	-	-	2	-	1	1	1	-	1
*	*	-	*	-	-	*	-	*	-	-	-	*	-	*	*	*	*	*
			100%	-	-	41%	-	59%	-	-	-	100%	-	59%	41%	59%	-	41%
140	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
*	*	-	*	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
			100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-
141	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
*	*	-	*	-	-	-	-	-	*	-	-	-	*	-	*	-	-	*
			100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
200	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
*	*	100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
SUMMARY CODES																		
£0	54	16	38	6	9	9	5	12	12	2	15	25	14	35	19	16	27	11
	4%	2%	6%	6%	3%	3%	2%	5%	9%	4%	4%	3%	7%	5%	3%	6%	4%	4%
		30%	70%ab	12%	16%	16%	8%	22%	22%acafg	4%	28%	46%	26%akl	65%	35%	29%	49%	21%
£1-£15	114	72	42	11	20	20	21	21	11	8	31	63	19	74	39	30	63	21
	8%	11%	6%	11%	6%	8%	9%	9%	8%	13%	7%	9%	10%	10%	6%	10%	9%	6%
		63%bc	37%	10%	17%	18%	19%	19%	10%	7%e	27%	56%	17%	66%io	34%	26%	56%	18%
£16-£20	153	67	86	16	42	21	33	17	18	6	59	71	24	72	81	29	77	47
	11%	10%	13%	15%	14%	8%	14%	7%	13%	10%	14%	10%	12%	10%	13%	10%	10%	14%
		44%	56%	11%h	28%fh	14%	21%fh	11%	12%h	4%	38%l	46%	16%	47%	53%kn	19%	51%	30%
£21-£25	130	61	70	10	26	27	20	29	14	5	35	76	19	76	54	30	69	32
	10%	9%	10%	9%	8%	10%	9%	12%	10%	8%	8%	10%	10%	10%	9%	10%	9%	10%
		46%	54%	7%	20%	21%	15%	22%	11%	4%	27%	59%	14%	58%	42%	23%	53%	24%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
£26-£30	193	99	94	18	52	33	30	38	14	9	70	101	23	106	87	40	109	44
	14%	15%	14%	17%	16%	12%	13%	16%	11%	14%	17%	14%	12%	14%	14%	14%	15%	13%
		51%	49%	9%	27%	17%	16%	19%	7%	4%	36%	52%	12%	55%	45%	21%	57%	23%
£31-£35	110	66	44	12	33	21	12	14	12	7	44	47	19	62	47	20	65	26
	8%	10%	6%	11%	11%	8%	5%	6%	9%	11%	11%	6%	10%	8%	8%	7%	9%	8%
		60% ^c	40%	11%	30% ^g	19%	11%	13%	11%	6%	40% ^l	43%	17%	57%	43%	18%	59%	23%
£36-£40	114	58	56	11	15	24	27	19	11	6	27	70	18	67	48	20	70	24
	8%	9%	8%	11%	5%	9%	12%	8%	8%	11%	6%	9%	9%	9%	8%	7%	9%	7%
		51%	49%	10%	13%	21%	24% ^e	17%	10%	6% ^h	23%	61%	15%	56%	42%	17%	61%	21%
£41-£45	58	31	27	3	14	13	9	11	7	1	17	33	8	32	26	15	30	12
	4%	5%	4%	3%	5%	5%	4%	5%	5%	2%	4%	4%	4%	4%	4%	5%	4%	4%
		53%	47%	5%	25%	22%	16%	19%	12%	2%	30%	57%	14%	55%	45%	26%	52%	21%
£46-£50	113	46	67	5	28	27	22	16	9	6	33	65	15	69	44	18	67	28
	8%	7%	10%	5%	9%	10%	9%	7%	6%	10%	8%	9%	8%	9%	7%	6%	9%	9%
		41%	59%	5%	25%	24%	19%	14%	8%	5%	30%	57%	13%	61%	39%	16%	59%	25%
More than £50	316	157	158	14	74	77	51	63	26	10	89	191	36	155	161	69	165	82
	23%	23%	23%	13%	24%	28%	22%	26%	20%	17%	21%	26%	19%	21%	26%	24%	22%	25%
		^d 50%	50%	5%	24% ^d	24% ^{dij}	16%	20% ^d	8%	3%	28%	60% ^m	11%	49%	51% ⁿ	22%	52%	26%
Avg Score	39.608 ^{dm}	39.479	39.735	31.984	39.774	43.634	39.874	41.116	35.828	35.561	37.784	41.652	35.744	38.883	40.503	39.050	39.856	39.534
Standard Deviation	26.458	25.266	27.597	19.702	27.146	27.905	25.713	27.296	26.883	21.421	25.657	27.053	25.242	26.263	26.690	26.421	27.298	24.550
Error Variance	0.535	0.990	1.149	4.462	2.719	3.342	3.209	3.465	3.543	4.988	1.839	1.119	2.153	1.053	1.091	2.737	1.117	1.561

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
000	54	46	5	3	-	1	4	1	1	8	8	9	12	3	3	5	-
4%	4%	4%	6%	4%	-	3%	3%	1%	1%	6%	5%	7%	5%	2%	4%	6%	-
		86%	10%	5%	-	2%	7%	2%	2%	14%h	15%	16%hq	22%	5%	5%	10%	-
002	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
	-	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
004	2	-	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-
*	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	-	100%am	-
005	7	5	2	-	-	-	1	-	1	-	2	1	-	-	-	2	-
1%	1%	1%	3%	-	-	-	1%	-	1%	-	1%	1%	-	-	-	3%	-
	66%	66%	34%ab	-	-	-	13%	-	10%	-	27%	16%	-	-	-	34%am	-
007	7	7	-	-	-	-	-	1	-	-	-	-	4	2	-	-	-
1%	1%	1%	-	-	-	-	-	1%	-	-	-	-	2%	1%	-	-	-
	100%	100%	-	-	-	-	-	19%	-	-	-	-	59%	23%	-	-	-
008	9	8	1	-	-	-	-	-	1	1	-	1	3	2	-	1	-
1%	1%	1%	1%	-	-	-	-	-	1%	1%	-	1%	1%	2%	-	1%	-
	93%	93%	7%	-	-	-	-	-	10%	15%	-	16%	29%	23%	-	7%	-
009	3	3	-	-	-	-	-	-	-	-	1	-	2	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	1%	-	1%	-	-	-	-
	100%	100%	-	-	-	-	-	-	-	-	42%	-	58%	-	-	-	-
010	25	22	3	-	-	-	4	1	-	3	2	2	8	1	-	3	-
2%	2%	2%	4%	-	-	-	3%	1%	-	3%	2%	2%	3%	*	-	4%	-
	88%	88%	12%	-	-	-	17%	5%	-	13%	9%	10%	32%	2%	-	12%	-
012	8	8	-	-	-	-	-	-	-	1	-	2	5	-	-	-	-
1%	1%	1%	-	-	-	-	-	-	-	1%	-	2%	2%	-	-	-	-
	100%	100%	-	-	-	-	-	-	-	17%	-	25%	58%a	-	-	-	-
013	6	6	1	-	-	-	-	-	1	-	-	1	2	2	-	1	-
*	-	1%	1%	-	-	-	-	-	1%	-	-	1%	1%	2%	-	1%	-
	91%	91%	9%	-	-	-	-	-	18%	-	-	12%	31%	30%	-	9%	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
014	3	3	-	-	-	-	-	-	-	-	2	-	1	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	-	1%	-	37%	-	-	-	-
015	42	42	-	-	-	1	3	5	3	5	8	3	12	3	-	-	-
3%	3%	4%	-	-	-	1%	2%	4%	3%	5%	5%	2%	5%	2%	-	-	-
		100%	-	-	-	1%	7%	11%	7%	13%	18% ^p	7%	28% ^p	7%	-	-	-
016	9	8	1	-	1	-	1	1	1	1	-	-	4	-	-	1	-
1%	1%	92%	1%	-	-	-	*	1%	1%	1%	-	-	2%	-	-	1%	-
			8%	-	-	-	7%	10%	15%	10%	-	-	50%	-	-	8%	-
017	29	24	3	-	2	1	2	3	5	2	2	5	1	3	-	3	2
2%	2%	2%	3%	-	3%	3%	2%	2%	5%	1%	1%	4%	*	3%	-	3%	3%
		85%	9%	-	5%	5%	8%	10%	18% ^m	6%	7%	18% ^m	3%	11%	-	9% ^m	5% ^m
018	23	18	3	1	*	1	1	4	-	1	4	2	1	2	1	3	*
2%	2%	2%	4%	2%	1%	3%	1%	3%	-	1%	3%	2%	1%	2%	2%	4%	1%
		77%	15%	6%	2%	6%	6%	16%	-	6%	19%	10%	5%	10%	6%	15% ^m	2%
019	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	100% ^{ab}	-	-	-	-	-	-	-	-	-	-	100% ^a	-	-
020	92	79	5	3	4	3	9	16	4	7	13	6	17	5	3	5	4
7%	7%	7%	6%	4%	8%	7%	6%	14%	4%	5%	8%	5%	7%	5%	4%	6%	8%
		86%	6%	3%	5%	4%	10%	17% ^{ajln}	4%	7%	14%	6%	18%	6%	3%	6%	5%
021	7	6	-	1	-	-	2	-	1	1	-	-	1	1	1	-	-
1%	1%	84%	-	2%	-	-	1%	-	1%	1%	-	-	1%	1%	2%	-	-
			-	16%	-	-	25%	-	14%	16%	-	-	17%	12%	16%	-	-
022	29	25	2	-	2	1	3	1	1	7	3	4	2	3	-	2	2
2%	2%	2%	2%	-	4%	2%	2%	1%	5%	2%	2%	3%	1%	2%	-	2%	4%
		87%	7%	-	6%	3%	11%	3%	5%	23% ^{am}	12%	13%	8%	10%	-	7%	6%
023	15	12	1	1	1	-	1	1	2	2	3	-	1	1	1	1	1
1%	1%	1%	1%	1%	2%	-	1%	1%	3%	2%	-	-	1%	1%	1%	1%	2%
		83%	7%	4%	6%	-	5%	10%	16%	17%	19%	-	9%	9%	4%	7%	6%
024	11	10	-	1	-	-	1	2	1	1	2	2	-	1	1	-	-
1%	1%	90%	-	2%	-	-	1%	2%	1%	*	1%	2%	-	1%	2%	-	-
			-	10%	-	-	7%	18%	10%	5%	21%	17%	-	12%	10%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
025	69	56	4	6	2	2	8	3	9	5	3	9	10	8	6	4	2
	5%	5%	5%	9%	4%	4%	5%	3%	9%	4%	2%	7%	4%	6%	9%	5%	4%
		82%	6%	9%	3%	3%	11%	5%	13% _{uk}	7%	4%	13% _k	14%	11%	9% _{uk}	6%	3%
026	20	17	1	2	-	-	3	3	2	-	2	3	3	1	2	1	-
	1%	1%	1%	3%	-	-	2%	3%	2%	-	1%	2%	1%	1%	3%	1%	-
		86%	3%	10%	-	-	15%	16%	11%	-	11%	14%	14%	6%	10%	3%	-
027	14	12	1	1	-	-	3	-	1	-	3	-	4	1	1	1	-
	1%	1%	2%	2%	-	-	2%	-	1%	-	2%	-	2%	1%	2%	2%	-
		82%	10%	8%	-	-	18%	-	8%	-	24%	-	27%	5%	8%	10%	-
028	15	12	1	2	-	-	2	1	1	3	2	3	1	-	2	1	-
	1%	1%	1%	3%	-	-	2%	1%	1%	3%	1%	2%	*	-	3%	1%	-
		81%	5%	15%	-	-	16%	6%	-	20%	12%	16%	6%	-	15%	5%	-
029	4	4	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-
	*	-	-	-	-	-	1%	-	-	-	*	-	-	1%	-	-	-
		100%	-	-	-	-	33%	-	-	27%	13%	-	-	27%	-	-	-
030	140	119	5	8	9	7	11	11	8	12	13	13	25	18	8	5	9
	10%	10%	5%	11%	17%	14%	8%	10%	8%	10%	9%	11%	11%	15%	11%	5%	17%
		85%	3%	5%	6% _c	5%	8%	8%	6%	9%	10%	10%	18%	13% _p	5%	3%	6% _{gp}
031	3	2	-	-	1	-	-	-	-	1	1	1	-	-	-	-	1
	*	-	-	-	2%	-	-	-	-	*	1%	1%	-	-	-	-	2%
		72%	-	-	28% _{ab}	-	-	-	-	16%	35%	21%	-	-	-	-	28% _{am}
032	15	14	-	1	-	1	2	5	2	-	2	1	1	-	1	-	-
	1%	1%	-	1%	-	3%	2%	4%	2%	-	1%	*	1%	-	1%	-	-
		94%	-	6%	-	9%	15%	32% _{ajmn}	12%	-	12%	4%	10%	-	6%	-	-
033	5	4	-	-	1	1	-	-	-	-	-	1	1	-	-	-	1
	*	-	-	-	1%	-	3%	-	-	-	-	1%	*	1%	-	-	1%
		87%	-	-	13%	29% _{ak}	-	-	-	-	-	14%	15%	29%	-	-	13%
034	6	5	-	-	1	-	-	-	2	2	-	-	1	-	-	-	1
	*	-	-	-	2%	-	-	-	2%	2%	-	-	1%	-	-	-	2%
		83%	-	-	17%	-	-	-	27%	33%	-	-	22%	-	-	-	17%
035	81	67	5	6	3	1	6	6	7	4	9	7	19	7	6	5	3
	6%	6%	5%	9%	6%	3%	4%	5%	7%	3%	6%	6%	8%	6%	9%	5%	6%
		83%	6%	7%	4%	2%	8%	7%	9%	5%	11%	9%	24%	9%	7%	6%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
036	8	6	1	1	-	-	-	1	1	2	-	1	1	-	1	1	-
	1%	1%	1%	1%	-	-	-	1%	1%	1%	-	1%	*	-	1%	1%	-
037	15	13	1	1	1	-	1	2	1	2	3	1	2	1	1	1	1
	1%	1%	1%	1%	2%	-	*	2%	1%	2%	2%	1%	1%	1%	1%	1%	2%
038	9	8	-	2	-	-	3	1	-	1	-	-	-	3	2	-	-
	1%	1%	-	2%	-	-	2%	1%	-	*	-	-	-	2%	2%	-	-
039	3	2	-	-	1	-	-	-	-	-	1	2	-	-	-	-	1
	*	*	-	-	1%	-	-	-	-	-	*	1%	-	-	-	-	1%
040	79	61	7	7	4	3	6	2	4	7	9	12	16	3	7	7	4
	6%	5%	8%	11%	7%	6%	5%	2%	4%	5%	6%	10%	7%	2%	11%	8%	7%
041	3	3	-	-	-	1	-	-	1	-	-	-	1	-	-	-	-
	*	*	-	-	-	2%	-	-	-	-	-	-	1%	-	-	-	-
042	6	3	1	1	1	-	-	1	-	1	-	-	-	-	1	1	1
	*	*	2%	1%	2%	-	-	1%	-	1%	-	-	-	-	1%	2%	2%
043	7	6	*	-	-	-	-	2	-	1	1	1	-	1	-	*	-
	*	1%	1%	-	-	-	-	-	-	1%	1%	-	-	1%	-	1%	-
044	3	2	1	1	-	-	1	-	-	-	-	11%	-	-	1	1	-
	*	*	1%	1%	-	-	*	-	-	-	-	-	-	-	1%	1%	-
045	40	32	4	1	2	2	5	5	1	1	6	2	5	5	1	4	2
	3%	3%	5%	2%	4%	4%	3%	4%	1%	1%	4%	2%	2%	4%	2%	5%	4%
		81%	10%	3%	5%	5%	12%	11%	3%	3%	15%	6%	14%	13%	3%	10%	5%

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Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
046	5	3	1	1	-	-	1	-	-	-	-	-	-	2	1	1	-
	*	-	2%	1%	-	-	1%	-	-	-	-	-	-	1%	1%	2%	-
		56%	27%ab	17%	-	-	25%	-	-	-	-	-	-	31%	17%	27%	-
047	5	4	-	1	-	-	1	-	-	-	1	-	1	1	1	-	-
	*	-	-	2%	-	-	1%	-	-	-	1%	-	1%	1%	24%	-	-
		76%	-	24%	-	-	19%	-	-	-	18%	-	24%	15%	-	-	-
048	5	4	1	-	-	1	1	1	-	-	-	-	-	-	-	1	-
	*	-	1%	-	-	1%	1%	1%	-	-	-	-	-	-	-	1%	-
		75%	25%	-	-	15%	30%	30%	-	-	-	-	-	-	-	25%	-
049	8	5	-	3	-	1	-	1	-	1	1	-	-	1	3	-	-
	1%	-	-	4%	-	3%	-	1%	-	1%	1%	-	-	1%	4%	-	-
		68%	-	32%ab	-	18%gm	-	9%	-	11%	14%	-	-	16%	32%agm	-	-
050	90	75	3	4	8	8	11	7	5	4	12	4	13	11	4	3	8
	7%	7%	4%	5%	15%	17%	8%	6%	6%	3%	8%	3%	5%	9%	5%	4%	15%
		83%	4%	4%	9%abc	9%aij	12%	8%	6%	4%	13%	4%	14%	12%	4%	4%	9%ajimp
051	6	5	-	-	1	-	2	-	-	1	1	-	1	1	-	-	1
	*	-	-	-	2%	-	1%	-	-	*	*	-	*	1%	-	-	2%
		84%	-	-	16%	-	31%	-	-	10%	11%	-	13%	19%	-	-	16%
052	8	8	-	-	-	-	1	2	-	1	-	1	1	1	-	-	-
	1%	1%	-	-	-	-	1%	2%	-	1%	-	1%	*	1%	-	-	-
		100%	-	-	-	-	11%	29%	-	16%	-	17%	13%	14%	-	-	-
054	7	5	-	1	-	1	-	-	-	2	-	-	-	2	1	-	-
	1%	-	-	2%	-	2%	-	-	-	2%	*	-	-	2%	-	-	-
		80%	-	20%	-	13%lm	-	-	-	29%	10%	-	-	28%	20%	-	-
055	17	16	-	1	-	1	2	1	2	-	4	2	4	1	1	-	-
	1%	1%	-	2%	-	3%	1%	1%	3%	-	2%	2%	2%	*	2%	-	-
		93%	-	7%	-	8%	9%	3%	14%	-	22%	11%	22%	3%	7%	-	-
056	3	3	-	-	-	-	-	1	1	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	1%	1%	-	-	-	*	-	-	-	-
		100%	-	-	-	-	-	39%	24%	-	-	-	37%	-	-	-	-

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057	2	2	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	44%	-	-	56%	-	-	-	-	-	-	-
058	3	2	-	1	-	-	-	-	-	-	-	-	-	1	1	-	-
*	*	-	-	2%	-	-	-	-	-	1%	-	-	-	1%	2%	-	-
		66%	-	34%ab	-	-	-	-	-	29%	-	-	-	37%	34%	-	-
059	2	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1
*	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		66%	-	-	34%ab	-	-	-	-	66%a	-	-	-	-	-	-	34%a
060	50	40	6	2	2	3	6	4	6	5	1	2	7	7	2	6	2
4%	4%	3%	7%	2%	4%	6%	4%	3%	6%	4%	1%	2%	3%	6%	2%	7%	4%
		81%	12%	3%	4%	5%k	11%	8%	12%k	10%	2%	4%	14%	13%k	3%	12%k	4%
062	2	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	1
*	*	-	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-	1%
		62%	-	-	38%ab	-	-	-	-	-	-	62%	-	-	-	-	38%a
063	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
064	2	2	1	-	-	-	-	-	-	-	2	-	-	-	-	1	-
*	*	-	1%	-	-	-	-	-	-	-	1%	-	-	-	-	1%	-
		64%	36%	-	-	-	-	-	-	-	64%	-	-	-	-	36%	-
065	12	11	1	-	-	-	1	1	2	-	2	-	4	1	-	1	-
1%	1%	1%	1%	-	-	-	1%	1%	2%	-	1%	-	2%	1%	-	1%	-
		95%	5%	-	-	-	10%	8%	18%	-	18%	-	31%	10%	-	5%	-
066	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-
067	3	2	-	-	1	-	-	1	-	1	-	-	-	-	-	-	1
*	*	-	-	-	2%	-	-	1%	-	1%	-	-	-	-	-	-	2%
		62%	-	-	38%ab	-	-	35%	-	27%	-	-	-	-	-	-	38%akm

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068	4	3	1	-	-	-	2	-	-	1	-	-	-	-	-	1	-
*	*	-	1%	-	-	-	2%	-	-	*	-	-	-	-	-	1%	-
		69%	31%	-	-	-	55%a	-	-	13%	-	-	-	-	-	31%	-
069	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	*
*	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		72%	-	-	28%	-	-	-	-	-	-	-	72%	-	-	-	28%
070	38	36	1	-	1	1	6	2	4	2	5	5	9	2	-	1	1
3%	3%	9%	1%	-	2%	3%	4%	1%	4%	2%	4%	4%	4%	2%	-	1%	2%
		95%	2%	-	2%	3%	16%	4%	11%	6%	14%	12%	22%	6%	-	2%	2%
072	2	2	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
074	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%ab	-	-	-	-	-	-	-	-	-	-	100%a	-	-
075	16	13	1	-	-	1	2	1	2	-	2	1	1	2	-	1	-
1%	1%	82%	2%	2%	-	2%	2%	1%	2%	-	1%	1%	-	1%	2%	2%	-
		-	9%	9%	-	7%	14%	9%	10%	-	14%	10%	7%	11%	9%	9%	-
076	3	2	-	-	1	-	-	-	-	1	-	1	-	-	-	-	1
*	*	-	-	-	1%	-	-	-	-	1%	-	1%	-	-	-	-	1%
		74%	-	-	26%b	-	-	-	-	47%	-	27%	-	-	-	-	26%
078	2	1	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
*	*	32%	68%ab	-	-	-	-	-	-	-	32%	-	-	-	-	68%a	-
080	42	38	1	2	-	-	6	6	3	8	2	2	12	-	2	1	-
3%	3%	92%	3%	3%	-	-	4%	5%	3%	6%	2%	2%	5%	-	3%	2%	-
		-	-	5%	-	-	14%kn	13%kn	7%	18%kn	6%	6%	28%kn	-	5%	3%	-
082	2	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	1%	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	38%	62%	-	-	-	-	-	-	-
083	3	3	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-
*	*	-	-	-	-	-	1%	-	1%	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	47%	-	30%	-	-	-	-	23%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
085	3	3	-	-	-	-	-	-	-	-	1	1	1	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	1%	*	-	-	-	-
		100%	-	-	-	-	-	-	-	-	41%	37%	22%	-	-	-	-
086	2	2	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	40%	-	-	60%a	-	-	-	-	-	-	-
087	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
090	13	13	-	-	-	1	3	-	4	2	1	2	-	-	-	-	-
1%	1%	1%	-	-	-	2%	2%	-	4%	2%	1%	2%	-	-	-	-	-
		100%	-	-	-	8% _m	22% _m	-	27% _{am}	18% _m	9%	18% _m	-	-	-	-	-
094	2	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-
*	*	49%	51% _{ab}	-	-	-	-	-	49%	-	-	-	-	-	-	51% _a	-
095	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
096	2	2	-	-	-	1	1	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	2%	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	44% _{am}	56%	-	-	-	-	-	-	-	-	-	-
098	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100% _a	-	-	-	-	-	-	-	-
100	21	19	1	-	-	-	-	-	-	1	3	4	7	3	-	1	1
2%	2%	2%	1%	-	2%	-	-	-	-	1%	2%	4%	3%	2%	-	1%	2%
		91%	4%	-	4%	-	-	-	-	5%	16%	22% _g	35%	13%	-	4%	4%
105	3	3	-	-	-	-	3	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	2%	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	75% _a	-	-	25%	-	-	-	-	-	-	-
108	2	2	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	1%	-	-	-	-	-	-	-
		100%	-	-	-	-	68%	-	-	32%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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110	6	6	-	-	-	-	3	1	-	-	1	-	1	-	-	-	-
*		1%	-	-	-	-	2%	1%	-	-	1%	-	*	-	-	-	-
		100%	-	-	-	-	46%a	20%	-	-	17%	-	17%	-	-	-	-
112	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
*		-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-	-
115	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*		-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
120	6	6	-	-	-	1	1	-	-	-	2	-	1	1	-	-	-
*		1%	-	-	-	3%	1%	-	-	-	2%	-	*	1%	-	-	-
		100%	-	-	-	20%	19%	-	-	-	38%	-	11%	11%	-	-	-
122	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
*		-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-
125	1	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-
*		-	-	-	-	-	-	1%	-	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	-	50%	-	-	-	-	-	50%	-	-	-
128	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*		-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
130	2	2	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-
*		-	-	-	-	-	-	-	-	59%	-	-	*	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	41%	-	-	-	-
140	1	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
*		-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
141	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
*		-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	1%
		-	-	-	100%ab	-	-	-	-	-	-	-	-	-	-	-	100%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
200	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	100%a	-	-	-	-	-	-	-	-	-
SUMMARY CODES																	
£0	54	46	5	3	-	1	4	1	1	8	8	9	12	3	3	5	-
	4%	4%	6%	4%	-	3%	3%	1%	1%	6%	5%	7%	5%	2%	4%	6%	-
		86%	10%	5%	-	2%	7%	2%	2%	14%h	15%	16%hq	22%	5%	5%	10%	-
£1-£15	114	104	9	1	-	1	8	7	6	11	15	11	36	9	1	9	-
	8%	9%	10%	1%	-	1%	6%	6%	6%	9%	10%	9%	16% 32%algh	8%q	1%	10%	-
		deoq 92%de	8%de	1%	-	1%	7%	6%	5%	10%oq	13%oq	10%oq	inoq		1%	8%oq	-
£16-£20	153	130	12	5	6	6	13	23	10	11	19	13	23	11	5	12	6
	11%	11%	14%	7%	12%	13%	9%	20%	11%	9%	13%	11%	10%	9%	7%	14%	12%
		85%	8%	3%	4%	4%	9%	15%agimno	7%	7%	13%	9%	15%	7%	3%	8%	4%
£21-£25	130	109	7	9	5	3	14	8	15	16	11	14	15	14	9	7	5
	10%	10%	8%	13%	9%	6%	10%	7%	16%	12% 11% 12% 11%	7%	12%	6%	12%	7%	8%	9%
		84%	7%	4%	4%	2%	11%	6%	11% 11% 11% 11%	9%	11%	11%	11%	11%	7%	6%	4%
£26-£30	193	164	7	13	9	7	20	15	12	16	21	19	33	21	13	7	9
	14%	14%	9%	19%	17%	14%	14%	13%	13%	14%	14%	15%	14%	18%	19%	9%	17%
		85%	4%	7%	5%	3%	10%	8%	6%	8%	11%	10%	17%	11%	7%	4%	5%
£31-£35	110	93	5	7	5	4	8	11	10	7	12	9	23	9	7	5	5
	8%	8%	5%	10%	11%	9%	6%	9%	11%	5%	8%	7%	10%	7%	10%	5%	11%
		84%	4%	6%	5%	4%	8%	10%	9%	6%	11%	8%	21%	8%	6%	4%	5%
£36-£40	114	90	9	11	5	3	10	7	6	11	12	16	19	6	11	9	5
	8%	8%	10%	15%	10%	6%	7%	6%	7%	9%	8%	13%	8%	5%	15%	10%	10%
		79%	8%	9%	5%	2%	9%	6%	6%	9%	11%	14% 14% 14% 14%	16%	5%	9% 9% 9% 9%	8%	5%
£41-£45	58	45	7	3	3	3	5	8	2	3	7	3	7	7	3	7	3
	4%	4%	8%	4%	6%	5%	4%	7%	2%	3%	5%	3%	3%	6%	4%	8%	6%
		78%	12%	5%	5%	4%	9%	14%	3%	5%	12%	5%	12%	13%	5%	12%	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
£46-£50	113	91	6	8	8	10	15	9	5	5	14	4	14	15	8	6	8
	8%	8%	7%	12%	15%	21%	10%	8%	6%	4%	9%	3%	6%	12%	12%	7%	15%
More than £50	316	276	18	11	10	11	44	24	28	33	33	25	53	24	11	18	10
	23%	24%	21%	16%	20%	22%	31%	21%	29%	28%	21%	20%	23%	20%	16%	21%	20%
		80%	5%	7%	7%	9% kimp	13% l	8%	5%	4%	12%	3%	12%	13% l	7% l	5%	7% lm

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
000	54 4%	47 4%	6 11%	9 4%	41 4%	4 2%	18 3%	6 2%	16 3%	28 3%	7 3%	6 6%	2 1%	35 3%	43 3%
002	1 *	1 *	-	-	1 *	-	-	-	-	-	-	-	1 100%jn	-	1 *
004	2 *	2 *	-	1 *	1 *	-	1 *	-	1 *	1 *	-	-	-	1 *	1 *
005	7 1%	6 1%	1 1%	1 1%	6 1%	1 1%	2 *	1 *	2 *	3 *	2 1%	-	-	5 *	5 *
007	7 1%	7 1%	-	2 1%	5 *	2 1%	3 *	2 1%	3 *	6 1%	4 2%	3 3%	4 3%	7 1%	7 1%
008	9 1%	6 *	3 2%	2 1%	6 1%	2 1%	3 *	4 1%	1 *	5 1%	3 1%	1 1%	1 *	6 1%	8 1%
009	3 *	3 *	-	-	3 *	1 *	2 *	1 *	2 *	3 *	-	1 1%	-	3 *	3 *
010	25 2%	23 2%	2 1%	4 2%	20 2%	6 3%	11 2%	6 2%	11 2%	20 2%	1 1%	-	3 3%	20 2%	23 2%
012	8 1%	8 1%	-	1 *	6 1%	1 *	5 1%	1 *	5 1%	7 1%	2 1%	-	1 1%	8 1%	8 1%

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Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
013	6	6	1	1	6	-	1	-	1	3	-	-	3	3	6
	*	*	1%	*	1%	-	*	-	*	*	-	-	2%	*	*
		88%	12%	12%	88%	-	23%	-	23%	50%	-	-	41%ajkno	50%	91%
014	3	3	-	-	3	-	2	1	1	3	-	-	-	3	3
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	63%	29%	34%	100%	-	-	-	100%	100%
015	42	37	6	5	36	3	14	4	13	28	8	3	6	31	37
	3%	3%	4%	2%	3%	1%	2%	1%	2%	3%	4%	3%	5%	3%	3%
		87%	13%	11%	86%	7%	32%	9%	30%	67%	19%	8%	14%	74%	87%
016	9	9	-	4	5	1	4	1	4	7	2	1	1	8	9
	1%	1%	-	2%	*	*	1%	*	1%	1%	1%	1%	1%	1%	1%
		100%	-	42%	58%	10%	42%	10%	42%	75%	17%	8%	8%	92%	100%
017	29	26	3	7	20	9	7	11	5	20	5	-	3	25	27
	2%	2%	2%	3%	2%	4%	1%	4%	1%	2%	2%	-	3%	2%	2%
		90%	10%	24%	71%	30%g	25%	39%kl	16%	70%	17%	-	11%	86%	95%
018	23	21	2	1	20	4	10	4	10	12	5	1	1	16	19
	2%	2%	1%	*	2%	2%	2%	1%	2%	5%	3%	1%	1%	1%	2%
		92%	8%	4%	90%	20%	46%	20%	46%	54%	24%	6%	5%	72%	83%
019	1	1	-	1	-	-	1	-	1	-	-	1	-	-	1
	*	*	-	*	-	-	*	-	*	-	-	1%	-	-	*
		100%	-	100%	-	-	100%	-	100%	-	-	100%ijn	-	-	100%
020	92	83	9	20	68	22	34	23	32	66	13	5	6	74	82
	7%	7%	7%	8%	6%	9%	5%	8%	5%	7%	6%	5%	5%	7%	7%
		90%	10%	22%	74%	23%g	36%	25%	34%	72%	14%	6%	6%	80%	89%
021	7	7	-	3	5	2	4	3	4	6	-	1	1	6	7
	1%	1%	-	1%	*	1%	1%	1%	1%	1%	-	1%	*	1%	1%
		100%	-	34%	66%	26%	56%	34%	50%	75%	-	17%	8%	75%	100%

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

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		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
022	29 2%	20 2% 69%	9 7% 31%ab	6 2% 20%	21 2% 75%	5 2% 19%	10 2% 35%	7 2% 24%	9 1% 30%	19 2% 68%	7 3% 24%km	4 4% 15%km	- - -	25 2% 88%	26 2% 91%
023	15 1%	14 1% 93%	1 1% 7%	6 3% 41%e	9 1% 59%	3 1% 21%	7 1% 48%	3 1% 21%	7 1% 48%	13 1% 87%	- - -	2 2% 15%	1 4% -	13 1% 87%	14 1% 95%
024	11 1%	10 1% 88%	1 1% 12%	3 1% 28%	7 1% 61%	3 1% 28%	4 1% 41%	5 2% 43%	3 1% 25%	10 1% 88%	- - -	- - -	- - -	10 1% 88%	10 1% 88%
025	69 5%	61 5% 89%	8 6% 11%	9 4% 13%	57 5% 83%	10 4% 15%	27 4% 39%	14 5% 20%	23 4% 34%	52 5% 76%	6 3% 9%	3 3% 4%	7 6% 11%	56 5% 82%	64 5% 93%
026	20 1%	16 1% 79%	4 3% 21%	2 1% 11%	18 2% 89%	3 1% 18%	14 2% 69%	3 1% 18%	14 2% 69%	17 2% 84%	2 1% 9%	2 2% 10%	- - -	18 2% 93%	20 2% 100%
027	14 1%	14 1% 100%	- - -	5 2% 37%	9 1% 63%	5 2% 36%	6 1% 40%	6 2% 46%	4 1% 30%	8 1% 59%	3 1% 19%	3 3% 19%	2 1% 12%	11 1% 79%	13 1% 95%
028	15 1%	15 1% 100%	- - -	3 1% 21%	11 1% 71%	6 2% 38%	6 1% 37%	8 2% 49%l	4 1% 26%	10 1% 66%	- - -	3 3% 21%kn	3 3% 20%k	10 1% 66%	14 1% 92%
029	4 *	4 * 100%	- - -	1 1% 33%	3 * 67%	- - -	3 * 60%	- - -	3 * 60%	3 * 73%	- - -	- - -	- - -	3 * 73%	3 * 73%
030	140 10%	117 10% d 84%	21 18% 15%b	9 4% 7%	128 12% 92%d	20 8% 14%	73 11% 52%	25 8% 18%	67 11% 48%	103 11% 74%	26 13% 19%	18 18% 13%ajmmo	10 8% 7%	117 11% 84%	132 11% 94%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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031	3	3	1	2	2	2	2	2	2	3	1	-	-	3	3
	*	*	1%	1%	*	1%	*	*	*	*	*	-	-	*	*
		79%	21%	51%	49%	45%	55%	45%	55%	84%	16%	-	-	100%	100%
032	15	13	2	3	11	2	6	2	6	8	3	-	2	11	13
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	1%	1%
		89%	11%	23%	77%	16%	39%	16%	39%	57%	21%	-	17%	78%	90%
033	5	5	-	2	4	1	3	1	3	4	-	1	-	4	4
	*	*	-	1%	*	*	*	*	1%	*	-	1%	-	*	*
		100%	-	31%	69%	13%	62%	13%	62%	89%	-	14%	-	89%	89%
034	6	6	-	2	3	2	-	2	-	3	1	-	1	3	4
	*	*	-	1%	*	1%	-	1%	-	*	1%	-	1%	*	*
		100%	-	42%	58%	31%g	-	31%	-	47%	18%	-	15%	47%	63%
035	81	69	12	18	62	23	46	26	43	60	11	5	8	66	73
	6%	6%	9%	7%	6%	9%	7%	8%	7%	6%	5%	5%	7%	6%	6%
		85%	15%	22%	77%	28%	56%	32%	53%	74%	14%	6%	10%	82%	91%
036	8	8	-	1	7	3	2	4	1	6	1	-	1	7	8
	1%	1%	-	*	1%	*	*	1%	*	1%	*	1%	1%	1%	1%
		100%	-	12%	88%	35%	28%	52%h	12%	77%	12%	12%	12%	88%	100%
037	15	12	3	4	10	5	5	5	5	8	5	-	1	13	14
	1%	1%	2%	2%	1%	2%	1%	2%	1%	1%	3%	-	1%	1%	1%
		80%	20%	26%	70%	33%	36%	37%	32%	57%	37%j	-	10%	86%	96%
038	9	8	1	1	9	1	6	1	6	9	2	1	-	9	9
	1%	1%	1%	*	1%	*	1%	*	1%	1%	1%	1%	-	1%	1%
		87%	13%	6%	94%	6%	68%	6%	68%	92%	25%	16%	-	100%	100%
039	3	1	2	1	2	2	-	2	-	2	1	-	-	2	2
	*	*	1%	*	*	1%	-	1%	-	*	*	-	-	*	*
		40%	60%ab	20%	80%	57%g	-	57%	-	60%	20%	-	-	81%	81%

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040	79 6%	72 6% k	7 5% 9%	15 6% 18%	64 6% 80%	10 4% 12%	48 7% 61%	14 5% 17%	44 7% 55%	60 6% 76%	5 2% 6%	3 3% 4%	12 10% 15%	62 6% 79%	75 6% 94%
041	3 *	3 *	- -	- 21%	2 79%	- -	3 100%	- -	3 100%	2 71%	- -	1 1%	- 29%	2 71%	3 100%
042	6 *	6 *	- -	4 2%	1 *	1 *	3 *	2 1%	1 *	1 *	3 1%	- -	3 2%	4 *	5 *
043	7 *	5 *	1 1%	- 76% ^{ae}	7 24%	2 16%	3 49%	2 40%	3 24%	4 17%	- 43%	1 -	- 49%	4 60%	4 84%
044	3 *	3 *	1 20%	1 -	3 100%	1 24%	2 49%	1 31%	1 42%	1 54%	1 -	- 9%	1 -	3 54%	3 63%
045	40 3%	36 3% 91%	3 3% 9%	4 11%	35 3% 88%	6 14%	27 68%	9 23%	23 58%	30 75%	4 2%	2 10%	4 9%	33 83%	37 94%
046	5 *	5 *	- -	2 1%	4 69%	1 17%	4 69%	1 17%	4 69%	2 42%	2 40%	1 17%	- -	4 83%	5 100%
047	5 *	5 *	- -	1 31%	4 69%	1 17%	3 69%	1 17%	3 69%	4 42%	1 40%	- 17%	- -	5 83%	5 100%
048	5 *	3 54%	2 46% ^b	3 55% ^{ae}	2 45%	1 29%	1 30%	1 29%	1 30%	1 30%	- -	- -	1 15%	1 30%	2 45%

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049	8	8	-	2	6	-	6	-	6	7	-	-	1	7	8
	1%	1%	-	1%	1%	-	1%	-	1%	1%	-	-	1%	1%	1%
		100%	-	20%	80%	-	76%	-	76%	91%	-	-	9%	91%	100%
050	90	87	3	11	77	12	45	13	44	57	17	6	15	68	80
	7%	7%	2%	5%	7%	5%	7%	4%	7%	6%	8%	6%	12%	6%	8%
		97%	3%	13%	86%	13%	50%	14%	49%	64%	16%	6%	16%	76%	89%
051	6	5	1	1	5	1	3	2	2	4	1	1	-	5	6
	*	*	1%	*	*	*	1%	1%	*	*	1%	1%	-	*	*
		81%	19%	12%	88%	13%	59%	33%	40%	67%	23%	10%	-	90%	100%
052	8	8	-	3	5	-	7	2	5	5	1	1	-	6	7
	1%	1%	-	1%	*	-	1%	1%	1%	*	1%	1%	-	1%	1%
		100%	-	39%	61%	-	86%	26%	60%	57%	14%	15%	-	71%	86%
054	7	6	1	1	6	1	3	1	2	5	-	1	1	5	6
	1%	*	1%	*	1%	*	*	*	*	1%	-	1%	1%	*	*
		90%	10%	10%	90%	10%	39%	20%	29%	72%	-	20%	18%	72%	90%
055	17	17	-	1	16	4	6	5	5	11	3	1	-	15	16
	1%	1%	-	*	2%	2%	1%	2%	1%	6%	2%	1%	-	1%	1%
		100%	-	5%	95%	22%	35%	29%	28%	66%	19%	8%	-	85%	92%
056	3	3	-	1	2	2	1	3	-	3	-	-	-	3	3
	*	*	-	*	*	1%	*	1%	-	*	-	-	-	*	*
		100%	-	39%	61%	63%	37%	100%	-	100%	-	-	-	100%	100%
057	2	1	1	1	1	1	1	2	-	2	-	-	-	2	2
	*	*	1%	1%	*	*	*	*	-	*	-	-	-	*	*
		44%	56%b	56%	44%	44%	56%	100%	-	100%	-	-	-	100%	100%
058	3	3	-	-	3	-	3	-	3	3	-	-	-	3	3
	*	*	-	-	*	-	*	-	1%	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%

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059	2	1	1	-	2	2	-	2	-	-	1	-	1	1	2
	*	*	1%	-	*	1%	-	1%	-	-	1%	-	1%	-	*
		34%	66%b	-	100%	100%g	-	100%	-	-	66%j	-	34%	66%	100%
060	50	47	3	7	43	4	30	7	27	38	8	4	7	44	48
	4%	4%	2%	3%	4%	2%	5%	2%	5%	4%	4%	4%	6%	4%	4%
		95%	5%	13%	87%	8%	60% ^d	14%	54%	78%	17%	8%	14%	88%	96%
062	2	1	1	-	2	-	2	-	2	2	1	1	1	2	2
	*	*	1%	-	*	-	*	-	*	*	1%	1%	1%	*	*
		38%	62%b	-	100%	-	100%	-	100%	100%	62%	62%ao	62%a	100%	100%
063	1	1	-	1	-	-	-	-	-	1	-	-	-	1	1
	*	*	-	1%	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%e	-	-	-	-	-	100%	-	-	-	100%	100%
064	2	2	-	-	2	2	-	2	-	2	1	-	-	2	2
	*	*	-	-	*	1%	-	1%	-	*	*	-	-	*	*
		100%	-	-	100%	64%g	-	64%	-	64%	36%	-	-	100%	100%
065	12	12	-	4	8	1	8	3	7	7	3	-	1	10	11
	1%	1%	-	2%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%	1%
		100%	-	37%	63%	13%	68%	21%	59%	62%	27%	-	10%	80%	90%
066	1	1	-	-	1	-	-	-	-	-	1	-	-	1	1
	*	*	-	-	*	-	-	-	-	-	*	-	-	*	*
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	100%
067	3	3	-	2	2	2	1	2	1	1	2	-	1	3	3
	*	*	-	1%	*	1%	*	1%	*	*	1%	-	1%	*	*
		100%	-	46%	54%	62%	19%	62%	19%	35%	46%	-	19%	81%	100%
068	4	3	1	1	2	2	2	2	2	3	1	-	-	3	3
	*	*	*	*	*	1%	*	1%	*	*	*	-	-	*	*
		87%	13%	29%	45%	42%	58%	42%	58%	71%	13%	-	-	71%	71%

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069	1 *	1 *	-	-	1 *	-	-	-	-	-	1 *	-	-	1 *	1 *
		100%	-	-	100%	-	-	-	-	-	72%	-	-	72%	72%
070	38 3%	36 3%	2 2%	10 4%	28 3%	6 2%	18 3%	7 2%	17 3%	33 3%	4 2%	2 2%	1 *	35 3%	37 3%
		93%	7%	26%	73%	15%	46%	17%	44%	86%	10%	5%	1%	91%	96%
072	2 *	2 *	-	-	2 *	-	2 *	-	2 *	2 *	-	-	-	2 *	2 *
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
074	1 *	1 *	-	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *
		100%	-	100%	-	-	-	-	-	-	-	100%ajno	-	-	100%
075	16 1%	14 1%	1 1%	1 1%	12 1%	2 1%	8 1%	2 1%	8 1%	14 1%	-	-	-	14 1%	14 1%
		90%	10%	9%	76%	15%	53%	15%	53%	92%	-	-	-	92%	92%
076	3 *	2 *	1 1%	-	3 *	-	1 *	-	1 *	3 *	-	-	-	3 *	3 *
		73%	27%	-	100%	-	47%	-	47%	100%	-	-	-	100%	100%
078	2 *	2 *	-	-	2 *	1 *	1 *	1 *	1 *	1 *	-	-	1 *	1 *	2 *
		100%	-	-	100%	32%	68%	32%	68%	68%	-	-	32%	68%	100%
080	42 3%	41 3%	1 1%	7 3%	34 18%	8 4%	20 3%	12 3%	17 3%	28 3%	14 3%	1 1%	2 1%	37 3%	40 3%
		97%	3%	18%	82%	20%	49%	28%	41%	68%	33%ajlmno	2%	4%	90%	96%
082	2 *	2 *	-	-	2 *	-	1 *	-	1 *	-	-	1 *	1 *	-	2 *
		100%	-	-	100%	-	38%	-	38%	-	-	62%ajp	38%jp	-	100%

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		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
083	3	3	-	1	2	1	2	1	2	1	-	1	1	1	2
	*	*	-	*	*	*	*	*	*	*	-	*	1%	1%	*
		100%	-	23%	77%	30%	70%	30%	70%	47%	-	23%	47%no	47%	70%
085	3	3	-	-	3	-	3	1	2	2	-	-	-	2	2
	*	*	-	-	*	-	*	*	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	41%	59%	59%	-	-	-	59%	59%
086	2	1	1	-	2	1	1	1	1	2	-	-	-	2	2
	*	*	1%	-	*	*	*	*	*	*	-	-	-	*	*
		40%	60%ab	-	100%	40%	60%	40%	60%	100%	-	-	-	100%	100%
087	1	1	-	1	-	-	1	1	-	1	-	-	-	1	1
	*	*	-	*	-	-	*	*	-	*	-	-	-	*	*
		100%	-	100%	-	-	100%	100%	-	100%	-	-	-	100%	100%
090	13	13	-	3	10	3	8	3	8	10	2	1	-	12	13
1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		100%	-	21%	79%	26%	58%	26%	58%	76%	17%	7%	-	93%	100%
094	2	2	-	1	1	-	1	-	1	1	1	-	-	2	2
	*	*	-	*	*	-	*	-	*	*	1%	-	-	*	*
		100%	-	49%	51%	-	51%	-	51%	49%	51%	-	-	100%	100%
095	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
096	2	2	-	-	2	-	1	1	-	2	-	-	-	2	2
	*	*	-	-	*	-	*	*	-	*	-	-	-	*	*
		100%	-	-	100%	-	44%	44%	-	100%	-	-	-	100%	100%
098	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
100	21	17	3	3	17	5	8	5	8	14	4	1	1	16	18
	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	2%	1%	1%	1%	1%
		81%	12%	16%	84%	23%	41%	23%	41%	68%	21%	6%	6%	77%	89%
105	3	3	-	-	3	-	2	1	1	2	-	1	-	2	3
	*	*	-	-	*	-	*	*	*	*	-	*	-	*	*
		100%	-	-	100%	-	63%	25%	37%	63%	-	37%	-	63%	100%
108	2	2	-	-	2	-	-	-	-	2	-	-	-	2	2
	*	*	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
110	6	6	-	1	5	-	5	-	5	6	-	-	-	6	6
	*	1%	-	1%	*	-	1%	-	1%	1%	-	-	-	1%	1%
		100%	-	23%	77%	-	77%	-	77%	100%	-	-	-	100%	100%
112	1	1	-	-	1	-	1	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	100%	-	100%	100%	-	-	-	100%	100%
115	1	1	-	1	-	-	1	-	1	1	-	-	-	1	1
	*	*	-	1%	-	-	*	-	*	*	-	-	-	*	*
		100%	-	100%e	-	-	100%	-	100%	100%	-	-	-	100%	100%
120	6	6	-	1	5	1	6	1	6	6	-	-	-	6	6
	*	1%	-	1%	*	*	1%	*	1%	1%	-	-	-	1%	*
		100%	-	20%	80%	11%	89%	11%	89%	89%	-	-	-	89%	89%
122	1	1	-	1	-	-	1	-	1	1	-	1	-	1	1
	*	*	-	*	-	-	*	-	*	*	-	1%	-	*	*
		100%	-	100%e	-	-	100%	-	100%	100%	-	100%ano	-	100%	100%
125	1	1	-	-	1	1	-	1	-	1	-	1	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	1%	-	*	*
		100%	-	-	100%	50%	-	50%	-	50%	-	50%	-	50%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
128	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
*	*	-	-	-	*	-	-	-	-	*	-	-	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%
130	2	2	-	2	-	-	-	-	-	2	-	-	-	2	2
*	*	-	-	1%	-	-	-	-	-	*	-	-	-	*	*
		100%	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%
140	1	1	-	-	1	1	-	1	-	1	-	-	-	1	1
*	*	-	-	-	*	*	-	*	-	*	-	-	-	*	*
		100%	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%
141	1	1	-	1	-	-	-	-	-	-	1	-	-	1	1
*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	100%
200	1	1	-	-	1	-	1	-	1	1	1	-	1	1	1
*	*	-	-	-	*	-	*	-	*	*	1%	-	1%	*	*
		100%	-	-	100%	-	100%	-	100%	100%	100%	-	100%ajno	100%	100%
SUMMARY CODES															
£0	54	47	6	9	41	4	18	6	16	28	7	6	2	35	43
	4%	4%	4%	4%	4%	2%	3%	2%	3%	3%	3%	6%	1%	3%	3%
		87%	11%	17%	76%	7%	33%	11%	29%	52%	13%	11%	3%	64%	79%
£1-£15	114	102	12	16	93	16	44	20	41	79	20	8	18	88	101
	8%	8%	9%	16%	9%	7%	7%	7%	7%	8%	10%	8%	15%	8%	8%
		89%	11%	14%	82%	14%	39%	17%	36%	69%	18%	7%	16%ajno	77%	89%
£16-£20	153	139	14	32	114	36	55	40	51	105	24	8	11	123	138
	11%	11%	10%	13%	11%	15%	8%	13%	9%	11%	12%	8%	9%	11%	11%
		91%	9%	21%	74%	23%g	36%	26%l	33%	69%	16%	5%	7%	80%	90%
£21-£25	130	111	19	26	99	24	52	31	45	100	13	10	9	110	121
	10%	9%	14%	11%	9%	10%	8%	10%	8%	10%	6%	10%	7%	10%	10%
		85%	15%	20%	76%	18%	40%	24%	35%	77%	10%	8%	7%	84%	93%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
£26-£30	193	167	25	21	169	34	101	43	92	142	31	26	15	160	182
	14%	14%	19%	9%	16%	14%	15%	14%	16%	15%	15%	26%	12%	15%	15%
		d 86%	13%	11%	87% ^d	18%	52%	22%	47%	73%	16%	14% ^a jkmno	8%	83%	94%
£31-£35	110	95	15	27	82	29	56	32	53	78	16	5	12	88	98
	8%	8%	11%	11%	8%	12%	9%	11%	9%	8%	8%	5%	9%	8%	8%
		87%	13%	24%	74%	26% ^a	51%	29%	49%	71%	14%	5%	11%	80%	89%
£36-£40	114	101	13	21	92	19	62	25	56	85	14	6	14	94	109
	8%	8%	10%	9%	9%	8%	9%	8%	9%	9%	7%	6%	12%	9%	10%
		89%	11%	18%	81%	17%	54%	22%	49%	75%	12%	5%	12%	82%	95%
£41-£45	58	53	5	10	48	9	37	15	31	37	8	3	7	44	52
	4%	4%	4%	4%	4%	4%	6%	5%	5%	4%	4%	3%	6%	4%	4%
		92%	8%	17%	82%	15%	64%	26%	53%	85%	14%	5%	12%	76%	90%
£46-£50	113	108	5	18	94	15	60	16	59	73	20	7	16	86	100
	8%	9%	4%	7%	9%	6%	9%	5%	10%	8%	10%	7%	13%	8%	8%
		95%	5%	16%	83%	13%	53%	14%	52% ^{ah}	64%	17%	6%	14% ^{jn}	76%	89%
More than £50	316	296	19	61	250	53	168	73	147	237	53	21	20	274	298
	23%	24%	14%	25%	23%	22%	26%	24%	25%	25%	28%	21%	16%	25%	24%
		c 94% ^c	6%	19%	79%	17%	53%	23%	47%	75% ^m	17% ^m	7%	6%	87% ^m	94% ^m
Avg Score	39.608	40.281	33.231	40.319	39.711	38.522	42.608 ^a	40.004	42.289	40.762	40.351	37.527	37.815	40.607	40.155
Standard Deviation	26.458	26.953	19.628	26.234	26.344	23.336	27.675	27.783	26.021	27.471	27.103	27.610	25.706	27.066	26.653
Error Variance	0.535	0.613	3.210	2.617	0.684	2.223	1.305	2.498	1.295	0.866	3.767	7.401	4.720	0.726	0.602

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
000	54	18	16	30	42	13	54	-	1	54
	4%	3%	3%	3%	5%	3%	4%	-	2%	4%
		33%	29%	55%	79%	23%	100%	-	3%	100%
002	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	-	-	100%
004	2	1	-	1	2	-	2	-	-	2
	*	*	-	*	*	-	*	-	-	*
		63%	-	63%	100%	-	100%	-	-	100%
005	7	2	4	6	7	-	7	-	2	7
	1%	*	1%	1%	1%	-	1%	-	2%	1%
		36%	51%	87%	100%	-	100%	-	32%a g	100%
007	7	4	3	4	4	3	7	-	4	7
	1%	1%	*	*	*	1%	1%	-	4%	1%
		57%	38%	57%	58%	42%	100%	-	57%aef g	100%
008	9	3	3	3	7	2	9	-	1	9
	1%	*	1%	*	1%	*	1%	-	1%	1%
		29%	35%	35%	74%	26%	100%	-	15%	100%
009	3	1	1	2	3	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		22%	36%	58%	78%	22%	100%	-	-	100%
010	25	13	3	15	18	7	25	-	2	25
	2%	2%	1%	2%	2%	2%	2%	-	2%	2%
		53% ^c	14%	59%	71%	29%	100%	-	7%	100%
012	8	1	2	3	6	3	8	-	-	8
	1%	*	*	*	1%	1%	1%	-	-	1%
		14%	25%	39%	70%	44%	100%	-	-	100%
013	6	2	-	2	5	1	6	-	-	6
	*	*	-	*	1%	*	*	-	-	*
		32%	-	32%	80%	20%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
014	3	-	1	1	2	1	3	-	-	3
	*	-	*	*	*	*	*	-	-	*
			34%	34%	63%	37%	100%	-	-	100%
015	42	18	15	26	32	11	42	-	3	42
	3%	3%	3%	3%	4%	2%	3%	-	4%	3%
		42%	35%	62%	76%	27%	100%	-	8%	100%
016	9	4	2	6	8	2	9	-	-	9
	1%	1%	*	1%	1%	*	1%	-	-	1%
		49%	21%	70%	90%	18%	100%	-	-	100%
017	29	9	8	15	25	4	29	-	-	29
	2%	2%	1%	2%	3%	1%	2%	-	-	2%
		31%	27%	53%	87% [†]	13%	100%	-	-	100%
018	23	9	7	13	18	5	23	-	-	23
	2%	2%	1%	1%	2%	1%	2%	-	-	2%
		38%	32%	59%	77%	23%	100%	-	-	100%
019	1	1	-	1	1	-	1	-	1	1
	*	*	-	*	*	-	*	-	1%	*
		100%	-	100%	100%	-	100%	-	100%	100%
020	92	38	36	65	74	20	92	-	9	92
	7%	7%	7%	7%	8%	4%	7%	-	10%	7%
		41%	39%	71%	80% [†]	21%	100%	-	10% [†]	100%
021	7	1	2	3	4	4	7	-	-	7
	1%	*	*	*	*	1%	1%	-	-	1%
		12%	24%	36%	52%	46%	100%	-	-	100%
022	29	9	15	21	21	7	29	-	2	29
	2%	2%	3%	2%	2%	2%	2%	-	3%	2%
		32%	53%	74%	75%	25%	100%	-	8%	100%
023	15	3	4	8	12	2	15	-	1	15
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		23%	28%	51%	83%	17%	100%	-	9%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
024	11	5	3	7	10	2	11	-	1	11
	1%	1%	1%	1%	1%	*	1%	-	1%	1%
		46%	28%	65%	95%	17%	100%	-	10%	100%
025	69	31	24	47	53	16	69	-	6	69
	5%	6%	5%	5%	6%	3%	6%	-	6%	5%
		45%	35%	69%	77%	23%	100%	-	9%	100%
026	20	11	8	17	16	4	20	-	3	20
	1%	2%	1%	2%	2%	1%	1%	-	3%	1%
		58%	40%	88%	79%	21%	100%	-	14%	100%
027	14	5	8	13	13	1	14	-	1	14
	1%	1%	2%	1%	1%	*	1%	-	1%	1%
		38%	59%	90%	92%	8%	100%	-	8%	100%
028	15	6	5	11	10	7	15	-	-	15
	1%	1%	1%	1%	1%	1%	1%	-	-	1%
		40%	33%	72%	62%	43%	100%	-	-	100%
029	4	4	-	4	4	-	4	-	1	4
	*	1%	-	*	*	-	*	-	2%	*
		87%	-	87%	100%	-	100%	-	33% [†]	100%
030	140	63	46	90	92	49	140	-	11	140
	10%	11%	9%	10%	10%	10%	10%	-	11%	10%
		45%	33%	65%	66%	35%	100%	-	8%	100%
031	3	1	-	1	3	-	3	-	-	3
	*	*	-	*	*	-	*	-	-	*
		28%	-	28%	100%	-	100%	-	-	100%
032	15	4	9	11	9	6	15	-	-	15
	1%	1%	2%	1%	1%	1%	1%	-	-	1%
		31%	64%	75%	59%	41%	100%	-	-	100%
033	5	1	4	4	2	3	5	-	1	5
	*	*	1%	*	*	1%	*	-	1%	*
		13%	75%	75%	33%	67%	100%	-	14%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
034	6	1	3	3	3	2	6	-	-	6
	*	-	1%	-	-	-	-	-	-	*
		18%	47%	47%	60%	40%	100%	-	-	100%
035	81	32	33	54	44	38	81	-	3	81
	6%	6%	6%	6%	5%	8%	6%	-	4%	6%
		40%	40%	67%	55%	47%e	100%	-	4%	100%
036	8	4	1	6	7	2	8	-	2	8
	1%	1%	*	1%	1%	1%	1%	-	2%	1%
		55%	17%	72%	89%	31%	100%	-	20%	100%
037	15	5	6	11	9	7	15	-	1	15
	1%	1%	1%	1%	1%	2%	1%	-	1%	1%
		36%	40%	76%	63%	50%	100%	-	7%	100%
038	9	7	3	9	6	4	9	-	-	9
	1%	1%	1%	1%	1%	1%	1%	-	-	1%
		79%	33%	94%	66%	42%	100%	-	-	100%
039	3	2	-	2	2	1	3	-	-	3
	*	*	-	*	*	*	*	-	-	*
		58%	-	58%	62%	38%	100%	-	-	100%
040	79	24	29	46	54	27	79	-	5	79
	6%	4%	6%	5%	6%	6%	6%	-	6%	6%
		30%	37%	58%	68%	34%	100%	-	7%	100%
041	3	2	2	3	-	3	3	-	-	3
	*	*	*	*	-	1%	*	-	-	*
		71%	79%	100%	-	100%e	100%	-	-	100%
042	6	-	1	1	4	2	6	-	-	6
	*	-	*	*	*	*	*	-	-	*
		-	25%	25%	64%	36%	100%	-	-	100%
043	7	3	2	5	4	2	7	-	-	7
	*	1%	*	1%	*	*	*	-	-	*
		48%	23%	71%	66%	34%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
044	3	1	1	2	2	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		27%	38%	64%	62%	38%	100%	-	-	100%
045	40	16	22	35	22	18	40	-	-	40
	3%	3%	4%	4%	2%	4%	3%	-	-	3%
		41%	56%	88%	55%	45%	100%	-	-	100%
046	5	3	1	3	3	2	5	-	-	5
	*	1%	*	*	*	*	*	-	-	*
		56%	25%	56%	61%	39%	100%	-	-	100%
047	5	-	4	4	2	3	5	-	-	5
	*	-	1%	*	*	1%	*	-	-	*
		-	85%	85%	33%	67%	100%	-	-	100%
048	5	1	3	3	3	2	5	-	-	5
	*	*	1%	*	*	*	*	-	-	*
		25%	70%	70%	59%	41%	100%	-	-	100%
049	8	3	2	6	4	4	8	-	-	8
	1%	1%	*	1%	*	1%	1%	-	-	1%
		43%	29%	73%	51%	49%	100%	-	-	100%
050	90	43	41	72	53	37	90	-	3	90
	7%	8%	8%	8%	6%	8%	7%	-	4%	7%
		48%	45%	80%	59%	41%	100%	-	4%	100%
051	6	2	1	3	6	-	6	-	1	6
	*	*	*	*	1%	-	*	-	*	*
		29%	19%	48%	100%	-	100%	-	13%	100%
052	8	3	2	5	2	6	8	-	-	8
	1%	*	*	1%	*	1%	1%	-	-	1%
		33%	27%	60%	28%	72%	100%	-	-	100%
054	7	4	3	5	5	2	7	-	1	7
	1%	1%	1%	1%	1%	*	1%	-	1%	1%
		62%	44%	72%	73%	27%	100%	-	20%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
055	17	6	7	13	8	9	17	-	-	17
	1%	1%	1%	1%	1%	2%	1%	-	-	1%
056	3	1	1	2	1	2	3	-	1	3
	*	*	*	*	*	*	*	-	*	*
		24%	37%	61%	37%	63%	100%	-	39%e	100%
057	2	1	1	2	2	-	2	-	-	2
	*	*	*	*	*	-	*	-	-	*
		44%	56%	100%	100%	-	100%	-	-	100%
058	3	2	1	3	3	-	3	-	1	3
	*	*	*	*	*	-	*	-	1%	*
		66%	34%	100%	100%	-	100%	-	37%l	100%
059	2	-	1	1	1	1	2	-	-	2
	*	-	*	*	*	*	*	-	-	*
		-	34%	34%	34%	66%	100%	-	-	100%
060	50	21	27	39	35	18	50	-	5	50
	4%	4%	5%	4%	4%	4%	4%	-	5%	4%
		43%	54%	79%	71%	37%	100%	-	10%	100%
062	2	1	1	2	1	1	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		38%	62%	100%	38%	62%	100%	-	-	100%
063	1	-	-	-	-	1	1	-	1	1
	*	-	-	-	-	*	*	-	1%	*
		-	-	-	-	100%	100%	-	100%aeqj	100%
064	2	-	-	-	1	2	2	-	-	2
	*	-	-	-	*	*	*	-	-	*
		-	-	-	36%	64%	100%	-	-	100%
065	12	4	7	11	7	5	12	-	1	12
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		34%	57%	91%	59%	41%	100%	-	10%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
066	1	-	-	-	-	1	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
067	3	1	3	3	1	3	3	-	1	3
*	-	-	1%	-	-	1%	-	-	1%	-
		35%	100%	100%	19%	81%	100%	-	35%e	100%
068	4	2	2	4	2	2	4	-	-	4
*	-	-	-	-	-	-	-	-	-	-
		58%	42%	100%	42%	58%	100%	-	-	100%
069	1	-	-	-	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	100%	-	-	100%
070	38	20	16	28	22	20	38	-	3	38
3%	-	4%	3%	3%	2%	4%	3%	-	3%	3%
		53%	42%	72%	57%	52%	100%	-	8%	100%
072	2	-	-	-	1	1	2	-	-	2
*	-	-	-	-	-	-	-	-	-	-
		-	-	-	36%	64%	100%	-	-	100%
074	1	1	-	1	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	100%	-	100%	-	-	100%
075	16	7	7	12	7	9	16	-	-	16
1%	-	1%	1%	1%	11%	2%	11%	-	-	1%
		45%	46%	77%	45%	55%	100%	-	-	100%
076	3	1	3	3	1	2	3	-	-	3
*	-	-	1%	-	-	-	-	-	-	-
		27%	100%	100%	27%	73%	100%	-	-	100%
078	2	1	-	1	1	1	2	-	-	2
*	-	-	-	-	-	-	-	-	-	-
		68%	-	68%	32%	68%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
080	42	19	16	27	23	20	42	-	6	42
	3%	3%	3%	3%	3%	4%	3%	-	6%	3%
		45%	37%	66%	56%	47%	100%	-	14%	100%
082	2	-	-	-	2	-	2	-	-	2
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
083	3	2	2	3	3	-	3	-	-	3
	*	*	*	*	*	-	*	-	-	*
		77%	70%	100%	100%	-	100%	-	-	100%
085	3	2	1	2	2	1	3	-	-	3
	*	*	*	*	*	*	*	-	-	*
		59%	37%	59%	63%	37%	100%	-	-	100%
086	2	2	-	2	1	1	2	-	1	2
	*	*	*	*	*	*	*	-	1%	*
		100%	-	100%	40%	60%	100%	-	60%aagj	100%
087	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
090	13	7	9	12	5	8	13	-	-	13
	1%	1%	2%	1%	1%	2%	1%	-	-	1%
		51%	66%	93%	38%	62%	100%	-	-	100%
094	2	1	1	2	1	1	2	-	-	2
	*	*	*	*	*	*	*	-	-	*
		49%	51%	100%	51%	49%	100%	-	-	100%
095	1	1	1	1	-	1	1	-	-	1
	*	*	*	*	-	*	*	-	-	*
		100%	100%	100%	-	100%	100%	-	-	100%
096	2	-	2	2	1	1	2	-	-	2
	*	-	*	*	*	*	*	-	-	*
		-	100%	100%	56%	44%	100%	-	-	100%

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
098	1	1	-	1	1	-	1	-	-	1
	*	-	-	*	-	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
100	21	8	6	14	14	8	21	-	-	21
	2%	1%	1%	2%	2%	2%	2%	-	-	2%
		38%	31%	68%	67%	40%	100%	-	-	100%
105	3	2	1	3	3	1	3	-	2	3
	*	*	*	*	*	*	*	-	2%	*
		63%	37%	100%	75%	25%	100%	-	63% ^{aefgj}	100%
108	2	2	-	2	1	1	2	-	-	2
	*	-	-	*	*	*	*	-	-	*
		100%	-	100%	68%	32%	100%	-	-	100%
110	6	3	3	4	3	4	6	-	-	6
	*	*	1%	*	*	1%	*	-	-	*
		40%	46%	63%	40%	60%	100%	-	-	100%
112	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
115	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
120	6	3	4	5	3	3	6	-	-	6
	*	1%	1%	1%	*	1%	*	-	-	*
		51%	59%	80%	51%	49%	100%	-	-	100%
122	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%
125	1	1	1	1	1	-	1	-	-	1
	*	*	*	*	*	-	*	-	-	*
		100%	50%	100%	100%	-	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
128	1	-	1	1	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
130	2	1	1	2	1	1	2	-	-	2
*	-	-	-	-	-	-	-	-	-	-
140	1	59%	41%	100%	41%	59%	100%	-	-	100%
*	-	-	-	-	-	-	-	-	-	-
141	1	100%	-	100%	100%	-	100%	-	-	100%
*	-	-	-	-	-	-	-	-	-	-
200	1	-	-	-	1	-	1	-	-	1
*	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES		100%	100%	100%	100%	-	100%	-	100%aefgj	100%
£0	54	18	16	30	42	13	54	-	1	54
4%	3%	3%	3%	3%	5%	3%	4%	-	2%	4%
£1-£15	114	33%	29%	55%	79%	23%	100%	-	3%	100%
8%	45	8%	6%	7%	9%	6%	8%	-	14%	8%
£16-£20	153	40%	28%	56%	75%	27%	100%	-	11% ^f	100%
11%	60	11%	10%	11%	14%	6%	11%	-	10%	11%
£21-£25	130	39%	35%	66%	82% ^f	20%	100% ^f	-	6%	100% ^f
10%	49	9%	9%	9%	11%	8%	10%	-	12%	10%
£26-£30	193	38%	37%	66%	77% ^f	24%	100%	-	8%	100%
14%	90	16%	13%	15%	13%	14%	14%	-	17%	14%
	46%	35%	70%	69%	31%	100%	-	-	8%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
£31-£35	110	40	49	73	62	50	110	-	4	110
	8%	7%	9%	8%	7%	10%	8%	-	5%	8%
		36%	44%	66%	56%	45%	100%	-	4%	100%
£36-£40	114	42	40	73	78	42	114	-	8	114
	8%	8%	8%	8%	9%	9%	8%	-	9%	8%
		37%	35%	64%	68%	37%	100%	-	7%	100%
£41-£45	58	22	28	46	32	26	58	-	-	58
	4%	4%	5%	5%	4%	5%	4%	-	-	4%
		38%	49%	79%	55%	45%	100%	-	-	100%
£46-£50	113	51	52	89	65	48	113	-	3	113
	8%	9%	10%	10%	7%	10%	8%	-	4%	8%
		45%	46%	79%	57%	43%	100%	-	3%	100%
More than £50	316	140	138	235	178	147	316	-	27	316
	23%	25%	26%	25%	20%	31%	23%	-	29%	23%
		44%	44%	74%	56%	47%	100%	-	8%	100%
Avg Score	39.608e	41.176	42.582a	41.544	36.411	45.864aegj	39.608e	-	40.034	39.608e
Standard Deviation	26.458	26.754	28.140	27.072	24.496	28.790	26.458	-	30.862	26.458
Error Variance	0.535	1.371	1.646	0.845	0.671	1.897	0.535	-	11.075	0.535

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
000	54	39	14	21	33	24	7	45	1	1	1
	4%	4%	4%	3%	5%	3%	2%	4%	2%	1%	3%
		73%	27%	39%	61%	45%	13%	83%	2%	2%	2%
002	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
004	2	1	1	-	2	-	1	1	-	-	-
	*	*	*	-	*	-	*	*	-	-	-
		63%	37%	-	100%	-	37%	63%	-	-	-
005	7	4	3	2	5	1	-	6	-	-	-
	1%	*	1%	*	1%	*	-	1%	-	-	-
		61%	39%	28%	72%	10%	-	90%	-	-	-
007	7	5	2	3	4	4	-	7	-	-	-
	1%	1%	*	*	1%	*	-	1%	-	-	-
		77%	23%	38%	62%	62%	-	100%	-	-	-
008	9	4	5	3	6	4	3	6	-	-	-
	1%	*	1%	*	1%	*	1%	1%	-	-	-
		47%	53%	32%	68%	47%	35%	65%	-	-	-
009	3	2	1	-	3	2	-	3	-	-	-
	*	*	*	-	*	*	-	*	-	-	-
		58%	42%	-	100%	64%	-	100%	-	-	-
010	25	14	11	8	17	10	7	18	2	-	2
	2%	1%	3%	1%	2%	1%	2%	2%	4%	-	4%
		57%	43%	32%	68%	38%	28%	70%	9%	-	6%
012	8	7	1	6	2	6	1	7	1	-	-
	1%	1%	*	1%	*	1%	*	1%	2%	-	-
		88%	12%	70%	30%	73%	13%	87%	13%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
013	6	2	4	-	6	1	1	6	-	-	-
	*	*	1%	-	1%	*	*	1%	-	-	-
		39%	61%	-	100% ^d	19%	12%	88%	-	-	-
014	3	3	-	1	2	-	-	3	-	-	-
	*	*	-	*	*	-	-	*	-	-	-
		100%	-	29%	71%	-	-	100%	-	-	-
015	42	30	12	15	28	17	5	37	2	-	-
	3%	3%	4%	2%	4%	2%	2%	4%	3%	-	-
		71%	29%	35%	65%	39%	12%	88%	4%	-	-
016	9	9	-	1	8	4	-	9	-	-	-
	1%	1%	-	*	1%	*	-	1%	-	-	-
		100%	-	8%	92% ^d	46%	-	100%	-	-	-
017	29	12	17	3	26	12	3	25	1	1	1
	2%	1%	5%	*	4%	1%	1%	2%	1%	1%	2%
		d 42%	58% ^{ab}	9%	91% ^{ad}	43%	11%	89%	3%	3%	3%
018	23	16	7	6	17	9	7	16	1	2	-
	2%	2%	2%	1%	2%	1%	2%	2%	2%	3%	-
		69%	31%	26%	74% ^d	38%	30%	70%	6%	10%	-
019	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
020	92	62	30	35	57	46	21	71	4	4	4
	7%	6%	9%	5%	8%	5%	7%	7%	7%	6%	10%
		67%	33%	38%	62% ^d	50%	23%	77%	4%	5%	4%
021	7	6	1	6	1	5	2	5	1	1	1
	1%	1%	*	1%	*	1%	1%	*	2%	1%	3%
		86%	14%	83%	17%	70%	30%	70%	14%	14%	14%
022	29	21	7	8	21	12	7	22	1	3	-
	2%	2%	2%	1%	3%	1%	2%	2%	2%	4%	-
		75%	25%	27%	73% ^d	41%	26%	75%	3%	10%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
023	15	10	5	6	9	9	5	10	1	2	2
	1%	1%	1%	1%	1%	1%	2%	1%	2%	3%	6%
		66%	34%	39%	61%	57%	33%	67%	8%	16%	16%a
024	11	7	4	2	9	6	2	9	-	-	-
	1%	1%	1%	*	1%	1%	1%	1%	-	-	-
		64%	36%	17%	83% ^d	52%	15%	85%	-	-	-
025	69	50	19	28	41	42	12	55	3	4	1
	5%	5%	5%	4%	6%	4%	4%	5%	6%	5%	2%
		73%	27%	41%	59%	61%	16%	80%	4%	6%	1%
026	20	13	7	8	12	14	6	13	1	3	-
	1%	1%	2%	1%	1%	1%	2%	1%	3%	4%	-
		66%	34%	40%	60%	72%	33%	67%	7%	15%	-
027	14	13	1	4	10	10	3	11	1	-	-
	1%	1%	*	1%	1%	1%	1%	1%	1%	-	-
		94%	6%	28%	72%	72%	24%	76%	5%	-	-
028	15	8	8	5	11	11	4	11	1	-	1
	1%	1%	2%	1%	2%	1%	1%	1%	2%	-	2%
		49%	51% ^b	31%	69%	68%	26%	74%	6%	-	6%
029	4	4	-	2	2	2	-	4	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	47%	53%	40%	-	100%	-	-	-
030	140	88	52	53	87	94	29	111	3	5	5
	10%	9%	15%	8%	12%	10%	9%	11%	5%	7%	12%
		63%	37% ^{ab}	38%	62% ^d	67%	21%	79%	2%	4%	4%
031	3	3	1	2	1	3	-	3	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		84%	16%	65%	35%	79%	-	100%	-	-	-
032	15	11	3	5	10	13	5	10	1	2	1
	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%
		77%	23%	34%	66%	88%	34%	66%	4%	12%	4%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
033	5	4	1	1	4	3	3	2	-	1	1
	*	*	*	*	1%	*	1%	*	-	1%	2%
		87%	13%	29%	71%	59%	57%	43%	-	15%	15%
034	6	5	1	4	2	5	1	5	-	-	1
	*	*	*	1%	*	1%	*	*	-	-	2%
		85%	15%	73%	27%	85%	15%	85%	-	-	15%
035	81	62	19	32	49	60	23	58	6	5	1
	6%	6%	6%	5%	7%	6%	7%	6%	12%	7%	2%
		76%	24%	39%	61%	74%	26%	72%	8%	7%	1%
036	8	8	-	3	5	4	2	6	-	1	1
	1%	1%	-	*	1%	*	1%	1%	-	2%	3%
		100%	-	40%	60%	51%	29%	71%	-	17%	17%
037	15	13	2	9	6	9	3	12	2	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	3%	2%	-
		88%	12%	59%	41%	63%	21%	79%	13%	13%	-
038	9	8	1	4	5	7	-	9	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		87%	13%	55%	45%	73%	-	100%	-	-	-
039	3	2	1	1	2	1	1	2	1	-	-
	*	*	*	*	*	*	*	*	1%	-	-
		58%	42%	38%	62%	43%	22%	78%	22%	-	-
040	79	60	19	42	37	61	14	65	3	4	6
	6%	6%	6%	6%	5%	6%	5%	6%	5%	5%	15%
		76%	24%	54%	46%	77%	18%	82%	4%	5%	8%a
041	3	3	-	2	1	3	-	3	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	79%	21%	100%	-	100%	-	-	-
042	6	6	-	4	2	5	2	4	-	-	-
	*	1%	-	1%	*	1%	1%	*	-	-	-
		100%	-	60%	40%	81%	36%	64%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
043	7	6	*	2	5	5	3	4	-	1	1
	*	1%	*	*	1%	1%	1%	*	-	2%	2%
		93%	7%	27%	73%	79%	44%	56%	-	20%	11%
044	3	3	-	2	2	3	1	2	-	1	-
	*	*	-	*	*	*	*	*	-	1%	-
		100%	-	55%	45%	100%	27%	73%	-	27%	-
045	40	30	9	25	15	33	11	28	1	3	1
	3%	3%	3%	4%	2%	4%	4%	3%	2%	4%	2%
		76%	24%	63%	37%	84%	26%	72%	3%	8%	2%
046	5	5	-	3	2	5	4	2	-	2	1
	*	1%	-	*	*	1%	1%	*	-	3%	4%
		100%	-	58%	42%	100%	65%h	35%	-	39%a	27%a
047	5	5	-	5	-	5	1	4	-	1	-
	*	*	-	*	-	1%	*	*	-	1%	-
		100%	-	100%e	-	100%	19%	81%	-	19%	-
048	5	3	1	3	2	3	1	3	-	1	-
	*	*	*	*	*	*	*	*	-	2%	-
		70%	30%	55%	45%	70%	30%	70%	-	30%	-
049	8	7	1	7	1	8	3	5	-	1	-
	1%	1%	*	1%	*	1%	1%	1%	-	2%	-
		86%	14%	86%e	14%	100%	32%	68%	-	19%	-
050	90	69	21	49	41	76	17	72	3	3	2
	7%	7%	6%	7%	6%	8%	6%	7%	6%	4%	4%
		76%	24%	55%	45%	84%	19%	81%	4%	3%	2%
051	6	4	2	4	2	6	1	5	-	-	1
	*	*	1%	1%	*	1%	*	*	-	-	2%
		62%	38%	69%	31%	100%	13%	87%	-	-	13%
052	8	7	1	3	5	8	2	6	-	1	-
	1%	1%	*	*	1%	1%	1%	1%	-	2%	-
		83%	17%	40%	60%	100%	28%	72%	-	14%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
054	7	5	2	3	3	7	-	7	-	-	-
	1%	1%	*	1%	1%	1%	-	1%	-	-	-
		76%	24%	49%	51%	100%	-	100%	-	-	-
055	17	16	1	10	7	14	6	12	1	1	1
	1%	2%	*	2%	1%	1%	2%	1%	1%	1%	3%
		92%	8%	58%	42%	81%	32%	68%	3%	6%	6%
056	3	3	-	2	1	2	2	1	-	-	1
	*	*	-	*	*	*	1%	*	-	-	3%
		100%	-	63%	37%	76%	61%	39%	-	-	37%a
057	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
058	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
059	2	2	-	1	1	2	1	1	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	34%	66%	100%	34%	66%	-	-	-
060	50	38	12	39	11	50	6	44	-	-	-
	4%	4%	3%	6%	2%	5%	2%	4%	1%	-	-
		e 77%	23%	78%ae	22%	100%	12%	88%	1%	-	-
062	2	1	1	2	-	2	-	2	-	-	-
	*	*	*	*	-	*	-	*	-	-	-
		62%	38%	100%	-	100%	-	100%	-	-	-
063	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
064	2	2	1	2	1	2	1	2	-	1	-
	*	*	*	*	*	*	-	*	-	1%	-
		64%	36%	64%	36%	64%	36%	64%	-	36%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
065	12	11	1	7	5	9	7	5	2	2	1
	1%	1%	*	1%	1%	1%	2%	1%	4%	3%	3%
		90%	10%	60%	40%	77%	56%h	44%	18%ah	17%	9%
066	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
067	3	2	1	3	1	2	1	3	-	-	-
	*	*	*	*	*	*	*	*	-	-	-
		65%	35%	81%	19%	73%	19%	81%	-	-	-
068	4	4	-	1	3	4	4	-	1	1	-
	*	*	-	*	*	*	1%	-	2%	2%	-
		100%	-	29%	71%	100%	100%ah	-	29%ah	31%	-
069	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
070	38	35	3	30	8	32	15	23	2	3	1
	3%	3%	1%	5%	1%	3%	5%	2%	4%	5%	2%
		e	92%ac	79%e	21%	84%	39%ah	61%	6%	9%	2%
072	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
074	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
075	16	13	3	13	2	15	5	11	1	1	-
	1%	1%	1%	2%	*	2%	1%	1%	2%	2%	-
		83%	17%	86%e	14%	96%	30%	70%	6%	9%	-
076	3	3	-	2	1	2	1	2	-	-	-
	*	*	-	*	*	*	*	*	-	-	-
		100%	-	53%	47%	53%	27%	73%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
078	2	2	-	2	-	2	1	1	1	-	-
	*	*	-	*	-	*	*	*	1%	-	-
		100%	-	100%	-	100%	32%	68%	32%	-	-
080	42	35	6	32	10	37	17	24	2	7	1
	3%	3%	2%	5%	1%	4%	5%	2%	3%	9%	3%
		e 85%	15%	76%e	24%	89%	40%h	57%	4%	16%a	3%
082	2	2	-	2	-	1	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	62%	-	100%	-	-	-
083	3	2	1	2	1	3	1	2	-	-	-
	*	*	-	*	-	*	*	*	-	-	-
		70%	30%	70%	30%	100%	47%	53%	-	-	-
085	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
086	2	1	1	1	1	2	1	1	-	-	-
	*	*	-	*	-	*	*	*	-	-	-
		60%	40%	40%	60%	100%	40%	60%	-	-	-
087	1	-	1	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
090	13	8	6	9	5	12	3	10	1	1	-
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	-
		57%	43%	66%	34%	91%	22%	78%	7%	7%	-
094	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
095	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
096	2	2	-	2	-	2	-	2	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
098	1	-	1	1	-	1	1	-	1	-	-
	*	-	*	*	-	*	*	-	2%	-	-
		-	100%	100%	-	100%	100%	-	100%ah	-	-
100	21	15	5	15	5	19	4	16	2	-	1
	2%	2%	2%	2%	1%	2%	1%	2%	3%	-	3%
		74%	26%	75%e	25%	92%	21%	79%	9%	-	5%
105	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
108	2	2	-	2	-	2	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	68%	-	-	-
110	6	6	-	6	-	6	3	4	-	-	-
	*	1%	-	1%	-	1%	1%	*	-	-	-
		100%	-	100%e	-	100%	40%	60%	-	-	-
112	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
115	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
120	6	4	2	4	2	5	3	4	-	-	-
	*	*	1%	1%	*	1%	1%	*	-	-	-
		68%	32%	62%	38%	81%	40%	60%	-	-	-
122	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
125	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
128	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
130	2	1	1	2	-	2	1	1	-	1	-
	*	*	*	*	-	*	*	*	-	1%	-
		41%	59%	100%	-	100%	41%	59%	-	41%	-
140	1	-	1	-	1	1	-	-	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
141	1	-	1	-	1	1	-	1	-	-	-
	*	*	*	*	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
200	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
SUMMARY CODES											
£0	54	39	14	21	33	24	7	45	1	1	1
	4%	4%	4%	3%	5%	3%	2%	4%	2%	1%	3%
		73%	27%	39%	61%	45%	13%	83%	2%	2%	2%
£1-£15	114	74	39	37	76	45	18	95	5	-	2
	8%	7%	11%	6%	11%	5%	6%	9%	-	-	4%
		df 65%	35%b	33%	67%cd	40%	16%	83%	4%	-	1%
£16-£20	153	99	54	44	109	72	32	122	6	8	5
	11%	10%	16%	7%	16%	8%	10%	12%	10%	10%	12%
		df 65%	35%ab	29%	71%ad	47%	21%	79%	4%	5%	3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
£21-£25	130	94	36	50	81	73	28	101	6	10	4
	10%	9%	10%	7%	12%	8%	9%	10%	11%	14%	11%
		72%	28%	38%	62% ^d	56%	21%	77%	5%	8%	3%
£26-£30	193	126	67	72	122	131	43	151	6	8	6
	14%	12%	19%	11%	18%	14%	14%	15%	10%	11%	14%
		^d 65%	35% ^{ab}	37%	63% ^d	68%	22%	78%	3%	4%	3%
£31-£35	110	85	25	45	65	84	32	78	7	8	3
	8%	8%	7%	7%	9%	9%	10%	8%	13%	10%	7%
		77%	23%	41%	59%	70%	29%	71%	6%	7%	3%
£36-£40	114	91	23	60	55	82	20	94	5	7	7
	8%	9%	7%	9%	8%	9%	7%	9%	10%	9%	18%
		80%	20%	52%	48%	72%	18%	82%	5%	6%	7% ^a
£41-£45	58	48	10	34	24	49	17	41	1	5	1
	4%	5%	3%	5%	3%	5%	5%	4%	2%	7%	4%
		83%	17%	59%	41%	85%	20%	71%	2%	9%	3%
£46-£50	113	89	24	67	46	97	26	87	3	9	3
	8%	9%	7%	10%	7%	10%	8%	8%	6%	12%	8%
		79%	21%	59% ^e	41%	86%	23%	77%	3%	8%	3%
More than £50	316	262	53	232	84	287	89	225	16	20	8
	23%	^{ce} 26%	15%	35%	12%	30%	28%	22%	28%	26%	20%
		83% ^c	17%	74% ^{ae}	26%	91% ^a	28% ^h	71%	5%	6%	3%
Avg Score	39.608 ^{ce}	41.461 ^c	34.198	47.374 ^{ae}	32.213	44.933 ^a	43.766 ^{ah}	38.408	47.721 ^{ah}	44.384	43.915
Standard Deviation	26.458	27.192	23.396	28.709	21.691	26.004	29.341	25.308	45.657	25.637	45.922
Error Variance	0.535	0.753	1.679	1.317	0.690	0.742	2.909	0.637	35.941	9.666	52.721

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
000	54	3	3	-	-	3	3	51	1	5	2	21	33
	4%	9%	8%	-	-	2%	2%	4%	2%	6%	2%	2%	7%
		5% ^{dg}	5%	-	-	5%	5%	95%	2%	10%	3%	39%	61% ^{al}
002	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
004	2	-	-	1	-	-	-	2	-	-	-	-	2
	*	-	-	1%	-	-	-	*	-	-	-	-	*
		-	-	37%	-	-	-	100%	-	-	-	-	100%
005	7	-	1	1	-	-	-	7	-	-	-	1	6
	1%	-	2%	1%	-	-	-	1%	-	-	-	*	1%
		-	10%	10%	-	-	-	100%	-	-	-	10%	90% ^{al}
007	7	-	-	2	-	2	2	5	-	2	2	3	4
	1%	-	-	3%	-	1%	1%	*	-	2%	2%	*	1%
		-	-	23% ^{ah}	-	23%	23%	77%	-	23%	23%	41%	59%
008	9	-	-	-	-	1	1	8	2	-	-	3	6
	1%	-	-	-	-	1%	1%	1%	3%	-	-	*	1%
		-	-	-	-	13%	13%	87%	24% ^{ah}	-	-	37%	63%
009	3	-	-	-	-	1	1	2	-	1	-	2	1
	*	-	-	-	-	1%	1%	*	-	2%	-	*	-
		-	-	-	-	36%	36%	64%	-	42% ^{ah}	-	64%	36%
010	25	-	1	-	1	-	1	24	-	-	-	7	18
	2%	-	4%	-	6%	-	1%	2%	-	-	-	1%	4%
		-	6% ^{al}	-	5%	-	5%	95%	-	-	-	28%	72% ^{al}
012	8	-	-	-	-	1	1	7	1	3	1	6	2
	1%	-	-	-	-	1%	1%	1%	2%	4%	1%	1%	*
		-	-	-	-	13%	13%	87%	13%	44% ^{ah}	13%	73%	27%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
013	6	1	1	1	-	-	-	6	1	1	-	1	5
	*	2%	2%	1%	-	-	-	1%	2%	1%	-	*	1%
		10%	12%	12%	-	-	-	100%	22%	10%	-	19%	81% _{kl}
014	3	-	-	-	1	1	2	1	1	1	1	-	3
	*	-	-	-	5%	1%	*	*	1%	1%	1%	-	1%
		-	-	-	37%	29%	66% _{ah}	34%	29% _{ih}	29% _{ih}	29% _{ih}	-	100% _{kl}
015	42	2	1	1	-	6	6	37	1	4	1	17	26
	3%	7%	2%	3%	-	5%	4%	3%	2%	4%	2%	2%	5%
		5%	2%	3%	-	14%	14%	86%	3%	9%	3%	39%	61% _{akl}
016	9	-	-	-	-	1	1	8	-	-	-	4	5
	1%	-	-	-	-	1%	1%	1%	-	-	-	*	1%
		-	-	-	-	10%	10%	90%	-	-	-	46%	54%
017	29	1	1	3	-	5	5	23	2	3	2	12	17
	2%	4%	2%	5%	-	4%	3%	2%	3%	4%	2%	1%	4%
		5%	2%	10%	-	18%	18%	82%	8%	12%	6%	41%	59% _{kl}
018	23	1	-	1	-	5	5	18	2	2	4	8	15
	2%	4%	-	3%	-	4%	3%	1%	3%	3%	5%	1%	3%
		6%	-	6%	-	22%	22%	78%	9%	10%	18% _{ah}	35%	65% _{kl}
019	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
020	92	1	4	8	1	11	12	81	2	4	4	39	54
	7%	4%	10%	15%	6%	8%	8%	7%	3%	4%	5%	4%	11%
		1%	4%	9% _{ahij}	1%	11%	13%	87%	2%	4%	4%	42%	58% _{akl}
021	7	-	-	1	-	1	1	6	1	-	1	5	3
	1%	-	-	2%	-	1%	1%	1%	2%	-	1%	1%	1%
		-	-	14%	-	16%	16%	84%	14%	-	14%	62%	38%
022	29	-	2	1	-	4	4	24	3	-	5	11	18
	2%	-	4%	2%	-	3%	3%	2%	5%	-	6%	1%	4%
		-	5%	5%	-	15%	15%	85%	11%	-	16% _{ahj}	38%	62% _{kl}

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
023	15	-	-	2	-	2	2	13	-	1	2	7	8
	1%	-	-	4%	-	2%	1%	1%	-	1%	3%	1%	2%
024	11	-	-	-	-	-	-	11	2	1	2	6	5
	1%	-	-	-	-	-	-	1%	4%	1%	3%	1%	1%
025	69	-	4	4	3	5	7	61	5	6	5	38	31
	5%	-	12%	6%	12%	4%	5%	5%	8%	6%	7%	4%	7%
026	20	-	-	2	-	3	3	17	1	1	-	11	9
	1%	-	-	3%	-	3%	2%	1%	2%	1%	-	1%	2%
027	14	-	-	1	-	6	6	8	1	-	2	10	4
	1%	-	-	2%	-	5%	4%	1%	2%	-	3%	1%	1%
028	15	3	-	3	-	3	3	13	2	5	2	8	7
	1%	10%	-	5%	-	2%	2%	1%	3%	5%	2%	1%	1%
029	4	-	1	-	-	3	3	2	-	-	-	2	3
	*	-	3%	-	-	2%	2%	*	-	-	-	*	1%
030	140	2	3	10	6	11	17	123	5	10	7	84	56
	10%	8%	6%	17%	25%	9%	11%	10%	8%	11%	8%	10%	12%
031	3	-	-	-	-	1	1	2	-	1	-	3	1
	*	-	-	-	-	1%	1%	*	-	1%	-	*	*
032	15	-	1	-	-	35%	35%	65%	-	35%	-	79%	21%
	1%	-	3%	-	-	2	2	13	-	1	-	12	2
		-	8%	-	-	12%	12%	88%	-	4%	-	84%	16%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
1308		35	35	52	21	121	142	1166	61	81	73	849	459
1355		32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
5		-	-	-	-	-	-	5	-	-	-	3	2
*		-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	59%	41%
6		1	-	1	-	-	-	6	-	-	-	5	1
*		4%	-	2%	-	-	-	*	-	-	-	1%	*
		22%afgh	-	15%	-	-	-	100%	-	-	-	85%	15%
81		1	1	2	1	3	5	76	2	7	1	57	24
6%		2%	2%	4%	5%	3%	3%	6%	3%	6%	2%	7%	5%
		1%	1%	3%	1%	4%	6%	94%	3%	9%	2%	71%	29%
8		1	1	-	-	2	2	6	-	2	2	4	4
1%		3%	4%	-	-	2%	2%	*	-	2%	2%	*	1%
		12%	17%ah	-	-	29%	29%	71%	-	28%h	23%h	51%	49%
15		-	-	-	1	-	1	14	1	-	-	9	5
1%		-	-	-	5%	-	1%	1%	1%	-	-	1%	1%
		-	-	-	7%	-	7%	93%	5%	-	-	63%	37%
9		-	-	1	1	-	1	9	-	-	-	7	3
1%		-	-	2%	2%	-	*	1%	-	-	-	1%	1%
		-	-	13%	6%	-	6%	94%	-	-	-	73%	27%
3		-	-	-	-	-	-	3	-	-	-	1	2
*		-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	22%	78%
79		2	1	2	3	5	7	72	2	5	8	56	23
6%		5%	3%	3%	11%	4%	5%	6%	2%	5%	10%	6%	5%
		2%	2%	2%	3%	6%	9%	91%	2%	6%	10%	71%	29%
3		-	-	-	-	-	-	3	-	-	-	3	-
*		-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	100%	-
6		-	-	-	-	-	-	6	-	-	1	5	1
*		-	-	-	-	-	-	*	-	-	1%	1%	*
		-	-	-	-	-	-	100%	-	-	19%	81%	19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
043	7	1	-	-	-	-	-	7	-	-	-	5	1
	*	4%	-	-	-	-	-	1%	-	-	-	1%	*
		20%afgh	-	-	-	-	-	100%	-	-	-	79%	21%
044	3	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
045	40	1	-	2	-	4	4	35	1	2	1	32	8
	3%	4%	-	4%	-	3%	3%	3%	2%	2%	1%	4%	2%
		3%	-	6%	-	10%	10%	90%	3%	4%	1%	81% ^m	19%
046	5	-	-	-	-	1	1	4	-	1	-	4	1
	*	-	-	-	-	1%	1%	*	-	2%	-	*	-
		-	-	-	-	17%	17%	83%	-	27%	-	73%	27%
047	5	-	-	-	-	-	-	5	-	-	-	5	-
	*	-	-	-	-	-	-	*	-	-	-	1%	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
048	5	-	-	-	-	-	-	5	-	-	-	3	1
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	70%	30%
049	8	-	-	1	-	1	1	7	-	-	-	8	-
	1%	-	-	2%	-	1%	1%	-	-	-	-	1%	-
		-	-	14%	-	11%	11%	89%	-	-	-	100% ^m	-
050	90	5	1	2	-	6	6	84	5	1	2	72	17
	7%	17%	4%	4%	-	4%	4%	7%	8%	1%	3%	8%	4%
		m 6%afghjk	2%	3%	-	6%	6%	94%	6%	1%	3%	81% ^m	19%
051	6	-	1	-	-	1	1	5	-	-	-	5	1
	*	-	2%	-	-	1%	1%	*	-	-	-	1%	*
		-	12%	-	-	13%	13%	87%	-	-	-	84%	16%
052	8	-	-	-	-	-	-	8	-	-	-	8	-
	1%	-	-	-	-	-	-	1%	-	-	-	1%	-
		-	-	-	-	-	-	100%	-	-	-	100% ^m	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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1308		35	35	52	21	121	142	1166	61	81	73	849	459
1355		32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
7	-	-	1	-	-	1	1	5	-	-	-	7	-
1%	-	-	3%	-	-	1%	1%	*	-	-	-	1%	-
	-	-	13%	-	-	20%	20%	80%	-	-	-	100%	-
17	-	-	-	-	-	2	2	15	-	1	-	12	5
1%	-	-	-	-	-	1%	1%	1%	-	1%	-	1%	1%
	-	-	-	-	-	11%	11%	89%	-	6%	-	73%	27%
3	-	-	-	-	-	1	1	2	1	-	-	2	1
*	-	-	-	-	-	1%	1%	*	-	-	-	*	-
	-	-	-	-	-	37%	37%	63%	37%ah	-	-	76%	24%
2	-	-	-	-	-	1	1	1	-	-	-	2	-
*	-	-	-	-	-	1%	1%	*	-	-	-	*	-
	-	-	-	-	-	56%h	56%h	44%	-	-	-	100%	-
3	-	-	-	-	-	1	1	2	-	-	-	3	-
*	-	-	-	-	-	1%	1%	*	-	-	-	*	-
	-	-	-	-	-	29%	29%	71%	-	-	-	100%	-
2	-	-	-	-	-	-	-	2	1	-	1	2	-
*	-	-	-	-	-	-	-	1%	-	-	1%	*	-
	-	-	-	-	-	-	-	100%	34%	-	34%	100%	-
50	1	-	-	-	-	4	4	46	3	3	2	47	2
4%	2%	-	-	-	-	3%	2%	4%	4%	4%	2%	5%	*
	m 1%	-	-	-	-	7%	7%	93%	5%	7%	4%	96%h	4%
2	-	-	-	-	-	-	-	2	-	-	-	2	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
1	-	-	-	-	-	-	-	1	-	-	-	1	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
2	-	-	-	-	-	-	-	2	-	-	-	2	1
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	64%	36%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
065	12	-	-	-	-	3	3	9	3	5	3	9	3
	1%	-	-	-	-	2%	2%	1%	4%	5%	3%	1%	1%
		-	-	-	-	26%	26%	74%	21%ah	40%ah	21%h	77%	23%
066	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
067	3	-	-	-	-	1	1	3	-	-	-	2	1
	*	-	-	-	-	1%	1%	*	-	-	-	*	*
		-	-	-	-	19%	19%	81%	-	-	-	79%	27%
068	4	-	-	-	-	-	-	4	-	-	-	4	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
069	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
070	38	1	1	-	2	4	5	33	3	1	3	30	8
	3%	4%	3%	-	7%	3%	3%	3%	4%	1%	4%	3%	2%
		3%	3%	-	4%	9%	14%	86%	7%	3%	7%	79%	21%
072	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
074	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
075	16	-	-	-	-	1	1	14	1	-	-	15	1
	1%	-	-	-	-	1%	1%	1%	2%	-	-	2%	*
		-	-	-	-	9%	9%	91%	7%	-	-	96% ^m	4%
076	3	-	-	-	-	-	-	3	-	-	-	1	2
	*	-	-	-	-	-	-	*	-	-	-	*	*
		-	-	-	-	-	-	100%	-	-	-	26%	74%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
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078	2	-	-	-	-	-	-	2	-	-	-	2	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
080	42	-	3	-	-	2	2	39	1	3	2	36	6
3%	-	-	7%	-	-	2%	2%	3%	2%	3%	3%	4%	1%
	m	-	6%	-	-	5%	5%	95%	3%	6%	5%	86% ^m	14%
082	2	-	-	-	-	-	-	2	-	-	-	1	1
*	-	-	-	-	-	-	-	-	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	62%	38%
083	3	-	-	-	-	-	-	3	-	-	1	3	-
*	-	-	-	-	-	-	-	*	-	-	2%	*	-
	-	-	-	-	-	-	-	100%	-	-	47% ^{ah}	100%	-
085	3	-	-	-	-	-	-	3	-	-	-	3	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
086	2	-	-	-	-	1	1	1	-	-	-	2	-
*	-	-	-	-	-	1%	1%	*	-	-	-	*	-
	-	-	-	-	-	40%	40%	60%	-	-	-	100%	-
087	1	-	-	-	-	-	-	1	-	1	-	1	-
*	-	-	-	-	-	-	-	*	-	1%	-	*	-
	-	-	-	-	-	-	-	100%	-	100% ^{ah}	-	100%	-
090	13	-	1	-	1	-	1	12	-	-	1	12	1
1%	-	-	4%	-	6%	-	1%	1%	-	-	1%	1%	*
	-	-	10% ^f	-	10%	-	10%	90%	-	-	9%	91%	9%
094	2	-	-	-	-	-	-	2	-	-	-	2	-
*	-	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
095	1	-	1	-	1	-	1	-	-	-	-	1	-
*	-	-	3%	-	5%	-	1%	-	-	-	-	*	-
	-	-	100% ^{ah}	-	100%	-	100% ^{ah}	-	-	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
1308		35	35	52	21	121	142	1166	61	81	73	849	459
1355		32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
2		-	-	-	-	-	-	2	-	-	-	2	-
*		-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
1		-	-	-	-	-	-	1	-	-	-	1	-
*		-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
21		3	1	-	-	3	3	17	1	2	2	16	4
2%		8%	2%	-	-	2%	2%	1%	2%	2%	3%	2%	1%
		12%adh	4%	-	-	15%	15%	85%	6%	9%	12%	80%	20%
3		-	-	-	-	-	-	3	-	-	-	3	-
*		-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
2		-	-	-	-	-	-	2	-	-	-	2	-
*		-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
6		-	-	-	-	-	-	6	1	-	1	6	-
*		-	-	-	-	-	-	1%	2%	-	2%	1%	-
		-	-	-	-	-	-	100%	23%	-	23%	100%	-
1		-	-	-	-	-	-	1	-	-	-	1	-
*		-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
1		-	-	-	-	-	-	1	-	-	-	1	-
*		-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
6		-	-	2	-	-	-	6	1	1	4	5	1
*		-	-	4%	-	-	-	1%	2%	1%	5%	1%	*
		-	-	32%afgh	-	-	-	100%	20%	18%	58%afgh	81%	19%
1		-	-	-	1	-	1	-	-	-	-	1	-
*		-	-	-	5%	-	1%	-	-	-	-	*	-
		-	-	-	100%	-	100%h	-	-	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
125	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
128	1	-	-	-	-	1	1	-	-	-	-	1	-
	*	-	-	-	-	1%	*	-	-	-	-	*	-
		-	-	-	-	100%ah	100%ah	-	-	-	-	100%	-
130	2	-	-	1	-	-	-	2	-	-	-	2	-
	*	-	-	2%	-	-	-	*	-	-	-	*	-
		-	-	59%ah	-	-	-	100%	-	-	-	100%	-
140	1	-	-	1	-	-	-	1	-	-	-	1	-
	*	-	-	1%	-	-	-	*	-	-	-	*	-
		-	-	100%ah	-	-	-	100%	-	-	-	100%	-
141	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
200	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
SUMMARY CODES													
£0	54	3	3	-	-	3	3	51	1	5	2	21	33
	4%	9%	6%	-	-	2%	2%	4%	2%	6%	2%	2%	7%
		5%dg	5%	-	-	5%	5%	95%	2%	10%	3%	39%	61%al
£1-£15	114	3	4	5	2	12	14	99	7	12	5	40	73
	8%	9%	10%	9%	11%	9%	9%	10%	13%	13%	6%	5%	15%
	/	2%	3%	5%	2%	10%	12%	88%	6%	10%	4%	36%	64%al
£16-£20	153	4	4	12	1	22	23	130	6	10	9	63	90
	11%	13%	12%	22%	6%	17%	15%	11%	9%	11%	12%	7%	19%
	/	3%	3%	8%ah	1%	14%	15%	85%	4%	6%	6%	41%	59%al

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
£21-£25	130	-	6	8	3	12	15	116	12	8	15	66	65
	10%	-	16%	15%	12%	9%	10%	10%	18%	9%	19%	7%	14%
		-	4%ab	6%ab	2%	9%	11%	89%	9%ab	6%	12%ab	50%	50%ab
£26-£30	193	6	4	15	6	26	31	162	10	15	10	115	79
	14%	18%	12%	27%	25%	20%	21%	13%	16%	17%	13%	13%	16%
		3%	2%	8%ah	3%	13%	16%ah	84%	5%	8%	5%	59%	41%
£31-£35	110	2	2	3	1	6	8	102	2	9	1	80	30
	8%	6%	6%	5%	5%	5%	5%	8%	3%	10%	2%	9%	6%
		2%	2%	3%	1%	6%	7%	93%k	2%	8%k	1%	73%	27%
£36-£40	114	2	3	4	4	7	11	103	2	7	10	77	37
	8%	7%	7%	5%	18%	6%	7%	9%	3%	6%	12%	9%	8%
		2%	2%	2%	4%	6%	10%	90%	2%	6%	9%	68%	32%
£41-£45	58	3	-	2	-	4	4	54	1	2	2	48	10
	4%	8%	-	4%	-	3%	3%	4%	2%	2%	2%	5%	2%
		m 4%	-	4%	-	7%	7%	93%	2%	3%	3%	83%am	17%
£46-£50	113	5	1	4	-	7	7	105	5	3	2	93	20
	8%	17%	4%	6%	-	17%	5%	9%	8%	3%	3%	11%	4%
		m 5%gj	1%	3%	-	7%	7%	93%	5%	2%	2%	82%am	18%
More than £50	316	4	9	4	5	29	34	282	18	20	23	275	40
	23%	14%	28%	7%	23%	23%	23%	28%	22%	22%	29%	31%	8%
		dm 1%	3%cd	1%	2%	9%cd	11%cd	89%cd	6%cd	6%cd	7%cd	87%am	13%
Avg Score	39.608m	37.348	37.584	33.284	42.567	35.291	37.237	39.903	40.729	38.185	44.697f	45.655am	28.468
Standard Deviation	26.458	25.295	27.748	26.842	29.417	22.513	23.675	26.778	26.890	37.094	33.054	26.094	23.342
Error Variance	0.535	18.281	21.999	13.856	41.207	4.189	3.947	0.615	11.853	16.987	14.967	0.802	1.187

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
Weighted Base	54	14	5	9	15	5	3	1	-	-	-	1
	4%	6%	2%	4%	4%	3%	4%	4%	-	-	-	12%
000		26%	9%	16%	29%	10%	6%	2%	-	-	-	2%
	1	1	-	-	-	-	-	-	-	-	-	-
002	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
004	2	2	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
005		100%	-	-	-	-	-	-	-	-	-	-
	7	2	1	2	1	-	1	-	-	-	-	-
007	1%	1%	1%	1%	*	-	2%	-	-	-	-	-
		23%	17%	26%	16%	-	19%	-	-	-	-	-
008	7	2	-	1	3	1	-	-	-	-	-	-
	1%	1%	-	1%	1%	1%	-	-	-	-	-	-
009		23%	-	21%	40%	17%	-	-	-	-	-	-
	9	2	-	2	1	1	1	-	-	-	-	1
010	1%	1%	-	1%	*	1%	2%	-	-	-	-	14%
		20%	-	22%	13%	14%	14%	-	-	-	-	16%
011	3	-	1	-	2	-	-	-	-	-	-	-
	*	-	1%	-	1%	-	-	-	-	-	-	-
012		-	36%	-	64%	-	-	-	-	-	-	-
	25	3	3	3	7	6	1	3	-	-	-	-
013	2%	1%	1%	2%	2%	4%	1%	8%	-	-	-	-
		11%	11%	13%	29%	23%	2%	10%	-	-	-	-
014	8	3	1	-	1	2	-	-	-	-	-	-
	1%	1%	1%	-	*	1%	-	-	-	-	-	-
015		44%	16%	-	15%	25%	-	-	-	-	-	-
	6	-	-	1	2	-	-	3	-	-	-	-
016	*	-	-	1%	1%	-	-	8%	-	-	-	-
		-	-	21%	39%	-	-	40%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
014	3	1	1	-	1	-	-	-	-	-	-	-
	*	*	1%	-	*	-	-	-	-	-	-	-
		37%	34%	-	29%	-	-	-	-	-	-	-
015	42	6	4	6	18	4	2	1	-	-	1	1
	3%	2%	2%	3%	5%	2%	3%	4%	-	-	18%	13%
		13%	9%	13%	43%	8%	5%	3%	-	-	3%	3%
016	9	2	2	-	3	2	-	-	-	-	-	-
	1%	1%	1%	-	1%	1%	-	-	-	-	-	-
		24%	16%	-	39%	21%	-	-	-	-	-	-
017	29	9	5	5	3	3	-	-	4	-	-	-
	2%	4%	3%	3%	1%	2%	-	-	24%	-	-	-
		31% ^d	19%	18%	10%	9%	-	-	13%	-	-	-
018	23	2	1	8	8	1	1	-	-	-	1	-
	2%	1%	*	4%	2%	1%	2%	-	-	-	19%	-
		10%	5%	36% ^{a,b}	33%	5%	6%	-	-	-	6%	-
019	1	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
020	92	12	14	14	29	11	8	2	-	2	-	-
	7%	5%	7%	7%	7%	7%	11%	8%	-	10%	-	-
		13%	15%	15%	32%	12%	9%	3%	-	2%	-	-
021	7	1	5	-	-	1	1	-	-	-	-	-
	1%	*	2%	-	-	*	2%	-	-	-	-	-
		12%	63% ^{a,c,d}	-	-	8%	17% ^d	-	-	-	-	-
022	29	7	4	6	5	5	1	-	-	-	-	-
	2%	3%	2%	3%	1%	3%	2%	-	-	-	-	-
		24%	15%	22%	17%	18%	4%	-	-	-	-	-
023	15	-	3	4	5	2	-	-	-	-	-	-
	1%	-	2%	2%	1%	2%	-	-	-	-	-	-
		-	22%	27% ^a	35%	16%	-	-	-	-	-	-
024	11	4	2	2	2	-	2	-	-	-	-	-
	1%	2%	1%	1%	1%	-	-	-	-	-	-	-
		36%	20%	22%	22%	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
025	69	12	10	17	12	9	5	3	-	-	-	-
	5%	5%	5%	9%	3%	6%	6%	10%	-	-	-	-
		18%	15%	25% ^d	18%	13%	7%	4%	-	-	-	-
026	20	5	3	2	4	2	-	-	-	3	-	1
	1%	2%	1%	1%	1%	1%	-	-	-	12%	-	14%
		27%	13%	11%	19%	10%	-	-	-	13%	-	7%
027	14	1	2	1	8	-	-	-	-	1	-	-
	1%	*	1%	1%	2%	-	-	-	-	5%	-	-
		8%	16%	10%	59%	-	-	-	-	8%	-	-
028	15	2	3	-	8	2	1	-	-	-	-	-
	1%	1%	1%	-	2%	2%	2%	-	-	-	-	-
		10%	18%	-	49%	15%	8%	-	-	-	-	-
029	4	-	-	1	2	1	-	-	-	-	-	-
	*	-	-	1%	1%	1%	-	-	-	-	-	-
		-	-	27%	47%	27%	-	-	-	-	-	-
030	140	21	28	13	54	13	7	1	-	2	1	-
	10%	9%	13%	6%	14%	8%	9%	4%	-	9%	16%	-
		15%	20% ^c	9%	39% ^c	9%	5%	1%	-	1%	1%	-
031	3	-	1	-	2	-	-	-	-	-	-	1
	*	-	*	-	*	-	-	-	-	-	-	12%
		-	16%	-	49%	-	-	-	-	-	-	35%
032	15	4	1	3	5	-	1	1	-	-	-	-
	1%	2%	1%	1%	1%	-	1%	4%	-	-	-	-
		28%	6%	19%	32%	-	4%	9%	-	-	-	-
033	5	2	1	-	-	1	1	-	-	-	-	-
	*	1%	1%	-	-	*	1%	-	-	-	-	-
		46%	28%	-	-	11%	14%	-	-	-	-	-
034	6	-	1	-	4	-	-	-	-	1	-	-
	*	-	*	-	1%	-	-	-	-	6%	-	-
		-	12%	-	66%	-	-	-	-	22%	-	-
035	81	13	8	11	27	9	4	1	2	2	1	-
	6%	6%	4%	6%	7%	6%	5%	5%	15%	11%	13%	-
		17%	10%	14%	34%	12%	5%	2%	3%	3%	1%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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	Total	PERSONAL INCOME										
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Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
036	8	2	1	1	2	-	1	-	-	-	1	-
	1%	1%	*	*	1%	-	2%	-	-	-	13%	-
037	15	1	6	4	-	3	-	-	-	-	-	-
	1%	1%	3%	2%	-	2%	-	-	-	-	-	-
038	9	5	43%ad	29%ad	-	20%ad	-	-	-	-	-	-
	1%	-	2%	1%	4	1	-	-	-	-	-	-
039	3	2	-	-	-	-	-	1	-	-	-	-
	*	1%	-	-	-	-	-	2%	-	-	-	-
040	79	10	11	12	23	11	7	1	1	1	-	-
	6%	4%	5%	6%	6%	7%	10%	4%	8%	6%	-	-
041	3	1	1	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	2%	-	-	-	-	-
042	6	1	3	-	2	-	-	-	-	-	-	-
	*	16%	49%	-	36%	-	-	-	-	-	-	-
043	7	2	2	1	3	-	-	-	-	-	-	-
	*	1%	1%	*	1%	-	-	-	-	-	-	-
044	3	2	-	1	1	-	-	-	-	-	-	-
	*	1%	-	*	*	-	-	-	-	-	-	-
045	40	6	6	4	15	5	1	-	1	-	-	-
	3%	3%	3%	2%	4%	3%	2%	-	9%	-	-	-
046	2	16%	14%	10%	39%	14%	3%	-	3%	-	-	-
	5	2	-	1	1	-	1	-	-	-	-	-
	*	1%	-	1%	*	-	1%	-	-	-	-	-
		39%	-	27%	17%	-	17%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
047	5	-	1	-	1	1	1	-	-	-	-	-
	*	-	-	-	-	1%	2%	-	5%	-	-	-
	-	-	19%	-	18%	24%	24%	-	15%	-	-	-
048	5	1	3	-	1	-	-	-	-	-	-	-
	*	-	2%	-	-	-	-	-	-	-	-	-
	-	15%	70%	-	15%	-	-	-	-	-	-	-
049	8	4	1	1	1	-	-	-	1	-	-	-
	1%	2%	-	1%	-	-	-	-	-	-	-	-
	-	45%	9%	18%	14%	-	-	-	14%	-	-	-
050	90	17	16	14	25	8	5	3	-	1	-	1
	7%	7%	8%	7%	6%	5%	6%	8%	-	6%	-	12%
	-	19%	18%	16%	27%	9%	5%	3%	-	1%	-	1%
051	6	2	2	-	2	-	-	-	-	-	-	-
	*	1%	1%	-	-	-	-	-	-	-	-	-
	-	29%	42%	-	29%	-	-	-	-	-	-	-
052	8	2	-	1	2	3	-	-	-	-	-	-
	1%	1%	-	1%	1%	2%	-	-	-	-	-	-
	-	26%	-	14%	30%	31%	-	-	-	-	-	-
054	7	1	1	2	1	1	-	-	-	1	-	-
	1%	1%	-	1%	-	-	-	-	-	3%	-	-
	-	20%	10%	34%	18%	8%	-	-	-	10%	-	-
055	17	3	3	2	2	2	1	3	-	1	-	-
	1%	1%	2%	1%	1%	1%	2%	9%	-	5%	-	-
	-	18%	20%	10%	12%	11%	7%	16%	-	7%	-	-
056	3	2	-	1	-	-	-	-	-	-	-	-
	*	1%	-	1%	-	-	-	-	-	-	-	-
	-	61%	-	39%	-	-	-	-	-	-	-	-
057	2	1	-	1	-	-	-	-	-	-	-	-
	*	1%	-	1%	-	-	-	-	-	-	-	-
	-	56%	-	44%	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
058	3	1	-	2	-	-	-	-	-	-	-	-
	*	*	-	1%	-	-	-	-	-	-	-	-
059	2	29%	-	71% ^d	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
060	50	7	8	7	18	6	2	-	-	1	-	-
	4%	3%	4%	4%	4%	4%	3%	-	-	6%	-	-
062	2	14%	16%	14%	35%	13%	4%	-	-	3%	-	-
	*	-	-	-	1	1	-	-	-	-	-	-
063	1	-	-	-	*	1%	-	-	-	-	-	-
	*	-	-	-	38%	62%	-	-	-	-	-	-
064	2	-	2	1	-	-	-	-	-	-	-	-
	*	-	1%	*	-	-	-	-	-	-	-	-
065	12	-	64%	36%	-	-	-	-	-	-	-	-
	1%	2	1	1	6	-	1	-	-	-	-	1
066	1	1%	*	*	1%	-	2%	-	-	-	-	11%
	*	19%	8%	5%	48%	-	12%	-	-	-	-	9%
067	3	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	100%	-	-	-	-	-	-	-	-
068	4	1	1	2	-	-	-	-	-	-	-	-
	*	19%	27%	54%	-	-	-	-	-	-	-	-
069	1	3	-	-	1	-	-	-	-	-	-	-
	*	73%	-	-	27%	-	-	-	-	-	-	-
	*	-	-	-	*	1	-	-	-	-	-	-
	*	-	-	-	*	1%	-	-	-	-	-	-
		-	-	-	28%	72%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
070	38	6	6	4	12	3	3	1	1	2	-	-
	3%	2%	3%	2%	3%	2%	4%	4%	8%	9%	-	-
		15%	17%	10%	32%	7%	8%	3%	3%	5%	-	-
072	2	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	36%	64%	-	-	-	-	-	-	-
074	1	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
075	16	3	3	1	6	2	1	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	-	-	-	-	-
		22%	17%	7%	36%	12%	6%	-	-	-	-	-
076	3	2	-	-	1	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		74%	-	-	26%	-	-	-	-	-	-	-
078	2	-	1	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	32%	-	68%	-	-	-	-	-	-	-
080	42	7	3	4	6	9	4	3	2	1	-	1
	3%	3%	1%	2%	2%	6%	6%	8%	16%	5%	-	13%
		18%	7%	9%	15%	22%bd	10%bd	6%	6%	3%	-	3%
082	2	-	-	1	-	-	-	1	-	-	-	-
	*	-	-	1%	-	-	-	2%	-	-	-	-
		-	-	62%	-	-	-	38%	-	-	-	-
083	3	-	-	2	-	1	-	-	-	-	-	-
	*	-	-	1%	-	1%	-	-	-	-	-	-
		-	-	53%	-	47%	-	-	-	-	-	-
085	3	1	-	-	1	-	1	-	-	-	-	-
	*	1%	-	-	*	-	2%	-	-	-	-	-
		41%	-	-	22%	-	37%	-	-	-	-	-
086	2	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	*	1%	-	-	-	-	-	-
		-	-	-	40%	60%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
087	1	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
090	13	2	1	3	5	2	-	-	-	-	-	-
	1%	1%	1%	2%	1%	1%	-	-	-	-	-	-
		14%	9%	24%	37%	15%	-	-	-	-	-	-
094	2	1	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	2%	-	-	-	-	-
		51%	-	-	-	-	49% ^d	-	-	-	-	-
095	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
096	2	-	-	1	-	1	-	-	-	-	-	-
	*	-	-	1%	-	1%	-	-	-	-	-	-
		-	-	44%	-	56%	-	-	-	-	-	-
098	1	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
100	21	1	4	3	4	7	-	1	-	-	1	-
	2%	*	2%	1%	1%	4%	-	2%	-	-	21%	-
		4%	22%	13%	18%	33% ^{ad}	-	3%	-	-	7%	-
105	3	-	1	-	-	1	-	-	1	-	-	-
	*	-	*	-	-	1%	-	-	8%	-	-	-
		-	25%	-	-	37%	-	-	37%	-	-	-
108	2	-	1	-	-	1	-	-	-	-	-	-
	*	-	1%	-	-	*	-	-	-	-	-	-
		-	68%	-	-	32%	-	-	-	-	-	-
110	6	-	3	-	3	1	-	-	-	-	-	-
	*	-	1%	-	1%	1%	-	-	-	-	-	-
		-	43%	-	40%	17%	-	-	-	-	-	-
112	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-

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115	1	-	-	-	-	-	-	1	-	-	-	-
*	*	-	-	-	-	-	-	4%	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	-
120	6	-	1	1	3	1	-	-	-	-	-	-
*	*	-	*	1%	1%	1%	-	-	-	-	-	-
		-	11%	20%	51%	18%	-	-	-	-	-	-
122	1	1	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
125	1	-	-	-	1	1	-	-	-	-	-	-
*	*	-	-	-	*	*	-	-	-	-	-	-
		-	-	-	50%	50%	-	-	-	-	-	-
128	1	-	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
130	2	1	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	-	-	1%	-	-	-	-	-
		41%	-	-	-	-	59% ^d	-	-	-	-	-
140	1	1	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
141	1	1	-	-	-	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
200	1	-	-	-	-	-	-	-	-	1	-	-
*	*	-	-	-	-	-	-	-	-	6%	-	-
		-	-	-	-	-	-	-	-	100%	-	-
SUMMARY CODES												
£0	54	14	5	9	15	5	3	1	-	-	-	1
	4%	6%	2%	4%	4%	3%	4%	4%	-	-	-	12%
		26%	9%	16%	29%	10%	6%	2%	-	-	-	2%

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£1-£15	114	21	11	15	37	14	5	6	-	-	1	3
	8%	9%	5%	8%	9%	9%	7%	21%	-	-	18%	27%
		18%	10%	14%	33%	12%	4%	6%	-	-	1%	2%
£16-£20	153	26	22	27	43	16	9	2	4	2	1	-
	11%	11%	10%	14%	11%	10%	13%	8%	24%	10%	19%	-
		17%	14%	18%	28%	11%	6%	2%	2%	1%	1%	-
£21-£25	130	24	25	30	25	17	7	3	-	-	-	-
	10%	10%	12%	15%	6%	11%	10%	10%	-	-	-	-
		18%	19% ^d	23% ^d	19%	13%	6%	2%	-	-	-	-
£26-£30	193	29	36	17	75	19	8	1	-	6	1	1
	14%	12%	17%	9%	19%	12%	11%	4%	-	26%	16%	14%
		15%	18% ^c	9%	39% ^{ac}	10%	4%	1%	-	3%	1%	1%
£31-£35	110	20	12	14	38	10	5	3	2	4	1	1
	8%	8%	6%	7%	10%	6%	7%	9%	15%	17%	13%	12%
		18%	11%	13%	34%	9%	5%	3%	2%	3%	1%	1%
£36-£40	114	16	23	19	29	14	9	2	1	1	1	-
	8%	6%	11%	9%	7%	9%	12%	6%	8%	6%	13%	-
		14%	20%	16%	25%	12%	8%	2%	1%	1%	1%	-
£41-£45	58	11	11	5	22	5	3	-	1	-	-	-
	4%	5%	5%	3%	6%	3%	4%	-	9%	-	-	-
		19%	18%	9%	37%	9%	4%	-	2%	-	-	-
£46-£50	113	24	21	17	28	9	7	3	2	1	-	1
	8%	10%	10%	9%	7%	6%	9%	8%	12%	6%	-	12%
		21%	19%	15%	25%	8%	6%	2%	2%	1%	-	1%
More than £50	316	58	45	43	82	46	16	9	5	8	1	2
	23%	24%	21%	22%	21%	30%	22%	30%	32%	35%	21%	24%
		18%	14%	14%	26%	15% ^d	5%	3%	2%	2%	*	1%
Avg Score	39.608	38.336	40.529	38.332	38.153	43.239 ^d	39.416	40.487	49.288	51.793	40.942	33.526
Standard Deviation	26.458	24.612	25.140	29.861	24.045	28.629	24.820	29.444	28.001	42.956	33.688	27.778
Error Variance	0.535	2.493	2.981	4.414	1.571	5.576	9.779	33.344	56.004	97.116	189.152	96.450

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
000	54	8	8	7	4	8	10	-	7	1	-	1	19	28	2	3	1	1
	4%	4%	7%	2%	2%	4%	7%	-	8%	2%	-	12%	4%	5%	2%	2%	1%	12%
		15%	15%cdg	12%	8%	14%	18%cdg	-	14%cdg	2%	-	2%	35%	52%	4%	5%	2%	2%
002	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
004	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-
	*	*	-	*	-	-	-	-	-	-	-	-	-	-	-	*	2%	-
		37%	-	63%	-	-	-	-	-	-	-	-	-	-	-	37%	63%lm	-
005	7	1	1	1	1	1	1	-	1	-	-	-	2	3	-	2	-	-
	1%	*	1%	*	1%	1%	1%	-	1%	-	-	-	*	1%	-	1%	-	-
		10%	16%	13%	16%	17%	10%	-	19%	-	-	-	26%	45%	-	29%	-	-
007	7	2	-	3	1	1	-	-	-	-	-	-	4	1	1	-	-	-
	1%	1%	-	1%	1%	1%	-	-	1%	-	-	-	1%	*	1%	-	-	-
		23%	-	42%	19%	17%	-	-	-	-	-	-	64%	19%	17%	-	-	-
008	9	2	-	1	-	-	3	1	1	-	-	1	1	3	2	1	-	1
	1%	1%	-	*	-	-	2%	2%	1%	-	-	14%	*	1%	3%	1%	-	14%
		20%	-	7%	-	-	28%	14%	14%	-	-	16%	13%	35%	26%lm	10%	-	16%
009	3	-	-	-	3	1	-	-	-	-	-	-	1	2	-	-	-	-
	*	-	-	-	1%	*	-	-	-	-	-	-	*	*	-	-	-	-
		-	-	-	78%	22%	-	-	-	-	-	-	-	36%	64%	-	-	-
010	25	2	4	4	2	7	-	2	4	-	-	-	11	11	1	3	-	-
	2%	1%	4%	1%	1%	4%	-	3%	5%	-	-	-	3%	2%	1%	2%	-	-
		6%	18%af	15%	9%	27%af	-	7%	17%af	-	-	-	44%	43%	3%	11%	-	-
012	8	1	1	1	1	1	2	-	-	-	-	-	3	3	1	1	-	-
	1%	1%	1%	1%	1%	1%	2%	-	-	-	-	-	1%	1%	1%	1%	-	-
		17%	12%	13%	14%	15%	30%	-	-	-	-	-	32%	41%	14%	14%	-	-
013	6	-	1	2	1	1	-	-	1	-	1	-	1	4	-	1	4	-
	*	-	1%	1%	*	*	-	-	1%	-	9%	-	*	1%	-	1%	-	-
		-	11%	27%	9%	12%	-	-	20%	-	20%	-	18%	70%	-	12%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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014	3	-	-	1	1	1	-	-	-	-	-	-	-	2	-	-	1	-
	*	-	-	*	1%	1%	-	-	-	-	-	-	-	*	-	-	2%	-
	-	-	-	29%	37%	34%	-	-	-	-	-	-	-	63%	-	-	37% _d	-
015	42	8	3	7	11	4	3	1	2	-	3	1	12	25	1	1	2	1
	3%	4%	3%	2%	5%	2%	2%	1%	3%	-	18%	13%	3%	4%	1%	1%	2%	13%
		18%	6%	16%	27%	9%	6%	2%	6%	-	6%	3%	29%	59%	3%	3%	4%	3%
016	9	2	-	3	-	3	1	-	-	-	-	-	3	5	-	1	-	-
	1%	1%	-	1%	-	1%	1%	-	-	-	-	-	1%	1%	-	1%	-	-
		25%	-	29%	-	31%	14%	-	-	-	-	-	34%	57%	-	10%	-	-
017	29	9	2	5	4	2	2	-	2	1	1	-	13	8	2	5	1	-
	2%	4%	2%	2%	2%	1%	2%	-	2%	3%	8%	-	3%	1%	2%	3%	2%	-
		33% _e	7%	16%	15%	6%	7%	-	7%	5%	4%	-	45%	27%	5%	19%	4%	-
018	23	2	2	8	5	2	-	-	2	-	1	-	8	10	2	2	1	-
	2%	1%	2%	3%	2%	1%	-	-	2%	-	9%	-	2%	2%	2%	1%	1%	-
		8%	10%	33%	23%	10%	-	-	10%	-	6%	-	35%	45%	7%	9%	4%	-
019	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
020	92	13	7	21	17	11	8	6	7	3	-	-	33	35	12	10	2	-
	7%	6%	6%	7%	8%	6%	6%	9%	8%	7%	-	-	8%	6%	15%	7%	3%	-
		14%	7%	23%	19%	12%	9%	6%	7%	3%	-	-	36%	38%	13% _{lmp}	11%	3%	-
021	7	1	2	1	-	1	1	1	-	-	-	-	-	3	-	4	-	-
	1%	*	2%	*	-	1%	1%	1%	-	-	-	-	-	1%	-	3%	-	-
		12%	30% _d	16%	-	17%	17%	8%	-	-	-	-	-	42%	-	58% _{lmp}	-	-
022	29	8	3	3	1	7	3	2	1	-	-	-	12	6	3	6	1	-
	2%	4%	3%	1%	1%	4%	2%	4%	1%	-	-	-	3%	4%	3%	4%	2%	-
		29% _{cd}	10%	10%	4%	25% _d	9%	8%	4%	-	-	-	41%	23%	9%	22% _{lmp}	5%	-
023	15	3	1	6	4	2	-	-	-	-	-	-	2	7	2	1	2	-
	1%	1%	1%	2%	2%	1%	-	-	-	-	-	-	1%	1%	3%	1%	3%	-
		18%	6%	38%	25%	14%	-	-	-	-	-	-	16%	46%	14%	9%	16% _l	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
024	11	4	1	3	2	-	1	-	-	-	-	-	6	2	-	2	1	-
	1%	2%	1%	1%	1%	-	*	-	-	-	-	-	1%	*	-	1%	1%	-
		40%	6%	28%	20%	-	5%	-	-	-	-	-	52%	22%	-	19%	7%	-
025	69	10	9	10	9	12	8	6	3	2	-	-	21	39	3	2	2	-
	5%	5%	8%	4%	4%	6%	6%	10%	3%	6%	-	-	5%	7%	4%	2%	3%	-
		15%	13%	15%	12%	17%	12%	9% ^c	4%	3%	-	-	31%	57% ^o	5%	3%	3%	-
026	20	4	-	2	4	2	3	-	3	1	-	1	4	9	-	2	3	1
	1%	2%	-	1%	2%	1%	2%	-	3%	1%	-	14%	1%	1%	-	1%	5%	14%
		21%	-	9%	21%	12%	14%	-	13%	3%	-	7%	21%	44%	-	10%	18% ^d	7%
027	14	1	1	7	1	2	-	1	1	-	-	-	3	6	2	2	2	-
	1%	*	1%	2%	*	1%	-	2%	1%	-	-	-	1%	1%	2%	1%	2%	-
		6%	10%	47%	5%	14%	-	10%	8%	-	-	-	18%	41%	13%	15%	13%	-
028	15	3	1	5	4	1	1	-	-	-	-	-	6	8	-	1	1	-
	1%	2%	1%	2%	2%	1%	1%	-	-	-	-	-	1%	1%	-	1%	1%	-
		21%	6%	32%	25%	8%	8%	-	-	-	-	-	37%	52%	-	6%	6%	-
029	4	1	-	2	-	-	1	-	-	-	-	-	-	4	-	-	-	-
	*	1%	-	1%	-	-	1%	-	-	-	-	-	-	1%	-	-	-	-
		33%	-	40%	-	-	27%	-	-	-	-	-	-	100%	-	-	-	-
030	140	22	5	33	27	18	16	4	11	5	-	-	43	67	6	18	6	-
	10%	10%	4%	12%	13%	9%	12%	7%	12%	11%	-	-	10%	11%	8%	11%	8%	-
		16%	3%	23% ^b	19% ^b	13%	11% ^b	3%	8%	3%	-	-	31%	48%	5%	13%	4%	-
031	3	1	-	-	-	-	2	-	-	-	-	1	1	1	-	-	-	1
	*	*	-	-	-	-	1%	-	-	-	-	12%	*	*	-	-	-	12%
		16%	-	-	-	-	49%	-	-	-	-	35%	37%	28%	-	-	-	35%
032	15	1	2	4	4	2	-	-	1	1	-	-	8	4	1	1	-	-
	1%	1%	2%	1%	2%	1%	2%	-	1%	3%	-	-	2%	1%	2%	1%	-	-
		8%	15%	27%	25%	11%	-	-	4%	9%	-	-	55%	27%	10%	8%	-	-
033	5	-	1	2	1	-	-	-	-	1	-	-	3	2	1	-	-	-
	*	-	1%	1%	1%	-	-	-	-	2%	-	-	1%	*	1%	-	-	-
		-	13%	44%	29%	-	-	-	-	14%	-	-	55%	32%	13%	-	-	-

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

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Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
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034	6	1	-	2	1	1	-	-	-	1	-	-	1	3	-	-	2	-
	*	-	-	1%	-	-	-	-	-	3%	-	-	-	-	-	-	3%	-
		12%	-	33%	17%	15%	-	-	-	22%	-	-	18%	49%	-	-	33% ^l	-
035	81	8	5	27	9	9	7	8	3	5	1	-	35	29	7	6	4	-
	6%	4%	4%	10%	4%	4%	5%	13%	3%	11%	6%	-	8%	5%	9%	4%	6%	-
		10%	6%	34% ^{ade}	12%	11%	8%	9% ^{ade}	4%	6%	1%	-	43%	36%	9%	8%	5%	-
036	8	2	2	1	-	1	-	-	1	-	1	-	-	6	1	1	-	-
	1%	1%	2%	-	-	1%	-	-	1%	-	6%	-	-	1%	1%	1%	-	-
		20%	24%	11%	-	17%	-	-	17%	-	12%	-	-	77% ^l	12% ^l	11%	-	-
037	15	3	3	2	4	1	1	-	-	1	-	-	6	5	-	4	-	-
	1%	2%	2%	1%	2%	1%	1%	-	-	3%	-	-	1%	1%	-	3%	-	-
		22%	18%	13%	28%	7%	5%	-	-	7%	-	-	40%	34%	-	26%	-	-
038	9	2	1	-	2	5	-	-	-	-	-	-	2	7	-	-	1	-
	1%	1%	1%	-	1%	2%	-	-	-	2%	-	-	-	1%	-	-	1%	-
		19%	13%	-	18%	50% ^c	-	-	-	-	-	-	18%	75%	-	-	8%	-
039	3	2	1	-	-	-	-	-	1	-	-	-	2	1	-	-	-	-
	*	1%	1%	-	-	-	-	-	1%	-	-	-	1%	-	-	-	-	-
		57%	22%	-	-	-	-	-	20%	-	-	-	80%	20%	-	-	-	-
040	79	10	6	14	16	13	8	6	1	4	1	-	34	30	7	7	-	-
	6%	4%	5%	5%	7%	7%	6%	11%	1%	10%	9%	-	8%	5%	9%	5%	-	-
		12%	7%	18%	20%	16%	10%	8% ^h	2%	5% ^h	2%	-	43% ^p	38%	9% ^p	9%	-	-
041	3	1	-	1	-	1	-	-	-	-	-	-	-	1	1	1	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	2%	-	-	-
		29%	-	21%	-	50%	-	-	-	-	-	-	-	21%	50% ^{lm}	29%	-	-
042	6	2	-	2	-	-	1	-	-	-	-	-	-	5	-	1	-	-
	*	1%	-	1%	-	-	1%	-	-	-	-	-	-	1%	-	1%	-	-
		40%	-	41%	-	-	19%	-	-	-	-	-	-	84%	-	16%	-	-
043	7	2	-	-	2	-	-	-	1	1	-	-	2	3	-	-	2	-
	*	1%	-	-	1%	-	-	-	1%	2%	-	-	-	1%	-	-	2%	-
		33%	7%	-	35%	-	-	-	14%	11% ^c	-	-	24%	49%	-	-	27%	-

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044	3	1	-	2	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	*	*	-	1%	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		27%	-	73%	-	-	-	-	-	-	-	-	27%	73%	-	-	-	-
045	40	7	1	9	6	6	4	1	3	2	-	-	8	21	3	7	-	-
	3%	3%	1%	3%	3%	3%	3%	2%	3%	5%	-	-	2%	4%	4%	4%	-	-
		17%	3%	24%	15%	16%	10%	3%	8%	5%	-	-	21%	54%	8%	17%	-	-
046	5	-	4	1	-	-	-	-	1	-	-	-	1	-	1	2	1	-
	*	-	3%	*	-	-	-	-	1%	-	-	-	*	-	1%	2%	2%	-
		-	65%acde	17%	-	-	-	-	17%	-	-	-	17%	-	14%am	44%am	25%am	-
047	5	1	-	1	1	-	-	1	-	-	-	-	1	2	1	1	1	-
	*	-	1%	*	1%	-	-	1%	-	-	-	-	*	-	1%	-	2%	-
		19%	18%	24%	24%	-	-	15%	-	-	-	-	19%	43%	15%	-	24%	-
048	5	1	-	2	-	-	1	-	-	-	-	-	3	1	-	-	1	-
	*	1%	-	1%	-	-	-	1%	-	-	-	-	1%	*	-	-	1%	-
		29%	-	46%	-	-	-	25%	-	-	-	-	60%	25%	-	-	15%	-
049	8	1	-	3	1	-	1	-	1	-	-	-	3	2	1	1	1	-
	1%	*	-	1%	1%	-	1%	-	1%	-	-	-	1%	*	1%	1%	1%	-
		11%	-	40%	16%	-	19%	-	14%	-	-	-	37%	30%	14%	11%	9%	-
050	90	9	7	19	16	19	10	3	2	3	1	1	19	46	4	12	7	1
	7%	4%	6%	7%	7%	10%	8%	4%	3%	6%	10%	12%	4%	8%	5%	8%	10%	12%
		10%	7%	21%	17%	21%a	11%	3%	3%	3%	2%	1%	21%	51%a	5%	13%	8%	1%
051	6	2	1	2	-	1	-	-	-	-	-	-	5	-	-	1	-	-
	*	1%	1%	1%	-	*	-	-	-	-	-	-	1%	-	-	1%	-	-
		41%	11%	32%	-	16%	-	-	-	-	-	-	81%am	-	-	19%am	-	-
052	8	2	-	1	1	3	-	1	-	-	-	-	4	1	-	3	-	-
	1%	1%	-	*	1%	1%	-	2%	-	-	-	-	1%	*	-	2%	-	-
		26%	-	14%	14%	33%	-	13%	-	-	-	-	45%	16%	-	39%am	-	-
054	7	2	2	-	-	1	1	-	-	-	1	-	4	1	-	1	-	-
	1%	1%	2%	-	-	*	1%	-	-	-	5%	-	1%	*	-	1%	-	-
		30%	34%acd	-	-	8%	18%	-	-	-	-	10%	-	62%	18%	-	20%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
055	17	6	1	2	1	-	4	1	-	3	-	-	4	8	1	3	1	-
	1%	3%	1%	1%	*	-	3%	2%	-	6%	-	-	1%	1%	1%	2%	2%	-
		34%de	3%	14%	3%	-	22%de	8%	-	15%bcdeh	-	-	22%	45%	6%	19%	8%	-
056	3	1	-	-	1	-	-	-	-	-	-	-	2	-	1	-	-	-
	*	-	-	-	1%	1%	-	-	-	-	-	-	*	-	1%	-	-	-
		24%	-	-	39%	37%	-	-	-	-	-	-	63%	-	37%lm	-	-	-
057	2	1	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-
	*	1%	1%	-	-	-	-	-	-	-	-	-	*	-	-	1%	-	-
		56%	44%	-	-	-	-	-	-	-	-	-	44%	-	-	56%lm	-	-
058	3	1	-	2	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	*	1%	-	1%	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		34%	-	66%	-	-	-	-	-	-	-	-	37%	63%	-	-	-	-
059	2	1	-	1	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		34%	-	66%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
060	50	10	5	8	7	7	6	1	4	1	-	-	16	21	3	8	2	-
	4%	4%	5%	3%	3%	4%	5%	2%	4%	2%	-	-	4%	4%	4%	5%	2%	-
		19%	11%	17%	14%	15%	12%	3%	8%	2%	-	-	31%	43%	6%	16%	3%	-
062	2	-	-	1	1	-	-	-	-	-	-	-	2	-	-	-	-	-
	*	-	-	*	1%	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	38%	62%	-	-	-	-	-	-	-	100%	-	-	-	-	-
063	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-
064	2	2	-	1	-	-	-	-	-	-	-	-	1	2	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		64%	-	36%	-	-	-	-	-	-	-	-	36%	64%	-	-	-	-
065	12	-	1	3	3	2	1	-	-	-	-	1	2	7	1	1	-	1
	1%	-	1%	1%	1%	1%	1%	-	-	-	-	11%	1%	1%	1%	1%	-	11%
		-	10%	28%	22%	20%	12%	-	-	-	-	9%	19%	55%	9%	8%	-	9%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
066	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
067	3	1	1	2	-	-	-	-	-	-	-	-	2	-	-	1	1	-
	*	*	1%	1%	-	-	-	-	-	-	-	-	*	-	-	1%	1%	-
		19%	27%	54%	-	-	-	-	-	-	-	-	54%	-	-	27%	19% _m	-
068	4	1	1	-	1	1	-	-	-	-	-	-	1	1	-	-	2	-
	*	1%	1%	-	*	*	-	-	-	-	-	-	27%	13%	-	-	3%	-
		29%	31%	-	27%	13%	-	-	-	-	-	-	*	-	-	-	60% _{lmo}	-
069	1	-	-	*	1	-	-	-	-	-	-	-	*	1	-	-	-	-
	*	-	-	28%	72%	-	-	-	-	-	-	-	28%	72%	-	-	-	-
070	38	7	1	9	6	3	5	-	2	4	1	-	10	21	-	4	3	-
	3%	3%	1%	3%	3%	1%	4%	-	3%	9%	9%	-	2%	4%	-	3%	4%	-
		18%	2%	24%	15%	7%	14%	-	7%	10% _{beg}	3%	-	26%	56%	-	11%	7%	-
072	2	-	-	1	-	-	1	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	*	-	-	1%	-	-	-	-	-	-	*	-	-	-	-
		-	-	36%	-	-	64%	-	-	-	-	-	-	100%	-	-	-	-
074	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
075	16	5	-	2	4	4	1	-	-	-	-	-	8	4	-	1	2	-
	1%	2%	-	1%	2%	2%	1%	-	-	-	-	-	2%	1%	-	1%	3%	-
		34%	-	12%	24%	24%	7%	-	-	-	-	-	53%	25%	-	7%	15% _m	-
076	3	1	1	1	-	-	-	-	-	-	-	-	2	-	1	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-	*	-	1%	-	-	-
		27%	47%	26%	-	-	-	-	-	-	-	-	74%	-	26% _m	-	-	-
078	2	-	-	2	-	-	-	-	-	-	-	-	-	1	-	1	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-	-	*	-	1%	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	32%	-	68%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
080	42	4	4	1	8	7	4	4	7	1	-	1	13	19	1	4	3	1
	3%	2%	3%	1%	4%	4%	4%	6%	8%	3%	-	13%	3%	3%	1%	2%	4%	13%
		9%	9% ^c	4%	18% ^c	17% ^c	11% ^c	9% ^c	18% ^{ac}	3%	-	3%	31%	46%	3%	9%	8%	3%
082	2	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	2	-
	*	-	-	*	-	-	-	-	-	2%	-	-	-	-	-	-	2%	-
		-	-	62%	-	-	-	-	-	38%	-	-	-	-	-	-	100% ^{lm}	-
083	3	-	-	1	1	1	-	-	-	-	-	-	2	-	-	1	-	-
	*	-	-	*	*	1%	-	-	-	-	-	-	*	-	-	1%	-	-
		-	-	30%	23%	47%	-	-	-	-	-	-	53%	-	-	47% ^{um}	-	-
085	3	-	1	1	-	-	-	-	1	-	-	-	1	2	-	-	-	-
	*	-	1%	*	-	-	-	-	1%	-	-	-	*	-	-	-	-	-
		-	41%	22%	-	-	-	-	37%	-	-	-	41%	59%	-	-	-	-
086	2	-	-	1	-	-	-	-	1	-	-	-	1	1	-	-	-	-
	*	-	-	*	-	-	-	2%	-	-	-	-	*	*	-	-	-	-
		-	-	40%	-	-	-	60% ^{ad}	-	-	-	-	40%	60%	-	-	-	-
087	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-
090	13	-	1	1	2	4	4	1	-	-	-	-	4	3	-	3	3	-
	1%	-	1%	*	1%	2%	3%	2%	-	-	-	-	1%	1%	-	2%	4%	-
		-	7%	7%	17%	33% ^a	28% ^{ac}	9%	-	-	-	-	30%	25%	-	21%	23% ^{lm}	-
094	2	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	2	-
	*	1%	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	3%	-
		51%	-	-	-	-	-	49% ^c	-	-	-	-	-	-	-	-	100% ^{lmo}	-
095	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	2%	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	-	100% ^c	-	-	-	-	-	100%	-	-	-	-
096	2	-	-	1	-	-	-	-	1	-	-	-	-	1	-	1	-	-
	*	-	-	*	-	-	-	-	2%	-	-	-	-	*	-	1%	-	-
		-	-	44%	-	-	-	-	56%	-	-	-	-	56%	-	44%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
098	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	1%	-	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	100%lm	-	-	-
100	21	2	-	3	2	3	1	5	1	1	1	-	4	15	-	1	1	-
	2%	1%	-	1%	1%	2%	1%	8%	1%	3%	10%	-	1%	2%	-	1%	2%	-
105	-	8%	-	16%	9%	17%	7%	24%abcde	6%	6%	7%	-	18%	72%	-	4%	5%	-
	3	-	-	1	-	1	-	-	1	-	-	-	1	3	-	-	-	-
	*	-	-	*	-	1%	-	-	1%	-	-	-	*	*	-	-	-	-
108	-	-	-	25%	-	37%	-	-	37%	-	-	-	25%	75%	-	-	-	-
	2	-	-	-	-	1	1	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	-	1%	1%	-	-	-	-	-	-	*	-	-	-	-
110	-	-	-	-	-	68%	32%	-	-	-	-	-	-	100%	-	-	-	-
	6	1	-	-	-	2	-	-	3	-	-	-	3	4	-	-	-	-
	*	1%	-	-	-	1%	-	-	3%	-	-	-	1%	1%	-	-	-	-
112	-	23%	-	-	-	37%	-	-	40%cd	-	-	-	43%	57%	-	-	-	-
	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	100%	-	-	-	-	-	-	*	-	-	-	-
115	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	-
120	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
	6	-	2	-	2	1	-	-	1	-	-	-	1	5	-	-	1	-
	*	-	2%	-	1%	1%	-	-	1%	-	-	-	*	1%	-	-	2%	-
122	-	-	31%cd	-	31%	20%	-	-	18%	-	-	-	11%	71%	-	-	18%	-
	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	-	-
125	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
	1	-	-	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-
-	-	-	50%	-	50%	-	-	-	-	-	-	-	100%	-	-	-	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

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	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 £19,999 (b)	£20,000 £29,999 (c)	£30,000 £39,999 (d)	£40,000 £49,999 (e)	£50,000 £59,999 (f)	£60,000 £69,999 (g)	£70,000 £99,999 (h)	£100,000 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
128	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-
*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	1%	-	-
130	2	-	-	-	1	-	-	-	1	-	-	-	1	1	-	-	-	-
*	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
140	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
*	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-
141	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
*	*	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-
200	1	100%	-	-	-	-	-	-	1	-	-	-	100%	-	-	-	-	-
*	*	-	-	-	-	-	-	-	2%	-	-	-	-	1	-	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
SUMMARY CODES																		
£0	54	8	8	7	4	8	10	-	7	1	-	1	19	28	2	3	1	1
	4%	4%	7%	2%	2%	4%	7%	-	8%	2%	-	12%	4%	5%	2%	2%	1%	12%
		15%	15%cdg	12%	8%	14%	18%cdg	-	14%cdg	2%	-	2%	35%	52%	4%	5%	2%	2%
£1-£15	114	16	10	21	22	17	8	4	11	-	4	3	35	56	6	9	4	3
	8%	7%	9%	7%	10%	9%	6%	6%	12%	-	27%	27%	8%	9%	8%	6%	5%	27%
		14%	9%	18%	19%id	15%	7%	3%	9%id	-	3%	2%	31%	49%	6%	8%	4%	2%
£16-£20	153	28	11	36	27	18	11	6	11	5	3	-	57	58	15	19	4	-
	11%	13%	10%	13%	13%	9%	9%	9%	12%	11%	18%	-	13%	10%	19%	12%	6%	-
		18%	7%	23%	17%	12%	7%	4%	7%	3%	2%	-	37%	38%	10%mp	12%	3%	-
£21-£25	130	26	16	23	16	22	12	9	4	2	-	-	41	58	8	16	7	-
	10%	12%	14%	8%	7%	11%	10%	15%	5%	6%	-	-	9%	10%	10%	11%	9%	-
		20%	12%h	18%	12%	17%	9%	7%	3%	2%	-	-	31%	45%	6%	13%	5%	-
£26-£30	193	31	7	48	36	24	21	6	14	5	-	1	56	94	8	23	12	1
	14%	15%	6%	17%	17%	12%	16%	16%	16%	12%	-	14%	13%	16%	10%	15%	16%	14%
		16%lb	4%	25%b	18%b	12%	11%b	3%	7%b	3%	-	1%	29%	48%	4%	12%	6%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8	
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**	
£31-£35	110	10	7	36	15	11	8	8	4	8	1	1	48	38	9	7	6	1	
	8%	5%	7%	13% 32% ^a	7%	6%	7%	13%	4%	19% 7% ^{abdefh}	6%	12%	11%	6%	11%	5%	8%	12%	
		9%	7%		14%	10%	8%	7% ^a	3%		1%	1%	44% ^{lmo}	35%	8%	7%	6%	1%	
£36-£40	114	18	12	17	21	20	8	6	3	5	2	-	44	49	8	12	1	-	
8%		8%	11%	6%	10%	10%	7%	11%	4%	13%	15%	-	10%	8%	11%	8%	1%	-	
		16%	11%	15%	19%	17%	7%	6%	3%	5%	2%	-	39% ^p	43% ^p	7% ^p	11% ^p	1%	-	
£41-£45	58	13	2	15	8	7	5	1	4	3	-	-	11	32	5	8	2	-	
4%		6%	2%	5%	4%	4%	4%	2%	4%	6%	-	-	2%	5%	6%	5%	2%	-	
		22%	3%	26%	14%	13%	8%	2%	7%	5%	-	-	19%	56% ^l	8%	14%	3%	-	
£46-£50	113	12	11	27	18	19	13	3	5	3	1	1	27	52	7	15	11	1	
8%		6%	10%	9%	9%	10%	10%	5%	5%	6%	10%	12%	6%	9%	8%	10%	15%	12%	
		11%	10%	24%	16%	17%	11%	3%	4%	2%	1%	1%	24%	46%	6%	13%	10% ^l	1%	
More than £50	316	53	24	54	43	49	32	17	26	11	3	2	102	134	11	41	25	2	
23%		25%	23%	19%	21%	25%	25%	29%	29%	25%	24%	24%	23%	22%	14%	27%	35%	24%	
		17%	8%	17%	14%	15%	10%	5%	8%	3%	1%	1%	32%	43%	3%	13% ⁿ	8% ^{lmn}	1%	
Avg Score	39.608	37.308	37.603	38.497	38.921	41.777	39.152	45.368 ^a	44.347	42.189	38.997	33.526	38.234	39.870	34.440	41.693	47.740 ^l	33.526	
Standard Deviation	26.458	21.952	27.088	26.297	24.188	26.154	24.824	27.504	38.429	20.329	26.029	27.778	24.846	26.838	20.173	30.910	26.934	27.778	
Error Variance	0.535	2.180	6.551	2.418	2.826	4.478	5.312	14.273	19.179	10.597	65.471	96.450	1.442	1.246	5.355	6.500	10.217	96.450	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
000	54	48	3	2
	4%	90%	3%	2%
002	1	1	-	-
	*	100%	-	-
004	2	2	-	-
	*	100%	-	-
005	7	7	-	-
	1%	1%	-	-
007	7	7	-	-
	1%	1%	-	-
008	9	8	1	-
	1%	1%	1%	-
009	3	3	-	-
	*	100%	-	-
010	25	18	6	2
	2%	2%	5%	2%
012	8	8	-	-
	1%	1%	-	-
013	6	6	1	-
	*	88%	1%	-
014	3	3	-	-
	*	100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
015	42	41	1	1
	3%	4%	1%	1%
		95%	3%	2%
016	9	9	-	-
	1%	1%	-	-
		100%	-	-
017	29	27	1	-
	2%	2%	1%	-
		95%	5%	-
018	23	17	3	3
	2%	1%	2%	3%
		74%	12%	14%
019	1	1	-	-
	*	*	-	-
		100%	-	-
020	92	80	9	3
	7%	7%	8%	3%
		86%	10%	4%
021	7	6	1	-
	1%	1%	1%	-
		84%	16%	-
022	29	26	1	1
	2%	2%	1%	1%
		92%	4%	5%
023	15	12	1	1
	1%	1%	1%	1%
		84%	9%	8%
024	11	11	-	-
	1%	1%	-	-
		100%	-	-
025	69	62	4	3
	5%	5%	3%	3%
		90%	5%	4%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
026	20	19	-	1
	1%	2%	-	1%
		97%	-	3%
027	14	12	2	1
	1%	1%	2%	1%
		81%	13%	5%
028	15	11	3	1
	1%	1%	3%	1%
		74%	20%	6%
029	4	4	-	-
	*	*	-	-
		100%	-	-
030	140	117	13	10
	10%	10%	11%	11%
		83%	9%	7%
031	3	2	1	-
	*	*	1%	-
		72%	28%	-
032	15	10	1	4
	1%	1%	1%	4%
		66%	6%	26%a
033	5	3	-	2
	*	*	-	2%
		59%	-	41%a
034	6	5	-	1
	*	*	-	1%
		85%	-	15%
035	81	65	6	10
	6%	6%	5%	11%
		81%	7%	13%
036	8	7	-	1
	1%	1%	-	1%
		83%	-	17%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
037	15	14	-	1
	1%	1%	-	1%
		95%	-	5%
038	9	9	-	-
	1%	1%	-	-
		100%	-	-
039	3	3	-	-
	*	-	-	-
		100%	-	-
040	79	67	8	4
	6%	6%	7%	4%
		85%	10%	5%
041	3	3	-	-
	*	-	-	-
		100%	-	-
042	6	5	1	-
	*	-	1%	-
		83%	17%	-
043	7	5	1	1
	*	-	1%	1%
		76%	11%	14%
044	3	3	-	-
	*	-	-	-
		100%	-	-
045	40	28	8	4
	3%	2%	6%	4%
		72%	19%a	9%
046	5	5	1	-
	*	-	-	-
		86%	14%	-
047	5	5	-	-
	*	-	-	-
		100%	-	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
048	5	5	-	-
	*	-	-	-
		100%	-	-
049	8	5	3	-
	1%	*	2%	-
		68%	32% ^a	-
050	90	73	10	6
	7%	6%	8%	7%
		82%	11%	7%
051	6	4	1	1
	*	*	1%	1%
		71%	16%	13%
052	8	6	1	1
	1%	1%	1%	1%
		72%	14%	13%
054	7	7	-	-
	1%	1%	-	-
		100%	-	-
055	17	15	1	1
	1%	1%	1%	1%
		89%	4%	6%
056	3	1	1	1
	*	*	1%	1%
		39%	37%	24%
057	2	2	-	-
	*	*	-	-
		100%	-	-
058	3	3	-	-
	*	*	-	-
		100%	-	-
059	2	1	1	-
	*	*	1%	-
		66%	34%	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
060	50 4%	45 4% 91%	3 2% 6%	2 2% 3%
062	2 *	2 * 100%	- - -	- - -
063	1 *	1 * 100%	- - -	- - -
064	2 *	2 * 64%	- - -	1 1% 36%
065	12 1%	10 1% 83%	1 1% 8%	1 1% 9%
066	1 *	1 * 100%	- - -	- - -
067	3 *	2 * 62%	1 1% 38%	- - -
068	4 *	2 * 45%	- - -	2 2% 55%a
069	1 *	1 * 72%	* * 26%	- - -
070	38 3%	27 2% 71%	7 6% 18%a	4 5% 11%
072	2 *	2 * 100%	- - -	- - -

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
074	1	1	-	-
	*	*	-	-
		100%	-	-
075	16	16	-	-
	1%	1%	-	-
		100%	-	-
076	3	2	1	-
	*	*	1%	-
		74%	26%	-
078	2	1	-	1
	*	*	-	1%
		68%	-	32%
080	42	31	4	6
	3%	3%	4%	6%
		76%	11%	14%
082	2	2	-	-
	*	*	-	-
		100%	-	-
083	3	2	-	1
	*	*	-	2%
		53%	-	47%a
085	3	3	-	-
	*	*	-	-
		100%	-	-
086	2	1	-	1
	*	*	-	1%
		60%	-	40%
087	1	1	-	-
	*	*	-	-
		100%	-	-
090	13	11	-	2
	1%	1%	-	2%
		85%	-	15%

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
094	2	2	-	-
	*	*	-	-
		100%	-	-
095	1	1	-	-
	*	*	-	-
		100%	-	-
096	2	2	-	-
	*	*	-	-
		100%	-	-
098	1	1	-	-
	*	*	-	-
		100%	-	-
100	21	18	-	3
	2%	2%	-	3%
		86%	-	14%
105	3	3	-	-
	*	*	-	-
		100%	-	-
108	2	2	-	-
	*	*	-	-
		100%	-	-
110	6	4	1	1
	*	*	1%	2%
		60%	17%	23%
112	1	1	-	-
	*	*	-	-
		100%	-	-
115	1	1	-	-
	*	*	-	-
		100%	-	-
120	6	5	1	-
	*	*	1%	-
		80%	20%	-

Q.15 Approximately how much do you spend per month on your broadband service package that includes broadband ?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
122	1	1	-	-
	*	-	-	-
		100%	-	-
125	1	1	-	-
	*	-	-	-
		100%	-	-
128	1	1	-	-
	*	-	-	-
		100%	-	-
130	2	1	-	1
	*	-	-	1%
		59%	-	41%
140	1	1	-	-
	*	-	-	-
		100%	-	-
141	1	1	-	-
	*	-	-	-
		100%	-	-
200	1	1	-	-
	*	-	-	-
		100%	-	-
SUMMARY CODES				
£0	54	48	3	2
	4%	4%	2%	2%
		90%	6%	4%
£1-£15	114	103	9	2
	8%	9%	7%	2%
		90% ^c	8%	2%
£16-£20	153	133	13	6
	11%	12%	11%	7%
		87%	9%	4%
£21-£25	130	118	7	5
	10%	10%	6%	6%
		90%	5%	4%

Q.15 Approximately how much do you spend per month on your broadband service 'package that includes broadband'?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
£26-£30	193	163	18	12
	14%	14%	15%	13%
		84%	9%	6%
£31-£35	110	85	8	17
	8%	7%	6%	18%
		78%	7%	15%ab
£36-£40	114	100	8	6
	8%	9%	7%	7%
		88%	7%	5%
£41-£45	58	44	9	5
	4%	4%	8%	5%
		76%	16%	8%
£46-£50	113	93	13	6
	8%	8%	11%	7%
		83%	12%	5%
More than £50	316	255	30	31
	23%	22%	25%	33%
		81%	10%	10%a
Avg Score	38.608	38.541	44.126a	46.862a
Standard Deviation	26.458	25.149	36.233	25.900
Error Variance	0.535	0.576	10.940	7.454

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	849	414	435	51	173	147	139	142	134	63	224	428	197	436	413	176	429	244
Weighted Base	878	437	442	63*	199	170	155	159	90	42*	262	485	132	495	384	193	476	209
000	84	38	46	5	16	16	13	16	14	5	20	45	19	50	34	21	45	19
	10%	9%	11%	7%	8%	9%	8%	10%	15%	13%	8%	9%	15%	10%	9%	11%	9%	9%
001	2	2	-	-	-	1	1	-	2	-	-	2	-	-	2	-	1	1
	*	*	-	-	-	1%	1%	-	-	-	-	*	-	-	1%	-	*	*
002	1	1	1	-	-	-	-	-	1	-	-	-	1	1	1	1	1	-
	*	*	*	-	-	-	-	-	2%	-	-	-	1%	-	-	-	-	-
003	1	1	-	-	-	-	1	-	-	-	-	-	100%a	51%	49%	51%	49%	-
	*	*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	-
004	3	3	-	-	-	-	2	-	1	-	-	2	1	1	2	1	1	1
	*	1%	-	-	-	-	1%	-	1%	-	-	*	1%	*	1%	1%	*	1%
005	25	14	11	2	5	2	5	6	4	1	7	13	5	10	14	5	11	9
	3%	3%	2%	4%	2%	1%	3%	2%	4%	3%	3%	3%	4%	2%	4%	3%	2%	4%
006	10	5	5	2	1	1	4	-	1	1	3	5	2	6	4	5	3	3
	1%	1%	1%	2%	1%	1%	2%	-	1%	3%	1%	1%	2%	1%	2%	2%	1%	1%
007	18	9	9	2	7	1	3	3	1	2	8	6	3	9	9	3	8	7
	2%	2%	2%	3%	3%	*	2%	2%	1%	5%	3%	1%	3%	2%	2%	1%	2%	4%
008	18	6	12	1	3	5	4	1	2	1	4	10	4	11	6	5	9	3
	2%	1%	3%	1%	2%	3%	2%	1%	3%	3%	1%	2%	3%	2%	3%	3%	2%	2%
009	5	4	1	-	1	-	2	1	-	-	22%	57%	21%	65%	35%	28%	52%	20%
	1%	1%	1%	-	1%	-	1%	-	-	-	1%	3	-	2	2	2	1	1
010	85	40	45	8	14	20	16	11	9	7	22	46	16	54	32	20	48	17
	10%	9%	10%	13%	7%	12%	10%	7%	10%	18%	9%	10%	13%	11%	8%	10%	10%	8%
		47%	53%	9%	17%	23%	18%	13%	11%	9%aeh	26%	54%	19%	63%	37%	23%	57%	20%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.16 And approximately how much of that cost is for your broadband service?
Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	849	414	435	51	173	147	139	142	134	63	224	428	197	436	413	176	429	244	
Weighted Base	878	437	442	63*	199	170	155	159	90	42*	262	485	132	495	384	193	476	209	
011	1	-	1	-	-	-	-	1	-	-	-	1	-	1	-	1	-	-	
	*	-	-	-	-	-	-	1%	-	-	-	-	-	*	-	1%	-	-	
	-	-	100%	-	-	-	-	100%	-	-	-	100%	-	100%	-	100%	-	-	
012	37	16	21	1	9	5	2	16	4	-	10	23	4	22	15	5	20	12	
	4%	4%	3%	1%	5%	3%	1%	10%	5%	-	4%	5%	3%	5%	4%	3%	4%	6%	
		44%	56%	2%	24%	12%	6%	43%alg j	12%	-	27%	61%	12%	60%	40%	14%	55%	31%	
013	7	3	4	-	1	-	3	1	1	1	1	4	2	3	4	1	4	3	
	1%	1%	1%	-	*	-	2%	1%	1%	3%	*	1%	2%	1%	1%	*	1%	1%	
		39%	61%	-	13%	-	42%	17%	10%	18%h	13%	60%	28%	39%	61%	13%	52%	35%	
014	8	4	4	-	1	1	1	4	-	-	1	6	-	5	3	1	5	1	
	1%	1%	1%	-	1%	1%	1%	3%	-	-	1%	1%	-	1%	1%	1%	1%	1%	
		49%	51%	-	17%	16%	14%	53%	-	-	17%	83%	-	61%	39%	17%	66%	17%	
015	128	63	64	8	26	30	26	21	13	4	34	77	17	68	60	27	68	33	
	15%	15%	15%	13%	13%	18%	17%	13%	14%	10%	13%	16%	13%	14%	16%	14%	14%	16%	
		50%	50%	6%	20%	23%	21%	16%	10%	3%	27%	60%	13%	53%	47%	21%	53%	28%	
016	13	6	7	2	6	2	1	-	2	-	8	3	2	6	7	2	8	3	
	1%	1%	1%	4%	3%	1%	1%	-	2%	-	3%	1%	1%	1%	2%	1%	2%	2%	
		49%	51%	19%h	43%	15%	9%	-	14%	-	62%h	24%	14%	45%	55%	14%	61%	25%	
017	30	15	15	2	8	2	7	7	3	1	10	16	4	10	20	7	17	7	
	3%	4%	3%	3%	4%	1%	5%	4%	3%	2%	4%	3%	3%	2%	5%	3%	4%	3%	
		51%	49%	7%	26%	8%	24%	23%	9%	2%	33%	55%	12%	35%	65%h	22%	56%	22%	
018	34	16	18	2	9	4	7	8	2	3	11	19	4	18	16	6	21	7	
	4%	4%	4%	4%	4%	2%	5%	5%	2%	6%	4%	4%	3%	4%	4%	3%	4%	3%	
		48%	52%	7%	25%	12%	21%	22%	5%	7%	32%	56%	13%	52%	48%	17%	62%	20%	
019	2	2	-	-	-	-	-	1	-	1	-	1	1	2	-	2	-	-	
	*	-	-	-	-	-	-	1%	-	1%	-	*	*	*	-	1%	-	-	
		100%	-	-	-	-	-	70%	-	30%	-	70%	30%	100%	-	100%	-	-	
020	140	73	67	8	33	37	26	21	10	5	41	85	15	84	56	24	82	33	
	16%	17%	15%	12%	17%	22%	17%	13%	11%	12%	16%	17%	11%	17%	15%	13%	17%	16%	
		52%	48%	5%	24%	27%h	19%	15%	7%	4%	29%	60%h	10%	60%	40%	17%	59%	24%	
021	3	1	1	-	1	1	-	-	-	-	1	1	-	3	-	1	1	-	
	*	*	-	-	1%	1%	-	-	-	-	1%	*	-	1%	*	1%	*	-	
		50%	50%	-	50%	50%	-	-	-	-	50%	50%	-	100%	-	50%	50%	-	

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	849	414	435	51	173	147	139	142	134	63	224	428	197	436	413	176	429	244
Weighted Base	878	437	442	63*	199	170	155	159	90	42*	262	485	132	495	384	193	476	209
022	10	4	6	-	4	1	-	2	2	1	4	3	3	4	6	3	5	2
	1%	1%	1%	-	2%	*	-	1%	3%	2%	2%	1%	2%	1%	2%	2%	1%	1%
023	6	6	1	2	-	-	-	21	24	7	41%	29%	30%	43%	57%	32%	45%	23%
	1%	1%	86%	4%	-	-	-	2	1	1	2	*	2%	5	2	2	2	*
024	1	1	14%	37%aeifg	-	-	-	31%	14%	18%eflg	37%	31%	32%	70%	31%	34%	36%	30%
	*	*	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1	-
025	47	19	29	3	10	9	5	9	8	3	13	23	11	28	19	11	27	9
	5%	4%	6%	5%	5%	5%	3%	5%	9%	7%	5%	5%	9%	6%	5%	6%	6%	4%
026	7	4	2	-	-	1	2	2	1	-	-	6	1	4	2	2	5	-
	1%	1%	1%	-	-	1%	2%	1%	1%	-	-	1%	*	1%	1%	1%	1%	-
027	4	2	2	-	3	-	1	-	-	-	3	1	-	1	3	-	1	3
	*	1%	*	-	1%	-	1%	-	-	-	1%	*	-	-	1%	-	*	1%
028	6	3	3	-	2	2	1	1	-	1	2	4	1	1	5	1	3	2
	1%	1%	1%	-	1%	1%	*	1%	-	2%	1%	1%	1%	*	1%	*	1%	1%
029	3	1	2	-	1	1	-	-	-	1	1	1	1	2	1	1	1	1
	*	*	*	-	1%	1%	-	-	-	2%	*	*	1%	1%	*	1%	*	*
030	66	37	30	8	15	15	14	11	3	1	23	40	3	48	19	16	42	8
	8%	8%	7%	12%	7%	9%	9%	7%	3%	2%	9%	8%	3%	10%	5%	8%	9%	4%
032	2	m	56%	12%ij	23%	23%	21%	17%	4%	1%	34%lm	61%lm	5%	72%lo	28%	24%	63%lr	13%
	*	2	-	-	-	-	-	1	1	-	-	1	1	-	2	-	2	-
035	15	9	6	1	9	3	1	-	1	1	10	4	1	9	6	3	9	3
	2%	2%	1%	2%	4%	2%	1%	-	1%	1%	4%	1%	1%	2%	2%	2%	2%	1%
		57%	43%	6%	59%ah	18%	8%	-	5%	4%	65%al	27%	8%	59%	41%	22%	61%	17%

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Base: All who have fixed broadband as part of a package

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	849	414	435	51	173	147	139	142	134	63	224	428	197	436	413	176	429	244
Weighted Base	878	437	442	63*	199	170	155	159	90	42*	262	485	132	495	384	193	476	209
036	3	3	-	-	1	1	-	-	-	-	1	1	-	1	1	1	-	1
*	-	1%	-	-	1%	1%	-	-	-	-	*	*	-	*	*	1%	-	1%
		100%	-	-	44%	56%	-	-	-	-	44%	56%	-	56%	44%	56%	-	44%
037	4	-	4	2	-	1	-	1	-	-	2	2	-	1	3	1	1	2
*	-	-	1%	3%	-	*	-	1%	-	-	1%	*	-	*	1%	1%	*	1%
		-	100%	46% ^a	-	19%	-	35%	-	-	46%	54%	-	35%	65%	35%	19%	46%
038	4	3	1	1	-	-	2	1	-	-	1	3	-	1	3	-	2	2
*	-	1%	-	2%	-	-	1%	1%	-	-	*	1%	-	*	1%	-	1%	1%
		78%	22%	28%	-	-	51%	22%	-	-	28%	72%	-	32%	68%	-	60%	40%
039	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-
*	-	-	-	-	1%	-	-	-	-	-	*	-	-	-	*	-	-	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-
040	19	5	14	2	2	5	-	5	3	1	4	11	4	8	11	6	5	7
2%	-	1%	3%	3%	1%	3%	-	3%	3%	3%	1%	2%	3%	2%	3%	3%	1%	3%
		26%	74%	11% ^g	10%	29% ^g	-	28% ^g	15% ^g	7% ^g	21%	57%	22%	42%	58%	34%	28%	37% ^g
041	1	1	-	-	-	-	-	-	1	-	-	-	1	1	-	-	1	-
*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100%	-	-	-	100%	100%	-	-	100%	-
042	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	1
*	-	-	-	-	1%	-	-	-	-	-	*	-	-	-	*	-	-	1%
		100%	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%
043	1	-	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	1
*	-	-	*	-	-	-	-	-	1%	-	-	-	1%	-	*	-	-	*
		-	100%	-	-	-	-	-	100%	-	-	-	100%	-	100%	-	-	100%
045	3	2	1	-	1	-	1	1	-	-	1	2	-	1	2	-	1	2
*	-	*	-	-	1%	-	1%	*	-	-	*	*	-	*	*	-	*	1%
		63%	37%	-	37%	-	38%	25%	-	-	37%	63%	-	38%	62%	-	38%	62%
050	7	5	2	1	4	1	-	-	1	-	5	1	1	4	3	3	2	2
1%	-	1%	*	1%	2%	1%	-	-	1%	-	2%	*	*	1%	1%	1%	*	1%
		74%	26%	13%	57%	21%	-	-	9%	-	70% ^l	21%	9%	59%	41%	39%	29%	32%
054	1	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
*	-	-	-	-	1%	-	-	-	-	-	1%	-	-	*	-	-	*	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-

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Unweighted Base	849	414	435	51	173	147	139	142	134	63	224	428	197	436	413	176	429	244
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055	2	1	1	-	-	-	1	1	-	-	-	2	-	1	1	-	2	-
	*	*	*	-	-	-	-	1%	-	-	-	*	-	*	*	-	*	-
		56%	44%	-	-	-	56%	44%	-	-	-	100%	-	44%	56%	-	100%	-
060	2	1	1	-	1	-	-	1	1	-	1	1	1	1	2	-	2	1
	*	*	*	-	1%	-	-	*	1%	-	*	*	1%	*	*	-	*	*
		58%	42%	-	42%	-	-	29%	28%	-	42%	29%	28%	28%	72%	-	71%	29%
068	1	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	1	-
	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	*	-
		-	100%	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	100%	-
090	1	1	-	-	1	-	-	-	-	-	1	-	-	1	-	-	1	-
	*	*	-	-	1%	-	-	-	-	-	*	-	-	*	*	-	*	-
		100%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-
100	1	-	1	-	-	-	1	-	-	-	-	1	-	1	-	1	-	-
	*	-	*	-	-	-	1%	-	-	-	-	*	-	*	-	1%	-	-
		-	100%	-	-	-	100%	-	-	-	-	100%	-	100%	-	100%	-	-
108	1	-	1	-	-	-	-	-	1	-	-	-	1	1	-	1	-	-
	*	-	*	-	-	-	-	-	1%	-	-	-	1%	*	-	*	-	-
		-	100%	-	-	-	-	-	100%	-	-	-	100%	100%	-	100%	-	-
SUMMARY CODES																		
£0	84	38	46	5	16	16	13	16	14	5	20	45	19	50	34	21	45	19
	10%	9%	11%	7%	8%	9%	8%	10%	15%	13%	8%	9%	15%	10%	9%	11%	9%	9%
		45%	55%	5%	19%	18%	16%	19%	17% ^{ae}	6%	24%	53%	23% ^{akl}	59%	41%	25%	53%	22%
£1-£10	168	84	84	15	31	30	37	22	20	13	46	88	33	95	73	42	84	42
	19%	19%	19%	23%	16%	17%	24%	14%	23%	32%	18%	18%	25%	19%	19%	21%	18%	20%
		50%	50%	9%	19%	18%	22% ^{ah}	13%	12%	8% ^{aef}	27%	53%	20% ^{akl}	56%	44%	25%	50%	25%
£11-£15	181	86	95	9	37	36	33	44	18	5	46	112	23	99	82	35	97	49
	21%	20%	22%	14%	19%	21%	22%	27%	20%	13%	18%	23%	18%	20%	21%	18%	20%	23%
		48%	52%	5%	20%	20%	18%	24% ^{aj}	10%	3%	25%	62%	13%	55%	45%	20%	54%	27%
£16-£20	219	113	106	14	55	46	42	37	16	9	69	124	25	120	99	40	128	50
	25%	26%	24%	23%	28%	27%	27%	23%	18%	21%	27%	26%	19%	24%	26%	21%	27%	24%
		52%	48%	7%	25%	21%	19%	17%	7%	4%	32%	57%	11%	55%	45%	18%	59%	23%

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	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
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Unweighted Base	849	414	435	51	173	147	139	142	134	63	224	428	197	436	413	176	429	244
Weighted Base	878	437	442	63*	199	170	155	159	90	42*	262	485	132	495	384	193	476	209
£21-£25	68	31	37	5	16	11	5	14	12	5	21	31	16	41	27	18	37	13
	8%	7%	8%	8%	8%	6%	3%	9%	13%	12%	8%	6%	12%	8%	7%	9%	8%	6%
		45%	55%	8%	23%	16%	8%	21%	17%g	7%g	31%	45%	24%al	60%	40%	27%	54%	19%
£26-£30	86	47	39	8	21	20	18	14	3	2	29	52	5	56	30	20	52	14
	10%	11%	9%	12%	10%	12%	12%	9%	4%	5%	11%	11%	4%	11%	8%	10%	11%	7%
		im	55%	9%	24%l	23%l	21%l	17%	4%	2%	33%im	61%im	6%	66%	34%	23%	61%	16%
£31-£40	48	22	26	6	14	10	3	9	4	2	20	22	6	21	27	13	21	14
	5%	5%	6%	10%	7%	6%	2%	5%	5%	5%	8%	5%	5%	4%	7%	6%	4%	7%
		46%	54%	12%g	29%	22%	7%	16%	8%	4%	41%	47%	12%	44%	56%	26%	44%	30%
More than £40	24	15	9	1	10	3	4	4	3	-	11	10	3	12	12	5	12	8
	3%	3%	2%	1%	5%	2%	2%	2%	4%	-	4%	2%	2%	2%	3%	2%	2%	4%
		63%	37%	4%	41%	11%	16%	16%	13%	-	45%	42%	13%	50%	50%	19%	49%	32%
Avg Score	17.684m	18.020	17.351	18.371	19.306	18.276	16.692	17.483	15.911	14.747	19.083	17.509	15.543	17.647	17.731	17.774	17.694	17.577
Standard Deviation	12.355	12.528	12.187	11.163	12.735	12.603	12.402	11.428	14.034	9.741	12.363	12.155	12.808	12.304	12.436	13.849	11.368	13.092
Error Variance	0.180	0.379	0.341	2.443	0.937	1.080	1.107	0.920	1.470	1.506	0.682	0.345	0.833	0.347	0.374	1.090	0.301	0.702

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	849	713	48	46	42	34	101	68	61	72	91	45	156	85	46	48	42
Weighted Base	878	746	49*	49*	34*	34*	104*	73*	67*	68*	96*	48*	172	84*	49*	49*	34*
000	84	65	15	3	2	1	10	3	1	8	10	5	19	8	3	15	2
	10%	9%	29%	5%	6%	4%	9%	3%	2%	11%	10%	11%	11%	10%	5%	29% 17%afghij kimnoq	6%
		77%	17%abde	3%	2%	2%	11%	3%	2%	9%l	11%	6%	23%l	10%	3%		2%
001	2	1	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	*	-	2%	-	-	-	-	-	-	-	1%	-	-	-	-	2%	-
		43%	57%ab	-	-	-	-	-	-	-	43%	-	-	-	-	57%a	-
002	1	1	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-
		51%	-	49%	-	-	51%	-	-	-	-	-	-	-	49%	-	-
003	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
004	3	3	-	-	-	-	-	-	1	-	-	-	1	1	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	1%	1%	-	-	-
		100%	-	-	-	-	-	-	26%	-	-	-	38%	36%	-	-	-
005	25	20	1	3	1	1	1	-	1	3	5	1	3	4	3	1	1
	3%	3%	3%	6%	2%	4%	1%	-	1%	5%	5%	2%	2%	5%	6%	3%	2%
		79%	6%	13%	3%	6%	2%	-	4%	13%	20%	4%	12%	18%	13%gh	6%	3%
006	10	10	-	-	-	-	2	2	-	1	-	-	2	3	-	-	-
	1%	1%	-	-	-	-	2%	3%	-	1%	-	-	1%	3%	-	-	-
		100%	-	-	-	-	23%	19%	-	7%	-	-	24%	27%	-	-	-
007	18	16	-	1	1	-	6	1	1	-	2	1	3	1	1	-	1
	2%	2%	-	2%	4%	-	5%	2%	2%	-	2%	2%	2%	1%	2%	-	4%
		88%	-	5%	7%	-	32%a	7%	7%	-	12%	6%	19%	4%	5%	-	7%
008	18	16	1	-	-	2	1	1	2	2	2	-	5	-	-	1	-
	2%	2%	3%	-	-	7%	1%	1%	3%	3%	2%	-	3%	-	-	3%	-
		92%	8%	-	-	14%an	7%	5%	12%	10%	13%	-	30%	-	-	8%	-
009	5	5	-	-	-	-	1	1	1	-	-	-	-	1	-	-	-
	1%	1%	-	-	-	-	1%	2%	2%	-	-	-	-	1%	-	-	-
		100%	-	-	-	-	19%	30%	25%	-	-	-	-	26%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

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Base: All who have fixed broadband as part of a package

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010	85	78	1	2	3	1	14	4	10	7	4	-	27	11	2	1	3
	10%	10% / 92%	3%	5% 3%	8% 3%	3% 1%	13% 16%kl	6% 5%	15% 32%klp	10% 8%l	5% 5%	-	16% 32%ahk lp	13%l	5% 3%	3% 2%	8% 3%l
011	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
012	37	31	4	1	2	2	5	5	1	5	2	1	6	4	1	4	2
	4%	4%	7%	2%	6%	5%	5%	7%	1%	7%	3%	2%	4%	5%	2%	7%	6%
		82%	9%	3%	5%	5%	13%	13%	2%	12%	6%	2%	17%	12%	3%	9%	5%
013	7	4	2	1	1	-	1	-	-	-	1	-	2	-	1	2	1
	1%	1%	4%	1%	3%	-	1%	-	-	-	1%	-	1%	-	1%	4%	3%
		53%	25%ab	10%	13%	-	13%	-	-	-	13%	-	27%	-	10%	25%	13%
014	8	5	-	3	-	-	-	-	1	-	1	-	1	1	3	-	-
	1%	1%	-	6%	-	-	-	-	2%	-	1%	-	1%	2%	6%	-	-
		64%	-	36%ab	-	-	-	-	15%	-	17%	-	16%	17%	36%agm	-	-
015	128	108	4	10	6	8	15	7	10	10	13	8	29	8	10	4	6
	15%	14%	9%	20%	18%	23%	14%	9%	16%	15%	13%	17%	17%	9%	20%	9%	18%
		84%	3%	8%	5%	6%	12%	5%	8%	8%	10%	7%	23%	6%	8%	3%	5%
016	13	10	2	-	1	-	1	1	2	2	2	1	3	-	-	2	1
	1%	1%	5%	-	2%	-	1%	1%	2%	3%	2%	2%	1%	-	-	5%	2%
		76%	17%	-	6%	-	7%	7%	9%	14%	14%	6%	20%	-	-	17%	6%
017	30	21	2	4	3	3	2	5	1	1	-	-	6	3	4	2	3
	3%	3%	4%	8%	8%	9%	2%	7%	2%	1%	-	-	3%	4%	8%	4%	8%
		71%	6%	13%	9%	11%kl	7%	17%k	4%	3%	-	-	18%	11%	13%k	6%	9%kl
018	34	25	2	5	2	1	4	-	4	4	2	3	5	3	5	2	2
	4%	3%	4%	11%	5%	4%	3%	-	6%	6%	2%	7%	3%	4%	11%	4%	5%
		74%	5%	16%ab	5%	4%	11%	-	12%	11%	5%	10%h	13%	10%	16%ahkm	5%	5%
019	2	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-
	*	-	-	2%	-	-	-	-	-	1%	-	-	-	-	2%	-	-
		30%	-	70%ab	-	-	-	-	-	30%	-	-	-	-	70%ab	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Weighted Base	878	746	49*	49*	34*	34*	104*	73*	67*	68*	96*	48*	172	84*	49*	49*	34*
020	140	125	4	2	8	7	17	11	12	13	12	7	27	19	2	4	8
	16%	17%	8%	5%	25%	20%	17%	15%	18%	19%	13%	15%	16%	22%	5%	8%	25%
		89% ^d	3%	2%	6% ^{cd}	5% ^o	12%	8%	8%	9%	9%	5%	19%	13% ^o	2%	3%	6% ^{op}
021	3	3	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	-	-	4%	-	-	-	-	-	-	-	2%	-	-	-
		100%	-	-	-	50% ^{agm}	-	-	-	-	-	-	-	50%	-	-	-
022	10	10	-	1	-	1	-	2	1	2	-	-	5	-	1	-	-
	1%	1%	-	1%	-	3%	-	2%	1%	3%	-	-	3%	-	1%	-	-
		94%	-	6%	-	10%	-	15%	7%	17%	-	-	46%	-	6%	-	-
023	6	6	-	1	-	-	1	2	-	-	-	-	3	-	1	-	-
	1%	1%	-	1%	-	-	1%	3%	-	-	-	-	2%	-	1%	-	-
		92%	-	8%	-	-	9%	30%	-	-	-	-	53%	-	8%	-	-
024	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	100% ^a	-	-	-	-	-	-	-	-
025	47	41	3	3	-	1	4	4	4	1	11	6	5	4	3	3	-
	5%	6%	6%	5%	-	3%	4%	5%	6%	2%	11%	13%	3%	5%	5%	6%	-
		88%	7%	6%	-	2%	9%	8%	9%	3%	22% ^{ajm}	13% ^{ajm}	11%	9%	6%	7%	-
026	7	7	-	-	-	-	-	3	1	-	q	q	-	-	-	-	-
	1%	1%	-	-	-	-	-	4%	2%	-	1	1	-	-	-	-	-
		100%	-	-	-	-	-	45% ^{am}	17%	-	1%	3%	-	-	-	-	-
027	4	3	1	-	-	-	-	-	-	1	1	-	-	1	-	1	-
	*	-	2%	-	-	-	-	-	-	1%	1%	-	-	1%	-	2%	-
		76%	24%	-	-	-	-	-	-	23%	34%	-	-	19%	-	24%	-
028	6	6	-	-	-	-	3	1	-	-	-	1	1	-	-	-	-
	1%	1%	-	-	-	-	3%	2%	-	-	-	2%	*	1%	-	-	-
		100%	-	-	-	-	44%	20%	-	-	-	12%	13%	12%	-	-	-
029	3	2	1	-	-	-	-	-	1	1	-	-	-	-	-	1	-
	*	-	3%	-	-	-	-	-	1%	2%	-	-	-	-	-	3%	-
		58%	42% ^{ab}	-	-	-	-	-	21%	37%	-	-	-	-	-	42% ^{am}	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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030	66	62	-	3	2	3	10	7	7	5	11	3	10	6	3	-	2
	8%	8%	-	5%	6%	9%	9%	9%	11%	7%	12%	6%	6%	7%	5%	-	6%
032	2	2	-	-	3%	-	-	1	-	-	1	-	-	-	-	-	-
	*	93% ^c	-	4%	3%	4%	15% ^p	10% ^p	11% ^p	7%	17% ^p	4%	15%	9%	4%	-	3%
035	15	14	-	1	-	-	-	66% ^a	-	-	34%	-	-	-	-	-	-
	2%	2%	-	1	-	-	1	5	1	1	3	2	-	1	1	-	-
036	3	3	-	-	-	-	-	31% ^{am}	9%	4%	17% ^m	16% ^m	-	5%	9% ^m	-	-
	*	100%	-	-	-	-	-	2%	-	-	-	-	1%	-	-	-	-
037	4	2	1	-	1	-	-	44%	-	-	-	-	56%	-	-	-	-
	*	46%	35% ^{ab}	-	2%	-	-	-	-	-	2%	-	-	-	-	1	2%
038	4	3	-	-	-	-	2	-	-	-	-	-	-	-	-	1	35% ^{am}
	*	-	2%	-	-	-	2%	-	-	-	-	-	1	-	-	-	19% ^m
039	1	1	-	-	-	-	46%	-	-	-	-	-	32%	-	-	22%	-
	*	100%	-	-	-	-	-	-	-	-	-	100% ^a	-	-	-	-	-
040	19	16	-	3	-	-	1	3	1	1	2	3	3	1	3	-	-
	2%	84%	-	16%	-	-	7%	16%	6%	3%	13%	16%	16%	4%	16%	-	-
041	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
042	1	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-
043	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	*	100%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-

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045	3	3	-	-	-	1	-	-	-	-	2	-	-	-	-	-	-
*	-	-	-	-	-	2%	-	-	-	-	2%	-	-	-	-	-	-
		100%	-	-	-	25%	-	-	-	-	75%a	-	-	-	-	-	-
050	7	6	-	-	1	-	-	1	-	-	2	1	-	1	-	-	1
1%	1%	1%	-	-	3%	-	-	2%	-	-	2%	3%	-	1%	-	-	3%
	87%	-	-	-	13%	-	-	20%	-	-	28%	21% _m	-	18%	-	-	13% _m
054	1	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	3%	-	-
	-	-	-	100% _{ab}	-	-	-	-	-	-	-	-	-	-	100% _{am}	-	-
055	2	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	100% _a	-	-	-	-	-	-
060	2	2	1	-	-	-	-	1	-	-	-	1	-	-	-	1	-
*	-	-	1%	-	-	-	-	1%	-	-	-	1%	-	-	-	1%	-
	71%	29%	-	-	-	-	-	42%	-	-	-	28%	-	-	-	29%	-
068	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
*	-	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
	-	-	100% _{ab}	-	-	-	-	-	-	-	-	-	-	-	-	100% _a	-
090	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	100% _a	-	-	-	-	-	-	-
100	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	-
	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
108	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
	100%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
SUMMARY CODES																	
£0	84	65	15	3	2	1	10	3	1	8	10	5	19	8	3	15	2
	10%	9%	29%	5%	6%	4%	9%	3%	2%	11%	10%	11%	11%	10%	5%	29%	6%
		77%	17% _{abde}	3%	2%	2%	11%	3%	2%	9% _d	11%	6%	23% _d	10%	3%	17% _{afghij} klmnopq	2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	849	713	48	46	42	34	101	68	61	72	91	45	156	85	46	48	42
Weighted Base	878	746	49*	49*	34*	34*	104*	73*	67*	68*	96*	48*	172	84*	49*	49*	34*
£1-£10	168	150	5	7	5	5	26	10	17	12	15	2	43	21	7	5	5
	19%	20% / 90%	11% 3%	15% 4%	14% 3%	14% 3%	25% 10% _d	13% 6%	25% 10% _d	18% 7% _d	15% 9%	4% 1%	25% 25% _d	25% 13% _d	15% 4%	11% 3%	14% 3%
£11-£15	181	148	10	14	9	10	21	11	12	14	17	9	40	14	14	10	9
	21%	20% 82%	19% 5%	29% 8%	27% 5%	28% 5%	20% 11%	16% 6%	20% 7%	18% 8%	19% 10%	19% 5%	23% 22%	16% 8%	29% 8%	19% 5%	23% 5%
£16-£20	219	182	10	13	14	11	24	17	18	20	16	11	39	25	13	10	14
	25%	24% 83%	20% 5%	26% 6%	41% 6% _{abc}	33% 5%	23% 11%	23% 8%	27% 8%	30% 9%	23% 7%	30% 5%	26% 18%	28% 12% _k	26% 6%	20% 5%	41% 6% _{agkmp}
£21-£25	68	61	3	4	-	3	5	7	6	3	11	6	14	6	4	3	-
	8%	8% 90%	6% 5%	8% 6%	- -	10% 5%	5% 7%	10% 11%	9% 9%	5% 5%	11% 16% _q	13% 9% _q	8% 20%	7% 8%	8% 6%	6% 5%	- -
£26-£30	86	79	2	3	2	3	12	11	9	7	14	5	11	8	3	2	2
	10%	11% 92%	5% 3%	6% 3%	5% 2%	9% 3%	12% 14%	15% 13% _m	14% 11%	10% 8%	14% 16% _m	9% 6%	6% 12%	9% 9%	5% 3%	5% 2%	6% 2%
£31-£40	48	40	5	4	2	5	2	7	5	4	8	7	6	2	2	2	2
	5%	5% 83%	5% 5%	5% 9%	4% 3%	2% -	4% 10%	14% 22% _{afgijm} n	2% 5%	2% 2%	8% 15%	14% 14% _{af} mn	2% 12%	2% 3%	2% 9%	5% 5%	5% 3%
More than £40	24	20	2	1	1	1	2	4	1	2	7	2	1	1	1	2	1
	3%	3% 82%	4% 8%	3% 6%	3% 4%	2% 3%	2% 8%	15% 15%	1% 2%	3% 8%	7% 27% _{am}	4% 9%	1% 5%	1% 5%	3% 6%	4% 8%	3% 4%
Avg Score	17.684m	17.889	14.210	18.331	17.290	17.211	17.152	22.085af	18.089	17.695	20.144	21.545	15.528	15.618	18.331	14.210	17.290
Standard Deviation	12.355	12.348	14.826	11.295	9.390	8.042	13.963	11.689	8.511	16.347	13.280	12.951	11.482	9.728	11.295	14.826	9.390
Error Variance	0.180	0.214	4.580	2.774	2.099	1.902	1.930	2.009	1.188	3.711	1.938	3.727	0.845	1.113	2.774	4.580	2.099

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	849	788	60	188	646	158	403	202	359	564	127	72	91	655	771
Weighted Base	878	810	67*	174	687	152	447	196	402	620	131	71*	80*	710	807
000	84 10%	80 10%	4 7%	20 11%	60 9%	16 10%	31 7%	18 9%	29 7%	50 8%	14 10%	8 10%	11 14%	60 8%	73 9%
001	2 *	2 *	- -	- -	2 *	1 1%	1 *	1 *	1 *	- -	1 1%	- -	- -	1 *	1 *
002	1 *	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 1%	- -	1 1%	1 51%	1 100%
003	1 *	1 *	- -	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 2%	- -	- -	1 *
004	3 *	3 *	- -	1 1%	1 *	1 1%	- -	1 1%	- -	2 *	1 1%	- -	1 1%	2 *	3 *
005	25 3%	23 3%	2 3%	11 6%	14 2%	5 3%	15 3%	5 2%	15 4%	20 3%	2 2%	4 5%	1 1%	22 3%	24 3%
006	10 1%	10 1%	- -	2 15%	9 85%	3 32%	3 28%	3 32%	3 28%	7 70%	1 12%	1 7%	- -	8 82%	9 89%
007	18 2%	16 2%	2 3%	8 44%	10 56%	6 34%	5 29%	9 50%	2 14%	12 66%	3 19%	1 4%	1 4%	15 85%	17 93%
008	18 2%	16 2%	1 2%	1 7%	16 83%	5 31%	8 47%	6 34%	8 44%	14 80%	1 6%	- -	2 11%	15 86%	17 97%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minor ity Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
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Weighted Base	878	810	67*	174	687	152	447	196	402	620	131	71*	80*	710	807
009	5	5	-	2	3	1	4	1	4	3	1	-	-	3	3
	1%	1%	-	1%	*	1%	1%	*	1%	1%	1%	-	-	*	*
		100%	-	44%	56%	19%	81%	19%	81%	74%	25%	-	-	74%	74%
010	85	80	5	13	70	14	42	20	36	63	7	7	11	69	61
	10%	10%	8%	7%	10%	9%	9%	10%	9%	10%	5%	10%	13%	10%	10%
		94%	6%	15%	85%	17%	49%	24%	42%	75%	8%	9%	13%k	81%	55%
011	1	1	-	1	-	-	1	-	1	1	-	-	-	1	1
	*	*	-	1%	-	-	*	-	*	*	-	-	-	*	*
		100%	-	100%e	-	-	100%	-	100%	100%	-	-	-	100%	100%
012	37	37	-	7	30	5	23	9	19	26	5	3	4	29	37
	4%	5%	-	4%	4%	3%	5%	5%	5%	4%	4%	4%	5%	4%	5%
		100%	-	18%	82%	13%	62%	25%	50%	69%	14%	8%	12%	78%	98%
013	7	7	-	1	6	1	5	1	5	4	1	1	1	4	6
	1%	1%	-	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%
		100%	-	17%	83%	10%	66%	10%	66%	56%	13%	10%	10%	56%	75%
014	8	8	-	1	7	2	4	2	4	5	3	-	-	8	8
	1%	1%	-	1%	1%	2%	1%	1%	1%	5	2%	-	-	1%	1%
		100%	-	14%	86%	31%	52%	31%	52%	61%	39%	-	-	100%	100%
015	128	116	12	19	104	21	62	25	58	93	22	10	12	107	120
	15%	14%	18%	11%	15%	14%	14%	13%	14%	15%	17%	14%	15%	15%	15%
		90%	10%	15%	81%	17%	49%	20%	46%	73%	18%	8%	9%	84%	94%
016	13	13	-	3	10	4	6	6	5	8	5	2	2	11	12
	1%	2%	-	2%	1%	3%	1%	3%	1%	1%	4%	3%	2%	2%	2%
		100%	-	21%	79%	31%	49%	44%	36%	61%	36%	19%	14%	86%	96%
017	30	29	1	8	22	4	14	8	9	18	8	3	3	25	28
	3%	4%	2%	4%	3%	2%	3%	4%	2%	3%	6%	4%	3%	3%	3%
		96%	4%	25%	75%	15%	46%	28%	31%	61%	27%	10%	8%	83%	83%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	849	788	60	188	646	158	403	202	359	564	127	72	91	655	771
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018	34 4%	28 3%	6 9% 18%b	8 4% 22%	27 4% 78%	4 3% 13%	18 4% 54%	8 4% 24%	15 4% 43%	24 4% 69%	2 2% 6%	2 3% 7%	3 4% 10%	25 3% 72%	27 3% 80%
019	2 -	2 -	-	-	2 -	-	2 -	-	2 -	1 -	-	-	1 1%	1 -	2 -
		100%	-	-	100%	-	100%	-	100%	70%	-	-	30%	70%	100%
020	140 16%	127 16%	13 19% 9%	28 16% 20%	111 16% 79%	30 20% 21%	64 14% 46%	33 17% 23%	62 15% 44%	103 17% 74%	15 12% 11%	8 12% 6%	12 15% 9%	110 16% 79%	126 16% 90%
021	3 -	3 -	-	-	3 -	-	3 1%	-	3 1%	1 -	1 1%	-	1 2%	3 100%	3 100%
022	10 1%	10 1%	-	4 2% 40%	6 1% 60%	1 1% 14%	7 2% 69%	3 1% 31%	5 2% 52%	5 1% 48%	2 1% 16%	3 4% 30%ajno	2 2% 15%	7 1% 64%	9 1% 91%
023	6 1%	6 1%	-	2 1% 35%	4 1% 65%	4 3% 59%ag	1 * 14%	4 2% 59%ai	1 * 14%	4 1% 68%	1 * 9%	-	2 2% 23%	1 1% 77%	6 1% 100%
024	1 -	1 -	-	-	1 -	-	1 100%	-	1 100%	1 100%	-	-	-	1 100%	1 100%
025	47 5%	45 6% 85%	3 4% 5%	10 6% 21%	37 5% 79%	6 4% 13%	26 6% 56%	8 4% 17%	24 6% 52%	34 6% 73%	4 3% 9%	1 1% 1%	6 8% 13%	36 5% 76%	43 5% 90%
026	7 1%	5 1% 79%	1 2% 21%	-	7 1% 100%	-	5 1% 79%	-	5 1% 79%	6 1% 83%	1 1% 17%	1 1% 9%	-	1 1% 100%	7 1% 100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
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Weighted Base	878	810	67*	174	687	152	447	196	402	620	131	71*	80*	710	807
027	4	4	-	-	4	-	3	2	1	3	1	-	-	4	4
	*	*	-	-	1%	-	1%	1%	*	*	1%	-	-	1%	*
		100%	-	-	100%	-	81%	47%	34%	76%	24%	-	-	100%	100%
028	6	6	-	2	3	1	4	2	4	5	1	1	-	5	6
	1%	1%	-	1%	*	1%	1%	1%	1%	86%	13%	1%	-	1%	1%
		100%	-	26%	56%	14%	73%	26%	61%	86%	13%	14%	-	86%	100%
029	3	2	1	1	2	-	1	-	1	2	1	1	-	2	3
	*	*	2%	*	*	-	*	-	*	*	1%	2%	-	*	*
		63%	37%	21%	79%	-	42%	-	42%	63%	42%	37%	-	63%	100%
030	66	60	7	9	58	7	44	8	42	56	8	5	3	61	62
	8%	7%	10%	5%	8%	4%	10%	4%	11%	9%	6%	7%	4%	9%	8%
		90%	10%	13%	87%	10%	66% ^h	12%	64% ^h	84%	11%	7%	4%	91%	94%
032	2	1	1	-	2	-	-	-	-	1	1	-	-	2	2
	*	*	1%	-	*	-	-	-	-	*	1%	-	-	*	*
		66%	34%	-	100%	-	-	-	-	34%	66%	-	-	100%	100%
035	15	11	4	1	13	3	9	3	9	9	4	4	1	12	12
	2%	1%	6%	*	2%	2%	2%	2%	2%	4%	3%	5%	1%	2%	2%
		75%	25% ^{ab}	4%	89%	20%	59%	20%	59%	57%	29%	23% ^{aj}	5%	82%	82%
036	3	3	-	1	1	1	1	1	1	3	1	-	-	3	3
	*	*	-	1%	*	1%	*	1%	*	*	1%	-	-	*	*
		100%	-	44%	56%	44%	56%	44%	56%	100%	56%	-	-	100%	100%
037	4	2	2	-	4	2	1	2	1	4	-	-	-	4	4
	*	*	3%	-	1%	1%	*	1%	*	1%	-	-	-	1%	1%
		54%	46% ^{ab}	-	100%	46%	35%	46%	35%	100%	-	-	-	100%	100%
038	4	3	1	1	3	1	2	1	2	1	2	-	-	3	3
	*	*	2%	*	*	1%	*	*	*	*	1%	-	-	*	*
		72%	28%	22%	78%	22%	46%	22%	46%	28%	40%	-	-	68%	68%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	849	788	60	188	646	158	403	202	359	564	127	72	91	655	771
Weighted Base	878	810	67*	174	687	152	447	196	402	620	131	71*	80*	710	807
039	1	-	1	-	1	-	-	-	-	1	-	-	-	1	1
	*	-	2%	-	*	-	-	-	-	*	-	-	-	*	*
		-	100%ab	-	100%	-	-	-	-	100%	-	-	-	100%	100%
040	19	19	-	6	13	-	13	3	9	11	4	2	*	15	17
	2%	2%	-	3%	2%	-	3%	2%	2%	2%	3%	3%	1%	2%	2%
		100%	-	30%	70%	-	68%fd	16%	49%	58%	21%	12%	3%	79%	94%
041	1	1	-	1	-	-	1	-	1	1	-	-	-	1	1
	*	*	-	*	-	-	*	-	*	-	-	-	-	*	*
		100%	-	100%	-	-	100%	-	100%	100%	-	-	-	100%	100%
042	1	1	-	1	-	-	1	-	1	-	1	-	-	1	1
	*	*	-	1%	-	-	*	-	*	-	1%	-	-	*	*
		100%	-	100%e	-	-	100%	-	100%	-	100%j	-	-	100%	100%
043	1	1	-	1	-	-	-	-	-	-	1	-	-	1	1
	*	*	-	*	-	-	-	-	-	-	1%	-	-	*	*
		100%	-	100%	-	-	-	-	-	-	100%	-	-	100%	100%
045	3	3	-	1	2	-	2	1	1	2	-	-	1	2	3
	*	*	-	*	*	-	*	*	*	*	-	-	1%	*	*
		100%	-	25%	75%	-	63%	25%	38%	75%	-	-	25%	75%	100%
050	7	7	-	1	6	1	5	1	5	6	1	-	-	7	7
	1%	1%	-	1%	1%	*	1%	*	1%	1%	1%	-	-	1%	1%
		100%	-	18%	82%	9%	78%	9%	78%	87%	13%	-	-	100%	100%
054	1	1	-	-	1	-	-	-	-	1	-	1	-	1	1
	*	*	-	-	*	-	-	-	-	*	-	2%	-	*	*
		100%	-	-	100%	-	-	-	-	100%	-	100%ajno	-	100%	100%
055	2	2	-	-	2	-	1	-	1	2	-	-	-	2	2
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
		100%	-	-	100%	-	56%	-	56%	100%	-	-	-	100%	100%

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	849	788	60	188	646	158	403	202	359	564	127	72	91	655	771
Weighted Base	878	810	67*	174	687	152	447	196	402	620	131	71*	80*	710	807
O60	2	2	-	-	2	-	1	-	1	1	1	-	-	2	2
	*	*	-	-	*	-	*	-	*	*	1%	-	-	*	*
O68	1	1	-	-	1	-	-	-	1	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
O90	1	1	-	-	1	-	1	-	1	100%	-	-	-	100%	100%
	*	*	-	-	*	-	*	-	*	-	1	-	-	*	*
100	1	-	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	-	1%	-	-	*	*
108	1	-	-	-	100%	-	100%	-	100%	100%	100%j	-	-	100%	100%
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
SUMMARY CODES	1	1	-	-	1	-	-	-	-	1	-	-	-	1	1
	*	*	-	-	*	-	*	-	*	*	-	-	-	*	*
£0	84	80	4	20	60	16	31	18	29	50	14	8	11	60	73
	10%	10%	7%	11%	9%	10%	7%	9%	7%	8%	10%	12%	14%	8%	9%
£1-£10	168	157	10	38	126	37	79	46	70	122	19	14	16	137	157
	19%	19%	16%	22%	18%	24%	18%	23%	17%	20%	14%	20%	20%	19%	19%
£11-£15	181	169	12	29	147	29	95	38	87	129	32	14	17	149	171
	21%	21%	18%	17%	21%	19%	21%	19%	22%	21%	24%	20%	21%	21%	21%
£16-£20	219	199	20	46	172	42	105	55	92	154	30	16	20	172	196
	25%	25%	30%	26%	25%	28%	23%	26%	23%	25%	23%	23%	26%	24%	24%
		91%	9%	21%	79%	19%	48%	25%	42%	70%	14%	7%	9%	79%	89%

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	849	788	60	188	646	158	403	202	359	564	127	72	91	655	771
Weighted Base	878	810	67*	174	687	152	447	196	402	620	131	71*	80*	710	807
£21-£25	68	66	3	16	52	11	38	15	35	46	8	4	11	52	63
	8%	8%	4%	9%	8%	8%	9%	8%	9%	7%	6%	5%	13%	7%	8%
		96%	4%	24%	76%	17%	56%	22%	51%	68%	12%	6%	15%	76%	92%
£26-£30	86	77	9	11	74	8	58	11	54	72	12	7	3	78	82
	10%	10%	14%	6%	11%	5%	13%	6%	13%	12%	9%	10%	4%	11%	10%
			89%	11%	13%	86%	9%	76% ^d	13%	63% ^h	83% ^m	14%	8%	3%	91% ^m
£31-£40	48	40	8	8	39	7	27	11	23	30	13	6	1	40	43
	5%	5%	13%	5%	6%	5%	6%	6%	6%	5%	10%	8%	2%	6%	5%
		82%	18% ^{ab}	17%	81%	14%	56%	23%	47%	62%	26% ^{jm}	12%	3%	83%	89%
More than £40	24	23	-	5	18	2	13	2	13	17	5	1	1	22	23
	3%	3%	-	3%	3%	1%	3%	1%	3%	3%	4%	2%	1%	3%	3%
		95%	-	23%	74%	7%	56%	10%	53%	71%	21%	6%	3%	92%	95%
Avg Score	17.684	17.430	19.185	16.768	18.022	15.930	18.695 ^f	16.438	18.753 ^h	17.953 ^m	18.535 ^m	16.924	14.702	18.096 ^m	17.701 ^m
Standard Deviation	12.355	12.101	10.044	13.150	12.082	12.422	11.589	11.962	11.744	11.785	13.594	11.596	9.022	12.274	12.012
Error Variance	0.180	0.186	1.681	0.920	0.226	0.977	0.333	0.708	0.384	0.246	1.455	1.868	0.894	0.230	0.187

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	849	328	338	571	556	310	849	-	51	849
Weighted Base	878	352	363	611	560	338	878	**	54*	878
000	84	25	25	43	61	24	84	-	4	84
	10%	7%	7%	7%	11%	7%	10%	-	8%	10%
		30%	29%	51%	73%	29%	100%	-	5%	100%
001	2	1	1	2	2	-	2	-	-	2
	*	*	*	*	*	-	*	-	-	*
		43%	57%	100%	100%	-	100%	-	-	100%
002	1	1	-	1	1	1	1	-	1	1
	*	*	-	*	*	*	*	-	*	*
		51%	-	51%	49%	51%	100%	-	51%	100%
003	1	-	-	-	-	1	1	-	-	1
	*	-	-	-	-	*	*	-	-	*
		-	-	-	-	100%	100%	-	-	100%
004	3	2	2	3	3	-	3	-	-	3
	*	1%	1%	*	1%	-	*	-	-	*
		64%	55%	82%	100%	-	100%	-	-	100%
005	25	10	9	16	20	4	25	-	1	25
	3%	3%	3%	3%	4%	1%	3%	-	2%	3%
		39%	37%	63%	62%	18%	100%	-	5%	100%
006	10	3	2	5	8	2	10	-	2	10
	1%	1%	*	1%	1%	1%	1%	-	4%	1%
		32%	17%	49%	81%	19%	100%	-	20% ^f	100%
007	18	6	6	11	17	1	18	-	1	18
	2%	2%	2%	2%	3%	*	2%	-	2%	2%
		35%	33%	62%	95% ^f	5%	100% ^f	-	7%	100% ^f
008	18	5	13	15	12	7	18	-	1	18
	2%	1%	3%	2%	2%	2%	100%	-	1%	2%
		27%	72%	86%	69%	38%	100%	-	3%	100%
009	5	1	2	4	3	1	5	-	1	5
	1%	*	1%	1%	1%	*	1%	-	2%	1%
		26%	55%	81%	75%	25%	100%	-	25%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	849	328	338	571	556	310	849	-	51	849
Weighted Base	878	352	363	611	560	338	878	**	54*	878
010	85	37	36	68	62	24	85	-	6	85
	10%	11%	10%	11%	11%	7%	10%	-	11%	10%
		44%	43%	80%	73%	28%	100%	-	7%	100%
011	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	*	-	*	-	-	*
		-	-	-	100%	-	100%	-	-	100%
012	37	11	18	24	27	11	37	-	3	37
	4%	3%	5%	4%	5%	3%	4%	-	5%	4%
		30%	47%	65%	72%	28%	100%	-	7%	100%
013	7	5	5	6	4	3	7	-	-	7
	1%	1%	1%	1%	1%	1%	1%	-	-	1%
		70%	72%	82%	61%	39%	100%	-	-	100%
014	8	5	1	5	5	4	8	-	-	8
	1%	1%	*	1%	1%	1%	1%	-	-	1%
		66%	16%	66%	68%	49%	100%	-	-	100%
015	128	46	66	95	79	52	128	-	6	128
	15%	13%	18%	16%	14%	15%	15%	-	12%	15%
		36%	51%	75%	62%	41%	100%	-	5%	100%
016	13	8	8	11	9	4	13	-	1	13
	1%	2%	2%	2%	2%	1%	1%	-	2%	1%
		62%	63%	82%	66%	34%	100%	-	8%	100%
017	30	16	14	22	22	7	30	-	2	30
	3%	4%	4%	4%	4%	2%	3%	-	4%	3%
		53%	45%	74%	75%	25%	100%	-	7%	100%
018	34	13	12	22	24	10	34	-	-	34
	4%	4%	3%	4%	4%	3%	4%	-	-	4%
		37%	35%	63%	71%	29%	100%	-	-	100%
019	2	1	1	2	2	-	2	-	-	2
	*	*	*	*	*	-	*	-	-	*
		30%	70%	100%	100%	-	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	849	328	338	571	556	310	849	-	51	849
Weighted Base	878	352	363	611	560	338	878	**	54*	878
020	140	64	47	96	81	61	140	-	7	140
	16%	18%	13%	16%	15%	18%	16%	-	14%	16%
		46%	34%	69%	58%	43%	100%	-	5%	100%
021	3	-	3	3	1	1	3	-	-	3
	*	-	1%	*	-	-	*	-	-	*
		-	100%	100%	50%	50%	100%	-	-	100%
022	10	-	8	8	7	3	10	-	-	10
	1%	-	2%	1%	1%	1%	1%	-	-	1%
		-	73% ^b	73%	72%	28%	100%	-	-	100%
023	6	2	1	2	4	2	6	-	1	6
	1%	1%	*	*	1%	1%	1%	-	2%	1%
		38%	18%	38%	62%	38%	100%	-	18%	100%
024	1	1	-	1	1	-	1	-	-	1
	*	*	-	*	*	-	*	-	-	*
		100%	-	100%	100%	-	100%	-	-	100%
025	47	21	18	35	25	22	47	-	2	47
	5%	6%	5%	6%	5%	7%	5%	-	3%	5%
		45%	37%	74%	53%	47%	100%	-	3%	100%
026	7	2	3	4	5	2	7	-	1	7
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		30%	42%	64%	66%	34%	100%	-	9%	100%
027	4	2	2	4	3	1	4	-	1	4
	*	1%	1%	1%	1%	*	*	-	2%	*
		47%	53%	100%	77%	23%	100%	-	23%	100%
028	6	4	3	4	3	4	6	-	-	6
	1%	1%	1%	1%	1%	1%	1%	-	1%	1%
		62%	44%	73%	50%	62%	100%	-	13%	100%
029	3	-	2	2	2	1	3	-	-	3
	*	-	1%	*	*	*	*	-	-	*
		-	63%	63%	58%	42%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	849	328	338	571	556	310	849	-	51	849
Weighted Base	878	352	363	611	560	338	878	**	54*	878
030	66	34	31	54	25	43	66	-	4	66
	8%	10%	9%	9%	4%	13%	8%	-	7%	8%
		e 51%	47%	81%	37%	65%aegj	100%e	-	5%	100%e
032	2	-	1	1	2	-	2	-	-	2
	*	-	*	*	*	-	*	-	-	*
		-	66%	66%	100%	-	100%	-	-	100%
035	15	3	7	9	7	9	15	-	2	15
	2%	1%	2%	1%	1%	3%	2%	-	3%	2%
		19%	44%	58%	43%	57%	100%	-	11%	100%
036	3	-	1	1	-	3	3	-	1	3
	*	-	*	*	-	1%	*	-	2%	*
		-	56%	56%	-	100%	100%	-	44%e	100%
037	4	2	2	4	3	3	4	-	-	4
	*	1%	1%	1%	1%	1%	*	-	-	*
		46%	54%	100%	81%	65%	100%	-	-	100%
038	4	2	1	3	2	3	4	-	-	4
	*	1%	*	1%	*	1%	*	-	-	*
		51%	28%	78%	46%	72%	100%	-	-	100%
039	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
040	19	7	3	8	11	8	19	-	3	19
	2%	2%	1%	1%	2%	2%	2%	-	6%	2%
		38%	18%	45%	61%	45%	100%	-	16%	100%
041	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
042	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	849	328	338	571	556	310	849	-	51	849
Weighted Base	878	352	363	611	560	338	878	**	54*	878
043	1	-	-	-	1	-	1	-	-	1
	*	-	-	-	-	-	-	-	-	*
					100%	-	100%	-	-	100%
045	3	1	1	1	1	2	3	-	-	3
	*	*	*	*	*	1%	*	-	-	*
		38%	38%	38%	25%	75%	100%	-	-	100%
050	7	3	1	5	5	3	7	-	-	7
	1%	1%	*	1%	1%	1%	1%	-	-	1%
		48%	21%	69%	80%	41%	100%	-	-	100%
054	1	1	1	1	1	-	1	-	1	1
	*	*	*	*	*	-	*	-	3%	*
		100%	100%	100%	100%	-	100%	-	100%aefgj	100%
055	2	1	1	1	1	2	2	-	-	2
	*	*	*	*	*	1%	*	-	-	*
		56%	56%	56%	56%	100%	100%	-	-	100%
060	2	-	-	-	2	1	2	-	1	2
	*	-	-	-	*	*	*	-	2%	*
		-	-	-	100%	29%	100%	-	42%	100%
068	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
090	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%
100	1	-	1	1	-	1	1	-	-	1
	*	-	*	*	-	*	*	-	-	*
		-	100%	100%	-	100%	100%	-	-	100%
108	1	1	-	1	-	1	1	-	-	1
	*	*	-	*	-	*	*	-	-	*
		100%	-	100%	-	100%	100%	-	-	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	849	328	338	571	556	310	849	-	51	849
Weighted Base	878	352	363	611	560	338	878	**	54*	878
SUMMARY CODES										
£0	84	25	25	43	61	24	84	-	4	84
	10%	7%	7%	7%	11%	7%	10%	-	8%	10%
		30%	29%	51%	73%	29%	100%	-	5%	100%
£1-£10	168	66	71	124	129	41	168	-	13	168
	19%	19%	20%	20%	23%	12%	19%	-	24%	19%
		f	39%	42%	77% ^d	24%	100% ^d	-	8% ^d	100% ^d
£11-£15	181	67	90	131	117	69	181	-	9	181
	21%	19%	25%	21%	21%	20%	21%	-	17%	21%
			37%	49%	64%	38%	100%	-	5%	100%
£16-£20	219	101	82	152	138	83	219	-	11	219
	25%	29%	23%	25%	25%	24%	25%	-	20%	25%
		46%	38%	70%	63%	38%	100%	-	5%	100%
£21-£25	68	25	29	49	39	29	68	-	3	68
	8%	7%	8%	8%	7%	9%	8%	-	5%	8%
		37%	43%	72%	58%	42%	100%	-	4%	100%
£26-£30	86	42	41	68	37	51	86	-	6	86
	10%	12%	11%	11%	7%	15%	10%	-	11%	10%
		e	46%	47%	43%	59% ^{aegj}	100% ^e	-	7%	100% ^e
£31-£40	48	15	17	29	25	27	48	-	6	48
	5%	4%	5%	5%	4%	8%	5%	-	11%	5%
		31%	35%	60%	52%	56% ^e	100%	-	13% ^e	100%
More than £40	24	11	9	16	13	14	24	-	2	24
	3%	3%	2%	3%	2%	4%	3%	-	4%	3%
		45%	37%	66%	55%	60%	100%	-	10%	100%
Avg Score	17.684e	18.457	17.857	18.149	16.093	20.845aegj	17.684e	-	19.196	17.684e
Standard Deviation	12.355	12.229	12.168	12.411	11.499	13.608	12.355	-	13.597	12.355
Error Variance	0.180	0.456	0.438	0.270	0.238	0.597	0.180	-	3.625	0.180

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	849	672	177	454	395	849	187	659	34	40	24
Weighted Base	878	690	188	477	402	878	196	680	31*	44*	25**
000	84	65	19	45	39	84	22	61	5	2	4
	10%	9%	10%	9%	10%	10%	11%	9%	17%	4%	15%
		77%	23%	53%	47%	100%	26%	73%	6%	2%	5%
001	2	2	-	1	1	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	57%	43%	100%	-	100%	-	-	-
002	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
003	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	-	-	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
004	3	2	1	1	3	3	2	1	-	-	-
	*	*	1%	*	1%	*	1%	*	-	-	-
		62%	38%	17%	83%	100%	64%	36%	-	-	-
005	25	21	3	12	12	25	3	21	-	-	-
	3%	3%	2%	3%	3%	3%	2%	3%	-	-	-
		86%	14%	50%	50%	100%	12%	85%	-	-	-
006	10	9	2	2	8	10	2	8	*	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	2%	-	-
		85%	15%	24%	76%	100%	16%	84%	5%	-	-
007	18	16	2	7	11	18	7	11	1	1	1
	2%	2%	1%	1%	3%	2%	4%	2%	2%	3%	5%
		88%	12%	39%	61%	100%	40%	60%	4%	7%	7%
008	18	18	-	10	8	18	6	12	1	2	3
	2%	3%	-	2%	2%	2%	3%	2%	3%	5%	14%
		100% ^c	-	57%	43%	100%	34%	66%	5%	13%	19%
009	5	5	-	2	2	5	1	4	1	-	-
	1%	1%	-	1%	1%	1%	*	1%	3%	-	-
		100%	-	55%	45%	100%	19%	81%	19%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	849	672	177	454	395	849	187	659	34	40	24
Weighted Base	878	690	188	477	402	878	196	680	31*	44*	25**
010	85	71	14	50	35	85	10	75	2	4	1
	10%	10%	8%	10%	9%	10%	5%	11%	7%	10%	4%
		83%	17%	59%	41%	100%	12%	88%g	3%	5%	1%
011	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
012	37	30	7	22	15	37	5	32	2	-	-
	4%	4%	4%	5%	4%	4%	3%	5%	7%	-	-
		80%	20%	59%	41%	100%	14%	86%	6%	-	-
013	7	7	1	4	3	7	1	6	-	-	-
	1%	1%	*	1%	1%	1%	*	1%	-	-	-
		92%	8%	55%	45%	100%	13%	87%	-	-	-
014	8	8	-	4	4	8	3	5	-	-	2
	1%	1%	-	1%	1%	1%	2%	1%	-	-	7%
		100%	-	47%	53%	100%	39%	61%	-	-	22%
015	128	99	29	68	59	128	38	90	6	6	3
	15%	14%	15%	14%	15%	15%	19%	13%	20%	14%	12%
		77%	23%	53%	47%	100%	29%	71%	5%	5%	2%
016	13	8	5	9	4	13	7	6	-	3	2
	1%	1%	3%	2%	1%	1%	4%	1%	-	6%	7%
		60%	40%	69%	31%	100%	55%h	45%	-	21%a	13%
017	30	23	7	17	13	30	3	27	-	-	-
	3%	3%	4%	4%	3%	3%	1%	4%	-	-	-
		78%	22%	57%	43%	100%	9%	91%	-	-	-
018	34	29	5	22	12	34	7	27	1	1	2
	4%	4%	3%	5%	3%	4%	4%	4%	3%	2%	8%
		84%	16%	66%	34%	100%	20%	80%	2%	3%	5%
019	2	2	-	1	1	2	-	2	-	-	-
	*	*	-	*	*	*	-	*	-	-	-
		100%	-	30%	70%	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	849	672	177	454	395	849	187	659	34	40	24
Weighted Base	878	690	188	477	402	878	196	680	31*	44*	25**
020	140	109	31	77	63	140	26	114	2	5	1
	16%	16%	17%	16%	16%	16%	13%	17%	7%	12%	5%
		78%	22%	55%	45%	100%	19%	81%	2%	4%	1%
021	3	3	-	3	-	3	1	1	-	-	-
	*	*	-	1%	-	*	1%	*	-	-	-
		100%	-	100%	-	100%	50%	50%	-	-	-
022	10	7	4	4	6	10	2	8	-	1	1
	1%	1%	2%	1%	2%	1%	1%	1%	-	2%	3%
		64%	36%	38%	62%	100%	16%	82%	-	8%	8%
023	6	5	1	5	1	6	1	6	-	1	-
	1%	1%	1%	1%	*	1%	*	1%	-	2%	-
		82%	18%	81%	19%	100%	11%	89%	-	11%	-
024	1	-	1	1	-	1	-	1	-	-	-
	*	-	1%	*	-	*	-	*	-	-	-
		-	100%	100%	-	100%	-	100%	-	-	-
025	47	32	16	22	26	47	10	37	2	2	2
	5%	5%	8%	5%	6%	5%	5%	5%	5%	5%	6%
		67%	33%	46%	54%	100%	22%	78%	3%	5%	3%
026	7	5	1	4	3	7	-	7	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		79%	21%	52%	48%	100%	-	100%	-	-	-
027	4	4	-	2	2	4	2	2	-	1	-
	*	1%	-	*	*	*	1%	*	-	2%	-
		100%	-	57%	43%	100%	58%	42%	-	24%	-
028	6	4	2	2	4	6	5	1	1	2	2
	1%	1%	1%	*	1%	1%	2%	*	2%	4%	6%
		61%	39%	36%	64%	100%	76%ah	24%	13%h	32%a	26%
029	3	2	1	1	2	3	1	2	-	-	-
	*	*	1%	*	*	*	1%	*	-	-	-
		63%	37%	42%	58%	100%	37%	63%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	849	672	177	454	395	849	187	659	34	40	24
Weighted Base	878	690	188	477	402	878	196	680	31*	44*	25**
030	66	52	14	40	27	66	15	52	1	6	1
	8%	8%	7%	8%	7%	8%	7%	8%	3%	13%	5%
		79%	21%	60%	40%	100%	22%	78%	2%	9%	2%
032	2	1	1	-	2	2	1	1	1	-	-
	*	*	*	-	*	*	*	*	2%	-	-
		66%	34%	-	100%	100%	34%	66%	34%	-	-
035	15	11	4	3	12	15	1	15	1	-	-
	2%	2%	2%	1%	3%	100%	*	2%	2%	-	-
		74%	26%	18%	82% ^d	100%	4%	96%	4%	-	-
036	3	3	-	3	-	3	-	3	-	-	-
	*	*	-	1%	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
037	4	4	-	4	-	4	3	1	2	2	-
	*	1%	-	1%	-	*	2%	*	6%	4%	-
		100%	-	100%	-	100%	81% ^h	19%	46% ^{ah}	46% ^a	-
038	4	2	2	2	2	4	2	2	1	-	-
	*	*	1%	1%	*	*	1%	*	4%	-	-
		54%	46%	60%	40%	100%	54%	46%	32% ^{ah}	-	-
039	1	-	1	-	1	1	-	1	-	-	-
	*	-	1%	-	*	*	-	*	-	-	-
		-	100%	-	100%	100%	-	100%	-	-	-
040	19	10	9	12	7	19	6	12	-	4	-
	2%	1%	5%	2%	2%	2%	3%	2%	-	9%	-
		51%	49% ^{ab}	62%	38%	100%	34%	66%	-	21% ^a	-
041	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
042	1	1	-	-	1	1	-	1	-	-	-
	*	*	-	-	*	*	-	*	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	849	672	177	454	395	849	187	659	34	40	24
Weighted Base	878	690	188	477	402	878	196	680	31*	44*	25**
043	1	1	-	-	1	1	-	1	-	-	-
	*	-	-	-	*	*	-	-	-	-	-
		100%	-	-	100%	100%	-	100%	-	-	-
045	3	2	1	1	2	3	1	2	-	-	1
	*	-	*	*	*	*	-	-	-	-	3%
		75%	25%	38%	62%	100%	25%	75%	-	-	25%
050	7	6	1	6	1	7	-	7	-	-	-
	1%	1%	*	1%	*	1%	-	1%	-	-	-
		91%	9%	91%	9%	100%	-	100%	-	-	-
054	1	1	-	1	-	1	-	1	-	-	-
	*	-	-	*	-	*	-	-	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
055	2	1	1	-	2	2	-	2	-	-	-
	*	*	1%	-	1%	*	-	*	-	-	-
		56%	44%	-	100%	100%	-	100%	-	-	-
060	2	1	2	-	2	2	-	2	-	-	-
	*	*	1%	-	1%	*	-	*	-	-	-
		28%	72%	-	100%	100%	-	100%	-	-	-
068	1	1	-	-	1	1	-	-	-	1	-
	*	*	-	-	*	*	1%	-	-	3%	-
		100%	-	-	100%	100%	100%	-	-	100%a	-
090	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
100	1	1	-	1	-	1	-	1	-	-	-
	*	*	-	*	-	*	-	*	-	-	-
		100%	-	100%	-	100%	-	100%	-	-	-
108	1	1	-	1	-	1	-	-	-	-	-
	*	*	-	*	-	*	-	-	-	-	-
		100%	-	100%	-	100%	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	849	672	177	454	395	849	187	659	34	40	24
Weighted Base	878	690	188	477	402	878	196	680	31*	44*	25**
SUMMARY CODES											
£0	84	65	19	45	39	84	22	61	5	2	4
	10%	9%	10%	9%	10%	10%	11%	9%	17%	4%	15%
		77%	23%	53%	47%	100%	26%	73%	6%	2%	5%
£1-£10	168	145	23	87	80	168	31	136	5	8	6
	19%	21%	12%	18%	20%	19%	16%	20%	17%	18%	23%
		c 86% ^c	14%	52%	48%	100%	19%	81%	3%	5%	3%
£11-£15	181	144	37	98	83	181	47	135	9	6	5
	21%	21%	20%	21%	21%	21%	24%	20%	28%	14%	19%
		80%	20%	54%	46%	100%	26%	74%	5%	3%	3%
£16-£20	219	170	48	125	93	219	43	176	3	9	5
	25%	25%	26%	26%	23%	25%	22%	26%	10%	20%	19%
		78%	22%	57%	43%	100%	20%	80% ^d	1%	4%	2%
£21-£25	68	46	22	35	33	68	14	54	2	4	2
	8%	7%	12%	7%	8%	8%	7%	8%	5%	9%	9%
		68%	32% ^b	51%	49%	100%	21%	79%	2%	6%	3%
£26-£30	86	67	19	49	37	86	23	64	2	8	3
	10%	10%	10%	10%	9%	10%	12%	9%	6%	19%	12%
		78%	22%	57%	43%	100%	26%	74%	2%	10%	3%
£31-£40	48	32	17	24	24	48	13	35	4	6	-
	5%	5%	9%	5%	6%	5%	7%	5%	14%	13%	-
		66%	34% ^b	50%	50%	100%	27%	73%	9% ^{a,h}	12%	-
More than £40	24	20	4	13	11	24	3	20	1	1	1
	3%	3%	2%	3%	3%	3%	2%	3%	4%	3%	3%
		83%	17%	55%	45%	100%	13%	84%	5%	5%	3%
Avg Score	17.684	17.318	19.023	18.003	17.304	17.684	17.794	17.606	19.321	22.142 ^a	14.967
Standard Deviation	12.355	12.558	11.514	13.160	11.331	12.355	13.109	11.784	21.458	13.079	10.467
Error Variance	0.180	0.235	0.749	0.381	0.325	0.180	0.919	0.211	13.543	4.277	4.565

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	849	27	19	25	15	81	96	753	43	51	43	849	-
Weighted Base	878	25**	18**	27**	16**	85*	101*	778	47*	56*	48*	878	..*
000	84	8	2	2	-	10	10	75	3	6	4	84	-
	10%	33%	11%	6%	-	10%	10%	10%	7%	11%	9%	10%	-
		10%	3%	2%	-	11%	11%	89%	4%	7%	5%	100%	-
001	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
002	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
003	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
004	3	1	-	-	-	-	-	3	2	1	-	3	-
	*	2%	-	-	-	-	-	*	4%	1%	-	*	-
		18%	-	-	-	-	-	100%	56%ah	18%	-	100%	-
005	25	*	2	1	-	6	6	19	4	3	2	25	-
	3%	2%	10%	3%	-	7%	6%	2%	9%	5%	5%	3%	-
		2%	7%	3%	-	22%ah	22%	78%	17%ah	11%	9%	100%	-
006	10	-	*	2	-	2	2	8	-	2	2	10	-
	1%	-	3%	6%	-	3%	2%	1%	-	4%	3%	1%	-
		-	5%	15%	-	22%	22%	78%	-	20%	15%	100%	-
007	18	-	1	-	-	3	3	15	3	2	4	18	-
	2%	-	3%	-	-	3%	3%	2%	6%	4%	9%	2%	-
		-	3%	-	-	17%	17%	83%	16%	12%	24%ah	100%	-
008	18	-	-	-	-	3	3	14	2	3	2	18	-
	2%	-	-	-	-	4%	3%	2%	5%	5%	5%	2%	-
		-	-	-	-	19%	19%	81%	13%	15%	13%	100%	-
009	5	-	1	-	-	1	1	4	-	-	-	5	-
	1%	-	6%	-	-	1%	1%	*	-	-	-	1%	-
		-	26%	-	-	19%	19%	81%	-	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	849	27	19	25	15	81	96	753	43	51	43	849	-
Weighted Base	878	25**	18**	27**	16**	85*	101*	778	47*	56*	48*	878	..*
010	85	2	1	3	1	8	9	76	4	1	3	85	-
	10%	9%	6%	10%	7%	9%	9%	10%	10%	3%	6%	10%	-
		3%	1%	3%	1%	9%	10%	90%	5%	2%	3%	100%	-
011	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
012	37	1	-	-	1	6	7	30	1	3	1	37	-
	4%	5%	-	-	6%	7%	7%	4%	2%	6%	2%	4%	-
		3%	-	-	2%	17%	19%	81%	3%	9%	3%	100%	-
013	7	1	-	-	-	-	-	7	1	1	-	7	-
	1%	3%	-	-	-	-	-	1%	2%	1%	-	1%	-
		10%	-	-	-	-	-	100%	13%	10%	-	100%	-
014	8	-	-	-	-	-	-	8	3	3	1	8	-
	1%	-	-	-	-	-	-	1%	6%	5%	3%	1%	-
		-	-	-	-	-	-	100%	38%afgh	34%afgh	17%	100%	-
015	128	2	1	4	5	13	17	110	4	5	7	128	-
	15%	9%	8%	17%	29%	15%	17%	14%	8%	6%	14%	15%	-
		2%	1%	4%	4%	10%	14%	86%	3%	4%	5%	100%	-
016	13	-	1	2	-	2	2	11	1	1	1	13	-
	1%	-	6%	6%	-	2%	2%	1%	3%	1%	2%	1%	-
		-	11%	12%	-	16%	16%	84%	11%	6%	7%	100%	-
017	30	1	-	1	-	3	3	27	-	2	3	30	-
	3%	5%	-	4%	-	3%	3%	3%	-	4%	6%	3%	-
		4%	-	4%	-	10%	10%	90%	-	7%	9%	100%	-
018	34	1	-	1	1	9	10	24	1	6	1	34	-
	4%	3%	-	2%	3%	11%	10%	3%	2%	11%	3%	4%	-
		2%	-	2%	2%	27%ah	28%ah	72%	3%	18%ah	4%	100%	-
019	2	-	-	-	-	-	-	2	-	1	-	2	-
	*	-	-	-	-	-	-	*	-	2%	-	*	-
		-	-	-	-	-	-	100%	-	70%ah	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	849	27	19	25	15	81	96	753	43	51	43	849	-
Weighted Base	878	25**	18**	27**	16**	85*	101*	778	47*	56*	48*	878	..*
020	140	3	-	2	4	4	8	132	7	5	7	140	-
	16%	fg 2%	-	8%	23%	5%	8%	17%	15%	8%	14%	16%	-
021	3	-	-	-	3%	3%	6%	94%fg	5%	3%	5%	100%	-
	*	-	-	-	-	-	-	3	-	-	-	3	-
		-	-	-	-	-	-	-	-	-	-	-	-
022	10	-	-	1	-	-	-	10	1	1	-	10	-
	1%	-	-	4%	-	-	-	1%	2%	2%	-	1%	-
		-	-	11%	-	-	-	100%	10%	11%	-	100%	-
023	6	-	-	-	-	-	-	6	-	-	-	6	-
	1%	-	-	-	-	-	-	1%	-	-	-	1%	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
024	1	-	-	-	-	-	-	1	1	-	-	1	-
	*	-	-	-	-	-	-	*	2%	-	-	*	-
		-	-	-	-	-	-	100%	100%ah	-	-	100%	-
025	47	1	3	2	1	4	5	43	3	1	4	47	-
	5%	3%	17%	8%	4%	5%	5%	5%	6%	2%	9%	5%	-
		1%	7%	5%	1%	8%	10%	90%	6%	3%	9%	100%	-
026	7	-	-	-	-	-	-	7	-	-	-	7	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
027	4	-	-	-	-	1	1	3	-	-	-	4	-
	*	-	-	-	-	2%	1%	*	-	-	-	*	-
		-	-	-	-	34%	34%	66%	-	-	-	100%	-
028	6	1	-	2	-	1	1	5	1	1	1	6	-
	1%	4%	-	6%	-	1%	1%	1%	2%	2%	2%	1%	-
		14%	-	27%	-	14%	14%	86%	14%	14%	14%	100%	-
029	3	1	-	-	-	-	-	3	-	1	-	3	-
	*	5%	-	-	-	-	-	*	-	2%	-	*	-
		37%	-	-	-	-	-	100%	-	37%	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	849	27	19	25	15	81	96	753	43	51	43	849	-
Weighted Base	878	25**	18**	27**	16**	85*	101*	778	47*	56*	48*	878	-**
030	66	1	2	2	2	4	6	60	-	2	-	66	-
031	8%	4%	13%	8%	15%	5%	6%	8%	-	4%	-	8%	-
		1%	3%	3%	4%	6%	10%	90%	-	4%	-	100%	-
032	2	-	-	-	-	-	-	2	-	-	-	2	-
033	-	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
035	15	-	-	-	1	1	2	13	-	2	1	15	-
036	2%	-	-	-	4%	2%	2%	2%	-	3%	1%	2%	-
		-	-	-	5%	9%	14%	86%	-	10%	5%	100%	-
037	3	-	-	-	-	-	-	3	-	-	-	3	-
038	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
039	4	-	-	-	-	-	-	4	-	1	-	4	-
040	*	-	-	-	-	-	-	1%	-	3%	-	*	-
		-	-	-	-	-	-	100%	-	35%	-	100%	-
041	4	-	-	1	-	-	-	4	1	-	1	4	-
042	*	-	-	3%	-	-	-	1%	3%	-	3%	*	-
		-	-	19%	-	-	-	100%	32%	-	32%	100%	-
043	1	-	-	-	-	-	-	1	-	-	-	1	-
044	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
045	19	-	-	1	-	2	2	17	1	2	1	19	-
046	2%	-	-	5%	-	2%	2%	2%	3%	4%	3%	2%	-
		-	-	7%	-	9%	9%	91%	7%	11%	7%	100%	-
047	1	-	-	-	-	-	-	1	-	-	-	1	-
048	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-
049	1	-	-	-	-	-	-	1	-	-	-	1	-
050	*	-	-	-	-	-	-	*	-	-	-	*	-
		-	-	-	-	-	-	100%	-	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	849	27	19	25	15	81	96	753	43	51	43	849	-
Weighted Base	878	25**	18**	27**	16**	85*	101*	778	47*	56*	48*	878	..**
043	1	-	1	-	-	-	-	1	-	-	-	1	-
	*	-	4%	-	-	-	-	*	-	-	-	*	-
	-	-	100%	-	-	-	-	100%	-	-	-	100%	-
045	3	-	-	1	-	-	-	3	-	-	1	3	-
	*	-	-	3%	-	-	-	*	-	-	2%	*	-
	-	-	-	25%	-	-	-	100%	-	-	38%	100%	-
050	7	-	1	1	-	-	-	7	-	-	-	7	-
	1%	-	5%	2%	-	-	-	1%	-	-	-	1%	-
	-	-	13%	9%	-	-	-	100%	-	-	-	100%	-
054	1	-	-	-	-	1	1	-	-	-	-	1	-
	*	-	-	-	-	2%	1%	-	-	-	-	*	-
	-	-	-	-	-	100%ah	100%ah	-	-	-	-	100%	-
055	2	-	-	-	-	-	-	2	-	-	-	2	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
060	2	-	-	-	-	1	1	2	-	-	-	2	-
	*	-	-	-	-	1%	1%	*	-	-	-	*	-
	-	-	-	-	-	28%	28%	72%	-	-	-	100%	-
068	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
090	1	-	1	-	1	-	1	-	-	-	-	1	-
	*	-	7%	-	8%	-	1%	-	-	-	-	*	-
	-	-	100%	-	100%	-	100%ah	-	-	-	-	100%	-
100	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-
108	1	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	*	-	-	-	*	-
	-	-	-	-	-	-	-	100%	-	-	-	100%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	849	27	19	25	15	81	96	753	43	51	43	849	-
Weighted Base	878	25**	18**	27**	16**	85*	101*	778	47*	56*	48*	878	..*
SUMMARY CODES													
£0	84	8	2	2	-	10	10	75	3	6	4	84	-
	10%	33%	11%	6%	-	11%	10%	10%	7%	11%	9%	10%	-
		10%	3%	2%	-	11%	11%	89%	4%	7%	5%	100%	-
£1-£10	168	3	5	5	1	23	24	144	16	12	13	168	-
	19%	13%	28%	18%	7%	27%	23%	19%	34%	21%	28%	19%	-
		2%	3%	3%	1%	13%	14%	86%	9%ah	7%	8%	100%	-
£11-£15	181	4	1	4	5	19	25	157	9	11	9	181	-
	21%	17%	8%	17%	35%	22%	24%	20%	18%	20%	19%	21%	-
		2%	1%	2%	3%	11%	14%	86%	5%	6%	5%	100%	-
£16-£20	219	5	1	5	4	18	23	196	10	15	12	219	-
	25%	22%	8%	20%	27%	22%	22%	25%	21%	27%	24%	25%	-
		2%	1%	2%	2%	8%	10%	90%	4%	7%	5%	100%	-
£21-£25	68	1	3	3	1	4	5	64	5	3	4	68	-
	8%	3%	17%	13%	4%	5%	5%	8%	11%	5%	9%	8%	-
		1%	5%	5%	1%	6%	7%	93%	8%	4%	7%	100%	-
£26-£30	86	3	2	4	2	6	9	78	1	4	1	86	-
	10%	12%	13%	14%	15%	7%	9%	10%	2%	8%	2%	10%	-
		3%	3%	4%	3%	7%	10%	90%	1%	5%	1%	100%	-
£31-£40	48	-	-	2	1	3	4	44	3	5	3	48	-
	5%	-	-	8%	4%	3%	4%	6%	7%	9%	7%	5%	-
		-	-	4%	1%	6%	8%	92%	7%	10%	7%	100%	-
More than £40	24	-	3	1	1	2	3	21	-	-	1	24	-
	3%	-	16%	5%	8%	2%	3%	3%	-	-	2%	3%	-
		-	12%	6%	5%	9%	14%	86%	-	-	5%	100%	-
Avg Score	17.684	11.789	22.820	20.074	25.539	15.093	16.727	17.808	14.884	15.939	15.822	17.684	-
Standard Deviation	12.355	10.285	23.316	11.833	21.135	11.157	13.619	12.186	9.710	10.490	10.619	12.355	-
Error Variance	0.180	3.918	28.612	5.601	29.780	1.537	1.932	0.197	2.192	2.158	2.622	0.180	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	849	165	145	124	232	99	38	13	11	15	3	4
Weighted Base	878	164	139	122	247	108*	43*	16**	12**	17**	4**	5**
000	84	20	12	13	24	11	2	1	-	-	1	1
	10%	12%	8%	11%	10%	10%	4%	8%	-	-	25%	27%
		23%	14%	16%	28%	13%	2%	2%	-	-	1%	2%
001	2	2	-	-	-	-	-	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-
002	1	1	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-
		49%	-	-	-	51%	-	-	-	-	-	-
003	1	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	100%ad	-	-	-	-	-
004	3	-	1	1	-	1	-	-	-	-	-	-
	*	-	1%	1%	-	1%	-	-	-	-	-	-
		-	26%	36%	-	38%	-	-	-	-	-	-
005	25	6	2	5	4	7	-	-	-	-	-	-
	3%	4%	1%	4%	2%	7%	-	-	-	-	-	-
		24%	8%	22%	18%	28%bd	-	-	-	-	-	-
006	10	3	3	1	2	-	-	-	-	-	-	-
	1%	2%	2%	*	1%	-	-	-	10%	-	-	-
		28%	31%	6%	23%	-	-	-	13%	-	-	-
007	18	6	3	2	5	-	1	-	-	1	-	-
	2%	3%	2%	2%	2%	-	3%	-	-	4%	-	-
		31%	15%	14%	26%	-	8%	-	-	4%	-	-
008	18	4	1	7	4	1	1	-	-	-	-	-
	2%	2%	1%	5%	2%	1%	3%	-	-	-	-	-
		22%	8%	38%bde	21%	3%	8%	-	-	-	-	-
009	5	1	-	-	1	3	-	-	-	-	-	-
	1%	1%	-	-	-	2%	-	-	-	-	-	-
		19%	-	-	25%	56%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	849	165	145	124	232	99	38	13	11	15	3	4
Weighted Base	878	164	139	122	247	108*	43*	16**	12**	17**	4**	5**
010	85	11	15	16	20	8	9	4	-	1	1	-
	10%	7%	11%	13%	8%	7%	21%	24%	-	4%	36%	-
		13%	18%	19%	24%	9%	11%ade	4%	-	1%	2%	-
011	1	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	100%	-	-	-	-	-	-
012	37	4	11	5	8	6	4	-	-	-	-	-
	4%	2%	8%	4%	3%	6%	8%	-	-	-	-	-
		10%	30%ad	12%	22%	16%	9%	-	-	-	-	-
013	7	-	3	-	2	1	-	-	-	1	-	-
	1%	-	2%	-	1%	1%	-	-	-	8%	-	-
		-	39%	-	30%	13%	-	-	-	17%	-	-
014	8	1	-	2	3	-	-	-	-	-	-	1
	1%	16%	-	2%	1%	-	-	-	-	-	-	24%
		-	-	32%	36%	-	-	-	-	-	-	17%
015	128	27	19	15	38	16	8	-	2	2	-	-
	15%	16%	14%	12%	16%	15%	19%	-	17%	15%	-	-
		21%	15%	12%	30%	13%	6%	-	2%	2%	-	-
016	13	5	1	-	4	2	-	-	-	1	-	-
	1%	3%	1%	-	2%	2%	-	-	-	6%	-	-
		36%	7%	-	34%	15%	-	-	-	8%	-	-
017	30	4	7	2	13	2	-	-	1	1	-	-
	3%	3%	5%	1%	5%	2%	-	-	10%	6%	-	-
		15%	22%	5%	42%	8%	-	-	4%	4%	-	-
018	34	5	9	5	5	5	3	1	-	-	-	1
	4%	3%	6%	4%	2%	5%	6%	9%	-	-	-	22%
		16%	26%id	14%	14%	15%	8%	4%	-	-	-	3%
019	2	-	-	-	-	2	-	-	-	-	-	-
	*	-	-	-	-	2%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	849	165	145	124	232	99	38	13	11	15	3	4
Weighted Base	878	164	139	122	247	108*	43*	16**	12**	17**	4**	5**
020	140	15	23	17	53	13	8	4	4	5	-	-
	16%	9%	16%	14%	21%	12%	17%	23%	30%	29%	-	-
		11%	16%	12%	38%ae	9%	5%	3%	3%	4%	-	-
021	3	-	1	1	-	-	-	-	-	-	-	-
	*	-	1%	1%	-	-	-	-	-	-	-	-
		-	50%	50%	-	-	-	-	-	-	-	-
022	10	2	1	3	2	1	1	-	-	-	-	-
	1%	1%	1%	2%	1%	1%	3%	-	-	-	-	-
		23%	13%	25%	20%	7%	12%	-	-	-	-	-
023	6	1	1	3	1	1	-	-	-	-	-	-
	1%	1%	*	2%	*	1%	-	-	-	-	-	-
		19%	8%	42%	11%	20%	-	-	-	-	-	-
024	1	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-
025	47	9	5	10	12	4	2	2	1	2	-	-
	5%	6%	4%	8%	5%	4%	5%	12%	5%	11%	-	-
		19%	11%	22%	25%	9%	5%	4%	1%	4%	-	-
026	7	-	2	-	1	2	-	-	-	-	-	1
	1%	-	2%	-	*	2%	-	-	-	-	-	27%
		-	36%	-	17%	26%	-	-	-	-	-	21%
027	4	2	1	-	1	-	-	-	-	-	-	-
	*	1%	1%	-	-	-	-	-	-	-	-	-
		58%	23%	-	19%	-	-	-	-	-	-	-
028	6	2	2	-	3	-	-	-	-	-	-	-
	1%	1%	1%	-	1%	-	-	-	-	-	-	-
		25%	31%	-	44%	-	-	-	-	-	-	-
029	3	-	1	-	1	-	-	1	-	-	-	-
	*	-	*	-	*	-	-	8%	-	-	-	-
		-	21%	-	37%	-	-	42%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	849	165	145	124	232	99	38	13	11	15	3	4
Weighted Base	878	164	139	122	247	108*	43*	16**	12**	17**	4**	5**
030	66	18	5	6	17	11	3	3	1	2	-	-
	8%	11%	3%	5%	7%	11%	8%	16%	9%	15%	-	-
		26% ^b	7%	9%	26%	17% ^b	5%	4%	2%	4%	-	-
032	2	1	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-
		34%	-	-	66%	-	-	-	-	-	-	-
035	15	3	4	3	6	-	-	-	-	-	-	-
	2%	2%	3%	2%	2%	-	-	-	-	-	-	-
		16%	26%	18%	36%	-	-	-	-	-	-	-
036	3	-	-	1	1	-	-	-	-	-	-	-
	*	-	-	1%	1%	-	-	-	-	-	-	-
		-	-	44%	56%	-	-	-	-	-	-	-
037	4	-	2	-	2	-	-	-	-	-	-	-
	*	-	1%	-	1%	-	-	-	-	-	-	-
		-	46%	-	54%	-	-	-	-	-	-	-
038	4	1	-	-	2	1	-	-	-	-	-	-
	*	1%	-	-	1%	1%	-	-	-	-	-	-
		28%	-	-	40%	32%	-	-	-	-	-	-
039	1	-	-	-	-	-	-	-	1	-	-	-
	*	-	-	-	-	-	-	-	9%	-	-	-
		-	-	-	-	-	-	-	100%	-	-	-
040	19	6	3	3	2	3	-	-	-	-	-	-
	2%	4%	3%	2%	1%	3%	-	-	10%	-	-	-
		34% ^d	19%	14%	11%	16%	-	-	6%	-	-	-
041	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	*	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-
042	1	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	1%	-	-	-	-	-	-	-	-
		-	-	100%	-	-	-	-	-	-	-	-
043	1	-	1	-	-	-	-	-	-	-	-	-
	*	-	1%	-	-	-	-	-	-	-	-	-
		-	100%	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	849	165	145	124	232	99	38	13	11	15	3	4
Weighted Base	878	164	139	122	247	108*	43*	16**	12**	17**	4**	5**
045	3	1	-	-	1	1	-	-	-	-	-	-
*	*	25%	-	-	37%	1%	-	-	-	-	-	-
050	7	1	-	1	1	1	-	-	-	-	1	-
1%	1%	22%	-	1%	1%	1%	-	-	-	-	40%	-
054	1	1	-	-	-	-	-	-	-	-	21%	-
*	*	100%	-	-	-	-	-	-	-	-	-	-
055	2	-	-	-	-	2	-	-	-	-	-	-
*	*	-	-	-	-	2%	-	-	-	-	-	-
060	2	-	-	-	2	-	-	-	-	-	-	-
*	*	-	-	-	1%	-	-	-	-	-	-	-
068	1	1	-	-	-	-	-	-	-	-	-	-
*	*	100%	-	-	-	-	-	-	-	-	-	-
090	1	-	-	-	1	-	-	-	-	-	-	-
*	*	-	-	-	1%	-	-	-	-	-	-	-
100	1	-	-	-	100%	-	-	-	-	-	-	-
*	*	-	-	-	1%	-	-	-	-	-	-	-
108	1	-	-	-	100%	-	-	-	-	-	-	-
*	*	-	-	-	-	1	-	-	-	-	-	-
		-	-	-	-	1%	-	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-
SUMMARY CODES												
£0	84	20	12	13	24	11	2	1	-	-	1	1
10%	10%	12%	8%	11%	10%	10%	4%	8%	-	-	25%	27%
		23%	14%	16%	28%	13%	2%	2%	-	-	1%	2%

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	849	165	145	124	232	99	38	13	15	3	4
Weighted Base	878	164	139	122	247	108*	43*	16**	12**	4**	5**
£1-£10	168	33	25	33	37	20	13	4	1	1	-
	19%	20%	18%	27%	15%	18%	30%	24%	10%	8%	-
		20%	15%	20% ^d	22%	12%	8% ^d	2%	1%	1%	-
£11-£15	181	31	33	22	52	24	12	-	2	4	1
	21%	19%	24%	18%	21%	23%	27%	-	17%	22%	24%
		17%	16%	12%	28%	13%	6%	-	2%	-	1%
£16-£20	219	29	39	23	75	24	10	5	7	-	1
	25%	18%	28%	19%	30%	22%	23%	32%	40%	43%	22%
		13%	18% ^a	10%	34% ^{ac}	11%	5%	2%	3%	-	1%
£21-£25	68	13	8	17	16	6	3	2	1	2	-
	8%	8%	6%	14%	6%	6%	8%	12%	5%	11%	-
		19%	12%	25% ^{bd}	23%	9%	5%	3%	1%	3%	-
£26-£30	86	21	11	6	23	13	3	4	1	2	1
	10%	13%	8%	5%	9%	12%	8%	24%	9%	15%	27%
		25% ^c	12%	7%	26%	15%	4%	5%	1%	3%	2%
£31-£40	48	11	10	6	14	4	-	-	2	-	-
	5%	7%	7%	5%	6%	-	-	-	-	-	-
		22%	21%	13%	30%	9%	-	18%	5%	-	-
More than £40	24	6	1	2	7	6	-	-	-	1	-
	3%	4%	1%	2%	3%	5%	-	-	-	40%	-
		25%	5%	10%	31%	23%	-	-	-	6%	-
Avg Score	17.684	18.155	16.770	15.973	18.494	18.237	15.289	18.834	22.109	19.296	14.331
Standard Deviation	12.355	14.731	9.565	10.399	13.106	14.162	7.242	9.212	10.485	6.308	10.797
Error Variance	0.180	1.315	0.631	0.872	0.740	2.026	1.380	6.527	9.995	2.653	29.146

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	849	148	66	195	133	120	73	30	50	23	7	4	273	379	48	94	51	4
Weighted Base	878	141	65*	189	137	133	80*	35**	59*	25**	8**	5**	276	394	51*	99*	52*	5**
000	84	15	8	22	9	14	10	-	5	1	1	1	25	45	1	10	2	1
	10%	10%	12%	11%	6%	10%	12%	-	9%	3%	11%	27%	9%	11%	2%	10%	4%	27%
		17%	9%	26%	10%	16%	12%	-	6%	1%	1%	2%	29%	53% ⁿ	1%	12%	3%	2%
001	2	2	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
		100%	-	-	-	-	-	-	-	-	-	-	43%	-	-	-	57% ^m	-
002	1	-	-	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	*	-	1%	-	-	-	-	-	-	-	*	-	-	-	-
		-	-	49%	-	51%	-	-	-	-	-	-	-	100%	-	-	-	-
003	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	2%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
004	3	1	-	1	1	-	-	1	-	-	-	-	1	2	-	-	-	-
	*	1%	-	-	*	-	-	4%	-	-	-	-	1%	*	-	-	-	-
		26%	-	18%	17%	-	-	38%	-	-	-	-	44%	56%	-	-	-	-
005	25	6	*	3	3	5	5	1	1	-	-	-	8	10	1	5	1	-
	3%	4%	1%	2%	2%	4%	7%	3%	2%	-	-	-	3%	2%	2%	5%	2%	-
		23%	2%	12%	14%	20%	21% ^c	4%	5%	-	-	-	32%	39%	5%	20%	5%	-
006	10	3	1	2	2	-	1	-	1	-	-	-	3	6	1	-	-	-
	1%	2%	2%	1%	1%	-	2%	-	2%	-	-	-	1%	2%	2%	-	-	-
		27%	12%	17%	18%	-	13%	-	13%	-	-	-	27%	61%	12%	-	-	-
007	18	6	2	4	1	1	1	-	1	-	1	-	9	6	-	1	1	-
	2%	4%	3%	2%	1%	1%	2%	-	2%	-	9%	-	3%	2%	-	1%	2%	-
		31%	13%	23%	7%	7%	8%	-	7%	-	4%	-	52%	34%	-	8%	6%	-
008	18	-	4	6	1	3	4	-	-	-	-	-	4	8	-	3	2	-
	2%	-	6%	3%	*	2%	5%	-	-	-	-	-	2%	2%	-	3%	4%	-
		-	23% ^{ad}	35% ^{aa}	3%	15%	24% ^{ad}	-	-	-	-	-	24%	44%	-	19%	13%	-
009	5	-	1	-	-	1	1	-	1	-	-	-	-	4	-	-	1	-
	1%	-	1%	-	-	1%	1%	-	2%	-	-	-	-	1%	-	-	2%	-
		-	19%	-	-	25%	26%	-	30%	-	-	-	-	81%	-	-	19% ^{ld}	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

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		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 + (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	849	148	66	195	133	120	73	30	50	23	7	4	273	379	48	94	51	4
Weighted Base	878	141	65*	189	137	133	80*	35**	59*	25**	8**	5**	276	394	51*	99*	52*	5**
010	85	11	4	20	18	11	6	2	5	5	3	-	18	46	8	8	5	-
	10%	8%	6%	10%	13%	8%	8%	6%	8%	21%	33%	-	7%	12%	15%	8%	11%	-
011	1	-	5%	23%	21%	13%	7%	3%	5%	6%	3%	-	21%	54%l	9%	9%	6%	-
	*	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	2%	-	-	-	-	-	-	*	-	-	-	-
	*	-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-
012	37	7	4	11	3	9	2	-	1	-	-	-	11	14	4	5	4	-
	4%	5%	6%	6%	2%	7%	3%	-	2%	-	-	-	4%	4%	7%	5%	8%	-
		19%	10%	29%	8%	24%	6%	-	4%	-	-	-	28%	39%	10%	12%	11%	-
013	7	1	1	-	1	1	2	-	1	-	-	-	1	6	-	-	-	-
	1%	1%	1%	-	1%	1%	3%	-	2%	-	-	-	*	2%	-	-	-	-
		10%	13%	-	21%	10%	30%g	-	17%	-	-	-	13%	87%	-	-	-	-
014	8	-	-	4	1	1	-	-	-	-	-	1	3	2	1	-	-	1
	1%	-	-	2%	1%	1%	-	-	1%	-	-	-	24%	1%	1%	1%	-	24%
		-	-	53%	15%	16%	-	-	-	-	-	-	37%	32%	14%	-	-	17%
015	128	23	10	20	18	24	15	8	6	4	-	-	47	55	9	11	7	-
	15%	16%	15%	11%	13%	18%	18%	23%	10%	15%	-	-	17%	14%	17%	11%	14%	-
		18%	8%	16%	14%	19%	12%	6%	5%	3%	-	-	36%	43%	7%	8%	6%	-
016	13	2	3	3	2	2	-	-	1	-	-	-	3	4	3	2	1	-
	1%	1%	4%	2%	1%	2%	-	-	2%	-	-	-	1%	1%	6%	2%	2%	-
		16%	20%	23%	15%	17%	-	-	8%	-	-	-	20%	33%	24%lm	16%	7%	-
017	30	4	1	7	9	3	1	1	-	1	1	-	15	12	-	2	1	-
	3%	3%	2%	4%	6%	2%	2%	4%	-	5%	15%	-	8%	3%	-	2%	2%	-
		14%	4%	25%	29%	10%	4%	5%	-	4%	4%	-	51%	40%	-	6%	3%	-
018	34	7	4	4	3	9	2	2	1	-	-	1	14	8	4	6	1	1
	4%	5%	6%	2%	7%	3%	3%	6%	2%	-	-	22%	5%	2%	9%	6%	1%	22%
		22%	11%	13%	10%	25%	7%	6%	3%	-	-	3%	42%lm	22%	13%lm	17%lm	2%	3%
019	2	-	-	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	*	-	-	-	-
	*	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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020	140	16	6	38	25	24	6	4	14	8	-	-	41	58	10	18	13	-
	16%	11%	9%	20%	19%	18%	8%	10%	23%	30%	-	-	15%	15%	20%	18%	25%	-
021	3	1	1	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-
*	1%	50%	2%	-	-	-	-	-	-	-	-	-	-	*	-	1%	-	-
			50% ^c	-	-	-	-	-	-	-	-	-	-	50%	-	50%	-	-
022	10	2	1	3	2	-	-	1	1	-	-	-	2	5	1	2	-	-
1%	2%	22%	1%	9%	30%	19%	-	4%	1%	-	-	-	1%	1%	2%	2%	-	-
023	6	1	-	3	2	-	1	-	-	-	-	-	5	2	-	-	-	-
1%	*	8%	-	1%	39%	2%	-	1%	-	-	-	-	2%	*	-	-	-	-
							14%	-	-	-	-	-	71%	29%	-	-	-	-
024	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
*	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
					100%	-	-	-	-	-	-	-	-	-	-	100% ^{d,m}	-	-
025	47	8	2	11	8	6	2	4	3	2	1	-	11	29	1	3	4	-
5%	6%	17%	3%	6%	5%	5%	2%	11%	6%	8%	15%	-	4%	7%	2%	3%	7%	-
			4%	24%	16%	13%	3%	9%	7%	4%	3%	-	24%	62%	2%	5%	8%	-
026	7	-	-	-	1	1	1	1	-	1	-	1	1	4	-	-	-	1
1%	-	-	-	-	1%	1%	1%	3%	-	2%	-	27%	*	1%	-	-	-	27%
					18%	17%	18%	16%	-	9%	-	21%	17%	62%	-	-	-	21%
027	4	2	-	1	-	1	-	-	-	-	-	-	2	-	1	1	-	-
*	2%	58%	-	*	1%	-	-	-	-	-	-	-	1%	-	1%	1%	-	-
				23%	-	19%	-	-	-	-	-	-	47%	-	19% ^m	34% ^m	-	-
028	6	2	1	-	3	-	1	-	-	-	-	-	3	2	1	1	-	-
1%	1%	32%	12%	-	1%	44%	-	12%	-	-	-	-	1%	*	1%	1%	-	-
													41%	31%	13%	14%	-	-
029	3	1	-	-	-	1	-	-	1	-	-	-	1	2	-	-	-	-
*	*	-	-	-	-	1%	-	-	2%	-	-	-	*	1%	-	-	-	-
						37%	-	-	42%	-	-	-	37%	63%	-	-	-	-

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030	66	10	3	15	9	5	6	5	11	2	-	-	23	28	4	9	2	-
	8%	7%	5%	8%	6%	4%	8%	14%	19%	10%	-	-	8%	7%	8%	9%	4%	-
032	2	-	1	1	-	-	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	1%	1%	-	-	-	-	-	-	-	-	*	*	-	-	-	-
035	-	-	34%	66%	-	-	-	-	-	-	-	-	34%	66%	-	-	-	-
	15	1	1	5	1	4	2	1	-	-	-	-	8	5	-	1	1	-
036	2%	1%	2%	2%	*	3%	3%	4%	-	-	-	-	3%	1%	-	1%	3%	-
	-	9%	9%	31%	4%	24%	15%	10%	-	-	-	-	52%	31%	-	9%	9%	-
037	3	-	-	-	1	-	1	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	1%	-	2%	-	-	-	-	-	*	*	-	-	-	-
038	4	3	-	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-
	*	2%	-	19%	-	-	-	-	-	-	-	-	-	*	2%	2%	-	-
039	-	81%	-	-	-	-	-	-	-	-	-	-	-	35%	19%	46%l	-	-
	4	-	-	1	1	1	-	1	-	-	-	-	1	1	-	-	2	-
040	*	-	-	1%	1%	1%	-	4%	-	-	-	-	*	*	-	-	3%	-
	-	-	-	28%	22%	19%	-	32%	-	-	-	-	28%	32%	-	-	40%lm	-
041	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	2%	-	-	-	-	*	-	-	-	-
042	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	-
	19	2	5	2	5	-	2	1	1	-	-	-	8	8	1	2	-	-
043	2%	1%	8%	1%	4%	-	2%	3%	2%	-	-	-	3%	2%	2%	2%	-	-
	-	9%	29%ace	12%	27%ae	-	9%	6%	6%	-	-	-	40%	45%	6%	9%	-	-
044	1	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
045	-	-	-	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-
046	*	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-
	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%lm	-	-

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043	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
045	3	1	-	-	-	1	-	-	1	-	-	-	1	2	-	-	-	-
	*	1%	-	-	-	1%	-	-	2%	-	-	-	*	1%	-	-	-	-
		25%	-	-	-	38%	-	-	37%	-	-	-	25%	75%	-	-	-	-
050	7	1	-	-	2	3	-	-	-	-	1	-	3	2	-	2	-	-
	1%	1%	-	-	1%	2%	-	-	-	-	17%	-	1%	1%	-	2%	-	-
		13%	-	-	28%	38%	-	-	-	-	21%	-	37%	30%	-	33%	-	-
054	1	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	*	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-
		100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-	-
055	2	-	-	-	-	-	2	-	-	-	-	-	-	2	-	-	-	-
	*	-	-	-	-	-	3%	-	-	-	-	-	-	1%	-	-	-	-
		-	-	-	-	-	100% ^c	-	-	-	-	-	-	100%	-	-	-	-
060	2	1	-	-	1	-	-	-	-	-	-	-	1	1	-	1	-	-
	*	1%	-	-	1%	-	-	-	-	-	-	-	*	*	-	1%	-	-
		42%	-	-	58%	-	-	-	-	-	-	-	42%	28%	-	29%	-	-
068	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	2%	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	-
		-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%lm	-
090	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	1%	-	-	-	-	-
		-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
100	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	100%	-	-	-	100%	-	-	-	-
108	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	-	-	-
		-	-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-

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SUMMARY CODES																			
£0	84	15	8	22	9	14	10	-	5	1	1	1	25	45	1	10	2	1	
	10%	10%	12%	11%	6%	10%	12%	3%	9%	3%	11%	27%	9%	11%	2%	10%	4%	27%	
	17%	9%	26%	10%	16%	12%	12%	-	6%	1%	1%	2%	29%	53%	1%	12%	3%	2%	
£1-£10	168	28	13	36	25	22	21	5	10	5	3	-	45	83	10	17	12	-	
	19%	20%	20%	19%	16%	26%	26%	13%	16%	21%	42%	-	16%	21%	20%	18%	23%	-	
	17%	8%	21%	15%	13%	12%	12%	3%	6%	3%	2%	-	27%	50%	6%	10%	7%	-	
£11-£15	181	31	14	35	24	35	21	8	9	4	-	1	61	79	13	15	11	1	
	21%	22%	22%	19%	18%	26%	26%	23%	14%	15%	-	24%	22%	20%	26%	15%	22%	24%	
	17%	8%	19%	13%	19%	11%	11%	4%	5%	2%	-	1%	34%	44%	7%	8%	6%	1%	
£16-£20	219	29	13	53	40	40	10	7	16	9	1	1	73	84	18	28	16	1	
	25%	21%	20%	28%	29%	30%	12%	21%	27%	35%	15%	22%	26%	21%	34%	28%	30%	22%	
	13%	6%	24%	18%	18%	5%	3%	7%	4%	1%	1%	-	33%	38%	8%	13%	7%	1%	
£21-£25	68	12	4	17	13	6	3	5	4	2	1	-	18	38	2	7	4	-	
	8%	9%	7%	9%	10%	5%	3%	15%	7%	8%	15%	-	7%	10%	4%	7%	7%	-	
	18%	6%	25%	19%	9%	4%	8%	6%	3%	3%	2%	-	26%	55%	3%	11%	5%	-	
£26-£30	86	15	4	16	13	8	8	6	12	3	-	1	30	36	5	11	2	1	
	10%	10%	6%	8%	9%	6%	10%	17%	21%	12%	-	27%	11%	9%	10%	11%	4%	27%	
	17%	17%	4%	16%	15%	9%	10%	7%	14%	4%	-	2%	34%	42%	6%	13%	2%	2%	
£31-£40	48	6	7	11	8	4	5	4	2	-	-	-	19	20	2	5	3	-	
	5%	4%	12%	6%	6%	3%	7%	11%	4%	-	-	-	7%	5%	4%	5%	6%	-	
	13%	16%	23%	16%	9%	11%	8%	5%	-	-	-	-	39%	41%	4%	10%	6%	-	
More than £40	24	6	1	1	6	4	3	-	1	1	1	-	6	10	-	5	2	-	
	3%	4%	2%	*	4%	3%	4%	-	2%	5%	17%	-	2%	2%	-	5%	4%	-	
	24% ^c	5%	2%	24% ^c	15%	13% ^c	-	-	5%	5%	6%	-	26%	41%	-	23%	10%	-	
Avg Score	17.684	17.769	17.425	16.340	19.338 ^c	16.269	16.747	21.151	18.943	21.914	18.952	14.331	18.007	17.081	17.253	18.544	19.661	14.331	
Standard Deviation	12.355	14.325	13.061	9.632	12.905	9.940	14.976	9.043	10.643	19.559	16.935	10.797	11.724	12.410	7.721	12.346	17.995	10.797	
Error Variance	0.180	1.386	2.585	0.476	1.252	0.823	3.072	2.726	2.265	16.632	40.971	29.146	0.503	0.406	1.242	1.621	6.349	29.146	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	849	707	77	65
Weighted Base	878	734	78*	67*
000	84	70	5	9
	10%	9%	7%	14%
		83%	6%	11%
001	2	2	-	-
	*	*	-	-
		100%	-	-
002	1	1	-	-
	*	*	-	-
		100%	-	-
003	1	1	-	-
	*	*	-	-
		100%	-	-
004	3	2	1	-
	*	*	2%	-
		62%	38%	-
005	25	22	2	-
	3%	3%	3%	-
		90%	10%	-
006	10	10	-	*
	1%	1%	-	1%
		95%	-	5%
007	18	13	4	1
	2%	2%	5%	2%
		72%	20%	7%
008	18	14	1	2
	2%	2%	1%	4%
		81%	5%	14%
009	5	4	1	-
	1%	*	1%	-
		81%	19%	-
010	85	76	4	5
	10%	10%	5%	7%
		89%	5%	6%

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	849	707	77	65
Weighted Base	878	734	78*	67*
011	1	1	-	-
	*	*	-	-
		100%	-	-
012	37	34	1	3
	4%	5%	1%	4%
		90%	2%	8%
013	7	7	-	-
	1%	1%	-	-
		100%	-	-
014	8	6	2	-
	1%	1%	2%	-
		78%	22%	-
015	128	93	17	17
	15%	13%	23%	25%
		73%	14%a	13%a
016	13	8	3	2
	1%	1%	3%	3%
		62%	21%	17%
017	30	27	2	1
	3%	4%	3%	1%
		90%	7%	3%
018	34	30	2	2
	4%	4%	3%	3%
		87%	7%	7%
019	2	2	-	-
	*	*	-	-
		100%	-	-
020	140	118	16	6
	16%	16%	20%	9%
		85%	11%	4%
021	3	3	-	-
	*	*	-	-
		100%	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	849	707	77	65
Weighted Base	878	734	78*	67*
022	10	10	-	-
	1%	1%	-	-
		100%	-	-
023	6	6	1	-
	1%	1%	1%	-
		89%	11%	-
024	1	1	-	-
	*	-	-	-
		100%	-	-
025	47	42	1	5
	5%	6%	1%	7%
		89%	2%	10%
026	7	7	-	-
	1%	1%	-	-
		100%	-	-
027	4	3	-	1
	*	-	-	2%
		66%	-	34%
028	6	2	-	4
	1%	-	-	6%
		36%	-	64%ab
029	3	3	-	-
	*	-	-	-
		100%	-	-
030	66	54	9	3
	8%	7%	11%	5%
		82%	13%	5%
032	2	2	-	-
	*	-	-	-
		100%	-	-
035	15	15	-	-
	2%	2%	-	-
		100%	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	849	707	77	65
Weighted Base	878	734	78*	67*
036	3	3	-	-
	*	-	-	-
		100%	-	-
037	4	3	1	-
	*	-	1%	-
		81%	19%	-
038	4	2	1	1
	*	-	1%	2%
		46%	22%	32%a
039	1	1	-	-
	*	-	-	-
		100%	-	-
040	19	13	3	3
	2%	2%	3%	4%
		71%	15%	14%
041	1	1	-	-
	*	-	-	-
		100%	-	-
042	1	1	-	-
	*	-	-	-
		100%	-	-
043	1	1	-	-
	*	-	-	-
		100%	-	-
045	3	2	1	-
	*	-	1%	-
		75%	25%	-
050	7	7	-	-
	1%	1%	-	-
		100%	-	-
054	1	1	-	-
	*	-	-	-
		100%	-	-

Q.16 And approximately how much of that cost is for your broadband service?

Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	849	707	77	65
Weighted Base	878	734	78*	67*
055	2	2	-	-
	*	*	-	-
		100%	-	-
060	2	2	-	-
	*	*	-	-
		100%	-	-
068	1	1	-	-
	*	*	-	-
		100%	-	-
090	1	1	-	-
	*	*	-	-
		100%	-	-
100	1	1	-	-
	*	*	-	-
		100%	-	-
108	1	1	-	-
	*	*	-	-
		100%	-	-
SUMMARY CODES				
£0	84	70	5	9
	10%	9%	7%	14%
		83%	6%	11%
£1-£10	168	145	13	9
	19%	20%	17%	14%
		87%	8%	5%
£11-£15	181	142	20	20
	21%	19%	26%	29%
		78%	11%	11%
£16-£20	219	185	23	11
	25%	25%	29%	17%
		84%	10%	5%
£21-£25	68	62	1	5
	8%	8%	2%	7%
		91%	2%	7%

Q.16 And approximately how much of that cost is for your broadband service?
Base: All who have fixed broadband as part of a package

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	849	707	77	65
Weighted Base	878	734	78*	67*
£26-£30	86	69	9	8
	10%	9%	11%	12%
		80%	10%	10%
£31-£40	48	39	5	4
	5%	5%	7%	6%
		81%	11%	8%
More than £40	24	22	1	1
	3%	3%	1%	2%
		92%	3%	5%
Avg Score	17.684	17.677	17.515	17.946
Standard Deviation	12.355	12.226	9.910	15.986
Error Variance	0.180	0.211	1.275	3.932

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
AOL	8	5	2	-	2	1	3	-	1	-	2	5	1	4	4	3	4	1
1%		1%	-	-	1%	1%	1%	-	*	-	1%	1%	*	1%	1%	1%	1%	*
		72%	28%	-	32%	18%	43%	-	7%	-	32%	61%	7%	53%	47%	37%	50%	12%
BT Total Broadband \ BT	89	47	42	3	16	16	21	19	8	6	19	56	14	59	30	25	49	14
Yahoo \ BT Openworld	7%	7%	6%	3%	5%	6%	9%	8%	6%	9%	5%	8%	7%	8%	5%	9%	7%	4%
		52%	48%	4%	18%	18%	24%	21%	9%	6%	21%	63%	16%	66%o	34%	28%r	55%	16%
BT Infinity	124	63	61	8	23	26	24	24	14	4	31	75	19	89	35	31	74	19
9%		9%	9%	8%	7%	10%	10%	10%	11%	7%	7%	10%	10%	12%	6%	11%	10%	6%
		o 51%	49%	6%	18%	21%	19%	20%	11%	4%	25%	60%	15%	72%o	28%	25%r	58%r	16%
BT (other\ unspecified)	99	46	53	9	15	9	14	24	18	11	23	46	29	54	45	20	53	26
7%		7%	8%	6%	5%	3%	6%	10%	14%	18%	6%	7%	15%	7%	7%	7%	7%	6%
		f 47%	53%	9%	15%	9%	14%	24%ef	18%aef	11%ade	23%	47%	30%akl	54%	46%	20%	54%	26%
EE\ Everything	43	13	30	1	7	8	10	9	6	1	9	28	7	18	25	3	26	14
Everywhere	3%	2%	4%	1%	2%	3%	4%	4%	4%	1%	2%	4%	4%	2%	4%	1%	3%	4%
		30%	70%b	3%	17%	19%	23%	22%	14%	2%	20%	64%	16%	42%	58%	7%	60%	33%p
Orange	8	5	2	-	-	1	1	4	-	1	-	7	1	5	2	1	5	2
1%		1%	*	-	-	*	1%	2%	-	2%	-	1%	1%	1%	*	*	1%	1%
		68%	32%	-	-	15%	16%	53%e	-	16%e	-	84%	16%	69%	31%	8%	69%	23%
Plusnet	41	18	23	3	8	6	7	7	5	3	12	21	8	23	18	8	24	9
3%		3%	3%	3%	3%	2%	3%	3%	3%	5%	3%	3%	4%	3%	3%	3%	3%	3%
		45%	55%	8%	21%	16%	18%	18%	11%	8%	29%	52%	19%	56%	44%	19%	60%	21%
Sky	369	174	195	28	103	98	51	53	27	9	131	202	37	194	175	76	200	93
27%		26%	29%	26%	33%	36%	22%	22%	15%	3%	31%	27%	19%	26%	29%	27%	27%	28%
		ijm 47%	53%	8%	28%ghi	28%agh	14%	14%	7%	3%	36%lm	55%lm	10%	53%	47%	21%	54%	25%
TalkTalk	156	77	79	14	36	26	27	26	19	9	50	79	28	74	83	30	79	48
12%		11%	12%	13%	12%	10%	12%	11%	14%	14%	12%	11%	14%	10%	14%	10%	11%	15%
		49%	51%	9%	23%	17%	17%	16%	12%	6%	32%	50%	18%	47%	53%ln	19%	50%	31%
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	1308	645	663	87	271	233	206	215	204	92	358	654	296	655	653	255	667	386
Weighted Base	1355	672	683	107*	313	271	230	240	133	61*	420	741	194	749	606	286	742	326
Virgin Media (NTL \	310	167	142	31	83	59	55	52	23	7	113	166	30	170	140	66	168	76
Telewest \ Blueyonder)	23%	25%	21%	29%	26%	22%	24%	22%	18%	11%	27%	22%	16%	23%	23%	23%	23%	23%
		j/m	54%	10%j	27%j	19%	18%	17%	8%	2%	37%j/m	54%j/m	10%	55%	45%	21%	54%	24%
O2	6	2	4	2	2	1	-	1	-	-	4	2	-	2	4	-	4	3
	*	*	1%	2%	1%	*	-	1%	-	-	1%	*	-	*	1%	-	*	1%
		38%	62%	32%	36%	12%	-	20%	-	-	68%	32%	-	39%	61%	-	56%	44%
3	4	2	2	-	2	1	1	-	-	-	2	2	-	1	3	-	3	1
	*	*	-	-	1%	*	-	-	-	-	*	*	-	*	*	-	*	*
		58%	42%	-	43%	32%	25%	-	-	-	43%	57%	-	32%	68%	-	83%	17%
T-Mobile	1	1	-	-	-	1	-	-	-	-	-	1	-	1	-	-	1	-
	*	*	-	-	-	1%	-	-	-	-	-	*	-	*	-	-	*	-
		100%	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	100%	-
Post Office	12	7	4	3	1	5	-	1	2	1	3	6	2	4	8	3	2	7
	1%	1%	1%	2%	*	2%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	2%
		63%	37%	21%g	7%	40%	-	11%	14%	6%	28%	51%	20%	35%	65%	29%	16%	56%q
Vodafone	11	4	7	3	4	-	3	1	-	-	7	4	-	7	5	-	9	2
	1%	1%	1%	3%	1%	-	1%	1%	-	-	2%	1%	-	1%	1%	-	1%	1%
		35%	65%	26%f	38%	-	25%	11%	-	-	64%j/m	36%	-	60%	40%	-	83%	17%
Other	52	30	22	2	9	6	9	12	8	5	11	27	13	28	24	15	29	9
	4%	4%	3%	2%	3%	2%	4%	5%	6%	8%	3%	4%	7%	4%	5%	5%	4%	3%
		58%	42%	4%	18%	12%	17%	23%	16%l	10%ade	22%	52%	26%akl	54%	46%	28%	55%	17%
SUMMARY CODE																		
ANY BT	312	156	156	20	53	51	59	67	40	21	73	177	62	201	110	76	176	60
	23%	23%	23%	18%	17%	19%	26%	28%	30%	35%	17%	24%	32%	27%	16%	27%	24%	18%
		eko	50%	6%	17%	16%	19%e	21%ef	13%adef	7%ade	23%	57%k	20%akl	65%o	35%	24%r	57%r	19%
Can't remember	22	8	14	1	1	5	4	5	2	4	2	15	5	15	7	6	11	4
	2%	1%	2%	1%	*	2%	2%	2%	1%	6%	1%	2%	3%	2%	1%	2%	2%	1%
		38%	62%	4%	5%	22%	19%	25%	8%	16%ade	10%	66%	24%k	69%	31%	29%	51%	20%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65
Weighted Base	1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*
AOL	8	8	-	-	-	-	-	1	-	3	2	1	1	-	-	-	-
	1%	1%	-	-	-	-	-	1%	-	2%	1%	1%	*	-	-	-	-
		100%	-	-	-	-	-	16%	-	33%	22%	16%	12%	-	-	-	-
BT Total Broadband \ BT	89	67	11	7	5	-	2	8	2	3	12	8	23	10	7	11	5
Yahoo \ BT Openworld	7%	6%	13%	10%	9%	-	1%	7%	2%	3%	8%	6%	10%	8%	10%	13%	9%
		g 75%	12%ab	7%	5%	-	2%	9%g	2%	4%	13%g	9%	25%fgi	11%g	7%fgi	12%afgij	5%fgi
BT Infinity	124	101	10	7	6	7	14	6	7	7	15	16	22	7	7	10	6
	9%	9%	12%	11%	11%	15%	10%	5%	7%	6%	10%	13%	9%	6%	11%	12%	11%
		81%	8%	6%	5%	6%h	12%	5%	5%	6%	12%	13%	18%	5%	6%	8%	5%
BT (other) unspecified	99	73	10	12	4	2	6	7	5	7	13	9	19	5	12	10	4
	7%	6%	12%	17%	7%	5%	4%	6%	5%	6%	8%	7%	8%	4%	17%	12%	7%
		74%	10%	12%ab	4%	2%	6%	7%	5%	7%	13%	9%	19%	5%	12%aghi	10%gn	4%
															mn		
EE\ Everything Everywhere	43	37	4	2	1	1	6	6	4	2	6	2	6	3	2	4	1
	3%	3%	5%	3%	1%	2%	4%	6%	4%	2%	4%	2%	3%	3%	3%	5%	1%
		85%	9%	5%	2%	2%	13%	15%	9%	5%	14%	6%	14%	7%	5%	9%	2%
Orange	8	8	-	-	-	-	-	1	-	-	1	1	1	2	-	-	-
	1%	1%	-	-	-	-	-	1%	-	2%	1%	1%	*	2%	-	-	-
		100%	-	-	-	-	-	8%	-	26%	15%	15%	12%	24%	-	-	-
Plusnet	41	32	4	5	-	1	3	6	2	5	6	-	4	4	5	4	-
	3%	3%	4%	7%	-	3%	2%	6%	3%	4%	4%	-	2%	3%	7%	4%	-
		78%	9%	12%	-	3%	6%	16%l	6%	11%l	16%l	-	11%	9%	12%lm	9%l	-
Sky	369	307	29	16	18	20	46	28	33	28	35	24	63	30	16	29	18
	27%	27%	33%	22%	34%	43%	33%	24%	34%	23%	23%	20%	27%	25%	22%	33%	34%
		83%	8%	4%	5%	6%ahj	13%l	7%	9%l	7%	10%	7%	17%	8%	4%	8%l	5%l
						klmno											
TalkTalk	156	129	9	12	6	5	16	13	12	11	17	17	23	16	12	9	6
	12%	11%	11%	17%	12%	11%	11%	11%	12%	9%	11%	14%	10%	13%	17%	11%	12%
		82%	6%	8%	4%	3%	10%	8%	8%	7%	11%	11%	15%	10%	8%	6%	4%
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	COUNTRY					GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)		
1308	1094	85	64	65	47	138	104	89	124	147	118	210	117	64	85	65		
1355	1148	85*	70*	52*	48*	142	113*	96*	120	154	123	233	118	70*	85*	52*		
310	294	4	1	11	10	40	15	28	43	42	26	56	34	1	4	11		
23%	26%	5%	2%	21%	21%	28%	13%	29%	36%	27%	21%	24%	28%	2%	5%	21%		
p	odho 95%	1%	*	4%cd	3%op	13%hop	5%o	9%hop	14%ahlm opq	14%hop	8%op	11%hop	11%hop	*	1%	4%op		
6	4	-	2	-	-	-	-	-	-	1	1	1	1	2	-	-		
*	*	-	3%	-	-	-	-	-	-	1%	1%	1%	1%	3%	-	-		
	68%	-	32%ab	-	-	-	-	-	-	19%	12%	20%	17%	32%a	-	-		
4	4	-	-	-	-	-	1	-	-	-	2	-	-	-	-	-		
	*	-	-	-	-	-	1%	-	-	-	1%	-	1%	-	-	-		
	100%	-	-	-	-	-	32%	-	-	-	43%	-	25%	-	-	-		
1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-		
*	*	-	-	-	-	-	-	-	-	-	1%	-	-	-	-	-		
	100%	-	-	-	-	-	-	-	-	-	100%a	-	-	-	-	-		
12	6	1	2	2	*	2	-	-	1	1	-	1	1	2	1	2		
1%	1%	1%	3%	4%	1%	1%	-	-	1%	1%	-	*	1%	3%	1%	4%		
	53%	9%	19%b	19%ab	4%	13%	-	-	8%	10%	-	6%	11%	19%cm	9%	19%ahlm		
11	8	1	2	-	-	1	1	-	2	-	-	1	2	2	1	-		
1%	1%	2%	3%	-	-	1%	1%	-	1%	-	-	1%	2%	3%	2%	-		
	70%	13%	17%	-	-	13%	11%	-	14%	-	-	13%	19%	17%	13%	-		
52	49	1	2	-	-	5	19	2	5	2	3	9	3	2	1	-		
4%	4%	1%	3%	-	-	4%	17%	2%	4%	1%	3%	4%	3%	3%	1%	-		
	95%	1%	3%	-	-	10%	36%afgijk lmnopq	4%	10%	4%	6%	18%	6%	3%	1%	-		
312	240	31	26	14	9	22	21	14	18	40	32	63	21	26	31	14		
23%	21%	36%	37%	27%	20%	16%	18%	14%	15%	26%	26%	27%	18%	37%	36%	27%		
	j 77%	10%ab	8%ab	5%	3%	7%	7%	4%	6%	13%gij	10%gij	20%gij	7%	8%aghi n	10%aghi n	5%		
22	21	1	-	-	-	1	1	1	2	-	11	3	1	-	1	-		
2%	2%	2%	-	-	-	1%	1%	1%	2%	-	9%	1%	1%	-	2%	-		
	94%	6%	-	-	-	6%	7%	5%	10%	-	48%afg hijkln opq	15%	3%	-	6%	-		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
AOL	8 1%	6 1% 84%	1 1% 16%	2 1% 31%	5 * 69%	2 1% 32%	4 1% 49%	2 1% 32%	4 1% 49%	6 1% 81%	- - -	- - -	1 * 7%	6 1% 81%	7 1% 88%
BT Total Broadband \ BT Yahoo \ BT Openworld	89 7%	84 7% 94%	4 3% 5%	12 5% 13%	75 7% 84%	8 3% 9%	47 7% 53% ^d	13 4% 14%	43 7% 48%	62 6% 70%	10 5% 12%	4 4% 4%	9 7% 10%	69 6% 77%	77 6% 87%
BT Infinity	124 9%	114 9% 92%	10 7% 8%	22 9% 17%	99 9% 80%	16 7% 13%	66 10% 53%	19 6% 15%	64 11% 51% ^h	91 9% 73%	15 7% 12%	10 10% 8%	12 10% 10%	98 9% 79%	110 9% 89%
BT (other unspecified)	99 7%	93 8% 94%	6 4% 6%	20 8% 20%	78 7% 79%	14 6% 14%	46 7% 46%	20 7% 21%	39 7% 40%	59 6% 60%	10 5% 10%	8 8% 9%	18 15% 19% ^{kj}	65 6% 66%	86 7% 87%
EE\ Everything Everywhere	43 3%	41 3% 96%	2 1% 4%	7 3% 17%	35 3% 80%	8 4% 20%	23 4% 54%	13 4% 29%	19 3% 44%	29 3% 66%	8 4% 19%	5 5% 12%	6 5% 13%	33 3% 76%	39 3% 91%
Orange	8 1%	7 1% 92%	1 * 8%	2 1% 26%	6 1% 74%	1 * 12%	3 * 39%	1 * 12%	3 1% 39%	4 * 55%	1 * 8%	- - -	3 * 37% ^{kj}	5 * 63%	8 1% 100%
Plusnet	41 3%	41 3% 100% ^c	- - -	11 5% 27%	30 3% 73%	9 4% 23%	20 3% 49%	12 4% 30%	17 3% 42%	24 3% 60%	8 4% 20%	2 2% 6%	4 3% 9%	31 3% 77%	37 3% 91%
Sky	369 27%	331 27% m	36 28% 10%	64 27% 17%	294 26% 80%	61 26% 17%	169 46% 46%	83 27% 22%	147 29% 40%	279 29% 76% ^m	54 26% 15% ^m	22 22% 6%	20 17% 5%	321 29% 87% ^m	348 94% ^m
TalkTalk	156 12%	134 11% 86%	21 16% 14%	32 13% 20%	120 11% 77%	31 13% 20%	69 11% 44%	33 11% 21%	67 11% 43%	99 10% 64%	34 16% 22% ⁿ	19 19% 12% ⁿ	24 20% 16% ⁿ	122 11% 78%	144 12% 92%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1009	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1101	1242
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Virgin Media (NTL \ Telewest \ Blueyonder)	310 23%	271 22% m 87%	39 29% 13%	50 21% 16%	253 23% 82%	70 29% 23%a	163 25% 53%	83 27% 27%	150 25% 49%	235 24% 76%a	45 22% 15%a	21 21% 7%a	13 10% 4%	263 24% 85%a	285 23% 92%a
O2	6 *	6 1% 100%	- - -	1 1% 20%	4 * 68%	1 17% 39%	2 58% 3%	1 17% 17%	2 * 39%	4 * 68%	1 1% 32%	- - 20%	- 1% -	4 * 100%	4 * 100%
3	4 *	2 58%	2 42%b	- - 100%	4 * 100%	1 17% 3%	2 58% 17%	1 17% 17%	2 * 39%	4 * 68%	1 1% 32%	- - 20%	1 1% -	4 * 100%	4 * 100%
T-Mobile	1 *	- -	1 100%ab	- - 100%	1 * 100%	- - -	- - -	- - -	- - -	- - 100%	- 1% 32%	- - -	- 1% -	1 * 100%	1 * 100%
Post Office	12 1%	12 1% 100%	- - -	3 1% 26%	9 1% 74%	3 1% 27%	3 * 24%	3 1% 27%	3 1% 24%	6 1% 51%	2 1% 10%	1 1% 10%	1 1% 12%	8 1% 67%	10 1% 89%
Vodafone	11 1%	10 1% 87%	1 1% 13%	3 1% 27%	8 1% 73%	2 1% 21%	8 1% 68%	4 1% 36%	6 1% 50%	7 1% 65%	3 1% 24%	- - 11%	1 1% 89%	10 1% 89%	11 1% 100%
Other	52 4%	49 4%	3 94%	7 14%	43 82%	6 11%	27 52%	9 17%	24 46%	38 72%	8 16%	5 9%	8 16%	44 84%	49 95%
SUMMARY CODE															
ANY BT	312 23%	291 24% eth 93% ^c	19 15% 6%	53 22% 17%	252 23% 81%	38 16% 12%	159 24% 51% ^d	52 17% 17%	145 25% 47% ^h	213 22% 68%	35 17% 11%	23 23% 7%	40 33% 13% ^{kajno}	232 21% 74%	273 22% 88%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY/ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/STANDARD MOBILE (o)
Unweighted Base	1308	1185	120	263	1015	245	587	309	523	871	195	103	140	1180
Weighted Base	1355	1219	132	240	1082	238	654	301	590	964	205	100*	123	1242
Can't remember	22	17	5	4	17	4	2	5	1	15	2	2	*	15
	2%	1%	4%	2%	2%	2%	*	2%	*	2%	1%	2%	*	1%
	g/ 76%	24%b	17%	77%	16%g	8%	22%h	3%	66%	11%	8%	2%	66%	77%

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
AOL	8	3	1	5	8	1	8	-	-	8
	1%	1%	*	1%	1%	*	1%	-	-	1%
		47%	16%	63%	100%	18%	100%	-	-	100%
BT Total Broadband \ BT	89	36	38	60	63	27	89	-	4	89
Yahoo \ BT Openworld	7%	6%	7%	6%	7%	6%	7%	-	4%	7%
		41%	43%	67%	71%	30%	100%	-	4%	100%
BT Infinity	124	56	52	91	49	75	124	-	17	124
	9%	10%	10%	10%	5%	16%	9%	-	16%	9%
		e	45%	42%	39%	61%aegj	100%e	-	14%aegj	100%e
BT (other) unspecified	99	41	34	66	74	29	99	-	8	99
	7%	7%	7%	7%	8%	6%	7%	-	9%	7%
		42%	34%	67%	75%	29%	100%	-	8%	100%
EE) Everything	43	20	13	29	33	10	43	-	2	43
Everywhere	3%	4%	2%	3%	4%	2%	3%	-	2%	3%
		46%	30%	67%	76%	24%	100%	-	5%	100%
Orange	8	3	1	4	6	2	8	-	1	8
	1%	*	*	*	1%	*	1%	-	1%	1%
		35%	15%	50%	73%	27%	100%	-	12%	100%
Plusnet	41	12	23	30	30	12	41	-	2	41
	3%	2%	4%	3%	3%	3%	3%	-	2%	3%
		29%	56%	75%	73%	30%	100%	-	4%	100%
Sky	369	163	155	269	277	99	369	-	20	369
	27%	29%	30%	29%	31%	21%	27%	-	21%	27%
		f	44%	73%	75%l	27%	100%l	-	5%	100%l
TalkTalk	156	57	50	97	123	34	156	-	9	156
	12%	10%	10%	10%	14%	7%	12%	-	9%	12%
		f	36%	62%	79%l	22%	100%l	-	6%	100%l
Tesco.net	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	1308	522	481	867	894	437	1308	-	86	1308
Weighted Base	1355	557	524	930	903	478	1355	**	93*	1355
Virgin Media (NTL \	310	127	123	217	144	174	310	-	19	310
Telewest \ Blueyonder)	23%	23%	24%	23%	16%	36%	23%	-	21%	23%
		e 41%	40%	70%	47%	56%aegij	100%e	-	6%	100%e
O2	6	1	1	2	6	-	6	-	-	6
	*	*	*	*	1%	-	*	-	-	*
		20%	19%	39%	100%	-	100%	-	-	100%
3	4	1	1	1	4	-	4	-	1	4
	*	*	*	*	*	-	*	-	1%	*
		32%	32%	32%	100%	-	100%	-	32% <i>f</i>	100%
T-Mobile	1	-	1	1	1	-	1	-	-	1
	*	-	*	*	*	-	*	-	-	*
		-	100%	100%	100%	-	100%	-	-	100%
Post Office	12	3	3	6	11	2	12	-	1	12
	1%	1%	1%	1%	1%	*	1%	-	1%	1%
		24%	29%	47%	83%	16%	100%	-	8%	100%
Vodafone	11	5	2	7	9	3	11	-	1	11
	1%	1%	*	1%	1%	1%	1%	-	2%	1%
		48%	20%	59%	75%	25%	100%	-	13%	100%
Other	52	20	20	33	47	5	52	-	6	52
	4%	4%	4%	4%	5%	1%	4%	-	7%	4%
		f 38%	38%	63%	91% <i>f</i>	9%	100% <i>f</i>	-	12% <i>f</i>	100% <i>f</i>
SUMMARY CODE										
ANY BT	312	133	124	217	186	131	312	-	29	312
	23%	24%	24%	23%	21%	27%	23%	-	31%	23%
		43%	40%	70%	60%	42% <i>ae</i>	100%	-	9% <i>e</i>	100%
Can't remember	22	9	4	12	18	5	22	-	1	22
	2%	2%	1%	1%	2%	1%	2%	-	1%	2%
		39%	19%	54%	63%	23%	100%	-	4%	100%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
AOL	8	6	1	5	3	5	2	5	1	-	-
	1%	1%	-	1%	-	-	1%	1%	2%	-	-
		84%	16%	65%	35%	62%	26%	72%	12%	-	-
BT Total Broadband \ BT	89	71	18	34	55	49	10	78	2	3	1
Yahoo \ BT Openworld	7%	7%	5%	5%	9%	5%	3%	7%	3%	4%	3%
		g 80%	20%	38%	62% ^d	55%	12%	87% ^g	2%	3%	1%
BT Infinity	124	101	23	62	62	81	29	95	-	3	3
	9%	10%	7%	9%	9%	9%	9%	9%	-	3%	7%
		i 81%	19%	50%	50%	65%	23% ^d	77% ^d	-	2%	2%
BT (other\ unspecified)	99	79	20	44	54	57	14	85	5	3	3
	7%	8%	6%	7%	8%	6%	4%	8%	10%	3%	9%
		80%	20%	45%	55%	58%	14%	86% ^g	5%	3%	4%
EE\ Everything	43	28	15	10	34	28	13	30	3	2	3
Everywhere	3%	3%	4%	1%	5%	3%	4%	3%	6%	3%	9%
		d 65%	35%	22%	78% ^d	65%	31%	69%	7%	5%	8%
Orange	8	8	-	2	6	5	1	7	-	-	-
	1%	1%	-	-	1%	-	-	1%	-	-	-
		100%	-	19%	81%	-	12%	88%	-	-	-
Plusnet	41	34	6	10	31	15	5	36	1	2	2
	3%	3%	2%	2%	4%	2%	2%	3%	2%	3%	5%
		f 84%	16%	24%	76% ^d	37%	12%	88%	3%	6%	5%
Sky	369	279	91	245	124	308	112	256	14	28	16
	27%	28%	26%	37%	18%	33%	36%	25%	26%	37%	39%
		e 75%	25%	66% ^{ae}	34%	83% ^{ae}	30% ^{ah}	69%	4%	8%	4%
TalkTalk	156	121	36	45	111	99	29	128	5	9	1
	12%	12%	10%	7%	16%	10%	9%	12%	8%	11%	2%
		d 77%	23%	29%	71% ^{ad}	63%	18%	82%	3%	5%	-
Tesco.net	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	1308	982	326	626	682	911	296	1005	58	68	40
Weighted Base	1355	1009	346	661	694	945	311	1037	55*	76*	41*
Virgin Media (NTL \	310	199	111	171	139	228	72	236	19	20	9
Telewest \ Blueyonder)	23%	20%	32%	26%	20%	24%	23%	23%	34%	26%	22%
		64%	36%ab	55%e	45%	74%	23%	76%	6%	6%	3%
O2	6	4	2	3	3	3	1	5	-	1	1
	*	*	1%	*	*	*	*	*	-	2%	3%
		71%	29%	52%	48%	49%	20%	80%	-	20%a	20%a
3	4	2	2	1	3	3	1	3	-	-	-
	*	*	1%	*	*	*	*	*	-	-	-
		57%	43%	25%	75%	74%	25%	75%	-	-	-
T-Mobile	1	1	-	-	1	-	-	-	-	-	-
	*	*	-	-	*	-	-	-	-	-	-
		100%	-	-	100%	-	-	-	-	-	-
Post Office	12	9	2	1	11	6	5	7	-	2	-
	1%	1%	1%	*	2%	1%	1%	1%	-	2%	-
		79%	21%	10%	90% ^d	54%	38%	62%	-	13%	-
Vodafone	11	7	5	3	8	10	5	7	1	2	1
	1%	1%	1%	*	1%	1%	2%	1%	3%	3%	4%
		57%	43%	26%	74%	89%	43%	57%	13%	17%	13%
Other	52	48	4	20	32	40	6	46	2	3	-
	4%	5%	1%	3%	5%	4%	2%	4%	4%	3%	-
		c	93% ^c	39%	61%	77%	12%	88%	5%	5%	-
SUMMARY CODE											
ANY BT	312	250	61	140	172	187	53	258	7	8	7
	23%	25%	18%	21%	25%	20%	17%	25%	13%	11%	18%
		cgj	80% ^c	20%	45%	55%	17%	83% ^{gj}	2%	3%	2%
Can't remember	22	12	10	5	17	7	6	15	1	-	-
	2%	1%	3%	1%	2%	1%	2%	1%	2%	-	-
		53%	47% ^b	23%	77% ^d	30%	28%	66%	6%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
AOL	8	-	-	-	-	1	1	7	-	-	-	2	5
	1%	-	-	-	-	1%	1%	1%	-	-	-	-	1%
		-	-	-	-	12%	88%	-	-	-	-	31%	69%
BT Total Broadband \ BT	89	1	3	2	1	7	8	81	5	3	3	47	42
Yahoo \ BT Openworld	7%	3%	7%	4%	5%	5%	5%	7%	8%	4%	4%	5%	9%
		1%	3%	3%	1%	8%	9%	91%	6%	4%	4%	53%	47% ^l
BT Infinity	124	1	3	3	3	5	9	115	5	7	7	77	47
	9%	3%	7%	6%	15%	4%	6%	10%	8%	7%	9%	9%	10%
		1%	2%	3%	3%	4%	7%	93%	4%	5%	6%	62%	38%
BT (other\ unspecified)	99	3	3	3	-	7	7	92	3	4	2	55	44
	7%	10%	8%	5%	-	5%	4%	8%	5%	4%	3%	6%	9%
		3%	3%	3%	-	7%	7%	93%	3%	4%	2%	56%	44%
EE\ Everything	43	1	-	5	2	11	13	30	3	2	2	23	20
Everywhere	3%	5%	-	9%	10%	9%	9%	2%	4%	2%	3%	3%	4%
		3%	-	12% ^{lah}	5%	25% ^{lah}	30% ^{lah}	70%	7%	5%	5%	53%	47%
Orange	8	1	-	-	-	-	-	8	-	2	-	5	2
	1%	4%	-	-	-	-	-	1%	-	2%	-	1%	-
		15% ^{afg}	-	-	-	-	-	100%	-	28%	-	70%	30%
Plusnet	41	1	-	-	1	4	6	35	1	3	1	15	26
	3%	3%	-	-	6%	3%	4%	3%	1%	3%	1%	2%	5%
		2%	-	-	3%	11%	14%	86%	2%	7%	2%	37%	63% ^{al}
Sky	369	7	11	10	7	45	52	317	15	21	26	292	77
	27%	23%	29%	17%	31%	35%	34%	26%	23%	24%	32%	33%	16%
		m 2%	3%	3%	2%	12% ^{adh}	14% ^{adh}	86%	4%	6%	7%	79% ^{am}	21%
TalkTalk	156	5	4	7	2	24	26	130	8	19	7	90	67
	12%	16%	12%	12%	8%	19%	17%	11%	12%	21%	9%	10%	14%
		3%	3%	4%	1%	16% ^{lah}	17% ^h	83%	5%	12% ^{lah}	5%	57%	43%
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	1308	35	35	52	21	121	142	1166	61	81	73	849	459
Weighted Base	1355	32*	36*	56*	23**	127	150	1205	65*	90*	79*	878	477
Virgin Media (NTL \	310	7	8	21	6	14	20	290	19	18	26	214	96
Telewest \ Blueyonder)	23%	23%	23%	37%	26%	11%	13%	24%	29%	20%	33%	24%	20%
		fg	2%	3%	7%afghj	2%	6%	94%fg	6%fg	6%	9%afg	69%	31%
O2	6	-	-	-	-	-	-	6	-	2	-	1	5
*	-	-	-	-	-	-	-	1%	-	2%	-	*	1%
	-	-	-	-	-	-	-	100%	-	32%	-	17%	83%l
3	4	-	-	-	-	-	-	4	1	-	-	1	3
*	-	-	-	-	-	-	-	*	1%	-	-	*	1%
	-	-	-	-	-	-	-	100%	17%	-	-	32%	68%
T-Mobile	1	-	-	-	-	-	-	1	-	-	-	-	1
*	-	-	-	-	-	-	-	*	-	-	-	-	*
	-	-	-	-	-	-	-	100%	-	-	-	-	100%
Post Office	12	*	2	1	-	3	3	9	1	1	2	5	6
1%	1%	4%	4%	2%	-	2%	2%	1%	2%	1%	3%	1%	1%
	4%	13%ah	9%	21%	21%	79%	11%	11%	11%	20%	46%	54%	
Vodafone	11	1	-	-	-	-	-	11	-	4	-	6	6
1%	4%	-	-	-	-	-	-	1%	-	4%	-	1%	1%
	11%fg	-	-	-	-	-	-	100%	-	35%afgh	-	50%	50%
Other	52	1	-	-	-	6	6	46	3	4	2	39	13
4%	2%	-	-	-	-	5%	4%	4%	5%	4%	2%	4%	3%
	1%	-	-	-	-	12%	12%	88%	6%	7%	3%	74%	26%
SUMMARY CODE													
ANY BT	312	5	8	9	5	19	24	288	14	14	13	179	132
23%	16%	22%	15%	20%	15%	16%	24%	22%	15%	16%	28%	20%	28%
	2%	3%	3%	1%	6%	6%	92%fg	5%	4%	4%	-	58%	42%al
Can't remember	22	1	3	4	-	1	1	21	-	-	-	5	17
2%	4%	9%	7%	-	1%	1%	2%	-	-	-	-	1%	3%
	l	6%	15%afghijk	18%afghijk	-	4%	4%	96%	-	-	-	24%	76%al

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
AOL	8	-	2	-	3	-	-	-	-	1	1	-
	1%	-	1%	-	1%	-	-	-	-	6%	16%	-
		-	29%	-	38%	-	-	-	-	18%	15%	-
BT Total Broadband \ BT	89	13	8	8	26	13	12	2	2	2	1	-
Yahoo \ BT Openworld	7%	6%	4%	4%	7%	9%	16%	8%	15%	10%	18%	-
		15%	10%	8%	29%	15%	13%abcd	3%	3%	2%	1%	-
BT Infinity	124	18	12	18	49	12	8	4	-	1	1	-
	9%	8%	6%	9%	12%	8%	11%	13%	-	6%	19%	-
		15%	9%	15%	40%b	10%	6%	3%	-	1%	1%	-
BT (other\ unspecified)	99	9	21	16	21	16	9	5	1	-	-	1
	7%	4%	10%	8%	5%	10%	12%	16%	8%	-	-	11%
		9%	21%ad	16%a	21%	16%ad	9%ad	5%	1%	-	-	1%
EE\ Everything	43	8	7	8	13	3	1	1	1	1	-	-
Everywhere	3%	3%	3%	4%	3%	2%	1%	4%	5%	5%	-	-
		20%	16%	18%	31%	7%	1%	3%	2%	3%	-	-
Orange	8	-	1	1	4	-	-	-	1	1	-	-
	1%	-	*	*	1%	-	-	-	8%	4%	-	-
		-	8%	8%	58%	-	-	-	15%	11%	-	-
Plusnet	41	8	6	8	8	5	1	-	1	-	-	2
	3%	3%	3%	4%	2%	3%	2%	-	9%	-	-	25%
		20%	16%	19%	19%	13%	3%	-	4%	-	-	6%
Sky	369	74	53	53	107	50	16	7	5	3	-	1
	27%	31%	25%	27%	27%	32%	22%	23%	30%	16%	-	13%
		20%	14%	14%	29%	13%	4%	2%	1%	1%	-	*
TalkTalk	156	27	19	33	46	10	7	5	3	3	1	3
	12%	11%	9%	17%	12%	6%	9%	17%	18%	12%	13%	26%
		18%	12%	21%be	29%	6%	4%	3%	2%	2%	1%	2%
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	1308	243	212	202	368	147	63	26	14	19	6	8
Weighted Base	1355	242	210	196	394	155	72*	31**	15**	22**	7**	10**
Virgin Media (NTL \ Telewest \ Blueyonder)	310 23%	65 27% 21% ^c	61 29% 20% ^c	34 17% 11%	93 24% 30%	33 21% 11%	14 20% 5%	3 10% 1%	1 8% *	4 18% 1%	1 21% *	- - -
O2	6 *	- -	2 1% 32%	2 1% 30%	2 1% 38%	- - -	- - -	- - -	- - -	- - -	- - -	- - -
3	4 *	- -	- -	1 1% 25%	2 * 43%	- - -	- - -	- - -	- - -	1 6% 32%	- - -	- - -
T-Mobile	1 *	- -	- -	- -	- -	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -
Post Office	12 1%	4 2% 32%	2 1% 19%	3 2% 29%	1 * 10%	1 1% 9%	- - -	- - -	- - -	- - -	- - -	- - -
Vodafone	11 1%	2 1% 17%	2 1% 14%	4 2% 37% ^d	1 * 8%	3 - 24%	- - -	- - -	- - -	- - -	- - -	- - -
Other	52 4%	10 4% 20%	14 6% 26% ^e	5 2% 9%	13 3% 26%	2 1% 4%	1 2% 2%	2 5% 5%	- - -	4 16% 7%	1 13% 2%	- - -
SUMMARY CODE												
ANY BT	312 23%	41 17% 13%	41 20% 13%	42 21% 13%	96 24% 31% ^a	42 27% 13% ^a	28 38% 9% ^{abcd}	12 38% 4%	4 23% 1%	3 16% 1%	3 37% 1%	1 11% *
Can't remember	22 2%	3 1% 11%	- - -	3 2% 15%	5 1% 22%	5 3% 24% ^b	4 5% 16% ^{bd}	- - -	- - -	- - -	- - -	3 26% 12%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8	
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**	
AOL	8	-	1	1	1	2	-	-	-	3	-	-	2	1	2	1	1	-	
BT	1%	-	1%	*	1%	1%	-	-	-	6%	-	-	*	*	2%	1%	2%	-	
BT Total Broadband \ BT Openworld		-	16%	12%	16%	22%	-	-	-	33%acdefh	-	-	29%	15%	22%lm	16%	18%lm	-	
BT Infinity	89	9	7	13	12	19	11	2	13	2	1	-	17	61	4	3	5	-	
BT (other\ unspecified)	7%	4%	7%	5%	6%	10%	8%	3%	15%	6%	9%	-	4%	10%	5%	2%	6%	-	
BT Infinity	124	10%	8%	15%	14%	21%ac	12%	2%	15%acd	3%	1%	-	19%	69%do	4%	3%	5%	-	
BT (other\ unspecified)	9%	13	6	26	20	20	20	11	1	5	3	-	33	70	7	9	5	-	
BT (other\ unspecified)	9%	6%	5%	9%	10%	10%	15%	18%	1%	11%	18%	-	7%	12%	9%	6%	7%	-	
BT (other\ unspecified)	10%	10%	5%	21%h	16%h	16%h	16%abh	9%abh	1%	4%h	2%	-	26%	57%do	6%	7%	4%	-	
BT (other\ unspecified)	99	8	9	17	16	18	17	3	6	1	3	1	29	57	5	5	2	1	
BT (other\ unspecified)	7%	4%	8%	6%	8%	9%	13%	5%	7%	3%	18%	11%	7%	10%	6%	3%	3%	11%	
BT (other\ unspecified)		8%	9%	17%	17%	18%a	17%ac	3%	6%	1%	3%	1%	30%	58%do	5%	5%	2%	1%	
EE\ Everything Everywhere	43	8	3	5	8	12	3	1	2	2	-	-	12	19	1	8	4	-	
EE\ Everything Everywhere	3%	4%	3%	2%	4%	6%	3%	2%	2%	4%	-	-	3%	3%	1%	5%	6%	-	
EE\ Everything Everywhere		18%	7%	11%	18%	27%ac	8%	2%	4%	4%	-	-	27%	44%	2%	17%	9%	-	
Orange	8	2	-	3	-	-	-	-	2	1	-	-	1	6	-	-	1	-	
Orange	1%	1%	-	1%	-	-	-	-	3%	2%	-	-	*	1%	-	-	1%	-	
Orange		22%	-	34%	-	-	-	-	28%de	15%de	-	-	8%	81%	-	-	12%	-	
Plusnet	41	6	3	12	6	5	1	3	1	1	-	2	13	18	2	3	3	2	
Plusnet	3%	3%	2%	4%	3%	3%	*	5%	1%	3%	-	25%	3%	3%	2%	2%	4%	25%	
Plusnet		16%	6%	30%ef	14%	13%	1%	7%	3%	4%	-	6%	32%	44%	4%	7%	7%	6%	
Sky	369	70	31	83	51	43	33	14	32	9	1	1	120	152	22	52	23	1	
Sky	27%	33%	29%	29%	24%	22%	26%	23%	36%	21%	10%	13%	27%	25%	28%	33%	31%	13%	
Sky		19%e	8%	23%	14%	12%	9%	4%	9%e	2%	*	*	32%	41%	6%	14%	6%	*	
TalkTalk	156	25	15	36	29	15	12	6	9	3	3	3	56	59	11	19	9	3	
TalkTalk	12%	12%	14%	13%	14%	8%	10%	10%	10%	8%	24%	26%	13%	10%	14%	13%	12%	26%	
TalkTalk		16%	9%	23%	18%	10%	8%	4%	5%	2%	2%	2%	36%	37%	7%	12%	6%	2%	
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Tesco.net	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	1308	221	112	286	207	177	116	53	77	39	12	8	428	578	76	147	71	8
Weighted Base	1355	215	109	282	211	195	128	60*	89*	42*	14**	10**	440	599	79*	154	73*	10**
Virgin Media (NTL \ Telewest \ Blueyonder)	310	56	22	63	53	44	24	18	15	13	2	-	118	112	20	43	17	-
	23%	26%	20%	22%	25%	22%	19%	30%	17%	30%	28%	-	27%	19%	25%	28%	24%	-
		18%	7%	20%	17%	14%	8%	6%	5%	4%	1%	-	38% _m	36%	6%	14% _m	6%	-
O2	6	-	-	1	3	2	-	-	-	-	-	-	2	1	1	1	1	-
	*	-	-	*	1%	1%	-	-	-	-	-	-	*	*	1%	*	2%	-
		-	-	19%	49%	32%	-	-	-	-	-	-	32%	17%	19%	12%	20% _m	-
3	4	-	-	-	-	1	-	1	2	-	-	-	2	1	-	1	-	-
	*	-	-	-	-	1%	-	2%	2%	-	-	-	*	*	-	1%	-	-
		-	-	-	-	25%	-	26% _c	49% _{acd}	-	-	-	43%	32%	-	25%	-	-
T-Mobile	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-
	*	-	-	-	-	1%	-	-	-	-	-	-	*	-	-	-	-	-
		-	-	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-	-
Post Office	12	6	2	2	1	-	-	1	-	-	-	-	6	3	2	-	1	-
	7%	3%	2%	1%	1%	-	-	1%	-	-	-	-	1%	1%	2%	-	2%	-
		54% _e	16%	17%	9%	-	-	4%	-	-	-	-	48%	27%	15%	-	9%	-
Vodafone	11	-	3	3	3	1	1	-	-	-	-	-	5	5	-	1	-	-
	1%	-	3%	1%	1%	1%	1%	-	-	-	-	-	1%	1%	-	1%	-	-
		-	30% _a	24%	22%	11%	13%	-	-	-	-	-	42%	46%	-	13%	-	-
Other	52	10	3	15	5	8	3	1	4	2	1	-	16	25	2	7	1	-
	4%	5%	3%	5%	2%	4%	2%	2%	4%	6%	6%	-	4%	4%	3%	5%	2%	-
		19%	6%	29%	9%	16%	5%	2%	7%	5%	2%	-	31%	48%	4%	13%	3%	-
SUMMARY CODE																		
ANY BT	312	29	22	56	49	57	47	16	20	8	6	1	78	189	15	17	11	1
	23%	14%	20%	20%	23%	29%	37%	26%	23%	20%	45%	11%	18%	32%	19%	11%	16%	11%
		9%	7%	18%	16% _a	18% _{ac}	15% _{abcdh}	5% _a	6%	3%	2%	*	25%	61% _{knop}	5%	5%	4%	*
Can't remember	22	3	4	1	3	3	-	2	-	-	-	3	8	8	1	2	-	3
	2%	1%	3%	1%	1%	2%	3%	-	2%	-	-	26%	2%	1%	1%	2%	-	26%
		13%	16% _c	7%	13%	15%	15%	-	10%	-	-	12%	37%	36%	4%	11%	-	12%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
AOL	8	5	1	1
	1%	-	1%	1%
		72%	15%	12%
BT Total Broadband \ BT	89	81	4	4
Yahoo \ BT Openworld	7%	7%	4%	4%
		91%	5%	4%
BT Infinity	124	101	12	10
	9%	9%	10%	11%
		82%	10%	8%
BT (other\ unspecified)	99	87	6	6
	7%	8%	5%	6%
		88%	6%	6%
EE\ Everything	43	35	4	5
Everywhere	3%	3%	3%	5%
		80%	8%	12%
Orange	8	7	-	1
	1%	1%	-	1%
		88%	-	12%
Plusnet	41	37	1	2
	3%	3%	1%	2%
		92%	2%	5%
Sky	369	285	50	34
	27%	25%	42%	36%
		77%	14% ^a	9% ^a
TalkTalk	156	136	12	8
	12%	12%	10%	9%
		87%	8%	5%
Tesco.net	-	-	-	-
	-	-	-	-
		-	-	-
Virgin Media (NTL \	310	272	19	18
Telewest \ Blueyonder)	23%	24%	16%	20%
		88%	6%	6%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.17 What is the name of the company that supplies your broadband service?

Base: All who have fixed broadband (Boost waves of those with any difficulties paying for communications services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	1308	1098	120	90
Weighted Base	1355	1142	119	93*
O2	6	5	1	-
	*	*	1%	-
		80%	20%	-
3	4	4	-	-
	*	*	-	-
		100%	-	-
T-Mobile	1	1	-	-
	*	*	-	-
		100%	-	-
Post Office	12	9	1	2
	1%	1%	1%	2%
		79%	6%	16%
Vodafone	11	9	2	-
	1%	1%	2%	-
		83%	17%	-
Other	52	48	3	1
	4%	4%	3%	1%
		92%	6%	1%
SUMMARY CODE				
ANY BT	312	269	22	20
	23%	24%	19%	21%
		86%	7%	6%
Can't remember	22	16	2	1
	2%	2%	2%	1%
		83%	11%	6%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
Payphone	70	41	29	13	16	15	10	7	4	6	29	32	9	21	49	7	28	36
	3%	4%	2%	4%	3%	4%	3%	2%	1%	3%	4%	3%	2%	2%	4%	2%	2%	5%
		59%	41%	19%	22%	21%	14%	10%	5%	8%	41%	45%	13%	30%	70%	10%	39%	51%
Directory enquiries via BT phonebook	41	14	27	1	5	5	7	8	5	9	7	21	14	21	20	7	24	10
	2%	1%	2%	*	1%	1%	2%	2%	2%	4%	1%	2%	3%	2%	2%	2%	2%	1%
		34%	66%	4%	13%	12%	18%	20%	12%	21%	17%	50%	34%	51%	49%	18%	58%	24%
										f								
Directory enquiries via phone	81	36	45	13	9	13	12	19	9	6	21	45	15	42	38	11	45	25
	3%	3%	4%	4%	2%	3%	3%	5%	4%	3%	3%	4%	3%	4%	3%	3%	4%	3%
		45%	55%	16%	11%	16%	15%	24%	11%	7%	27%	55%	18%	52%	48%	14%	55%	31%
Directory enquiries via internet	165	70	95	38	35	35	17	27	10	3	72	79	14	109	57	42	95	28
	7%	6%	8%	11%	7%	9%	5%	7%	4%	2%	9%	7%	3%	10%	5%	10%	8%	4%
		jmor	42%	23%	agi	21%	gij	16%	6%	2%	44%	m	48%	66%	ao	26%	ar	58%
				j														
Itemised billing - that you pay extra for	123	58	65	7	19	22	24	26	14	12	26	72	25	79	44	29	64	29
	5%	5%	5%	2%	4%	5%	7%	5%	5%	6%	3%	6%	6%	7%	4%	7%	5%	4%
		dko	47%	5%	15%	18%	d	20%	d	21%	21%	59%	k	64%	ao	36%	24%	24%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	242	103	139	41	44	47	30	43	22	16	85	119	38	144	98	54	132	55
	10%	9%	11%	12%	9%	12%	8%	12%	9%	8%	10%	11%	8%	13%	8%	13%	11%	7%
		or	43%	17%	18%	19%	12%	18%	9%	7%	35%	49%	16%	59%	ao	22%	55%	23%
None of these	1961	947	1013	290	385	324	289	294	209	170	675	907	379	904	1057	338	987	636
	82%	82%	82%	83%	83%	81%	81%	80%	84%	82%	83%	81%	83%	79%	84%	80%	82%	84%
		48%	52%	15%	20%	17%	15%	15%	11%	9%	34%	46%	19%	46%	54%	17%	50%	32%
Don't know	37	17	19	4	7	3	8	3	4	8	11	14	12	14	23	4	18	15
	2%	2%	2%	1%	1%	1%	2%	1%	2%	4%	1%	1%	3%	1%	2%	1%	1%	2%
		47%	53%	11%	16%	8%	23%	7%	11%	1%	29%	38%	33%	37%	63%	11%	48%	41%
										fh								

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
Payphone	70 3%	54 3%	7 10%	3 3%	6 8% ^b	4 6%	9 13%	8 12%	5 8%	3 4%	7 10%	8 11%	6 8%	5 6%	3 5%	7 10%	6 8% ^{jm}
Directory enquiries via BT phonebook	41 2%	33 2%	4 2%	3 2%	2 2%	1 1%	4 1%	3 2%	2 1%	1 *	4 1%	4 2%	9 3%	6 3%	3 2%	4 2%	2 2%
Directory enquiries via phone	81 3%	68 3%	5 6%	5 6%	2 3%	3 4%	4 2%	8 4%	3 2%	8 4%	13 5%	7 3%	14 4%	8 4%	5 4%	5 3%	2 2%
Directory enquiries via internet	165 7%	133 7%	12 8%	10 8%	11 11%	6 6%	16 6%	8 4%	7 4%	16 9%	20 8%	14 5%	37 10%	8 4%	10 8%	12 6%	11 6% ^{hlin}
Itemised billing - that you pay extra for	123 5%	104 5%	11 9%	5 4%	2 2%	2 2%	24 9%	5 3%	8 5%	14 8%	8 3%	12 4%	18 5%	13 7%	5 4%	11 6%	2 2%
SUMMARY CODE		85%	9%	4%	2%	2%	20% ^{aafhklmq}	4%	6%	12% ^{hkhq}	6%	10%	14%	11% ^h	4%	9%	2%
ANY DIRECTORY ENQUIRIES	242 10%	197 10%	16 8%	14 11%	15 16%	6 3%	22 8%	14 7%	10 6%	22 12%	29 12%	24 9%	51 14%	18 9%	14 11%	16 8%	15 16%
		82%	7%	6%	6%	3%	9%	6%	4%	9% ^l	12%	10%	21% ^{aafgh ll}	7%	6%	7%	6% ^{sfghi}
None of these	1961 82%	1630 82%	155 80%	100 83%	75 79%	89 88%	210 80%	176 87%	145 84%	140 78%	207 84%	226 83%	286 80%	151 81%	100 83%	155 80%	75 79%
Don't know	37 2%	27 1%	8 4%	1 1%	- -	- -	1 *	- *	5 3%	3 1%	3 1%	7 2%	4 1%	5 3%	1 1%	8 4%	- -
		75%	22% ^{abe}	3%	-	-	2%	1%	13% ^{gh}	7%	8%	18% ^q	11%	13% ^q	3%	22% ^{aafghmq}	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
Payphone	70	62	8	22	46	19	21	25	15	23	17	1	13	33	43
	3%	3%	3%	5%	3%	4%	2%	5%	2%	2%	6%	1%	6%	3%	3%
		89%	11%	31% ^e	66%	27%	31%	35% ^{ai}	22%	33%	24% ^{ajlno}	2%	19% ^{ajlno}	47%	61%
Directory enquiries via BT phonebook	41	38	2	19	23	9	18	10	16	21	5	1	7	22	27
	2%	2%	1%	4%	1%	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%
		92%	5%	45% ^{ae}	55%	21%	43%	24%	39%	50%	13%	2%	17%	52%	65%
Directory enquiries via phone	81	73	8	21	59	17	42	22	37	36	13	6	9	44	55
	3%	3%	3%	4%	3%	4%	5%	4%	5%	3%	5%	5%	4%	3%	4%
		90%	10%	26%	73%	22%	52%	28%	46%	45%	16%	8%	11%	55%	68%
Directory enquiries via internet	165	139	26	27	136	28	91	30	90	97	23	6	15	109	121
	7%	7%	9%	6%	7%	6%	10%	6%	11%	9%	8%	5%	7%	8%	8%
		84%	16%	16%	82%	17%	55% ^{af}	18%	54% ^{ah}	59%	14%	4%	9%	66%	73%
Itemised billing - that you pay extra for	123	111	12	33	85	22	67	32	58	76	19	9	14	86	101
	5%	5%	4%	7%	5%	5%	8%	6%	7%	7%	7%	7%	6%	7%	6%
		90%	10%	27% ^e	69%	18%	55% ^{aa}	26%	47% ^{aa}	62%	15%	7%	11%	70%	82%
SUMMARY CODE															
ANY DIRECTORY ENQUIRIES	242	208	33	58	181	47	122	54	115	128	32	13	26	147	172
	10%	10%	11%	12%	10%	11%	14%	10%	14%	11%	12%	10%	12%	11%	11%
		86%	14%	24%	75%	19%	51% ^{aa}	22%	48% ^{ah}	53%	13%	5%	11%	61%	71%
None of these	1961	1716	233	363	1522	347	700	418	629	894	209	113	173	1055	1270
	82%	82%	81%	77%	83%	81%	78%	80%	78%	80%	77%	84%	78%	81%	81%
		dgi/ 88%	12%	19%	78% ^{ad}	18%	36%	21%	32%	46%	11%	6%	9%	54%	65%
Don't know	37	32	4	7	20	2	4	2	4	13	3	1	3	14	16
	2%	2%	2%	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%
		ghi/ 88%	12%	19%	54%	6%	12%	6%	12%	34%	7%	2%	9%	39%	45%

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WiFi (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
Payphone	70	13	15	23	17	9	26	44	-	26
	3%	2%	3%	2%	2%	2%	2%	4%	-	2%
		19%	21%	33%	24%	13%	37%	63%aefgij	-	37%
Directory enquiries via BT phonebook	41	11	16	20	17	5	22	19	1	23
	2%	2%	3%	2%	2%	1%	2%	2%	1%	2%
		26%	38%	48%	40%	13%	53%	47%	2%	55%
Directory enquiries via phone	81	23	16	32	23	19	42	39	5	42
	3%	4%	3%	3%	3%	4%	3%	4%	4%	3%
		29%	20%	40%	29%	23%	52%	48%	6%	52%
Directory enquiries via internet	165	51	48	79	67	40	106	59	10	107
	7%	8%	9%	7%	7%	8%	8%	6%	9%	8%
		31%	29%	48%	41%	24%	64%	36%	6%	65%
Itemised billing - that you pay extra for	123	48	42	71	57	35	91	32	14	91
	5%	7%	7%	7%	6%	7%	7%	3%	13%	7%
		h 39%a	34%a	58%	46%h	29%h	74%h	26%	11%aaghij	74%h
SUMMARY CODE										
ANY DIRECTORY ENQUIRIES	242	70	61	108	91	51	140	101	12	143
	10%	11%	11%	10%	10%	11%	10%	10%	11%	10%
		29%	25%	45%	38%	21%	58%	42%	5%	59%
None of these	1961	516	455	849	743	393	1113	848	82	1124
	82%	81%	81%	82%	82%	82%	82%	82%	76%	82%
		26%	23%	43%	38%	20%	57%	43%	4%	57%
Don't know	37	7	6	12	8	3	11	26	1	11
	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%
		20%	16%	34%	22%	8%	30%	70%aefgij	4%	30%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
Payphone	70	26	44	15	56	21	21	37	5	7	4
	3%	2%	4%	2%	3%	2%	5%	3%	6%	7%	6%
Directory enquiries via BT phonebook	41	37%	63% ^b	21%	79%	30%	30% ^{ah}	52%	8% ^{ah}	10% ^a	5%
	2%	2%	1%	1%	2%	1%	10	2%	3	1	1
		65%	35%	32%	68%	39%	23%	69%	7%	3%	3%
Directory enquiries via phone	81	44	37	23	57	34	20	45	4	3	4
	3%	4%	3%	3%	3%	3%	5%	3%	5%	3%	6%
		55%	45%	29%	71%	42%	24%	55%	5%	4%	5%
Directory enquiries via internet	165	97	69	61	104	85	41	84	6	5	8
	7%	8%	6%	8%	6%	8%	9%	6%	7%	5%	13%
		59% ^c	41%	37%	63%	51%	25% ^{ah}	51%	4%	3%	5%
Itemised billing - that you pay extra for	123	82	41	61	61	80	38	73	5	9	6
	5%	7%	3%	8%	4%	8%	9%	5%	5%	9%	10%
		ce 67% ^c	33%	50% ^{ae}	50%	65% ^a	31% ^{ah}	60%	4%	7%	5%
SUMMARY CODE											
ANY DIRECTORY ENQUIRIES	242	138	104	81	161	110	62	131	12	9	11
	10%	11%	9%	11%	10%	10%	14%	9%	14%	9%	17%
		57% ^c	43%	34%	66%	46%	25% ^{ah}	54%	5%	4%	4%
None of these	1961	983	978	587	1374	860	329	1169	65	76	45
	82%	81%	83%	80%	83%	82%	75%	83%	78%	76%	70%
		gk 50%	50%	30%	70%	44%	17%	60% ^g	3%	4%	2%
Don't know	37	13	24	10	27	7	3	22	2	1	-
	2%	1%	2%	1%	2%	1%	1%	2%	2%	1%	-
		f 35%	65%	26%	74%	19%	8%	60%	4%	2%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
Payphone	70	5	4	8	9	13	17	53	5	7	5	16	10
	3%	9%	7%	7%	9%	7%	7%	2%	5%	7%	4%	2%	2%
		7%ah	6%ah	12%ah	12%ah	18%ah	25%ah	75%	7%	10%	7%	23%	14%
Directory enquiries via BT phonebook	41	2	1	1	2	3	6	36	1	2	-	13	9
	2%	4%	2%	1%	3%	2%	2%	2%	1%	2%	-	1%	2%
		5%k	3%	2%	6%	8%	14%	86%	3%	5%	-	31%	23%
Directory enquiries via phone	81	2	-	2	1	6	8	73	3	5	2	28	14
	3%	3%	-	2%	1%	3%	3%	3%	3%	4%	2%	3%	3%
		2%	-	3%	1%	8%	9%	91%	4%	6%	2%	35%	17%
Directory enquiries via internet	165	4	4	9	11	18	26	139	6	21	9	76	30
	7%	6%	6%	8%	12%	9%	11%	6%	6%	16%	8%	9%	6%
		2%	2%	5%	7%	11%	16%ah	84%	3%	13%ah	5%	46%	18%
Itemised billing - that you pay extra for	123	3	3	4	5	15	20	103	7	9	6	65	26
	5%	6%	5%	4%	5%	8%	8%	5%	7%	7%	6%	7%	5%
		3%	2%	3%	4%	12%	16%ah	84%	5%	7%	5%	53%a	21%
SUMMARY CODE													
ANY DIRECTORY ENQUIRIES	242	6	5	11	13	24	35	207	10	24	11	93	47
	10%	11%	9%	10%	14%	13%	14%	10%	10%	18%	10%	11%	10%
		3%	2%	4%	5%	10%	15%ah	85%	4%	10%ah	4%	39%	20%
None of these	1961	45	47	87	67	146	182	1779	79	96	88	722	391
	82%	78%	79%	79%	73%	77%	75%	83%	77%	73%	80%	82%	82%
		egj	2%	4%	3%	7%	9%	91%egj	4%	5%	4%	37%	20%
Don't know	37	-	-	1	1	-	1	35	3	-	-	3	8
	2%	-	-	1%	2%	-	1%	2%	3%	-	-	*	2%
		l	-	4%	4%	-	4%	96%	9%l	-	-	9%	21%l

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
Payphone	70	10	19	11	21	6	-	1	1	-	-	1
	3%	2%	5%	3%	3%	2%	-	3%	4%	-	-	8%
		14%	28% ^{a,f}	15%	29%	8%	-	2%	1%	-	-	2%
Directory enquiries via BT phonebook	41	5	8	8	13	7	-	-	-	-	-	-
	2%	1%	2%	2%	2%	3%	-	1%	-	-	-	-
		13%	19%	20%	31%	16%	-	1%	-	-	-	-
Directory enquiries via phone	81	9	15	14	19	8	3	7	2	2	-	1
	3%	2%	4%	4%	3%	3%	2%	15%	9%	8%	-	8%
		11%	19%	18%	23%	10%	3%	9% ^{a,b,c,d,e,f}	3%	3%	-	1%
Directory enquiries via internet	165	28	23	25	52	13	9	9	4	1	-	2
	7%	6%	6%	6%	8%	5%	9%	16%	19%	5%	-	17%
		17%	14%	15%	31%	8%	5%	5% ^{a,b,c,d,e}	3%	1%	-	1%
Itemised billing - that you pay extra for	123	14	27	20	31	18	4	3	1	5	-	-
	5%	3%	7%	5%	5%	7%	4%	7%	5%	18%	-	-
		12%	22% ^a	16%	25%	15% ^a	3%	3%	1%	4%	-	-
SUMMARY CODE												
ANY DIRECTORY ENQUIRIES	242	37	35	39	72	25	9	15	5	2	-	2
	10%	8%	9%	10%	11%	10%	9%	32%	24%	8%	-	17%
		15%	14%	16%	30%	10%	4%	6% ^{a,b,c,d,e,f}	2%	1%	-	1%
None of these	1961	390	325	337	534	200	90	28	16	22	7	12
	82%	86%	81%	82%	82%	80%	87%	59%	70%	79%	100%	83%
		20% ^g	17% ^g	17% ^g	27% ^g	10% ^g	5% ^g	1%	1%	1%	-	1%
Don't know	37	4	5	10	11	4	1	1	-	-	-	-
	2%	1%	1%	3%	2%	2%	1%	2%	-	-	-	-
		11%	14%	29%	30%	11%	4%	2%	-	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
Payphone	70	10	9	14	13	12	3	4	3	2	-	1	31	19	3	11	5	1	
	3%	2%	4%	3%	3%	4%	1%	3%	2%	3%	-	8%	4%	2%	3%	4%	4%	8%	
Directory enquiries via BT phonebook	41	7	7	9	7	2	5	1	-	2	-	-	17	18	1	1	5	-	
	2%	2%	4%	2%	2%	1%	3%	1%	-	4%	-	-	2%	2%	1%	-	4%	-	
Directory enquiries via phone	81	7	9	16	15	4	8	8	6	7	-	1	25	40	4	7	4	1	
	3%	2%	4%	3%	4%	1%	4%	7%	4%	11%	-	8%	3%	4%	4%	2%	3%	8%	
Directory enquiries via internet	165	25	10	28	25	11	25	4	26	8	1	2	58	83	4	10	9	2	
	7%	6%	5%	5%	7%	3%	12%	4%	17%	12%	6%	17%	7%	8%	4%	3%	7%	17%	
Itemised billing - that you pay extra for	123	24	7	25	17	12	16	6	8	6	2	-	42	63	2	10	6	-	
	5%	6%	3%	5%	5%	4%	8%	5%	6%	9%	11%	-	5%	6%	2%	3%	5%	-	
SUMMARY CODE		20%	5%	20%	14%	10%	13%	5%	7%	5%	2%	-	35%	51%	2%	8%	5%	-	
ANY DIRECTORY ENQUIRIES	242	34	22	45	34	16	33	12	31	11	1	2	85	117	9	14	14	2	
	10%	8%	11%	9%	9%	5%	16%	11%	21%	17%	6%	17%	10%	12%	8%	5%	11%	17%	
		14%	9%e	19%	14%	7%	14%acde	5%	13%abcde	5%ace	1%	1%	35%o	48%o	4%	6%	6%o	1%	
None of these	1961	357	164	429	308	267	159	88	110	49	18	12	713	790	96	252	98	12	
	82%	84%	83%	82%	87%	77%	80%	74%	78%	83%	83%	83%	82%	80%	86%	88%	82%	83%	
		18%fh	8%	22%h	16%	14%fh	8%	4%	6%	3%	1%	1%	36%	40%	5%	13%lm	5%	1%	
Don't know	37	6	3	14	8	3	2	1	-	-	-	-	17	17	2	1	-	-	
	2%	1%	1%	3%	2%	1%	1%	1%	-	-	-	-	2%	2%	2%	*	-	-	
		16%	8%	38%	23%	9%	6%	2%	-	-	-	-	47%	45%	6%	3%	-	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.18 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
Payphone	70 3%	57 82%	6 9%	7 5%
Directory enquiries via BT phonebook	41 2%	36 88%	4 9%	1 4%
Directory enquiries via phone	81 3%	64 79%	10 13%a	6 8%
Directory enquiries via internet	165 7%	134 81%	16 10%	15 9%a
Itemised billing - that you pay extra for	123 5%	97 79%	10 8%	16 13%ab
SUMMARY CODE				
ANY DIRECTORY ENQUIRIES	242 10%	195 9%	28 16%	19 15%
None of these	1961 82%	1735 83%	132 77%	93 73%
Don't know	37 2%	36 96%	1 2%	- -

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	696	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
Comfortable on present income	914	487	427	132	171	128	129	148	112	96	302	404	208	547	367	225	502	186
	38%	42%	34%	38%	37%	32%	36%	40%	45%	47%	37%	36%	46%	48%	29%	53%	42%	24%
		clor	53%ac	14%	19%	14%	14%	16%l	12%ael	11%ade	33%	44%	23%aki	60%ao	40%	25%aqr	55%r	20%
Coping on present income	992	446	546	142	195	168	142	149	110	86	337	459	196	425	567	153	494	345
	41%	39%	44%	40%	42%	42%	40%	41%	44%	42%	41%	41%	43%	37%	45%	36%	41%	45%
		n	45%b	14%	20%	17%	14%	15%	11%	9%	34%	46%	20%	43%	57%an	15%	50%	35%p
Finding it difficult on present income	272	123	149	25	67	66	45	46	14	8	93	157	22	95	177	25	114	133
	11%	11%	12%	7%	15%	16%	13%	13%	6%	4%	11%	14%	5%	8%	14%	6%	9%	18%
		djmnp	45%	9%	25%dj	24%adi	16%dj	17%dj	5%	3%	34%km	58%am	8%	35%	65%an	9%	42%p	49%apq
Finding it very difficult on present income	117	47	70	13	20	28	29	15	9	2	33	73	11	36	81	7	50	60
	5%	4%	6%	4%	4%	7%	8%	4%	4%	1%	4%	6%	2%	3%	6%	2%	4%	8%
		jmp	40%	11%	17%j	24%j	25%ade	13%j	8%j	2%	28%	62%km	10%	31%	69%an	6%	43%p	51%apq
Rather not say	97	50	47	39	9	12	11	7	5	14	48	30	18	35	62	14	47	36
	4%	4%	4%	11%	2%	3%	3%	2%	2%	7%	6%	3%	4%	3%	5%	3%	4%	5%
		i	51%	40%ael	10%	12%	12%	8%	5%	14%ael	50%al	31%	19%	36%	64%on	14%	48%	38%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
Comfortable on present income	914 38%	782 39% ii 86% ^{td}	68 35% 7%	36 30% 4%	29 30% 3%	45 44% 5% ^{llo} q	113 43% 12% ^{llo} q	69 34% 8%	51 29% 6%	93 52% 10% ^{ahikl} nopq	86 35% 9%	87 32% 9%	167 47% 18% ^{ahik} lopq	72 39% 8%	36 30% 4%	68 35% 7%	29 30% 3%
Coping on present income	992 41%	805 41% j 81%	71 37% 7%	62 51% 6% ^{abc}	54 56% 5% ^{abc}	42 41% 4%	105 40% 11% ^j	91 45% 9% ^{jm}	76 44% 8%	52 29% 5%	117 47% 12% ^{ajlm} p	102 37% 10%	128 36% 13%	91 49% 9% ^{ljmp}	62 51% 6% ^{ljmp}	71 37% 7%	54 56% 5% ^{ajljmp}
Finding it difficult on present income	272 11%	232 12% 85%	16 8% 6%	14 11% 5%	10 11% 4%	6 6% 2%	31 12% 11%	20 10% 7%	31 18% 11% ^{afhnp}	20 11% 7%	28 11% 10%	41 15% 15% ^{fnp}	42 12% 16%	14 8% 5%	14 11% 5%	16 8% 6%	10 11% 4%
Finding it very difficult on present income	117 5%	87 4% 75%	21 11% 18% ^{abe}	7 6% 6%	1 2% 1%	10 10% 8% ^{aghn} nq	10 4% 9%	5 2% 4%	8 4% 6%	8 5% 7%	10 4% 9%	22 8% 18% ^{ahmn} q	10 3% 9%	5 3% 5%	7 6% 6%	21 18% ^{aghijk} mnq	1 2% 1%
Rather not say	97 4%	76 4% fg 78%	17 9% 18% ^{abde}	3 2% 3%	1 1% 1%	- - -	2 1% 2%	17 8% 17% ^{afqkmn} oq	6 4% 7% ^g	7 4% 7% ^g	7 3% 7%	22 23% ^{afq} kmnoq	12 3% 12% ^g	3 2% 3%	3 2% 3%	17 9% 18% ^{afqikm} noq	1 1% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?
 Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
Comfortable on present income	914 38%	808 39%	102 36%	118 25%	759 42%	74 17%	403 45%	105 20%	372 46%	429 39%	88 33%	50 37%	90 41%	488 37%	585 37%
		dfh 88%	11%	13%	83%ad	8%	44%af	11%	41%ah	47%	10%	6%	10%	53%	64%
Coping on present income	992 41%	888 42%	98 34%	211 45%	754 41%	221 51%	357 40%	263 50%	315 39%	470 42%	112 41%	66 49%	92 42%	558 43%	675 43%
		c 90%ac	10%	21%	76%ad	22%ag	36%	26%ai	32%	47%	11%	7%	9%	56%	68%
Finding it difficult on present income	272 11%	223 11%	48 18%	90 19%	173 9%	81 19%	102 30%	96 37%	87 32%	143 53%	43 16%	9 7%	20 13%	174 64%	197 72%
		82%	18%ab	33%ae	64%	30%ag	37%	35%ai	32%	53%aj	16%aim	3%	7%	64%aj	72%
Finding it very difficult on present income	117 5%	102 5%	13 5%	45 10%	64 55%	52 12%	30 3%	56 11%	25 3%	50 4%	22 8%	7 5%	16 7%	66 5%	85 5%
		e 88%	11%	39%ae	55%	44%ag	25%	48%ai	22%	42%	18%aj	6%	13%	57%	72%
Rather not say	97 4%	72 3%	25 9%	8 2%	74 4%	3 1%	3 *	3 1%	3 *	19 2%	6 2%	2 1%	4 2%	24 2%	28 2%
	hjn o	dfg 74%	26%ab	8%	76%ad	4%	3%	4%	3%	20%	6%	2%	4%	25%	29%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
Comfortable on present income	914 38%	249 39%	229 41%	406 39%	339 38%	210 44%	536 40%	378 36%	56 52%	540 39%
Coping on present income	992 41%	284 44%	229 41%	454 44%	408 45%	190 40%	587 43%	405 39%	35 33%	590 43%
Finding it difficult on present income	272 11%	67 10%	79 14%	123 12%	106 12%	53 11%	158 12%	114 11%	9 8%	162 12%
Finding it very difficult on present income	117 5%	25 4%	21 4%	41 4%	36 4%	20 4%	55 4%	62 6%	5 5%	58 4%
Rather not say	97 4%	14 2%	6 1%	17 2%	13 1%	6 1%	19 1%	78 8%	2 2%	19 1%
		bcdelfgj 14%	6%	18%	13%	6%	19%	81%aefgij	2%	19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
Comfortable on present income	914	493	421	290	624	411	39	650	7	6	2
	38%	41%	36%	40%	38%	39%	9%	46%	8%	6%	3%
		gijk	54% ^c	32%	68%	45%	4%	71% ^{agi}	1%	1%	*
Coping on present income	992	520	472	299	693	461	185	610	25	47	14
	41%	43%	40%	41%	42%	44%	42%	43%	30%	47%	22%
		ik	52%	30%	70%	46%	19% ^{id}	62% ^{id}	3%	5% ^{uk}	1%
Finding it difficult on present income	272	132	140	93	179	128	131	97	29	34	25
	11%	11%	12%	13%	11%	12%	30%	7%	34%	34%	39%
		h	49%	34%	66%	47%	48% ^{ah}	36%	11% ^{ah}	12% ^a	9% ^a
Finding it very difficult on present income	117	52	65	39	78	46	70	26	18	9	21
	5%	4%	6%	5%	5%	4%	16%	2%	21%	9%	33%
		h	44%	34%	66%	39%	59% ^{ah}	22%	15% ^{ah}	8%	18% ^{aj}
Rather not say	97	17	79	11	86	10	14	27	6	4	2
	4%	1%	7%	1%	5%	1%	3%	2%	7%	4%	3%
		bd/fh	18%	11%	89% ^d	10%	14%	28%	6% ^h	4%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
Comfortable on present income	914 38%	16 27% defgijk 2%	19 33% 2%lg	25 23% 3%	21 23% 2%	31 16% 3%	47 19% 5%	867 40% 95%bdefgijk	25 25% 3%	26 20% 3%	21 19% 2%	347 40% 38%	189 40% 21%
Coping on present income	992 41%	25 42% 2%	20 33% 2%	35 32% 4%	39 42% 4%	83 44% 8%	109 44% 11%cd	883 41% 89%	34 34% 3%	59 45% 6%	47 43% 5%	394 45% 40%	193 41% 20%
Finding it difficult on present income	272 11%	6 10% 2%	8 14% 3%	26 24% 10%abh	20 21% 7%ah	46 24% 17%abh	55 23% 20%abh	217 10% 80%	23 22% 8%ah	30 23% 11%abh	25 23% 9%ah	101 11% 37%	57 12% 21%
Finding it very difficult on present income	117 5%	12 21% 10%ah	6 10% 5%h	17 15% 14%ah	11 12% 9%ah	27 15% 23%ah	30 12% 26%ah	87 4% 74%	17 17% 15%ah	15 12% 13%ah	15 14% 13%ah	29 3% 25%	26 5% 22%
Rather not say	97 4%	- - l -	6 10% 6%abfgijk	6 6% 7%fgj	2 2% 2%	3 1% 3%	4 1% 4%	93 4% 96%g	2 2% 2%	1 1% 1%	2 2% 2%	7 1% 7%	11 2% 12%h

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
Comfortable on present income	914	147	135	148	242	123	53	33	12	11	7	4
	38%	32%	33%	36%	37%	49%	51%	68%	51%	39%	100%	28%
Coping on present income	992	212	178	174	272	83	33	12	9	14	-	5
	41%	47%	44%	43%	42%	33%	32%	26%	39%	50%	-	36%
Finding it difficult on present income	272	52	49	47	83	19	14	2	1	-	-	5
	11%	11%	12%	11%	13%	8%	13%	5%	4%	-	-	36%
Finding it very difficult on present income	117	25	31	21	25	10	4	-	-	2	-	-
	5%	5%	8%	5%	4%	4%	4%	-	-	8%	-	-
Rather not say	97	19	10	19	31	15	-	1	1	1	-	-
	4%	4%	3%	5%	5%	6%	-	2%	5%	3%	-	-
		20%	11%	20% ^d	32% ^d	15% ^d	-	1%	1%	1%	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
Comfortable on present income	914	122	66	184	151	122	91	54	77	27	15	4	285	485	38	76	27	4	
	38%	29%	33%	35%	40%	40%	44%	49%	52%	42%	68%	28%	33%	49%	34%	26%	23%	28%	
		13%	7%	20%a	17%a	13%a	10%abc	6%abc	8%abcde	3%a	2%	*	31%p	53%lnop	4%	8%	3%	*	
Coping on present income	992	216	73	215	150	132	82	35	51	26	7	5	391	366	53	119	58	5	
	41%	51%	37%	41%	40%	43%	39%	32%	34%	41%	32%	36%	45%	37%	47%	42%	48%	36%	
		22%bdefgh	7%	22%	15%	13%	8%	4%	5%	3%	1%	1%	39%lm	37%	5%lm	12%	6%lm	1%	
Finding it difficult on present income	272	48	40	61	42	27	22	9	11	6	-	5	101	68	14	54	30	5	
	11%	11%	20%	12%	11%	9%	11%	8%	8%	10%	-	36%	12%	7%	12%	19%	25%	36%	
		18%	15%acde fgh	22%	16%	10%	8%	3%	4%	2%	-	2%	37%lm	25%	5%	20%lm	11%lmn	2%	
Finding it very difficult on present income	117	25	14	39	9	12	4	8	3	2	-	-	61	24	5	23	4	-	
	5%	6%	7%	7%	2%	4%	2%	7%	2%	3%	-	-	7%	2%	5%	8%	3%	-	
		22%df	12%df	33%dfh	8%	11%	4%	7%df	3%	2%	-	-	52%lm	20%	4%	20%lm	3%	-	
Rather not say	97	15	6	21	23	15	8	3	5	2	-	-	36	44	2	14	1	-	
	4%	3%	3%	4%	6%	5%	4%	2%	3%	3%	-	-	4%	4%	2%	5%	1%	-	
		15%	6%	22%	24%	15%	8%	3%	5%	2%	-	-	38%	45%	2%	14%	1%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.19 Which of these phrases comes closest to describing your feeling about your household income these days?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
Comfortable on present income	914 38%	879 42% 98%bc	26 15% 3%	10 8% 1%
Coping on present income	992 41%	854 41% 86%	85 49% 9%a	53 42% 5%
Finding it difficult on present income	272 11%	203 10% 75%	34 20% 13%a	35 27% 13%a
Finding it very difficult on present income	117 5%	67 3% 57%	21 12% 18%a	29 22% 24%ab
Rather not say	97 4%	90 4% 93%	6 3% 6%	2 1% 2%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
Up to £2,999	69	32	38	25	14	10	9	10	1	-	39	30	1	23	46	7	32	30
	3%	3%	3%	7%	3%	3%	3%	3%	*	-	5%	3%	*	2%	4%	2%	3%	4%
		ijm	46%	35%aef	21%ij	19%ij	13%ij	15%ij	1%	-	56%alm	43%lm	1%	33%	67%un	10%	46%	43%ip
£3,000 - £6,999	87	40	47	12	17	14	14	19	8	3	29	47	11	10	77	-	22	66
	4%	3%	4%	3%	4%	3%	4%	5%	3%	1%	4%	4%	2%	1%	6%	-	2%	9%
		jnpq	46%	13%	20%	16%	16%	22%	10%	3%	33%	54%	13%	12%	88%an	-	25%p	75%apq
£7,000 - £9,999	107	36	71	8	19	19	17	16	13	15	27	52	28	23	84	4	34	69
	4%	3%	6%	2%	4%	5%	5%	4%	5%	7%	3%	5%	6%	2%	7%	1%	3%	6%
		npq	34%	8%	16%	16%	16%	15%	12%ad	14%ad	26%	48%	26%k	22%	78%an	4%	32%p	64%apq
£10,000 - £12,999	97	42	55	15	18	9	11	20	13	12	33	40	24	21	76	2	46	50
	4%	4%	4%	4%	4%	2%	3%	5%	6%	6%	4%	4%	5%	2%	6%	*	4%	7%
		np	43%	15%	19%	9%	12%	20%af	13%af	12%af	34%	41%	25%	22%	78%an	2%	47%p	51%apq
£13,000 - £15,499	69	29	40	12	19	6	10	6	8	7	31	22	16	18	51	3	25	42
	3%	2%	3%	4%	4%	1%	3%	2%	3%	4%	4%	2%	3%	2%	4%	1%	2%	5%
		np	42%	18%	27%af	8%	14%	9%	12%	11%	45%af	32%	23%	26%	74%un	4%	36%	60%apq
£15,500 - £16,999	60	31	29	6	16	3	10	11	7	6	22	25	13	19	41	2	32	26
	2%	3%	2%	2%	3%	1%	3%	3%	3%	3%	3%	2%	3%	2%	3%	*	3%	3%
		p	52%	10%	26%af	6%	17%	19%af	12%af	10%af	37%	41%	22%	32%	68%un	3%	54%p	43%ip
£17,000 - £17,999	33	14	19	2	9	6	7	5	1	2	11	18	3	9	24	2	21	10
	1%	1%	2%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	1%	2%	*	2%	1%
			41%	7%	27%	19%	20%	16%	4%	6%	34%	56%	10%	27%	73%un	5%	65%	30%
£18,000 - £19,999	59	20	38	5	9	15	8	11	6	4	14	34	10	36	22	9	36	14
	2%	2%	3%	1%	2%	4%	2%	3%	2%	2%	2%	3%	2%	3%	2%	2%	3%	2%
			35%	8%	16%	25%	14%	19%	10%	7%	24%	58%	18%	62%ao	38%	16%	61%	23%
£20,000 - £22,999	82	39	43	3	24	17	10	14	8	5	28	41	13	31	50	4	56	21
	3%	3%	3%	1%	5%	4%	3%	4%	3%	2%	3%	4%	3%	3%	4%	1%	5%	3%
		dp	48%	4%	29%ad	21%ad	13%	17%ad	10%ad	6%	34%	50%	16%	38%	62%	5%	68%pr	26%
£23,000 - £26,999	97	47	51	19	23	24	6	13	9	4	43	42	13	45	52	14	60	23
	4%	4%	4%	5%	5%	6%	2%	3%	3%	2%	5%	4%	3%	4%	4%	3%	5%	3%
		g	48%	20%aj	24%aj	24%aj	6%	13%	9%	4%	44%lm	43%	13%	46%	54%	14%	62%ur	24%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
£27,000 - £29,999	83	46	37	6	23	19	15	10	6	4	29	44	9	46	36	14	57	11
	3%	4%	3%	2%	5%	5%	4%	3%	2%	2%	4%	4%	2%	4%	3%	3%	5%	2%
		r 56%	44%	7%	28%dj	24%dj	18%	12%	7%	4%	36%	54%lm	11%	56%	44%	17%	69%r	14%
£30,000 - £33,999	63	35	28	7	18	13	12	8	4	1	25	33	6	41	22	18	38	8
	3%	3%	2%	2%	4%	3%	3%	2%	2%	1%	3%	3%	1%	4%	2%	4%	3%	1%
		jmr 56%	44%	12%	28%j	20%j	18%j	13%	7%	2%	40%lm	51%lm	9%	65%lo	35%	28%r	59%r	12%
£34,000 - £36,999	51	28	23	4	17	7	10	4	4	3	21	22	7	32	18	12	33	6
	2%	2%	2%	1%	4%	2%	3%	1%	2%	2%	3%	2%	2%	3%	1%	3%	3%	1%
		r 55%	45%	8%	34%dh	15%	20%	9%	8%	7%	41%	44%	15%	64%lo	36%	23%r	66%r	11%
£37,000 - £39,999	38	23	15	1	10	12	8	2	3	1	11	22	4	31	7	8	27	2
	2%	2%	1%	*	2%	3%	2%	1%	1%	1%	1%	2%	1%	3%	1%	2%	2%	*
		or 61%	39%	3%	27%cd	32%dhj	21%cd	6%	8%	3%	30%	59%	11%	82%ao	18%	22%r	73%r	5%
£40,000 - £42,999	46	25	21	8	12	6	6	11	1	2	20	22	4	32	14	13	30	3
	2%	2%	2%	2%	3%	2%	2%	3%	1%	1%	2%	2%	1%	3%	1%	3%	3%	*
		r 54%	46%	17%	26%l	13%	12%	23%l	3%	5%	43%lm	49%	8%	70%lo	30%	28%r	67%r	6%
£43,000 - £46,999	32	23	9	2	12	6	4	5	1	1	14	15	3	24	8	10	22	-
	1%	2%	1%	1%	3%	2%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	2%	-
		r 71%cd	29%	7%	38%l	20%	13%	15%	4%	4%	44%	48%	8%	74%lo	26%	32%r	68%r	-
£47,000 - £49,999	46	23	23	1	12	14	14	4	-	-	14	32	-	35	11	10	32	4
	2%	2%	2%	*	3%	3%	4%	1%	-	-	2%	3%	-	3%	1%	2%	3%	1%
		jmor 51%	49%	3%	27%dj	30%dj	31%adhi	9%	-	-	30%lm	70%lm	-	76%ao	24%	22%r	69%r	9%
						j	j											
£50,000 - £74,999	122	65	57	11	33	22	30	20	5	1	44	72	6	106	16	53	64	5
	5%	6%	5%	3%	7%	6%	8%	5%	2%	*	5%	6%	1%	9%	1%	13%	5%	1%
		jmor 53%	47%	9%j	27%dj	18%j	24%adi	16%j	4%j	1%	36%lm	59%lm	5%	87%ao	13%	44%agr	52%r	4%
£75,000 or over	84	49	35	4	11	25	28	15	1	-	15	68	1	72	11	47	37	-
	3%	4%	3%	1%	2%	8%	8%	4%	*	-	2%	6%	*	6%	1%	11%	3%	-
		djkmor 58%	42%	4%	14%j	29%ade	34%ade	18%dj	1%	-	18%lm	81%akm	1%	86%ao	14%	56%agr	44%r	-
						ij	hj											
SUMMARY CODES																		
UP TO £15,499	430	179	251	72	88	58	62	72	43	36	159	191	80	96	334	16	159	256
	18%	16%	19%	20%	19%	14%	17%	20%	17%	18%	20%	17%	17%	8%	27%	4%	13%	34%
		npq 42%	58%ab	17%f	20%	13%	14%	17%	10%	8%	37%	44%	19%	22%	78%an	4%	37%p	59%app

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
£15,500 - £29,999	413	197	216	42	104	85	56	64	37	25	147	205	62	187	225	45	262	105
	17%	17%	17%	12%	23%	21%	16%	18%	15%	12%	18%	18%	14%	16%	18%	11%	22%	14%
		djmpr 48%	52%	10%	25%adg	21%dij	13%	16%	9%	6%	36%lm	50%lm	15%	45%	55%	11%	64%apq	25%
UP TO £17,999	522	224	299	80	112	67	78	88	52	45	192	234	96	124	398	19	212	291
	22%	19%	24%	23%	24%	17%	22%	24%	21%	22%	24%	21%	21%	11%	32%	5%	18%	38%
		fnpq 43%	57%ab	15%	21%af	13%	15%	17%af	10%	9%	37%	45%	18%	24%	76%an	4%	41%p	56%apq
£18,000 - £29,999	320	152	168	34	80	75	39	48	28	17	114	162	45	159	161	41	209	70
	13%	13%	14%	10%	17%	19%	11%	13%	11%	8%	14%	14%	10%	14%	13%	10%	17%	9%
		jmr 48%	52%	10%	25%adg	23%adg	12%	15%	9%	5%	35%lm	50%lm	14%	50%	50%	13%	65%apq	22%
£30,000 OR MORE	482	270	211	39	125	106	112	69	20	10	164	287	30	374	108	171	283	27
	20%	23%	17%	11%	27%	26%	32%	19%	8%	5%	20%	26%	7%	33%	9%	40%	23%	4%
		cdijmor 56%ac	44%	8%j	26%adh	22%adh	23%adh	14%cdij	4%	2%	34%lm	60%akm	6%	78%ao	22%	36%aqr	59%ar	6%
Rather not say	1068	505	563	198	145	154	126	160	150	134	343	441	284	481	587	193	503	372
	45%	44%	45%	57%	31%	38%	36%	44%	60%	65%	42%	39%	62%	42%	47%	45%	42%	49%
		efgl 47%	53%	19%aeof	14%	14%e	12%	15%eg	14%aeof	13%ade	32%	41%	27%akl	45%	55%on	18%	47%	35%aq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	COUNTRY					GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)		
Total (a)																		
2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128		
2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95		
69	56	8	3	2	4	11	3	4	3	3	8	12	9	3	8	2		
3%	3%	4%	3%	2%	3%	4%	1%	3%	2%	1%	3%	3%	5%	3%	4%	2%		
	81%	11%	5%	6%	5%	16%#k	4%	12%#k	6%	4%	17%	13%#k	12%	5%	12%	3%		
87	70	7	6	4	4	8	6	18	5	8	9	7	7	6	7			
4%	4%	4%	5%	4%	4%	3%	4%	10%	3%	7	3%	2%	4%	5%	2%	4%		
	81%	8%	7%	5%	4%	9%	7%	20%#ghjkl mnp	5%	9%	10%	8%	8%	7%	8%	5%		
107	92	6	3	6	4	10	10	13	6	11	14	14	10	3	6	6		
4%	5%	3%	2%	3%	4%	4%	5%	8%	3%	4%	5%	4%	5%	2%	3%	7%		
	86%	6%	3%	6%	3%	9%	9%	12%	5%	10%	13%	13%	9%	3%	6%	6%		
97	74	8	10	5	4	15	8	7	9	13	5	9	5	10	8	5		
4%	8%	8%	4%	3%	8%	4%	3%	4%	5%	2%	4%	3%	2%	2%	3%	6%		
	76%	8%	10%#ab	6%	3%	15%#l	9%	7%	9%	13%#l	5%	10%	2%	10%#alm	8%	6%#l		
69	55	5	5	4	2	10	9	7	10	5	3	5	4	5	5	4		
3%	3%	3%	4%	4%	2%	4%	4%	4%	6%	2%	1%	1%	2%	4%	3%	4%		
	80%	8%	7%	6%	3%	15%#lm	10%#l	10%#l	15%#alm	8%	4%	7%	6%	7%#l	8%	6%#l		
60	51	2	4	2	1	9	6	8	5	7	7	4	3	4	2	2		
2%	3%	1%	3%	2%	1%	3%	3%	5%	3%	3%	3%	1%	2%	3%	1%	2%		
	86%	3%	7%	3%	1%	15%	11%	14%#mp	9%	11%	12%	7%	6%	7%	3%	3%		
33	25	4	2	2	2	-	3	6	3	3	3	4	4	2	4	2		
1%	2%	2%	2%	2%	2%	1%	1%	1%	2%	1%	2%	1%	2%	2%	2%	4%		
	75%	13%	5%	5%	6%#g	-	8%	12%#g	18%#gkm	3%	9%	5%	11%#g	7%#g	3%#g	5%#g		
59	46	5	7	4	4	5	3	5	6	8	4	10	1	1	5	7		
2%	2%	2%	1%	7%	3%	2%	2%	3%	3%	3%	3%	1%	1%	1%	2%	7%		
79%	8%	2%	2%	12%#abcd	6%	9%	6%	9%	10%	13%	7%	18%	2%	2%	8%	12%#aghlmnop		
82	61	6	8	7	-	11	7	7	6	11	7	9	3	8	6	7		
3%	3%	6%	3%	8%	-	4%	3%	4%	3%	5%	3%	2%	2%	6%	3%	8%#lm		
	74%	7%	9%	9%#ab	-	13%#l	8%	8%	7%	14%#l	9%	10%	4%	9%#ln	7%	9%#lmn		
97	84	5	5	3	-	6	11	10	8	20	2	19	8	5	5	3		
4%	4%	2%	4%	3%	-	2%	6%	10%#l	4%	8%#l	2%	5%	4%	4%	2%	3%		
	# 87%	5%	5%	3%	-	7%	12%#ll	10%#l	8%#l	20%#lgl	1%	20%#l	6%#l	5%#l	5%	3%		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
£27,000 - £29,999	83 3%	74 4% / 90%	2 1% 3%	4 3% 4%	2 3% 3%	8 8% 10%aghl p	6 2% 8%	6 3% 7%	5 3% 6%	8 5% 10%lp	16 7% 20%aglp	3 1% 3%	13 4% 16%l	9 5% 10%lp	4 3% 4%	2 1% 3%	2 3% 3%
£30,000 - £33,999	63 3%	54 3% 86%	1 1% 2%	5 5% 9%cd	2 2% 4%	3 3% 5%	12 5% 19%lp	4 2% 7%	5 3% 8%	6 4% 10%	6 2% 9%	3 1% 5%	10 3% 16%	3 2% 5%	5 5% 9%lp	1 1% 2%	2 2% 4%
£34,000 - £36,999	51 2%	42 2% 83%	5 3% 10%	4 3% 7%	- - -	2 2% 4%	7 3% 13%	4 2% 7%	2 1% 4%	3 2% 6%	4 1% 7%	6 2% 12%	9 3% 18%	5 3% 11%	4 3% 7%	5 3% 10%	- - -
£37,000 - £39,999	38 2%	33 2% / 86%	3 1% 7%	1 1% 4%	1 1% 3%	- - -	3 1% 7%	4 2% 10%l	2 1% 4%	2 1% 4%	9 4% 24%all	- - -	10 3% 27%l	4 2% 9%l	1 1% 4%	3 1% 7%	1 1% 3%
£40,000 - £42,999	46 2%	42 2% 92%	2 1% 5%	1 1% 3%	- - -	- - -	7 3% 15%	5 3% 12%	5 3% 11%	3 2% 7%	4 2% 9%	5 2% 12%	8 2% 17%	5 3% 11%	1 1% 3%	2 1% 5%	- - -
£43,000 - £46,999	32 1%	27 1% 84%	- - -	4 3% 13%cd	1 1% 3%	1 1% 4%	4 1% 11%	2 1% 6%	- - -	3 1% 8%	6 2% 19%lp	6 2% 18%	5 1% 15%	1 1% 4%	4 3% 13%lp	- - -	1 1% 3%
£47,000 - £49,999	46 2%	44 2% 95%	1 1% 3%	- - -	1 1% 2%	1 1% 3%	5 2% 11%	1 1% 3%	8 5% 17%ahop	4 2% 8%	6 2% 12%	5 2% 10%	12 3% 25%	2 1% 5%	- - -	1 1% 3%	1 1% 2%
£50,000 - £74,999	122 5%	115 6% 94%cd	4 2% 3%	1 1% 1%	2 2% 2%	3 3% 2%	7 3% 6%	13 6% 10%op	5 3% 4%	13 7% 10%gop	12 5% 10%	10 4% 8%	37 10% 31%alfg klpq	15 8% 12%glop q	1 1% 1%	4 2% 3%	2 2% 2%
£75,000 or over	84 3%	74 4% eq 89%e	8 4% 10%e	1 1% 1%	- - -	- - -	8 3% 10%	8 6% 9%q	5 3% 6%	7 4% 9%q	7 3% 8%	15 5% 17%lq	19 5% 23%lq	5 3% 6%	1 1% 1%	8 4% 10%q	- - -

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
SUMMARY CODES																	
UP TO £15,499	430 18%	347 18% m 81%	34 18% 8%	27 22% 6%	22 23% 5%	16 16% 4%	54 21% 13% _{lm}	35 17% 8%	49 28% 11% _{afhikd}	33 18% 8%	39 16% 9%	39 14% 9%	47 13% 11%	35 19% 8%	27 22% 6% _{lm}	34 18% 8%	22 23% 5% _{lm}
£15,500 - £29,999	413 17%	342 17% l 83%	24 12% 6%	24 20% 6%	23 25% 6% _{abc}	15 15% 4%	38 14% 9%	36 18% 9% _d	39 23% 9% _{gjp}	39 22% 10% _{lp}	63 25% 15% _{afql}	26 10% 6%	58 16% 14% _d	28 15% 7%	24 20% 6% _d	24 12% 6%	23 16% 6% _{aglmnp}
UP TO £17,999	522 22%	423 21% m 81%	41 21% 8%	33 28% 6%	25 27% 5%	19 19% 4%	63 35% 12% _{lm}	44 24% 8%	61 35% 12% _{afghik}	44 24% 8% _{lm}	47 19% 9%	49 18% 9%	54 23% 10%	42 28% 8% _{lm}	33 28% 6% _{lm}	41 21% 8%	25 27% 5% _{lm}
£18,000 - £29,999	320 13%	266 13% l 83%	17 9% 5%	17 14% 5%	20 21% 6% _{abc}	12 12% 4%	29 11% 9% _d	28 14% 9% _d	27 16% 9% _d	28 16% 9% _d	55 22% 17% _{afgh}	16 6% 5%	51 14% 16% _d	21 11% 6% _d	17 14% 5% _d	17 9% 5%	20 21% 6% _{aglmnp}
£30,000 OR MORE	482 20%	431 22% celfp 90% _{ce}	25 13% 5%	18 15% 4%	7 8% 2%	11 11% 2%	52 20% 11% _q	41 23% 9% _{lpq}	32 19% 7% _q	41 23% 9% _{lpq}	53 22% 11% _{lpq}	50 18% 10% _q	110 31% 23% _{afgh}	41 22% 8% _{lpq}	18 15% 4%	25 13% 5%	7 8% 2%
Rather not say	1068 45%	862 43% ik 81%	111 57% 10% _{kabde}	52 43% 5%	43 45% 4%	60 59% 6% _{agh}	117 45% 11% _d	88 44% 8% _d	52 30% 5%	67 37% 6%	92 37% 9%	158 58% 15% _{aghi}	144 40% 13% _d	82 44% 8% _d	52 43% 5% _d	111 57% 10% _{aghijk}	43 45% 4% _d

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	1825	430	894	522	802	1111	271	135	221	1310	1569
Up to £2,999	69 3%	60 3%	10 3%	20 4%	50 3%	69 16%	- 13%	- 100%ai	35 3%	16 6%	1 1%	4 2%	46 4%	51 3%
£3,000 - £6,999	87 4%	80 4%	8 3%	44 9%	42 2%	87 20%	- 17%	- 100%ai	29 3%	14 5%	5 4%	11 5%	43 3%	58 4%
£7,000 - £9,999	107 4%	91 4%	16 6%	37 8%	66 4%	107 25%	- 20%	- 100%ai	50 4%	12 5%	11 8%	13 6%	59 4%	79 5%
£10,000 - £12,999	97 4%	85 4%	10 3%	28 6%	67 4%	97 23%	- 19%	- 100%ai	45 4%	21 8%	1 1%	16 7%	62 5%	78 5%
£13,000 - £15,499	69 3%	62 3%	6 2%	22 5%	47 3%	69 16%	- 13%	- 100%ai	29 3%	7 3%	4 3%	8 4%	36 3%	46 3%
£15,500 - £16,999	60 2%	53 3%	7 2%	17 4%	42 2%	60 7%	- 11%	- 100%ai	34 3%	6 2%	2 2%	7 3%	39 3%	45 3%
£17,000 - £17,999	33 1%	29 1%	4 1%	10 2%	23 1%	33 4%	- 100%ai	- 100%ai	19 5%	2 1%	4 3%	1 2%	21 2%	24 2%
£18,000 - £19,999	59 2%	53 3%	5 2%	8 2%	51 3%	59 7%	- 7%	- 100%ah	29 3%	8 3%	4 3%	12 5%	33 3%	44 3%
£20,000 - £22,999	82 3%	70 3%	11 4%	14 3%	67 4%	82 9%	- 10%	- 100%ah	44 4%	8 3%	6 5%	6 3%	49 4%	57 4%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	1825	430	894	522	802	1111	271	135	221	1310	1569
£23,000 - £26,999	97 4%	89 4%	8 3%	17 4%	77 4%	-	97 11%	-	66 6%	13 5%	8 6%	9 4%	71 5%	80 5%
£27,000 - £29,999	83 3%	74 4%	8 3%	8 2%	75 9%	-	83 9%	-	50 4%	10 4%	4 3%	9 4%	56 4%	64 4%
£30,000 - £33,999	63 3%	59 3%	4 1%	4 1%	56 3%	-	63 7%	-	36 3%	16 6%	5 4%	3 1%	45 3%	49 3%
£34,000 - £36,999	51 2%	43 2%	6 2%	6 1%	44 2%	-	51 6%	-	34 3%	4 2%	7 5%	3 1%	37 3%	44 3%
£37,000 - £39,999	38 2%	37 2%	* 3%	7 1%	30 2%	-	38 4%	-	28 3%	4 1%	3 2%	2 1%	31 2%	33 2%
£40,000 - £42,999	46 2%	41 2%	5 2%	6 1%	39 2%	-	46 5%	-	29 3%	4 2%	2 1%	4 2%	33 2%	34 2%
£43,000 - £46,999	32 1%	27 1%	5 2%	1 *	32 2%	-	32 4%	-	23 2%	1 *	3 2%	1 *	23 2%	27 2%
£47,000 - £49,999	46 2%	42 2%	4 8%	1 2%	44 9%	-	46 5%	-	36 3%	3 1%	3 2%	1 *	36 3%	40 3%
£50,000 - £74,999	122 5%	104 5%	18 15%	12 10%	109 8%	-	122 14%	-	81 7%	6 5%	6 5%	2 1%	85 6%	86 5%
km	km	km	km	km	km	km	km	km	km	km	km	km	km	km

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
£75,000 or over	84	81	3	7	75	-	84	-	84	62	8	3	4	65	67
	3%	4%	1%	1%	4%	-	9%	-	10%	6%	3%	2%	2%	5%	4%
	h	cdh 97%	3%	8%	90%	-	100%	-	100%	75%	10%	3%	4%	78%	80%
SUMMARY CODES															
UP TO £15,499	430	378	49	152	272	430	-	430	-	188	71	22	52	247	313
	18%	18%	17%	32%	15%	100%	-	82%	-	17%	26%	16%	24%	19%	20%
		egi 88%	11%	35%	63%	100%	-	100%	-	44%	17%	5%	12%	57%	73%
£15,500 - £29,999	413	368	44	75	335	-	413	92	320	241	47	29	45	269	313
	17%	18%	15%	16%	18%	-	46%	18%	40%	22%	17%	21%	20%	21%	20%
		f 89%	11%	18%	81%	-	100%	22%	78%	59%	11%	7%	11%	65%	76%
UP TO £17,999	522	459	60	179	337	430	92	522	-	241	80	28	60	306	382
	22%	22%	21%	38%	18%	100%	10%	100%	-	22%	29%	21%	27%	23%	24%
		egi 88%	11%	34%	64%	82%	18%	100%	-	46%	15%	5%	11%	59%	73%
£18,000 - £29,999	320	286	33	47	270	-	320	-	320	188	38	23	37	210	244
	13%	14%	12%	10%	15%	-	36%	-	40%	17%	14%	17%	17%	16%	16%
		dth 89%	10%	15%	84%	-	100%	-	100%	59%	12%	7%	12%	65%	76%
£30,000 OR MORE	482	434	46	44	430	-	482	-	482	330	47	31	19	355	380
	20%	21%	16%	9%	24%	-	54%	-	60%	30%	17%	23%	9%	27%	24%
		dth 90%	9%	9%	89%	-	100%	-	100%	68%	10%	6%	4%	74%	79%
	m	m													
Rather not say	1068	913	148	201	788	-	-	-	-	352	106	54	105	439	563
	45%	44%	52%	43%	43%	-	-	-	-	32%	39%	40%	47%	34%	36%
	ijno	ijno	14%	19%	74%	-	-	-	-	33%	10%	5%	10%	41%	53%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
Up to £2,999	69	18	12	25	27	10	37	32	2	37
	3%	3%	2%	2%	3%	2%	3%	3%	2%	3%
		26%	18%	36%	39%	14%	54%	46%	3%	54%
£3,000 - £6,999	87	13	14	27	30	15	44	44	2	46
	4%	2%	3%	3%	3%	3%	3%	4%	2%	3%
		15%	16%	31%	34%	16%	50%	50%	3%	53%
£7,000 - £9,999	107	30	23	47	45	15	59	48	4	59
	4%	5%	4%	5%	5%	3%	4%	5%	4%	4%
		28%	21%	44%	42%	14%	55%	45%	4%	56%
£10,000 - £12,999	97	25	26	46	35	23	58	39	3	59
	4%	4%	5%	4%	4%	5%	4%	4%	3%	4%
		26%	26%	47%	36%	23%	59%	41%	3%	61%
£13,000 - £15,499	69	23	15	32	34	7	41	28	4	41
	3%	4%	3%	3%	4%	1%	3%	4%	4%	3%
		34%	22%	47%	49% ^d	10%	59%	41%	6%	60%
£15,500 - £16,999	60	14	15	29	31	11	41	19	5	42
	2%	2%	3%	3%	3%	2%	3%	2%	4%	3%
		23%	26%	49%	53% ^h	16%	69%	31%	8%	71%
£17,000 - £17,999	33	10	14	19	13	9	22	4	4	22
	1%	2%	2%	2%	1%	2%	2%	1%	3%	2%
		30%	42%	59%	41%	27%	68%	32%	11%	68%
£18,000 - £19,999	59	14	16	27	29	9	38	21	3	38
	2%	2%	3%	3%	3%	2%	3%	2%	2%	3%
		24%	27%	45%	49%	15%	65%	35%	4%	65%
£20,000 - £22,999	82	29	21	45	34	17	52	30	4	52
	3%	5%	4%	4%	4%	4%	4%	3%	4%	4%
		35%	26%	56%	42%	21%	63%	37%	5%	64%
£23,000 - £26,999	97	37	37	63	48	29	75	22	5	75
	4%	6%	7%	6%	5%	6%	6%	2%	4%	5%
		^h 38%	^a 38%	^a 65%	^h 49%	^h 30%	^a 77%	^h 23%	^h 5%	^h 77%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
£27,000 - £29,999	83	21	34	48	39	19	57	25	2	58
	3%	3%	6%	5%	4%	4%	4%	2%	2%	4%
		25%	41%ab	58%	48%h	23%	69%h	31%	3%	71%h
£30,000 - £33,999	63	25	22	40	27	22	48	15	6	49
	3%	4%	4%	4%	3%	5%	4%	1%	5%	4%
		h 40%	34%	63%	43%h	35%ah	76%h	24%	9%h	77%h
£34,000 - £36,999	51	18	10	25	30	11	42	9	5	43
	2%	3%	2%	2%	3%	2%	3%	1%	5%	3%
		h 36%	20%	50%	60%ah	22%h	82%h	18%	10%h	85%h
£37,000 - £39,999	38	13	14	23	23	8	32	6	1	32
	2%	2%	3%	2%	3%	2%	2%	1%	1%	2%
		h 35%	37%	62%	61%h	22%h	83%h	17%	3%	83%h
£40,000 - £42,999	46	17	15	25	19	11	30	15	3	30
	2%	3%	3%	2%	2%	2%	2%	1%	3%	2%
		37%	32%	55%	41%	25%	66%	34%	6%	66%
£43,000 - £46,999	32	18	14	24	15	11	26	6	2	26
	1%	3%	2%	2%	2%	2%	2%	1%	2%	2%
		55%a	43%	76%a	47%h	34%h	81%h	19%	5%	81%h
£47,000 - £49,999	46	23	20	34	21	18	39	8	2	39
	2%	4%	4%	3%	2%	4%	3%	1%	2%	3%
		h 50%a	43%a	74%a	46%h	39%ah	84%h	16%	5%	84%h
£50,000 - £74,999	122	45	39	68	46	46	90	32	6	90
	5%	7%	7%	7%	5%	10%	7%	3%	5%	7%
		h 37%	32%	56%	38%h	38%aaghj	73%h	27%	5%	73%h
£75,000 or over	84	40	35	61	34	34	62	21	7	64
	3%	6%	6%	6%	4%	7%	5%	2%	6%	5%
		h 48%a	42%a	73%a	41%h	40%aeh	75%h	25%	8%h	76%h
SUMMARY CODES										
UP TO £15,499	430	109	90	177	171	70	238	192	16	243
	18%	17%	16%	17%	19%	15%	18%	15%	15%	18%
		25%	21%	41%	40%	16%	55%	45%	4%	57%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Q.2 TABLET				Q.2 INTERNET					
	Total (a)	Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
£15,500 - £29,999	413	124	137	232	195	94	285	128	22	288
17%		19%	24%	22%	22%	20%	21%	12%	20%	21%
		h	30%	33%ab	47%ah	23%h	69%ah	31%	5%h	70%ah
UP TO £17,999	522	132	119	226	216	90	301	221	24	307
22%		21%	21%	22%	24%	19%	22%	21%	22%	22%
		25%	23%	43%	41%f	17%	58%	42%	5%	59%
£18,000 - £29,999	320	100	108	183	151	74	222	98	14	224
13%		16%	19%	18%	17%	16%	16%	9%	13%	16%
		h	31%	34%a	47%ah	23%h	69%ah	31%	4%	70%ah
£30,000 OR MORE	482	200	169	302	217	162	369	113	32	372
20%		31%	30%	29%	24%	34%	27%	11%	30%	27%
		h	42%a	35%a	45%ah	34%aaghj	77%ah	23%	7%ah	77%ah
Rather not say	1068	206	166	330	320	152	464	604	38	467
45%		32%	30%	32%	35%	32%	34%	58%	36%	34%
		bcdelfgj	19%	16%	30%	14%	43%	57%aefgj	4%	44%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
Up to £2,999	69	26	44	14	56	26	30	29	4	7	8
	3%	2%	4%	2%	3%	2%	7%	2%	5%	7%	12%
		37%	63% ^b	20%	80%	37%	44% ^{ah}	42%	6%	10% ^a	11% ^a
£3,000 - £6,999	87	38	50	23	64	27	47	33	12	10	9
	4%	3%	4%	3%	4%	3%	11%	2%	14%	10%	14%
		^h 43%	57%	26%	74%	31%	54% ^{ah}	37%	14% ^{ah}	12% ^a	10% ^a
£7,000 - £9,999	107	58	49	35	72	50	37	62	10	6	8
	4%	5%	4%	5%	4%	5%	8%	4%	11%	6%	12%
		54%	46%	33%	67%	47%	34% ^{ah}	58%	9% ^{ah}	5%	7% ^a
£10,000 - £12,999	97	54	43	29	69	53	27	65	3	7	4
	4%	4%	4%	4%	4%	5%	6%	5%	4%	7%	6%
		56%	44%	29%	71%	55%	28%	67%	3%	7%	4%
£13,000 - £15,499	69	34	35	18	51	33	23	36	3	6	6
	3%	3%	3%	3%	3%	3%	5%	3%	4%	6%	9%
		49%	51%	26%	74%	48%	33% ^{ah}	53%	4%	9%	8% ^a
£15,500 - £16,999	60	37	22	23	37	37	18	36	2	6	3
	2%	3%	2%	3%	2%	4%	4%	3%	2%	6%	5%
		62%	38%	38%	62%	62%	30%	61%	3%	10%	5%
£17,000 - £17,999	33	23	10	17	16	18	7	19	4	2	2
	1%	2%	1%	2%	1%	2%	2%	1%	5%	2%	3%
		70% ^{ac}	30%	51% ^{ae}	49%	55%	22%	57%	12% ^{ah}	5%	5%
£18,000 - £19,999	59	35	24	20	38	29	12	43	1	2	4
	2%	3%	2%	3%	2%	3%	3%	3%	1%	2%	6%
		59%	41%	35%	65%	49%	20%	72%	1%	3%	6%
£20,000 - £22,999	82	44	37	31	51	48	19	50	-	6	4
	3%	4%	3%	4%	3%	5%	4%	4%	-	6%	7%
		54%	46%	38%	62%	59%	23%	61%	-	7%	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
£23,000 - £26,999	97	58	40	36	61	60	21	64	1	9	3
	4%	5%	3%	5%	4%	6%	5%	5%	1%	9%	5%
		59%	41%	37%	63%	61%	22%	66%	1%	10%a	3%
£27,000 - £29,999	83	54	29	38	45	49	16	51	1	4	-
	3%	4%	2%	5%	3%	5%	4%	4%	1%	4%	-
		65% ^c	35%	46% ^{ae}	54%	60%	19%	62%	1%	5%	-
£30,000 - £33,999	63	38	26	15	48	35	6	45	-	1	-
	3%	3%	2%	2%	3%	3%	1%	3%	-	1%	-
		59%	41%	24%	76%	55%	10%	71%	-	2%	-
£34,000 - £36,999	51	25	25	16	34	27	14	31	4	3	4
	2%	2%	2%	2%	3%	3%	3%	2%	4%	3%	6%
		50%	50%	32%	68%	54%	27%	61%	7%	6%	7%
£37,000 - £39,999	38	27	11	15	23	25	5	30	2	-	-
	2%	2%	1%	2%	1%	2%	1%	2%	3%	-	-
		72% ^c	28%	39%	61%	67%	13%	80%	6%	-	-
£40,000 - £42,999	46	26	20	17	29	23	4	32	1	-	-
	2%	2%	2%	2%	2%	2%	1%	2%	1%	-	-
		57%	43%	37%	63%	51%	8%	70%	2%	-	-
£43,000 - £46,999	32	17	15	18	14	17	6	21	1	1	-
	1%	1%	1%	2%	1%	2%	1%	1%	1%	1%	-
		53%	47%	55% ^{ae}	45%	52%	19%	65%	4%	4%	-
£47,000 - £49,999	46	31	15	29	17	36	8	33	1	3	-
	2%	3%	1%	4%	1%	3%	2%	2%	2%	3%	-
		67% ^c	33%	63% ^{ae}	37%	78% ^a	17%	72%	3%	6%	-
£50,000 - £74,999	122	70	52	49	73	64	6	86	2	1	-
	5%	6%	4%	7%	4%	6%	1%	6%	2%	1%	-
		g 58%	42%	40% ^{ae}	60%	52%	5%	71% ^g	2%	1%	-
£75,000 or over	84	57	26	45	38	49	5	63	-	-	-
	3%	5%	2%	6%	2%	5%	1%	4%	-	-	-
		eg 68% ^c	32%	54% ^{ae}	46%	59%	6%	78% ^{egj}	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
SUMMARY CODES											
UP TO £15,499	430	208	222	118	312	189	164	224	32	36	33
	18%	17%	19%	16%	19%	18%	37%	16%	38%	36%	52%
		46%	52%	28%	72%	44%	38%ah	52%	8%ah	8%a	8%a
£15,500 - £29,999	413	251	162	165	248	241	94	263	8	29	16
	17%	21%	14%	23%	15%	23%	21%	19%	10%	29%	25%
		c 61%ac	39%	40%ae	60%	58%a	23%ai	64%j	2%	7%a	4%
UP TO £17,999	522	269	254	158	364	244	189	279	38	44	38
	22%	22%	22%	22%	22%	23%	43%	20%	44%	44%	60%
		51%	49%	30%	70%	47%	36%ah	54%	7%ah	8%a	7%a
£18,000 - £29,999	320	190	130	126	195	186	69	208	3	21	11
	13%	16%	11%	17%	12%	18%	16%	15%	3%	21%	17%
		i 59%ac	41%	39%ae	61%	58%a	21%j	65%j	1%	7%a	3%
£30,000 OR MORE	482	292	190	204	277	276	54	342	11	9	4
	20%	24%	16%	28%	17%	26%	12%	24%	13%	9%	6%
		cogjk 61%ac	39%	42%ae	58%	57%a	11%	71%agi	2%	2%	1%
Rather not say	1068	464	604	245	823	349	127	581	33	26	11
	45%	38%	51%	33%	50%	33%	29%	41%	39%	26%	17%
		bdfghjk 43%	57%ab	23%	77%ad	33%	12%	54%g	3%	2%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
Up to £2,999	69	3	3	4	6	13	13	57	5	10	6	22	15
	3%	5%	6%	4%	6%	7%	5%	3%	4%	7%	5%	3%	3%
		4%	5%	6%	8%	19%ah	19%ah	81%	7%	14%ah	8%	32%	21%
£3,000 - £6,999	87	10	4	15	8	15	18	70	10	11	11	23	21
	4%	17%	6%	11%	9%	8%	7%	3%	10%	9%	10%	3%	4%
		11%agh	4%	14%ah	9%ah	18%ah	20%ah	80%	12%ah	13%ah	13%ah	26%	24%
£7,000 - £9,999	107	5	3	8	9	18	21	86	6	9	7	41	17
	4%	8%	5%	7%	10%	9%	9%	4%	6%	7%	6%	5%	4%
		4%	3%	8%	8%ah	16%ah	20%ah	80%	6%	9%	7%	38%	16%
£10,000 - £12,999	97	5	4	10	5	10	13	84	6	6	5	38	20
	4%	8%	6%	10%	6%	5%	5%	4%	6%	5%	5%	4%	4%
		5%	4%	11%ah	5%	10%	14%	86%	7%	6%	5%	39%	20%
£13,000 - £15,499	69	2	1	4	4	11	14	55	6	4	6	27	13
	3%	3%	1%	4%	4%	6%	6%	3%	5%	3%	6%	3%	3%
		3%	1%	6%	6%	17%ah	20%ah	80%	8%	6%	9%	40%	19%
£15,500 - £16,999	60	1	3	4	4	6	8	51	2	3	3	28	13
	2%	2%	5%	4%	4%	3%	3%	2%	2%	2%	2%	3%	3%
		2%	5%	7%	7%	10%	14%	86%	3%	5%	5%	47%	21%
£17,000 - £17,999	33	-	-	-	-	5	5	28	1	2	-	16	6
	1%	-	-	-	-	3%	2%	1%	1%	2%	-	2%	1%
		-	-	-	-	15%	15%	85%	2%	6%	-	50%	18%
£18,000 - £19,999	59	1	-	4	4	7	10	49	1	5	2	23	15
	2%	3%	-	4%	4%	4%	4%	2%	1%	4%	2%	3%	3%
		3%	-	7%	6%	12%	16%	84%	2%	9%	3%	39%	28%
£20,000 - £22,999	82	3	3	4	1	10	11	71	5	4	7	39	13
	3%	4%	6%	3%	1%	5%	5%	3%	5%	3%	6%	4%	3%
		3%	4%	4%	1%	13%	13%	87%	6%	4%	8%	47%	16%
£23,000 - £26,999	97	2	5	6	3	7	10	87	3	4	3	48	27
	4%	3%	9%	6%	4%	4%	4%	4%	3%	3%	3%	5%	6%
		2%	5%	6%	4%	8%	11%	89%	3%	4%	4%	50%	28%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
£27,000 - £29,999	83	1	1	1	3	7	11	72	5	6	5	41	16
	3%	1%	2%	1%	4%	4%	4%	3%	5%	5%	5%	5%	3%
		1%	1%	1%	4%	9%	13%	87%	6%	8%	6%	50%	19%
£30,000 - £33,999	63	-	5	2	3	2	5	59	2	3	4	34	15
	3%	-	8%	2%	3%	1%	2%	3%	2%	3%	3%	4%	3%
		-	8%abdfgh	3%	4%	3%	7%	93%	4%	5%	6%	53%	23%
£34,000 - £36,999	51	-	-	1	1	-	1	50	1	5	3	21	21
	2%	-	-	1%	1%	-	*	2%	1%	4%	3%	2%	4%
		-	-	2%	1%	-	1%	99%dfg	2%	10%fg	7%fg	41%	42%al
£37,000 - £39,999	38	1	1	2	1	2	2	35	1	5	2	22	10
	2%	2%	2%	2%	1%	1%	1%	2%	1%	4%	2%	2%	2%
		2%	3%	6%	3%	6%	6%	94%	3%	13%	6%	57%	26%
£40,000 - £42,999	46	1	-	1	-	3	3	43	1	3	7	21	9
	2%	2%	-	1%	-	1%	1%	2%	1%	2%	7%	2%	2%
		2%	-	3%	-	6%	6%	94%	2%	7%	16%aefghi	46%	20%
£43,000 - £46,999	32	1	1	4	4	3	7	25	1	-	1	17	9
	1%	2%	2%	4%	5%	1%	2%	1%	1%	-	1%	2%	2%
		4%	4%	13%ahj	14%ahj	8%	22%hi	78%	4%	-	4%	52%	28%
£47,000 - £49,999	46	-	-	1	1	2	4	43	4	4	4	33	6
	2%	-	-	1%	1%	1%	1%	2%	4%	3%	3%	4%	1%
		-	-	3%	2%	5%	8%	92%	8%	8%	8%	71%am	13%
£50,000 - £74,999	122	2	2	5	3	6	9	113	4	4	4	58	32
	5%	-	3%	4%	3%	3%	4%	5%	4%	3%	3%	7%	7%
		-	2%	4%	2%	5%	7%	93%	3%	3%	3%	47%	26%
£75,000 or over	84	-	1	4	1	4	6	78	-	3	2	47	16
	3%	-	2%	3%	2%	2%	2%	4%	-	2%	2%	5%	3%
		-	2%	4%	2%	5%	7%	93%	-	3%	3%	56%a	19%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
SUMMARY CODES													
UP TO £15,499	430	24	15	39	32	68	79	351	33	40	36	152	86
	18%	35%	25%	35%	35%	36%	32%	16%	32%	31%	32%	17%	18%
		6%ah	3%	9%ah	7%ah	16%ah	18%ah	82%	8%ah	9%ah	8%ah	35%	20%
£15,500 - £29,999	413	8	13	19	15	43	55	358	17	24	20	196	89
	17%	14%	21%	18%	17%	23%	22%	17%	16%	19%	18%	22%	19%
		2%	3%	5%	4%	10%h	13%h	87%	4%	6%	5%	47%a	22%
UP TO £17,999	522	25	17	43	36	79	92	430	36	46	38	196	105
	22%	43%	30%	39%	39%	41%	38%	20%	35%	35%	35%	22%	22%
		5%ah	3%	8%ah	7%ah	15%ah	18%ah	82%	7%ah	9%ah	7%ah	38%	20%
£18,000 - £29,999	320	7	10	15	11	32	41	279	14	19	17	151	71
	13%	12%	17%	14%	12%	17%	17%	13%	14%	15%	15%	17%	15%
		2%	3%	5%	4%	10%	13%	87%	4%	6%	5%	47%a	22%
£30,000 OR MORE	482	3	10	21	14	22	36	446	14	26	28	251	118
	20%	5%	18%	19%	15%	12%	15%	21%	14%	20%	26%	29%	25%
		bfg 1%	2%b	4%b	3%	5%	7%	93%bfg	3%	5%b	6%bfg	52%a	24%a
Rather not say	1068	23	21	31	31	56	75	993	37	40	26	280	184
	45%	40%	36%	28%	33%	30%	31%	46%	37%	31%	24%	32%	38%
		defgiklm 2%k	2%	3%	3%	5%	7%	93%defgik	4%	4%	2%	26%	17%l

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
Up to £2,999	69	22	16	9	11	6	1	1	1	1	-	-
	3%	5%	4%	2%	2%	3%	1%	2%	6%	3%	-	-
		32%cd	23%cd	13%	16%	9%	1%	2%	2%	1%	-	-
£3,000 - £6,999	87	29	16	19	16	4	2	-	-	-	-	3
	4%	6%	4%	5%	2%	2%	1%	-	-	-	-	19%
		33%de	18%	22%e	18%	4%	2%	-	-	-	-	3%
£7,000 - £9,999	107	20	32	17	25	10	2	-	2	-	-	-
	4%	4%	8%	4%	4%	4%	2%	-	7%	-	-	-
		18%	30%acdf	16%	24%	9%	2%	-	2%	-	-	-
£10,000 - £12,999	97	20	23	21	27	2	2	-	1	-	-	1
	4%	4%	6%	5%	4%	1%	2%	-	5%	-	-	10%
		20%e	24%e	21%e	28%e	2%	2%	-	1%	-	-	1%
£13,000 - £15,499	69	16	11	23	13	4	3	-	-	-	-	-
	3%	3%	3%	6%	2%	2%	3%	-	-	-	-	-
		23%	16%	33%de	18%	6%	5%	-	-	-	-	-
£15,500 - £16,999	60	14	14	10	10	7	1	1	-	1	-	1
	2%	3%	3%	3%	2%	3%	1%	3%	-	2%	-	8%
		24%	23%	17%	17%	11%	2%	2%	-	1%	-	2%
£17,000 - £17,999	33	7	8	6	6	3	1	-	1	-	-	-
	1%	1%	2%	2%	1%	1%	1%	2%	-	2%	-	-
		20%	24%	19%	20%	10%	2%	3%	-	2%	-	-
£18,000 - £19,999	59	13	11	20	14	1	-	-	-	-	-	-
	2%	3%	3%	5%	2%	*	-	-	-	-	-	-
		23%e	19%e	34%def	24%	1%	-	-	-	-	-	-
£20,000 - £22,999	82	18	18	11	22	8	2	1	-	1	-	1
	3%	4%	5%	3%	3%	3%	2%	3%	-	3%	-	8%
		21%	22%	14%	27%	10%	3%	1%	-	1%	-	1%
£23,000 - £26,999	97	17	14	18	42	4	2	-	-	-	-	1
	4%	4%	3%	4%	6%	1%	2	-	-	-	-	9%
		18%	14%	18%	43%be	4%	2%	-	-	-	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
£27,000 - £29,999	83	14	15	14	20	10	5	2	1	-	1	-
	3%	3%	4%	3%	3%	4%	4%	5%	3%	-	19%	-
		17%	18%	17%	24%	12%	6%	3%	1%	-	2%	-
£30,000 - £33,999	63	7	8	11	25	10	1	1	-	1	-	-
	3%	1%	2%	3%	4%	3%	1%	3%	-	5%	-	-
		11%	13%	17%	39%a	15%	2%	2%	-	2%	-	-
£34,000 - £36,999	51	5	6	11	18	9	1	-	-	-	-	-
	2%	1%	2%	3%	3%	4%	1%	-	-	-	-	-
		11%	13%	22%	35%	18%a	1%	-	-	-	-	-
£37,000 - £39,999	38	3	4	7	13	4	5	1	-	-	-	-
	2%	1%	1%	2%	2%	2%	5%	3%	-	-	-	-
		8%	12%	18%	35%	11%	14%ab	3%	-	-	-	-
£40,000 - £42,999	46	7	2	4	21	8	-	-	1	-	2	1
	2%	1%	-	1%	3%	3%	-	-	3%	-	26%	10%
		15%	4%	9%	45%bc	18%bc	-	-	2%	-	4%	3%
£43,000 - £46,999	32	6	8	4	8	5	-	-	-	-	-	-
	1%	1%	2%	1%	1%	2%	-	-	-	-	-	-
		19%	25%	14%	26%	16%	-	-	-	-	-	-
£47,000 - £49,999	46	4	3	6	11	10	8	2	1	1	-	-
	2%	1%	1%	2%	2%	4%	8%	5%	6%	4%	-	-
		8%	7%	13%	23%	21%ab	17%abcd	5%ab	3%	3%	-	-
£50,000 - £74,999	122	16	19	10	31	22	10	7	3	2	-	2
	5%	4%	5%	2%	5%	9%	10%	15%	12%	6%	-	17%
		13%	15%	8%	25%	18%acd	8%ac	6%abod	2%	2%	-	2%
£75,000 or over	84	4	4	5	24	13	13	5	2	11	3	-
	3%	1%	1%	1%	4%	5%	13%	11%	11%	38%	37%	-
		4%	5%	6%	28%abc	15%abc	16%abode	6%abcd	3%	13%	3%	-
SUMMARY CODES												
UP TO £15,499	430	106	98	88	92	26	9	1	4	1	-	4
	18%	23%	24%	22%	14%	10%	24%	2%	18%	3%	-	29%
		25%defg	23%defg	21%defg	21%g	6%	2%	*	1%	-	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
£15,500 - £29,999	413	83	80	80	114	32	11	5	1	2	1	4
	17%	18%	20%	19%	17%	13%	10%	11%	3%	8%	19%	26%
		20%	19%ef	19%ef	28%	8%	3%	1%	*	1%	*	1%
UP TO £17,999	522	127	119	105	109	36	11	3	4	2	-	5
	22%	28%	30%	26%	17%	14%	11%	7%	18%	8%	-	38%
		24%defg	23%defg	20%defg	21%	7%	2%	1%	*	*	-	1%
£18,000 - £29,999	320	62	58	63	97	22	9	3	1	1	1	2
	13%	14%	14%	15%	15%	9%	9%	6%	3%	3%	19%	17%
		19%	18%	20%e	30%e	7%	3%	1%	*	*	*	1%
£30,000 OR MORE	482	51	55	59	150	80	38	17	7	16	4	4
	20%	11%	14%	14%	23%	32%	37%	37%	32%	55%	63%	27%
		11%	11%	12%	31%abc	17%abcd	8%abcd	4%abc	1%	3%	1%	1%
Rather not say	1068	214	170	183	297	110	45	24	11	10	1	3
	45%	47%	42%	45%	46%	44%	44%	50%	47%	34%	18%	18%
		20%	16%	17%	28%	10%	4%	2%	1%	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
Up to £2,999	69	21	5	17	8	7	3	4	1	2	-	-	40	12	1	12	4	-
	3%	5%	2%	3%	2%	2%	2%	4%	1%	3%	-	-	5%	1%	1%	4%	3%	-
		31%dfh	7%	24%	12%	11%	5%	6%	2%	3%	-	-	58%lm	18%	1%	17%lm	6%	-
£3,000 - £6,999	87	29	18	21	4	3	4	2	2	1	-	3	45	11	3	15	11	3
	4%	7%	9%	4%	1%	1%	2%	2%	2%	2%	-	19%	5%	1%	3%	5%	9%	19%
		33%defh	20%cdelfgh	23%de	5%	4%	5%	3%	3%	1%	-	3%	51%lm	13%	4%	18%lm	12%lm	3%
£7,000 - £9,999	107	40	9	22	15	7	8	2	2	1	-	-	49	23	5	24	6	-
	4%	9%	5%	4%	4%	2%	4%	2%	2%	1%	-	-	6%	2%	4%	8%	5%	-
		37%bcdefghi	9%	21%	14%	6%	8%	2%	2%	1%	-	-	46%lm	22%	5%	22%lm	5%	-
£10,000 - £12,999	97	30	13	31	9	5	4	2	-	-	1	1	48	25	5	11	7	1
	4%	7%	7%	6%	2%	2%	2%	2%	-	-	8%	10%	5%	3%	5%	4%	6%	10%
		31%defh	14%defh	32%defh	9%	5%	4%	2%	-	-	1%	1%	49%lm	25%	6%	12%	7%	1%
		i	i															
£13,000 - £15,499	69	23	3	15	15	8	1	2	2	-	-	-	30	15	4	12	8	-
	3%	5%	2%	3%	4%	2%	*	2%	1%	-	-	-	3%	2%	4%	4%	7%	-
		33%bfh	5%	22%l	22%l	11%	1%	3%	3%	-	-	-	43%lm	22%	6%	17%lm	12%lm	-
£15,500 - £16,999	60	14	7	11	9	8	5	1	5	1	-	1	18	20	8	10	2	1
	2%	3%	3%	2%	2%	3%	2%	1%	3%	1%	-	8%	2%	2%	7%	4%	1%	8%
		23%	11%	18%	14%	13%	8%	2%	8%	1%	-	2%	31%	34%	13%lmp	17%	3%	2%
£17,000 - £17,999	33	6	4	11	4	2	3	2	1	-	-	-	11	11	-	8	3	-
	1%	1%	2%	2%	1%	1%	1%	1%	-	-	1	-	1%	1%	-	3%	2%	-
		19%	12%	33%	11%	6%	9%	5%	2%	-	2%	-	33%	32%	-	26%lm	9%	-
£18,000 - £19,999	59	7	11	19	12	7	1	3	-	-	-	-	23	13	8	4	11	-
	2%	2%	5%	4%	3%	2%	*	3%	-	-	-	-	3%	1%	7%	1%	9%	-
		12%	18%afh	32%fh	20%fh	12%	1%	5%	-	-	-	-	39%	22%	14%lmo	7%	19%lmo	-
£20,000 - £22,999	82	16	8	25	9	9	8	4	3	1	-	1	36	27	4	9	5	1
	3%	4%	4%	5%	2%	3%	4%	3%	2%	1%	-	8%	4%	3%	3%	3%	4%	8%
		19%	10%	30%	11%	11%	9%	5%	3%	1%	-	1%	44%	33%	5%	12%	6%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 0 - £149,999 (i)	£150,000 0 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
£23,000 - £26,999	97	16	8	22	26	11	5	1	3	3	-	1	39	31	8	12	6	1	
	4%	4%	4%	4%	7%	4%	3%	1%	2%	5%	-	9%	4%	3%	7%	4%	5%	9%	
		16%	8%	22%	27%afgh	12%	6%	1%	3%	3%	-	1%	40%	32%	8%lm	13%	6%	1%	
£27,000 - £29,999	83	10	4	20	16	9	12	7	2	1	1	-	25	34	5	13	6	-	
	3%	2%	2%	4%	4%	3%	6%	6%	2%	1%	6%	-	3%	3%	4%	5%	5%	-	
		12%	5%	24%	20%	11%	15%a	8%	3%	1%	2%	-	30%	41%	6%	16%	7%	-	
£30,000 - £33,999	63	4	4	12	19	14	6	2	2	-	-	-	25	32	-	3	2	-	
	3%	1%	2%	2%	5%	5%	3%	2%	2%	-	-	-	3%	3%	-	1%	2%	-	
		6%	6%	19%	29%a	22%a	9%	4%	4%	-	-	-	40%	51%	-	5%	3%	-	
£34,000 - £36,999	51	5	3	12	10	5	11	2	2	-	-	-	20	19	6	5	-	-	
	2%	1%	2%	2%	3%	2%	5%	2%	2%	-	-	-	2%	2%	6%	2%	-	-	
		9%	6%	23%	20%	10%	21%ae	5%	5%	-	-	-	39%	38%	12%mp	11%	-	-	
£37,000 - £39,999	38	3	1	6	6	10	8	2	1	-	1	-	11	22	2	-	2	-	
	2%	1%	-	1%	2%	3%	4%	2%	1%	-	7%	-	1%	2%	2%	-	2%	-	
		8%	2%	17%	15%	25%ab	20%abc	5%	3%	-	4%	-	29%	58%o	6%o	-	6%o	-	
£40,000 - £42,999	46	3	4	5	15	8	-	1	4	3	2	1	15	21	2	3	4	1	
	2%	1%	2%	1%	4%	3%	-	1%	2%	4%	8%	10%	2%	2%	2%	1%	3%	10%	
		6%	9%f	12%	33%acf	18%af	-	3%	8%f	6%af	4%	3%	33%	45%	4%	6%	9%	3%	
£43,000 - £46,999	32	6	1	5	5	4	4	5	1	-	-	-	8	18	1	4	1	-	
	1%	1%	1%	1%	1%	1%	2%	5%	1%	-	-	-	1%	2%	1%	1%	1%	-	
		20%	4%	15%	17%	14%	11%	16%bc	4%	-	-	-	24%	57%	4%	11%	3%	-	
£47,000 - £49,999	46	-	3	6	7	8	7	1	9	6	-	-	15	23	5	1	1	-	
	2%	-	1%	1%	2%	3%	3%	1%	6%	9%	-	-	2%	2%	4%	-	1%	-	
		-	6%a	14%a	15%a	18%a	14%a	3%a	19%abcd	12%abcde	-	-	33%	51%o	10%o	3%	3%	-	
£50,000 - £74,999	122	9	7	11	14	22	19	15	17	7	-	2	26	82	5	5	1	2	
	5%	2%	4%	2%	4%	7%	9%	13%	12%	11%	-	17%	3%	8%	4%	2%	1%	17%	
		7%	6%	9%	12%	18%ac	15%abcd	12%abcd	14%abcd	6%abcd	-	2%	21%	67%lop	4%	4%	1%	2%	
£75,000 or over	84	4	-	4	5	12	14	6	26	8	5	-	7	73	1	-	3	-	
	3%	1%	-	1%	1%	4%	7%	6%	17%	12%	24%	-	1%	7%	1%	-	2%	-	
		5%	-	4%	6%	14%abcd	16%abcd	8%abcd	31%abcde	9%abcde	6%	-	8%	87%nop	2%	-	3%o	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
SUMMARY CODES																			
UP TO £15,499	430	143	49	106	52	30	20	13	8	4	1	4	211	87	19	74	35	4	
	16%	34% 33%bode fghi	24% 11%defg hi	20% 25%defh i	14% 12%h	10% 7%	10% 5%	12% 3%	5% 2%	6% 1%	6% *	29% 1%	24% 49%lm	9% 20%	17% 4%lm	26% 17%lm	29% 8%lmn	29% 1%	
£15,500 - £29,999	413	69	41	106	75	46	34	17	13	5	2	4	152	135	33	58	32	4	
	17%	16% 17%h	21% 10%hi	20% 26%hi	20% 18%hi	15% 11%	16% 8%	16% 4%	9% 3%	8% 1%	9% *	26% 1%	17% 37%lm	14% 33%	29% 8%lm	20% 14%lm	26% 8%lm	26% 1%	
UP TO £17,999	522	163	59	128	64	39	28	16	13	5	2	5	241	118	27	93	40	5	
	22%	38% 31%bode fghi	30% 11%defg hi	25% 24%defg hi	17% 12%h	13% 8%	14% 5%	15% 3%	9% 2%	8% 1%	9% *	38% 1%	28% 46%lm	12% 23%	24% 5%lm	32% 18%lm	33% 8%lm	38% 1%	
£18,000 - £29,999	320	49	31	85	63	36	26	14	8	4	1	2	123	104	25	39	27	2	
	13%	11% 15%	16% 10%h	12% 26%ah	17% 20%ah	12% 11%	12% 8%h	13% 4%	6% 3%	7% 1%	6% *	17% 1%	14% 38%lm	22% 33%	14% 8%lm	22% 12%	22% 8%lmo	17% 1%	
£30,000 OR MORE	482	33	23	61	81	83	67	35	63	23	8	4	127	292	23	22	15	4	
	20%	8% 7%	12% 5%	12% 13%a	22% 17%abc	22% 17%abc	32% 14%abcd	27% 7%abcd	42% 13%abcde	36% 5%abcd	39% 2%	27% 1%	15% 26%o	30% 61%lop	20% 5%o	8% 5%	12% 3%	27% 1%	
Rather not say	1068	181	85	247	167	148	86	45	64	32	10	3	383	473	38	133	39	3	
	45%	42% 17%	43% 8%	47% 23%	45% 16%	48% 14%	42% 8%	41% 4%	43% 6%	50% 3%	47% 1%	18% *	44% 36%p	48% 44%np	34% 4%	46% 12%np	32% 4%	18% *	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
Up to £2,999	69	55	8	6
	3%	3%	5%	5%
		80%	12%	9%
£3,000 - £6,999	87	57	13	17
	4%	3%	7%	13%
		66%	15%a	20%a
£7,000 - £9,999	107	84	10	13
	4%	4%	6%	10%
		78%	9%	12%a
£10,000 - £12,999	97	76	12	9
	4%	4%	7%	7%
		78%	13%a	9%
£13,000 - £15,499	69	53	13	3
	3%	3%	7%	3%
		77%	19%a	5%
£15,500 - £16,999	60	49	8	3
	2%	2%	4%	3%
		82%	13%	5%
£17,000 - £17,999	33	30	2	1
	1%	1%	1%	1%
		92%	6%	3%
£18,000 - £19,999	59	47	9	3
	2%	2%	5%	3%
		80%	15%a	6%
£20,000 - £22,999	82	67	9	6
	3%	3%	5%	4%
		82%	11%	7%
£23,000 - £26,999	97	81	7	10
	4%	4%	4%	8%
		83%	7%	10%a
£27,000 - £29,999	83	74	4	5
	3%	4%	3%	4%
		89%	5%	6%

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
£30,000 - £33,999	63	59	1	4
	3%	3%	1%	3%
		93%	2%	6%
£34,000 - £36,999	51	43	5	2
	2%	2%	3%	2%
		85%	10%	4%
£37,000 - £39,999	38	33	1	4
	2%	2%	1%	3%
		87%	3%	10%
£40,000 - £42,999	46	42	1	2
	2%	2%	1%	2%
		92%	3%	5%
£43,000 - £46,999	32	27	3	2
	1%	1%	1%	2%
		85%	8%	7%
£47,000 - £49,999	46	40	2	4
	2%	2%	1%	3%
		87%	5%	8%
£50,000 - £74,999	122	117	4	1
	5%	6%	2%	1%
		96% ^c	3%	1%
£75,000 or over	84	80	1	3
	3%	4%	1%	2%
		95% ^b	2%	3%
SUMMARY CODES				
UP TO £15,499	430	325	56	49
	18%	16%	33%	38%
		76%	13% ^a	11% ^a
£15,500 - £29,999	413	347	38	27
	17%	17%	22%	21%
		84%	8%	7%

Q.20 What was your total family income last year, that is the total income of all members of your household, from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
UP TO £17,999	522	404	65	53
	22%	19%	38%	41%
		77%	13%a	10%a
£18,000 - £29,999	320	268	29	23
	13%	13%	17%	18%
		84%	9%	7%
£30,000 OR MORE	482	441	19	22
	20%	21%	11%	17%
		92%b	4%	4%
Rather not say	1068	979	58	30
	45%	47%	34%	24%
		92%bc	5%	3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
Up to £2,999	108	46	63	48	22	17	12	8	1	-	70	37	1	44	64	13	58	38
	5%	4% hjm 42%	5% 58%	14% 44%aef	5% 20%ij	4% 16%ij	3% 11%ij	2% 7%j	1% 1%	-	9% 65%alm	3% 34%lm	5% 1%	4% 41%	2% 59%	5% 12%	5% 53%	5% 35%
£3,000 - £6,999	136	59	77	26	27	19	19	24	14	8	53	62	22	35	101	8	45	84
	6%	5% npq 43%	6% 57%	7% 19%	6% 14%	5% 14%	5% 10%	6% 39%	4% 16%	4% 2%	6% 45%	5% 15%	5% 18%	3% 74%an	6% 33%	4% 61%apq	4% 33%	11% 61%apq
£7,000 - £9,999	155	52	103	17	28	24	23	33	16	14	46	80	30	49	107	12	64	79
	6%	5% bnp 34%	8% 60%b	6% 11%	6% 18%	6% 16%	6% 15%	9% 21%	6% 10%	7% 9%	7% 29%	6% 51%	3% 19%	9% 31%	5% 69%an	3% 8%	10% 41%	5% 51%apq
£10,000 - £12,999	157	63	94	28	27	20	18	29	21	13	56	67	34	53	104	17	80	60
	7%	5% n 40%	8% 60%b	8% 18%	6% 17%	5% 13%	5% 11%	8% 19%	8% 13%	7% 9%	7% 35%	6% 43%	8% 22%	5% 34%	8% 66%an	4% 11%	7% 51%	8% 38%p
£13,000 - £15,499	79	32	48	11	22	8	16	6	10	7	33	30	17	25	54	9	42	29
	3%	3% 14%	4% 60%	3% 14%	5% 28%fh	2% 10%	4% 20%	2% 8%	4% 13%	3% 13%	4% 3%	2% 38%	4% 21%	2% 32%	4% 68%an	2% 11%	3% 52%	4% 36%
£15,500 - £16,999	68	36	32	12	17	5	12	11	8	3	29	28	12	28	41	9	34	26
	3%	3% 53%	3% 47%	3% 18%	4% 25%l	1% 7%	4% 17%	2% 1%	3% 7%	2% 12%	3% 4%	2% 16%	3% 17%	2% 40%	3% 60%	2% 13%	3% 49%	3% 37%
£17,000 - £17,999	40	14	26	2	13	8	6	7	3	2	15	20	5	25	16	4	32	5
	2%	1% r 35%	2% 65%	- 4%	3% 33%cd	2% 20%	2% 14%	2% 16%	1% 7%	1% 5%	2% 37%	2% 50%	1% 12%	2% 62%	1% 38%	1% 9%	3% 80%pr	1% 12%
£18,000 - £19,999	67	32	35	7	12	19	12	7	4	5	19	39	9	37	30	7	43	17
	3%	3% 48%	3% 52%	2% 10%	3% 18%	5% 29%cahi	3% 19%	2% 14%	2% 7%	2% 7%	2% 28%	3% 58%	2% 14%	3% 55%	2% 45%	2% 11%	4% 64%	2% 25%
£20,000 - £22,999	90	52	38	9	27	13	16	14	7	5	35	43	12	55	35	14	62	13
	4%	5% r 58%	3% 42%	2% 10%	4% 30%dj	3% 18%	4% 16%	3% 10%	4% 6%	3% 7%	4% 40%	3% 47%	3% 13%	5% 61%o	3% 39%	3% 16%	5% 69%r	2% 15%
£23,000 - £26,999	99	60	39	10	25	22	11	20	7	4	35	53	11	58	41	20	59	20
	4%	6% mr 61%e	3% 39%	3% 10%	5% 25%j	3% 22%j	3% 11%	6% 21%	3% 7%	2% 4%	4% 35%	5% 54%lm	2% 11%	5% 59%o	3% 41%	2% 20%	5% 60%r	3% 20%

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017		1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
£27,000 - £29,999	65	36	30	6	16	17	12	9	3	2	22	38	6	49	16	19	42	4
	3%	3%	2%	2%	4%	3%	3%	4%	1%	1%	3%	3%	1%	4%	1%	4%	4%	1%
		mor	55%	9%	25%	26%ij	18%	13%	5%	4%	34%	57%	9%	75%iao	25%	29%r	65%r	6%
£30,000 - £33,999	48	33	15	3	7	11	15	7	2	3	10	33	5	32	16	17	28	3
	2%	3%	1%	1%	2%	3%	4%	2%	1%	1%	1%	3%	1%	3%	2%	4%	2%	*
		r	69%c	6%	15%	22%	31%ade ij	15%	5%	5%	21%	69%km	11%	66%io	34%	36%ar	58%r	6%
£34,000 - £36,999	38	26	12	1	17	4	11	3	1	2	18	17	3	30	8	14	22	2
	2%	2%	1%	*	4%	1%	3%	1%	*	1%	2%	2%	1%	3%	1%	3%	2%	*
		lor	68%c	3%	45%adf hij	10%	29%dfhi	7%	2%	6%	48%km	45%	7%	79%iao	21%	37%ar	56%r	6%
£37,000 - £39,999	26	19	7	-	9	9	1	6	1	-	9	17	1	21	5	10	15	-
	1%	2%	1%	-	2%	2%	*	2%	*	-	1%	1%	*	2%	*	2%	1%	-
		mor	73%c	-	34%dj	35%dgij	5%	24%dj	2%	-	34%km	64%km	2%	81%io	19%	40%ar	60%r	-
£40,000 - £42,999	30	19	11	-	6	7	12	4	1	-	6	22	1	26	4	7	22	1
	1%	2%	1%	-	1%	2%	3%	1%	1%	-	1%	2%	*	2%	*	2%	2%	*
		mor	64%	-	21%d	22%dj	39%adh ij	13%	5%	-	21%	74%km	5%	86%iao	14%	23%r	74%r	3%
£43,000 - £46,999	19	15	5	-	7	6	4	1	1	-	7	12	1	17	2	10	10	-
	1%	1%	*	-	2%	2%	1%	*	*	-	1%	1%	*	1%	*	2%	1%	-
		or	76%c	-	37%d	33%ad	20%	7%	4%	-	37%	59%km	4%	88%io	12%	50%agr	50%r	-
£47,000 - £49,999	24	19	5	2	5	4	6	6	1	-	7	16	1	19	5	7	16	1
	1%	2%	*	*	1%	1%	2%	2%	*	-	1%	1%	*	2%	*	2%	1%	*
		mor	78%c	6%	23%	18%	26%ij	24%	3%	-	29%	68%km	3%	81%io	19%	31%r	65%r	4%
£50,000 - £74,999	46	30	16	1	8	14	14	7	1	-	9	35	1	39	7	25	21	-
	2%	3%	1%	*	2%	3%	4%	2%	*	-	1%	3%	*	3%	1%	6%	2%	-
		jmor	65%c	3%	18%ij	30%dj	31%adi j	16%ij	3%	-	21%	77%akm	3%	85%iao	15%	54%agr	46%r	-
£75,000 or over	26	18	8	-	4	11	5	6	-	-	4	22	-	22	4	16	10	-
	1%	2%	1%	-	1%	3%	1%	2%	-	-	*	2%	-	2%	*	4%	1%	-
		mor	71%c	-	15%	42%adi j	19%di	24%dj	-	-	15%	85%km	-	85%io	15%	61%agr	39%r	-
No personal income	75	23	52	29	17	10	7	10	1	-	46	27	1	37	38	12	45	17
	3%	2%	4%	8%	4%	2%	2%	3%	1%	-	6%	2%	*	3%	3%	3%	4%	2%
		jm	31%	39%aef ohi	23%ij	13%ij	9%ij	14%ij	2%	-	62%alm	36%km	2%	49%	51%	16%	61%	23%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
SUMMARY CODES																		
UP TO £15,499	637	252	385	131	126	89	87	100	62	42	257	276	104	206	431	58	289	290
	27%	22%	31%	37%	27%	22%	25%	27%	25%	20%	32%	25%	23%	18%	34%	14%	24%	38%
		bjnp 40%	60%ab	21%aef ghij	20%ij	14%	14%	16%j	10%	7%	40%alm	43%	16%	32%	68%an	9%	45%p	45%apq
£15,500 - £29,999	430	231	199	45	110	84	69	67	32	22	156	221	54	252	179	73	273	84
	18%	20%	16%	13%	24%	21%	19%	18%	13%	11%	19%	20%	12%	22%	14%	17%	23%	11%
		dijmor 54%c	46%	11%	26%adi j	20%dlj	16%dlj	16%ij	7%	5%	36%lm	51%lm	13%	59%ao	41%	17%r	63%apr	20%
UP TO £17,999	745	303	443	145	156	102	105	117	73	47	301	324	121	259	487	71	355	320
	31%	26%	36%	41%	34%	25%	29%	32%	29%	23%	37%	29%	26%	23%	39%	17%	29%	42%
		bj/mnp 41%	59%ab	19%afg hij	21%ij	14%	14%	16%j	10%	6%	40%alm	43%	16%	35%	65%an	10%	48%p	43%apq
£18,000 - £29,999	322	181	141	32	80	71	51	50	21	17	111	173	38	199	122	61	207	54
	13%	16%	11%	9%	17%	18%	14%	14%	8%	8%	14%	15%	8%	17%	10%	14%	17%	7%
		dijmor 56%c	44%	10%	25%adi j	22%adi	16%dlj	16%ij	7%	5%	35%lm	54%lm	12%	62%ao	38%	19%r	64%ar	17%
£30,000 OR MORE	258	180	78	7	65	65	69	41	8	5	71	175	12	206	52	107	144	7
	11%	16%	6%	2%	14%	16%	19%	11%	3%	2%	9%	16%	3%	18%	4%	25%	12%	1%
		cdijmor 70%ac	30%	3%	25%dlj	25%adi j	27%adh ij	16%dlj	3%	2%	28%lm	68%akm	5%	80%ao	20%	41%aqr	56%r	3%
Rather not say	992	465	527	139	144	155	124	147	146	138	283	426	284	437	555	175	455	362
	41%	40%	42%	40%	31%	38%	35%	40%	59%	67%	35%	38%	62%	38%	44%	41%	38%	48%
		egkq 47%	53%	14%e	15%	16%e	12%	15%e	15%ade fgh	14%ade fghi	29%	43%	29%aki	44%	56%an	18%	46%	37%apq

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
Up to £2,999	108	89	12	4	3	3	17	11	4	9	4	8	20	13	4	12	3
	5%	5%	6%	4%	3%	3%	6%	6%	2%	5%	2%	3%	6%	7%	4%	6%	3%
		k 82%	11%	4%	3%	2%	16%k	10%k	4%	8%k	3%	8%	18%k	12%k	4%	11%k	3%
£3,000 - £6,999	136	113	10	8	6	6	19	10	16	11	12	11	16	10	8	9	6
	6%	6%	5%	7%	6%	6%	7%	5%	9%	6%	5%	4%	5%	5%	6%	6%	6%
		83%	7%	6%	4%	5%	14%	7%	12%lm	8%	9%	8%	12%	7%	6%	7%	4%
£7,000 - £9,999	155	127	13	8	8	6	14	9	25	13	12	12	22	15	8	13	8
	6%	6%	7%	6%	8%	6%	5%	5%	14%	7%	5%	4%	6%	8%	6%	7%	8%
		82%	8%	5%	5%	4%	9%	6%	16%afghjk lmop	8%	8%	8%	14%	10%	5%	8%	5%
£10,000 - £12,999	157	128	9	13	7	5	18	16	14	19	17	8	15	15	13	9	7
	7%	6%	4%	11%	8%	5%	7%	8%	8%	11%	7%	3%	4%	8%	11%	4%	8%
		l 81%	6%	8%c	5%	3%	11%l	10%l	9%l	12%almp	11%l	5%	10%	10%l	8%lmp	6%	5%l
£13,000 - £15,499	79	65	3	8	4	*	10	9	7	6	7	5	11	8	8	3	4
	3%	3%	2%	6%	4%	*	4%	5%	4%	4%	3%	2%	3%	4%	6%	2%	4%
		81%	4%	10%c	5%	1%	13%	11%	9%	8%	9%	6%	14%	10%	10%lfp	4%	5%
£15,500 - £16,999	68	58	6	1	3	3	11	6	9	8	9	7	4	2	1	6	3
	3%	3%	3%	1%	3%	3%	4%	3%	5%	5%	3%	3%	1%	1%	3%	3%	3%
		85%	9%	2%	4%	4%	16%mn	8%	13%mn	12%mn	13%	10%	6%	3%	2%	9%	4%
£17,000 - £17,999	40	31	4	4	2	2	-	5	1	2	6	3	8	5	4	4	2
	2%	2%	2%	3%	2%	2%	-	2%	1%	1%	2%	1%	2%	3%	3%	2%	2%
		g 77%	9%	9%	5%	4%g	-	12%g	2%	6%	14%g	7%	21%g	12%g	9%g	9%g	5%g
£18,000 - £19,999	67	56	3	3	5	4	8	3	8	7	7	3	11	3	3	3	5
	3%	3%	1%	3%	6%	4%	3%	2%	5%	4%	3%	1%	3%	2%	3%	1%	8%
		83%	4%	5%	8%c	7%	13%	5%	12%l	10%	10%	5%	16%	5%	5%	4%	8%lp
£20,000 - £22,999	90	70	8	4	7	1	10	8	5	6	14	8	13	5	4	8	7
	4%	4%	4%	4%	8%	1%	4%	4%	3%	3%	6%	3%	4%	3%	4%	4%	8%
		78%	9%	5%	8%ab	2%	12%	9%	5%	6%	15%	9%	15%	6%	5%	9%	8%afin
£23,000 - £26,999	99	87	4	6	2	1	11	10	7	14	15	5	19	5	6	4	2
	4%	4%	2%	5%	2%	1%	4%	5%	4%	8%	6%	2%	5%	3%	5%	2%	2%
		87%	4%	6%	2%	1%	11%	10%l	7%	14%afin	15%l	5%	19%l	5%	6%	4%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	COUNTRY					GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)		
Total (a)																		
2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128		
2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95		
65	54	4	6	2	1	5	2	6	4	16	4	10	6	6	4	2		
3%	3%	2%	5%	2%	1%	2%	1%	4%	2%	6%	1%	3%	3%	5%	2%	2%		
	82%	6%	9%	2%	1%	7%	3%	10%	6%	24% ^a alg Imp	6%	16%	9%	9% ^h	6%	2%		
48	43	-	4	1	1	4	3	4	3	5	2	15	5	4	-	1		
2%	2%	-	3%	1%	1%	1%	2%	3%	2%	2%	1%	4%	3%	3%	-	1%		
	89% ^c	-	9% ^c	2%	3%	8%	7%	9% ^p	7%	11% ^p	4%	30% ^a p	10% ^p	9% ^p	-	2%		
38	31	3	4	1	-	3	1	4	1	1	8	6	7	4	3	1		
2%	2%	1%	3%	1%	-	1%	1%	2%	1%	1%	3%	2%	4%	3%	1%	1%		
	81%	7%	10%	3%	-	7%	3%	9%	3%	3%	21% ^k	15%	19% ^a gh jk	10%	7%	3%		
26	21	4	-	1	1	3	1	1	4	4	1	4	1	-	4	1		
1%	1%	2%	-	1%	1%	1%	1%	1%	2%	2%	-	1%	1%	-	2%	1%		
	82%	14%	-	4%	5%	10%	5%	4%	15%	16%	5%	15%	5%	-	14%	4%		
30	30	-	-	-	1	4	3	-	2	4	4	10	3	-	-	-		
1%	-	-	-	-	2%	1%	1%	-	1%	3%	1%	1%	-	-	3%	-		
	100%	-	-	-	2%	13%	9%	-	8%	12%	13%	34% ^a p	9%	-	-	-		
19	18	-	-	1	3	1	1	2	-	2	1	3	4	-	-	1		
	1%	-	-	1%	2%	*	1%	1%	-	1%	*	1%	2%	-	-	1%		
	95%	-	-	5%	13% ^p	6%	7%	13%	-	17%	6%	20% ^p	-	-	-	5%		
24	23	1	-	-	-	1	-	2	-	4	7	8	-	-	1	-		
1%	1%	1%	-	-	-	*	-	1%	-	1%	3%	2%	-	-	1%	-		
	94%	6%	-	-	-	5%	-	9%	-	15%	31% ^a h n	33% ^h n	-	-	6%	-		
46	45	1	-	-	-	3	5	1	7	7	5	13	4	-	1	-		
2%	2%	1%	-	-	-	1%	2%	1%	4%	3%	2%	4%	2%	-	1%	-		
	97%	3%	-	-	-	7%	10%	2%	16% ^f op	15%	10%	28% ^p q	9%	-	3%	-		
26	23	1	1	-	-	3	3	-	q	2	8	5	-	1	1	-		
1%	1%	1%	1%	-	-	1%	1%	-	1%	1%	3%	1%	-	1%	1%	-		
	90%	5%	5%	-	-	10%	10%	-	10%	9%	31% ^a in	20%	-	5%	5%	-		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
No personal income	75	72	1	2	-	3	11	3	4	5	9	6	20	10	2	1	-
	3%	4%	*	2%	-	3%	4%	1%	3%	3%	4%	2%	6%	5%	2%	*	-
		cp 96%	ice	3%	-	4%	15%pq	4%	6%	6%	13%pq	8%	27%ahl pq	14%hpq	3%	1%	-
SUMMARY CODES																	
UP TO £15,499	637	522	45	41	28	20	77	55	67	59	53	44	85	62	41	45	28
	27%	26%	23%	34%	30%	20%	30%	28%	39%	33%	21%	16%	24%	33%	34%	23%	30%
		l 82%	7%	6%cd	4%	3%	12%kl	9%l	11%afghklm p	9%klm	8%	7%	13%l	10%klm p	6%klmp	7%	4%l
£15,500 - £29,999	430	356	29	25	21	12	46	34	35	41	66	30	66	26	25	29	21
	18%	18%	15%	21%	22%	12%	18%	17%	21%	23%	11%	11%	18%	14%	21%	15%	22%
		l 83%	7%	6%	5%	3%	11%l	8%	8%l	9%lin	15%afgh lmmp	7%	15%l	6%	6%l	7%	5%l
UP TO £17,999	745	612	55	46	33	25	89	66	77	69	67	54	97	69	46	55	33
	31%	31%	28%	38%	34%	24%	34%	33%	45%	38%	27%	20%	27%	37%	38%	28%	34%
		l 82%	7%	6%	4%	3%	12%l	9%l	10%afghkl mp	9%klmp	9%	7%	13%l	9%klm	6%klm	7%l	4%l
£18,000 - £29,999	322	266	19	20	16	7	35	24	26	30	52	20	54	19	20	19	16
	13%	13%	10%	17%	17%	7%	13%	12%	15%	17%	21%	7%	15%	10%	17%	10%	17%
		l 83%	6%	6%	5%	2%	11%l	7%	8%l	9%li	16%afgh lnp	6%	17%l	6%	6%li	6%	5%li
£30,000 OR MORE	258	234	10	9	4	6	21	17	15	21	30	36	64	24	9	10	4
	11%	12%	5%	8%	4%	6%	8%	9%	9%	11%	12%	13%	18%	13%	8%	5%	4%
		capq 91%	ice	4%	2%	2%	8%	7%	6%	8%pq	12%pq	14%fpq	25%afgh lopq	9%pq	4%	4%	2%
Rather not say	992	798	109	43	42	61	105	91	50	56	90	158	124	64	43	109	42
	41%	40%	56%	35%	44%	60%	40%	45%	29%	31%	36%	58%	34%	34%	35%	56%	44%
		ijm 80%	11%abde	4%	4%	6%aagh ikmn oq	11%l	9%ijmn	5%	6%	9%	16%aagh ikmno q	12%	6%	4%	11%aaghiijk mnoq	4%ij

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	1825	430	894	522	802	1111	271	135	221	1310	1569
Up to £2,999	108	89	19	31	78	52	30	26	40	19	2	9	52	61
	5%	4%	7%	7%	4%	12%	3%	3%	4%	7%	1%	4%	4%	4%
		82%	18%	29%	e	71%	48%	ag	52%	ai	37%	18%	aj	no
£3,000 - £6,999	136	118	18	51	85	97	24	100	51	17	10	18	65	88
	6%	6%	6%	11%	5%	22%	3%	3%	5%	6%	7%	8%	5%	6%
		gi	87%	13%	37%	ae	62%	71%	ai	17%	7%	14%	aj	no
£7,000 - £9,999	155	144	11	44	108	101	40	115	74	15	14	16	85	108
	6%	7%	4%	9%	6%	24%	4%	3%	7%	5%	10%	7%	6%	7%
		gi	93%	7%	69%	65%	ag	26%	74%	ai	9%	10%	55%	69%
£10,000 - £12,999	157	136	20	35	121	84	60	92	71	17	6	19	86	108
	7%	6%	7%	7%	7%	20%	7%	7%	6%	6%	4%	8%	7%	7%
		86%	13%	22%	77%	53%	ag	38%	58%	ai	4%	12%	54%	68%
£13,000 - £15,499	79	74	4	19	60	40	36	46	42	9	6	5	48	56
	3%	4%	2%	4%	3%	9%	4%	9%	4%	3%	4%	2%	4%	4%
		94%	5%	24%	75%	50%	ag	46%	58%	ai	7%	6%	61%	71%
£15,500 - £16,999	68	62	7	10	58	6	60	40	26	40	9	2	46	52
	3%	3%	2%	2%	3%	1%	7%	8%	3%	4%	2%	3%	4%	3%
		90%	10%	14%	86%	8%	88%	ai	58%	ai	13%	10%	67%	76%
£17,000 - £17,999	40	40	*	11	27	-	39	17	23	25	8	9	27	33
	2%	2%	*	2%	1%	-	4%	3%	2%	3%	6%	3%	2%	2%
		f	98%	2%	27%	-	97%	ai	41%	ai	19%	21%	aj	no
£18,000 - £19,999	67	63	2	12	52	-	65	2	64	44	12	1	8	60
	3%	3%	1%	3%	3%	-	7%	*	8%	4%	5%	*	4%	4%
		fh	95%	3%	18%	-	98%	ai	3%	95%	ah	18%	12%	80%
£20,000 - £22,999	90	77	12	13	74	-	84	1	83	53	6	6	58	66
	4%	4%	4%	3%	4%	-	9%	*	10%	5%	2%	3%	4%	4%
		fh	86%	13%	15%	-	94%	ai	1%	93%	ah	5%	7%	65%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
£23,000 - £26,999	99 4%	91 4%	8 3%	12 3%	86 5%	*	94 11%	*	94 12%	69 6%	14 5%	10 7%	5 2%	77 6%	85 5%
£27,000 - £29,999	65 3%	60 3%	5 2%	8 2%	57 3%	1 *	61 7%	1 *	61 8%	40 4%	9 3%	4 3%	3 2%	47 4%	48 3%
£30,000 - £33,999	48 2%	43 2%	5 2%	2 *	45 2%	-	47 5%	-	47 6%	30 3%	7 3%	2 2%	4 2%	34 3%	36 2%
£34,000 - £36,999	38 2%	35 2%	4 1%	3 1%	36 2%	-	38 4%	-	38 5%	27 2%	4 1%	2 2%	1 *	29 2%	31 2%
£37,000 - £39,999	26 1%	25 1%	1 *	2 *	24 1%	-	26 3%	-	26 3%	16 1%	-	2 1%	-	16 1%	17 1%
£40,000 - £42,999	30 1%	29 1%	1 *	4 1%	26 1%	-	30 3%	-	30 4%	25 2%	3 1%	-	1 1%	26 2%	26 2%
£43,000 - £46,999	19 1%	17 1%	2 1%	3 1%	17 1%	-	19 2%	-	19 2%	16 1%	2 1%	3 2%	-	18 1%	19 1%
£47,000 - £49,999	24 1%	20 1%	4 1%	1 1%	23 1%	-	24 3%	-	24 3%	16 1%	-	1 1%	-	16 1%	18 1%
£50,000 - £74,999	46 2%	41 2%	5 2%	3 1%	43 2%	-	46 5%	-	46 6%	39 4%	3 1%	4 3%	5 2%	39 3%	42 3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
£75,000 or over	26	24	1	3	23	-	25	-	25	22	4	1	1	23	25
	1%	1%	1%	1%	1%	-	3%	-	3%	2%	1%	1%	1%	2%	2%
		th 94%	6%	11%	89%	-	95%af	-	95%ah	86%a	15%	5%	5%	91%	95%
No personal income	75	60	14	12	62	34	22	36	20	26	9	3	3	33	37
	3%	3%	5%	2%	3%	8%	3%	7%	3%	2%	3%	2%	1%	3%	2%
		80%	16%	16%	83%	46%ag	30%	48%ai	27%	35%	13%	4%	4%	44%	50%
SUMMARY CODES															
UP TO £15,499	637	561	73	180	450	374	190	408	156	278	77	37	67	336	421
	27%	27%	26%	38%	25%	87%	21%	78%	19%	25%	28%	27%	30%	26%	27%
		gi 88%	12%	28%ae	71%	59%ag	30%	64%ai	25%	44%	12%	6%	11%	53%	66%
£15,500 - £29,999	430	393	35	67	355	7	403	60	350	271	58	30	35	309	344
	18%	19%	12%	14%	19%	2%	45%	12%	44%	24%	21%	22%	16%	24%	22%
		cdf 91%e	8%	16%	82%ad	2%	94%af	14%	81%ah	63%am	13%	7%	8%	72%am	80%am
UP TO £17,999	745	663	81	201	535	379	289	464	205	344	94	48	80	409	506
	31%	32%	26%	43%	29%	88%	32%	89%	26%	31%	35%	35%	36%	31%	32%
		i 89%	11%	27%ae	72%	51%ag	39%	62%ai	27%	46%	13%	6%	11%	55%	68%
£18,000 - £29,999	322	292	27	46	269	2	304	4	302	205	41	19	22	236	259
	13%	14%	10%	10%	15%	34%	14%	38%	1%	16%	15%	14%	10%	17%	17%
		dth 91%	8%	14%	84%ad	-	95%af	1%	94%ah	64%am	13%	6%	7%	73%am	81%am
£30,000 OR MORE	258	234	24	20	236	-	256	-	256	190	22	16	12	201	215
	11%	11%	8%	4%	13%	-	29%	-	32%	17%	8%	12%	6%	15%	14%
		dth 91%	9%	8%	91%ad	-	99%af	-	99%ah	74%akmo	9%	6%am	5%	78%akm	83%akm
	m	m													
Rather not say	992	845	141	193	722	15	22	18	20	346	104	50	103	431	553
	41%	40%	49%	41%	40%	4%	3%	3%	3%	31%	39%	37%	47%	33%	35%
		lgh 85%	14%ab	19%	73%	2%	2%	2%	2%	35%	11%j	5%	10%jno	43%	56%j
	ljo	ljo													

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
Up to £2,999	108	18	22	33	27	17	43	65	3	43
5%		3%	4%	3%	3%	4%	3%	6%	3%	3%
		j	16%	20%	25%	16%	40%	60%aefgj	3%	40%
£3,000 - £6,999	136	22	23	39	54	20	73	63	5	76
6%		3%	4%	4%	6%	4%	5%	6%	5%	6%
		bd	16%	17%	39%	15%	54%	46%	4%	56%
£7,000 - £9,999	155	35	40	66	58	21	79	76	8	82
6%		6%	7%	6%	6%	4%	6%	7%	7%	6%
		23%	26%	42%	38%	14%	51%	49%fd	5%	53%
£10,000 - £12,999	157	45	43	76	60	36	95	62	6	95
7%		7%	8%	7%	7%	8%	7%	6%	5%	7%
		29%	27%	48%	38%	23%	60%	40%	4%	60%
£13,000 - £15,499	79	25	23	42	39	16	55	25	3	56
3%		4%	4%	4%	4%	3%	4%	2%	3%	4%
		32%	29%	53%	48%h	20%	69%h	31%	3%	70%h
£15,500 - £16,999	68	19	20	36	34	12	45	23	7	46
3%		3%	4%	3%	4%	3%	3%	2%	6%	3%
		28%	29%	53%	49%	18%	66%	34%	10%h	68%
£17,000 - £17,999	40	10	19	23	20	9	29	12	2	29
2%		2%	3%	2%	2%	2%	2%	1%	2%	2%
		24%	46%a	58%	48%	23%	72%	28%	6%	72%
£18,000 - £19,999	67	18	27	42	38	10	48	19	3	48
3%		3%	5%	4%	4%	2%	4%	2%	3%	4%
		27%	40%a	62%	57%ah	15%	72%h	28%	4%	72%h
£20,000 - £22,999	90	33	24	54	45	18	63	26	4	64
4%		5%	4%	5%	5%	4%	5%	3%	4%	5%
		37%	27%	60%	50%h	20%	71%h	29%	5%	72%h
£23,000 - £26,999	99	42	35	64	42	39	78	21	5	78
4%		7%	6%	6%	5%	8%	6%	2%	5%	6%
		h	42%a	35%a	42%h	39%aeh	79%ah	21%	5%	79%ah

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
£27,000 - £29,999	65	24	20	38	29	17	44	21	2	45
	3%	4%	4%	4%	3%	4%	3%	2%	2%	3%
		36%	31%	58%	44%	26%	67%	33%	4%	69%
£30,000 - £33,999	48	16	16	25	21	13	33	15	2	34
	2%	2%	3%	2%	2%	3%	2%	1%	2%	2%
		33%	32%	53%	43%	26%	69%	31%	4%	70%
£34,000 - £36,999	38	16	12	26	23	12	34	4	4	34
	2%	3%	2%	2%	3%	2%	3%	*	3%	3%
		h 43%	30%	67%	59% ^h	31% ^h	90% ^h	10%	10% ^h	90% ^h
£37,000 - £39,999	26	16	8	18	12	11	21	5	-	21
	1%	2%	1%	2%	1%	2%	2%	*	-	2%
		62% ^a	31%	72%	47% ^h	41% ^h	82% ^h	18%	-	82% ^h
£40,000 - £42,999	30	17	13	20	13	10	22	8	2	23
	1%	3%	2%	2%	1%	2%	2%	1%	2%	2%
		56% ^a	44%	64%	44%	33% ^h	72%	28%	7%	76%
£43,000 - £46,999	19	13	7	17	12	7	19	-	1	19
	1%	2%	1%	2%	1%	2%	1%	-	1%	1%
		h 70% ^a	38%	90% ^a	62% ^h	38% ^h	100% ^h	-	6% ^h	100% ^h
£47,000 - £49,999	24	9	9	12	10	10	18	6	-	18
	1%	1%	2%	1%	1%	2%	1%	1%	-	1%
		39%	38%	49%	40%	41% ^h	76%	24%	-	76%
£50,000 - £74,999	46	22	17	32	15	26	40	6	5	40
	2%	3%	3%	3%	2%	5%	3%	1%	5%	3%
		h 47% ^a	37%	71% ^a	32% ^h	56% ^{aaghj}	88% ^a	12%	11% ^h	88% ^h
£75,000 or over	26	12	13	21	12	14	23	3	3	23
	1%	2%	2%	2%	1%	3%	2%	*	3%	2%
		h 46%	49% ^a	81% ^a	46% ^h	55% ^{aeh}	90% ^h	10%	10% ^h	90% ^h
No personal income	75	14	11	21	21	15	33	41	1	33
	3%	2%	2%	2%	2%	3%	2%	4%	1%	2%
		19%	15%	29%	28%	19%	45%	55% ^{legi}	2%	45%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	2404	603	521	978	894	437	1308	1096	102	1324
Weighted Base	2392	638	563	1041	903	478	1355	1037	107*	1370
SUMMARY CODES										
UP TO £15,499	637	146	151	256	238	111	345	291	24	352
	27%	23%	27%	25%	26%	23%	25%	26%	22%	26%
		23%	24%	40%	37%	17%	54%	46%	4%	55%
£15,500 - £29,999	430	146	145	257	207	106	308	122	24	311
	18%	23%	26%	25%	23%	22%	23%	12%	22%	23%
		h 34%a	34%a	60%a	48%ah	25%ah	72%ah	26%	5%h	72%ah
UP TO £17,999	745	175	190	316	291	133	419	325	33	427
	31%	27%	34%	30%	32%	28%	31%	31%	31%	31%
		23%	26%b	42%	39%	18%	56%	44%	4%	57%
£18,000 - £29,999	322	117	106	198	154	84	234	88	15	236
	13%	18%	19%	19%	17%	18%	17%	8%	14%	17%
		h 36%a	33%a	61%a	48%ah	26%ah	73%ah	27%	5%	73%ah
£30,000 OR MORE	258	121	95	172	117	102	212	46	16	214
	11%	19%	17%	16%	13%	21%	16%	4%	15%	16%
		h 47%a	37%a	66%a	45%h	40%aaghj	82%ah	18%	6%h	83%ah
Rather not say	992	212	160	335	320	145	456	536	42	459
	41%	33%	28%	32%	35%	30%	34%	52%	39%	34%
		bcdelfaj 21%	16%	34%	32%	15%	46%	54%aefgj	4%	46%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
Up to £2,999	108	38	70	21	87	33	40	29	4	11	11
5%		3%	6%	3%	5%	3%	9%	2%	5%	11%	17%
		^h 35%	65% ^b	20%	80% ^d	30%	37% ^{ah}	27%	4%	10% ^a	10% ^a
£3,000 - £6,999	136	59	77	34	102	58	48	63	13	7	8
6%		5%	7%	5%	6%	6%	11%	4%	16%	7%	12%
		44%	56%	25%	75%	43%	36% ^{ah}	46%	10% ^{ah}	5%	6% ^a
£7,000 - £9,999	155	81	74	49	107	68	45	84	7	6	9
6%		7%	6%	7%	6%	6%	10%	6%	9%	6%	14%
		52%	48%	31%	69%	44%	29% ^{ah}	54%	5%	4%	6% ^a
£10,000 - £12,999	157	78	79	44	113	80	34	93	2	9	2
7%		6%	7%	6%	7%	8%	8%	7%	3%	9%	3%
		50%	50%	28%	72%	51%	22%	59%	1%	6%	1%
£13,000 - £15,499	79	47	33	27	53	44	23	45	3	9	4
3%		4%	3%	4%	3%	4%	5%	3%	3%	9%	6%
		59%	41%	34%	66%	56%	29% ^{ah}	57%	3%	11% ^a	5%
£15,500 - £16,999	68	45	23	28	40	40	19	38	3	8	5
3%		4%	2%	4%	2%	4%	4%	3%	4%	8%	7%
		67% ^c	33%	41%	59%	58%	26%	56%	5%	11% ^a	7%
£17,000 - £17,999	40	27	13	16	25	24	6	28	3	2	4
2%		2%	1%	2%	1%	2%	1%	2%	4%	2%	6%
		68% ^c	32%	39%	61%	59%	16%	69%	8%	4%	9% ^a
£18,000 - £19,999	67	45	22	26	41	38	18	47	1	2	3
3%		4%	2%	4%	2%	4%	4%	3%	1%	2%	4%
		67% ^c	33%	39%	61%	56%	27%	71%	1%	3%	4%
£20,000 - £22,999	90	49	40	28	61	47	15	59	1	4	2
4%		4%	3%	4%	4%	4%	3%	4%	2%	4%	3%
		55%	45%	32%	68%	53%	17%	66%	2%	4%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
£23,000 - £26,999	99	60	39	43	56	67	17	72	1	3	3
	4%	5%	3%	6%	3%	6%	4%	5%	2%	3%	4%
		61%	39%	44% ^e	56%	67% ^a	17%	73%	1%	3%	3%
£27,000 - £29,999	65	37	29	29	36	35	10	42	2	4	1
	3%	3%	2%	4%	2%	3%	2%	3%	3%	4%	2%
		56%	44%	44% ^e	56%	54%	15%	65%	3%	6%	2%
£30,000 - £33,999	48	30	19	17	31	30	3	36	2	1	-
	2%	2%	2%	2%	2%	3%	1%	3%	2%	1%	-
		61%	39%	35%	65%	62%	7%	75% ^g	4%	3%	-
£34,000 - £36,999	38	20	18	13	26	18	6	29	1	3	2
	2%	2%	2%	2%	2%	2%	1%	2%	1%	3%	4%
		53%	47%	33%	67%	46%	15%	75%	3%	8%	6%
£37,000 - £39,999	26	15	11	12	14	14	1	20	-	1	-
	1%	1%	1%	2%	1%	1%	*	1%	-	1%	-
		58%	42%	45%	55%	54%	5%	77%	-	5%	-
£40,000 - £42,999	30	21	9	16	14	20	5	21	1	-	-
	1%	2%	1%	2%	1%	2%	1%	2%	1%	-	-
		70% ^c	30%	54% ^e	46%	65%	17%	70%	4%	-	-
£43,000 - £46,999	19	13	7	15	5	18	6	13	-	1	-
	1%	1%	1%	2%	*	2%	1%	1%	-	1%	-
		65%	35%	76% ^a	24%	94% ^a	33%	67%	-	6%	-
£47,000 - £49,999	24	13	11	13	11	13	3	16	1	1	-
	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	-
		55%	45%	55% ^e	45%	55%	11%	66%	6%	6%	-
£50,000 - £74,999	46	35	11	26	20	29	1	41	-	-	-
	2%	3%	1%	4%	1%	3%	*	3%	-	-	-
		cg 77% ^c	23%	56% ^a	44%	64%	2%	90% ^g	-	-	-
£75,000 or over	26	21	5	18	8	19	1	23	-	-	-
	1%	2%	*	2%	*	2%	*	2%	-	-	-
		e 79% ^c	21%	70% ^a	30%	79%	5%	90% ^g	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
No personal income	75	26	49	17	57	22	12	29	5	3	1
	3%	2%	4%	2%	3%	2%	3%	2%	6%	3%	2%
		34%	66% ^b	23%	77%	30%	17%	38%	7% ^h	4%	2%
SUMMARY CODES											
UP TO £15,499	637	303	333	176	461	282	191	315	30	42	33
	27%	25%	28%	24%	28%	27%	44%	22%	35%	42%	52%
		^h 48%	52%	28%	72%	44%	30% ^{ah}	49%	5% ^h	7% ^a	5% ^a
£15,500 - £29,999	430	264	166	170	260	250	86	287	12	22	17
	18%	22%	14%	23%	16%	24%	20%	20%	14%	22%	27%
		^c 61% ^{ac}	39%	40% ^{ae}	60%	58% ^a	20%	67%	3%	5%	4%
UP TO £17,999	745	376	369	219	526	346	217	381	36	51	41
	31%	31%	31%	30%	32%	33%	48%	27%	43%	51%	65%
		^h 50%	50%	29%	71%	46%	29% ^{ah}	51%	5% ^{ah}	7% ^a	6% ^a
£18,000 - £29,999	322	191	130	127	195	187	60	221	6	12	9
	13%	16%	11%	17%	12%	18%	14%	16%	7%	12%	14%
		59% ^c	41%	39% ^{ae}	61%	58% ^a	19%	69% ⁱ	2%	4%	3%
£30,000 OR MORE	258	168	90	130	128	161	27	200	6	8	2
	11%	14%	8%	18%	8%	15%	6%	14%	7%	8%	4%
		^{ceg} 65% ^{ac}	35%	50% ^{ae}	50%	62% ^a	10%	77% ^{agi}	2%	3%	1%
Rather not say	992	454	538	240	752	339	122	581	32	25	10
	41%	37%	46%	33%	45%	32%	28%	41%	38%	25%	16%
		^{bcdifgik} 46%	54% ^{ab}	24%	76% ^{ad}	34%	12%	58% ^{ag}	3%	3%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
Up to £2,999	108	3	2	6	7	12	15	94	6	9	7	26	17
5%	5%	4%	6%	8%	6%	6%	4%	6%	6%	7%	3%	4%	
	3%	2%	6%	7%	11%	13%	87%	5%	8%	7%	24%	16%	
£3,000 - £6,999	136	13	4	16	11	23	28	108	13	16	14	50	23
6%	22%	7%	15%	11%	12%	11%	5%	13%	12%	13%	6%	5%	
	9%acgh	3%	12%ah	8%ah	17%ah	21%ah	79%	9%ah	12%ah	11%ah	37%	17%	
£7,000 - £9,999	155	5	2	4	10	19	24	132	6	10	8	56	23
6%	9%	3%	4%	11%	10%	10%	6%	6%	8%	7%	6%	5%	
	3%	1%	3%	7%	12%	15%h	85%	4%	7%	5%	36%	15%	
£10,000 - £12,999	157	7	1	12	6	13	17	140	8	10	5	67	28
7%	12%	1%	11%	6%	7%	7%	7%	7%	8%	5%	8%	6%	
	4%c	-	8%c	4%	8%	11%	89%	5%	6%	3%	43%	18%	
£13,000 - £15,499	79	1	1	3	3	8	9	70	4	4	5	37	18
3%	2%	1%	2%	3%	4%	4%	3%	4%	3%	4%	4%	4%	
	1%	1%	3%	3%	10%	12%	88%	5%	6%	6%	47%	22%	
£15,500 - £16,999	68	-	4	6	2	10	11	58	2	7	4	29	16
3%	-	8%	5%	2%	5%	4%	3%	2%	5%	3%	3%	3%	
	-	7%abh	9%	2%	15%	16%	84%	3%	10%	5%	42%	24%	
£17,000 - £17,999	40	1	-	2	-	4	4	36	2	2	1	21	8
2%	1%	-	2%	-	2%	2%	2%	2%	2%	1%	2%	2%	
	2%	-	5%	-	11%	11%	89%	5%	6%	3%	53%	19%	
£18,000 - £19,999	67	-	4	5	4	10	12	55	2	5	6	28	20
3%	-	6%	4%	4%	5%	5%	3%	2%	4%	5%	3%	4%	
	-	7%	6%	6%	14%	18%ah	82%	2%	7%	9%	42%	30%	
£20,000 - £22,999	90	2	3	3	2	7	9	81	7	5	8	41	23
4%	4%	6%	2%	2%	4%	4%	4%	7%	4%	7%	5%	5%	
	3%	4%	3%	2%	8%	10%	90%	8%	5%	9%	46%	25%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
£23,000 - £26,999	99	-	3	6	4	5	9	90	6	6	5	55	23
	4%	-	6%	6%	4%	3%	4%	4%	6%	5%	5%	6%	5%
		-	3%	6%	4%	5%	9%	91%	6%	6%	5%	56%a	23%
£27,000 - £29,999	65	-	2	4	5	8	13	53	5	6	2	31	13
	3%	-	4%	4%	5%	4%	5%	2%	5%	5%	2%	3%	3%
		-	3%	6%	7%	12%	20%ah	80%	7%	9%	4%	47%	21%
£30,000 - £33,999	48	1	2	2	1	1	1	47	2	2	2	26	8
	2%	2%	4%	2%	1%	1%	*	2%	2%	2%	2%	3%	2%
		3%	5%g	5%	2%	2%	2%	98%	5%	5%	5%	54%	16%
£34,000 - £36,999	38	-	1	3	-	-	-	38	-	4	1	14	20
	2%	-	2%	2%	-	-	-	2%	-	3%	1%	2%	4%
		-	4%lg	7%fg	-	-	-	100%g	-	10%lg	3%	37%	53%al
£37,000 - £39,999	26	-	-	1	-	1	1	25	1	-	3	13	8
	1%	-	-	1%	-	1%	1%	1%	1%	-	2%	1%	2%
		-	-	5%	-	5%	5%	95%	4%	-	10%	49%	32%
£40,000 - £42,999	30	-	-	1	-	1	1	29	-	-	4	17	5
	1%	-	-	1%	-	1%	*	1%	-	-	3%	2%	1%
		-	-	4%	-	4%	4%	96%	-	-	13%gj	56%	16%
£43,000 - £46,999	19	1	-	-	1	1	2	17	-	-	1	18	1
	1%	2%	-	-	1%	1%	1%	1%	-	-	1%	2%	-
		7%	-	-	5%	7%	12%	88%	-	-	7%	94%am	6%
£47,000 - £49,999	24	-	2	1	2	1	3	21	1	-	2	13	5
	1%	-	3%	1%	2%	1%	1%	1%	1%	1%	2%	2%	1%
		-	8%	3%	8%	6%	14%	86%	3%	5%	7%	55%	21%
£50,000 - £74,999	46	-	-	1	1	2	3	43	1	-	1	28	12
	2%	-	-	1%	1%	1%	1%	2%	1%	-	1%	3%	3%
		-	-	2%	2%	5%	8%	92%	2%	-	2%	61%a	27%
£75,000 or over	26	-	-	-	1	1	3	23	-	1	1	19	4
	1%	-	-	-	2%	1%	1%	1%	-	1%	1%	2%	1%
		-	-	-	6%	6%	11%	89%	-	4%	4%	75%a	16%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
No personal income	75	1	4	3	3	5	5	70	3	3	2	20	14
	3%	2%	7%	3%	4%	3%	2%	3%	3%	3%	1%	2%	3%
		1%	5%	5%	5%	7%	7%	93%	4%	5%	2%	26%	18%
SUMMARY CODES													
UP TO £15,499	637	29	10	41	37	76	93	544	36	49	39	237	108
	27%	50%	17%	38%	40%	40%	38%	25%	35%	37%	36%	27%	23%
		5%ach	2%	6%ach	6%ach	12%ach	15%ach	85%	6%ch	8%ach	6%ach	37%	17%
£15,500 - £29,999	430	3	17	26	16	44	58	372	24	31	26	205	103
	18%	5%	29%	23%	17%	23%	24%	17%	23%	23%	24%	23%	22%
		b 1%	4%abh	6%b	4%b	10%b	13%abh	87%b	6%b	7%b	6%b	48%a	24%
UP TO £17,999	745	30	14	49	38	90	108	638	39	58	44	287	132
	31%	51%	24%	45%	42%	48%	44%	30%	39%	44%	40%	33%	28%
		4%ach	2%	7%ach	5%ach	12%ach	14%ach	86%	5%	8%ach	6%ch	39%	18%
£18,000 - £29,999	322	2	13	18	15	30	43	279	20	22	21	155	79
	13%	4%	21%	16%	16%	16%	18%	13%	20%	16%	19%	18%	17%
		b 1%	4%b	6%b	5%b	9%b	13%b	87%b	6%b	7%b	7%b	48%a	25%
£30,000 OR MORE	258	3	6	10	6	10	16	243	5	8	15	149	64
	11%	4%	9%	9%	7%	5%	6%	11%	5%	6%	14%	17%	13%
		fg 1%	2%	4%	2%	4%	6%	94%fg	2%	3%	6%fgi	58%a	25%
Rather not say	992	22	22	30	30	54	73	919	34	40	27	268	188
	41%	38%	38%	27%	32%	29%	30%	43%	34%	30%	25%	31%	39%
		d%g%kl 2%	2%	3%	3%	5%	7%	93%defg%kl	3%	4%	3%	27%	19%kl

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
Up to £2,999	108	30	18	23	22	8	4	2	-	-	-	1
5%		7%	4%	6%	3%	3%	3%	3%	-	-	-	10%
		28% ^d	17%	21%	21%	8%	3%	1%	-	-	-	1%
£3,000 - £6,999	136	37	25	29	33	7	2	1	-	1	-	3
6%		8%	6%	7%	5%	3%	1%	3%	-	2%	-	20%
		27% ^{d,e,f}	18%	21% ^{e,f}	24%	5%	1%	1%	-	1%	-	2%
£7,000 - £9,999	155	34	40	25	39	12	3	1	2	-	-	-
6%		7%	10%	6%	6%	5%	3%	2%	10%	-	-	-
		22%	25% ^{d,e,f}	16%	25%	8%	2%	1%	1%	-	-	-
£10,000 - £12,999	157	31	34	37	37	10	4	3	1	-	-	-
7%		7%	8%	9%	6%	4%	4%	6%	5%	-	-	-
		20%	21% ^e	23% ^e	24%	7%	3%	2%	1%	-	-	-
£13,000 - £15,499	79	18	16	18	20	4	3	-	-	-	-	1
3%		4%	4%	4%	3%	2%	2%	-	-	-	-	8%
		22%	21%	23%	25%	5%	3%	-	-	-	-	1%
£15,500 - £16,999	68	15	15	15	13	6	2	1	-	1	-	1
3%		3%	4%	4%	2%	2%	2%	3%	-	2%	-	8%
		21%	21%	22%	19%	9%	3%	2%	-	1%	-	2%
£17,000 - £17,999	40	6	11	10	10	2	1	-	-	-	-	-
2%		1%	3%	2%	2%	1%	1%	-	-	-	-	-
		16%	27%	24%	26%	5%	2%	-	-	-	-	-
£18,000 - £19,999	67	10	12	20	20	3	-	-	-	-	-	1
3%		2%	3%	5%	3%	1%	-	-	-	-	-	10%
		16%	18%	30% ^{a,e,f}	30%	4%	-	-	-	-	-	2%
£20,000 - £22,999	90	18	13	13	24	11	7	-	1	-	1	-
4%		4%	3%	3%	4%	5%	7%	-	6%	-	13%	-
		21%	15%	14%	27%	13%	8%	-	1%	-	1%	-
£23,000 - £26,999	99	18	7	15	35	12	5	1	2	1	1	1
4%		4%	2%	4%	5%	5%	5%	3%	9%	3%	19%	8%
		18%	7%	15%	38% ^{a,b}	12% ^b	5%	1%	2%	1%	1%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
£27,000 - £29,999	65	7	9	5	21	12	6	4	-	-	-	1
	3%	2%	2%	1%	3%	5%	6%	8%	-	-	-	8%
		11%	14%	8%	32% ^c	19% ^{ac}	9% ^{ac}	6% ^{abc}	-	-	-	2%
£30,000 - £33,999	48	1	6	5	22	5	5	1	1	1	-	-
	2%	*	2%	1%	3%	2%	5%	3%	3%	5%	-	-
		2%	13% ^a	11%	45% ^{ac}	11% ^a	11% ^{ac}	3% ^a	1%	3%	-	-
£34,000 - £36,999	38	4	3	6	16	8	2	-	-	-	-	-
	2%	1%	1%	1%	2%	3%	2%	-	-	-	-	-
		11%	7%	14%	42% ^{ab}	20% ^{ab}	6%	-	-	-	-	-
£37,000 - £39,999	26	4	3	4	6	1	3	3	1	1	-	-
	1%	1%	1%	1%	1%	1%	3%	5%	6%	5%	-	-
		14%	10%	15%	25%	5%	10%	10% ^{abode}	6%	5%	-	-
£40,000 - £42,999	30	-	1	-	10	11	3	-	-	4	1	-
	1%	-	*	-	2%	4%	2%	-	-	14%	13%	-
		-	5%	-	34% ^{ac}	37% ^{abod}	8% ^{abc}	-	-	13%	3%	-
£43,000 - £46,999	19	1	2	2	7	5	1	-	-	-	-	-
	1%	*	*	1%	1%	2%	1%	-	-	-	-	-
		6%	10%	12%	38%	27% ^a	7%	-	-	-	-	-
£47,000 - £49,999	24	2	1	3	9	5	-	2	-	3	-	-
	1%	*	*	1%	1%	2%	-	4%	-	10%	-	-
		6%	4%	11%	39%	20% ^{ab}	-	8% ^{abc}	-	11%	-	-
£50,000 - £74,999	46	4	6	-	12	11	6	4	1	1	1	-
	2%	1%	2%	-	2%	5%	6%	8%	5%	4%	16%	-
		8%	13% ^c	-	25% ^c	25% ^{abod}	13% ^{abod}	6% ^{abod}	2%	2%	2%	-
£75,000 or over	26	-	-	2	4	4	5	4	-	5	1	-
	1%	-	-	1%	1%	2%	5%	8%	-	16%	21%	-
		-	-	9%	15%	15% ^{ab}	20% ^{abod}	15% ^{abode}	-	20%	6%	-
No personal income	75	18	14	11	16	9	3	-	2	1	-	1
	3%	4%	3%	3%	2%	4%	3%	-	9%	3%	-	9%
		24%	18%	14%	22%	12%	5%	-	3%	1%	-	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
SUMMARY CODES												
UP TO £15,499	637	150	133	131	151	41	15	7	3	1	-	5
	27%	33%	33%	32%	23%	16%	14%	14%	15%	2%	-	38%
		23%defg	21%defg	21%defg	24%e	6%	2%	1%	1%	*	-	1%
£15,500 - £29,999	430	75	67	78	125	47	21	6	3	2	2	5
	18%	17%	17%	19%	19%	19%	20%	13%	14%	6%	32%	35%
		17%	16%	18%	29%	11%	5%	1%	1%	*	1%	1%
UP TO £17,999	745	171	159	155	174	49	18	8	3	1	-	6
	31%	38%	39%	38%	27%	20%	17%	17%	15%	5%	-	46%
		23%defg	21%defg	21%defg	23%e	7%	2%	1%	*	-	-	1%
£18,000 - £29,999	322	54	42	53	101	38	18	5	3	1	2	4
	13%	12%	10%	13%	16%	15%	17%	10%	14%	3%	32%	26%
		17%	13%	17%	32%b	12%	6%	2%	1%	*	1%	1%
£30,000 OR MORE	258	15	22	22	87	51	25	14	3	16	3	-
	11%	3%	5%	5%	13%	20%	25%	28%	15%	55%	50%	-
		6%	8%	9%	34%abc	20%abcd	10%abcd	5%abcd	1%	6%	1%	-
Rather not say	992	197	167	169	274	102	39	21	11	10	1	3
	41%	43%	41%	41%	42%	41%	38%	44%	47%	34%	18%	18%
		20%	17%	17%	28%	10%	4%	2%	1%	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
Up to £2,999	108	25	6	28	13	10	11	6	4	3	-	1	50	30	6	14	8	1
5%		6%	3%	5%	4%	3%	5%	5%	3%	4%	-	10%	6%	3%	5%	5%	6%	10%
£3,000 - £6,999	136	37	20	35	15	13	2	7	2	3	1	3	68	27	4	23	11	3
6%		9%	10%	7%	4%	4%	1%	6%	1%	5%	3%	20%	8%	3%	4%	8%	9%	20%
£7,000 - £9,999	155	43	11	37	17	22	16	4	3	1	1	-	59	45	9	28	14	-
6%		10%	5%	7%	4%	7%	8%	4%	2%	1%	6%	-	7%	5%	8%	10%	12%	-
£10,000 - £12,999	157	43	17	44	21	8	6	8	1	2	-	-	64	55	8	19	11	-
7%		10%	8%	8%	6%	3%	3%	7%	5%	1%	11%	-	7%	6%	7%	7%	9%	-
£13,000 - £15,499	79	22	7	13	12	13	7	2	2	-	-	1	34	23	2	8	11	1
3%		5%	3%	3%	3%	4%	3%	2%	2%	-	-	8%	4%	2%	2%	3%	9%	8%
£15,500 - £16,999	68	14	5	12	17	8	4	2	5	1	-	1	24	22	7	11	3	1
3%		3%	3%	2%	4%	3%	2%	2%	3%	1%	-	8%	3%	2%	6%	4%	2%	8%
£17,000 - £17,999	40	6	10	12	2	5	4	1	1	-	-	-	14	16	2	5	3	-
2%		1%	5%	2%	1%	2%	2%	1%	1%	-	-	-	2%	2%	2%	2%	3%	-
£18,000 - £19,999	67	8	11	22	9	10	3	3	1	-	-	1	36	16	5	5	4	1
3%		2%	5%	4%	2%	3%	1%	3%	1%	-	-	10%	4%	2%	4%	2%	4%	10%
£20,000 - £22,999	90	13	8	21	7	12	14	5	7	1	1	-	34	41	4	7	4	-
4%		3%	4%	4%	2%	4%	7%	5%	4%	2%	4%	-	4%	4%	3%	2%	3%	-
£23,000 - £26,999	99	7	7	20	24	16	7	6	5	1	1	-	28	43	12	13	2	1
4%		2%	4%	4%	6%	5%	7%	5%	4%	7%	6%	8%	3%	4%	11%	5%	2%	8%
		7%	7%	20%a	24%a	16%a	7%	6%a	5%	5%a	1%	1%	28%	44%	12%lmop	14%	2%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
£27,000 - £29,999	65	5	4	10	20	8	10	4	2	1	-	1	19	32	2	6	5	1	
	3%	1%	2%	2%	5%	3%	5%	3%	2%	2%	-	8%	2%	3%	2%	2%	4%	8%	
£30,000 - £33,999	48	2	2	7	14	8	6	1	5	2	-	2%	29%	49%	4%	10%	7%	2%	
	2%	*	1%	1%	4%	3%	3%	1%	4%	3%	7%	-	14*	31	1	-	2	-	
£34,000 - £36,999	38	4	6	4	6	8	9	1	1	-	-	-	28%lo	65%lo	3%	-	4%o	-	
	2%	1%	3%	1%	2%	2%	4%	1%	1%	-	-	-	1%	2%	4%	1%	1%	-	
£37,000 - £39,999	26	1	3	4	4	3	3	3	4	3	-	-	6	17	-	3	-	-	
	1%	*	1%	1%	1%	1%	1%	3%	2%	4%	-	-	24%	66%	-	10%	-	-	
£40,000 - £42,999	30	3	-	-	5	9	1	5	4	2	2	-	7	19	1	3	-	-	
	1%	1%	-	-	1%	3%	1%	4%	3%	10%	7%	-	1%	2%	1%	1%	-	-	
£43,000 - £46,999	19	1	-	2	4	6	4	1	1	-	-	-	3	14	1	-	1	-	
	1%	*	-	11%	20%	32%ac	20%a	7%	6%	-	-	-	16%	72%l	7%	-	5%	-	
£47,000 - £49,999	24	3	-	-	7	1	5	3	4	1	-	-	8	15	-	-	1	-	
	1%	12%	-	-	28%c	5%	22%bce	11%bc	16%bc	5%c	-	-	1%	2%	-	-	1%	-	
£50,000 - £74,999	46	2	-	2	6	8	8	6	9	6	-	-	32%	62%o	-	-	6%	-	
	2%	1%	-	2%	2%	4%	4%	6%	9%	-	-	-	1%	4%	1%	1	-	-	
£75,000 or over	26	1	-	2	1	1	1	-	13	3	3	-	11%	84%lo	3%	2%	-	-	
	1%	*	-	*	*	*	1%	-	9%	4%	12%	-	1	22	-	-	2%	-	
No personal income	75	6%	-	9%	5%	5%	5%	-	50%abcd	10%abcd	10%	-	5%	86%lo	-	-	10%lo	-	
	3%	11	3	13	14	10	7	6	2	2	2	1	34	26	2	10	1	1	
		3%	1%	3%	4%	3%	4%	5%	4%	3%	7%	9%	4%	3%	2%	4%	1%	9%	
		15%	3%	17%	19%	13%	10%	7%	8%	3%	2%	2%	45%	35%	3%	14%	1%	2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	2404	470	218	547	378	285	191	99	129	58	18	11	901	981	108	281	122	11
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**
SUMMARY CODES																		
UP TO £15,499	637	170	60	157	78	67	41	27	19	7	4	5	274	179	29	92	56	5
	27%	40% 27%bdef ghi	30% 9%defh i	30% 25%defh i	21% 12% 10%h	22% 10%h	20% 6%	25% 4%h	13% 3%	12% 1%	20% 1%	38% 1%	31% 43%lm	18% 28%	26% 5%	32% 15%lm	47% 9%lmno	38% 1%
£15,500 - £29,999	430	53	45	97	79	58	41	21	22	8	2	5	155	170	32	47	21	5
	18%	12% 12%	23% 10%a	19% 23%a	21% 18%a	19% 14%a	20% 10%a	19% 5%	15% 5%	12% 2%	10% 1%	35% 1%	18% 36%	17% 39%	29% 8%lmop	17% 11%	18% 5%	35% 1%
UP TO £17,999	745	190	74	181	98	79	49	30	25	8	4	6	313	218	39	108	62	6
	31%	45% 25%codef ghi	38% 10%defh i	35% 24%defh i	26% 13%hi	24% 11%i	26% 7%	28% 4%i	17% 3%	13% 1%	20% 1%	46% 1%	36% 42%lm	22% 29%	35% 5%lm	38% 15%lm	52% 8%lmno	46% 1%
£18,000 - £29,999	322	33	30	73	60	46	33	18	15	7	2	4	117	131	23	32	15	4
	13%	8% 10%	15% 9%a	14% 23%a	16% 19%a	15% 14%a	16% 10%a	16% 5%a	10% 5%	11% 2%	10% 1%	26% 1%	13% 36%	13% 41%	21% 7%lmo	11% 10%	13% 5%	26% 1%
£30,000 OR MORE	258	17	10	21	46	42	37	20	42	16	6	-	54	176	10	10	8	-
	11%	4% 7%	5% 4%	4% 8%	12% 18%abc	14% 16%abc	18% 14%abc	19% 8%abc	25% 16%abcde f	28% 6%abcde	29% 2%	- -	6% 21%	18% 68%lnop	9% 4%o	4% 4%	7% 3%	- -
Rather not say	992	174	81	232	157	131	81	36	60	30	7	3	357	435	38	126	34	3
	41%	41% 18%	41% 8%	45% 23%q	42% 16%	43% 13%	39% 8%	33% 4%	40% 6%	47% 3%	34% 1%	18% *	41% 36%p	44% 44%np	34% 4%	44% 13%p	28% 3%	18% *

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
Up to £2,999	108	86	8	14
	5%	4%	5%	11%
		79%	7%	13%ab
£3,000 - £6,999	136	107	15	14
	6%	5%	9%	11%
		78%	11%a	10%a
£7,000 - £9,999	155	125	15	15
	6%	6%	9%	12%
		80%	10%	10%a
£10,000 - £12,999	157	135	12	11
	7%	6%	7%	8%
		86%	7%	7%
£13,000 - £15,499	79	60	17	3
	3%	3%	10%	2%
		75%	21%ac	4%
£15,500 - £16,999	68	61	4	3
	3%	3%	2%	2%
		89%	6%	5%
£17,000 - £17,999	40	37	2	2
	2%	2%	1%	2%
		91%	4%	5%
£18,000 - £19,999	67	49	11	7
	3%	2%	6%	5%
		74%	16%a	10%
£20,000 - £22,999	90	76	10	5
	4%	4%	6%	4%
		84%	11%	5%
£23,000 - £26,999	99	88	4	8
	4%	4%	2%	6%
		89%	4%	8%
£27,000 - £29,999	65	59	2	4
	3%	3%	1%	3%
		91%	4%	5%

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
£30,000 - £33,999	48	45	2	1
	2%	2%	1%	1%
		93%	5%	2%
£34,000 - £36,999	38	37	1	-
	2%	2%	1%	-
		98%	2%	-
£37,000 - £39,999	26	25	-	1
	1%	1%	-	1%
		95%	-	5%
£40,000 - £42,999	30	25	2	3
	1%	1%	1%	2%
		83%	8%	9%
£43,000 - £46,999	19	13	5	1
	1%	1%	3%	1%
		67%a	27%a	6%
£47,000 - £49,999	24	23	-	1
	1%	1%	-	1%
		95%	-	5%
£50,000 - £74,999	46	45	-	1
	2%	2%	-	1%
		98%	-	2%
£75,000 or over	26	25	-	1
	1%	1%	-	1%
		95%	-	5%
No personal income	75	70	5	-
	3%	3%	3%	-
		94%c	6%	-
SUMMARY CODES				
UP TO £15,499	637	513	66	58
	27%	25%	39%	45%
		81%	10%a	9%a
£15,500 - £29,999	430	370	33	28
	18%	18%	19%	22%
		86%	8%	6%

Q.21 What was your total personal income last year from all sources before tax?

Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
UP TO £17,999	745	611	72	63
	31%	29%	42%	49%
		82%	10%a	8%a
£18,000 - £29,999	322	272	27	23
	13%	13%	16%	18%
		85%	8%	7%
£30,000 OR MORE	258	238	11	10
	11%	11%	6%	7%
		92%b	4%	4%
Rather not say	992	901	57	33
	41%	43%	33%	26%
		91%bc	6%	3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
 Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	2404	1160	1244	291	407	352	325	340	381	308	698	1017	689	1004	1400	382	1101	921
Weighted Base	2392	1151	1240	351	462	402	356	365	249	206	813	1123	456	1138	1254	425	1207	761
Yes	472	219	253	26	42	68	75	100	82	78	68	244	160	146	326	52	171	249
20%		19%	20%	8%	9%	17%	21%	28%	33%	38%	8%	22%	35%	13%	28%	12%	14%	33%
		deknpq 46%	54%	6%	9%	14%de	16%de	21%ade	17%ade	17%ade	14%	52%k	34%akl	31%	69%an	11%	36%	53%apq
No	1825	899	925	312	409	320	264	252	156	113	721	835	269	944	881	355	990	479
76%		78%	75%	89%	88%	79%	74%	69%	62%	55%	89%	74%	59%	83%	70%	84%	82%	63%
		hijmor 49%	51%	17%alfq	22%alfq	18%hij	14%ij	14%j	9%	6%	40%alm	46%lm	15%	52%ao	48%	19%ar	54%ar	26%
Prefer not to say	74	28	46	11	10	10	16	10	8	9	21	36	18	42	32	15	36	22
3%		3%	4%	3%	2%	3%	4%	3%	3%	4%	3%	3%	4%	4%	3%	4%	3%	3%
		37%	63%	15%	13%	14%	21%	13%	11%	12%	28%	48%	24%	56%	44%	21%	49%	30%
Don't know	21	6	15	2	2	4	1	3	4	6	3	8	9	7	14	2	8	10
1%		1%	1%	*	*	1%	*	1%	1%	3%	*	1%	2%	1%	1%	1%	1%	1%
		27%	73%	7%	9%	20%	4%	15%	17%	27%ade	16%	39%	45%akl	31%	69%	11%	40%	49%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
 Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	2404	1959	202	115	128	103	261	196	175	187	239	273	334	191	115	202	128
Weighted Base	2392	1982	194	120	95	102*	261	201	172	180	248	273	359	186	120	194	95
Yes	472	376	43	31	22	17	57	36	48	38	44	28	63	46	31	43	22
	20%	19%	22%	26%	23%	17%	22%	18%	28%	21%	18%	10%	17%	25%	26%	22%	23%
		1/ 80%	9%	7%	5%	4%	12% ^d	8% ^d	10% ^a hklm	8% ^d	9% ^d	6%	13% ^d	10% ^d lm	7% ^d	9% ^d	5% ^d
No	1825	1542	123	88	72	80	198	162	122	139	201	222	282	137	88	123	72
	76%	78%	63%	73%	76%	78%	76%	80%	71%	77%	81%	81%	78%	74%	73%	63%	76%
		cp 85% ^c	7%	5%	4% ^c	4% ^p	11% ^p	9% ^p	7%	8% ^p	11% ^p	12% ^p	15% ^p	8% ^p	5%	7%	4% ^p
Prefer not to say	74	47	25	1	1	4	5	3	2	3	2	12	14	2	1	25	1
	3%	2%	13%	1%	1%	4%	2%	1%	1%	2%	1%	4%	4%	1%	1%	13%	1%
		64%	34% ^a bde	1%	1%	6%	6%	4%	2%	5%	3%	16% ^k	20% ^k	3%	1%	34% ^a fghij kimnoq	1%
Don't know	21	16	3	1	1	1	2	-	1	-	-	12	-	1	1	3	1
	1%	1%	2%	1%	1%	1%	1%	-	*	-	-	4%	-	*	1%	2%	1%
		78%	16%	3%	3%	3%	9%	-	3%	-	-	58% ^a aghi jkmn	-	4%	3%	16% ^m	3%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minori ty Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	2404	2131	262	551	1753	465	813	562	716	1014	259	149	271	1212	1542
Weighted Base	2392	2093	286	472	1825	430	894	522	802	1111	271	135	221	1310	1569
Yes	472	449	21	472	-	152	119	179	92	162	65	32	79	214	309
20%		21%	7%	100%	-	35%	13%	34%	11%	15%	24%	23%	36%	16%	20%
ijn		ceg 95%	4%	100%ae	-	32%ag	25%	38%ai	19%	34%	14%jn	7%jn	17%ajkn	45%	65%jn
No	1825	1566	250	-	1825	272	765	337	700	917	198	99	133	1060	1216
76%		75%	87%	-	100%	63%	86%	64%	87%	83%	73%	73%	60%	81%	78%
m		dth 86%	14%ab	-	100%ad	15%	42%af	16%	38%ah	50%akmo	11%km	5%km	7%	58%akmo	67%km
Prefer not to say	74	61	12	-	-	6	10	6	10	28	4	4	6	28	34
3%		3%	4%	-	-	1%	1%	1%	1%	3%	1%	3%	3%	2%	2%
ghi		def 83%	16%	-	-	7%	14%	7%	14%	38%	5%	5%	9%	38%	46%
Don't know	21	17	4	-	-	1	-	1	-	4	5	1	3	8	10
1%		1%	1%	-	-	-	-	-	-	-	2%	-	1%	1%	1%
i		deg 81%	15%	-	-	4%	-	4%	-	17%	21%j	3%	12%	38%	48%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
 Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Q.2 TABLET			Q.2 INTERNET					
	Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Total (a)									
2404	603	521	978	894	437	1308	1096	102	1324
2392	638	563	1041	903	478	1355	1037	107*	1370
472	103	97	175	163	80	240	232	17	243
20%	16%	17%	17%	18%	17%	18%	22%	15%	18%
	b 22%	21%	37%	35%	17%	51%	49%efgj	4%	51%
1825	518	448	837	723	382	1082	743	87	1093
76%	81%	79%	80%	80%	80%	80%	72%	81%	80%
	h 28%a	25%	46%a	40%ah	21%h	59%ah	41%	5%	60%ah
74	14	18	25	13	17	29	45	4	31
3%	2%	3%	2%	1%	3%	2%	4%	4%	2%
	e 19%	24%	33%	17%	23%e	39%	61%egj	5%	41%
21	4	1	4	3	-	3	18	-	3
1%	1%	*	*	*	-	*	2%	-	*
	g 17%	3%	17%	16%	-	16%	84%aefgj	-	16%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	2404	1237	1167	712	1692	1032	433	1456	92	93	63
Weighted Base	2392	1215	1177	733	1659	1055	438	1411	85*	100*	64*
Yes	472	261	211	144	328	217	135	256	34	28	23
	20%	22%	18%	20%	20%	21%	31%	18%	40%	28%	36%
		55% ^c	45%	31%	69%	48%	29% ^{ah}	54%	7% ^{ah}	6%	5% ^a
No	1825	923	902	573	1252	813	286	1110	47	71	41
	76%	76%	77%	78%	75%	77%	65%	79%	55%	71%	64%
		g ^k 51%	49%	31%	69%	45%	16%	61% ^{gl}	3%	4%	2%
Prefer not to say	74	26	48	13	61	23	17	32	4	1	-
	3%	2%	4%	2%	4%	2%	4%	2%	5%	1%	-
		35%	65% ^b	18%	82% ^d	32%	23%	43%	5%	1%	-
Don't know	21	4	17	2	19	1	1	13	-	-	-
	1%	-	1%	-	1%	-	-	1%	-	-	-
		f 20%	80% ^b	12%	88%	7%	4%	63%	-	-	-

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total (a)	Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	2404	66	61	110	93	185	239	2165	101	125	104	849	459
Weighted Base	2392	58*	59*	110	93*	189	244	2148	102*	132	110*	878	477
Yes	472	22	14	32	30	61	72	400	40	32	37	174	67
	20%	38%	24%	29%	32%	32%	30%	19%	40%	24%	34%	20%	14%
		m 5%ah	3%	7%ah	6%ah	13%ah	15%ah	85%	9%ahj	7%	8%ah	37% ^m	14%
No	1825	32	44	76	58	126	166	1658	54	96	69	687	395
	76%	55%	75%	69%	62%	67%	68%	77%	53%	73%	63%	78%	83%
		befgik 2%	2% ^{lbi}	4% ^{id}	3%	7% ^{id}	9% ^{id}	91% ^{befgik}	3%	5% ^{lbi}	4%	38%	22% ^a
Prefer not to say	74	3	-	1	4	2	4	70	5	3	3	18	12
	3%	5%	-	1%	4%	1%	2%	3%	5%	2%	3%	2%	2%
		4% ^f	-	1%	5%	2%	6%	94%	7% ^f	4%	4%	24%	16%
Don't know	21	1	1	2	1	1	1	20	3	1	-	-	3
	1%	1%	1%	1%	2%	-	1%	1%	3%	1%	-	-	1%
		1 3%	3%	8%	7%	3%	7%	93%	14%	3%	-	-	16% ^{id}

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	2404	477	434	428	628	239	93	42	21	25	6	11
Weighted Base	2392	454	403	410	653	249	103*	48*	23**	28**	7**	14**
Yes	472	124	108	78	104	31	10	3	3	6	1	4
	20%	27%	27%	19%	16%	12%	9%	7%	15%	20%	13%	26%
		26%cddefg	23%cddefg	17%ef	22%	7%	2%	1%	1%	1%	*	1%
No	1825	314	281	309	519	212	90	43	19	23	6	10
	76%	69%	70%	75%	79%	85%	88%	90%	85%	80%	87%	74%
		17%	15%	17%a	28%ab	12%abc	5%abc	2%abc	1%	1%	*	1%
Prefer not to say	74	14	12	17	24	5	2	1	-	-	-	-
	3%	3%	3%	4%	4%	2%	2%	2%	-	-	-	-
		19%	16%	23%	32%	6%	3%	1%	-	-	-	-
Don't know	21	3	3	6	6	2	1	1	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	2%	-	-	-	-
		14%	13%	29%	29%	7%	4%	4%	-	-	-	-

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	2404	470	218	547	378	285	199	99	129	58	18	11	901	981	108	281	122	11	
Weighted Base	2392	426	198	520	376	307	207	110*	148	64*	22**	14**	874	986	112	286	120	14**	
Yes	472	133	60	111	56	47	23	15	16	5	3	4	179	160	24	71	35	4	
	20%	31%	30%	21%	15%	15%	11%	14%	11%	8%	13%	26%	21%	16%	21%	25%	29%	26%	
		28%cdelfghi	13%cdelfghi	24%cdelfhi	12%	10%	5%	3%	3%	1%	1%	1%	38%lm	34%	5%	15%lm	7%lm	1%	
No	1825	279	131	382	302	247	179	90	126	59	19	10	651	795	82	203	82	10	
	76%	65%	66%	73%	80%	80%	87%	82%	85%	92%	87%	74%	75%	81%	74%	71%	69%	74%	
		15%	7%	21%a	17%abc	14%abc	10%abc	5%ab	7%abc	3%abcde	1%	1%	36%	44%lop	5%	11%	5%	1%	
Prefer not to say	74	11	7	19	14	12	3	4	3	-	-	-	35	23	6	8	2	-	
	3%	3%	4%	4%	4%	4%	1%	4%	2%	-	-	-	4%	2%	5%	3%	2%	-	
		15%	10%	26%	19%	17%	4%	6%	4%	-	-	-	47%	31%	8%	11%	3%	-	
Don't know	21	3	-	7	3	1	2	1	2	-	-	-	9	7	-	4	1	-	
	1%	1%	-	1%	1%	*	1%	1%	2%	-	-	-	1%	1%	-	1%	1%	-	
		15%	-	36%	17%	7%	11%	3%	11%	-	-	-	42%	35%	-	19%	3%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q.22 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]
 Base: All Adults 16+ in the UK (Boost wave of those any difficulties paying for communication services in the last year)

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	2404	2096	182	126
Weighted Base	2392	2092	172	128
Yes	472 20%	386 18% 85%	43 25% 9% ^a	42 33% 9% ^a
No	1825 76%	1622 78% 89% ^c	122 71% 7%	80 63% 4%
Prefer not to say	74 3%	64 3% 86%	4 3% 6%	6 5% 8%
Don't know	21 1%	19 1% 92%	2 1% 8%	- - -

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
	(a)	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-64	65+	ABC1	C2DE	AB	C1C2	DE
	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
GENDER																		
Male	3068	3068	-	451	580	517	471	507	298	244	1031	1495	542	1528	1540	620	1613	835
	49%	100%	-	51%	50%	49%	48%	51%	46%	42%	50%	49%	44%	49%	48%	51%	50%	45%
		cjmr	100%ac	15%j	19%j	17%j	15%j	17%j	10%	8%	34%lm	49%lm	18%	50%	50%	20%pr	53%r	27%
Female	3254	-	3254	439	582	538	518	491	352	336	1020	1547	687	1611	1643	597	1624	1033
	51%	-	100%	49%	50%	51%	52%	49%	54%	58%	50%	51%	56%	51%	52%	49%	50%	55%
		b	100%ab	13%	18%	17%	16%	15%	11%h	10%ade fgh	31%	48%	21%aki	50%	50%	18%	50%	32%apq
AGE																		
16-24	890	451	439	890	-	-	-	-	-	-	890	-	-	443	446	128	503	259
	14%	15%	13%	100%	-	-	-	-	-	-	43%	-	-	14%	14%	10%	16%	14%
		efghij	51%	100%aefg	-	-	-	-	-	-	100%alm	-	-	50%	50%	14%	57%p	29%p
		mp		hij														
25-34	1162	580	582	-	1162	-	-	-	-	-	1162	-	-	591	571	180	671	310
	18%	19%	18%	-	100%	-	-	-	-	-	57%	-	-	19%	18%	15%	21%	17%
		dfghij	50%	-	100%adfg	-	-	-	-	-	100%alm	-	-	51%	49%	16%	58%apr	27%
		mp			hij													
35-44	1055	517	538	-	-	1055	-	-	-	-	-	1055	-	603	452	253	563	238
	17%	17%	17%	-	-	100%	-	-	-	-	-	35%	-	19%	14%	21%	17%	13%
		deg hijk	49%	-	-	100%adeg	-	-	-	-	-	100%akm	-	57%ao	43%	24%agr	53%r	23%
		mor				hij												
45-54	989	471	518	-	-	-	989	-	-	-	-	989	-	516	473	213	537	240
	16%	15%	16%	-	-	-	100%	-	-	-	-	33%	-	16%	15%	17%	17%	13%
		defghijk	48%	-	-	-	100%adef	-	-	-	-	100%akm	-	52%	48%	22%r	54%r	24%
		mr				hij												
55-64	997	507	491	-	-	-	-	997	-	-	-	997	-	498	499	226	482	289
	16%	17%	15%	-	-	-	-	100%	-	-	-	33%	-	16%	15%	19%	15%	15%
		defghijk	51%	-	-	-	-	100%adef	-	-	-	100%akm	-	50%	50%	23%agr	48%	29%
		m						gij										
65-74	650	298	352	-	-	-	-	-	650	-	-	-	650	278	372	130	273	246
	10%	10%	11%	-	-	-	-	-	100%	-	-	-	53%	9%	12%	11%	8%	13%
		defghijk	46%	-	-	-	-	-	100%adef	-	-	-	100%aki	43%	57%an	20%q	42%	38%apq
		lnq							ghj									

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
75+	579	244	336	-	-	-	-	-	-	579	-	-	579	209	370	87	207	286
	9%	8%	10%	-	-	-	-	-	-	100%	-	-	47%	7%	12%	7%	6%	15%
	lnpq	delghik 42%	58%lb	-	-	-	-	-	-	100%adei	-	-	100%aki	36%	64%an	15%	36%	49%apq
AGE																		
16-34	2051	1031	1020	890	1162	-	-	-	-	-	2051	-	-	1034	1017	308	1174	569
	32%	34%	31%	100%	100%	-	-	-	-	-	100%	-	-	33%	32%	25%	36%	30%
	p	lghijlm 50%	50%	43%afg	57%afgh	-	-	-	-	-	100%alm	-	-	50%	50%	15%	57%apqr	28%p
35-64	3042	1495	1547	-	-	1055	989	997	-	-	-	3042	-	1617	1424	692	1583	767
	48%	49%	48%	-	-	100%	100%	100%	-	-	-	100%	-	52%	45%	57%	49%	41%
	r	deijkmo 49%	51%	-	-	35%ade	33%ade	33%adei	-	-	-	100%akm	-	53%ao	47%	23%aqr	52%r	25%
65+	1229	542	687	-	-	-	-	-	650	579	-	-	1229	487	742	217	480	532
	19%	18%	21%	-	-	-	-	-	100%	100%	-	-	100%	16%	23%	18%	15%	28%
	lnq	bdeifghk 44%	56%lb	-	-	-	-	-	53%ade	47%adei	-	-	100%aki	40%	60%an	18%q	39%	43%apq
SOCIAL GRADE																		
ABC1	3139	1528	1611	443	591	603	516	498	278	209	1034	1617	487	3139	-	1217	1922	-
	50%	50%	50%	50%	51%	57%	52%	50%	43%	36%	50%	53%	40%	100%	-	100%	59%	-
		ijmor 49%	51%	14%ij	19%ij	ghl	16%ij	16%ij	9%ij	7%	33%im	52%am	16%	100%ao	-	39%aqr	61%ar	-
C2DE	3183	1540	1643	446	571	452	473	499	372	370	1017	1424	742	-	3183	-	1315	1868
	50%	50%	50%	50%	49%	43%	46%	50%	57%	64%	50%	47%	60%	-	100%	-	41%	100%
		lnpq 48%	52%	14%if	18%if	14%	15%if	16%if	12%ade	12%ade	32%	45%	23%aki	-	100%an	-	41%p	59%apq
SOCIAL GRADE																		
AB	1217	620	597	128	180	253	213	226	130	87	308	692	217	1217	-	1217	-	-
	19%	20%	18%	14%	16%	24%	22%	23%	20%	15%	15%	23%	18%	100%	-	100%	-	-
		deijkopr 51%	49%	10%	15%	21%ade	17%deij	19%ade	11%deij	7%	25%	57%akm	18%k	100%ao	-	100%aqr	-	-
C1C2	3237	1613	1624	503	671	563	537	482	273	207	1174	1583	480	1922	1315	-	3237	-
	51%	53%	50%	57%	58%	53%	54%	48%	42%	36%	57%	52%	39%	61%	41%	-	100%	-
		ijmopr 50%c	50%	16%ahi	21%ahi	17%hij	17%hij	15%ij	8%ij	6%	36%alm	49%um	15%	59%ao	41%	-	100%apqr	-

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
DE	1868	835	1033	259	310	238	240	289	246	286	569	767	532	-	1868	-	-	1868
	30%	27%	32%	29%	27%	23%	24%	29%	38%	49%	28%	25%	43%	-	59%	-	-	100%
		b/g/p/q 45%	55%ab	14%fg	17%fd	13%	13%	15%fg	13%ade	15%ade	30%	41%	28%aki	-	100%an	-	-	100%apq
COUNTRY																		
England	5325	2596	2729	739	990	907	845	840	531	473	1729	2592	1004	2726	2599	1049	2755	1521
	84%	85%	84%	83%	85%	86%	85%	84%	82%	82%	84%	85%	82%	87%	82%	86%	85%	81%
		imor 49%	51%	14%	19%ij	17%ij	16%ij	16%	10%	9%	32%km	49%km	19%	51%ao	49%	20%kr	52%kr	29%
Scotland	537	246	292	78	95	83	68	89	66	58	173	240	124	251	287	110	269	158
	9%	8%	9%	9%	8%	8%	7%	9%	10%	10%	8%	8%	10%	8%	9%	9%	8%	8%
		46%	54%	15%	16%	15%	13%	17%	12%g	11%g	32%	45%	23%al	47%	53%	20%	50%	29%
Wales	316	155	161	48	45	36	54	50	40	42	93	140	82	108	207	45	152	119
	5%	5%	5%	5%	4%	3%	5%	5%	6%	7%	5%	5%	7%	3%	7%	4%	5%	6%
		in 49%	51%	15%	14%	12%	17%fd	16%	13%af	13%af	30%	44%	26%aki	34%	66%an	14%	48%	38%apq
Northern Ireland	144	72	72	24	32	28	23	19	13	6	56	70	18	55	89	13	61	70
	2%	2%	2%	3%	3%	3%	2%	2%	2%	1%	3%	2%	1%	2%	3%	1%	2%	4%
		jmp 50%	50%	17%j	22%j	19%j	16%j	13%	9%	4%	39%km	48%	13%	38%	62%kn	9%	42%	49%apq
GOVERNMENT REGIONS																		
North East	260	113	147	31	32	39	45	57	28	29	63	140	57	107	154	37	126	98
	4%	4%	5%	3%	3%	4%	5%	6%	4%	5%	3%	5%	5%	3%	5%	3%	4%	5%
		e 44%	56%	12%	12%	15%	17%e	22%ade	11%	11%e	24%	54%kl	22%k	41%	59%kn	14%	48%	38%apq
North West	704	346	358	114	123	94	118	114	67	75	237	325	142	311	393	113	331	260
	11%	11%	11%	13%	11%	9%	12%	11%	10%	13%	12%	11%	12%	10%	12%	9%	10%	14%
		f 49%	51%	16%fd	17%	13%	17%fd	16%	10%	11%fd	34%	46%	20%	44%	56%kn	16%	47%	37%apq
Yorkshire and The Humber	542	277	266	77	109	100	84	85	43	43	187	269	86	246	296	93	295	155
	9%	9%	8%	9%	9%	9%	9%	9%	7%	8%	9%	9%	7%	8%	9%	8%	9%	8%
		im 51%	49%	14%	20%ij	18%ij	16%	16%	8%	8%	34%km	50%km	16%	45%	55%kn	17%	54%	29%
East Midlands	464	227	237	59	84	73	75	87	44	42	143	235	85	215	248	95	218	150
	7%	7%	7%	7%	7%	7%	8%	9%	7%	7%	7%	8%	7%	7%	8%	8%	7%	8%
		49%	51%	13%	16%	16%	16%	19%	9%	9%	31%	51%	18%	46%	54%	21%	47%	32%
West Midlands	530	259	271	72	89	78	95	93	56	47	161	266	103	235	295	98	255	177
	8%	8%	8%	8%	8%	7%	10%	9%	9%	8%	8%	9%	8%	7%	9%	8%	8%	8%
		49%	51%	14%	17%	15%	18%	18%	11%	9%	30%	50%	19%	44%	56%kn	19%	48%	33%kl

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
East of England	622	299	324	85	133	112	94	76	78	45	218	282	123	363	259	125	364	134
	10%	10%	10%	10%	11%	11%	10%	8%	12%	8%	11%	9%	10%	12%	8%	10%	11%	7%
		hor	48%	14%	21%hj	18%hj	15%	12%	13%ahj	7%	35%	45%	20%	58%ao	42%	20%r	58%ar	21%
London	770	372	398	123	190	184	91	90	52	41	313	365	93	393	377	126	406	238
	12%	12%	12%	14%	16%	17%	9%	9%	8%	7%	15%	12%	8%	13%	12%	10%	13%	13%
		ghijm	48%	16%ghi	25%agh	24%agh	12%	12%	7%	5%	41%alm	47%um	12%	51%	49%	16%	53%	31%
				j	ij	ij												
South East	905	447	457	125	147	149	165	148	88	84	271	461	172	586	318	246	495	163
	14%	15%	14%	14%	13%	14%	17%	15%	14%	14%	13%	15%	14%	19%	10%	20%	15%	9%
		or	49%	14%	16%	16%	18%a	16%	10%	9%	30%	51%	19%	65%ao	35%	27%agr	55%r	18%
South West	527	256	271	53	83	79	79	90	75	68	136	248	143	268	259	116	264	147
	8%	8%	8%	6%	7%	7%	8%	9%	11%	12%	7%	8%	12%	9%	8%	10%	8%	8%
		dk	49%	10%	16%	15%	15%	17%d	14%ade	13%ade	26%	47%	27%akl	51%	49%	22%	50%	28%
								fg		fg								
Wales	316	155	161	48	45	36	54	50	40	42	93	140	82	108	207	45	152	119
	5%	5%	5%	5%	4%	3%	5%	5%	6%	7%	5%	5%	7%	3%	7%	4%	5%	6%
		in	49%	15%	14%	12%	17%l	16%	13%ef	7%	30%	44%	26%akl	34%	66%an	14%	48%	38%apq
Scotland	537	246	292	78	95	83	68	89	66	58	173	240	124	251	287	110	269	158
	9%	8%	9%	9%	8%	8%	7%	9%	10%	10%	8%	8%	10%	8%	9%	9%	8%	8%
		46%	54%	15%	18%	15%	13%	17%	12%g	11%g	32%	45%	23%al	47%	53%	20%	50%	29%
Northern Ireland	144	72	72	24	32	28	23	19	13	6	56	70	18	55	89	13	61	70
	2%	2%	2%	3%	3%	3%	2%	2%	2%	1%	3%	2%	1%	2%	3%	1%	2%	4%
		jmp	50%	17%j	22%j	19%j	16%j	13%	9%	4%	39%lm	48%	13%	38%	62%on	9%	42%	49%apq
ETHNIC ORIGIN																		
White	5481	2633	2848	719	940	854	875	917	620	557	1659	2645	1177	2700	2780	1082	2773	1626
	87%	86%	88%	81%	81%	81%	88%	92%	95%	96%	81%	87%	96%	86%	87%	89%	86%	87%
		defk	48%	13%	17%	16%	16%def	17%ade	11%ade	10%ade	30%	48%k	21%akl	49%	51%	20%aq	51%	30%
								fg	fgh	fgh								
Minority Ethnic	804	414	390	168	213	195	109	72	28	20	381	376	47	423	381	132	441	231
	13%	13%	12%	19%	18%	18%	11%	7%	4%	3%	19%	12%	4%	13%	12%	11%	14%	12%
		hijm	51%	21%ach	26%ach	24%ach	14%hij	9%ij	3%	2%	47%alm	47%um	6%	53%	47%	16%	55%ap	29%
				ij	ij	ij												

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)																		
Yes	472	219	253	26	42	68	75	100	82	78	68	244	160	146	326	52	171	249
7%																		
	deknpq	46%	54%	3%	4%	6%	8%	10%	13%	13%	3%	8%	13%	5%	10%	4%	5%	13%
				6%	9%	14%de	16%de	21%ade	17%ade	17%ade	14%	52%k	34%akl	31%	69%an	11%	36%	53%apq
No	1825	899	925	312	409	320	264	252	156	113	721	835	269	944	881	355	990	479
29%		29%	28%	35%	35%	30%	27%	25%	24%	20%	35%	27%	22%	30%	28%	29%	31%	26%
	hijmr	49%	51%	17%afg	22%afg	18%hij	14%j	14%j	9%j	6%	40%alm	46%lm	15%	52%lo	48%	19%ur	54%ur	26%
				hij	hij													
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)																		
Up to £15,499	430	179	251	72	88	58	62	72	43	36	159	191	80	96	334	16	159	256
7%		6%	8%	8%	8%	5%	6%	7%	7%	6%	8%	6%	6%	3%	10%	1%	5%	14%
	npq	42%	58%b	17%fd	20%	13%	14%	17%	10%	8%	37%	44%	19%	22%	78%an	4%	37%ap	59%apq
£15,500+	894	467	427	81	230	190	168	133	56	35	311	492	92	561	333	216	545	133
14%		15%	13%	9%	20%	18%	17%	13%	9%	6%	15%	16%	7%	18%	10%	18%	17%	7%
	dijmor	52%c	47%	9%j	26%adh	21%adh	19%adh	15%dij	6%j	4%	35%lm	55%lm	10%	63%ao	37%	24%ar	61%ar	15%
					i													
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)																		
Up to £17,999	522	224	299	80	112	67	78	88	52	45	192	234	96	124	398	19	212	291
8%		7%	9%	9%	10%	6%	8%	9%	8%	8%	9%	8%	8%	4%	13%	2%	7%	16%
	npq	43%	57%b	15%	21%fd	13%	15%	17%	10%	9%	37%	45%	18%	24%	76%an	4%	41%ap	56%apq
£18,000+	802	423	379	72	205	181	151	117	48	27	278	449	75	533	269	213	492	97
13%		14%	12%	8%	18%	17%	15%	12%	7%	5%	14%	15%	6%	17%	8%	17%	15%	5%
	dijmor	53%ac	47%	9%j	26%adh	23%adh	19%adh	15%dij	6%j	3%	35%lm	56%lm	9%	66%ao	34%	27%ar	61%ar	12%
					i													
Q.2 PHONE OWNERSHIP																		
Smart phone on contract	2891	1481	1411	267	698	678	557	457	181	54	964	1692	235	1714	1177	686	1627	578
46%		48%	43%	30%	60%	64%	56%	46%	28%	9%	47%	56%	19%	55%	37%	56%	50%	31%
	cdijmor	51%ac	49%	9%j	24%adh	23%adq	19%adh	16%dij	6%j	2%	33%lm	59%akm	8%	59%ao	41%	24%aqr	56%ar	20%
					i	hij	ij											
Smart phone pay as you go	613	355	258	58	139	137	105	111	43	21	197	352	64	288	325	96	316	200
10%		12%	8%	6%	12%	13%	11%	11%	7%	4%	10%	12%	5%	9%	10%	8%	10%	11%
	cdijm	58%ac	42%	9%j	23%adi	22%adi	17%dij	18%dij	7%j	3%	32%lm	57%akm	10%	47%	53%	16%	52%	33%ap
					i													

Q. Break by Break

Base: All Adults 16+ in the UK

Total (a)	GENDER			AGE							AGE			SOCIAL GRADE			SOCIAL GRADE		
	Male (b)	Female (c)		16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
6322	3077	3245		742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270	
6322	3068	3254		890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868	
359	176	183		9	41	47	59	86	71	46	50	192	117	168	191	53	189	117	
6%	6%	6%		1%	2%	4%	6%	9%	11%	8%	2%	6%	10%	5%	6%	4%	6%	6%	
	dek	49%	51%	3%	11% ^d	13% ^d	16% ^{de}	24% ^{ade}	20% ^{ade}	13% ^{ade}	14%	53% ^k	33% ^{akl}	47%	53%	15%	53%	32% ^p	
584	272	312		9	31	46	79	130	133	156	40	255	289	256	329	104	268	212	
9%	9%	10%		1%	3%	4%	8%	13%	20%	27%	2%	8%	24%	8%	10%	9%	8%	11%	
	defk	47%	53%	2%	5% ^d	8% ^d	13% ^{def}	22% ^{ade}	23% ^{ade}	27% ^{ade}	7%	44% ^{kl}	49% ^{akl}	44%	56% ^{kn}	18%	46%	36% ^{apq}	
3345	1740	1606		309	803	763	632	547	218	74	1111	1942	292	1896	1450	739	1853	754	
53%	57%	49%		35%	69%	72%	64%	55%	34%	13%	54%	64%	24%	60%	46%	61%	57%	40%	
	cdijm	52% ^{ac}	48%	9% ^j	24% ^{ad}	23% ^{ad}	19% ^{adh}	16% ^{dij}	7% ^j	2%	33% ^m	58% ^{akm}	9%	57% ^{ao}	43%	22% ^{ar}	55% ^{ar}	23%	
4048	2057	1991		314	840	796	727	710	399	262	1154	2233	661	2172	1876	854	2148	1046	
64%	67%	61%		35%	72%	75%	73%	71%	61%	45%	56%	73%	54%	69%	59%	70%	66%	56%	
	cdjkm	51% ^{ac}	49%	8%	21% ^{adi}	20% ^{adh}	18% ^{adi}	18% ^{adi}	10% ^{dj}	6% ^d	29%	55% ^{akm}	16%	54% ^{ao}	46%	21% ^{aqr}	53% ^{ar}	26%	
					j		j												
1640	799	842		114	366	387	341	251	131	49	481	979	180	969	672	388	926	327	
26%	26%	26%		13%	32%	37%	35%	25%	20%	8%	23%	32%	15%	31%	21%	32%	29%	17%	
	dijkm	49%	51%	7% ^j	22% ^{adh}	24% ^{ade}	21% ^{adh}	15% ^{dij}	8% ^{dj}	3%	29% ^m	60% ^{akm}	11%	59% ^{ao}	41%	24% ^{ar}	56% ^{ar}	20%	
					ij	hij	ij												
1368	724	644		80	293	321	254	248	118	53	373	823	171	849	519	346	771	252	
22%	24%	20%		9%	25%	30%	26%	25%	18%	9%	18%	27%	14%	27%	16%	28%	24%	13%	
	cdijkm	53% ^{ac}	47%	6%	21% ^{adi}	23% ^{ade}	19% ^{adi}	18% ^{adij}	9% ^{dj}	4%	27% ^m	60% ^{akm}	13%	62% ^{ao}	38%	25% ^{aqr}	56% ^{ar}	18%	
	r				j	ghj	j												
2666	1342	1324		173	580	615	522	447	230	99	753	1584	329	1591	1075	643	1496	527	
42%	44%	41%		19%	50%	55%	53%	45%	35%	17%	37%	52%	27%	51%	34%	53%	46%	28%	
	dijkm	50% ^c	50%	7%	22% ^{adh}	23% ^{ade}	17% ^{dij}	9% ^{dj}	4%	2%	28% ^m	59% ^{akm}	12%	60% ^{ao}	40%	24% ^{aqr}	56% ^{ar}	20%	
					ij	ghj	ij												
2466	1189	1277		162	516	463	434	455	278	157	678	1352	436	1331	1135	519	1347	600	
39%	39%	39%		18%	44%	44%	44%	46%	43%	27%	33%	44%	35%	42%	36%	43%	42%	32%	
	dijkm	48%	52%	7%	21% ^{adj}	19% ^{adj}	18% ^{adj}	18% ^{adj}	11% ^{adj}	6% ^d	27%	55% ^{akm}	18%	54% ^{ao}	46%	21% ^{ar}	55% ^{ar}	24%	
1185	672	512		85	252	281	248	201	91	26	337	730	117	773	412	314	672	198	
19%	22%	16%		10%	22%	27%	25%	20%	14%	4%	16%	24%	10%	25%	13%	26%	21%	11%	
	cdijkm	57% ^{ac}	43%	7% ^j	21% ^{adi}	24% ^{ade}	21% ^{adh}	17% ^{dij}	8% ^{dj}	2%	28% ^m	62% ^{akm}	10%	65% ^{ao}	35%	27% ^{aqr}	57% ^{ar}	17%	
	r				j	hij	ij												

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Any fixed broadband	3601	1836	1765	244	756	737	668	647	368	182	1000	2051	550	2077	1524	824	1991	786
57%		60%	54%	27%	65%	70%	67%	65%	57%	31%	49%	67%	45%	66%	48%	68%	62%	42%
		cdkrmor 51%ac	49%	7%	21%adi	20%ade	19%adi	18%adi	10%di	5%	28%km	57%akm	15%	58%ao	42%	23%aqr	55%ar	22%
No fixed broadband	2721	1232	1489	646	405	319	322	350	282	397	1051	990	679	1062	1659	392	1246	1082
43%		40%	46%	73%	35%	30%	33%	35%	43%	69%	51%	33%	55%	34%	52%	32%	38%	58%
		belghln 45%	55%ab	24%aeef	15%af	12%	12%	13%af	10%efiq	15%aeef	39%cal	36%	25%aki	39%	61%an	14%	46%ap	40%apq
Mobile broadband	263	146	117	34	50	55	58	46	14	7	84	159	21	138	125	50	152	62
4%		5%	4%	4%	4%	5%	6%	5%	2%	1%	4%	5%	2%	4%	4%	4%	5%	3%
		ijm 56%ac	44%	13%aj	19%aj	21%aj	22%aj	18%aj	5%	2%	32%cm	60%am	8%	52%	48%	19%	58%r	23%
Any internet	3644	1854	1790	250	765	744	680	651	371	182	1015	2076	553	2092	1552	826	2014	804
58%		60%	55%	28%	66%	71%	69%	65%	57%	31%	49%	68%	45%	67%	49%	68%	62%	43%
		cdkrmor 51%ac	49%	7%	21%adi	20%ade	19%adi	18%adi	10%di	5%	28%km	57%akm	15%	57%ao	43%	23%aqr	55%ar	22%
Q.2 LANDLINE																		
Yes	3251	1576	1675	140	471	563	611	624	432	410	611	1798	842	1741	1509	713	1715	822
51%		51%	51%	16%	41%	53%	62%	63%	66%	71%	30%	59%	68%	55%	47%	59%	53%	44%
		dekor 48%	52%	4%	14%ad	17%de	19%ade	19%ade	13%ade	13%ade	19%	55%ak	26%aki	54%ao	46%	22%aqr	53%r	25%
No	3071	1492	1579	750	691	492	378	373	218	169	1440	1244	387	1398	1674	503	1522	1046
49%		49%	49%	84%	59%	47%	38%	37%	34%	29%	70%	41%	32%	45%	53%	41%	47%	56%
		ghijlmn 49%	51%	24%aeef	22%afg	18%ghi	12%ij	12%ij	7%	6%	47%calm	41%um	13%	46%	54%an	16%	50%p	34%apq
Q.2 PAY TV SERVICE																		
Yes	1857	909	948	115	353	399	369	321	184	118	467	1089	302	1032	825	442	973	443
29%		30%	29%	13%	30%	36%	37%	32%	28%	20%	23%	36%	25%	33%	26%	36%	30%	24%
		djkmor 49%	51%	6%	19%dj	21%ade	20%ade	17%dj	10%dj	6%dj	25%	59%akm	16%	56%ao	44%	24%aqr	52%r	24%
No	4485	2159	2306	775	809	656	620	676	466	461	1584	1953	927	2107	2358	775	2264	1426
71%		70%	71%	87%	70%	62%	63%	68%	72%	80%	77%	64%	75%	67%	74%	64%	70%	78%
		fglhp 48%	52%	17%aeef	18%fg	15%	14%	15%fg	10%fg	10%aeef	35%al	44%	21%al	47%	53%an	17%	51%p	32%apq

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER			AGE							AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)		Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)	
Unweighted Base	6322	3077		3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270	
Weighted Base	6322	3068		3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868	
Q.13 BUNDLERS (reduced sample)																				
Yes	1055	521		534	73	237	213	183	187	107	56	310	583	163	575	481	219	567	270	
	17%	17%		16%	8%	20%	20%	18%	19%	16%	10%	15%	19%	13%	18%	15%	18%	18%	14%	
		djmor	49%	51%	7%	22%adi	20%adi	17%dj	18%dj	10%dj	5%	29%	55%akm	15%	54%lo	46%	21%r	54%r	26%	
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS																				
Any Difficulties	438	192		246	58	112	98	72	58	27	14	170	227	41	148	290	29	209	201	
	7%	6%		8%	6%	10%	9%	7%	6%	4%	2%	8%	7%	3%	5%	9%	2%	6%	11%	
		ijmnp	44%	56%	13%ij	25%adh	22%adh	16%ij	13%ij	6%ij	3%	39%im	52%im	9%	34%	66%an	7%	48%p	46%apq	
No Difficulties	4309	2186		2123	269	785	764	742	765	515	470	1054	2271	985	2231	2078	898	2215	1196	
	68%	71%		65%	30%	68%	72%	75%	77%	79%	81%	51%	75%	80%	71%	65%	74%	68%	64%	
		cdkor	51%ac	49%	6%	18%id	18%ade	17%ade	18%ade	12%ade	11%ade	24%	53%ak	23%aki	52%ao	48%	21%aqr	51%r	28%	
Frequent Difficulties	85	40		45	4	24	14	17	9	9	7	28	41	17	19	67	4	31	51	
	1%	1%		1%	*	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	*	1%	3%	
		np	47%	53%	5%	28%id	17%	20%id	11%	11%id	8%	33%	48%	19%	22%	78%an	4%	37%p	59%apq	
Q.7 HAVE BEEN DEBT IN LAST YEAR																				
Any COMMUNICATIONS service	100	46		54	23	32	20	13	10	2	1	54	43	3	29	71	7	40	53	
	2%	1%		2%	3%	3%	2%	1%	1%	*	*	3%	1%	*	1%	2%	1%	1%	3%	
		ijmnp	46%	54%	23%hij	32%agh	20%ij	13%ij	10%ij	2%	1%	54%alm	43%lm	3%	29%	71%an	7%	40%	53%apq	
Gas/Elec or Water	64	23		41	9	21	11	8	12	1	1	30	32	2	15	49	1	26	36	
	1%	1%		1%	1%	2%	1%	1%	1%	*	*	1%	1%	*	*	2%	*	1%	2%	
		ijmnp	35%	65%b	14%ij	33%aij	17%ij	13%ij	20%ij	2%	1%	47%lm	50%lm	3%	24%	76%an	2%	41%p	57%apq	
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)																				
Smartphone	58	29		29	3	7	5	10	14	11	9	10	28	20	20	38	4	26	28	
	1%	1%		1%	*	1%	*	1%	1%	2%	2%	1%	2%	1%	1%	1%	*	1%	2%	
		p	49%	51%	4%	12%	9%	17%	23%id	20%ade	15%del	16%	49%	35%aki	34%	66%an	6%	45%	49%apq	
Standard mobile	59	34		25	4	13	7	10	10	10	4	17	28	14	23	35	7	29	23	
	1%	1%		1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
		57%		43%	7%	22%	13%	17%	18%	17%id	7%	30%	47%	23%	40%	60%	12%	49%	39%	
Fixed landline	110	50		60	19	29	19	12	13	19	8	48	49	13	34	75	14	43	53	
	2%	2%		2%	2%	2%	2%	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	1%	3%	
		n	45%	55%	17%ai	26%hi	16%	17%	11%	5%	7%	43%lm	44%	12%	31%	69%an	13%	39%	48%apq	

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
Standard fixed BB	93	46	47	13	18	19	14	15	11	3	31	48	13	33	60	5	40	47
	1%	1%	1%	1%	2%	2%	1%	1%	2%	*	2%	2%	1%	1%	2%	*	1%	3%
		jp	49%	14%	20% _j	20% _j	15%	16%	12% _j	3%	34%	52%	14%	35%	65% _n	6%	43% _p	51% _{apq}
Superfast fixed BB	189	79	110	29	52	38	28	23	12	6	82	89	18	69	120	22	78	90
	3%	3%	3%	3%	5%	4%	3%	2%	2%	1%	4%	3%	1%	2%	4%	2%	2%	5%
		jmnp	42%	16% _j	28% _{ahi}	20% _j	15% _j	12%	6%	3%	43% _{am}	47% _{um}	10%	37%	63% _{an}	12%	41%	47% _{apq}
Any fixed broadband	244	106	139	34	65	50	38	31	19	7	99	119	26	98	146	27	108	110
	4%	3%	4%	4%	6%	5%	4%	3%	3%	1%	5%	4%	2%	3%	5%	2%	3%	6%
		jmp	43%	14% _j	27% _{ahi}	21% _j	15% _j	13% _j	8% _j	3%	41% _m	49% _m	11%	40%	60% _n	11%	44%	45% _{apq}
No fixed broadband	6078	2962	3115	856	1097	1005	952	966	631	572	1952	2922	1203	3040	3037	1190	3129	1758
	96%	97%	96%	96%	94%	95%	96%	97%	97%	99%	95%	96%	98%	97%	95%	98%	97%	94%
		er	49%	14%	18%	17%	16%	16% _e	10% _{ef}	9% _{ade}	32%	48%	20% _{aki}	50% _{ao}	50%	20% _{ar}	51% _{ur}	29%
Mobile BB	102	53	48	9	24	18	17	21	8	5	33	56	13	30	71	15	39	48
	2%	2%	1%	1%	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	3%
		n	53%	8%	24% _j	17%	17%	21% _j	8%	5%	32%	55% _m	13%	30%	70% _{an}	14%	38%	47% _{apq}
Tablet with internet access	132	57	75	18	36	25	19	22	7	6	53	65	13	51	81	23	59	50
	2%	2%	2%	2%	3%	2%	2%	2%	1%	1%	3%	2%	1%	2%	3%	2%	2%	3%
		jm	43%	13%	27% _j	19% _j	14%	17%	6%	4%	40% _m	50% _m	10%	39%	61% _n	18%	44%	38% _q
Calls via public payphones	110	50	59	13	31	21	16	16	8	4	44	53	12	41	68	13	51	46
	2%	2%	2%	2%	3%	2%	2%	2%	1%	1%	2%	2%	1%	1%	2%	1%	2%	2%
		jm	46%	12%	28% _j	19% _j	15%	14%	8%	4%	40% _m	48% _m	11%	38%	62% _n	12%	46%	42% _{apq}
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)																		
In bundle	878	437	442	63	199	170	155	159	90	42	262	485	132	495	384	193	476	209
	14%	14%	14%	7%	17%	16%	16%	16%	14%	7%	13%	16%	11%	16%	12%	16%	15%	11%
		djmor	50%	7%	23% _{adi}	19% _{dj}	18% _{dj}	18% _{dj}	10% _{dj}	5%	30%	55% _{akm}	15%	56% _{ao}	44%	22% _{ur}	54% _{ur}	24%
Not in bundle	2723	1399	1324	181	557	566	513	488	278	140	738	1567	418	1582	1141	631	1515	577
	43%	46%	41%	20%	48%	54%	52%	49%	43%	24%	36%	52%	34%	50%	36%	52%	47%	31%
		cdjkmor	51% _{ac}	7%	20% _{adi}	21% _{ade}	19% _{adi}	18% _{adi}	10% _{dj}	5%	27%	58% _{akm}	15%	58% _{ao}	42%	23% _{aqr}	56% _{ar}	21%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE						AGE			SOCIAL GRADE			SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
PERSONAL INCOME																		
< £10,000	1069	400	669	186	170	160	158	134	152	109	356	452	261	402	668	129	513	428
17%		13%	21%	21%	15%	15%	16%	13%	23%	19%	17%	15%	21%	13%	21%	11%	16%	23%
		bhhp 37%	63%ab	17%aef	16%	15%	15%	13%	14%aef	10%efh	33%l	42%	24%akl	38%	62%an	12%	48%p	40%apq
				gh					gh									
£10,000 - £14,999	1064	373	691	139	152	135	160	166	161	152	291	461	313	413	651	154	471	439
17%		12%	21%	16%	13%	13%	16%	17%	25%	26%	14%	15%	25%	13%	20%	13%	15%	23%
		befknpq 35%	65%ab	13%	14%	13%	15%	16%ef	15%ade	14%ade	27%	43%	29%akl	39%	61%an	14%	44%	41%apq
									fgh	fgh								
£15,000 - £19,999	1132	539	593	193	226	158	131	143	139	141	419	432	281	490	642	181	555	396
18%		18%	18%	22%	19%	15%	13%	14%	21%	24%	20%	14%	23%	16%	20%	15%	17%	21%
		fghip 48%	52%	17%afq	20%fgh	14%	12%	13%	12%afq	13%aef	37%al	38%	25%al	43%	57%an	16%	49%	35%apq
				h					h	gh								
£20,000 - £29,999	1715	855	860	233	367	337	260	298	115	104	600	896	219	911	803	331	957	427
27%		28%	26%	26%	32%	32%	26%	30%	18%	18%	29%	29%	18%	29%	25%	19%	30%	23%
		ijmr 50%	50%	14%ij	21%adg	20%adg	15%ij	17%ij	7%	6%	35%lm	52%am	13%	53%o	47%	19%ur	56%ar	25%
					ij	ij												
£30,000 - £39,999	716	466	250	73	143	146	121	140	49	43	216	407	93	467	248	200	398	118
11%		15%	8%	8%	12%	14%	12%	14%	8%	8%	11%	13%	8%	15%	8%	16%	12%	6%
		cdijmor 65%ac	35%	10%	20%dj	20%adi	17%dj	20%adij	7%	6%	30%lm	57%akm	13%	65%ao	35%	28%aqr	56%ur	16%
						j												
£40,000 - £49,999	309	198	111	28	62	64	64	57	17	17	90	185	34	218	91	91	182	36
5%		6%	3%	3%	5%	6%	6%	6%	3%	3%	4%	6%	3%	7%	3%	7%	6%	2%
		cdijmor 64%ac	36%	9%	20%dj	21%dj	21%adi	18%dj	6%	6%	29%lm	60%akm	11%	71%ao	29%	29%aqr	59%ur	12%
						j												
£50,000 - £59,999	132	92	39	22	14	25	34	24	8	5	36	83	13	104	27	59	64	9
2%		3%	1%	2%	1%	2%	3%	2%	1%	1%	2%	3%	1%	3%	1%	5%	2%	*
		cjmor 70%ac	30%	17%j	11%	19%j	26%ael	18%	6%	4%	27%	63%klm	10%	79%ao	21%	45%aqr	48%ur	7%
							j											
£60,000 - £69,999	61	47	14	6	7	7	21	16	3	1	13	44	5	47	15	26	31	4
1%		2%	*	1%	1%	1%	2%	2%	1%	*	1%	1%	*	1%	*	2%	1%	*
		cjmor 76%ac	24%	9%	11%	12%	34%ade	26%oj	6%	2%	20%	72%klm	8%	76%ao	24%	43%aqr	50%ur	7%
							ij											
£70,000 - £99,999	67	57	10	7	5	12	21	15	4	3	12	48	7	48	18	24	38	5
1%		2%	*	1%	*	1%	2%	1%	1%	1%	1%	2%	1%	2%	1%	2%	1%	*
		cor 85%ac	15%	10%	8%	18%	32%ade	22%e	6%	4%	18%	72%akm	10%	72%o	28%	35%ar	57%ur	8%
							ij											

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
£100,000 +	34 1%	28 1% ci 82%ac	6 * 18%	2 * 6%	4 * 12%	6 1% 19% 43%ade	15 * 14%	5 * -	- * -	2 * 7% 4	6 * 18%	26 1% 75%km	2 * 7%	23 1% 68%o	11 * 32%	15 1% 43%agr	14 * 40%	6 * 17%
No classification	23 *	13 * r 57%	10 * 43%	1 * 6%	11 * 46%adh ij	4 * 17%	5 * 20%	1 * 5%	1 * 3%	1 * 3%	12 1% 52% m	10 * 42%	1 * 6%	15 * 63%	9 * 37%	7 1% 29% ur	15 * 65% r	1 * 6%
HOUSEHOLD INCOME < £15,000	1005 16%	443 14% fghipq 44%	562 17% 56%b	130 15% 13%	177 15% 18% f	124 12% 12%	120 12% 12%	128 13% 13%	153 24% 15%ade	173 30% 17%ade	307 15% 31% d	372 12% 37%	326 27% 32% akl	310 10% 31%	694 22% 69% an	89 7% 9%	399 12% 40% p	516 28% 51% apq
£15,000 - £19,999	495 8%	208 7% efnp 42%	287 9% 58%b	65 7% 13%	67 6% 14%	54 5% 11%	65 7% 13%	83 8% 17% ef	82 13% 17%ade	79 14% 16%ade	132 6% 27%	202 7% 41%	161 13% 33% akl	181 6% 36%	315 10% 64% an	56 5% 11%	227 7% 46% p	212 11% 43% apq
£20,000 - £29,999	1295 20%	619 20% fghp 48%	676 21% 52%	185 21% 14% g	263 23% 20% fgh	186 18% 14%	165 17% 13%	179 18% 14%	169 26% 13% adff	149 26% 11% adff	448 22% 35% d	530 17% 41%	317 26% 24% akl	528 17% 41%	767 24% 59% an	172 14% 13%	656 20% 51% p	467 25% 36% apq
£30,000 - £39,999	1096 17%	586 19% c 53%ac	510 16% 47%	167 19% 15%	191 16% 17%	189 18% 17%	163 16% 15%	187 19% 17%	111 17% 10%	88 15% 8%	358 17% 33%	539 18% 49%	199 16% 18%	527 17% 48%	569 18% 52%	214 18% 20%	570 18% 52%	313 17% 29%
£40,000 - £49,999	872 14%	436 14% ijmor 50%	436 13% 50%	124 14% 14% ij	162 14% 19% ij	170 16% 20% ij	161 16% 18% ij	164 16% 19% akj	57 9% 7% ij	34 6% 4%	286 14% 33% m	496 16% 57% akm	91 7% 10%	519 17% 60% ao	353 11% 40%	216 18% 25% ar	496 15% 57% ur	160 9% 18%
£50,000 - £59,999	523 8%	273 9% ijmor 52%	250 8% 48%	61 7% 12%	115 10% 22% dij	105 10% 20% dij	89 9% 17% ij	94 9% 18% ij	31 5% 6%	27 5% 5%	176 9% 34% m	289 9% 55% m	58 5% 11%	346 11% 66% ao	177 6% 34%	135 11% 26% ar	309 10% 59% ur	79 4% 15%
£60,000 - £69,999	342 5%	158 5% ijmor 46%	184 6% 54%	58 7% 17% ij	57 7% 17% ij	75 6% 22% ael	64 6% 19% ij	57 6% 17% ij	19 3% 6%	11 2% 3%	115 6% 34% m	197 6% 58% m	30 2% 9%	220 7% 64% ao	122 4% 36%	89 7% 26% ar	202 6% 58% ur	50 3% 15%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
£70,000 - £99,999	428	215	213	58	80	93	93	76	16	12	138	262	28	312	116	149	234	45
	7%	7%	7%	6%	7%	9%	9%	8%	3%	2%	7%	9%	2%	10%	4%	12%	7%	2%
		ijmor 50%	50%	13%ij	19%ij	22%aij	22%adij	18%ij	4%	3%	32%im	61%akm	7%	73%ao	27%	35%aqr	55%r	11%
£100,000 - £149,999	189	93	96	30	31	43	50	23	9	3	61	116	12	137	52	67	102	21
	3%	3%	3%	3%	3%	4%	5%	2%	1%	1%	3%	4%	1%	4%	2%	5%	3%	1%
		ijmor 49%	51%	16%ij	17%ij	23%hij	26%aeh	12%ij	5%	2%	33%im	61%im	6%	73%ao	27%	35%aqr	54%r	11%
£150,000 +	54	25	29	11	6	10	16	5	3	3	17	31	6	45	9	23	26	5
	1%	1%	1%	1%	1%	1%	2%	1%	*	1%	1%	1%	*	1%	*	2%	1%	*
		or 46%	54%	20%	11%	19%	25%aehi	9%	6%	6%	32%	57%	11%	83%ao	17%	42%aqr	49%r	9%
No classification	23	13	10	1	11	4	5	1	1	1	12	10	1	15	9	7	15	1
	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	1%	*	*
		r 57%	43%	6%	46%adh	17%	20%	5%	3%	3%	52%im	42%	6%	63%	37%	29%r	65%r	6%
FINANCIAL STRESS																		
Very low	2460	1261	1199	470	568	366	274	298	247	236	1038	938	483	981	1478	282	1228	949
	39%	41%	37%	53%	49%	35%	28%	30%	38%	41%	51%	31%	39%	31%	46%	23%	38%	51%
		lghlmp 51%c	49%	19%afg	23%afg	15%gh	11%	12%	10%gh	10%gh	42%aim	38%	20%il	40%	60%an	11%	50%ap	39%apq
Low	2620	1254	1366	252	296	430	476	501	346	318	548	1407	665	1741	879	809	1409	401
	41%	41%	42%	28%	26%	41%	48%	50%	53%	55%	27%	46%	54%	55%	28%	67%	44%	21%
		dekor 48%	52%	10%	11%	16%de	18%ade	19%ade	13%ade	12%ade	21%	54%ak	25%aki	66%ao	34%	31%aqr	54%r	15%
Medium	314	102	212	22	49	69	82	70	15	6	71	222	22	150	164	53	173	88
	5%	3%	7%	2%	4%	7%	8%	7%	2%	1%	3%	7%	2%	5%	5%	4%	5%	5%
		bdijkm 32%	68%ab	7%	16%ij	22%ade	26%ade	22%adel	5%	2%	23%im	71%akm	7%	48%	52%	17%	55%	28%
High	582	289	294	98	184	122	88	61	19	11	282	270	30	143	439	29	247	306
	9%	9%	9%	11%	16%	12%	9%	6%	3%	2%	14%	9%	2%	5%	14%	2%	8%	16%
		hijmnpq 50%	50%	17%hij	32%adf	21%ahi	15%hij	10%ij	3%	2%	48%aim	46%im	5%	25%	75%an	5%	42%ap	52%apq
Very high	323	150	173	46	53	65	64	66	21	7	100	195	28	109	214	36	163	123
	5%	5%	5%	5%	5%	6%	6%	7%	3%	1%	5%	6%	2%	3%	7%	3%	5%	7%
		ijmnp 46%	54%	14%ij	17%ij	20%ij	20%ij	20%ij	7%ij	2%	31%im	60%akm	9%	34%	66%an	11%	51%ap	38%apq

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
No classification	23	13	10	1	11	4	5	1	1	1	12	10	1	15	9	7	15	1
	*	*	*	*	1%	*	*	*	*	*	1%	*	*	*	*	1%	*	*
		r 57%	43%	6%	46%adh	17%	20%	5%	3%	3%	52%h	42%	6%	63%	37%	29%r	65%r	6%
WAVE																		
WED 28	2092	1018	1074	307	386	331	316	322	231	199	694	968	430	1031	1061	406	1058	628
	33%	33%	33%	35%	33%	31%	32%	32%	35%	34%	34%	32%	35%	33%	33%	33%	33%	34%
		49%	51%	15%	18%	16%	15%	15%	11%	10%	33%	46%	21%l	49%	51%	19%	51%	30%
WED 29	2121	1043	1077	272	425	367	347	321	205	183	697	1035	388	1036	1084	388	1117	615
	34%	34%	33%	31%	37%	35%	35%	32%	32%	32%	34%	34%	32%	33%	34%	32%	35%	33%
		49%	51%	13%	20%dhi	17%	16%	15%	10%	9%	33%	49%	18%	49%	51%	18%	53%	29%
					j													
WED 30	2109	1007	1102	310	350	357	326	354	214	197	661	1038	411	1071	1038	423	1061	625
	33%	33%	34%	35%	30%	34%	33%	36%	33%	34%	32%	34%	33%	34%	33%	35%	33%	33%
		e 48%	52%	15%e	17%	17%	15%	17%e	10%	9%	31%	49%	19%	51%	49%	20%	50%	30%

Q. Break by Break
Base: All Adults 16+ in the UK

Total (a)	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
3068	2596	246	155	72	113	346	277	227	259	299	372	447	256	155	246	72	
49%	49%	46%	49%	50%	44%	49%	51%	49%	49%	48%	48%	49%	49%	49%	46%	50%	
	85%	8%	5%	2%	4%	11%	9%	7%	8%	10%	12%	15%	8%	5%	8%	2%	
3254	2729	292	161	72	147	358	266	237	271	324	398	457	271	161	292	72	
51%	51%	54%	51%	50%	56%	51%	49%	51%	51%	52%	52%	51%	51%	51%	54%	50%	
	84%	9%	5%	2%	5%	11%	8%	7%	8%	10%	12%	14%	8%	5%	9%	2%	
890	739	78	48	24	31	114	77	59	72	85	123	125	53	48	78	24	
14%	14%	15%	15%	17%	12%	16%	14%	13%	14%	14%	16%	14%	10%	15%	15%	17%	
	n 83%	9%	5%	3%	3%	13% n	9% n	7%	8%	10%	14% n	14% n	6%	5% n	9% n	3% n	
1162	990	95	45	32	32	123	109	84	89	133	190	147	83	45	95	32	
18%	19%	18%	14%	22%	12%	17%	20%	18%	17%	21%	26%	16%	16%	14%	18%	22%	
	f 85%	8%	4%	3% d	3%	11%	9% f o	7%	8%	11% f m n o	16% a f a i j m n o p	13%	7%	4%	8%	3% f n o	
1055	907	83	36	28	39	94	100	73	78	112	184	149	79	36	83	28	
17%	17%	15%	12%	19%	15%	13%	18%	16%	15%	18%	24%	16%	15%	12%	15%	19%	
	d g o 86% d	8%	3%	3% d	4%	9%	9% g o	7%	7%	11% g o	h j k m n o p	14%	7%	3%	8%	3% g o	
989	845	68	54	23	45	118	84	75	95	94	91	165	79	54	68	23	
16%	16%	13%	17%	16%	17%	17%	16%	16%	18%	15%	12%	18%	15%	17%	13%	16%	
	l 85%	7%	5%	2%	5% l	12% l	9%	8% l	10% l p	10%	9%	17% l p	8%	5% l	7%	2%	
997	840	89	50	19	57	114	85	87	93	76	90	148	90	50	89	19	
16%	16%	17%	16%	13%	22%	16%	16%	19%	18%	12%	12%	16%	17%	16%	17%	13%	
	k l 84%	9%	5%	2%	6% a g h k l m q	11% k l	9% l	9% k l	9% k l	8%	9%	15% k l	9% k l	5%	9% k l	2%	
650	531	66	40	13	28	67	43	44	56	78	52	88	75	40	66	13	
10%	10%	12%	13%	9%	11%	10%	8%	9%	11%	13%	7%	10%	14%	13%	12%	9%	
	l 82%	10%	6%	2%	4% l	10%	7%	7%	9% l	12% h l	8%	14% l	11% a g h i l m	6% h l	10% h l	2%	

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
75+	473	58	42	6	29	75	43	42	47	45	41	84	68	42	58	6	
9%	9%	11%	13%	4%	11%	11%	8%	9%	9%	7%	5%	9%	13%	13%	11%	4%	
82%e	82%e	10%e	7%abe	1%	5%lq	13%klq	8%	7%lq	8%lq	8%	7%	14%lq	12%ahjk lmq	7%ahklq	10%klq	1%	
2051	1729	173	93	56	63	237	187	143	161	218	313	271	136	93	173	56	
32%	32% fm 84%	32% 8%	30% 5%	39% 3%e	24% 3%	34% 12%fm	34% 9%fm	31% 7%	30% 8%	35% 11%fm	41% 15%afq hijkmn op	30% 13%	26% 7%	30% 5%	32% 8%fm	39% 3%fmno	
3042	2592	240	140	70	140	325	269	235	266	282	365	461	248	140	240	70	
48%	49% 85%	45% 8%	44% 5%	48% 2%	54% 5%gko p	46% 11%	50% 9%	51% 8%	50% 9%	45% 9%	47% 12%	51% 15%kp	47% 8%	44% 5%	45% 8%	49% 2%	
1229	1004	124	82	18	57	142	86	85	103	123	93	172	143	82	124	18	
19%	19% elq 82%e	23% 10%abe	26% 7%abe	13% 1%	22% 5%lq	20% 12%lq	16% 7%	18% 7%l	19% 8%lq	20% 10%lq	12% 8%	19% 14%l	27% 12%aghi klmq	26% 7%aghi klmq	23% 10%ahlq	13% 1%	
3139	2726	251	108	55	107	311	246	215	235	363	393	586	268	108	251	55	
50%	51% defg 87%de joq	47% 8%de	34% 3%	38% 2%	41% 3%	44% 10%o	45% 8%o	46% 7%o	44% 7%o	58% 12%afg hijlno pq	51% 13%fgj oq	65% 19%afgh ijklnop q	51% 9%fgjo q	34% 3%	47% 8%oq	38% 2%	
3183	2599	287	207	89	154	393	296	248	295	259	377	318	259	207	287	89	
50%	49% km 82%	53% 9%	66% 7%abc	62% 3%abc	59% 5%akl mn	56% 12%aklmn	55% 9%km	54% 8%km	56% 9%aklmn	42% 8%im	49% 12%km	35% 10%	49% 8%km	66% 7%aghi lmnp	53% 9%km	62% 3%aklmnp	
1217	1049	110	45	13	37	113	93	95	98	125	126	246	116	45	110	13	
19%	20% defg 86%de oq	20% 9%de	14% 4%	9% 1%	14% 3%	16% 9%q	17% 8%q	21% 8%loq	19% 8%q	20% 10%loq	16% 10%q	27% 20%afg hijklm opq	22% 10%fgjo q	14% 4%	20% 9%loq	9% 1%	

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
C1C2	3237	2755	269	152	61	126	331	295	218	255	364	406	495	264	152	269	61
	51%	52% eqq 85%e	50% 8%	48% 5%	42% 2%	48% 4%	47% 10%	54% 9%giq	47% 7%	48% 8%	58% 11%afg ilnop q	53% 13%gq	55% 15%gijq	50% 8%	48% 5%	50% 8%	42% 2%
DE	1868	1521	158	119	70	98	260	155	150	177	134	238	163	147	119	158	70
	30%	29% km 81%	29% 8%	38% 6%abc	49% 4%abcd	38% 5%ahk mrp	37% 14%ahklmrp	29% 8%km	32% 8%km	33% 9%km	21% 7%	31% 13%km	18% 9%	28% 8%km	38% 6%ahklmrp	29% 8%km	49% 4%afghijklmrp
COUNTRY																	
England	5325	5325	-	-	-	260	704	542	464	530	622	770	905	527	-	-	-
	84%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
	opq	cde 100%acde	-	-	-	5%aop	13%aopq	10%aopq	9%aopq	10%aopq	12%aop	14%aop	17%aop	10%aopq	-	-	-
Scotland	537	-	537	-	-	-	-	-	-	-	-	-	-	-	-	537	-
	9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
	hijklm nop	bdelfg - hijklm nop	100%abde	-	-	-	-	-	-	-	-	-	-	-	-	100%afghij klmnop	-
Wales	316	-	-	316	-	-	-	-	-	-	-	-	-	-	316	-	-
	5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-
	hijklm nop	bcefg - hijklm nop	100%abce	-	-	-	-	-	-	-	-	-	-	-	100%afghij klmnop	-	-
Northern Ireland	144	-	-	-	144	-	-	-	-	-	-	-	-	-	-	-	144
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
	hijklm nop	bcdelfg - hijklm nop	-	-	100%abcd	-	-	-	-	-	-	-	-	-	-	-	100%afghijklmnop
GOVERNMENT REGIONS																	
North East	260	260	-	-	-	260	-	-	-	-	-	-	-	-	-	-	-
	4%	5% cde 100%cdde	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
	qhil klmn opq	qhil klmn opq	-	-	-	100%aghi jklmnopq	-	-	-	-	-	-	-	-	-	-	-

Q. Break by Break
Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Total (a)	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
704	704	-	-	-	-	704	-	-	-	-	-	-	-	-	-	-	
11%	13%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	
fhil	cde 100%acde	-	-	-	-	100%afhijk	-	-	-	-	-	-	-	-	-	-	
klmn						mnpq											
opq																	
542	542	-	-	-	-	-	542	-	-	-	-	-	-	-	-	-	
9%	10%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	
fgil	cde 100%acde	-	-	-	-	-	100%afgijk	-	-	-	-	-	-	-	-	-	
klmn							lmnopq										
opq																	
464	464	-	-	-	-	-	-	464	-	-	-	-	-	-	-	-	
7%	9%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	
fgihl	cde 100%acde	-	-	-	-	-	-	100%afghijk	-	-	-	-	-	-	-	-	
klmn								lmnopq									
opq																	
530	530	-	-	-	-	-	-	-	530	-	-	-	-	-	-	-	
8%	10%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	
fgihl	cde 100%acde	-	-	-	-	-	-	-	100%afghi	-	-	-	-	-	-	-	
klmn									klmnopq								
opq																	
622	622	-	-	-	-	-	-	-	-	622	-	-	-	-	-	-	
10%	12%	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
fgihl	cde 100%acde	-	-	-	-	-	-	-	-	100%afgh	-	-	-	-	-	-	
ijlmn										ijlmnopq							
opq																	
770	770	-	-	-	-	-	-	-	-	-	770	-	-	-	-	-	
12%	14%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	
fgihl	cde 100%acde	-	-	-	-	-	-	-	-	-	100%afgh	-	-	-	-	-	
ijklmn											ijklmnopq						
opq																	

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS											
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Total (a)																	
6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
905	905	-	-	-	-	-	-	-	-	-	-	905	-	-	-	-	
14%	17%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	
	cde 100%acde	-	-	-	-	-	-	-	-	-	-	100%afgh	-	-	-	-	
fghi jkln opq	fghi jkln opq											ijklnopq					
527	527	-	-	-	-	-	-	-	-	-	-	-	527	-	-	-	
8%	10%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	
	cde 100%acde	-	-	-	-	-	-	-	-	-	-	-	100%afgh	-	-	-	
fghi jkln opq	fghi jkln opq												ijklnopq				
316	-	-	316	-	-	-	-	-	-	-	-	-	-	316	-	-	
5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	
	bcdelfg -	-	100%abce	-	-	-	-	-	-	-	-	-	-	100%afghij	-	-	
hijklm npq	hijklm npq													klmnopq			
537	-	537	-	-	-	-	-	-	-	-	-	-	-	-	537	-	
9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	
	bcdelfg -	100%abde	-	-	-	-	-	-	-	-	-	-	-	-	100%afghij	-	
hijklm noq	hijklm noq														klmnopq		
144	-	-	-	144	-	-	-	-	-	-	-	-	-	-	-	144	
2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	
	bcdelfg -	-	-	100%abcd	-	-	-	-	-	-	-	-	-	-	-	100%afghijklmnop	
hijklm nop	hijklm nop																
5481	4519	512	312	138	253	639	470	430	415	563	453	815	481	312	512	138	
87%	85%	95%	99%	96%	97%	91%	87%	83%	78%	90%	59%	90%	91%	99%	95%	96%	
	bjl 82%	9%ab	6%abce	3%ab	5%agh	12%ahjl	9%jl	8%ahjl	8%l	10%ajl	8%	15%ajl	9%ahjl	6%aghijk	9%aghijklmnpq	3%aghijklm	
					n												

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Minority Ethnic	804	772	25	1	6	7	60	71	31	71	59	300	86	46	1	25	6
	13%	15%	5%	*	4%	3%	9%	13%	7%	21%	9%	39%	10%	9%	*	5%	4%
	qikmn opq	cdelf 96%acde	3%cd	*	1%cd	1%o	7%lop	9%lgimno pq	4%fo	14%alfghi kmnopq	7%lop q	37%alfg hikmn opq	11%lopq	6%lop	*	3%o	1%o
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)																	
Yes	472	376	43	31	22	17	57	36	48	38	44	28	63	46	31	43	22
	7%	7%	8%	10%	15%	7%	8%	7%	10%	7%	7%	4%	7%	9%	10%	8%	15%
		l 80%	9%	7%	5%abc	4%l	12%l	8%l	10%alm	8%l	9%l	6%	13%l	10%l	7%l	9%l	5%alfghikmn
No	1825	1542	123	88	72	80	198	162	122	139	201	222	282	137	88	123	72
	29%	29%	23%	28%	50%	31%	28%	30%	26%	26%	32%	29%	31%	26%	28%	23%	50%
		cp 85%cd	7%	5%	4%abcd	4%p	11%p	9%p	7%	8%	11%ijn p	12%p	15%np	8%	5%	7%	4%alfghikmnop
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)																	
Up to £15,499	430	347	34	27	22	16	54	35	49	33	39	39	47	35	27	34	22
	7%	7%	6%	9%	15%	6%	8%	6%	11%	6%	6%	5%	5%	7%	9%	6%	15%
		81%	8%	6%	5%abcd	4%	13%lm	8%	11%ahjikm np	8%	9%	9%	11%	8%	6%lm	8%	5%alfghikmnop
£15,500+	894	773	48	42	31	26	90	78	71	80	116	76	168	68	42	48	31
	14%	15%	9%	13%	21%	10%	13%	14%	15%	15%	19%	10%	19%	13%	13%	9%	21%
		clp 86%cd	5%	5%	3%abcd	3%	10%p	9%lp	8%lp	9%lp	13%alfgl nop	9%	19%alfgh lnop	8%p	5%	5%	3%alfghlnop
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)																	
Up to £17,999	522	423	41	33	25	19	63	44	61	44	47	49	54	42	33	41	25
	8%	8%	8%	10%	18%	7%	9%	8%	13%	8%	8%	6%	6%	8%	10%	8%	18%
		m 81%	8%	6%	5%abcd	4%	12%lm	8%	12%alfghjk lmnp	8%	9%	9%	10%	8%	6%lm	8%	5%alfghikmnop
£18,000+	802	697	42	36	27	23	81	69	59	69	108	66	161	61	36	42	27
	13%	13%	8%	11%	19%	9%	11%	13%	13%	13%	17%	9%	18%	12%	11%	8%	19%
		clp 87%cd	5%	4%	3%abcd	3%	10%p	9%lp	7%lp	9%lp	13%alfgh lnop	8%	20%alfgh lnop	8%p	4%	5%	3%alfghlnop

Q. Break by Break
Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Q.2 PHONE OWNERSHIP																	
Smart phone on contract	2891 46%	2508 47% cdop 87%cd	193 36% 7%	122 39% 4%	68 47% 2% c	113 44% 4% p	306 43% 11% p	256 47% 9% op	215 46% 7% op	225 42% 8% p	343 55% 12% a l g h j l n o p	344 45% 12% p	472 52% 16% a f g l n op	235 45% 8% p	122 39% 4%	193 36% 7%	68 47% 2% p
Smart phone pay as you go	613 10%	495 9% n 81%	68 13% 11% a b	35 11% 6%	15 10% 2%	23 9% 4%	74 10% 12% n	55 10% 9% n	44 9% 7%	47 9% 8%	51 8% 8%	81 11% 13% n	89 10% 14% n	33 6% 5%	35 11% 6% n	68 13% 11% a k n	15 10% 2%
Standard mobile on contract	359 6%	297 6% 83%	28 5% 8%	30 9% 8% a b c e	5 4% 1%	19 7% 5%	33 5% 9%	33 6% 9%	22 5% 6%	29 5% 8%	26 4% 7%	37 5% 10%	51 6% 14%	48 9% 13% a g i j l m p q	30 9% 8% a g i j l	28 5% 8%	5 4% 1%
Standard mobile on pay as you go	584 9%	486 9% l 83%	39 7% 8%	44 14% 7% a b c	16 11% 3%	29 11% 5% l	67 10% 12% l	45 8% 8% l	49 11% 8% l	41 8% 7% l	61 10% 10% l	36 5% 6%	91 10% 16% l	66 13% 11% a h j l p	44 14% 7% a h j l p	39 7% 3% l	16 11% 3% l
ANY SMART PHONE	3345 53%	2870 54% cdop 86%cd	245 46% 7%	147 47% 4%	83 58% 2% c d	131 50% 4%	372 53% 11% p	301 55% 9% j n op	239 52% 7%	260 49% 8%	377 61% 11% a l g j n op	404 52% 12% p	529 59% 16% a f g l j n op	256 49% 8%	147 47% 4%	245 46% 7%	83 58% 2% j n op
ANY SMART PHONE/ STANDARD MOBILE	4048 64%	3439 65% c j p 85% c	295 55% 7%	213 68% 5% c	102 70% 3% c	166 64% 4% p	457 65% 11% j p	354 65% 9% j p	293 63% 7% p	311 59% 8%	447 72% 11% a l g h j l n p	445 58% 11%	618 69% 15% a j l p	348 66% 9% j p	213 68% 5% j p	295 55% 7%	102 70% 3% j p
Q.2 TABLET																	
Tablet with internet access (e.g. 3G or 4G)	1640 26%	1418 27% c n p 86% c	118 22% 7%	71 22% 4%	33 23% 2%	58 22% 4%	174 25% 11%	164 30% 10% a f g n op	116 25% 7%	169 32% 10% a f g l m n op q	185 30% 11% f g n	196 25% 12%	242 27% 15% n p	114 22% 7%	71 22% 4%	118 22% 7%	33 23% 2%
Tablet that connects to WIFI	1368 22%	1135 21% j l 83%	109 20% 8%	79 25% 6%	46 32% 3% a b c	64 25% 5% j l	134 19% 10% l	108 20% 8% l	120 16% 9% a g h j p	83 16% 6%	142 23% 10% j l	99 13% 7%	250 28% 18% a g h j p	135 26% 10% a g h j l p	79 25% 6% g j l	109 20% 8% l	46 32% 3% a g h j p

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
Any Tablet	2666	2271	196	134	65	112	276	236	204	222	301	268	423	229	134	196	65	
	42%	43% clp 85% c	36% 7%	43% 5%	45% 2% c	43% 4% l	39% 10%	44% 9% lp	44% 8% lp	42% 8% l	48% 11% aqj lp	35% 10%	47% 16% aglp	43% 9% lp	43% 5% l	36% 7%	45% 2% lp	
Q.2 INTERNET																		
Standard fixed broadband	2466	2100	183	140	44	90	279	231	154	178	324	273	362	208	140	183	44	
	39%	39% cel 85% ce	34% 7%	44% 6% ce	30% 2%	35% 4%	40% 11% ljq	43% 9% fijlpq	33% 6%	34% 7%	52% 13% afq hijmn opq	35% 11%	40% 15% lpq	40% 8% lq	44% 6% fijlpq	34% 7%	30% 2%	
Superfast fixed broadband	1185	1025	81	38	41	45	121	87	107	123	106	96	212	127	38	81	41	
	19%	19% odlo 87% cd	15% 7%	12% 3%	28% 3% abcd	17% 4% l	17% 10% l	16% 7%	23% 9% aghl op	23% 10% aghl op	17% 9% l	12% 8%	23% 18% afg hklp klop	24% 11% afgh klop	12% 3%	15% 7%	28% 3% afghklop	
Any fixed broadband	3601	3079	261	177	84	134	394	314	259	298	421	358	570	331	177	261	84	
	57%	58% clp 85% c	49% 7%	56% 5% c	59% 2% c	51% 4%	56% 11% lp	58% 9% lp	56% 7% lp	56% 8% lp	68% 12% afg hijlp q	46% 10%	63% 16% afgi jlop	63% 9% afgi jlp	56% 5% lp	49% 7%	59% 2% lp	
No fixed broadband	2721	2246	276	139	60	126	310	228	205	232	201	412	335	196	139	276	60	
	43%	42% kmn 83%	51% 10% abde	44% 5%	41% 2%	49% 5% kmn	44% 11% kmn	42% 8% k	44% 8% kmn	44% 9% kmn	32% 7%	54% 15% agh ijkmn q	37% 12%	37% 7%	44% 5% km	51% 10% aghijk mnoq	41% 2% k	
Mobile broadband	263	230	21	9	3	4	45	32	7	35	15	39	48	6	9	21	3	
	4%	4% fikn 87%	4% 8%	3% 3%	2% 1%	1% 1%	6% 17% afikno q	6% 12% fiknq	2% 3%	7% 13% afikn oq	2% 6%	5% 15% fik n	5% 18% fikn	1% 2%	3% 3%	4% 8% in	2% 1%	
Any internet	3644	3117	265	177	84	134	397	316	260	302	427	370	579	332	177	265	84	
	58%	59% clp 86% c	49% 7%	56% 5%	59% 2% c	51% 4%	56% 11% lp	58% 9% lp	56% 7% lp	57% 8% lp	69% 12% afg hijlp q	48% 10%	64% 16% afgh jlop	63% 9% afgi lp	56% 5% l	49% 7%	59% 2% lp	

Q. Break by Break

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	COUNTRY					GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
3251	2719	265	206	60	138	400	266	237	292	329	197	528	331	206	265	60		
51%	51% elq 84%e	49% 8%	65% 6%abce	42% 2%	53% 4%lq	57% 12%ahlpq	49% 8%l	51% 7%lq	55% 9%lq	53% 10%lq	26% 6%	58% 16%ahl klpq	63% 10%algh ijklpq	65% 6%alghij	49% 8%l	42% 2%l		
3071	2606	272	109	84	122	304	276	227	238	293	573	377	197	109	272	84		
49%	49% damn 85%ld	51% 9%ld	35% 4%	58% 3%abd	47% 4%no	43% 10%no	51% 9%gmno	49% 7%mmo	45% 8%no	47% 10%mmo	74% 19%alfq hijkmn opq	42% 12%o	37% 6%	35% 4%	51% 9%gmno	58% 3%alfgijkmno		
o																		
1857	1537	150	119	52	92	256	110	156	181	174	127	306	135	119	150	52		
29%	29% hl 83%	28% 8%	38% 6%abc	36% 3%bc	35% 5%ahk lnp	36% 14%ahklmp	20% 6%	34% 8%hln	34% 10%ahklm p	28% 9%hl	17% 7%	34% 16%ahkl np	26% 7%l	38% 6%ahklmp	28% 8%hl	36% 3%hklmp		
4465	3788	387	197	92	168	448	432	308	349	449	643	598	393	197	387	92		
71%	71% dflq 85%de	72% 9%de	62% 4%	64% 2%	65% 4%	64% 10%	80% 10%alfaik mopq	66% 7%	66% 8%	72% 10%lq moq	83% 14%alfq ijkmmo pq	66% 13%	74% 9%lq moq	62% 4%	72% 9%fgjmoq	64% 2%		
mo																		
1055	886	67	58	45	37	127	84	81	81	114	82	192	88	58	67	45		
17%	17% clp 84%c	12% 6%	18% 5%c	31% 4%abcd	14% 3%	18% 12%lp	15% 8%l	17% 8%lp	15% 8%l	18% 11%lp	11% 8%	21% 18%alh lnp	17% 8%l	18% 5%lp	12% 6%	31% 4%afghijklmnop		
438	362	41	23	13	16	57	30	46	21	55	42	64	30	23	41	13		
7%	7% j 83%	8% 9%	7% 5%	9% 3%	6% 4%	8% 13%j	6% 7%	10% 11%ahjln	4% 5%	9% 10%	5% 15%j	7% 15%j	6% 7%	7% 5%j	8% 9%j	9% 3%j		
4309	3636	351	216	106	168	487	379	292	353	459	487	630	383	216	351	106		
68%	68% il 84%	65% 8%	69% 5%	73% 2%c	65% 4%	69% 11%ll	70% 9%ll	63% 7%	67% 8%	74% 15%alfi lp	63% 11%	70% 15%ll	73% 9%alfi lp	69% 5%	65% 8%	73% 2%lp		

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
Frequent Difficulties	85	76	7	1	2	3	10	6	9	4	15	8	15	7	1	7	2
	1%	1%	1%	*	2%	1%	1%	1%	2%	1%	2%	1%	2%	1%	*	1%	2%
		89%	8%	1%	3%	4%	12%	7%	11%	4%	18%ajp	9%	17%	8%	1%	8%	3%
Q.7 HAVE BEEN DEBT IN LAST YEAR																	
Any COMMUNICATIONS service	100	84	5	9	1	1	18	15	11	3	15	8	8	6	9	5	1
	2%	2%	1%	3%	1%	*	3%	3%	2%	*	2%	1%	1%	1%	3%	1%	1%
		84%	5%	9% ^c	1%	1%	18% ^{ajlm}	15% ^{djlm}	12% ^{jlm}	3%	15% ^{jlm}	8%	8%	6%	9% ^{djlm}	5%	1%
Gas/Elec or Water	64	49	9	4	1	1	11	5	7	1	11	7	7	1	4	9	1
	1%	1%	2%	1%	1%	*	2%	2%	2%	*	2%	1%	1%	*	1%	2%	1%
		78%	15%	6%	1%	1%	17% ^{jn}	7%	11% ^{jn}	1%	17% ^{jn}	10%	11%	2%	6%	15% ^{jn}	1%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)																	
Smartphone	58	48	3	5	1	2	7	4	3	9	6	4	7	6	5	3	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%
		83%	5%	9%	3%	4%	12%	7%	6%	15%	10%	7%	13%	10%	9%	5%	3%
Standard mobile	59	49	7	1	1	1	6	6	3	4	8	9	9	3	1	7	1
	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%
		84%	13%	2%	2%	2%	10%	11%	5%	6%	13%	16%	16%	5%	2%	13%	2%
Fixed landline	110	84	11	8	7	3	15	8	12	9	16	10	8	4	8	11	7
	2%	2%	2%	3%	5%	1%	2%	1%	2%	2%	3%	1%	1%	1%	3%	2%	5%
		76%	10%	7%	7% ^{abc}	2%	13%	7%	11% ^{mn}	8%	15% ^{mn}	9%	7%	3%	7% ^{mn}	10%	7% ^{afghijmnp}
Standard fixed BB	93	69	9	11	4	4	7	5	7	10	8	9	12	6	11	9	4
	1%	1%	2%	3%	3%	2%	1%	1%	2%	2%	1%	1%	1%	1%	3%	2%	3%
		74%	10%	12% ^{ab}	5%	5%	7%	5%	8%	11%	8%	10%	13%	7%	12% ^{aghi}	10%	5% ^{gh}
Superfast fixed BB	189	149	9	27	4	6	27	11	13	13	29	15	25	12	27	9	4
	3%	3%	2%	9%	2%	2%	4%	2%	3%	2%	5%	2%	3%	2%	9%	2%	2%
		79%	5%	14% ^{abce}	2%	3%	14% ^p	6%	7%	7%	15% ^{ahj}	8%	13%	6%	14% ^{afghij}	5%	2%
Any fixed broadband	244	193	15	29	7	8	29	14	19	20	34	23	32	14	29	15	7
	4%	4%	3%	9%	5%	3%	4%	3%	4%	4%	5%	3%	4%	3%	9%	3%	5%
		79%	6%	12% ^{abc}	3%	3%	12%	6%	8%	8%	14% ^{hinp}	9%	13%	6%	12% ^{afghij}	6%	3%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
No fixed broadband	6078	5132	522	286	137	252	676	528	445	510	589	747	872	513	286	522	137
	96%	96%	97%	91%	95%	97%	96%	97%	96%	96%	95%	97%	96%	97%	91%	97%	95%
		do 84% _d	9% _d	5%	2%	4% _o	11% _o	9% _{ko}	7% _o	8% _o	10% _o	12% _{ko}	14% _o	8% _{ko}	5%	9% _{ko}	2%
Mobile BB	102	76	10	12	4	3	12	2	6	10	14	7	18	5	12	10	4
	2%	1%	2%	4%	3%	1%	2%	*	1%	2%	2%	1%	2%	1%	4%	2%	3%
		h 75%	10%	11% _{ab}	4%	3%	12% _h	2%	6%	10% _h	13% _{hl}	6%	17% _h	5%	11% _{ahlin}	10% _h	4% _{hl}
Tablet with internet access	132	101	12	14	4	3	10	11	6	9	17	13	24	9	14	12	4
	2%	2%	2%	5%	3%	1%	1%	2%	1%	2%	3%	2%	3%	2%	5%	2%	3%
		77%	9%	11% _{ab}	3%	3%	8%	8%	4%	7%	13%	10%	16%	7%	11% _{afghij} ln	9%	3%
Calls via public payphones	110	91	6	7	5	2	18	6	7	5	24	11	14	4	7	6	5
	2%	2%	1%	2%	3%	1%	3%	1%	2%	1%	4%	1%	2%	1%	2%	1%	3%
		83%	6%	7%	5% _c	2%	16% _n	6%	7%	5%	22% _{aafh} ijmnp	10%	13%	4%	7%	6%	5% _{hijnp}
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)																	
In bundle	878	746	49	49	34	34	104	73	67	68	96	48	172	84	49	49	34
	14%	14%	9%	16%	23%	13%	15%	13%	14%	13%	15%	6%	19%	16%	16%	9%	23%
		clp 85% _c	6%	6% _c	4% _{abcd}	4% _d	12% _p	8% _p	8% _p	8% _d	11% _p	5%	20% _{aafg} hijp	10% _p	6% _p	6%	4% _{afghijklmnop}
Not in bundle	2723	2332	212	128	51	100	290	241	192	230	326	310	398	246	128	212	51
	43%	44%	39%	41%	35%	38%	41%	44%	41%	43%	52%	40%	44%	47%	41%	39%	35%
		eq 86% _e	8%	5%	2%	4%	11%	9% _q	7%	8%	12% _{aaq} hijlmo pq	11%	15% _q	9% _{fipq}	5%	8%	2%
PERSONAL INCOME																	
< £10,000	1069	849	98	88	34	51	122	104	89	96	94	86	128	80	88	98	34
	17%	16%	16%	28%	24%	19%	17%	19%	19%	18%	15%	11%	14%	15%	28%	18%	24%
		i 79%	9%	8% _{abc}	3% _{ab}	5% _{lm}	11% _d	10% _{lm}	8% _{lm}	9% _d	9% _d	8%	12%	7% _d	8% _{afghij} klmnp	9% _d	3% _{agklmn}
£10,000 - £14,999	1064	857	85	90	32	62	209	121	94	86	75	45	82	83	90	85	32
	17%	16%	16%	29%	22%	24%	30%	22%	20%	16%	12%	6%	9%	16%	29%	16%	22%
		klm 80%	8%	8% _{abc}	3% _{abc}	6% _{ajk} lmnp	20% _{ahijkl} mnp	11% _{ajklmn} p	9% _{klm}	8% _{klm}	7% _d	4%	8% _d	8% _{lm}	8% _{ajklm} np	8% _{lm}	3% _{aklmnp}

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192		
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144		
1132	934	115	58	25	69	134	109	83	113	82	72	145	127	58	115	25		
16%	18% k/ 83%	21% 10%b	19% 5%	17% 2%	27% 6%agi kimoq	19% 12%kl	20% 10%kl	18% 7%kl	21% 10%klm	13% 7%l	9% 6%	16% 13%l	24% 11%agik lm	19% 5%kl	21% 10%klm	17% 2%l		
1715	1464	159	51	41	51	158	134	117	131	196	273	257	146	51	159	41		
27%	27% dfgo 85% d	30% 9% d	16% 3%	29% 2% d	20% 3%	23% 9% o	25% 8% o	25% 7% o	25% 8% o	31% 11% afg hijo	35% 16% afg himno p	28% 15% fgo	29% 9% fgo	16% 3%	30% 9% fgo	29% 2% fo		
716	646	46	16	7	11	45	50	46	59	91	145	145	54	16	46	7		
11%	12% defg 90% code oq	9% 6%	5% 2%	5% 1%	4% 2%	6% 6%	9% 7% lo	10% 6% fgo	11% 8% fgoq	15% 13% afg hinopq	19% 20% afg hinop q	16% 20% afgh ijnopq	10% 8% fgoq	5% 2%	9% 6% f	5% 1%		
309	286	17	4	2	10	17	9	14	27	35	88	71	15	4	17	2		
5%	5% degh 93% code noq	3% 5%	1% 1%	1% 1%	4% 3%	2% 6%	2% 3%	3% 5%	5% 9% ghoq	6% 11% ghn oq	11% 29% afg hijkmn opq	8% 23% afgh inopq	3% 5%	1% 1%	3% 5%	1% 1%		
132	121	7	1	2	7	10	4	7	9	17	23	37	8	1	7	2		
2%	2% h 92% d	1% 5%	* 1%	1% 1%	3% 5% ho	1% 7%	1% 3%	2% 5%	2% 7%	3% 13% ho	3% 17% ho	4% 28% aqhi jnop	2% 6%	* 1%	1% 5%	1% 1%		
61	49	9	3	-	-	3	2	1	2	10	14	15	3	3	9	-		
1%	1% 80%	2% 15%	1% 5%	-	-	* 4%	* 3%	* 2%	* 3%	2% 16% gi	2% 23% afg hijn	2% 24% fghi j	1% 4%	1% 5%	2% 15% fghij	-		
67	64	1	1	-	-	4	6	3	4	12	11	18	7	1	1	-		
1%	1% 96% c	* 2%	* 2%	-	-	1% 6%	1% 9%	1% 4%	1% 5%	2% 17% fgp	1% 17% p	2% 27% afg p	1% 10% p	* 2%	* 2%	-		
34	34	1	-	-	-	3	3	1	3	5	11	7	2	-	1	-		
1%	1% 98%	* 2%	-	-	-	* 8%	1% 8%	* 3%	* 8%	1% 14%	1% 31% aop	1% 20%	* 7%	-	-	-		

Q. Break by Break
Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
No classification	23	22	-	1	-	-	-	-	10	-	7	4	-	2	1	-	-
	*	-	-	*	-	-	-	-	2%	-	1%	1%	-	*	-	-	-
		95%	-	5%	-	-	-	-	42%afghj mnp	-	29%agh jmp	17%lm	-	8%	5%	-	-
HOUSEHOLD INCOME																	
< £15,000	1005	787	87	96	34	41	162	109	86	76	87	79	75	73	96	87	34
	16%	15%	16%	30%	24%	16%	23%	20%	19%	14%	14%	10%	8%	14%	30%	16%	24%
		lm 78%	9%	10%abc	3%abc	4%lm	16%afjklm np	11%ajklmn	9%lm	8%lm	9%lm	8%	8%	7%lm	10%afahij klmnp	9%lm	3%afjklmnp
£15,000 - £19,999	495	416	36	36	8	34	62	51	31	35	45	35	75	48	36	36	8
	8%	8%	7%	11%	5%	13%	9%	9%	7%	7%	7%	5%	8%	9%	11%	7%	5%
		l 84%	7%	7%abce	2%	7%ajj klmpq	12%l	10%l	6%	7%	9%l	7%	15%l	10%l	7%ajklp q	7%	2%
£20,000 - £29,999	1295	1039	130	77	49	72	181	132	79	123	104	72	157	119	77	130	49
	20%	20%	24%	24%	34%	28%	26%	24%	17%	23%	17%	9%	17%	23%	24%	24%	34%
		klm 80%	10%b	6%	4%abcd	6%aik lm	14%aiklm	10%likm	6%l	10%likm	8%l	6%	12%l	9%ikm	6%ikm	10%ikm	4%aghijklmnp
£30,000 - £39,999	1096	934	90	49	23	43	121	86	67	92	106	142	167	89	49	90	23
	17%	18%	17%	16%	16%	17%	17%	16%	19%	17%	17%	18%	18%	17%	16%	17%	16%
		85%	8%	5%	2%	4%	11%	8%	8%	8%	10%	13%	15%	8%	5%	8%	2%
£40,000 - £49,999	872	745	84	30	13	36	76	72	77	75	91	124	125	69	30	84	13
	14%	14%	16%	10%	9%	14%	11%	13%	17%	14%	15%	16%	14%	13%	10%	16%	9%
		dgo 85%de	10%de	3%	1%	4%	9%	8%	9%goq	9%	10%goq	14%goq	14%	8%	3%	10%goq	1%
£50,000 - £59,999	523	460	43	10	10	17	32	36	38	52	61	73	96	54	10	43	10
	8%	9%	8%	3%	7%	7%	5%	7%	8%	10%	10%	10%	11%	10%	3%	8%	7%
		dgo 88%d	8%d	2%	2%	3%o	6%	7%o	7%go	10%go	12%go	14%go	18%agh o	10%gho	2%	8%go	2%
£60,000 - £69,999	342	306	25	6	5	6	23	20	26	29	33	70	64	33	6	25	5
	5%	dfgo 89%d	7%	2%	4%	2%	3%	4%	6%	6%	5%	9%	21%afg hikop q	19%fgh o	2%	7%	4%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY					GOVERNMENT REGIONS												
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192		
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144		
428	383	35	8	2	6	39	29	16	35	51	101	79	28	8	35	2		
7%	7%	7%	2%	1%	2%	5%	5%	3%	7%	8%	13%	9%	5%	2%	7%	1%		
oq	defi 89%de	8%de	2%	*	1%	9%foq	7%q	4%	8%foq	12%fo	24%afg	18%afgh	7%q	2%	8%foq	*		
189	179	7	3	-	4	7	6	12	9	27	49	54	11	3	7	-		
3%	3%	1%	1%	-	1%	1%	1%	3%	2%	4%	6%	6%	2%	1%	1%	-		
hopq	cdeq 95%de	4%	2%	-	2%	4%	3%	6%gq	5%	14%fgh	26%afg	29%afgh	6%	2%	4%	-		
54	53	1	-	-	-	1	3	2	3	10	21	11	2	-	1	-		
1%	1%	*	-	-	-	*	1%	*	1%	2%	3%	1%	*	-	*	-		
	99%de	1%	-	-	-	2%	6%	4%	6%	19%fgn	38%afg	20%gp	3%	-	1%	-		
23	22	-	1	-	-	-	-	10	-	7	4	-	2	1	-	-		
*	*	-	*	-	-	-	-	2%	-	1%	4	-	*	-	-	-		
	95%	-	5%	-	-	-	-	42%afghij	-	29%agh	17%km	-	8%	5%	-	-		
								mnp		jmp	op							
2460	2005	254	125	75	89	294	208	134	217	178	444	269	172	125	254	75		
39%	36%	47%	40%	52%	34%	42%	38%	29%	41%	29%	58%	30%	33%	40%	47%	52%		
	ikmn 82%	10%abd	5%	3%abd	4%	12%fikmn	8%ikm	5%	9%ikmn	7%	18%afg	11%	7%	5%ikmn	10%afhijk	3%afghikmno		
2620	2311	164	115	30	74	228	214	224	235	360	188	515	273	115	164	30		
41%	43%	30%	37%	21%	28%	32%	39%	48%	44%	58%	24%	57%	52%	37%	30%	21%		
lpq	celg 88%acde	6%e	4%e	1%	3%	9%lq	8%fglpq	9%afghio	9%fglo	14%afgh	7%	20%afg	10%afgh	4%lq	6%lq	1%		
	lpq							pq		jlopq		hilop	jlopq					
314	231	41	21	21	7	36	34	20	26	17	17	45	28	21	41	21		
5%	4%	8%	7%	15%	3%	5%	6%	4%	5%	3%	2%	5%	5%	7%	8%	15%		
	kl 74%	13%ab	7%	7%abcd	2%	11%kl	11%kl	6%kl	8%kl	6%	5%	14%kl	9%kl	7%kl	13%afikm	7%afghikmno		

Q. Break by Break
Base: All Adults 16+ in the UK

Total (a)	COUNTRY				GOVERNMENT REGIONS												
	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)	
6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192	
6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144	
582	474	60	35	14	64	98	55	39	19	40	96	37	25	35	60	14	
9%	8% jkmn 81%	10%	11% 6%	10% 2%	25% 11% lkmn opq	25% 17% ajklmn	10% 9% jkmn	8% 7% jmn	4% 3%	6% 7% ajkl	12% 17% ajkl mn	4% 6%	5% 4%	11% 6% jkmn	11% 10% jkmn	10% 2% jmn	
323	282	19	18	4	26	49	31	37	32	21	21	38	26	18	19	4	
5%	5% l 87%	3% 6%	3% 6%	3% 1%	10% 8% ahkl lmnpq	7% 15% aklmp	6% 9% l	8% 11% aklmp q	6% 10% kl	3% 7%	3% 7%	4% 12%	5% 8% l	6% 6% l	3% 6% l	3% 1%	
23	22	1	-	-	-	-	-	10	-	7	4	-	2	1	-	-	
*	*	-	*	-	-	-	-	2%	-	1%	1%	-	*	*	-	-	
	95%	-	5%	-	-	-	-	42% afghij mnp	-	29% aghl jmp	17% lm	-	8%	5%	-	-	
2092	1773	173	104	42	92	231	179	150	169	215	249	315	172	104	173	42	
33%	33% 85%	32% 8%	33% 5%	29% 2%	35% 4%	33% 11%	33% 9%	32% 7%	34% 8%	32% 10%	34% 12%	35% 15%	33% 8%	33% 5%	32% 8%	29% 2%	
2121	1775	184	111	51	76	230	183	150	194	214	257	302	169	111	184	51	
34%	33% 84%	35% 9%	34% 5%	29% 2%	34% 4%	33% 11%	34% 9%	33% 7%	37% 9% l	32% 10%	33% 12% l	33% 14% l	35% 6%	34% 5%	34% 9%	2%	
2109	1777	180	101	51	93	243	181	163	167	194	263	287	186	101	180	51	
33%	33% 84%	33% 9%	32% 5%	36% 2%	36% 4%	34% 12%	33% 9%	35% 8%	31% 8%	31% 9%	34% 12%	32% 14%	35% 9%	32% 5%	33% 9%	36% 2%	

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
GENDER															
Male	3068	2633	414	219	899	179	467	224	423	1481	355	176	272	1740	2057
	49%	48%	51%	46%	49%	42%	52%	43%	53%	51%	58%	49%	47%	52%	51%
		fh 86%	13%	7%	29%	6%	15%fh	7%	14%fh	48%am	12%ajlmno	6%	9%	57%am	67%a
Female	3254	2848	390	253	925	251	427	299	379	1411	258	183	312	1606	1991
	51%	52%	49%	54%	51%	58%	48%	57%	47%	49%	42%	51%	53%	48%	49%
	no	jk 88%	12%	8%	28%	8%ag	13%	9%ai	12%	43%k	8%	6%k	10%ajkn	49%k	61%k
AGE															
16-24	890	719	168	26	312	72	81	80	72	267	58	9	9	309	314
	14%	13%	21%	6%	17%	17%	9%	15%	9%	9%	9%	3%	2%	9%	8%
	ijklm	dgi 81%	19%ab	3%	35%ad	8%g	9%	9%l	8%	30%lmo	6%lm	1%	1%	35%lmo	35%lm
	no														
25-34	1162	940	213	42	409	88	230	112	205	698	139	41	31	803	840
	18%	17%	26%	9%	22%	20%	26%	21%	26%	24%	23%	11%	5%	24%	21%
		djm 81%	18%ab	4%	35%ad	8%	20%af	10%	18%a	60%almo	12%alm	4%am	3%	69%almo	72%alm
35-44	1055	854	195	68	320	58	190	67	181	678	137	47	46	763	796
	17%	16%	24%	14%	18%	13%	21%	13%	23%	23%	22%	13%	8%	23%	20%
		hm 81%	18%ab	6%	30%	5%	18%af	6%	17%ah	64%almo	13%alm	4%am	4%	72%almo	75%alm
45-54	989	875	109	75	264	62	168	78	151	557	105	59	79	632	727
	16%	16%	14%	16%	14%	14%	19%	15%	19%	19%	17%	16%	13%	19%	18%
		88%	11%	8%	27%	6%	17%a	8%	15%a	56%am	11%	6%	8%	64%am	73%am
55-64	997	917	72	100	252	72	133	88	117	457	111	86	130	547	710
	16%	17%	9%	21%	14%	17%	15%	17%	15%	16%	16%	24%	22%	16%	18%
		ce 92%c	7%	10%ae	25%	7%	13%	9%	12%	46%	11%	9%ajkno	13%ajno	55%	71%a
65-74	650	620	28	82	156	43	56	52	48	181	43	71	133	218	399
	10%	11%	3%	17%	9%	10%	6%	10%	6%	6%	7%	20%	23%	7%	10%
	ijklm	ceg 95%c	4%	13%ae	24%	7%g	9%	8%l	7%	28%	7%	11%ajkno	20%ajkno	34%	61%jkn

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
75+	579	557	20	78	113	36	35	45	27	54	21	46	156	74	262
	9%	10%	2%	17%	6%	8%	4%	9%	3%	2%	3%	13%	27%	2%	6%
	ijkno	ceg 96%ac	3%	13%ae	20%	6%g	6%	8%l	5%	9%	4%j	8%ajkno	27%ajkin	13%	45%jkn
AGE															
16-34	2051	1659	381	68	721	159	311	192	278	964	197	50	40	1111	1154
	32%	30%	47%	14%	40%	37%	35%	37%	35%	33%	32%	14%	7%	33%	29%
	mo	bd 81%	19%ab	3%	35%ad	8%	15%	9%a	14%	47%lmo	10%lm	2%am	2%	54%lmo	56%lm
35-64	3042	2645	376	244	835	191	492	234	449	1692	352	192	255	1942	2233
	48%	48%	47%	52%	46%	44%	55%	45%	56%	59%	57%	53%	44%	58%	55%
	m	87%	12%	8%e	27%	6%	16%af	8%	15%ah	56%amo	12%am	6%am	8%	64%amo	73%am
65+	1229	1177	47	160	269	80	92	96	75	235	64	117	289	292	661
	19%	21%	6%	34%	15%	19%	10%	18%	9%	8%	10%	33%	49%	9%	16%
	ijkno	ceg 96%ac	4%	13%ae	22%	6%g	7%	8%l	6%	19%	5%	10%ajkno	24%ajkin	24%	54%jkn
SOCIAL GRADE															
ABC1	3139	2700	423	146	944	96	561	124	533	1714	288	168	256	1896	2172
	50%	49%	53%	31%	52%	22%	63%	24%	66%	59%	47%	47%	44%	57%	54%
	m	dth 86%	13%	5%	30%cd	3%	18%af	4%	17%ah	55%akimo	9%	5%	8%	60%akimo	69%akim
C2DE	3183	2780	381	326	881	334	333	398	269	1177	325	191	329	1450	1876
	50%	51%	47%	69%	48%	78%	37%	76%	34%	41%	53%	53%	56%	43%	46%
	no	g 87%	12%	10%ae	28%	10%ag	10%	13%ai	8%	37%	10%jno	6%jno	10%ajno	46%	59%ijn
SOCIAL GRADE															
AB	1217	1082	132	52	355	16	216	19	213	686	96	53	104	739	854
	19%	20%	16%	11%	19%	4%	24%	4%	27%	24%	16%	15%	18%	22%	21%
	kl	dth 89%ac	11%	4%	29%cd	1%	18%af	2%	17%ah	56%akimo	8%	4%	9%	61%akim	70%aki

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959	
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048	
C1C2	3237	2773	441	171	990	159	545	212	492	1627	316	189	268	1853	2148	
	51%	51%	55%	36%	54%	37%	61%	41%	61%	56%	52%	53%	46%	55%	53%	
	m	dth 86%	14%b	5%	31%ad	5%	17%af	7%	15%ah	50%akmo	10%	6%am	8%	57%am	66%am	
DE	1868	1626	231	249	479	256	133	291	97	578	200	117	212	754	1046	
	30%	30%	29%	53%	26%	59%	15%	56%	12%	20%	33%	32%	36%	23%	26%	
	jno	jno	12%	13%ae	26%	14%ag	7%	16%ai	5%	31%	11%jno	6%jno	11%ajno	40%j	56%jn	
COUNTRY																
England	5325	4519	772	376	1542	347	773	423	697	2508	495	297	486	2870	3439	
	84%	82%	86%	80%	85%	81%	86%	81%	87%	47%aklm	81%	83%	83%	86%	85%	
		bdk 85%	15%ab	7%	29%ad	7%	15%af	8%	13%ah		9%	6%	9%	54%ak	65%ak	
Scotland	537	512	25	43	123	34	48	41	42	193	68	28	39	245	295	
	9%	9%	3%	9%	7%	6%	5%	8%	5%	7%	11%	8%	7%	7%	7%	
	ijo	cag 95%e	5%	8%	23%	6%	9%	8%	8%	36%	13%ajmno	5%	7%	46%	55%	
Wales	316	312	1	31	88	27	42	33	36	122	35	30	44	147	213	
	5%	6%	*	7%	5%	6%	5%	6%	4%	4%	6%	8%	7%	4%	5%	
		c 99%e	*	10%	28%	9%	13%	10%	11%	39%	11%	9%ajno	14%ajno	47%	68%	
Northern Ireland	144	138	6	22	72	22	31	25	27	68	15	5	16	83	102	
	2%	3%	1%	5%	4%	5%	3%	5%	3%	2%	2%	1%	3%	2%	3%	
		c 96%e	4%	15%a	50%a	15%a	21%a	18%a	19%	47%	10%	4%	11%	58%	70%	
GOVERNMENT REGIONS																
North East	260	253	7	17	80	16	26	19	23	113	23	19	29	131	166	
	4%	5%	1%	4%	4%	4%	3%	4%	3%	4%	4%	5%	5%	4%	4%	
		c 97%e	3%	7%	31%	6%	10%	7%	9%	44%	9%	7%	11%	50%	64%	
North West	704	639	60	57	198	54	90	63	81	306	74	33	67	372	457	
	11%	12%	7%	12%	11%	13%	10%	12%	10%	11%	12%	9%	12%	11%	11%	
		c 91%e	9%	8%	28%	8%	13%	9%	11%	43%	10%	5%	10%	53%	65%	

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Yorkshire and The Humber	542	470	71	36	162	35	78	44	69	256	55	33	45	301	354
	9%	9%	9%	8%	9%	8%	9%	8%	9%	9%	9%	9%	8%	9%	9%
		87%	13%	7%	30%	6%	14%	8%	13%	47%	10%	6%	8%	55%	65%
East Midlands	464	430	31	48	122	49	71	61	59	215	44	22	49	239	293
	7%	8%	4%	10%	7%	11%	8%	12%	7%	7%	7%	6%	8%	7%	7%
		c 93% _c	7%	10% _{ae}	26%	11% _{ag}	15%	13% _{ai}	13%	46%	9%	5%	11%	52%	63%
West Midlands	530	415	113	38	139	33	80	44	69	225	47	29	41	260	311
	8%	8%	14%	8%	8%	8%	9%	8%	9%	8%	8%	8%	7%	8%	8%
		78%	21% _{ab}	7%	26%	6%	15%	8%	13%	42%	9%	5%	8%	49%	59%
East of England	622	563	59	44	201	39	116	47	108	343	51	26	61	377	447
	10%	10%	7%	9%	11%	9%	13%	9%	13%	55% _{akl}	8%	7%	10%	11%	11%
		c 90% _c	9%	7%	32%	6%	19% _{af}	8%	17% _{ah}	8%	8%	4%	10%	61% _{akl}	72% _{al}
London	770	453	300	28	222	39	76	49	66	344	81	37	36	404	445
	12%	8%	37%	6%	12%	9%	9%	9%	8%	12%	13%	10%	6%	12%	11%
		bdg 59%	39% _{ab}	4%	29% _d	5%	10%	6%	9%	45% _{am}	11% _m	5% _m	5%	52% _{am}	58% _m
	im	im													
South East	905	815	86	63	282	47	168	54	161	472	89	51	91	529	618
	14%	15%	11%	13%	15%	11%	15%	10%	20%	16%	14%	14%	16%	16%	15%
		cfh 90% _c	10%	7%	31%	5%	19% _{af}	6%	18% _{ah}	52% _{ak}	10%	6%	10%	59%	68%
South West	527	481	46	46	137	35	68	42	61	235	33	48	66	256	348
	8%	9%	6%	10%	8%	8%	8%	8%	8%	8%	5%	13%	11%	8%	9%
		ck 91% _c	9%	9%	26%	7%	13%	8%	12%	45% _k	6%	9% _{ajkno}	13% _{ajkno}	49%	66% _{ak}
Wales	316	312	1	31	88	27	42	33	36	122	35	30	44	147	213
	5%	6%	*	7%	5%	6%	5%	6%	4%	4%	6%	8%	7%	4%	5%
		c 99% _c	*	10%	28%	9%	13%	10%	11%	39%	11%	9% _{ajno}	14% _{ajno}	47%	68%
Scotland	537	512	25	43	123	34	48	41	42	193	68	28	39	245	295
	9%	9%	3%	9%	7%	8%	5%	8%	5%	7%	11%	8%	7%	7%	7%
		ceq 95% _c	5%	8%	23%	6%	9%	8%	8%	36%	13% _{ajmno}	5%	7%	46%	55%
	ijo	ijo													

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Northern Ireland	144	138	6	22	72	22	31	25	27	68	15	5	16	83	102
	2%	3%	1%	5%	4%	5%	3%	5%	3%	2%	2%	1%	3%	2%	3%
		c 96% _c	4%	15% _a	50% _a	15% _a	21% _a	18% _a	19%	47%	10%	4%	11%	58%	70%
ETHNIC ORIGIN															
White	5481	5481	-	449	1566	378	802	459	721	2534	522	326	549	2923	3593
	87%	100%	-	95%	86%	88%	90%	88%	90%	89%	85%	91%	94%	87%	89%
		c 100% _{ac}	-	8% _{ae}	29%	7%	15% _a	8%	13% _a	46%	10%	6% _{ak}	10% _{aj} _{kno}	53%	66% _{ak}
Minority Ethnic	804	-	804	21	250	49	89	60	79	346	84	30	28	406	434
	13%	-	100%	4%	14%	11%	10%	11%	10%	12%	14%	8%	5%	12%	11%
		bdi -	100% _{ab}	3%	31% _d	6%	11%	7%	10%	43% _{lm}	10% _{kmo}	4% _m	4%	50% _{lm}	54% _m
		lmo													
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)															
Yes	472	449	21	472	-	152	119	179	92	162	65	32	79	214	309
	7%	8%	3%	100%	-	35%	13%	34%	11%	6%	11%	9%	14%	6%	8%
		cej 95% _c	4%	100% _{ae}	-	32% _{ag}	25% _a	38% _{ai}	19% _a	34%	14% _{aj} _{no}	7% _j	17% _{aj} _{no}	45%	65% _j
No	1825	1566	250	-	1825	272	765	337	700	917	198	99	133	1060	1216
	29%	29%	31%	-	100%	63%	86%	64%	87%	32%	32%	28%	23%	32%	30%
		dm 86%	14%	-	100% _{ad}	15% _a	42% _{af}	18% _a	38% _{ah}	50% _{am}	11% _m	5%	7%	58% _{am}	67% _m
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)															
Up to £15,499	430	378	49	152	272	430	-	430	-	188	71	22	52	247	313
	7%	7%	6%	32%	15%	100%	-	82%	-	7%	12%	6%	9%	7%	8%
		gi 88%	11%	35% _{ae}	63% _a	100% _{ag}	-	100% _{ai}	-	44%	17% _{aj} _{no}	5%	12% _{aj}	57%	73%
£15,500+	894	802	89	119	765	-	894	92	802	571	93	60	64	624	693
	14%	15%	11%	25%	42%	-	100%	10%	100%	20%	15%	17%	11%	19%	17%
		cfm 90% _c	10%	13% _a	86% _{ad}	-	100% _{af}	10% _a	90% _{ah}	64% _{akmo}	10% _m	7% _m	7%	70% _{am}	78% _{am}
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)															
Up to £17,999	522	459	60	179	337	430	92	522	-	241	80	28	60	306	382
	8%	8%	7%	38%	18%	100%	10%	100%	-	8%	13%	8%	10%	9%	9%
		i 88%	11%	34% _{ae}	64% _a	82% _{ag}	18%	100% _{ai}	-	46%	15% _{aj} _{no}	5%	11%	59%	73%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
£18,000+	802	721	79	92	700	-	802	-	802	518	85	54	56	565	624
13%	13%	10%	19%	38%	-	-	80%	-	100%	18%	14%	15%	10%	17%	15%
m	cm	90%	10%	11%a	87%ad	-	100%af	-	100%ah	65%akmo	11%km	7%km	7%	70%km	78%km
Q.2 PHONE OWNERSHIP															
Smart phone on contract	2891	2534	346	162	917	188	571	241	518	2891	159	101	109	2891	2891
46%	46%	43%	34%	50%	44%	64%	64%	46%	65%	100%	26%	28%	19%	86%	71%
m	dm	88%	12%	6%	32%ad	7%	20%af	8%	18%ah	100%aklmo	5%km	3%km	4%	100%aklm	100%aklm
Smart phone pay as you go	613	522	84	65	198	71	93	80	85	159	613	38	45	613	613
10%	10%	10%	14%	11%	17%	10%	15%	15%	11%	5%	100%	11%	8%	18%	15%
j	85%	14%	11%a	32%	12%ag	15%	13%ai	14%	26%	100%ajlmo	6%j	7%j	100%ajlm	100%ajlm	
Standard mobile on contract	359	326	30	32	99	22	60	28	54	101	38	359	32	107	359
6%	6%	4%	7%	5%	5%	5%	7%	5%	7%	3%	6%	100%	5%	3%	9%
cjn	91%	8%	9%	28%	6%	17%	8%	15%	28%	11%jn	100%ajklmo	9%jn	30%	100%ajklmo	
Standard mobile on pay as you go	584	549	28	79	133	52	64	60	56	109	45	32	584	124	584
9%	10%	4%	17%	7%	12%	7%	11%	7%	4%	7%	9%	100%	4%	14%	14%
n	cel	94%	5%	14%ae	23%	9%ag	11%	10%ai	10%	19%	8%jn	5%jn	100%ajklm	21%	100%ajklm
ANY SMART PHONE	3345	2923	406	214	1060	247	624	306	565	2891	613	107	124	3345	3345
53%	53%	50%	45%	58%	57%	70%	70%	59%	70%	100%	100%	30%	21%	100%	83%
dln	87%	12%	6%	32%ad	7%	19%af	9%a	17%ah	100%almo	18%almo	3%km	4%	100%almo	100%almo	
ANY SMART PHONE/ STANDARD MOBILE	4048	3593	434	309	1216	313	693	382	624	2891	613	359	584	3345	4048
64%	66%	54%	65%	67%	73%	78%	78%	73%	78%	100%	100%	100%	100%	100%	100%
c	89%	11%	8%	30%a	8%a	17%a	9%a	15%a	71%a	15%a	9%a	14%a	83%a	100%a	
Q.2 TABLET															
Tablet with internet access (e.g. 3G or 4G)	1640	1458	174	103	518	109	324	132	300	1287	222	133	109	1409	1525
26%	27%	22%	22%	28%	25%	36%	36%	25%	37%	45%	36%	37%	19%	42%	38%
cdm	89%	11%	6%	32%ad	7%	20%af	8%	18%ah	78%akmo	14%km	8%km	7%	86%akmo	93%km	

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Tablet that connects to WIFI	1368 22%	1247 23% c 91% c	115 14% 8%	97 21% 7%	448 25% 33% a	90 21% 7%	307 34% 22% a	119 23% 9%	278 35% 20% a	1036 36% 76% a	243 40% 16% a	107 30% 8% a	146 25% 11%	1173 35% 86% a	1296 32% 95% a
Any Tablet	2666 42%	2383 43% cdm 89% c	271 34% 10%	175 37% 7%	837 46% 31% a	177 41% 7%	534 60% 20% a	226 43% 8%	485 61% 16% a	2021 70% 76% a	372 61% 14% a	195 54% 7% a	223 38% 8%	2257 67% 85% a	2488 61% 93% a
Q.2 INTERNET															
Standard fixed broadband	2466 39%	2169 40% 88% c	284 35% 11%	163 35% 7%	723 40% 29% d	171 40% 7%	412 46% 17% a	216 41% 9%	367 46% 15% a	1669 58% 68% a	324 53% 13% a	188 52% 8% a	270 46% 11% a	1907 57% 77% a	2233 55% 91% a
Superfast fixed broadband	1185 19%	1082 20% cm 91% c	95 12% 8%	80 17% 7%	382 21% 32% a	70 16% 6%	256 29% 22% a	90 17% 8%	236 29% 20% a	938 32% 79% a	163 27% 14% a	89 25% 7% a	89 15% 8%	1032 31% 87% a	1117 28% 94% a
Any fixed broadband	3601 57%	3208 59% cd 89% c	372 46% 10%	240 51% 7%	1082 59% 30% d	238 55% 7%	654 73% 18% a	301 58% 8%	590 74% 16% a	2572 89% 71% a	478 78% 13% a	271 75% 8% a	352 60% 10%	2899 87% 81% a	3305 82% 92% a
No fixed broadband	2721 43%	2273 41% gij 84% kino	452 54% 16% a	232 49% 9% a	743 41% 27%	192 45% 7% g	241 27% 9%	221 42% 8%	211 26% 8%	320 11% 12%	135 22% 5% j	88 25% 3% j	233 40% 9% j	446 13% 16% j	743 18% 27% j
Mobile broadband	263 4%	216 4% 82% a	47 6% 18% a	17 4% 6%	87 5% 33% a	16 4% 6%	54 6% 20% a	24 5% 9%	45 6% 17% a	211 7% 80% a	55 9% 21% a	33 9% 13% a	23 4% 9%	234 7% 89% a	244 6% 93% a
Any internet	3644 58%	3241 59% cd 89% c	381 47% 10%	243 51% 7%	1093 60% 30% d	243 57% 7%	660 74% 18% a	307 59% 8%	596 74% 16% a	2596 90% 71% a	485 79% 13% a	272 76% 7% a	354 61% 10%	2929 88% 80% a	3336 82% 92% a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Q.2 LANDLINE															
Yes	3251	2984	251	261	923	208	542	269	482	1997	381	268	460	2268	2816
	51%	54%	31%	55%	51%	48%	61%	51%	60%	69%	62%	75%	79%	68%	70%
		c 92%ac	8%	8%	28%	6%	17%af	8%	15%ah	61%ak	12%a	8%ajkno	14%ajkno	70%ak	87%ak
No	3071	2496	554	211	902	222	352	254	320	894	232	91	124	1077	1232
	49%	46%	69%	45%	49%	52%	39%	49%	40%	31%	38%	25%	21%	32%	30%
	bgl 81%		18%ab	7%	29%	7%g	11%	8%	10%	29%lm	8%jlmno	3%	4%	35%lm	40%lm
	jkm no	jkm no													
Q.2 PAY TV SERVICE															
Yes	1857	1698	150	144	573	118	369	158	330	1370	231	149	177	1514	1726
	29%	31%	19%	31%	31%	28%	41%	30%	41%	47%	38%	41%	30%	45%	43%
		c 91%ac	8%	8%	31%	8%	20%af	8%	18%ah	74%aklmo	12%am	8%am	10%	82%akmo	93%akm
No	4465	3783	654	328	1252	312	525	364	472	1522	382	211	408	1831	2322
	71%	69%	81%	69%	69%	72%	59%	70%	59%	53%	62%	59%	70%	55%	57%
		gj 85%	15%ab	7%	28%	7%g	12%	8%l	11%	34%	9%jno	5%j	9%jklno	41%	52%jn
	kln	kln													
Q.13 BUNDLERS (reduced sample)															
Yes	1055	965	86	217	813	189	518	244	463	735	163	85	103	845	962
	17%	18%	11%	46%	45%	44%	58%	47%	58%	25%	27%	24%	18%	25%	24%
		c 91%ac	8%	21%a	77%a	18%a	49%af	23%a	44%ah	70%am	15%am	8%am	10%	80%am	91%am
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS															
Any Difficulties	438	384	53	135	286	164	148	189	123	268	85	22	37	337	380
	7%	7%	7%	29%	16%	38%	17%	36%	15%	9%	14%	6%	6%	10%	9%
		88%	12%	31%ae	65%a	37%ag	34%a	43%ai	28%a	61%am	19%ajlmno	5%	8%	77%alm	87%alm
No Difficulties	4309	3835	449	256	1110	224	605	279	550	2611	522	333	542	2990	3641
	68%	70%	56%	54%	61%	52%	68%	54%	69%	90%	85%	93%	93%	89%	90%
	fh	cde 89%ac	10%	6%	26%cd	5%	14%fd	6%	13%h	61%ak	12%a	8%ak	13%akno	69%ak	84%ak

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
Frequent Difficulties	85	69	16	34	47	32	19	38	14	43	13	2	13	55	67
	1%	1%	2%	7%	3%	8%	2%	7%	2%	1%	2%	1%	2%	2%	2%
		81%	19%	40%ae	55%a	38%ag	23%	44%ai	16%	50%	16%	3%	15%	65%	79%
Q.7 HAVE BEEN DEBT IN LAST YEAR															
Any COMMUNICATIONS service	100	88	11	28	71	36	38	44	30	64	23	5	3	84	89
	2%	2%	1%	6%	4%	8%	4%	8%	4%	2%	4%	1%	1%	3%	2%
		m 88%	11%	28%a	71%a	36%ag	38%a	44%ai	30%a	64%am	23%ajmo	5%	3%	84%am	89%am
Gas/Elec or Water	64	58	5	23	41	33	20	38	15	37	12	4	8	49	59
	1%	1%	1%	5%	2%	8%	2%	7%	2%	1%	2%	1%	1%	1%	1%
		90%	8%	36%ae	64%a	52%ag	31%a	60%ai	23%	58%	19%a	6%	12%	76%	82%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)															
Smartphone	58	54	2	22	32	24	11	25	10	-	-	9	28	-	36
	1%	1%	*	5%	2%	6%	1%	5%	1%	-	-	2%	5%	-	1%
		jkn 93%	4%	38%ae	55%a	41%ag	19%	43%ai	17%	-	-	15%ajkno	49%ajkno	-	62%jkn
Standard mobile	59	50	9	14	44	15	23	17	20	26	17	-	-	39	39
	1%	1%	1%	3%	2%	3%	3%	3%	3%	1%	3%	-	-	1%	1%
		m 85%	15%	24%a	75%a	25%a	39%a	39%a	34%a	44%am	29%ajlmno	-	-	66%lm	66%am
Fixed landline	110	102	7	32	76	39	40	43	36	61	16	6	16	75	91
	2%	2%	1%	7%	4%	9%	4%	8%	4%	2%	3%	2%	3%	2%	2%
		92%	6%	29%ae	69%a	35%ag	36%a	39%ai	33%a	56%	14%	5%	14%	68%	83%
Standard fixed BB	93	78	13	30	58	32	30	36	26	48	23	6	15	67	83
	1%	1%	2%	6%	3%	7%	3%	7%	3%	2%	4%	2%	3%	2%	2%
		85%	14%	32%ae	62%a	35%ag	32%a	39%ai	28%a	51%	25%ajno	7%	16%a	73%	89%a
Superfast fixed BB	189	170	18	61	126	68	66	79	55	124	41	12	23	153	179
	3%	3%	2%	13%	7%	16%	7%	15%	7%	4%	7%	3%	4%	5%	4%
		90%	9%	32%ae	67%a	35%ag	35%a	41%ai	29%a	66%a	22%ajlmno	7%	12%	81%a	95%a
Any fixed broadband	244	215	28	72	166	79	80	92	77	159	54	18	28	198	229
	4%	4%	3%	15%	9%	18%	10%	18%	10%	5%	9%	5%	9%	6%	6%
		88%	11%	30%ae	68%a	32%ag	37%a	38%ai	32%a	65%a	22%ajlmno	7%	11%	81%a	94%a

Q. Break by Break

Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959	
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048	
No fixed broadband	6078	5265	777	400	1658	351	804	430	725	2733	559	342	556	3147	3819	
	96%	96%	97%	85%	91%	82%	90%	82%	90%	95%	91%	95%	95%	94%	94%	
	ghj kno	def 87%	13%	7%	27% ^d	6%	13% ^f	7%	12% ^h	45% ^k	9%	6% ^k	9% ^k	52% ^k	63% ^k	
Mobile BB	102	93	7	40	54	33	31	36	28	57	19	2	18	74	88	
	2%	2%	1%	9%	3%	8%	3%	7%	4%	2%	3%	*	3%	2%	2%	
		91%	7%	40% ^{ae}	53% ^{ae}	32% ^{ag}	31% ^{ae}	35% ^{ai}	28% ^{ae}	56% ^{ai}	19% ^{ai}	2%	18% ^{ai}	73% ^{ai}	87% ^{ai}	
Tablet with internet access	132	119	11	32	96	40	51	46	46	73	25	10	20	95	118	
	2%	2%	1%	7%	5%	9%	6%	9%	6%	3%	4%	3%	3%	3%	3%	
		91%	8%	24% ^{ae}	73% ^{ae}	31% ^{ag}	39% ^{ae}	35% ^{ai}	35% ^{ae}	55% ^{ai}	19% ^{ai}	8%	15% ^{ai}	72% ^{ai}	89% ^{ae}	
Calls via public payphones	110	105	4	37	69	36	48	38	45	70	17	8	12	84	96	
	2%	2%	1%	8%	4%	8%	5%	7%	6%	2%	3%	2%	2%	3%	2%	
		c 96% ^c	4%	34% ^{ae}	63% ^{ae}	32% ^{ag}	43% ^{ae}	35% ^{ai}	41% ^{ae}	64% ^{ae}	15%	7%	11%	76% ^{ae}	88% ^{ae}	
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)																
In bundle	878	810	67	174	687	152	447	196	402	620	131	71	80	710	807	
	14%	15%	8%	37%	38%	35%	50%	38%	50%	21%	21%	20%	14%	21%	20%	
		c 92% ^c	8%	20% ^{ae}	78% ^{ae}	17% ^{ae}	51% ^{af}	22% ^{ae}	46% ^{ah}	71% ^{am}	15% ^{am}	8% ^{am}	9%	81% ^{am}	92% ^{am}	
Not in bundle	2723	2398	305	67	395	86	207	105	188	1951	347	200	272	2190	2498	
	43%	44%	38%	14%	22%	20%	23%	20%	23%	67% ^{akimo}	57%	56%	46%	65%	62%	
		ode 88% ^c	11%	2%	14% ^d	3%	8%	4%	7%	72% ^{akimo}	13% ^{am}	7% ^{am}	10%	80% ^{akimo}	92% ^{akim}	
	fghi	fghi														
PERSONAL INCOME																
< £10,000	1069	954	110	124	314	106	134	127	114	395	110	73	111	482	629	
	17%	17%	14%	26%	17%	25%	15%	24%	14%	14%	18%	20%	19%	14%	16%	
		cjn 89% ^c	10%	12% ^{ae}	29%	10% ^{ag}	13%	12% ^{ai}	11%	37%	10% ^{aj}	7% ^{jno}	10% ^{jno}	45%	59% ^j	
£10,000 - £14,999	1064	959	102	108	281	98	135	119	113	411	94	65	136	487	657	
	17%	18%	13%	23%	15%	23%	15%	23%	14%	14%	15%	18%	23%	15%	16%	
		cjn 90% ^c	10%	10% ^{ae}	26%	9% ^{ag}	13%	11% ^{ai}	11%	39%	9%	6%	13% ^{aj} kno	46%	62% ^j	

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
£15,000 - £19,999	1132	991	135	78	309	88	138	105	122	483	113	61	120	569	701
	18%	18%	17%	17%	17%	21%	15%	20%	15%	17%	18%	17%	21%	17%	17%
	88%	88%	12%	7%	27%	8%g	12%	9%l	11%	43%	10%	5%	11%jn	50%	62%
£20,000 - £29,999	1715	1422	279	104	519	92	264	109	247	840	145	87	136	949	1115
	27%	26%	35%	22%	28%	21%	30%	21%	31%	29%	24%	24%	23%	28%	28%
	dth 83%	dth 83%	16%ab	6%	30%cd	5%	15%fd	6%	14%ah	49%km	8%	5%	8%	55%km	65%km
£30,000 - £39,999	716	599	109	31	212	26	113	36	103	388	81	38	48	445	498
	11%	11%	14%	7%	12%	6%	13%	7%	13%	13%	13%	10%	8%	13%	12%
	m	dth 84%	15%b	4%	30%cd	4%	16%fd	5%	14%h	54%am	11%km	5%	7%	62%am	70%km
£40,000 - £49,999	309	268	39	10	90	9	49	11	47	171	32	18	19	192	212
	5%	5%	5%	2%	5%	2%	5%	2%	6%	6%	5%	5%	3%	6%	5%
	dth 87%	dth 87%	13%	3%	29%cd	3%	16%fd	4%	15%h	55%km	10%	6%	6%	62%km	69%km
£50,000 - £59,999	132	121	11	3	43	1	23	3	20	82	9	5	7	87	95
	2%	2%	1%	1%	2%	*	3%	1%	3%	3%	1%	1%	1%	3%	2%
	dth 92%	dth 92%	8%	3%	33%cd	1%	17%fd	3%	15%h	62%am	6%	4%	5%	66%km	72%
£60,000 - £69,999	61	53	8	3	19	4	8	4	8	37	10	3	2	43	45
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	1%	1%	1%
	86%	86%	14%	5%	31%	7%	13%	7%	13%	61%	16%km	5%	4%	70%	73%
£70,000 - £99,999	67	64	3	6	23	1	18	2	16	46	11	7	2	48	50
	1%	1%	*	1%	1%	*	2%	*	2%	2%	2%	2%	*	1%	1%
	96%cd	96%cd	4%	9%	34%	1%	27%af	3%	25%ah	69%am	16%km	11%km	4%	73%km	74%
£100,000 +	34	30	5	1	6	-	6	-	6	24	-	2	3	24	27
	1%	1%	1%	*	*	-	1%	-	1%	-	-	1%	1%	1%	1%
	87%	87%	3%	18%	17%	-	17%	-	17%	70%k	-	6%	9%	70%k	79%
No classification	23	19	4	4	10	4	7	5	6	13	10	-	-	19	19
	*	*	*	1%	1%	1%	1%	1%	1%	*	2%	-	-	1%	*
	83%	83%	17%	16%	44%	18%	31%	23%a	26%	57%	43%ajlmno	-	-	83%	83%

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
	Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
HOUSEHOLD INCOME < £15,000	1005	892	103	133	279	143	102	163	82	355	113	72	141	451	629
	16% jn	16% cqi 89% c	13% 10%	28% 13% ae	15% 28%	33% 14% ag	11% 10%	31% 16% ai	10% 8%	12% 35%	18% 11% jn	20% 7% ajno	24% 14% ajkno	13% 45%	16% 63% jn
£15,000 - £19,999	495	461	33	60	131	49	65	59	54	181	47	34	71	220	307
	8% jn	8% cqn 93% c	4% 10%	13% 12% ae	7% 27%	11% 10% ag	7% 13%	11% 12% ai	7% 11%	6% 37%	8% 9%	9% 7% jn	12% 14% ajkno	7% 44%	8% 62% j
£20,000 - £29,999	1295	1147	146	111	382	106	167	128	146	536	130	75	158	638	819
	20% jn	21% j 89%	18% 11%	24% 9%	21% 30%	25% 8% ag	19% 13%	24% 10% ai	18% 11%	19% 41%	21% 10%	21% 6%	27% 12% ajkin o	19% 49%	20% 63%
£30,000 - £39,999	1096	939	149	56	302	52	156	64	144	520	110	64	87	598	710
	17% jn	17% dth 86%	18% 14%	12% 5%	17% 28% d	12% 5%	17% 14% h	12% 6%	18% 13% h	18% 47%	18% 10%	18% 6%	15% 8%	18% 55%	18% 65%
£40,000 - £49,999	872	734	133	47	247	30	129	39	120	437	74	49	52	490	556
	14% m	13% dth 84%	16% 15% b	10% 5%	14% 28% d	7% 3%	15% 15% h	8% 5%	15% 14% h	15% 50% m	12% 9%	14% 6% m	9% 6%	15% 56% m	14% 64% m
£50,000 - £59,999	523	443	77	23	179	20	101	28	93	287	49	23	28	324	358
	8% m	8% dth 85%	10% 15%	5% 4%	10% 34% ad	5% 4%	11% 19% af	5% 5%	12% 18% ah	10% 55% alm	8% 9% m	6% 4%	5% 5%	10% 62% alm	9% 68% m
£60,000 - £69,999	342	283	57	15	90	13	52	16	49	176	27	11	17	196	214
	5% lm	5% dth 83%	7% 17% b	3% 4%	5% 26%	3% 4%	6% 15% h	3% 5%	6% 14% h	6% 51% lm	4% 8%	3% 3%	3% 5%	6% 57% lm	5% 63% m
£70,000 - £99,999	428	357	69	16	126	8	76	13	71	242	35	17	21	259	277
	7% m	7% dth 83%	9% 16% b	3% 4%	7% 29% d	2% 2%	8% 18% h	2% 3%	9% 17% ah	8% 57% akimo	6% 8%	5% 4%	4% 5%	8% 61% lm	7% 65% m

Q. Break by Break
Base: All Adults 16+ in the UK

		ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP						
		Total (a)	White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959	
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048	
£100,000 - £149,999	189	161	27	5	59	4	28	5	27	114	16	11	7	119	127	
	3%	3%	3%	1%	3%	1%	3%	1%	3%	4%	3%	3%	1%	4%	3%	
	dm	dm	14%	3%	31% ^d	2%	15% ^f	3%	14% ^h	60% ^{am}	8%	6% ^m	4%	63% ^m	67% ^m	
£150,000 +	54	46	8	3	19	1	11	2	10	30	4	3	3	31	33	
	1%	1%	1%	1%	1%	*	1%	*	1%	1%	1%	1%	1%	1%	1%	
	85%	85%	15%	5%	35%	2%	19%	4%	18%	55%	7%	6%	6%	57%	61%	
No classification	23	19	4	4	10	4	7	5	6	13	10	-	-	19	19	
	*	*	*	1%	1%	1%	1%	1%	1%	*	2%	-	-	*	*	
	83%	83%	17%	16%	44%	18%	31%	23% ^{aa}	26%	57%	43% ^{ajlmno}	-	-	83%	83%	
FINANCIAL STRESS																
Very low	2460	1997	441	179	651	211	279	241	250	1048	259	145	193	1247	1508	
	39%	36%	55%	38%	36%	49%	31%	46%	31%	36%	42%	40%	33%	37%	37%	
	ijm	bag 81%	18% ^{ab}	7%	26%	9% ^{ag}	11%	10% ^{ai}	10%	43%	11% ^{jmno}	6% ^m	8%	51% ^m	61% ^m	
Low	2620	2425	181	160	795	87	427	118	396	1262	201	149	302	1397	1733	
	41%	44%	22%	34%	44%	20%	48%	23%	49%	44%	33%	42%	52%	43%	43%	
	hk	cd 93% ^{ac}	7%	6%	30% ^d	3%	16% ^{af}	4%	15% ^{ah}	48% ^k	8%	6% ^k	12% ^{ajkmno}	53% ^k	66% ^k	
Medium	314	288	26	24	82	19	55	27	47	171	32	12	24	194	217	
	5%	5%	3%	5%	5%	4%	6%	5%	6%	6%	5%	3%	4%	6%	5%	
	c 92% ^c	8%	8%	8%	26%	6%	18%	8%	15%	55% ^l	10%	4%	8%	62% ^l	69%	
High	582	474	107	71	203	74	79	93	61	262	78	37	38	327	381	
	9%	9%	13%	15%	11%	17%	9%	18%	8%	9%	13%	10%	7%	10%	9%	
	m 81%	18% ^{ab}	35	12% ^{ae}	35% ^{aa}	13% ^{ag}	16% ^{ai}	14% ^{aj}	10%	45% ^m	13% ^{ajlmno}	6% ^m	7%	56% ^m	65% ^m	
Very high	323	277	45	35	82	35	46	40	41	135	34	16	27	161	190	
	5%	5%	6%	7%	5%	8%	5%	8%	5%	5%	6%	4%	5%	5%	5%	
	86%	86%	14%	11% ^{ae}	26%	11% ^{ag}	14%	12% ^{aa}	13%	42%	10%	5%	8%	50%	59%	

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART/ PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
No classification	23	19	4	4	10	4	7	5	6	13	10	-	-	19	19
	*	*	*	1%	1%	1%	1%	1%	1%	*	2%	-	-	1%	*
		83%	17%	16%	44%	18%	31%	23%a	26%	57%	43%ajlmno	-	-	83%	83%
WAVE															
WED 28	2092	1823	258	386	1622	325	788	404	709	934	211	122	195	1082	1314
	33%	33%	32%	82%	89%	76%	88%	77%	88%	32%	34%	34%	33%	32%	32%
		87%	12%	18%a	78%ad	16%a	38%af	19%a	34%ah	45%	10%	6%	9%	52%	63%
WED 29	2121	1837	270	43	122	56	58	65	48	975	191	120	192	1123	1355
	34%	34%	34%	9%	7%	13%	6%	13%	6%	34%	31%	33%	33%	34%	33%
	ghi	def 87%	13%	2%	6%	3%g	3%	3%i	2%	46%	9%	6%	9%	53%	64%
WED 30	2109	1821	276	42	80	49	49	53	45	983	211	117	197	1140	1378
	33%	33%	34%	9%	4%	11%	5%	10%	6%	34%	34%	33%	34%	34%	34%
	ghi	def 86%	13%	2%e	4%	2%g	2%	3%i	2%	47%	10%	6%	9%	54%	65%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
GENDER										
Male	3068	799	724	1342	1189	672	1836	1232	146	1854
	49%	49%	53%	50%	48%	57%	51%	45%	56%	51%
		<i>h</i>	24% <i>ab</i>	44%	39% <i>uh</i>	22% <i>laeghj</i>	60% <i>aeh</i>	40%	5% <i>aeh</i>	60% <i>ah</i>
Female	3254	842	644	1324	1277	512	1765	1489	117	1790
	51%	51%	47%	50%	52%	43%	49%	55%	44%	49%
		<i>cfgij</i>	26% <i>c</i>	41%	39% <i>gij</i>	16%	54% <i>f</i>	46% <i>aefgij</i>	4%	55% <i>f</i>
AGE										
16-24	890	114	80	173	162	85	244	646	34	250
	14%	7%	6%	7%	7%	7%	7%	24%	13%	7%
		<i>bcdelfgj</i>	13%	19%	18%	10%	27%	73% <i>aefgij</i>	4% <i>efgj</i>	28%
25-34	1162	366	293	580	516	252	756	405	50	765
	18%	22%	21%	22%	21%	21%	21%	15%	19%	21%
		<i>h</i>	32% <i>a</i>	50% <i>a</i>	44% <i>ah</i>	22% <i>ah</i>	65% <i>ah</i>	35%	4%	66% <i>ah</i>
35-44	1055	387	321	615	463	281	737	319	55	744
	17%	24%	23%	23%	19%	24%	20%	12%	21%	20%
		<i>h</i>	37% <i>a</i>	58% <i>a</i>	44% <i>ah</i>	27% <i>laeghj</i>	70% <i>ah</i>	30%	5% <i>ah</i>	71% <i>ah</i>
45-54	989	341	254	522	434	248	668	322	58	680
	16%	21%	19%	20%	18%	21%	19%	12%	22%	19%
		<i>h</i>	35% <i>a</i>	53% <i>a</i>	44% <i>ah</i>	25% <i>aeh</i>	67% <i>ah</i>	33%	6% <i>ah</i>	69% <i>ah</i>
55-64	997	251	248	447	455	201	647	350	46	651
	16%	15%	18%	17%	18%	17%	18%	13%	18%	18%
		<i>h</i>	25% <i>a</i>	45%	46% <i>ah</i>	20% <i>uh</i>	65% <i>ah</i>	35%	5% <i>ah</i>	65% <i>ah</i>
65-74	650	131	118	230	278	91	368	282	14	371
	10%	8%	9%	9%	11%	8%	10%	10%	5%	10%
		<i>bdffj</i>	18%	35%	43% <i>fi</i>	14%	57% <i>fi</i>	43% <i>fi</i>	2%	57% <i>fi</i>
75+	579	49	53	99	157	26	182	397	7	182
	9%	3%	4%	4%	6%	2%	5%	15%	2%	9%
		<i>bcdelfgj</i>	8%	17%	27% <i>ufgj</i>	4%	31% <i>uf</i>	69% <i>aefgij</i>	1%	31% <i>f</i>

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
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Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
AGE										
16-34	2051	481	373	753	678	337	1000	1051	84	1015
	32%	29%	27%	28%	27%	28%	28%	39%	32%	28%
		bcdelfgj	23%	18%	33%	16%	49%	51%aeflgij	4%	49%
35-64	3042	979	823	1584	1352	730	2051	990	159	2076
	48%	60%	60%	59%	55%	62%	57%	36%	60%	57%
		h	32%a	27%a	44%ah	24%aeghj	67%ah	33%	5%ah	68%ah
65+	1229	180	171	329	436	117	550	679	21	553
	19%	11%	13%	12%	18%	10%	15%	25%	8%	15%
		bcdelfgj	15%	14%	35%lgj	10%	45%fi	55%aefgij	2%	45%fi
SOCIAL GRADE										
ABC1	3139	969	849	1591	1331	773	2077	1062	138	2092
	50%	59%	62%	60%	54%	65%	58%	39%	52%	57%
		h	31%a	27%a	42%ah	25%aeghj	66%ah	34%	4%h	67%aeh
C2DE	3183	672	519	1075	1135	412	1524	1659	125	1552
	50%	41%	38%	40%	46%	35%	42%	61%	48%	43%
		bcdelfgj	21%	16%	36%lgj	13%	48%fi	52%aefgij	4%fi	49%fi
SOCIAL GRADE										
AB	1217	388	346	643	519	314	824	392	50	826
	19%	24%	25%	24%	21%	27%	23%	14%	19%	23%
		h	32%a	28%a	43%h	26%aeghj	66%ah	32%	4%	68%ah
C1C2	3237	926	771	1496	1347	672	1991	1246	152	2014
	51%	56%	56%	56%	55%	57%	55%	46%	58%	55%
		h	29%a	24%a	42%ah	21%ah	62%ah	38%	5%h	62%ah
DE	1868	327	252	527	600	198	786	1082	62	804
	30%	20%	18%	20%	24%	17%	22%	40%	23%	22%
		bcdelfgj	17%	13%	32%lgj	11%	42%fi	58%aefgij	3%fi	43%fi
COUNTRY										
England	5325	1418	1135	2271	2100	1025	3079	2246	230	3117
	84%	86%	83%	85%	85%	87%	85%	83%	87%	86%
		27%ac	21%	43%	39%h	19%h	58%h	42%	4%	59%h

Q. Break by Break

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Scotland	537	118	109	196	183	81	261	276	21	265
	9%	7%	8%	7%	7%	7%	7%	10%	8%	7%
		gi	22%	36%	34%	15%	49%	51%aefgj	4%	49%
Wales	316	71	79	134	140	38	177	139	9	177
	5%	f	4%	5%	6%	3%	5%	5%	3%	5%
			22%	43%	44%l	12%	56%l	44%l	3%	56%l
Northern Ireland	144	33	46	65	44	41	84	60	3	84
	2%		2%	2%	2%		2%	2%	1%	2%
			23%	45%	30%	28%aeh	59%	41%	2%	59%
GOVERNMENT REGIONS										
North East	260	58	64	112	90	45	134	126	4	134
	4%	i	4%	4%	4%	4%	4%	5%	1%	4%
			22%	43%	35%	17%	51%	49%l	1%	51%
North West	704	174	134	276	279	121	394	310	45	397
	11%		11%	10%	11%	10%	11%	11%	17%	11%
			25%	39%	40%	17%	56%	44%	6%aefghj	56%
Yorkshire and The Humber	542	164	108	236	231	87	314	228	32	316
	9%		10%	9%	9%	7%	9%	8%	12%	9%
			30%	44%	43%	16%	58%	42%	6%l	58%
East Midlands	464	116	120	204	154	107	259	205	7	260
	7%	i	7%	8%	6%	9%	7%	8%	3%	7%
			25%	44%	33%l	23%el	56%l	44%l	2%	56%l
West Midlands	530	169	83	222	178	123	298	232	35	302
	8%	c	10%	8%	7%	10%	8%	9%	13%	8%
			32%acd	16%	34%	23%aegj	56%	44%	7%aeghj	57%
East of England	622	185	142	301	324	106	421	201	15	427
	10%	hi	11%	11%	13%	9%	12%	7%	6%	12%
			30%	48%	52%afhi	17%	68%afhi	32%	2%	69%afhi
London	770	196	99	268	273	96	358	412	39	370
	12%	cdgij	7%	10%	11%	8%	10%	15%	15%	10%
			25%c	35%c	35%l	12%	46%	54%aefgj	5%fgj	48%l

Q. Break by Break

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Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
South East	905	242	250	423	362	212	570	335	48	579
	14%	15%	18%	16%	15%	18%	16%	12%	18%	16%
		h	28%ab	47%	40%h	23%aah	63%h	37%	5%h	64%ah
South West	527	114	135	229	208	127	331	196	6	332
	8%	7%	10%	9%	8%	11%	9%	7%	2%	9%
		i	22%ab	43%	40%h	24%aehi	63%hi	37%h	1%	63%hi
Wales	316	71	79	134	140	38	177	139	9	177
	5%	4%	6%	5%	6%	3%	5%	5%	3%	5%
		f	25%	43%	44%h	12%	56%h	44%h	3%	56%h
Scotland	537	118	109	196	183	81	261	276	21	265
	9%	7%	8%	7%	7%	7%	7%	10%	8%	7%
		g	22%	36%	34%	15%	49%	51%aefgj	4%	49%
Northern Ireland	144	33	46	65	44	41	84	60	3	84
	2%	2%	3%	2%	3%	3%	2%	2%	1%	2%
			32%ab	45%	30%	28%aah	59%	41%	2%	59%
ETHNIC ORIGIN										
White	5481	1458	1247	2383	2169	1082	3208	2273	216	3241
	87%	89%	91%	89%	88%	91%	89%	84%	82%	89%
		hi	27%a	43%a	40%hi	20%aeghi	59%ahi	41%	4%	59%ahi
Minority Ethnic	804	174	115	271	284	95	372	432	47	381
	13%	11%	8%	10%	11%	8%	10%	16%	18%	10%
		bcd/gj	14%	34%	35%h	12%	46%h	54%aefgj	6%aefgj	47%h
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)										
Yes	472	103	97	175	163	80	240	232	17	243
	7%	6%	7%	7%	7%	7%	7%	9%	6%	7%
			21%	37%	35%	17%	51%	49%egj	4%	51%
No	1825	518	448	837	723	382	1082	743	87	1093
	29%	32%	33%	31%	29%	32%	30%	27%	33%	30%
		28%a	25%a	46%a	40%	21%ah	59%h	41%	5%	60%h
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)										
Up to £15,499	430	109	90	177	171	70	238	192	16	243
	7%	7%	7%	7%	7%	6%	7%	7%	6%	7%
		25%	21%	41%	40%	16%	55%	45%	4%	57%

Q. Break by Break

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		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
£15,500+	894	324	307	534	412	256	654	241	54	660
14%		20% h	22% 34%a	20% 60%a	17% 46%ah	22% 29%aeghj	18% 73%ah	9% 27%	20% 6%ah	18% 74%ah
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample) Up to £17,999	522	132	119	226	216	90	301	221	24	307
8%		8% 25%	9% 23%	8% 43%	9% 41%	8% 17%	8% 58%	8% 42%	8% 5%	8% 59%
£18,000+	802	300	278	485	367	236	590	211	45	596
13%		18% h	20% 35%a	18% 61%a	15% 46%ah	20% 29%aeghj	16% 74%ah	8% 26%	17% 6%ah	16% 74%ah
Q.2 PHONE OWNERSHIP Smart phone on contract	2891	1287	1036	2021	1669	938	2572	320	211	2596
46%		78% h	76% 45%a	76% 70%a	69% 58%ah	79% 32%aeghj	71% 89%aah	12% 11%	80% 7%aeghj	71% 90%aah
Smart phone pay as you go	613	222	243	372	324	163	478	135	55	485
10%		14% h	18% 36%a	14% 61%a	13% 53%ah	14% 27%ah	13% 78%ah	5% 22%	21% 9%aefghj	13% 79%ah
Standard mobile on contract	359	133	107	195	188	89	271	88	33	272
6%		8% h	8% 30%a	7% 54%a	8% 52%ah	7% 25%ah	8% 75%ah	3% 25%	13% 9%aefghj	7% 76%ah
Standard mobile on pay as you go	584	109	146	223	270	89	352	233	23	354
9%		7% b	11% 25%bd	8% 38%	11% 46%afh	8% 15%	10% 60%af	9% 40%	9% 4%	10% 61%af
ANY SMART PHONE	3345	1409	1173	2257	1907	1032	2899	446	234	2929
53%		86% h	86% 35%a	85% 67%a	77% 57%ah	87% 31%aeghj	81% 87%aah	16% 13%	89% 7%aeghj	80% 89%aah
ANY SMART PHONE/ STANDARD MOBILE	4048	1525	1296	2488	2233	1117	3305	743	244	3336
64%		93% h	85% 32%a	93% 61%a	91% 55%ah	94% 28%aeghj	92% 82%ah	27% 18%	83% 6%ah	82% 82%ah

Q. Break by Break
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Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Q.2 TABLET										
Tablet with internet access (e.g. 3G or 4G)	1640	1640	342	1640	936	570	1473	168	154	1486
	28%	100%	21%	62%	38%	48%	41%	6%	58%	47%
		h	100%acd	100%ac	57%ah	35%aeghj	90%aash	10%	9%aefghj	91%aah
Tablet that connects to WIFI	1368	342	1368	1368	795	499	1276	92	95	1279
	22%	21%	100%	51%	32%	42%	35%	3%	36%	35%
		h	25%	100%abd	58%ah	36%aeghj	93%aash	7%	7%ah	94%aah
Any Tablet	2666	1640	1368	2666	1556	905	2421	245	192	2435
	42%	100%	100%	100%	63%	76%	67%	9%	73%	67%
		h	62%a	51%a	58%ah	34%aeghj	91%aash	9%	7%aah	91%aah
Q.2 INTERNET										
Standard fixed broadband	2466	936	795	1556	2466	49	2466	-	143	2466
	39%	57%	58%	58%	100%	4%	68%	-	54%	68%
		fh	38%a	32%a	100%afghij	2%h	100%afhi	-	6%afh	100%afhi
Superfast fixed broadband	1185	570	499	905	49	1185	1185	-	89	1185
	19%	35%	36%	34%	2%	100%	33%	-	34%	33%
		eh	48%a	42%a	4%h	100%aeghj	100%aash	-	8%aah	100%aah
Any fixed broadband	3601	1473	1276	2421	2466	1185	3601	-	221	3601
	57%	90%	93%	91%	100%	100%	100%	-	84%	99%
		h	41%a	35%abd	68%ahij	33%ahij	100%ahij	-	6%ah	100%ahi
No fixed broadband	2721	168	92	245	-	-	-	2721	42	42
	43%	10%	7%	9%	-	-	-	100%	16%	1%
		bcdelfgj	6%c	9%c	-	-	-	100%aefgj	2%efgj	2%efg
Mobile broadband	263	154	95	192	143	89	221	42	263	263
	4%	9%	7%	7%	6%	8%	6%	2%	100%	7%
		h	58%acd	38%a	54%ah	34%ah	84%ah	16%	100%aefghj	100%aah
Any internet	3644	1486	1279	2435	2466	1185	3601	42	263	3644
	58%	91%	94%	91%	100%	100%	100%	2%	100%	100%
		h	41%a	35%abd	68%ah	33%ah	99%ah	1%	7%ah	100%ah

Q. Break by Break

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	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Q.2 LANDLINE										
Yes	3251 51%	1161 71% h 36%a	1093 80% 34%abd 61%ab	1961 74% 61%ab	1809 73% 56%ah	940 79% 29%aeghij 84%ah	2716 75% 84%ah	535 20% 16%	190 72% 6%ah	2730 75% 84%ah
No	3071 49%	480 29% bcdefgij 16%cd	276 20% 9%	685 26% 22%cd	657 27% 21%f	244 21% 8%	885 25% 29%f	2186 80% 71%aefgij	73 28% 2%f	913 25% 30%f
Q.2 PAY TV SERVICE										
Yes	1857 29%	808 49% h 43%a	691 51% 37%a	1287 48% 69%a	1058 43% 57%ah	638 54% 34%aeghj	1676 47% 90%aeh	181 7% 10%	134 51% 7%aeh	1686 46% 91%aeh
No	4465 71%	833 51% bcdefgij 19%	677 49% 15%	1380 52% 31%	1408 57% 32%fgij	546 46% 12%	1925 53% 43%f	2539 93% 57%aefgij	129 49% 3%	1958 54% 44%f
Q.13 BUNDLERS (reduced sample)										
Yes	1055 17%	426 26% h 40%a	398 29% 38%a	705 26% 67%a	606 25% 57%ah	358 30% 34%aeghj	945 26% 89%ah	111 4% 11%	67 26% 6%ah	950 26% 90%ah
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS										
Any Difficulties	438 7%	159 10% h 36%a	137 10% 31%a	251 9% 57%a	210 9% 48%ah	105 9% 24%ah	311 71% 71%ah	127 5% 29%	23 9% 5%ah	318 9% 72%ah
No Difficulties	4309 68%	1474 90% h 34%a	1224 89% 28%a	2402 90% 56%a	2242 91% 52%ah	1073 91% 25%ah	3269 91% 76%ah	1040 38% 24%	240 6%ah	3305 91% 77%ah
Frequent Difficulties	85 1%	26 2% 30%	23 2% 27%	43 2% 51%	36 1% 43%	21 2% 24%	55 2% 65%	30 1% 35%	5 2% 6%	56 2% 66%
Q.7 HAVE BEEN DEBT IN LAST YEAR										
Any COMMUNICATIONS service	100 2%	43 3% h 43%a	33 2% 33%a	66 2% 66%a	54 2% 54%ah	24 2% 24%ah	76 2% 76%ah	24 1% 24%	4 1% 4%	77 2% 77%ah

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Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Gas/Elec or Water	64	22	16	34	31	11	41	23	2	41
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		34%	25%	54%	49%	17%	64%	36%	3%	64%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)										
Smartphone	58	9	9	17	23	9	32	26	1	32
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		16%	15%	29%	40%	16%	55%	45%	2%	55%
Standard mobile	59	22	15	30	26	10	36	23	3	37
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		37%	25%	51%	44%	18%	61%	39%	5%	63%
Fixed landline	110	33	21	47	40	17	56	54	5	58
	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%
		30%	19%	42%	37%	16%	51%	49%	4%	52%
Standard fixed BB	93	20	21	35	-	23	23	70	4	26
	1%	1%	2%	1%	-	2%	1%	3%	1%	1%
		eg/	22%	38%	-	24%eg/	24%e	76%aeg/	4%e	29%e
Superfast fixed BB	189	64	61	107	127	-	127	62	7	128
	3%	4%	4%	4%	5%	-	4%	2%	3%	4%
		f	34%	56%a	67%afgh/	-	67%fh	33%f	4%f	68%fh
Any fixed broadband	244	80	77	133	127	23	150	95	10	154
	4%	5%	6%	5%	5%	2%	4%	3%	4%	4%
		f	33%	54%a	52%afh	9%	61%f	39%f	4%	63%f
No fixed broadband	6078	1561	1292	2533	2339	1162	3451	2626	253	3490
	96%	95%	94%	95%	95%	98%	96%	97%	96%	96%
		cde	26%	42%	38%	19%aegh/	57%	43%e	4%	57%
Mobile BB	102	34	30	52	42	24	65	37	-	65
	2%	2%	2%	2%	2%	2%	2%	1%	-	2%
		33%	30%	51%	42%i	23%i	64%i	36%	-	64%i
Tablet with internet access	132	-	36	36	64	29	90	42	5	90
	2%	-	3%	1%	3%	2%	3%	2%	2%	2%
		bd	28%bd	28%b	49%h	22%	68%h	32%	3%	68%h

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
Calls via public payphones	110 2%	48 3% h	33 2% 30%	66 2% 60%a	46 2% 42%h	34 3% 31%ah	79 2% 73%h	30 1% 27%	4 2% 4%	80 2% 73%h
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)										
In bundle	878 14%	352 21% h	363 27% 41%abd	611 23% 70%a	560 23% 64%ah	338 29% 38%aeghij	878 24% 100%ah	- - -	54 20% 6%ah	878 24% 100%ah
Not in bundle	2723 43%	1121 68% h	913 67% 34%a	1810 66% 66%a	1906 77% 70%afhij	847 71% 31%ahi	2723 76% 100%ah	- - -	167 63% 6%ah	2723 75% 100%ah
PERSONAL INCOME										
< £10,000	1069 17%	241 15% bdefgj	212 15% 20%	401 15% 38%	369 15% 35%	170 14% 16%	526 15% 49%	543 20% 51%aefgj	36 14% 3%	535 15% 50%
£10,000 - £14,999	1064 17%	227 14% bd	209 15% 20%	388 15% 36%	387 16% 36%	174 15% 16%	554 15% 52%	510 19% 48%aefgj	36 14% 3%	561 15% 53%
£15,000 - £19,999	1132 18%	262 16% f	221 16% 20%	435 16% 38%	418 17% 37%f	167 14% 15%	583 16% 51%	549 20% 49%aefgj	51 19% 4%	587 16% 52%
£20,000 - £29,999	1715 27%	466 28% 27%	366 27% 21%	749 28% 44%	704 29% 41%h	335 28% 20%	1030 29% 60%h	685 25% 40%	75 28% 4%	1047 29% 61%h
£30,000 - £39,999	716 11%	245 15% h	187 14% 26%a	374 14% 52%a	316 13% 44%h	158 13% 22%h	471 13% 66%ah	245 9% 34%	36 14% 5%h	477 13% 67%ah
£40,000 - £49,999	309 5%	84 5% h	79 6% 26%	140 5% 45%	133 5% 43%h	77 7% 25%ah	204 6% 66%h	105 4% 34%	11 4% 4%	204 6% 66%h
£50,000 - £59,999	132 2%	41 3% 31%	33 2% 25%	69 3% 53%	41 2% 31%	48 4% 37%aeghij	87 2% 66%h	45 2% 34%	3 1% 2%	87 2% 66%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
£60,000 - £69,999	61	22	15	32	26	24	47	14	5	47
1%		1%	1%	1%	1%	2%	1%	1%	2%	1%
		h	36%	24%	42%h	39%aah	77%h	23%	8%h	77%h
£70,000 - £99,999	67	32	24	41	35	22	53	13	8	53
1%		2%	2%	2%	1%	2%	1%	*	3%	1%
		h	48%a	35%a	52%h	32%ah	80%h	20%	12%aahj	80%h
£100,000 +	34	12	15	22	24	6	28	6	2	28
1%		1%	1%	1%	1%	1%	1%	*	1%	1%
		h	36%	43%a	70%ah	18%	83%h	17%	7%	83%h
No classification	23	7	9	14	14	4	16	7	-	16
*		*	1%	1%	1%	*	*	*	-	*
		28%	37%	60%	59%	16%	70%	30%	-	70%
HOUSEHOLD INCOME										
< £15,000	1005	204	183	358	366	132	490	515	34	496
16%		12%	13%	13%	15%	11%	14%	19%	13%	14%
		bcd/fj	20%	18%	36%f	13%	49%f	51%aefgj	3%	49%f
£15,000 - £19,999	495	110	91	178	185	63	245	250	17	248
8%		7%	7%	7%	7%	5%	7%	9%	6%	7%
		f	22%	18%	37%f	13%	50%	50%aefgj	3%	50%
£20,000 - £29,999	1295	295	273	512	474	235	700	594	41	710
20%		18%	20%	19%	19%	20%	19%	22%	16%	19%
		b	23%	21%	37%	18%	54%	46%agj	3%	55%
£30,000 - £39,999	1096	296	232	461	448	204	645	451	63	655
17%		18%	17%	17%	18%	17%	18%	17%	24%	19%
		27%	21%	42%	41%	19%	59%	41%	6%aefghj	60%
£40,000 - £49,999	872	231	205	386	359	189	545	328	34	550
14%		14%	15%	14%	15%	16%	15%	12%	13%	15%
		h	27%	23%	41%h	22%h	62%h	38%	4%	63%h
£50,000 - £59,999	523	169	129	254	218	119	330	193	30	335
8%		10%	9%	10%	9%	10%	9%	7%	11%	9%
		32%a	25%	49%	42%h	23%h	63%h	37%	6%h	64%h

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
£60,000 - £69,999	342	103	79	163	134	73	205	137	14	206
	5%	6%	6%	6%	5%	6%	6%	5%	6%	6%
		30%	23%	48%	39%	21%	60%	40%	4%	60%
£70,000 - £99,999	428	136	99	207	160	109	266	162	18	267
	7%	8%	7%	8%	6%	9%	7%	6%	7%	7%
		32%a	23%	48%	37%	26%aehj	62%h	38%	4%	62%h
£100,000 - £149,999	189	68	51	104	85	43	123	66	9	124
	3%	4%	4%	4%	3%	4%	3%	2%	3%	3%
		36%a	27%	55%a	45%h	23%	65%h	35%	5%	65%h
£150,000 +	54	21	18	29	24	14	36	18	2	36
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		38%	34%	55%	44%	26%	67%	33%	4%	67%
No classification	23	7	9	14	14	4	16	7	-	16
	*	*	1%	1%	1%	*	*	*	-	*
		28%	37%	60%	59%	16%	70%	30%	-	70%
FINANCIAL STRESS										
Very low	2460	588	431	907	856	401	1246	1213	117	1269
	39%	36%	31%	34%	35%	34%	35%	45%	45%	35%
		bcdelfgj	24%c	37%	35%	16%	51%	49%aefgj	5%elfgj	52%
Low	2620	731	677	1237	1132	561	1667	953	90	1674
	41%	45%	50%	46%	47%	46%	46%	35%	34%	46%
		hi	26%a	47%a	43%ahi	21%ahi	64%ahi	36%	3%	64%ahi
Medium	314	109	79	163	149	68	213	101	22	217
	5%	7%	6%	6%	6%	6%	6%	4%	8%	6%
		h	35%a	52%a	47%h	22%h	68%h	32%	7%ah	69%ah
High	582	125	113	220	208	93	296	287	21	302
	9%	8%	8%	8%	8%	8%	8%	11%	8%	8%
		21%	19%	38%	36%	16%	51%	49%elfgj	4%	52%
Very high	323	82	60	125	107	58	162	161	14	166
	5%	5%	4%	5%	4%	5%	5%	6%	5%	5%
		25%	18%	39%	33%	18%	50%	50%legj	4%	51%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q2 TABLET			Q2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
No classification	23	7	9	14	14	4	16	7	-	16
	*	*	1%	1%	1%	*	*	*	-	*
		28%	37%	60%	59%	16%	70%	30%	-	70%
WAVE										
WED 28	2092	533	466	872	765	401	1142	950	91	1152
	33%	33%	34%	33%	31%	34%	32%	35%	34%	32%
		25%	22%	42%	37%	19%	55%	45% ^{leqj}	4%	55%
WED 29	2121	546	424	872	881	366	1238	883	64	1253
	34%	33%	31%	33%	36%	31%	34%	32%	24%	34%
		28%	20%	41%	42% ^{lhi}	17%	58% ^{li}	42% ^{li}	3%	59% ^{li}
WED 30	2109	561	478	922	820	417	1221	888	108	1239
	33%	34%	35%	35%	33%	35%	34%	33%	41%	34%
		27%	23%	44%	39%	20%	58%	42%	5% ^{aeghj}	59%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
GENDER											
Male	3068	1576	1492	909	2159	521	192	2186	40	46	23
	49%	48%	49%	49%	49%	49%	44%	51%	47%	46%	35%
		k 51%	49%	30%	70%	17%	6%	71%ag	1%	1%	1%
Female	3254	1675	1579	948	2306	534	246	2123	45	54	41
	51%	52%	51%	51%	52%	51%	56%	49%	53%	54%	65%
		h 51%	49%	29%	71%	16%	8%h	65%	1%	2%	1%a
AGE											
16-24	890	140	750	115	775	73	58	269	4	23	9
	14%	4%	24%	6%	17%	7%	13%	6%	5%	23%	14%
		bd/fh 16%	84%ab	13%	87%ad	8%	6%hi	30%	*	3%a	1%
25-34	1162	471	691	353	809	237	112	785	24	32	21
	18%	14%	22%	19%	18%	22%	25%	18%	28%	32%	33%
		b 41%	59%ab	30%	70%	20%a	10%ah	68%	2%ah	3%a	2%a
35-44	1055	563	492	399	656	213	98	764	14	20	11
	17%	17%	16%	21%	15%	20%	22%	18%	17%	20%	17%
		e 53%	47%	38%ae	62%	20%a	9%ah	72%	1%	2%	1%
45-54	989	611	378	369	620	183	72	742	17	13	8
	16%	19%	12%	20%	14%	17%	16%	17%	20%	13%	13%
		oe 62%ac	38%	37%ae	63%	18%	7%	75%a	2%	1%	1%
55-64	997	624	373	321	676	187	58	765	9	10	12
	16%	19%	12%	17%	15%	18%	13%	18%	11%	10%	20%
		c 63%ac	37%	32%ae	68%	19%	6%	77%ag	1%	1%	1%
65-74	650	432	218	184	466	107	27	515	9	2	1
	10%	13%	7%	10%	10%	16%	6%	12%	11%	2%	2%
		cg/k 66%ac	34%	28%	72%	16%	4%	79%ag	1%	*	*
75+	579	410	169	118	461	56	14	470	7	1	1
	9%	13%	6%	6%	10%	5%	3%	11%	8%	1%	1%
		cd/f/g/k 71%ac	29%	20%	80%cd	10%	2%	81%ag	1%g	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
AGE											
16-34	2051	611	1440	467	1584	310	170	1054	28	54	30
32%		19%	47%	25%	35%	29%	39%	24%	33%	54%	47%
		bdfh	30%	23%	77%ad	15%	8%ah	51%	1%	3%a	1%a
35-64	3042	1798	1244	1089	1953	583	227	2271	41	43	32
48%		55%	41%	59%	44%	55%	52%	53%	48%	43%	50%
		ce	59%ac	36%ae	64%	19%a	7%	75%a	1%	1%	1%
65+	1229	842	387	302	927	163	41	985	17	3	2
19%		26%	13%	16%	21%	15%	9%	23%	19%	3%	3%
		cdfigjk	68%ac	25%	75%cd	13%	3%	80%ag	1%g	*	*
SOCIAL GRADE											
ABC1	3139	1741	1398	1032	2107	575	148	2231	19	29	15
50%		54%	46%	56%	47%	54%	34%	52%	22%	29%	24%
		cegiik	55%ac	33%ae	67%	18%a	5%l	71%agi	1%	1%	*
C2DE	3183	1509	1674	825	2358	481	290	2078	67	71	49
50%		46%	54%	44%	53%	46%	66%	46%	78%	71%	76%
		bdfh	47%	26%	74%ad	15%	9%ah	65%	2%agh	2%a	2%a
SOCIAL GRADE											
AB	1217	713	503	442	775	219	29	898	4	7	1
19%		22%	16%	24%	17%	21%	7%	21%	4%	7%	2%
		cegiik	59%ac	36%ae	64%	18%	2%	74%gjl	*	1%	*
C1C2	3237	1715	1522	973	2264	567	209	2215	31	40	26
51%		53%	50%	52%	51%	54%	48%	51%	37%	40%	41%
		ij	53%c	30%	70%	18%	6%	68%l	1%	1%	1%
DE	1868	822	1046	443	1426	270	201	1196	51	53	36
30%		25%	34%	24%	32%	26%	46%	26%	59%	53%	57%
		bdf	44%	24%	76%ad	14%	11%ah	64%	3%agh	3%a	2%a
COUNTRY											
England	5325	2719	2606	1537	3788	886	362	3636	76	84	49
84%		84%	85%	83%	85%	84%	83%	84%	89%	84%	78%
		51%	49%	29%	71%cd	17%	7%	68%	1%	2%	1%

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Scotland	537	265	272	150	387	67	41	351	7	5	9
	9%	8%	9%	8%	9%	6%	9%	8%	8%	5%	15%
		f 49%	51%	28%	72%	12%	8%	65%	1%	1%	2%
Wales	316	206	109	119	197	58	23	216	1	9	4
	5%	6%	4%	6%	4%	5%	5%	5%	1%	9%	6%
		c 65%ac	35%	38%ae	62%	18%	7%	69%	*	3%	1%
Northern Ireland	144	60	84	52	92	45	13	106	2	1	1
	2%	2%	3%	3%	2%	4%	3%	2%	3%	1%	1%
		42%	58%b	36%	64%	31%a	9%	73%	2%	1%	1%
GOVERNMENT REGIONS											
North East	260	138	122	92	168	37	16	168	3	1	1
	4%	4%	4%	5%	4%	3%	4%	4%	4%	1%	1%
		53%	47%	35%e	65%	14%	6%	65%	1%	*	*
North West	704	400	304	256	448	127	57	487	10	18	11
	11%	12%	10%	14%	10%	12%	13%	11%	12%	18%	17%
		57%c	43%	36%ae	64%	18%	8%	69%	1%	3%a	2%
Yorkshire and The Humber	542	266	276	110	432	84	30	379	6	15	5
	9%	8%	9%	6%	10%	8%	7%	9%	7%	15%	7%
		d 49%	51%	20%	80%cd	15%	6%	70%	1%	3%a	1%
East Midlands	464	237	227	156	308	81	46	292	9	11	7
	7%	7%	7%	8%	7%	8%	11%	7%	11%	12%	11%
		51%	49%	34%e	66%	17%	10%ah	63%	2%	2%	2%
West Midlands	530	292	238	181	349	81	21	353	4	3	1
	8%	9%	8%	10%	8%	8%	5%	8%	4%	3%	1%
		g 55%	45%	34%e	66%	15%	4%	67%g	1%	*	*
East of England	622	329	293	174	449	114	55	459	15	15	11
	10%	10%	10%	9%	10%	11%	13%	11%	18%	15%	17%
		53%	47%	28%	72%	18%	9%	74%	2%ah	2%	2%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
London	770	197	573	127	643	82	42	487	8	8	7
	12%	6%	19%	7%	14%	8%	10%	11%	9%	8%	10%
		bdf	26%	17%	83%ad	11%	5%	63%	1%	1%	1%
South East	905	528	377	306	598	192	64	630	15	8	7
	14%	16%	12%	16%	13%	18%	15%	15%	17%	8%	11%
		c	58%ac	42%	66%	21%a	7%	70%	2%	1%	1%
South West	527	331	197	135	393	88	30	383	7	6	1
	8%	10%	6%	7%	9%	8%	7%	9%	8%	6%	2%
		c	63%ac	20%	74%	17%	6%	73%	1%	1%	*
Wales	316	206	109	119	197	58	23	216	1	9	4
	5%	6%	4%	6%	4%	5%	5%	5%	1%	9%	6%
		c	65%ac	35%	62%	18%	7%	69%	*	3%	1%
Scotland	537	265	272	150	387	67	41	351	7	5	9
	9%	8%	9%	8%	9%	6%	9%	8%	8%	5%	15%
		f	49%	51%	72%	12%	8%	65%	1%	1%	2%
Northern Ireland	144	60	84	52	92	45	13	106	2	1	1
	2%	2%	3%	3%	2%	4%	3%	2%	3%	1%	1%
		42%	58%b	36%	64%	31%a	9%	73%	2%	1%	1%
ETHNIC ORIGIN											
White	5481	2984	2496	1698	3783	965	384	3835	69	88	58
	87%	92%	81%	91%	85%	91%	88%	89%	81%	88%	90%
		oe	54%ac	31%ae	69%	18%a	7%	70%ai	1%	2%	1%
Minority Ethnic	804	251	554	150	654	86	53	449	16	11	5
	13%	8%	18%	8%	15%	8%	12%	10%	19%	11%	8%
		bdfh	31%	19%	81%ad	11%	7%	56%	2%h	1%	1%
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)											
Yes	472	261	211	144	328	217	135	256	34	28	23
	7%	8%	7%	8%	7%	21%	31%	6%	40%	28%	36%
		h	55%	31%	69%	46%a	29%ah	54%	7%ah	6%a	5%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
No	1825	923	902	573	1252	813	286	1110	47	71	41
	29%	h 28%	29%	31%	28%	77%	65%	26%	55%	71%	64%
		51%	49%	31%e	69%	45%a	16%ah	61%	3%ah	4%a	2%a
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)											
Up to £15,499	430	208	222	118	312	189	164	224	32	36	33
	7%	h 6%	7%	6%	7%	18%	37%	5%	38%	36%	52%
		48%	52%	28%	72%	44%a	38%ah	52%	8%ah	8%a	8%a
£15,500+	894	542	352	369	525	518	148	605	19	38	20
	14%	ce 17%	11%	20%	12%	49%	34%	14%	23%	38%	31%
		61%ac	39%	41%ae	59%	58%a	17%ahi	68%	2%ah	4%a	2%a
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)											
Up to £17,999	522	269	254	158	364	244	189	279	38	44	38
	8%	h 8%	8%	8%	8%	23%	43%	6%	44%	44%	60%
		51%	49%	30%	70%	47%a	36%ah	54%	7%ah	8%a	7%a
£18,000+	802	482	320	330	472	463	123	550	14	30	15
	13%	ce 15%	10%	18%	11%	44%	28%	13%	16%	30%	23%
		60%ac	40%	41%ae	59%	58%a	15%ahi	69%	2%	4%a	2%a
Q.2 PHONE OWNERSHIP											
Smart phone on contract	2891	1997	894	1370	1522	735	268	2611	43	64	37
	46%	ce 61%	29%	74%	34%	70%	61%	61%	50%	64%	58%
		69%ac	31%	47%ae	53%	25%a	9%a	90%ai	1%	2%a	1%
Smart phone pay as you go	613	381	232	231	382	163	85	522	13	23	12
	10%	c 12%	8%	12%	9%	15%	19%	12%	16%	23%	19%
		62%ac	38%	38%ae	62%	27%a	14%ah	85%a	2%	4%a	2%a
Standard mobile on contract	359	268	91	149	211	85	22	333	2	5	4
	6%	ce 8%	3%	8%	5%	8%	5%	8%	3%	5%	6%
		75%ac	25%	41%ae	59%	24%a	6%	93%a	1%	1%	1%
Standard mobile on pay as you go	584	460	124	177	408	103	37	542	13	3	8
	9%	cj 14%	4%	10%	9%	10%	8%	13%	15%	3%	12%
		79%ac	21%	30%	70%	18%	6%	93%ag	2%	1%	1%j

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLES (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
ANY SMART PHONE	3345	2268	1077	1514	1831	845	337	2990	55	84	49
	53%	70%	35%	82%	41%	80%	77%	69%	65%	84%	76%
		oe 68%ac	32%	45%ae	55%	25%a	10%ah	89%a	2%a	3%a	1%a
ANY SMART PHONE/ STANDARD MOBILE	4048	2816	1232	1726	2322	962	380	3641	67	89	59
	64%	87%	40%	93%	52%	91%	87%	84%	79%	89%	92%
		oe 70%ac	30%	43%ae	57%	24%a	9%a	90%a	2%a	2%a	1%a
Q.2 TABLET											
Tablet with internet access (e.g. 3G or 4G)	1640	1161	480	808	833	426	159	1474	26	43	22
	26%	36%	16%	43%	19%	40%	36%	34%	30%	43%	34%
		oe 71%ac	29%	49%ae	51%	26%a	10%a	90%a	2%	3%a	1%
Tablet that connects to WIFI	1368	1093	276	691	677	398	137	1224	23	33	18
	22%	34%	9%	37%	15%	38%	31%	28%	27%	33%	25%
		oe 80%ac	20%	51%ae	49%	29%a	10%a	89%a	2%	2%a	1%
Any Tablet	2666	1981	685	1287	1380	705	251	2402	43	66	34
	42%	61%	22%	69%	31%	67%	57%	56%	51%	66%	54%
		oe 74%ac	26%	48%ae	52%	26%a	9%a	90%a	2%	2%a	1%
Q.2 INTERNET											
Standard fixed broadband	2466	1809	657	1058	1408	606	210	2242	36	54	31
	39%	56%	21%	57%	32%	57%	48%	52%	43%	54%	49%
		oe 73%ac	27%	43%ae	57%	25%a	9%a	91%a	1%	2%a	1%
Superfast fixed broadband	1185	940	244	638	546	358	105	1073	21	24	11
	19%	29%	8%	34%	12%	34%	24%	25%	24%	24%	17%
		oe 79%ac	21%	54%ae	46%	30%a	9%a	91%a	2%	2%	1%
Any fixed broadband	3601	2716	885	1676	1925	945	311	3269	55	76	41
	57%	84%	29%	90%	43%	89%	71%	76%	65%	76%	64%
		oe 75%ac	25%	47%ae	53%	26%a	9%a	91%agi	2%	2%a	1%
No fixed broadband	2721	535	2186	181	2539	111	127	1040	30	24	23
	43%	16%	71%	10%	57%	11%	29%	24%	35%	24%	36%
		bdigh 20%	80%ab	7%	93%ad	4%	5%h	38%	1%h	1%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Mobile broadband	263	190	73	134	129	67	23	240	5	4	2
	4%	6%	2%	7%	3%	6%	5%	6%	6%	4%	3%
		ce 72%ac	28%	51%ae	49%	25%a	9%	91%a	2%	1%	1%
Any internet	3644	2730	913	1686	1958	950	318	3305	56	77	41
	58%	84%	30%	91%	44%	90%	72%	77%	66%	77%	64%
		ce 75%ac	25%	46%ae	54%	26%a	9%a	91%ai	2%	2%a	1%
Q.2 LANDLINE											
Yes	3251	3251	-	1576	1674	791	258	2970	41	59	36
	51%	100%	-	85%	36%	75%	59%	69%	48%	59%	56%
		ce 100%ac	-	48%ae	52%	24%a	8%a	91%agi	1%	2%	1%
No	3071	-	3071	281	2790	265	180	1339	44	41	28
	49%	-	100%	15%	62%	25%	41%	31%	52%	41%	44%
		bdlfgh -	100%ab	9%	91%ad	9%	6%h	44%	1%h	1%	1%
Q.2 PAY TV SERVICE											
Yes	1857	1576	281	1857	-	545	181	1665	32	40	27
	29%	48%	9%	100%	-	52%	41%	39%	38%	40%	42%
		ce 85%ac	15%	100%ae	-	29%a	10%a	90%a	2%	2%a	1%a
No	4465	1674	2790	-	4465	510	257	2644	53	60	37
	71%	32%	91%	-	100%	48%	59%	61%	62%	60%	58%
		bdlfghjk 38%	62%ab	-	100%ad	11%	6%	59%	1%	1%	1%
Q.13 BUNDLERS (reduced sample)											
Yes	1055	791	265	545	510	1055	253	800	36	58	38
	17%	24%	9%	29%	11%	100%	58%	19%	43%	58%	60%
		ce 75%ac	25%	52%ae	48%	100%a	24%ahi	76%a	3%ah	5%a	4%a
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS											
Any Difficulties	438	258	180	181	257	253	438	-	85	100	64
	7%	8%	6%	10%	6%	24%	100%	-	100%	100%	100%
		eh 59%ac	41%	41%ae	59%	58%a	100%ah	-	19%ah	23%a	15%a
No Difficulties	4309	2970	1339	1665	2644	800	-	4309	-	-	-
	68%	91%	44%	90%	59%	70%	-	100%	-	-	-
		cegiik 69%ac	31%	39%ae	61%	19%a	-	100%agi	-	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
Frequent Difficulties	85	41	44	32	53	36	85	-	85	18	12
	1%	1%	1%	2%	1%	3%	19%	-	100%	18%	18%
		h 48%	52%	38%	62%	43%a	100%ah	-	100%agh	21%a	14%a
Q.7 HAVE BEEN DEBT IN LAST YEAR											
Any COMMUNICATIONS service	100	59	41	40	60	58	100	-	18	100	20
	2%	2%	1%	2%	1%	5%	23%	-	21%	100%	31%
		h 59%	41%	40%e	60%	58%a	100%ah	-	18%ah	100%ak	20%a
Gas/Elec or Water	64	36	28	27	37	38	64	-	12	20	64
	1%	1%	1%	1%	1%	4%	15%	-	14%	20%	100%
		h 56%	44%	42%e	58%	60%a	100%ah	-	18%ah	31%a	100%aj
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)											
Smartphone	58	28	30	14	44	26	23	34	9	5	4
	1%	1%	1%	1%	1%	2%	5%	1%	11%	5%	6%
		49%	51%	25%	75%	45%a	40%ah	58%	16%ah	9%a	7%a
Standard mobile	59	29	30	16	43	27	19	36	6	9	2
	1%	1%	1%	1%	1%	3%	4%	1%	7%	9%	3%
		49%	51%	27%	73%	45%a	32%ah	62%	10%ah	15%a	3%
Fixed landline	110	-	110	19	91	39	47	62	13	13	15
	2%	-	-	1%	2%	4%	11%	1%	15%	13%	23%
		bd	100%ab	17%	83%cd	36%a	43%ah	56%	11%ah	11%a	13%a
Standard fixed BB	93	29	64	18	75	29	33	60	12	7	6
	1%	1%	2%	1%	2%	3%	7%	1%	14%	7%	10%
		b 31%	69%ab	19%	81%cd	31%a	35%ah	65%	13%agh	7%a	7%a
Superfast fixed BB	189	110	79	64	126	104	90	99	25	25	22
	3%	3%	3%	3%	3%	10%	21%	2%	29%	25%	35%
		h 58%	42%	34%	66%	55%a	48%ah	52%	13%ah	13%a	12%a
Any fixed broadband	244	131	114	79	165	132	102	142	28	27	23
	4%	4%	4%	4%	4%	12%	23%	3%	33%	27%	36%
		54%	46%	32%	68%	54%a	42%ah	58%	11%ah	11%a	9%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
No fixed broadband	6078	3120	2958	1778	4300	924	336	4167	57	73	41
	96%	96%	96%	96%	96%	88%	77%	97%	67%	73%	64%
		fgjk 51%	49%	29%	71%	15%	6%	69%gi	1%	1%	1%
Mobile BB	102	49	53	34	68	54	50	52	13	11	14
	2%	2%	2%	2%	2%	5%	11%	1%	15%	11%	22%
		48%	52%	33%	67%	54%a	49%ah	51%	13%ah	11%a	14%a
Tablet with internet access	132	72	60	42	90	64	60	71	20	15	17
	2%	2%	2%	2%	2%	6%	14%	2%	23%	15%	27%
		54%	46%	32%	68%	48%a	46%ah	54%	15%agh	11%a	13%a
Calls via public payphones	110	60	49	44	66	62	56	54	13	10	18
	2%	2%	2%	2%	1%	6%	13%	1%	16%	10%	28%
		55%	45%	40%e	60%	57%a	51%ah	49%	12%ah	9%a	16%aj
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)											
In bundle	878	690	188	477	402	878	196	680	31	44	25
	14%	21%	6%	26%	9%	83%	45%	16%	37%	44%	39%
		oe 79%ac	21%	54%ae	46%	100%a	22%ah	77%a	4%ah	5%a	3%a
Not in bundle	2723	2026	697	1199	1523	66	115	2590	24	32	16
	43%	62%	23%	65%	34%	6%	26%	60%	28%	32%	25%
		cef/gjk 74%ac	26%	44%ae	56%	2%	4%	95%agi	1%	1%	1%
PERSONAL INCOME											
< £10,000	1069	528	542	281	789	192	110	654	17	28	12
	17%	16%	18%	15%	18%	18%	25%	15%	20%	28%	19%
		h 49%	51%	26%	74%id	18%	10%ah	61%	2%	3%a	1%
£10,000 - £14,999	1064	573	492	312	753	166	81	730	19	24	15
	17%	18%	16%	17%	17%	16%	19%	17%	22%	24%	23%
		54%	46%	29%	71%	16%	8%	69%	2%	2%	1%
£15,000 - £19,999	1132	527	605	278	854	152	76	765	16	18	11
	18%	16%	20%	15%	19%	14%	17%	18%	19%	18%	17%
		bdf 47%	53%ab	25%	75%id	13%	7%	68%	1%	2%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
£20,000 - £29,999	1715	876	839	529	1186	305	115	1165	20	24	21
	27%	27%	27%	28%	27%	29%	26%	27%	23%	24%	33%
		51%	49%	31%	69%	18%	7%	68%	1%	1%	1%
£30,000 - £39,999	716	386	330	231	484	129	32	527	10	1	2
	11%	12%	11%	12%	11%	12%	7%	12%	12%	1%	2%
		g/k 54%	46%	32%	68%	18%	4%	74%g	1%	*	*
£40,000 - £49,999	309	160	149	98	211	53	10	224	1	3	1
	5%	5%	5%	5%	5%	5%	2%	5%	1%	3%	2%
		g 52%	48%	32%	68%	17%	3%	73%g	*	1%	*
£50,000 - £59,999	132	81	50	56	75	19	2	98	-	-	1
	2%	3%	2%	3%	2%	2%	1%	2%	-	-	1%
		g 62% ^c	38%	43% ^{ae}	57%	14%	2%	74%g	-	-	1%
£60,000 - £69,999	61	37	25	25	36	13	3	46	2	-	1
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%
		60%	40%	41% ^{ee}	59%	21%	5%	76%	3%	-	1%
£70,000 - £99,999	67	46	21	27	40	17	2	54	-	-	-
	1%	1%	1%	1%	1%	2%	*	1%	-	-	-
		68% ^c	32%	41%	59%	25%	3%	80%	-	-	-
£100,000 +	34	25	10	13	21	4	-	30	-	-	-
	1%	1%	*	1%	*	*	-	1%	-	-	-
		72% ^c	28%	39%	61%	11%	-	87%	-	-	-
No classification	23	14	10	6	17	5	6	15	1	2	1
	*	*	*	*	*	1%	1%	*	1%	2%	2%
		59%	41%	27%	73%	23%	27% ^{ah}	65%	5%	10% ^a	5%
HOUSEHOLD INCOME < £15,000	1005	533	471	250	754	171	107	698	15	26	14
	16%	16%	15%	13%	17%	16%	24%	16%	17%	26%	21%
		d 53%	47%	25%	75% ^d	17%	11% ^{ah}	69%	1%	3% ^a	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
£15,000 - £19,999	495	249	246	125	370	79	52	334	10	18	11
	8%	8%	8%	7%	8%	7%	12%	8%	12%	18%	17%
		50%	50%	25%	75% ^d	16%	11% ^{ah}	67%	2%	4% ^a	2% ^a
£20,000 - £29,999	1295	642	653	375	920	224	111	866	30	26	15
	20%	20%	21%	20%	21%	21%	25%	20%	35%	26%	23%
		50%	50%	29%	71%	17%	9% ^{ah}	67%	2% ^{ah}	2%	1%
£30,000 - £39,999	1096	568	528	316	780	171	57	759	15	12	6
	17%	17%	17%	17%	17%	16%	13%	18%	18%	12%	9%
		^g 52%	48%	29%	71%	16%	5%	69% ^{ag}	1%	1%	1%
£40,000 - £49,999	872	457	415	280	592	153	38	602	4	5	5
	14%	14%	14%	15%	13%	14%	9%	14%	4%	5%	9%
		^{gij} 52%	48%	32%	68%	17%	4%	69% ^{gij}	*	1%	1%
£50,000 - £59,999	523	289	234	168	354	95	31	365	6	7	5
	8%	9%	8%	9%	8%	9%	7%	8%	6%	7%	9%
		55%	45%	32%	68%	18%	6%	70%	1%	1%	1%
£60,000 - £69,999	342	174	168	112	230	45	14	217	4	2	1
	5%	5%	5%	6%	5%	4%	3%	5%	4%	2%	2%
		51%	49%	33%	67%	13%	4%	64%	1%	1%	*
£70,000 - £99,999	428	200	228	141	287	71	14	286	-	2	4
	7%	6%	7%	8%	6%	7%	3%	7%	-	2%	6%
		^{gi} 47%	53%	33%	67%	17%	3%	67% ^{gij}	-	*	1%
£100,000 - £149,999	189	94	95	61	128	33	6	129	2	-	2
	3%	3%	3%	3%	3%	3%	1%	3%	2%	-	3%
		50%	50%	32%	68%	17%	3%	69%	1%	-	1%
£150,000 +	54	31	23	22	32	8	-	37	-	-	-
	1%	1%	1%	1%	1%	1%	-	1%	-	-	-
		57%	43%	41%	59%	15%	-	68%	-	-	-
No classification	23	14	10	6	17	5	6	15	1	2	1
	*	*	*	*	*	*	1%	*	1%	2%	2%
		59%	41%	27%	73%	23%	27% ^{ah}	65%	5%	10% ^a	5%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
FINANCIAL STRESS											
Very low	2460	1053	1406	603	1857	350	179	1647	35	47	31
	39%	32%	46%	32%	42%	33%	41%	38%	41%	47%	48%
		bdf 43%	57%ab	25%	75%ad	14%	7%	67%	1%	2%	1%
Low	2620	1628	992	871	1748	455	107	1901	20	12	9
	41%	50%	32%	47%	39%	43%	24%	44%	24%	12%	14%
		cegijk 62%ac	38%	33%ae	67%	17%	4%	73%agi	1%	*	*
Medium	314	184	130	102	212	65	24	234	4	3	3
	5%	6%	4%	6%	5%	6%	6%	5%	5%	3%	5%
		59%c	41%	33%	67%	21%	8%	74%	1%	1%	1%
High	582	230	352	172	410	115	78	342	13	20	14
	9%	7%	11%	9%	9%	11%	18%	8%	15%	20%	22%
		bh 40%	60%ab	30%	70%	20%	13%ah	59%	2%h	3%a	2%a
Very high	323	142	181	103	220	64	44	171	12	15	6
	5%	4%	6%	6%	5%	6%	10%	4%	14%	15%	9%
		h 44%	56%b	32%	68%	20%	14%ah	53%	4%ah	5%a	2%
No classification	23	14	10	6	17	5	6	15	1	2	1
	*	*	*	*	*	1%	1%	*	1%	2%	2%
		59%	41%	27%	73%	23%	27%ah	65%	5%	10%a	5%
WAVE											
WED 28	2092	1037	1055	609	1483	872	184	1373	39	45	22
	33%	32%	34%	33%	33%	83%	42%	32%	46%	45%	35%
		50%	50%	29%	71%	42%a	9%ah	66%	2%ah	2%a	1%
WED 29	2121	1080	1041	614	1507	97	126	1473	20	28	19
	34%	33%	34%	33%	34%	9%	29%	34%	23%	28%	30%
		fi 51%	49%	29%	71%	5%	6%	69%gi	1%	1%	1%
WED 30	2109	1133	976	635	1475	86	128	1463	26	27	23
	33%	35%	32%	34%	33%	8%	29%	34%	31%	27%	36%
		f 54%ac	46%	30%	70%	4%	6%	69%	1%	1%	1%

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
GENDER													
Male	3068	29	34	50	46	79	106	2962	53	57	50	437	1399
	49%	49%	57%	45%	49%	42%	43%	49%	53%	43%	46%	50%	51%
		1%	1% ^d	2%	1%	3%	3%	97%	2%	2%	2%	14%	46% ^a
Female	3254	29	25	60	47	110	139	3115	48	75	59	442	1324
	51%	51%	43%	55%	51%	58%	57%	51%	47%	57%	54%	50%	49%
		^m 1%	1%	2%	1%	3% ^c	4%	96%	1%	2%	2%	14%	41%
AGE													
16-24	890	3	4	19	13	29	34	856	9	18	13	63	181
	14%	4%	7%	17%	14%	16%	14%	14%	8%	13%	12%	7%	7%
		^{blm} *	*	2% ^b	1%	3% ^b	4% ^b	96% ^b	1%	2%	2%	7%	20%
25-34	1162	7	13	29	18	52	65	1097	24	36	31	199	557
	18%	12%	22%	26%	20%	28%	18%	24%	27%	28%	28%	23%	20%
		1%	1%	2% ^{ab}	2%	5% ^{ab}	6% ^{ab}	94%	2%	3% ^{ab}	3% ^{ab}	17% ^a	48% ^a
35-44	1055	5	7	18	19	38	50	1005	18	25	21	170	566
	17%	9%	13%	16%	20%	20%	21%	17%	17%	19%	19%	19%	21%
		*	1%	2%	2%	4%	5% ^b	95%	2%	2%	2%	16%	54% ^a
45-54	989	10	10	19	14	28	38	952	17	19	16	155	513
	16%	17%	17%	17%	15%	15%	15%	16%	17%	14%	15%	18%	19%
		1%	1%	2%	1%	3%	4%	96%	2%	2%	2%	16%	52% ^a
55-64	997	14	10	12	15	23	31	966	21	22	16	159	488
	16%	23%	18%	11%	16%	12%	13%	16%	21%	17%	14%	18%	18%
		1% ^d ^g	1%	1%	1%	2%	3%	97%	2%	2%	2%	16%	49% ^a
65-74	650	11	10	6	11	12	19	631	8	7	8	90	278
	10%	20%	17%	5%	12%	8%	8%	10%	8%	6%	8%	10%	10%
		2% ^{ad} ^{ghijk}	1% ^d ^g	1%	2%	2%	3%	97%	1%	1%	1%	14%	43%
75+	579	9	4	8	3	6	7	572	5	6	4	42	140
	9%	15%	7%	7%	3%	3%	3%	9%	5%	4%	4%	5%	5%
		^{elgim} 2% ^{efgijk}	1%	1%	*	1%	1%	99% ^{efg}	1%	1%	1%	7%	24%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
AGE													
16-34	2051	10	17	48	31	82	99	1952	33	53	44	262	738
32%		16%	30%	43%	34%	43%	41%	32%	32%	40%	40%	30%	27%
		bm	1*	2%ab	2%b	4%ab	5%ab	95%b	2%b	3%b	2%b	13%	36%
35-64	3042	28	28	49	48	89	119	2922	56	65	53	485	1567
48%		49%	47%	44%	52%	47%	49%	48%	55%	50%	48%	55%	58%
		1%	1%	2%	2%	3%	4%	96%	2%	2%	2%	16%a	52%a
65+	1229	20	14	13	13	18	26	1203	13	13	12	132	418
19%		35%	23%	12%	14%	10%	11%	20%	13%	10%	11%	15%	15%
		fajkm	2%adefahij	1%gjk	1%	1%	2%	98%fgjk	1%	1%	1%	11%	34%
SOCIAL GRADE													
ABC1	3139	20	23	34	33	69	98	3040	30	51	41	495	1582
	50%	34%	40%	31%	35%	37%	40%	50%	30%	39%	38%	56%	58%
		bdefgjk 1%	1%	1%	1%	2%	3%	97%bdefgjk	1%	2%	1%	16%a	50%a
C2DE	3183	38	35	75	60	120	146	3037	71	81	68	384	1141
50%		68%	60%	69%	63%	63%	60%	50%	70%	61%	62%	44%	42%
		lm	1%ah	2%ah	2%ah	4%ah	5%ah	95%	2%ah	3%ah	2%ah	12%	36%
SOCIAL GRADE													
AB	1217	4	7	14	5	22	27	1190	15	23	13	193	631
19%		6%	12%	13%	6%	12%	11%	20%	14%	16%	12%	22%	23%
		befg	1%	1%	*	2%	2%	98%bdefgk	1%	2%be	1%	16%	52%a
C1C2	3237	26	29	43	40	78	108	3129	39	59	51	476	1515
51%		45%	49%	39%	43%	41%	44%	51%	38%	44%	46%	54%	56%
		dfigi	1%	1%	1%	2%	3%	97%dfgi	1%	2%	2%	15%	47%a
DE	1868	28	23	53	47	90	110	1758	48	50	46	209	577
30%		49%	39%	48%	51%	47%	45%	29%	47%	38%	42%	24%	21%
		lm	2%ah	3%ah	3%ah	5%ah	6%ah	94%	3%ah	3%ah	2%ah	11%	31%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
5325	48	49	84	69	149	193	5132	76	101	91	746	2332	
84%	83%	84%	76%	74%	79%	79%	84%	75%	77%	83%	85%	86%	
	degij	1%	2%	1%	3%	4%	96%defgij	1%	2%	2%	14%	44%	
537	3	7	11	9	9	15	522	10	12	6	49	212	
9%	5%	13%	10%	10%	5%	6%	9%	10%	9%	6%	6%	8%	
	i	1%	2%	2%	2%	3%	97%	2%	2%	1%	9%	39%kl	
316	5	1	8	11	27	29	286	12	14	7	49	128	
5%	9%	2%	7%	12%	14%	12%	5%	11%	11%	7%	6%	5%	
	2%	*	3%	3%ah	9%ach	9%ach	91%	4%ah	5%ah	2%	16%	41%	
144	1	1	7	4	4	7	137	4	4	5	34	51	
2%	3%	2%	7%	5%	2%	3%	2%	4%	3%	5%	4%	2%	
	1%	1%	5%afh	3%	2%	5%	95%	3%	3%	3%	23%am	35%	
260	2	1	3	4	6	8	252	3	3	2	34	100	
4%	4%	2%	2%	5%	3%	3%	4%	3%	3%	2%	4%	4%	
	1%	*	1%	2%	2%	3%	97%	1%	1%	1%	13%	38%	
704	7	6	15	7	27	29	676	12	10	18	104	290	
11%	12%	10%	13%	7%	14%	12%	11%	12%	8%	16%	12%	11%	
	1%	1%	2%	1%	4%	4%	96%	2%	1%	3%	15%	41%	
542	4	6	8	5	11	14	528	2	11	6	73	241	
9%	7%	11%	7%	5%	6%	6%	9%	2%	8%	6%	8%	9%	
	i	1%	1%kl	1%	2%	3%	97%kl	*	2%kl	1%	13%	44%	
464	3	3	12	7	13	19	445	6	6	7	67	192	
7%	6%	5%	11%	8%	7%	8%	7%	6%	4%	7%	8%	7%	
	1%	1%	2%	2%	3%	4%	96%	1%	1%	2%	14%	41%	
530	9	4	9	10	13	20	510	10	9	5	68	230	
8%	15%	6%	8%	11%	7%	8%	8%	10%	7%	5%	8%	8%	
	2%fk	1%	2%	2%	2%	4%	96%	2%	2%	1%	13%	43%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break
Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
622	6	8	16	8	29	34	589	14	17	24	96	326	
10%	10%	13%	15%	8%	15%	14%	10%	13%	13%	22%	11%	12%	
	1%	1%	3%	1%	5%ah	5%h	95%	2%	3%	4%aah	15%	52%a	
770	4	9	10	9	15	23	747	7	13	11	48	310	
12%	7%	16%	9%	10%	8%	9%	12%	6%	10%	10%	5%	11%	
	1%	1%	1%	1%	2%	3%	97%	1%	2%	1%	6%	40%l	
905	7	9	8	12	25	32	872	18	24	14	172	398	
14%	13%	16%	7%	13%	13%	13%	14%	17%	16%	13%	20%	15%	
	d	1%	1%	1%	3%	4%	96%ad	2% ^d	3% ^d	2%	19%am	44%	
527	6	3	4	6	12	14	513	5	9	4	84	246	
8%	10%	5%	3%	7%	6%	6%	8%	5%	7%	4%	10%	9%	
	1%	1%	1%	1%	2%	3%	97%	1%	2%	1%	16%	47%	
316	5	1	8	11	27	29	286	12	14	7	49	128	
5%	9%	2%	7%	12%	14%	12%	5%	11%	11%	7%	6%	5%	
	2%	*	3%	3%ah	9%ach	9%ach	91%	4%ah	5%ah	2%	16%	41%	
537	3	7	11	9	9	15	522	10	12	6	49	212	
9%	5%	13%	10%	10%	5%	6%	9%	10%	9%	6%	6%	8%	
	1%	1%	2%	2%	2%	3%	97%	2%	2%	1%	9%	39%l	
144	1	1	7	4	4	7	137	4	4	5	34	51	
2%	3%	2%	7%	5%	2%	3%	2%	4%	3%	5%	4%	2%	
	1%	1%	5%ah	3%	2%	5%	95%	3%	3%	3%	23%am	35%	
ETHNIC ORIGIN													
5481	54	50	102	78	170	215	5265	93	119	105	810	2398	
87%	93%	85%	92%	85%	90%	88%	87%	91%	91%	96%	92%	88%	
	1%	1%	2%	1%	3%	4%	96%	2%	2%	2%acegh	15%am	44%	
804	2	9	7	13	18	28	777	7	11	4	67	305	
13%	4%	15%	6%	14%	9%	11%	13%	7%	8%	4%	8%	11%	
	bkl	1%bk	1%	2%lk	2%	3%lk	97%bkl	1%	1%	1%	8%	38%l	

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)													
Yes	472	22	14	32	30	61	72	400	40	32	37	174	67
	7%	38%	24%	29%	32%	32%	30%	7%	40%	24%	34%	20%	2%
		m 5%ah	3%ah	7%ah	6%ah	13%ah	15%ah	85%	9%ahj	7%ah	8%ah	37%am	14%
No	1825	32	44	76	58	126	166	1658	54	96	69	687	395
	29%	55%	75%	69%	62%	67%	68%	27%	53%	73%	63%	78%	14%
		m 2%ah	2%abhi	4%ahi	3%ah	7%ahi	9%ahi	91%	3%ah	5%abhi	4%ah	38%am	22%
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)													
Up to £15,499	430	24	15	39	32	68	79	351	33	40	36	152	86
	7%	41%	25%	35%	35%	36%	32%	6%	32%	31%	32%	17%	3%
		hm 6%ah	3%ah	9%ah	7%ah	16%ah	18%ah	82%	8%ah	9%ah	8%ah	35%am	20%
£15,500+	894	11	23	40	30	66	90	804	31	51	48	447	207
	14%	19%	39%	36%	32%	35%	37%	13%	31%	39%	43%	51%	8%
		m 1%	3%abh	4%abh	3%ah	7%abh	10%abh	90%	3%ah	6%abh	5%abh	50%am	23%
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)													
Up to £17,999	522	25	17	43	36	79	92	430	36	46	38	196	105
	8%	43%	30%	39%	39%	41%	38%	7%	35%	32%	35%	22%	4%
		hm 5%ah	3%ah	8%ah	7%ah	15%ah	18%ah	82%	7%ah	9%ah	7%ah	38%am	20%
£18,000+	802	10	20	36	26	55	77	725	28	46	45	402	188
	13%	17%	34%	33%	28%	29%	32%	12%	28%	35%	41%	46%	7%
		m 1%	3%abh	4%abh	3%ah	7%ah	10%abh	90%	4%ah	6%abh	6%abfh	50%am	23%
Q.2 PHONE OWNERSHIP													
Smart phone on contract	2891	-	26	61	48	124	159	2733	57	73	70	620	1951
	46%	-	44%	56%	51%	66%	65%	45%	56%	55%	64%	71%	72%
		b -	1%b	2%abh	2%b	4%abceh	5%abceh	95%b	2%abh	3%abh	2%abch	21%a	67%a
Smart phone pay as you go	613	-	17	16	23	41	54	559	19	25	17	131	347
	10%	-	29%	14%	25%	22%	22%	9%	19%	19%	15%	15%	13%
		b -	3%abdhk	3%b	4%abh	7%abh	9%abh	91%b	3%abh	4%abh	3%bh	21%a	57%a
Standard mobile on contract	359	9	-	6	6	12	18	342	2	10	8	71	200
	6%	15%	-	5%	7%	7%	7%	6%	2%	8%	7%	8%	7%
		2%acdhi	-	2%	2%	3%	5%ci	95%	-	3%ci	2%ci	20%a	56%a

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Standard mobile on pay as you go	584	28	-	16	15	23	28	556	18	20	12	80	272
	9%	49%	-	14%	16%	12%	11%	9%	16%	15%	11%	9%	10%
		c	5%acdefghi	-	3%ac	4%ac	5%ac	95%ac	3%ac	3%ac	2%ac	14%	46%
ANY SMART PHONE	3345	-	39	75	67	153	198	3147	74	95	84	710	2190
	53%	-	66%	68%	73%	81%	81%	52%	73%	72%	76%	81%	80%
		b	1%abh	2%abh	2%abh	5%abcdh	6%abcdh	94%ab	2%abh	3%abh	3%abh	21%a	65%a
ANY SMART PHONE/ STANDARD MOBILE	4048	36	39	91	83	179	229	3819	88	118	96	807	2498
	64%	62%	66%	83%	89%	95%	94%	63%	87%	89%	88%	92%	92%
		f	1%	2%abch	2%abch	4%abcdhik	6%abcdhi	94%	2%abch	3%abch	2%abch	20%a	62%a
Q.2 TABLET													
Tablet with internet access (e.g. 3G or 4G)	1640	9	22	33	20	64	80	1561	34	-	48	352	1121
	26%	16%	37%	30%	22%	34%	33%	26%	33%	-	44%	40%	41%
		j	1%j	1%behj	2%bj	4%abehj	5%abhj	95%j	2%bj	-	3%abdehj	21%a	68%a
Tablet that connects to WIFI	1368	9	15	21	21	61	77	1292	30	36	33	363	913
	22%	15%	25%	19%	23%	32%	31%	21%	30%	28%	30%	41%	34%
		1%	1%	2%	2%	4%abdh	6%abdh	94%	2%b	3%	2%abh	27%am	67%a
Any Tablet	2666	17	30	47	35	107	133	2533	52	36	66	611	1810
	42%	29%	51%	42%	38%	56%	54%	42%	51%	28%	60%	70%	66%
		bj	1%bj	2%j	1%	4%abdehj	5%abdehj	95%j	2%bj	1%	2%abdehj	23%a	68%a
Q.2 INTERNET													
Standard fixed broadband	2466	23	26	40	-	127	127	2339	42	64	46	560	1906
	39%	40%	44%	37%	-	67%	52%	38%	42%	49%	42%	64%	70%
		e	1%e	1%e	2%e	5%abcdeghe	5%adeh	95%e	2%e	3%aeh	2%e	23%a	77%al
						jk							
Superfast fixed broadband	1185	9	10	17	23	-	23	1162	24	29	34	338	847
	19%	16%	18%	16%	24%	-	9%	19%	23%	22%	31%	38%	31%
		fg	1%f	1%f	2%fg	-	2%f	98%fg	2%fg	2%fg	3%abdfgh	29%am	71%a
Any fixed broadband	3601	32	36	56	23	127	150	3451	65	90	79	878	2723
	57%	55%	61%	51%	24%	67%	61%	57%	64%	68%	73%	100%	100%
		e	1%e	1%e	2%e	4%adeh	4%e	96%e	2%e	3%adeh	2%abdeh	24%a	76%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break
Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
2721	26	23	54	70	62	95	2626	37	42	30	-	-	
43%	45% fjkm 1%k	39% 1%	49% 2% ^f jk	76% 3% ^a abcd ^f ghi jk	33% 2%	39% 3%	43% 97% ^f jk	36% 1%	32% 2%	27% 1%	-	-	
263	1	3	5	4	7	10	253	-	5	4	54	167	
4%	2% i	5% 1% ⁱ	4% 2% ⁱ	4% 1% ⁱ	4% 3%	4% 4% ⁱ	4% 96% ⁱ	-	3% 2%	4% 2%	6% 20% ^a	6% 63% ^a	
3644	32	37	58	26	128	154	3490	65	90	80	878	2723	
58%	55% e 1% ^e	63% 1% ^e	52% 2% ^e	29% 1%	68% 4% ^a adeh	63% 4% ^e	57% 96% ^e	64% 2% ^e	68% 2% ^a adeh	73% 2% ^a abdeh	100% 24% ^a	100% 75% ^a	
Q.2 LANDLINE													
3251	28	29	-	29	110	131	3120	49	72	60	690	2026	
51%	49% de 1% ^{de}	49% 1% ^{de}	-	31% 1% ^d	58% 3% ^{de}	54% 4% ^{de}	51% 96% ^{de}	48% 2% ^{de}	54% 2% ^{de}	55% 2% ^{de}	79% 21% ^{am}	74% 62% ^a	
3071	30	30	110	64	79	114	2958	53	60	49	188	697	
49%	51% im 1%	51% 1%	100% 4% ^a abce ^f ghi jk	69% 2% ^a abce ^f ghij k	42% 3%	46% 4%	49% 96% ^k	52% 2%	46% 2%	45% 2%	21% 6%	26% 23% ⁱ	
Q.2 PAY TV SERVICE													
1857	14	16	19	18	64	79	1778	34	42	44	477	1199	
29%	25% de 1%	27% 1%	17% 1%	19% 1%	34% 3% ^{de}	32% 4% ^{de}	29% 96% ^{de}	33% 2% ^{de}	32% 2% ^{de}	40% 2% ^a adeh	54% 26% ^{am}	44% 65% ^a	
4465	44	43	91	75	126	165	4300	68	90	66	402	1523	
71%	75% klm 1%	73% 1%	83% 2% ^a afghijk	81% 2% ^a afghijk	66% 3%	68% 4%	71% 96% ^k	67% 2%	68% 2%	60% 1%	46% 9%	56% 34% ⁱ	
Q.13 BUNDLERS (reduced sample)													
1055	26	27	39	29	104	132	924	54	64	62	878	66	
17%	45% hm 2% ^{ah}	45% 3% ^{ah}	36% 4% ^{ah}	31% 3% ^{ah}	55% 10% ^a adeh	54% 12% ^a adeh	15% 88%	54% 5% ^a adeh	48% 6% ^a adeh	57% 6% ^a adeh	100% 83% ^{am}	6% 6%	

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS													
Any Difficulties	438	23	19	47	33	90	102	336	50	60	56	196	115
	7%	40%	32%	43%	35%	49%	42%	6%	49%	46%	51%	22%	4%
		hm	5%ah	4%ah	11%ah	21%ach	23%ah	77%	11%ach	14%ah	13%aceh	45%am	26%
No Difficulties	4309	34	36	62	60	99	142	4167	52	71	54	680	2590
	68%	58%	62%	56%	65%	52%	58%	69%	51%	54%	49%	77%	95%
		dfgijk	1%	1%	1%k	2%	3%	97%dfgijk	1%	2%	1%	16%a	60%al
Frequent Difficulties	85	9	6	13	12	25	28	57	13	20	13	31	24
	1%	16%	10%	11%	13%	13%	11%	1%	13%	15%	12%	4%	1%
		h	11%ah	7%ah	15%ah	29%ah	33%ah	67%	15%ah	23%ah	16%ah	37%am	28%
Q.7 HAVE BEEN DEBT IN LAST YEAR													
Any COMMUNICATIONS service	100	5	9	13	7	25	27	73	11	15	10	44	32
	2%	9%	15%	11%	7%	13%	11%	1%	11%	11%	9%	5%	1%
		5%ah	9%ah	13%ah	7%ah	25%ah	27%ah	73%	11%ah	15%ah	10%ah	44%am	32%
Gas/Elec or Water	64	4	2	15	6	22	23	41	14	17	18	25	16
	1%	7%	3%	7%	12%	13%	9%	1%	14%	13%	16%	3%	1%
		h	6%ah	3%h	23%ach	35%ah	36%ah	64%	22%ach	27%ach	28%ach	39%am	25%
Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)													
Smartphone	58	58	3	12	12	22	23	35	17	24	8	25	8
	1%	100%	5%	11%	13%	12%	10%	1%	16%	18%	8%	3%	*
		hm	100%acdefghi	5%ah	21%ah	36%ah	40%ah	60%	29%ach	41%acghk	14%ah	42%am	13%
		jk											
Standard mobile	59	3	59	13	10	10	14	44	13	8	7	18	18
	1%	5%	100%	12%	11%	5%	6%	1%	12%	6%	7%	2%	1%
		5%ah	100%abdefgh	22%ah	17%ah	17%ah	24%ah	76%	22%afgh	13%ah	13%ah	31%am	30%
			ijk										
Fixed landline	110	12	13	110	30	39	49	61	27	28	26	27	29
	2%	21%	22%	100%	33%	21%	20%	1%	26%	21%	24%	3%	1%
		hm	11%ah	12%ah	100%abcdefgh	36%ah	44%ah	56%	24%ah	25%ah	24%ah	24%am	27%
				ijk									

Q. Break by Break
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
Standard fixed BB	93	12	10	30	93	38	93	-	28	26	15	16	7
	1%	21%	17%	27%	100%	20%	38%	-	27%	20%	14%	2%	*
		hm	13%ah	11%ah	33%ahk	100%abcdfgh	41%ah	100%abcfhjk	-	30%ahk	28%ah	17%am	7%
Superfast fixed BB	189	22	10	39	38	189	189	-	48	52	37	85	42
	3%	38%	17%	36%	41%	100%	77%	-	47%	40%	33%	10%	2%
		hm	12%ach	5%ah	21%ach	100%abodeg	100%abcdehij	-	25%ach	28%ach	19%ach	45%am	22%
Any fixed broadband	244	23	14	49	93	189	244	-	51	55	39	101	49
	4%	40%	24%	44%	100%	100%	100%	-	50%	42%	36%	11%	2%
		hm	10%ah	6%ah	20%ach	38%abcdhij	77%abcdhi	100%abcdhijk	21%ach	22%ach	16%ah	41%am	20%
No fixed broadband	6078	35	44	61	-	-	-	6078	51	77	70	778	2674
	96%	60%	76%	56%	-	-	-	100%	50%	58%	64%	89%	98%
		kl	bcdelfat	1%efg	1%efg	-	-	100%abodefgi	1%efg	1%efg	1%efg	13%	44%al
Mobile BB	102	17	13	27	28	48	51	51	102	42	41	47	18
	2%	29%	22%	24%	30%	25%	21%	1%	100%	32%	37%	5%	1%
		hm	16%ah	12%ah	26%ah	47%ah	50%ah	50%	100%abodefg	41%ah	40%acdfgh	46%am	18%
Tablet with internet access	132	24	8	28	26	52	55	77	42	132	32	56	34
	2%	41%	13%	25%	28%	28%	22%	1%	41%	100%	29%	6%	1%
		hm	18%acdfgh	6%ah	21%ah	40%ach	42%ah	58%	32%acdfgh	100%abodefg	24%ach	42%am	26%
Calls via public payphones	110	8	7	26	15	37	39	70	41	32	110	48	31
	2%	14%	13%	24%	16%	19%	16%	1%	40%	24%	100%	5%	1%
		h	8%ah	7%ah	24%ah	33%ah	36%ah	64%	37%abodefg	29%ah	100%abodefg	44%am	29%
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)									h		h		
In bundle	878	25	18	27	16	85	101	778	47	56	48	878	-
	14%	42%	31%	24%	17%	45%	41%	13%	46%	42%	44%	100%	-
		m	3%adeh	2%ah	3%ah	10%adeh	11%adeh	89%	5%adeh	6%adeh	5%adeh	100%am	-

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
2723	8	18	29	7	42	49	2674	18	34	31	-	2723	
43%	13%	30%	27%	7%	22%	20%	44%	18%	26%	29%	-	100%	
kl	bcdelfgj *	1%be	1%be	*	2%e	2%e	98%bcdelfgj k	1%e	1%e	1%be	-	100%al	
1069	8	11	28	21	45	55	1014	31	24	25	164	363	
17%	14%	18%	26%	23%	24%	23%	17%	31%	18%	22%	19%	13%	
	m 1%	1%	3%ah	2%	4%ah	5%ah	95%	3%abhj	2%	2%	15%am	34%	
1064	16	7	20	23	40	49	1015	17	26	23	139	415	
17%	28%	12%	19%	25%	21%	20%	17%	17%	19%	21%	16%	15%	
	2%ach	1%	2%	2%	4%	5%	95%	2%	2%	2%	13%	39%	
1132	12	11	12	16	29	39	1093	14	22	9	122	460	
18%	20%	19%	11%	17%	15%	16%	18%	13%	17%	8%	14%	17%	
	kl 1%k	1%	1%	1%	3%	3%	97%k	1%	2%	1%	11%	41%	
1715	14	16	36	22	46	63	1652	28	37	31	247	783	
27%	24%	27%	33%	24%	24%	26%	27%	28%	28%	28%	28%	29%	
	1%	1%	2%	1%	3%	4%	96%	2%	2%	2%	14%	46%	
716	6	7	6	5	16	21	695	7	9	11	108	363	
11%	10%	12%	5%	5%	9%	8%	11%	7%	12%	10%	12%	13%	
	1%	1%	1%	1%	2%	3%	97%	1%	1%	2%	15%	51%a	
309	-	3	4	3	5	8	301	3	3	3	43	161	
5%	-	5%	4%	4%	3%	3%	5%	3%	2%	3%	5%	6%	
	-	1%	1%	1%	2%	3%	97%	1%	1%	1%	14%	52%	
132	-	1	2	2	-	2	130	1	3	1	16	71	
2%	-	1%	2%	2%	-	1%	2%	1%	2%	1%	2%	3%	
	-	1%	1%	1%	-	1%	99%	1%	2%	1%	12%	54%	
61	-	1	1	-	1	1	60	-	3	-	12	35	
1%	-	2%	1%	-	*	*	1%	-	3%	-	1%	1%	
	-	1%	2%	-	1%	1%	99%	-	2%	-	20%	57%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via payphones (k)	In bundle (l)	Not in bundle (m)	
Total (a)													
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
67	1	1	-	-	2	2	64	-	-	1	17	37	
1%	2%	2%	-	-	1%	1%	1%	-	-	1%	2%	1%	
	2%	2%	-	-	4%	4%	96%	-	-	2%	25%a	55%	
34	1	-	-	-	1	1	33	1	1	2	4	25	
1%	2%	-	-	-	1%	1%	1%	1%	1%	2%	*	1%	
	3%	-	-	-	4%	4%	96%	4%	3%	6%	11%	72%	
23	-	1	-	-	4	4	20	-	4	3	5	11	
*	-	2%	-	-	2%	1%	*	-	3%	2%	1%	*	
	-	6%ah	-	-	16%ah	16%ah	84%	-	15%ah	12%ah	23%	47%	
1005	13	10	29	23	46	57	948	24	29	30	141	348	
16%	22%	17%	27%	25%	24%	23%	16%	24%	22%	27%	16%	13%	
	m 1%	1%	3%ah	2%ah	5%ah	6%ah	94%	2%ah	3%	3%ah	14%km	35%	
495	8	4	10	7	22	24	471	12	15	14	65	180	
8%	14%	6%	9%	7%	12%	10%	8%	12%	12%	12%	7%	7%	
	2%	1%	2%	1%	4%	5%	95%	2%	3%	3%	13%	36%	
1295	17	12	21	22	45	57	1238	29	27	20	189	511	
20%	29%	21%	19%	24%	24%	23%	20%	28%	21%	18%	22%	19%	
	1%	1%	2%	2%	3%	4%	96%	2%	2%	2%	15%	39%	
1096	11	11	21	13	25	33	1064	12	12	14	137	509	
17%	19%	19%	19%	14%	13%	13%	17%	12%	9%	13%	16%	19%	
	j 1%j	1%	2%j	1%	2%	3%	97%j	1%	1%	1%	12%	46%j	
872	5	8	13	8	14	19	853	11	16	10	133	412	
14%	9%	14%	11%	9%	8%	8%	14%	11%	12%	9%	15%	15%	
	fg 1%	1%	1%	1%	2%	2%	98%fg	1%	2%	1%	15%	47%	
523	1	6	4	8	16	22	501	6	10	7	80	249	
8%	1%	10%	4%	8%	9%	9%	8%	6%	8%	7%	9%	9%	
	b *	1%b	1%	2%	3%b	4%b	96%b	1%	2%	1%	15%	48%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)										Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
£60,000 - £69,999	342	-	2	3	7	4	11	331	5	4	5	35	169
	5%	-	4%	2%	8%	2%	4%	5%	4%	3%	4%	4%	6%
		-	1%	1%	2%bl	1%	3%	97%	1%	1%	1%	10%	50%l
£70,000 - £99,999	428	1	2	7	4	7	11	417	2	12	3	59	207
	7%	2%	4%	6%	4%	4%	4%	7%	2%	9%	3%	7%	8%
		*	1%	2%	1%	2%	3%	97%	*	3%l	1%	14%	48%
£100,000 - £149,999	189	1	2	2	1	5	6	183	-	1	3	25	98
	3%	2%	3%	2%	1%	2%	2%	3%	-	1%	3%	3%	4%
		1%	1%	1%	1%	2%	3%	97%	-	*	1%	13%	52%
£150,000 +	54	1	-	-	-	1	1	53	1	2	2	8	28
	1%	2%	-	-	-	1%	1%	1%	1%	2%	2%	1%	1%
		2%	-	-	-	2%	2%	98%	2%	4%	4%	15%	52%
No classification	23	-	1	-	-	4	4	20	-	4	3	5	11
	*	-	2%	-	-	2%	1%	*	-	3%	2%	1%	*
		-	6%ah	-	-	16%ah	16%ah	84%	-	15%ah	12%ah	23%	47%
FINANCIAL STRESS													
Very low	2460	20	25	36	45	78	101	2358	35	44	43	276	970
	39%	34%	42%	33%	48%	41%	42%	39%	35%	34%	39%	31%	36%
		lm 1%	1%	1%	2%dl	3%	4%	96%	1%	2%	2%	11%	39%l
Low	2620	25	19	36	21	49	65	2555	28	46	36	394	1273
	41%	42%	32%	33%	23%	26%	26%	42%	27%	35%	33%	45%	47%
		efgi 1%efg	1%	1%	1%	2%	2%	98%efgi	1%	2%	1%	15%	49%a
Medium	314	2	5	5	3	10	13	301	6	7	7	51	162
	5%	3%	6%	5%	4%	5%	5%	5%	6%	5%	6%	6%	6%
		1%	1%	2%	1%	3%	4%	96%	2%	2%	2%	16%	51%
High	582	9	4	21	17	37	47	536	21	24	11	99	197
	9%	16%	7%	19%	18%	20%	19%	9%	20%	18%	10%	11%	7%
		m 2%	1%	4%ah	3%ah	6%achk	8%achk	92%	4%achk	4%ah	2%	17%um	34%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)											Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)	
Total (a)	Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)	
6322	66	61	110	93	185	239	6083	101	125	104	849	2617	
6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723	
323	3	5	11	7	12	15	308	12	7	11	52	110	
5%	5%	8%	10%	7%	7%	6%	5%	12%	6%	10%	6%	4%	
	m	1%	3%ah	2%	4%	5%	95%	4%ah	2%	3%ah	16%am	34%	
23	-	1	-	-	4	4	20	-	4	3	5	11	
*	-	2%	-	-	2%	1%	*	-	3%	2%	1%	*	
	-	6%ah	-	-	16%ah	16%ah	84%	-	15%ah	12%ah	23%	47%	
2092	48	46	78	71	129	176	1916	66	96	74	734	409	
33%	82%	79%	71%	76%	68%	72%	32%	64%	73%	67%	84%	15%	
	m	2%ahhik	4%ah	3%ah	6%ah	8%ah	92%	3%ah	5%ah	4%ah	35%am	20%	
2121	5	8	16	7	32	34	2087	20	19	19	78	1160	
34%	8%	14%	14%	8%	17%	14%	34%	20%	14%	17%	9%	43%	
	bcdelfgj *	*	1%	*	1%e	2%	98%bcdelfgj	1%be	1%	1%	4%	55%al	
kl	kl						k						
2109	6	4	16	15	29	34	2075	16	16	17	67	1154	
33%	10%	8%	15%	16%	15%	14%	34%	16%	13%	16%	8%	42%	
	bcdelfgj *	*	1%	1%	1%	2%	98%bcdelfgj	1%	1%	1%	3%	55%al	
kl	kl						k						

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
6322	1116	1158	1181	1638	670	282	115	54	59	29	20
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
3068	400	373	539	855	466	198	92	47	57	28	13
49%	37%	35%	48%	50%	65%	64%	70%	76%	85%	82%	57%
	13%	12%	18%ab	28%ab	15%abcd	6%abcd	3%abcd	2%abcd	2%abcdefg	1%	*
3254	669	691	593	860	250	111	39	14	10	6	10
51%	63%	65%	52%	50%	35%	36%	30%	24%	15%	18%	43%
	21%cddefghi	21%cddefghi	18%efghi	26%efghi	8%i	3%i	1%i	*	*	*	*
890	186	139	193	233	73	28	22	6	7	2	1
14%	17%	13%	17%	14%	10%	9%	17%	9%	10%	6%	6%
	21%bdef	16%	22%bdef	26%ef	3%	3%	2%i	1%	1%	*	*
1162	170	152	226	367	143	62	14	7	5	4	11
18%	16%	14%	20%	21%	20%	11%	11%	8%	8%	12%	46%
	15%	13%	19%abgi	32%abgi	12%abgi	5%bgi	1%	1%	*	*	1%
1055	160	135	158	337	146	64	25	7	12	6	4
17%	15%	13%	14%	20%	20%	21%	19%	12%	18%	19%	17%
	15%	13%	15%	32%abc	14%abc	6%abc	2%	1%	1%	1%	*
989	158	160	131	260	121	64	34	21	21	15	5
16%	15%	15%	12%	15%	17%	21%	26%	34%	32%	43%	20%
	16%c	16%c	13%	26%c	12%c	6%abcd	3%abode	2%abodef	2%abode	1%	*
997	134	166	143	298	140	57	24	16	15	5	1
16%	13%	16%	13%	17%	20%	18%	18%	26%	22%	14%	5%
	13%	17%	14%	30%ac	14%abc	6%ac	2%	2%abc	1%ac	*	*
650	152	161	139	115	49	17	8	3	4	-	1
10%	14%	15%	12%	7%	7%	6%	6%	6%	6%	-	3%
	23%defg	25%defg	21%defg	18%	8%	3%	1%	1%	1%	-	1%
579	109	152	141	104	43	17	5	1	3	2	1
9%	10%	14%	13%	8%	6%	6%	4%	2%	4%	7%	3%
	19%defg	26%adefghi	24%defgh	16%	8%	3%	1%	*	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classificat ion (K)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
2051	356	291	419	600	216	90	36	13	12	6	12	
32%	33%	27%	37%	35%	30%	29%	27%	20%	18%	18%	52%	
	17%bi	14%	20%bdefghi	29%behij	11%	4%	2%	1%	1%	*	1%	
3042	452	461	432	896	407	185	83	44	48	26	10	
48%	42%	43%	38%	52%	57%	60%	63%	72%	72%	75%	42%	
	15%	15%ci	14%	29%abc	13%abc	6%abcd	3%abcd	1%abcde	2%abcde	1%	*	
1229	261	313	281	219	93	34	13	5	7	2	1	
19%	24%	29%	25%	13%	13%	11%	10%	8%	10%	7%	6%	
	21%defghi	25%acdefghi	23%defghi	18%	8%	3%	1%	*	1%	*	*	
3139	402	413	490	911	467	218	104	47	48	23	15	
50%	38%	39%	43%	53%	65%	71%	79%	76%	72%	68%	63%	
	13%	13%	16%ab	29%abc	15%abcd	7%abcd	3%abode	1%abcd	2%abcd	1%	*	
3183	668	651	642	803	248	91	27	15	18	11	9	
50%	62%	61%	57%	47%	35%	29%	21%	24%	28%	32%	37%	
	21%cdefghi	20%cdefghi	20%defghi	25%efghi	8%g	3%	1%	*	1%	*	*	
1217	129	154	181	331	200	91	59	26	24	15	7	
19%	12%	14%	16%	19%	28%	29%	45%	43%	35%	43%	29%	
	11%	13%	15%a	27%abc	16%abcd	7%abcd	5%abodef	2%abode	2%abcd	1%	1%	
3237	513	471	555	957	398	182	64	31	38	14	15	
51%	48%	44%	49%	56%	56%	59%	48%	50%	57%	40%	65%	
	16%	15%	17%b	30%abc	12%abc	8%abc	2%	1%	1%	*	*	
1868	428	439	396	427	118	36	9	4	5	6	1	
30%	40%	41%	35%	25%	16%	12%	7%	7%	8%	17%	6%	
	23%cdefghi	23%cddefghi	21%defghi	23%efghi	6%g	2%	*	*	*	*	*	
5325	849	857	934	1464	646	286	121	49	64	34	22	
84%	79%	80%	83%	85%	90%	93%	92%	80%	96%	98%	95%	
	16%	16%	18%	27%ab	12%abcdh	5%abcdh	2%abch	1%	1%abcdh	1%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break
Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classificat ion (k)
	< £10,000	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 +		
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)		
6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
537	98	85	115	159	46	17	7	9	1	1	-	
9%	8%	9%	10%	9%	6%	5%	5%	15%	2%	2%	-	
	18% <i>kl</i>	16%	21% <i>efli</i>	30% <i>efli</i>	9%	3%	1%	2% <i>efgli</i>	*	*	-	
316	88	90	58	51	16	4	1	3	1	-	1	
5%	8%	8%	5%	3%	2%	1%	1%	5%	2%	-	5%	
	28% <i>cdefg</i>	29% <i>cdefg</i>	19% <i>def</i>	16%	5%	1%	*	1%	*	-	*	
144	34	32	25	41	7	2	2	-	-	-	-	
2%	3%	3%	2%	2%	1%	1%	1%	-	-	-	-	
	24% <i>ef</i>	22% <i>ef</i>	17%	29% <i>e</i>	5%	1%	1%	-	-	-	-	
260	51	62	69	51	11	10	7	-	-	-	-	
4%	5%	6%	6%	3%	2%	3%	5%	-	-	-	-	
	19% <i>de</i>	24% <i>de</i>	27% <i>de</i>	20%	4%	4%	3% <i>ee</i>	-	-	-	-	
704	122	209	134	158	45	17	10	3	4	3	-	
11%	11%	20%	12%	9%	6%	7%	7%	4%	6%	8%	-	
	17% <i>ef</i>	30% <i>acdefghi</i>	19% <i>def</i>	23% <i>e</i>	6%	2%	1%	*	1%	*	-	
542	104	121	109	134	50	9	4	2	6	3	-	
9%	10%	11%	10%	8%	7%	3%	3%	3%	9%	8%	-	
	19% <i>fg</i>	22% <i>defg</i>	20% <i>fg</i>	25% <i>fl</i>	9% <i>fl</i>	2%	1%	*	1% <i>fl</i>	1%	-	
464	89	94	83	117	46	14	7	1	3	1	10	
7%	8%	9%	7%	7%	6%	5%	5%	2%	4%	3%	42%	
	19% <i>fl</i>	20% <i>fl</i>	18%	25%	10%	3%	2%	*	1%	*	2%	
530	96	86	113	131	59	27	9	2	4	3	-	
8%	9%	8%	10%	8%	8%	9%	7%	3%	5%	8%	-	
	18%	16%	21% <i>d</i>	25%	11%	5%	2%	*	1%	*	-	
622	94	75	82	196	91	35	17	10	12	5	7	
10%	9%	7%	7%	11%	13%	11%	13%	16%	17%	14%	29%	
	15%	12%	13%	31% <i>abc</i>	15% <i>abc</i>	6% <i>bc</i>	3% <i>bc</i>	2% <i>abc</i>	2% <i>abc</i>	1%	1%	
770	86	45	72	273	145	88	23	14	11	11	4	
12%	8%	4%	6%	16%	20%	29%	17%	23%	17%	31%	17%	
	11% <i>b</i>	6%	9% <i>b</i>	35% <i>abc</i>	19% <i>abcd</i>	11% <i>abcdeg</i>	3% <i>abc</i>	2% <i>abc</i>	1% <i>abc</i>	1%	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME											No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
South East	905	128	82	145	257	145	71	37	15	18	7	-	
	14%	12%	8%	13%	15%	20%	23%	28%	24%	27%	20%	-	
		14%b	9%	16%b	28%ab	16%abcd	8%abcd	4%abcd	2%abc	2%abcd	1%	-	
South West	527	80	83	127	146	54	15	8	3	7	2	2	
	8%	7%	8%	11%	9%	8%	5%	6%	4%	10%	7%	8%	
		15%	16%	24%abcdef	28%ef	10%	3%	2%	1%	1%	*	-	
Wales	316	88	90	58	51	16	4	1	3	1	-	1	
	5%	8%	8%	5%	3%	2%	1%	1%	5%	2%	-	5%	
		28%cdefg	29%cdefg	19%def	16%	5%	1%	*	1%	-	-	*	
Scotland	537	98	85	115	159	46	17	7	9	1	1	-	
	9%	9%	8%	10%	9%	6%	5%	5%	15%	2%	2%	-	
		18%cd	16%	21%efgh	30%efgh	9%	3%	1%	2%efghi	*	*	-	
Northern Ireland	144	34	32	25	41	7	2	2	-	-	-	-	
	2%	3%	3%	2%	2%	1%	1%	1%	-	-	-	-	
		24%ef	22%ef	17%	29%e	5%	1%	1%	-	-	-	-	
ETHNIC ORIGIN													
White	5481	954	959	991	1422	599	268	121	53	64	30	19	
	87%	89%	90%	88%	83%	84%	87%	82%	86%	96%	87%	83%	
		17%de	18%de	18%de	26%	11%	5%	2%de	1%	1%de	1%	*	
Minority Ethnic	804	110	102	135	279	109	39	11	8	3	5	4	
	13%	10%	10%	12%	16%	15%	13%	8%	14%	4%	13%	17%	
		14%	13%	17%	35%abcghi	14%abi	5%	1%	1%	*	1%	*	
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)													
Yes	472	124	108	78	104	31	10	3	3	6	1	4	
	7%	12%	10%	7%	6%	4%	3%	3%	5%	9%	3%	16%	
		26%cdefg	23%cdefg	17%ef	22%	7%	2%	1%	1%	1%	*	1%	
No	1825	314	281	309	519	212	90	43	19	23	6	10	
	29%	29%	26%	27%	30%	30%	29%	33%	31%	34%	18%	44%	
		17%	15%	17%	28%b	12%	5%	2%	1%	1%	*	1%	
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)													
Up to £15,499	430	106	98	88	92	26	9	1	4	1	-	4	
	7%	10%	9%	8%	5%	4%	3%	1%	7%	1%	-	18%	
		25%defghi	23%defghi	21%defg	21%g	6%	2%	*	1%g	*	-	1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME											No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
£15,500+	894	134	135	138	264	113	49	23	8	18	6	7	
	14%	13%	13%	12%	15%	16%	16%	17%	13%	27%	17%	31%	
		15%	15%	15%	30%ac	13%c	5%	3%	1%	2%abcdef	1%	1%	
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)													
Up to £17,999	522	127	119	105	109	36	11	3	4	2	-	5	
	8%	12%	11%	9%	6%	5%	4%	3%	7%	3%	-	23%	
		24%defg	23%defg	20%defg	21%	7%	2%	1%	1%	-	-	1%	
£18,000+	802	114	113	122	247	103	47	20	8	16	6	6	
	13%	11%	11%	11%	14%	15%	15%	13%	13%	25%	17%	26%	
		14%	14%	15%	31%abc	13%abc	6%abc	3%	1%	2%abcde	1%	1%	
Q.2 PHONE OWNERSHIP													
Smart phone on contract	2891	395	411	483	840	388	171	82	37	46	24	13	
	46%	37%	39%	43%	49%	55%	55%	62%	61%	69%	70%	57%	
		14%	14%	17%a	29%abc	13%abcd	6%abc	3%abcd	1%abc	2%abcde	1%	-	
Smart phone pay as you go	613	110	94	113	145	81	32	9	10	11	-	10	
	10%	10%	9%	10%	8%	11%	10%	6%	16%	16%	-	43%	
		18%	15%	18%	24%	13%d	5%	1%	2%	2%	-	2%	
Standard mobile on contract	359	73	65	61	87	38	18	5	3	7	2	-	
	6%	7%	6%	5%	5%	6%	5%	4%	5%	11%	6%	-	
		20%	18%	17%	24%	10%	5%	1%	1%	2%	1%	-	
Standard mobile on pay as you go	584	111	136	120	136	48	19	7	2	2	3	-	
	9%	10%	13%	11%	8%	7%	6%	5%	4%	4%	9%	-	
		19%def	23%defghi	21%def	23%	8%	3%	1%	-	-	1%	-	
ANY SMART PHONE	3345	482	487	569	949	445	192	87	43	48	24	19	
	53%	45%	46%	50%	55%	62%	62%	66%	70%	73%	70%	83%	
		14%	15%	17%ab	28%abc	13%abcd	6%abcd	3%abcd	1%abcd	1%abcd	1%	1%	
ANY SMART PHONE/ STANDARD MOBILE	4048	629	657	701	1115	498	212	95	45	50	27	19	
	64%	59%	62%	62%	65%	70%	69%	72%	73%	74%	79%	83%	
		16%	16%	17%	28%a	12%abcd	5%abc	2%abc	1%a	1%a	1%	-	
Q.2 TABLET													
Tablet with internet access (e.g. 3G or 4G)	1640	241	227	262	466	245	84	41	22	32	12	7	
	26%	23%	21%	23%	27%	34%	27%	31%	36%	48%	36%	28%	
		15%	14%	16%	28%abc	15%abcdf	5%b	3%ab	1%abc	2%abcdefg	1%	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classification (k)
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)		
6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
1368	212	209	221	366	187	79	33	15	24	15	9	
22%	20%	20%	20%	21%	26%	26%	25%	24%	35%	43%	37%	
	15%	15%	16%	27%	14%abcd	6%abc	2%	1%	2%abcd	1%	1%	
2666	401	388	435	749	374	140	69	32	41	22	14	
42%	38%	36%	38%	44%	52%	45%	53%	52%	62%	65%	60%	
	15%	15%	16%	28%abc	14%abcd	5%abc	3%abc	1%ab	2%abcd	1%	1%	
2466	369	387	418	704	316	133	41	26	35	24	14	
39%	35%	36%	37%	41%	44%	43%	31%	42%	52%	70%	59%	
	15%	16%	17%	29%abcg	13%abcg	5%abg	2%	1%	1%abcg	1%	1%	
1185	170	174	167	335	158	77	48	24	22	6	4	
19%	16%	16%	15%	20%	22%	25%	37%	39%	32%	18%	16%	
	14%	15%	14%	28%abc	13%abc	7%abcd	4%abcdef	2%abcdef	2%abcd	1%	*	
3601	526	554	583	1030	471	204	87	47	53	28	16	
57%	49%	52%	51%	60%	66%	66%	66%	77%	80%	83%	70%	
	15%	15%	16%	29%abc	13%abcd	6%abc	2%abc	1%abcd	1%abcdef	1%	*	
2721	543	510	549	685	245	105	45	14	13	6	7	
43%	51%	48%	49%	40%	34%	34%	34%	23%	20%	17%	30%	
	20%defghi	19%defghi	20%defghi	25%ehi	9%j	4%j	2%	1%	*	*	*	
263	36	36	51	75	36	11	3	5	8	2	-	
4%	3%	3%	4%	4%	5%	4%	2%	8%	12%	7%	-	
	14%	14%	19%	26%	14%	4%	1%	2%	3%abcdefg	1%	-	
3644	535	561	587	1047	477	204	87	47	53	28	16	
58%	50%	53%	52%	61%	67%	66%	66%	77%	80%	83%	70%	
	15%	15%	16%	29%abc	13%abcd	6%abc	2%abc	1%abcd	1%abcdef	1%	*	
3251	528	573	527	876	386	160	81	37	46	25	14	
51%	49%	54%	47%	51%	54%	52%	62%	60%	68%	72%	59%	
	16%	18%ac	16%	27%ac	12%ac	5%	3%acd	1%	1%abcdef	1%	*	
3071	542	492	605	839	330	149	50	25	21	10	10	
49%	51%	46%	53%	49%	46%	48%	38%	40%	32%	28%	41%	
	18%bgi	16%j	20%bdgij	27%gi	11%j	5%j	2%	1%	1%	*	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classificat ion (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Q.2 PAY TV SERVICE												
Yes	1857	281	312	278	529	231	98	56	25	27	13	6
	29%	26%	29%	25%	31%	32%	32%	43%	41%	41%	39%	27%
		15%	17% ^c	15%	28% ^{ac}	12% ^{ac}	5% ^c	3% ^{abdef}	1% ^{ac}	1% ^{ac}	1%	*
No	4465	789	753	854	1186	464	211	75	36	40	21	17
	71%	74%	71%	75%	69%	68%	68%	57%	59%	59%	61%	73%
		18% ^{deghi}	17% ^g	19% ^{bdefghi}	27% ^g	11% ^g	5% ^g	2%	1%	1%	*	*
Q.13 BUNDLERS (reduced sample)												
Yes	1055	192	166	152	305	129	53	19	13	17	4	5
	17%	18%	16%	13%	18%	18%	17%	14%	21%	25%	11%	23%
		18% ^c	16%	14%	29% ^c	12% ^c	5%	2%	1%	2% ^c	*	1%
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS												
Any Difficulties	438	110	81	76	115	32	10	2	3	2	-	6
	7%	10%	8%	7%	7%	4%	3%	2%	5%	3%	-	27%
		25% ^{bcdefg}	19% ^{efg}	17% ^{fg}	28% ^{efg}	7%	2%	1%	1%	*	-	1%
No Difficulties	4309	654	730	765	1165	527	224	98	46	54	30	15
	68%	61%	69%	68%	68%	74%	73%	74%	76%	60%	67%	65%
		15%	17% ^a	18% ^a	27% ^a	12% ^{abcd}	5% ^a	2% ^a	1% ^a	1% ^{acd}	1%	*
Frequent Difficulties	85	17	19	16	20	10	1	-	2	-	-	1
	1%	2%	2%	1%	1%	1%	*	-	3%	-	-	5%
		20%	22%	19%	23%	12%	1%	-	2% ^d	-	-	1%
Q.7 HAVE BEEN DEBT IN LAST YEAR												
Any COMMUNICATIONS service	100	28	24	18	24	1	3	-	-	-	-	2
	2%	3%	2%	2%	1%	*	1%	-	-	-	-	10%
		28% ^{de}	24% ^e	18% ^e	24% ^e	1%	3%	-	-	-	-	2%
Gas/Elec or Water	64	12	15	11	21	2	1	1	1	-	-	1
	1%	1%	1%	1%	1%	*	*	1%	1%	-	-	5%
		19% ^e	23% ^e	17%	33% ^e	2%	2%	1%	1%	-	-	2%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)												
Smartphone	58	8	16	12	14	6	-	-	-	1	1	-
	1%	1%	2%	1%	1%	1%	-	-	-	2%	3%	-
		14%	28% ^d	20%	24%	10%	-	-	-	2% ^d	2%	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q. Break by Break
Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										No classification (k)
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Standard mobile	59	11	7	11	16	7	3	1	1	1	-	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	6%
		18%	12%	19%	27%	12%	5%	1%	2%	2%	-	2%
Fixed landline	110	28	20	12	36	6	4	2	1	-	-	-
	2%	3%	2%	1%	2%	1%	1%	1%	2%	-	-	-
		26%ce	19%	11%	33%ce	5%	4%	2%	1%	-	-	-
Standard fixed BB	93	21	23	16	22	5	3	2	-	-	-	-
	1%	2%	2%	1%	1%	1%	1%	1%	-	-	-	-
		23%e	25%e	17%	24%	5%	4%	2%	-	-	-	-
Superfast fixed BB	189	45	40	29	46	16	5	-	1	2	1	4
	3%	4%	4%	3%	3%	2%	2%	-	1%	4%	4%	16%
		24%cddefg	21%g	15%	24%	9%	3%	-	*	1%g	1%	2%
Any fixed broadband	244	55	49	39	63	21	8	2	1	2	1	4
	4%	5%	5%	3%	4%	3%	3%	1%	1%	4%	4%	16%
		23%ce	20%	16%	26%	8%	3%	1%	*	1%	1%	1%
No fixed broadband	6078	1014	1015	1083	1652	695	301	130	60	64	33	20
	96%	85%	85%	97%	96%	97%	97%	99%	99%	96%	96%	84%
		17%	17%	18%a	27%	11%a	5%	2%	1%	1%	1%	*
Mobile BB	102	31	17	14	28	7	3	1	-	-	1	-
	2%	3%	2%	1%	2%	1%	1%	1%	-	-	4%	-
		31%bcde	17%	13%	26%	7%	3%	1%	-	-	1%	-
Tablet with internet access	132	24	26	22	37	9	3	3	3	-	1	4
	2%	2%	2%	2%	2%	1%	1%	2%	5%	-	3%	15%
		18%	19%	17%	26%	7%	2%	2%	3%ef	-	1%	3%
Calls via public payphones	110	25	23	9	31	11	3	1	-	1	2	3
	2%	2%	2%	1%	2%	2%	1%	1%	-	2%	6%	12%
		22%e	21%e	8%	28%e	10%	3%	1%	-	1%	2%	2%
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)												
In bundle	678	164	139	122	247	108	43	16	12	17	4	5
	14%	15%	13%	11%	14%	15%	14%	12%	20%	25%	11%	23%
		19%e	16%	14%	28%e	12%e	5%	2%	1%e	2%bcdelfg	*	1%

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Base: All Adults 16+ in the UK

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
Not in bundle	2723	363	415	460	783	363	161	71	35	37	25	11
	43%	34%	39%	41%	46%	51%	52%	54%	57%	55%	72%	47%
		13%	15%a	17%a	29%abc	13%abcd	6%abc	3%abc	1%abc	1%abc	1%	*
PERSONAL INCOME < £10,000	1069	1069	-	-	-	-	-	-	-	-	-	-
	17%	100%	-	-	-	-	-	-	-	-	-	-
		100%bcdefghi	-	-	-	-	-	-	-	-	-	-
£10,000 - £14,999	1064	-	1064	-	-	-	-	-	-	-	-	-
	17%	-	100%	-	-	-	-	-	-	-	-	-
		-	100%acdefghi	-	-	-	-	-	-	-	-	-
£15,000 - £19,999	1132	-	-	1132	-	-	-	-	-	-	-	-
	16%	-	-	100%	-	-	-	-	-	-	-	-
		-	-	100%abdefghi	-	-	-	-	-	-	-	-
£20,000 - £29,999	1715	-	-	-	1715	-	-	-	-	-	-	-
	27%	-	-	-	100%	-	-	-	-	-	-	-
		-	-	-	100%abcdefghi	-	-	-	-	-	-	-
£30,000 - £39,999	716	-	-	-	-	716	-	-	-	-	-	-
	11%	-	-	-	-	100%	-	-	-	-	-	-
		-	-	-	-	100%abcdefghi	-	-	-	-	-	-
£40,000 - £49,999	309	-	-	-	-	-	309	-	-	-	-	-
	5%	-	-	-	-	-	100%	-	-	-	-	-
		-	-	-	-	-	100%abcdeghi	-	-	-	-	-
£50,000 - £59,999	132	-	-	-	-	-	-	132	-	-	-	-
	2%	-	-	-	-	-	-	100%	-	-	-	-
		-	-	-	-	-	-	100%abcdefghi	-	-	-	-
£60,000 - £69,999	61	-	-	-	-	-	-	-	61	-	-	-
	1%	-	-	-	-	-	-	-	100%	-	-	-
		-	-	-	-	-	-	-	100%abcdefgi	-	-	-
£70,000 - £99,999	67	-	-	-	-	-	-	-	-	67	-	-
	1%	-	-	-	-	-	-	-	-	100%	-	-
		-	-	-	-	-	-	-	-	100%abcdefgh	-	-

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME											No classificat ion (k)
	< £10,000	£10,000 - £14,999	£15,000 - £19,999	£20,000 - £29,999	£30,000 - £39,999	£40,000 - £49,999	£50,000 - £59,999	£60,000 - £69,999	£70,000 - £99,999	£100,000 +		
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)		
6322	1116	1158	1181	1638	670	282	115	54	59	29	20	
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**	
34	-	-	-	-	-	-	-	-	-	34	-	
1%	-	-	-	-	-	-	-	-	-	100%	-	
	-	-	-	-	-	-	-	-	-	100%	-	
23	-	-	-	-	-	-	-	-	-	-	23	
*	-	-	-	-	-	-	-	-	-	-	100%	
	-	-	-	-	-	-	-	-	-	-	100%	
1005	449	350	109	78	13	2	-	1	1	-	-	
16%	42%	33%	10%	5%	2%	1%	-	2%	2%	-	-	
	45%bcdefghi	35%cdefghi	11%defg	8%efg	1%	*	-	*	*	-	-	
495	106	129	205	42	10	2	2	-	-	-	-	
8%	10%	12%	18%	2%	1%	*	1%	-	-	-	-	
	21%defghi	26%defghi	41%abdefghi	8%ef	2%	*	-	-	-	-	-	
1295	213	237	366	455	16	4	2	2	-	-	-	
20%	20%	22%	32%	27%	2%	1%	2%	3%	-	-	-	
	16%efghi	18%efghi	28%abdefghi	35%abefghi	1%	*	*	*	-	-	-	
1096	133	123	235	410	187	5	3	-	-	-	-	
17%	12%	12%	21%	24%	26%	2%	3%	-	-	-	-	
	12%fghi	11%fghi	21%abfghi	37%abfghi	17%abcfghi	*	*	-	-	-	-	
872	91	123	112	312	171	61	2	-	-	-	-	
14%	8%	12%	10%	18%	24%	20%	2%	-	-	-	-	
	10%ghi	14%aghi	13%ghi	36%abcghi	20%abcdghi	7%abcghi	*	-	-	-	-	
523	31	48	43	201	113	58	27	-	-	-	-	
8%	3%	5%	4%	12%	16%	19%	21%	-	-	-	-	
	6%	9%a	8%	38%abchi	22%abcdhi	11%abcdhi	5%abcdhi	-	-	-	-	
342	21	36	29	92	91	42	23	8	-	-	-	
5%	2%	3%	3%	5%	13%	14%	17%	13%	-	-	-	
	6%	11%a	8%	27%abc	27%abcdi	12%abcdi	7%abcdi	2%abodi	-	-	-	
428	21	10	27	94	92	83	47	26	28	-	-	
7%	2%	1%	2%	5%	13%	27%	35%	43%	42%	-	-	
	5%	2%	6%b	22%abc	22%abcd	19%abcde	11%abcde	6%abdef	7%abdef	-	-	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Break by Break

Base: All Adults 16+ in the UK

Total	PERSONAL INCOME										
	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
6322	1116	1158	1181	1638	670	282	115	54	59	29	20
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
189	3	7	6	25	16	45	20	18	30	19	-
3%	*	1%	1%	1%	2%	15%	15%	29%	44%	56%	-
	2%	4%	3%	13%ac	8%abc	24%abcde	11%abode	9%abcdefg	16%abcdefg	10%	-
54	3	-	-	6	5	6	6	6	7	15	-
1%	*	-	-	*	1%	2%	4%	11%	11%	44%	-
	5%	-	-	10%	9%bc	11%abcd	10%abcde	12%abcdef	14%abcdef	28%	-
23	-	-	-	-	-	-	-	-	-	-	23
*	-	-	-	-	-	-	-	-	-	-	100%
	-	-	-	-	-	-	-	-	-	-	100%
2460	425	441	619	661	198	83	8	8	11	6	-
39%	40%	41%	55%	39%	28%	27%	6%	13%	17%	16%	-
	17%efghi	18%efghi	25%abcdefghi	27%efghi	8%gh	3%gh	*	*	*g	*	-
2620	262	354	363	760	430	200	118	53	51	28	-
41%	25%	33%	32%	44%	60%	65%	30%	86%	76%	81%	-
	10%	14%a	14%a	29%abc	16%abcd	9%abcd	5%abcdef	2%abcdef	2%abcde	1%	-
314	78	57	32	98	36	9	1	1	1	-	-
5%	7%	5%	3%	6%	5%	3%	1%	1%	1%	-	-
	25%cfg	18%cg	10%	31%cg	12%cd	3%	*	*	*	-	-
582	209	162	83	104	21	4	-	-	-	-	-
9%	20%	15%	7%	6%	3%	1%	-	-	-	-	-
	36%bcdefghi	28%cddefghi	14%efghi	18%efg	4%	1%	-	-	-	-	-
323	95	50	35	91	31	13	4	-	4	1	-
5%	9%	5%	3%	5%	4%	4%	3%	-	6%	2%	-
	29%bcdefgh	15%	11%	28%cd	9%	4%	1%	-	1%	*	-
23	-	-	-	-	-	-	-	-	-	-	23
*	-	-	-	-	-	-	-	-	-	-	100%
	-	-	-	-	-	-	-	-	-	-	100%
2092	389	345	360	559	229	98	47	20	27	7	10
33%	36%	32%	32%	33%	32%	32%	36%	33%	41%	20%	43%
	19%cd	17%	17%	27%	11%	5%	2%	1%	1%	*	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break
Base: All Adults 16+ in the UK

		PERSONAL INCOME										
Total		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	6322	1116	1158	1181	1638	670	282	115	54	59	29	20
Weighted Base	6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
WED 29	2121	354	348	378	600	237	113	30	19	17	12	12
	34%	33%	33%	33%	35%	33%	37%	23%	30%	25%	34%	52%
		17%g	16%g	18%g	28%g	11%g	5%g	1%	1%	1%	1%	1%
WED 30	2109	326	371	394	555	249	98	54	22	23	15	1
	33%	30%	35%	35%	32%	35%	32%	41%	37%	35%	45%	5%
		15%	18%a	19%a	26%	12%	5%	3%a	1%	1%	1%	*

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k
* small base; ** very small base (under 30) ineligible for sig testing

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 or more (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
GENDER																			
Male	3068	443	208	619	586	436	273	158	215	93	25	13	1261	1254	102	289	150	13	
	49%	44%	42%	48%	53%	50%	52%	46%	50%	49%	46%	57%	51%	48%	32%	50%	46%	57%	
		14%	7%	20%ab	19%abcg	14%ab	9%ab	5%	7%ab	3%	1%	*	41%mn	41%n	3%	9%n	5%n	*	
Female	3254	562	287	676	510	436	250	184	213	96	29	10	1199	1366	212	294	173	10	
	51%	56%	58%	52%	47%	50%	48%	54%	51%	49%	54%	43%	49%	52%	68%	50%	54%	43%	
		17%defh	9%cd	21%cd	16%	13%	8%	6%cd	7%	3%	1%	*	37%	42%l	7%lmop	9%	5%	*	
AGE																			
16-24	890	130	65	185	167	124	61	58	58	30	11	1	470	252	22	98	46	1	
	14%	13%	13%	14%	15%	14%	12%	17%	13%	16%	20%	6%	19%	10%	7%	17%	14%	6%	
		15%	7%	21%	19%	14%	7%	7%l	6%	3%	1%	*	53%mn	28%	2%	11%mn	5%mn	*	
25-34	1162	177	67	263	191	162	115	57	80	31	6	11	568	31	29	184	59	11	
	18%	18%	14%	20%	17%	19%	22%	17%	19%	17%	11%	46%	23%	11%	16%	32%	17%	46%	
		15%ab	6%	23%ab	16%	14%ab	10%abd	5%	7%ab	3%	1%	1%	49%mp	26%	4%lm	16%lmnp	5%lm	1%	
35-44	1055	124	54	186	189	170	105	75	93	43	10	4	366	430	69	122	65	4	
	17%	12%	11%	14%	17%	20%	20%	22%	22%	19%	19%	17%	15%	16%	22%	21%	20%	17%	
		12%	5%	16%	18%ab	16%abc	10%abc	7%abc	9%abc	4%abc	1%	*	35%	41%	7%lm	12%lm	6%l	*	
45-54	989	120	65	165	163	161	89	64	93	50	16	5	274	476	82	88	64	5	
	16%	12%	13%	13%	15%	16%	17%	19%	22%	26%	29%	20%	11%	18%	26%	15%	20%	20%	
		12%	7%	17%	16%	16%abcd	9%ac	6%abc	9%abcd	5%abcde	2%abcd	*	28%	48%l	8%lmo	9%l	6%l	*	
55-64	997	128	83	179	187	164	94	57	76	23	5	1	298	501	70	61	66	1	
	16%	13%	17%	14%	17%	19%	16%	17%	16%	12%	9%	5%	12%	19%	22%	10%	20%	5%	
		13%	8%a	16%	19%ac	16%aci	9%ac	6%	8%a	2%	1%	*	30%	50%lo	7%lo	6%	7%lo	*	
65-74	650	153	82	169	111	57	31	19	16	9	3	1	247	346	15	19	21	1	
	10%	15%	17%	13%	10%	7%	6%	6%	4%	5%	6%	3%	10%	13%	5%	3%	7%	3%	
		24%defg	13%defg	26%defg	17%efghi	9%	5%	3%	3%	1%	*	*	38%no	53%lnop	2%	3%	3%o	*	
		hi	hi	hi	hi														
75+	579	173	79	149	88	34	27	11	12	3	3	1	236	318	6	11	7	1	
	9%	17%	11%	11%	8%	4%	5%	3%	3%	2%	6%	3%	10%	12%	2%	2%	2%	3%	
		30%cd	14%cd	26%defg	15%eghi	6%	5%l	2%	2%	1%	1%	*	41%nop	55%lnop	1%	2%	1%	*	
		ghi	ghi	hi															

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME												FINANCIAL STRESS							
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)			
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20			
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**			
AGE																					
16-34	2051	307	132	448	358	286	176	115	138	61	17	12	1038	548	71	282	100	12			
	32%	31%	27%	35%	33%	33%	34%	34%	32%	33%	32%	52%	42%	21%	23%	48%	31%	52%			
			6%	22%ab	17%ab	14%ab	9%ab	6%ab	7%	3%	1%	1%	51%mnop	27%	3%	14%lmnp	5%lmn	1%			
35-64	3042	372	202	530	539	496	289	197	262	116	31	10	938	1407	222	270	195	10			
	48%	37%	41%	41%	49%	57%	58%	55%	61%	61%	57%	42%	38%	54%	71%	46%	60%	42%			
		12%	7%	17%	18%abc	16%abcd	9%abcd	6%abcd	9%abcd	4%abcd	1%abc	*	31%	46%lo	7%lmop	9%l	6%lmo	*			
65+	1229	326	161	317	199	91	58	30	28	12	6	1	483	665	22	30	28	1			
	19%	32%	33%	24%	18%	10%	11%	9%	7%	6%	11%	6%	20%	25%	7%	5%	9%	6%			
		27%cddef	13%cddef	26%defq	16%efghi	7%h	5%h	2%	2%	1%	*	*	39%nop	54%lnop	2%	2%	2%o	*			
SOCIAL GRADE																					
ABC1	3139	310	181	528	527	519	346	220	312	137	45	15	981	1741	150	143	109	15			
	50%	31%	36%	41%	48%	60%	66%	64%	73%	73%	63%	63%	40%	66%	48%	25%	34%	63%			
		10%	6%a	17%a	17%abc	17%abcd	11%abcde	7%abcd	10%abcde	4%abcde	1%abcde	*	31%op	55%lnop	5%lop	5%	3%o	*			
C2DE	3183	694	315	767	569	353	177	122	116	52	9	9	1478	879	164	439	214	9			
	50%	69%	64%	59%	52%	40%	34%	36%	27%	27%	17%	37%	60%	34%	52%	75%	66%	37%			
		22%bcde	10%defg	24%defg	18%efgh	11%fhij	6%hj	4%hj	4%	2%	*	*	46%lmn	28%	5%lm	14%lmnp	7%lmn	*			
SOCIAL GRADE																					
AB	1217	89	56	172	214	216	135	89	149	67	23	7	282	809	53	29	36	7			
	19%	9%	11%	13%	20%	25%	26%	26%	35%	35%	42%	29%	11%	31%	17%	5%	11%	29%			
		7%	5%	14%a	18%abc	18%abcd	11%abcd	7%abcd	12%abcde	5%abcde	2%abcde	1%	23%o	67%lnop	4%lo	2%	3%o	1%			
C1C2	3237	399	227	656	570	496	309	202	234	102	26	15	1228	1409	173	247	163	15			
	51%	40%	46%	51%	52%	57%	59%	59%	55%	54%	49%	65%	50%	54%	55%	42%	51%	65%			
		12%	7%a	20%a	18%ab	15%abcd	10%abcd	6%abcd	7%ab	3%a	1%	*	38%o	44%lo	5%o	8%	5%o	*			
DE	1868	516	212	467	313	160	79	50	45	21	5	1	949	401	88	306	123	1			
	30%	51%	43%	36%	29%	18%	15%	15%	11%	11%	9%	6%	39%	15%	28%	52%	38%	6%			
		28%bcde	11%cddef	25%defq	17%efghi	9%hi	4%	3%	2%	1%	*	*	51%mn	21%	5%lm	16%lmnp	7%lmn	*			

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Break by Break

Base: All Adults 16+ in the UK

	HOUSEHOLD INCOME											FINANCIAL STRESS						
Total	< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
5325	787	416	1039	934	745	460	306	383	179	53	22	2005	2311	231	474	282	22	
84%	78% 15%	84% 8%a	80% 20%	85% 18%ac	85% 14%ac	88% 9%ac	89% 6%abc	89% 7%abcd	95% 3%abode fh	99% 1%abode fgh	95% *	82% 38%n	88% 43%no	74% 4%	81% 9%n	87% 5%no	95% *	
537	87	36	130	90	84	43	25	35	7	1	-	254	164	41	60	19	-	
9%	9% 16%l	7% 7%	10% 24%ij	8% 17%l	10% 16%l	8% 8%l	7% 5%	8% 7%	4% 1%	1% *	-	10% 47%mp	6% 30%	13% 8%mp	10% 11%mp	6% 3%	-	
316	96	36	77	49	30	10	6	8	3	-	1	125	115	21	35	18	1	
5%	10% 30%defghij	7% 11%defghi	6% 24%efghi	5% 16%fgh	3% 10%	2% 3%	2% 2%	2% 2%	2% 1%	-	5% *	5% 40%	4% 37%	7% 7%	6% 11%	6% 6%	5% *	
144	34	8	49	23	13	10	5	2	-	-	-	75	30	21	14	4	-	
2%	3% 24%behi	2% 5%	4% 34%bdefhi	2% 16%h	1% 9%	2% 7%	2% 4%	1% 1%	- *	- *	- *	3% 52%lm	1% 21%	7% 15%lmop	2% 10%lm	1% 3%	-	
260	41	34	72	43	36	17	6	6	4	-	-	89	74	7	64	26	-	
4%	4% 16%h	7% 13%adefghi	6% 28%gh	4% 17%h	4% 14%h	3% 2%	2% 2%	1% 2%	2% 1%	- *	- *	4% 34%	3% 28%	2% 3%	11% 25%lmn	8% 10%lmn	-	
704	162	62	181	121	76	32	23	39	7	1	-	294	228	36	98	49	-	
11%	16% 23%defghij	12% 9%efgij	14% 26%defghij	11% 17%fgi	9% 11%l	6% 5%	7% 3%	9% 5%l	4% 1%	2% *	- *	12% 42%lm	9% 32%	11% 5%	17% 14%lmn	15% 7%lm	-	
542	109	51	132	86	72	36	20	29	6	3	-	208	214	34	55	31	-	
9%	11% 20%dfghi	10% 9%gi	8% 24%fghi	8% 16%l	7% 13%l	7% 4%	6% 4%	7% 5%	3% 1%	6% 1%	- *	8% 38%	8% 39%	11% 6%	9% 10%	9% 6%	-	
464	86	31	79	87	77	38	26	16	12	2	10	134	224	20	39	37	10	
7%	9% 19%ch	6% 7%	6% 17%	8% 19%h	9% 17%ch	7% 8%h	8% 6%h	4% 3%	6% 3%	4% *	42% 2%	5% 29%	9% 48%l	6% 4%	7% 8%	11% 8%no	42% 2%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
530	76	35	123	92	75	52	29	35	9	3	-	-	217	235	26	19	32	-	
8%	8%	7%	10%	8%	9%	10%	9%	8%	5%	6%	-	-	9%	9%	8%	3%	10%	-	
	14%	7%	23%	17%	14%	10%	6%	7%	2%	1%	-	-	41%	44%	5%	4%	6%	-	
622	87	45	104	106	91	61	33	51	27	10	7	40	178	360	17	40	21	7	
10%	9%	9%	10%	10%	10%	12%	10%	14%	12%	19%	23%	1%	29%	7%	6%	7%	7%	29%	
	14%	7%	17%	17%	15%	10%	5%	8%	4%	2%	1%	-	58%	58%	3%	6%	3%	1%	
770	79	35	72	142	124	73	70	101	49	21	4	-	444	188	17	96	21	4	
12%	8%	7%	6%	13%	14%	14%	21%	24%	26%	38%	17%	-	18%	7%	5%	17%	7%	17%	
	10%	5%	9%	18%abc	16%abc	10%abc	9%abcd	13%abcde	6%abcde	3%abcde	1%	-	58%mp	24%	2%	12%mp	3%	1%	
905	75	75	157	167	125	96	64	79	54	11	-	-	269	515	45	37	38	-	
14%	8%	15%	14%	15%	14%	18%	19%	18%	29%	20%	-	-	11%	20%	14%	6%	12%	-	
	8%	8%	17%	18%ac	14%a	11%ac	7%ac	9%ac	6%abcde	1%a	-	-	30%	57%hop	5%	4%	4%	-	
527	73	48	119	89	69	54	33	28	11	2	2	2	172	273	28	25	26	2	
8%	7%	10%	9%	8%	8%	10%	10%	7%	6%	3%	8%	-	7%	10%	9%	4%	8%	8%	
	14%	9%	23%	17%	13%	10%	6%	5%	2%	*	-	-	33%	52%	5%	5%	5%	*	
316	96	36	77	49	30	10	6	8	3	-	1	-	125	115	21	35	18	1	
5%	10%	7%	6%	5%	3%	2%	2%	2%	2%	-	5%	-	5%	4%	7%	6%	6%	5%	
	30%def	11%defg	24%efgh	16%fgh	10%	3%	2%	2%	1%	-	*	-	40%	37%	7%	11%	6%	*	
	ghij	hi	i																
537	87	36	130	90	84	43	25	35	7	1	-	-	254	164	41	60	19	-	
9%	9%	7%	10%	8%	10%	8%	7%	8%	4%	1%	-	-	10%	6%	13%	10%	6%	-	
	16%	7%	24%ij	17%	16%	8%	5%	7%	1%	-	-	-	47%mp	30%	8%mp	11%mp	3%	-	
144	34	8	49	23	13	10	5	2	-	-	-	-	75	30	21	14	4	-	
2%	4%	2%	3%	2%	1%	2%	2%	2%	*	-	-	-	3%	1%	7%	2%	1%	-	
	24%bghi	5%	34%bdef	16%h	9%	7%	4%	1%	-	-	-	-	52%im	21%	15%hop	10%im	3%	-	
5481	892	461	1147	939	734	443	283	357	161	46	19	-	1997	2425	288	474	277	19	
87%	89%	93%	89%	86%	84%	85%	83%	83%	85%	85%	83%	-	81%	93%	92%	81%	86%	83%	
	16%defgh	8%acde	21%defg	17%	13%	8%	5%	7%	3%	1%	*	-	36%	44%op	5%op	9%	5%	-	
		fghi	h																

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
Minority Ethnic	804	103	33	146	149	133	77	57	69	27	8	4	441	181	26	107	45	4	
	13%	10%	7%	11%	14%	15%	15%	17%	16%	14%	15%	17%	18%	7%	8%	18%	14%	17%	
		13%b	4%	18%b	18%ab	16%abc	10%ab	7%abc	9%abc	3%b	1%	17%*	55%mn	22%	3%	13%mn	6%mn	*	
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)																			
Yes	472	133	60	111	56	47	23	15	16	5	3	4	179	160	24	71	35	4	
	7%	13%	12%	9%	5%	5%	4%	4%	3%	3%	5%	16%	7%	6%	4%	12%	11%	16%	
		28%cddef	13%cddef	24%defg	12%	10%	5%	3%	3%	1%	1%	1%	38%	34%	5%	15%lmn	7%lm	1%	
		ghi	ghi	hi															
No	1825	279	131	382	302	247	179	90	126	59	19	10	651	795	82	203	82	10	
	29%	28%	27%	30%	28%	28%	34%	26%	29%	31%	35%	44%	26%	30%	26%	35%	26%	44%	
		15%	7%	21%	17%	14%	10%abdeg	5%	7%	3%	1%	1%	36%	44%l	5%	11%lmnp	5%	1%	
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)																			
Up to £15,499	430	143	49	106	52	30	20	13	8	4	1	4	211	87	19	74	35	4	
	7%	14%	10%	8%	5%	3%	4%	4%	2%	2%	2%	18%	9%	3%	6%	13%	11%	18%	
		33%bcde	11%defg	25%defg	12%h	7%	5%	3%	2%	1%	*	1%	49%lm	20%	4%lm	17%lmn	8%mn	1%	
		ghij	hi	hi															
£15,500+	894	102	65	167	156	129	101	52	76	28	11	7	279	427	55	79	46	7	
	14%	10%	13%	13%	14%	15%	19%	15%	18%	15%	19%	31%	11%	16%	18%	14%	14%	31%	
		11%	7%	19%a	17%a	14%a	11%abcde	6%a	8%ac	3%	1%	1%	31%	48%l	6%l	9%	5%	1%	
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)																			
Up to £17,999	522	163	59	128	64	39	28	16	13	5	2	5	241	118	27	93	40	5	
	8%	16%	12%	10%	6%	5%	5%	5%	3%	3%	4%	23%	10%	4%	8%	16%	12%	23%	
		31%bcde	11%defg	24%defg	12%h	8%	5%	3%	2%	1%	*	1%	46%lm	23%	5%lm	18%lmn	8%lm	1%	
		ghij	hi	hi															
£18,000+	802	82	54	146	144	120	93	49	71	27	10	6	250	396	47	61	41	6	
	13%	8%	11%	11%	13%	14%	18%	14%	17%	14%	18%	26%	10%	15%	15%	10%	13%	26%	
		10%	7%	18%a	18%a	15%a	12%abcd	6%a	9%abc	3%a	1%a	1%	31%	49%lo	6%l	8%	5%	1%	
Q.2 PHONE OWNERSHIP																			
Smart phone on contract	2891	355	181	536	520	437	287	176	242	114	30	13	1048	1262	171	262	135	13	
	46%	35%	37%	41%	47%	50%	55%	51%	57%	60%	55%	57%	43%	48%	55%	45%	42%	57%	
		12%	6%	19%a	18%abc	15%abc	10%abcd	6%abc	8%abcde	4%abcde	1%ab	*	36%	44%lp	6%lmop	9%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
Smart phone pay as you go	613	113	47	130	110	74	49	27	35	16	4	10	259	201	32	78	34	10
	10%	11%	9%	10%	10%	9%	9%	8%	8%	8%	7%	43%	11%	8%	10%	13%	10%	43%
		18%	8%	21%	18%	12%	8%	4%	6%	3%	1%	2%	42% _{lm}	33%	5%	13% _{lm}	6%	2%
Standard mobile on contract	359	72	34	75	64	49	23	11	17	11	3	-	145	149	12	37	16	-
	6%	7%	7%	6%	6%	6%	4%	3%	4%	6%	6%	-	6%	6%	4%	6%	5%	-
		20% _{dgh}	9% _g	21%	18%	14%	6%	3%	5%	3%	1%	-	40%	42%	3%	10%	4%	-
Standard mobile on pay as you go	584	141	71	158	87	52	28	17	21	7	3	-	193	302	24	38	27	-
	9%	14%	14%	12%	8%	6%	5%	5%	5%	4%	6%	-	8%	12%	8%	7%	8%	-
		24% _{defg} hi	12% _{defg} hi	27% _{defg} hi	15%	9%	5%	3%	4%	1%	1%	-	33%	52% _{lno}	4%	7%	5%	-
ANY SMART PHONE	3345	451	220	638	598	490	324	196	259	119	31	19	1247	1397	194	327	161	19
	53%	45%	44%	49%	55%	56%	62%	57%	61%	63%	57%	83%	51%	53%	62%	56%	50%	83%
		13%	7%	18% _a	18% _{abc}	15% _{abc}	10% _{abcde}	6% _{abc}	8% _{abc}	4% _{abod}	1%	1%	37%	42%	6% _{lmnp}	10% _l	5%	1%
ANY SMART PHONE/ STANDARD MOBILE	4048	629	307	819	710	556	358	214	277	127	33	19	1508	1733	217	381	190	19
	64%	63%	62%	63%	65%	64%	68%	63%	65%	67%	61%	83%	61%	66%	69%	65%	59%	83%
		16%	8%	20%	18%	14%	9% _{abc}	5%	7%	3%	1%	*	37%	43% _{lp}	5% _{lp}	9%	5%	*
Q.2 TABLET																		
Tablet with internet access (e.g. 3G or 4G)	1640	204	110	295	296	231	169	103	136	68	21	7	588	731	109	125	82	7
	26%	20%	22%	23%	27%	27%	32%	30%	32%	36%	38%	28%	24%	28%	35%	21%	25%	28%
		12%	7%	18%	18% _{abc}	14% _a	10% _{abcde}	6% _{abc}	8% _{abc}	4% _{abcde}	1% _{abc}	*	36%	45% _{lo}	7% _{lmop}	8%	5%	*
Tablet that connects to WIFI	1368	183	91	273	232	205	129	79	99	51	18	9	431	677	79	113	60	9
	22%	18%	18%	21%	21%	23%	25%	23%	23%	27%	34%	37%	18%	26%	25%	19%	18%	37%
		13%	7%	20%	17%	15% _{ab}	9% _{ab}	6%	7% _a	4% _{ab}	1% _{abod}	1%	31%	50% _{lop}	6% _l	8%	4%	1%
Any Tablet	2666	358	178	512	461	386	254	163	207	104	29	14	907	1237	163	220	125	14
	42%	36%	36%	40%	42%	44%	49%	48%	48%	55%	55%	60%	37%	47%	52%	38%	39%	60%
		13%	7%	19%	17% _{ab}	14% _{abc}	10% _{abcd}	6% _{abc}	8% _{abcd}	4% _{abcde}	1% _{abc}	1%	34%	46% _{lop}	6% _{lop}	8%	5%	1%
Q.2 INTERNET																		
Standard fixed broadband	2466	366	185	474	448	359	218	134	160	85	24	14	856	1132	149	208	107	14
	39%	36%	37%	37%	41%	41%	42%	39%	37%	45%	44%	59%	35%	43%	47%	36%	33%	59%
		15%	7%	19%	18% _{ac}	15% _{ac}	9%	5%	6%	3% _{ac}	1%	1%	35%	46% _{lop}	6% _{lop}	8%	4%	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS							
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
1185		132	63	235	204	189	119	73	109	43	14	4	401	561	68	93	58	4	
19%		13%	13%	18%	19%	22%	23%	21%	26%	23%	26%	16%	16%	21%	22%	16%	18%	16%	
		11%	5%	20%ab	17%ab	16%ab	10%abc	6%ab	9%abcd	4%ab	1%ab	*	34%	47%lo	6%lo	8%	5%	*	
3601		490	245	700	645	545	330	205	266	123	36	16	1246	1667	213	296	162	16	
57%		49%	50%	54%	59%	62%	63%	60%	62%	65%	67%	70%	51%	64%	68%	51%	50%	70%	
		14%	7%	19%a	18%abc	15%abc	9%abc	6%ab	7%abc	3%abc	1%ab	*	35%	46%lop	6%lop	8%	5%	*	
2721		515	250	594	451	328	193	137	162	66	18	7	1213	953	101	287	161	7	
43%		51%	50%	46%	41%	38%	37%	40%	38%	35%	33%	30%	49%	36%	32%	49%	50%	30%	
		19%cddefg hij	9%cddefg hij	22%defh i	17%	12%	7%	5%	6%	2%	1%	*	45%mn	35%	4%	11%mn	6%mn	*	
263		34	17	41	63	34	30	14	18	9	2	-	117	90	22	21	14	-	
4%		3%	3%	3%	6%	4%	6%	4%	4%	5%	4%	-	5%	3%	7%	4%	4%	-	
		13%	6%	16%	24%abc	13%	11%ac	6%	7%	3%	1%	-	45%lm	34%	8%mo	8%	5%	-	
3644		496	248	710	655	550	335	206	267	124	36	16	1269	1674	217	302	166	16	
58%		49%	50%	55%	60%	63%	64%	60%	62%	65%	67%	70%	52%	64%	69%	52%	51%	70%	
		14%	7%	19%a	18%abc	15%abc	9%abc	6%ab	7%abc	3%abc	1%ab	*	35%	46%lop	6%lop	8%	5%	*	
Q.2 LANDLINE																			
3251		533	249	642	568	457	289	174	200	94	31	14	1053	1628	184	230	142	14	
51%		53%	50%	50%	52%	55%	55%	51%	47%	50%	57%	59%	43%	62%	59%	40%	44%	59%	
		16%h	8%	20%	17%	14%	9%ch	5%	6%	3%	1%	*	32%	50%lop	6%lop	7%	4%	*	
3071		471	246	653	528	415	234	168	228	95	23	10	1406	992	130	352	181	10	
49%		47%	50%	50%	48%	48%	45%	49%	53%	50%	43%	41%	57%	38%	41%	60%	56%	41%	
		15%	8%	21%l	17%	14%	8%	5%	7%af	3%	1%	*	46%mn	32%	4%	11%mn	6%mn	*	
Q.2 PAY TV SERVICE																			
1857		250	125	375	316	280	168	112	141	61	22	6	603	871	102	172	103	6	
29%		25%	25%	29%	32%	32%	32%	33%	33%	32%	41%	27%	25%	33%	33%	30%	32%	27%	
		13%	7%	20%a	17%a	15%ab	9%ab	6%ab	8%ab	3%	1%ab	*	32%	47%l	6%l	9%l	6%l	*	
4465		754	370	920	780	592	354	230	287	128	32	17	1857	1748	212	410	220	17	
71%		75%	75%	71%	71%	68%	68%	67%	67%	68%	59%	73%	75%	67%	67%	70%	68%	73%	
		17%cddefg hij	8%efgh i	21%	17%	13%	8%	5%	6%	3%	1%	*	42%mnop	39%	5%	9%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS							
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)		
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20		
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**		
Q.13 BUNDLERS (reduced sample)																				
Yes	1055	171	79	224	171	153	95	45	71	33	8	5	350	455	65	115	64	5		
17%		17% 16%	16% 7%	17% 21%	16% 16%	17% 14%	18% 9%	13% 4%	17% 7%	17% 3%	15% 1%	23% 1%	14% 33%	17% 43%	21% 6%	20% 11%	20% 6%	23% 1%		
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS																				
Any Difficulties	438	107	52	111	57	38	31	14	14	6	-	6	179	107	24	78	44	6		
7%		11% 24% hij	9% 12% hij	5% 25% ij	4% 13%	4% 9%	6% 7%	4% 3%	3% 3%	3% 1%	-	27% 1%	7% 41% m	4% 24%	8% 6% m	13% 18% lmn	14% 10% lmn	27% 1%		
No Difficulties	4309	698	334	866	759	602	365	217	286	129	37	15	1647	1901	234	342	171	15		
68%		69% 16%	67% 8%	67% 20%	69% 16%	69% 14%	70% 8%	64% 5%	67% 7%	69% 3%	68% 1%	65% *	67% 38% op	73% 44% op	74% 5% lop	59% 8%	53% 4%	65% *		
Frequent Difficulties	85	15	10	30	15	4	6	4	-	2	-	1	35	20	4	13	12	1		
1%		1% 17% eh	2% 12% eh	2% 35% eh	1% 18% eh	* 4%	1% 6%	1% 4% h	-	1% 2%	-	5% 1%	1% 41% m	1% 24%	1% 5%	2% 15% m	4% 14% lm	5% 1%		
Q.7 HAVE BEEN DEBT IN LAST YEAR																				
Any COMMUNICATIONS service	100	26	18	26	12	5	7	2	2	-	-	2	47	12	3	20	15	2		
2%		3% 26% cdegh i	4% 18% cdef ghi	2% 26% leh	1% 12%	1% 5%	1% 7%	1% 2%	* 2%	-	-	10% 2%	2% 47% m	* 12%	1% 3%	3% 20% lmn	5% 15% lmn	10% 2%		
Gas/Elec or Water	64	14	11	15	6	5	5	1	4	2	-	1	31	9	3	14	6	1		
1%		1% 21% d	2% 17% deg	1% 23%	1% 9%	1% 9%	1% 9%	1% 2%	1% 6%	1% 3%	-	5% 2%	1% 48% m	1% 14%	1% 5%	2% 22% lm	2% 9% m	5% 2%		
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)																				
Smartphone	58	13	8	17	11	5	1	-	1	1	1	-	20	25	2	9	3	-		
1%		1% 22% fg	2% 14% gh	1% 29% fg	1% 19%	1% 9%	* 1%	-	* 2%	1% 2%	2% 2% g	-	1% 34% g	1% 42%	1% 3%	2% 16%	1% 5%	-		
Standard mobile	59	10	4	12	11	8	6	2	2	2	-	1	25	19	5	4	5	1		
1%		1% 17%	1% 6%	1% 21%	1% 19%	1% 14%	1% 10%	1% 4%	1% 4%	1% 3%	-	6% 2%	1% 42%	1% 32%	1% 8%	1% 7%	1% 8%	6% 2%		
Fixed landline	110	29	10	21	21	13	4	3	7	2	-	-	36	36	5	21	11	-		
2%		3% 27% cdefg	2% 9%	2% 19%	2% 19%	1% 11%	4% 4%	1% 2%	2% 6%	1% 2%	-	-	1% 33%	1% 33%	2% 5%	4% 19% lm	3% 10% lm	-		

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
Standard fixed BB	93	23	7	22	13	8	8	7	4	1	-	-	45	21	3	17	7	-	
1%	1%	2%	1%	2%	1%	1%	2%	2%	1%	1%	-	-	2%	1%	1%	3%	2%	-	
Superfast fixed BB	189	46	22	45	25	14	16	4	7	5	1	4	78	49	10	37	12	4	
3%	3%	25%a	7%	24%	14%	9%	8%	8%	4%	1%	-	-	48%a	23%	4%	18%a	7%a	-	
Any fixed broadband	244	57	24	57	33	19	22	11	11	6	1	4	101	65	13	47	15	4	
4%	4%	24%degh	4%	12%degh	3%aeg	13%	8%	3%	2%	2%	2%	16%	3%	2%	3%	20%a	7%a	2%	
No fixed broadband	6078	948	471	1238	1064	853	501	331	417	183	53	20	2358	2555	301	536	308	20	
96%	96%	94%	95%	96%	97%	98%	96%	97%	97%	97%	98%	84%	96%	98%	96%	92%	95%	84%	
Mobile BB	102	24	12	29	12	11	6	5	2	-	1	-	35	28	6	21	12	-	
2%	2%	24%dhi	2%	12%khi	2%dh	1%	1%	1%	-	-	2%	-	1%	1%	2%	4%	4%	-	
Tablet with internet access	132	29	15	27	12	16	10	4	12	1	2	4	44	46	7	24	7	4	
2%	2%	3%	3%	2%	1%	2%	2%	1%	3%	-	4%	15%	2%	2%	2%	4%	2%	15%	
Calls via public payphones	110	30	14	20	14	10	7	5	3	3	2	3	43	36	7	11	11	3	
2%	2%	22%d	12%d	21%	9%	12%	8%	3%	9%d	1%	2%	3%	34%	35%	5%	18%a	6%	3%	
		27%cd	12%deh	18%	13%	1%	1%	1%	3%	3%	4%	12%	2%	1%	2%	2%	3%	12%	
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)																			
In bundle	878	141	65	189	137	133	80	35	59	25	8	5	276	394	51	99	52	5	
14%	14%	14%	13%	15%	12%	15%	15%	10%	14%	13%	15%	23%	11%	15%	16%	17%	16%	23%	
Not in bundle	2723	348	180	511	509	412	249	169	207	98	28	11	970	1273	162	197	110	11	
43%	43%	35%	36%	39%	46%	47%	48%	50%	48%	52%	52%	47%	39%	49%	51%	34%	34%	47%	
		13%	7%	19%a	19%abc	15%abc	9%abc	6%abc	8%abc	4%abc	1%ab	*	36%o	47%op	6%op	7%	4%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £79,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
PERSONAL INCOME < £10,000	1069	449	106	213	133	91	31	21	21	3	3	-	425	262	78	209	95	-	
17%		45% 42%bode fghij	21% 10%cdef hij	16% 20%defg hij	12% 12%efghi hij	10% 8%fghi hij	6% 2% 3%ij	6% 2% 3%hij	5% 2% 1%	2% * 1%	5% * -	- - -	17% 40%lm	10% 25% 33%	25% 7%lm	36% 20%lmn	29% 9%lm	- -	
£10,000 - £14,999	1064	350	129	237	123	123	48	36	10	7	-	-	441	354	57	162	50	-	
17%		35% 33%bode fghij	26% 12%cdef ghij	18% 22%defg hij	11% 12%efghi hij	14% 12%fghij	9% 5%hij	11% 3%hij	2% 1%	2% 1%	- -	- -	18% 41%lm	14% 33%	18% 5%lm	28% 15%lmnp	15% 5%	- -	
£15,000 - £19,999	1132	109	205	366	235	112	43	29	27	6	-	-	619	363	32	83	35	-	
18%		11% 10%hij	41% 21%acde fghij	28% 32%acdef ghij	21% 21%aefg hij	13% 10%fghij	8% 4%ij	8% 3%ij	6% 2%	3% 1%	- -	- -	25% 55%mnop	14% 32%	10% 3%	14% 7%	11% 3%	- -	
£20,000 - £29,999	1715	78	42	455	410	312	201	92	94	25	6	-	661	760	98	104	91	-	
27%		8% 5%	8% 2%	35% 27%abgh ij	37% 24%abgh ij	36% 18%abgh ij	38% 12%abghi j	27% 5%abij	22% 5%abi	13% 1%a	10% *	- -	27% 39%o	29% 44%o	31% 6%o	18% 6%	28% 5%o	- -	
£30,000 - £39,999	716	13	10	16	187	171	113	91	92	16	5	-	198	430	36	21	31	-	
11%		1% 2%	2% 1%	1% 2%	17% 26%abci	20% 24%abci	22% 16%abcd i	22% 13%abcd eij	27% 15%abcd efg	8% 2%abc	9% 1%abc	- -	8% 28%o	16% 60%lnop	12% 5%o	4% 3%	9% 4%o	- -	
£40,000 - £49,999	309	2	1	4	5	61	58	42	83	45	6	-	83	200	9	4	13	-	
5%		* 1%	* *	* 1%	* 2%	7% 20%abcd	11% 19%abcd	12% 14%abcd	19% 27%abcd	24% 15%abcde	11% 2%abcd	- -	3% 27%o	8% 65%lnop	3% 3%o	1% 1%	4% 4%o	- -	
£50,000 - £59,999	132	-	2	2	3	2	27	23	47	20	6	-	8	118	1	-	4	-	
2%		- *	- *	2% 2%	* 3%	* 2%	5% 21%abcd	7% 17%abcd	11% 35%abcd	11% 15%abcde	10% 4%abcde	- -	- 6%	5% 90%lnop	* 1%	- -	1% 3%o	- -	
£60,000 - £69,999	61	1	-	2	-	-	-	8	26	18	6	-	8	53	1	-	-	-	
1%		* 2%	- *	* 3%	- -	- -	- -	2% 13%abcd ef	6% 43%abcd efg	9% 29%abcd efg	12% 11%abcde fg	- -	- 13%	2% 86%lnop	* 1%	- -	- -	- -	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
£70,000 - £99,999	67	1	-	-	-	-	-	-	28	30	7	-	11	51	1	-	4	-
	1%	*	-	-	-	-	-	-	7%	16%	14%	-	*	2%	*	-	1%	-
		2%	-	-	-	-	-	-	42%abcd	44%abcd	11%abode	-	17%	76%lno	1%	-	6%o	-
									efgh	efgh	fg	-						
£100,000 +	34	-	-	-	-	-	-	-	-	19	15	-	6	28	-	-	1	-
	1%	-	-	-	-	-	-	-	-	10%	28%	-	*	1%	-	-	*	-
		-	-	-	-	-	-	-	-	56%abcd	44%abode	-	16%	81%lo	-	-	2%	-
										efgh	fghi	-						
No classification	23	-	-	-	-	-	-	-	-	-	-	23	-	-	-	-	-	23
	*	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
HOUSEHOLD INCOME < £15,000	1005	1005	-	-	-	-	-	-	-	-	-	-	492	232	34	205	42	-
	16%	100%	-	-	-	-	-	-	-	-	-	-	20%	9%	11%	35%	13%	-
		100%bcdef	-	-	-	-	-	-	-	-	-	-	49%lmnp	23%	3%	20%lmnp	4%lm	-
		ghij	-	-	-	-	-	-	-	-	-	-						
£15,000 - £19,999	495	-	495	-	-	-	-	-	-	-	-	-	218	156	16	75	29	-
	8%	-	100%	-	-	-	-	-	-	-	-	-	9%	6%	5%	13%	9%	-
		-	100%acdef	-	-	-	-	-	-	-	-	-	44%lmn	32%	3%	15%lmn	6%lm	-
			ghij	-	-	-	-	-	-	-	-	-						
£20,000 - £29,999	1295	-	-	1295	-	-	-	-	-	-	-	-	648	372	73	135	67	-
	20%	-	-	100%	-	-	-	-	-	-	-	-	26%	14%	23%	23%	21%	-
		-	-	100%abdef	-	-	-	-	-	-	-	-	50%mp	29%	6%lm	10%lm	5%lm	-
				ghij	-	-	-	-	-	-	-	-						
£30,000 - £39,999	1096	-	-	-	1096	-	-	-	-	-	-	-	424	429	84	82	76	-
	17%	-	-	-	100%	-	-	-	-	-	-	-	17%	16%	27%	14%	23%	-
		-	-	-	100%abcdf	-	-	-	-	-	-	-	39%	39%	8%lmo	8%	7%lmo	-
					ghij	-	-	-	-	-	-	-						
£40,000 - £49,999	872	-	-	-	-	872	-	-	-	-	-	-	285	421	63	51	53	-
	14%	-	-	-	-	100%	-	-	-	-	-	-	12%	16%	20%	9%	16%	-
		-	-	-	-	100%abcdf	-	-	-	-	-	-	33%	48%lo	7%lo	6%	6%lo	-
						ghij	-	-	-	-	-	-						

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Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS					
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Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
£50,000 - £59,999	523	-	-	-	-	-	523	-	-	-	-	-	149	303	33	22	17	-
8%		-	-	-	-	-	100%	-	-	-	-	-	6%	12%	10%	4%	5%	-
		-	-	-	-	-	100%abcde	-	-	-	-	-	28%o	58%lop	6%lop	4%	3%	-
							ghij											
£60,000 - £69,999	342	-	-	-	-	-	-	342	-	-	-	-	101	210	6	8	17	-
5%		-	-	-	-	-	-	100%	-	-	-	-	4%	8%	2%	1%	5%	-
		-	-	-	-	-	-	100%abcde	-	-	-	-	30%o	61%lno	2%	2%	5%no	-
								fhij										
£70,000 - £99,999	428	-	-	-	-	-	-	-	428	-	-	-	101	307	3	3	14	-
7%		-	-	-	-	-	-	-	100%	-	-	-	4%	12%	1%	1%	4%	-
		-	-	-	-	-	-	-	100%abcde	-	-	-	24%no	72%lnop	1%	1%	3%no	-
									fgij									
£100,000 - £149,999	189	-	-	-	-	-	-	-	-	189	-	-	35	143	3	1	7	-
3%		-	-	-	-	-	-	-	-	100%	-	-	1%	5%	1%	*	2%	-
		-	-	-	-	-	-	-	-	100%abcde	-	-	18%o	76%lnop	2%	1%	3%o	-
										fghi								
£150,000 +	54	-	-	-	-	-	-	-	-	-	54	-	7	46	-	-	1	-
1%		-	-	-	-	-	-	-	-	-	100%	-	*	2%	-	-	*	-
		-	-	-	-	-	-	-	-	-	100%abcde	-	13%	85%lnop	-	-	1%	-
											fghi							
No classification	23	-	-	-	-	-	-	-	-	-	-	23	-	-	-	-	-	23
*		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%
FINANCIAL STRESS																		
Very low	2460	492	218	648	424	285	149	101	101	35	7	-	2460	-	-	-	-	-
39%		49%	44%	50%	39%	33%	28%	30%	24%	18%	13%	-	100%	-	-	-	-	-
		20%defgh	9%defg	26%bdef	17%efgh	12%hij	6%ij	4%ij	4%	1%	*	-	100%mnop	-	-	-	-	-
		ij	hij	ghij	ij													
Low	2620	232	156	372	429	421	303	210	307	143	46	-	-	2620	-	-	-	-
41%		23%	32%	29%	39%	48%	58%	61%	72%	76%	85%	-	-	100%	-	-	-	-
		9%	6%a	14%a	16%abc	16%abcd	12%abcde	8%abcd	12%abcde	5%abcde	2%abcde	-	-	100%lnop	-	-	-	-
							e		fg	fg	fg							

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS							
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20	
	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**	
	314	34	16	73	84	63	33	6	3	3	-	-	-	-	314	-	-	-	
	5%	3%	3%	6%	8%	7%	6%	2%	1%	2%	-	-	-	-	100%	-	-	-	
		11%h	5%h	23%abgh	27%abgh	20%abgh	10%abghi	2%	1%	1%	-	-	-	-	100%lmop	-	-	-	
	582	205	75	135	82	51	22	8	3	1	-	-	-	-	-	582	-	-	
	9%	20%	15%	10%	8%	6%	4%	2%	1%	1%	-	-	-	-	-	100%	-	-	
		35%bcde	13%def	23%defg	14%ghi	9%ghi	4%hi	1%	1%	*	-	-	-	-	-	100%lmnp	-	-	
	323	42	29	67	76	53	17	17	14	7	1	-	-	-	-	-	323	-	
	5%	4%	6%	5%	7%	6%	3%	5%	3%	3%	1*	-	-	-	-	-	100%	-	
		13%	9%h	21%	23%ath	16%af	5%	5%	4%	2%	*	-	-	-	-	-	100%lmno	-	
	23	-	-	-	-	-	-	-	-	-	-	23	-	-	-	-	-	23	
	*	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	
		-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	
	2092	369	162	429	340	278	186	99	137	60	22	10	736	923	88	241	95	10	
	33%	37%	33%	33%	31%	32%	36%	29%	32%	32%	41%	43%	30%	35%	28%	41%	29%	43%	
		18%deg	8%	21%	16%	13%	9%	5%	7%	3%	1%	*	35%	44%hnp	4%	12%lmnp	5%	*	
	2121	325	162	432	391	320	172	95	136	56	20	12	911	771	123	175	128	12	
	34%	32%	33%	33%	36%	37%	33%	28%	32%	30%	36%	52%	37%	29%	39%	30%	40%	52%	
		15%	8%	20%	18%g	15%g	8%	4%	6%	3%	1%	1%	43%mo	36%	6%mo	8%	6%mo	1%	
	2109	311	171	434	365	275	165	148	155	73	13	1	813	926	103	166	100	1	
	33%	31%	35%	33%	33%	31%	32%	43%	36%	39%	29%	5%	33%	35%	33%	29%	31%	5%	
		15%	8%	21%	17%	13%	8%	7%abcde	7%	3%	1%	*	39%o	44%o	5%	8%	5%	*	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Break by Break
Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2112
		2121	2109
GENDER			
Male	3068	1018	1043
	49%	49%	48%
		33%	34%
Female	3254	1074	1077
	51%	51%	51%
		33%	34%
AGE			
16-24	890	307	272
	14%	15%	13%
		35%	31%
25-34	1162	386	425
	18%	18%	20%
		33%	37% ^c
35-44	1055	331	367
	17%	16%	17%
		31%	35%
45-54	989	316	347
	16%	15%	16%
		32%	35%
55-64	997	322	321
	16%	15%	15%
		32%	32%
65-74	650	231	205
	10%	11%	10%
		35%	32%
75+	579	199	183
	9%	10%	9%
		34%	32%
AGE			
16-34	2051	694	697
	32%	33%	33%
		34%	34%

Q. Break by Break**Base: All Adults 16+ in the UK**

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2112
		2121	2109
35-64	3042	968	1035
	48%	46%	49%
		32%	34%
65+	1229	430	388
	19%	21%	18%
		35%	32%
SOCIAL GRADE			
ABC1	3139	1031	1036
	50%	49%	51%
		33%	34%
C2DE	3183	1061	1084
	50%	51%	49%
		33%	34%
SOCIAL GRADE			
AB	1217	406	388
	19%	19%	18%
		33%	32%
C1C2	3237	1058	1117
	51%	51%	50%
		33%	35%
DE	1868	628	615
	30%	30%	29%
		34%	33%
COUNTRY			
England	5325	1773	1775
	84%	85%	84%
		33%	33%
Scotland	537	173	184
	9%	8%	9%
		32%	34%
Wales	316	104	111
	5%	5%	5%
		33%	35%

Q. Break by Break

Base: All Adults 16+ in the UK

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114
Weighted Base	6322	2092	2112
		2121	2109
Northern Ireland	144	42	51
	2%	2%	2%
		29%	35%
			36%
GOVERNMENT REGIONS			
North East	260	92	76
	4%	4%	4%
		35%	29%
			36%
North West	704	231	230
	11%	11%	12%
		33%	33%
			34%
Yorkshire and The Humber	542	179	183
	9%	9%	9%
		33%	34%
			33%
East Midlands	464	150	150
	7%	7%	7%
		32%	32%
			35%
West Midlands	530	169	194
	8%	8%	8%
		32%	37%
			31%
East of England	622	215	214
	10%	10%	10%
		34%	34%
			9%
			31%
London	770	249	257
	12%	12%	12%
		32%	33%
			34%
South East	905	315	302
	14%	15%	14%
		35%	33%
			32%
South West	527	172	169
	8%	8%	8%
		33%	32%
			35%
Wales	316	104	111
	5%	5%	5%
		33%	35%
			32%

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Scotland	537	173	184	180
	9%	8%	9%	9%
		32%	34%	33%
Northern Ireland	144	42	51	51
	2%	2%	2%	2%
		29%	35%	36%
ETHNIC ORIGIN				
White	5481	1823	1837	1821
	87%	87%	87%	86%
		33%	34%	33%
Minority Ethnic	804	258	270	276
	13%	12%	13%	13%
		32%	34%	34%
Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)				
Yes	472	386	43	42
	7%	18%	2%	2%
		82%bc	9%	9%
No	1825	1622	122	80
	29%	78%	6%	4%
		89%bc	7% ^c	4%
Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)				
Up to £15,499	430	325	56	49
	7%	16%	3%	2%
		76%bc	13%	11%
£15,500+	894	788	58	49
	14%	38%	3%	2%
		88%bc	6%	5%
Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)				
Up to £17,999	522	404	65	53
	8%	19%	3%	3%
		77%bc	13%	10%
£18,000+	802	709	48	45
	13%	34%	2%	2%
		88%bc	6%	6%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Q.2 PHONE OWNERSHIP				
Smart phone on contract	2891	934	975	983
	46%	45%	46%	47%
		32%	34%	34%
Smart phone pay as you go	613	211	191	211
	10%	10%	9%	10%
		34%	31%	34%
Standard mobile on contract	359	122	120	117
	6%	6%	6%	6%
		34%	33%	33%
Standard mobile on pay as you go	584	195	192	197
	9%	9%	9%	9%
		33%	33%	34%
ANY SMART PHONE	3345	1082	1123	1140
	53%	52%	53%	54%
		32%	34%	34%
ANY SMART PHONE/ STANDARD MOBILE	4048	1314	1355	1378
	64%	63%	64%	65%
		32%	33%	34%
Q.2 TABLET				
Tablet with internet access (e.g. 3G or 4G)	1640	533	546	561
	26%	25%	26%	27%
		33%	33%	34%
Tablet that connects to WIFI	1368	466	424	478
	22%	22%	20%	23%
		34%	31%	35% ^b
Any Tablet	2666	872	872	922
	42%	42%	41%	44%
		33%	33%	35%
Q.2 INTERNET				
Standard fixed broadband	2466	765	881	820
	39%	37%	42%	39%
		31%	36% ^a	33%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Superfast fixed broadband	1185	401	366	417
	19%	19%	17%	20%
		34%	31%	35%b
Any fixed broadband	3601	1142	1238	1221
	57%	55%	58%	58%
		32%	34%a	34%a
No fixed broadband	2721	950	883	888
	43%	45%	42%	42%
		35%bc	32%	33%
Mobile broadband	263	91	64	108
	4%	4%	3%	5%
		34%b	24%	41%b
Any internet	3644	1152	1253	1239
	58%	55%	59%	59%
		32%	34%a	34%a
Q.2 LANDLINE				
Yes	3251	1037	1080	1133
	51%	50%	51%	54%
		32%	33%	35%a
No	3071	1055	1041	976
	49%	50%	49%	46%
		34%c	34%	32%
Q.2 PAY TV SERVICE				
Yes	1857	609	614	635
	29%	29%	29%	30%
		33%	33%	34%
No	4465	1483	1507	1475
	71%	71%	71%	70%
		33%	34%	33%
Q.13 BUNDLERS (reduced sample)				
Yes	1055	872	97	86
	17%	42%	5%	4%
		83%bc	9%	8%

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS				
Any Difficulties	438	184	126	128
	7%	9%	6%	6%
		42%bc	29%	29%
No Difficulties	4309	1373	1473	1463
	68%	66%	69%	69%
		32%	34%a	34%a
Frequent Difficulties	85	39	20	26
	1%	2%	1%	1%
		46%b	23%	31%
Q.7 HAVE BEEN DEBT IN LAST YEAR				
Any COMMUNICATIONS service	100	45	28	27
	2%	2%	1%	1%
		45%bc	28%	27%
Gas/Elec or Water	64	22	19	23
	1%	1%	1%	1%
		35%	30%	36%
Q.10 DON'T HAVE SERVICE BECAUSE OF COST (reduced sample)				
Smartphone	58	48	5	6
	1%	2%	0%	0%
		82%bc	8%	10%
Standard mobile	59	46	8	4
	1%	2%	0%	0%
		79%bc	14%	8%
Fixed landline	110	78	16	16
	2%	4%	1%	1%
		71%bc	14%	15%
Standard fixed BB	93	71	7	15
	1%	3%	0%	1%
		76%bc	8%	16%
Superfast fixed BB	189	129	32	29
	3%	6%	1%	1%
		68%bc	17%	15%

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Any fixed broadband	244	176	34	34
	4%	8% 72%bc	2% 14%	2% 14%
No fixed broadband	6078	1916	2087	2075
	96%	92% 32%	98% 34%a	98% 34%a
Mobile BB	102	66	20	16
	2%	3% 64%bc	1% 20%	1% 10%
Tablet with internet access	132	96	19	16
	2%	5% 73%bc	1% 14%	1% 13%
Calls via public payphones	110	74	19	17
	2%	4% 67%bc	1% 17%	1% 16%
Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)				
In bundle	878	734	78	67
	14%	35% 84%bc	4% 9%	3% 8%
Not in bundle	2723	409	1160	1154
	43%	20% 15%	55% 43%a	55% 42%a
PERSONAL INCOME				
< £10,000	1069	389	354	326
	17%	19% 36%c	17% 33%	15% 30%
£10,000 - £14,999	1064	345	348	371
	17%	17% 32%	16% 33%	18% 35%
£15,000 - £19,999	1132	360	378	394
	18%	17% 32%	18% 33%	19% 35%
£20,000 - £29,999	1715	559	600	555
	27%	27% 33%	28% 35%	26% 32%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
£30,000 - £39,999	716 11%	229 11% 32%	237 11% 33%	249 12% 35%
£40,000 - £49,999	309 5%	98 5% 32%	113 5% 37%	98 5% 32%
£50,000 - £59,999	132 2%	47 2% 36%	30 1% 23%	54 3% 41% ^b
£60,000 - £69,999	61 1%	20 1% 33%	19 1% 30%	22 1% 37%
£70,000 - £99,999	67 1%	27 1% 41%	17 1% 25%	23 1% 35%
£100,000 +	34 1%	7 - 20%	12 1% 34%	15 1% 45%
No classification	23 *	10 - 43% ^c	12 1% 52% ^c	1 - 5%
HOUSEHOLD INCOME				
< £15,000	1005 16%	369 18% 37% ^c	325 15% 32%	311 15% 31%
£15,000 - £19,999	495 8%	162 8% 33%	162 8% 33%	171 8% 35%
£20,000 - £29,999	1295 20%	429 21% 33%	432 20% 33%	434 21% 33%
£30,000 - £39,999	1096 17%	340 16% 31%	391 18% 36%	365 17% 33%

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
£40,000 - £49,999	872	278	320	275
	14%	13%	15%	13%
		32%	37%	31%
£50,000 - £59,999	523	186	172	165
	8%	9%	8%	8%
		36%	33%	32%
£60,000 - £69,999	342	99	95	148
	5%	5%	4%	7%
		29%	28%	43%ab
£70,000 - £99,999	428	137	136	155
	7%	7%	6%	7%
		32%	32%	36%
£100,000 - £149,999	189	60	56	73
	3%	3%	3%	3%
		32%	30%	39%
£150,000 +	54	22	20	13
	1%	1%	1%	1%
		41%	36%	23%
No classification	23	10	12	1
	*	*	1%	*
		43%c	52%c	5%
FINANCIAL STRESS				
Very low	2460	736	911	813
	39%	35%	43%	39%
		30%	37%ac	33%a
Low	2620	923	771	926
	41%	44%	36%	44%
		35%b	29%	35%b
Medium	314	88	123	103
	5%	4%	6%	5%
		28%	39%a	33%
High	582	241	175	166
	9%	12%	8%	8%
		41%bc	30%	29%

Q. Break by Break**Base: All Adults 16+ in the UK**

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
Very high	323	95	128	100
	5%	5%	6%	5%
		29%	40%a	31%
No classification	23	10	12	1
	*	*	1%	*
		43% ^c	52% ^c	5%
WAVE				
WED 28	2092	2092	-	-
	33%	100%	-	-
		100% ^{bc}	-	-
WED 29	2121	-	2121	-
	34%	-	100%	-
		-	100% ^{ac}	-
WED 30	2109	-	-	2109
	33%	-	-	100%
		-	-	100% ^{ab}

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	6322	3077	3245	742	1009	909	887	914	988	873	1751	2710	1861	2778	3544	1103	2949	2270
Weighted Base	6322	3068	3254	890	1162	1055	989	997	650	579	2051	3042	1229	3139	3183	1217	3237	1868
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 2%	53 2% ijnmp 43%	71 2% 57%	23 3% 18%ij	44 4% 35%aghhj	24 2% 19%ij	14 1% 11%ij	14 1% 11%ij	5 1% 4%	1 * 1%	67 3% 54%almm	52 2% 41%lm	6 1% 5%	38 1% 30%	87 3% 70%an	11 1% 9%	48 1% 39%	65 3% 52%apqj
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	67 2% ijnmp 41%	95 3% 59%	29 3% 18%ij	57 5% 35%alghj	30 3% 18%ij	19 2% 11%ij	20 2% 12%ij	5 1% 3%	2 * 1%	87 4% 53%almm	68 2% 42%lm	7 1% 5%	46 1% 28%	116 4% 72%an	11 1% 7%	64 2% 39%p	88 5% 54%apqj

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	COUNTRY				GOVERNMENT REGIONS											
		England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	6322	5260	555	315	192	267	710	520	459	538	617	754	860	535	315	555	192
Weighted Base	6322	5325	537	316	144	260	704	542	464	530	622	770	905	527	316	537	144
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 2%	105 2% j 84%	8 1% 6%	11 3% 9%	1 1% 1%	3 1% 2%	23 3% 19%ajlmp	19 3% 15%ajlmp	11 2% 9%j	4 1% 3%	17 3% 14%jl	8 1% 6%	12 1% 10%	8 2% 7%	11 3% 9%jlm	8 1% 6%	1 1% 1%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	132 2% j 82%	16 3% 10%	12 4% 8%	2 1% 1%	3 1% 2%	30 4% 19%ajlmn	19 4% 12%jlm	16 4% 10%jlm	5 1% 3%	23 4% 14%jlm	12 2% 7%	15 2% 9%	10 2% 6%	12 4% 8%jlm	16 3% 10%j	2 1% 1%

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	6322	5551	735	551	1753	465	813	562	716	2630	590	396	707	3083	3959
Weighted Base	6322	5481	804	472	1825	430	894	522	802	2891	613	359	584	3345	4048
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 2%	112 2% 90%	12 1% 9%	36 8% 29% ^{ae}	88 5% 70% ^{ae}	47 11% 38% ^{ag}	45 5% 36% ^{ae}	54 10% 44% ^{ai}	37 5% 30% ^{ae}	77 3% 62% ^{am}	28 5% 22% ^{ajmo}	7 2% 6%	7 1% 6%	102 3% 82% ^{am}	112 3% 90% ^{am}
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	147 3% 91%	14 2% 9%	49 10% 30% ^{ae}	112 6% 69% ^{ae}	67 16% 41% ^{ag}	57 6% 35% ^{ae}	77 15% 48% ^{ai}	46 6% 29% ^{ae}	100 3% 61% ^{ae}	33 5% 20% ^{ajmo}	10 3% 6%	13 2% 8%	129 4% 80% ^{am}	147 4% 91% ^{ae}

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	6322	1522	1288	2499	2425	1086	3466	2856	241	3509
Weighted Base	6322	1640	1368	2666	2466	1185	3601	2721	263	3644
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125	52	40	81	69	30	97	28	5	98
	2%	3%	3%	3%	3%	3%	3%	1%	2%	3%
		h	42%a	32%a	55%ah	24%h	78%ah	22%	4%	78%ah
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	162	62	46	96	84	38	119	44	6	119
	3%	4%	3%	4%	3%	3%	3%	2%	2%	3%
		h	38%a	29%	52%ah	23%h	73%ah	27%	3%	74%h

Q. Summary table
Base: All Adults 16+ in the UK

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)	Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)	Gas/Elec or Water (k)
Unweighted Base	6322	3344	2978	1809	4513	1032	433	4404	92	93	63
Weighted Base	6322	3251	3071	1857	4465	1055	438	4309	85*	100*	64*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 2%	78 2% h	47 2% 62% ^c	51 3% 41% ^e	74 2% 59%	76 7% 61% ^a	125 28% 100% ^{ah}	- - -	24 28% 19% ^{ah}	100 100% 80% ^{ak}	26 41% 21% ^a
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	95 3% h	68 2% 42%	67 4% 41% ^{ae}	96 2% 59%	98 9% 60% ^a	162 37% 100% ^{ah}	- - -	27 32% 17% ^{ah}	100 100% 62% ^a	64 100% 39% ^a

Q. Summary table
Base: All Adults 16+ in the UK

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	6322	66	61	110	93	185	239	6083	101	125	104	849	2617
Weighted Base	6322	58*	59*	110	93*	189	244	6078	102*	132	110*	878	2723
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125 2%	10 17% hm 8%ah	9 15% (7%ah	15 13% 12%ah	8 8% 6%ah	33 17% 27%ah	35 14% 28%ah	90 1% 72%	15 15% 12%ah	19 14% 15%ah	14 13% 11%ah	63 7% 50%am	34 1% 27%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	162 3%	12 21% hm 8%ah	9 15% 6%ah	25 23% 15%ah	11 12% 7%ah	44 23% 27%aah	47 19% 29%ah	115 2% 71%	22 22% 14%ah	30 23% 19%ah	26 23% 16%aah	76 9% 47%am	42 2% 26%

Q. Summary table
Base: All Adults 16+ in the UK

	PERSONAL INCOME										
Total	< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classifica- tion (k)
6322	1116	1158	1181	1638	670	282	115	54	59	29	20
6322	1069	1064	1132	1715	716	309	132	61*	67*	34**	23**
125	34	30	25	28	1	3	-	1	-	-	2
2%	3%	3%	2%	2%	*	1%	-	1%	-	-	10%
	27%def	24%de	20%e	23%e	1%	2%	-	1%	-	-	2%
162	41	38	32	41	3	4	1	1	-	-	2
3%	4%	4%	3%	2%	*	1%	1%	1%	-	-	10%
	25%def	23%ef	20%e	25%e	2%	2%	1%	1%	-	-	1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k

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

Q. Summary table
Base: All Adults 16+ in the UK

Affordability of Communications Services Measures (QS0108 - 311528/311529/311530)

	Total	HOUSEHOLD INCOME										FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)
Unweighted Base	6322	1121	548	1375	1081	799	480	309	377	166	46	20	2520	2608	294	569	311	20
Weighted Base	6322	1005	495	1295	1096	872	523	342	428	189	54*	23**	2460	2620	314	582	323	23**
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125 2%	36 4% 29%defg hi	20 4% 16%defg hi	36 3% 29%deg hi	12 1% 9% 5%	6 1% 5% 6%	8 2% 6% 2%	2 1% 2% 2%	2 * 2% 2%	1 * 1% 1%	- - - -	2 10% 2% 1%	56 2% 45% _m	18 1% 15%	3 3%	29 5% 23% _{lmn}	16 5% 13% _{lmn}	2 10% 2%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	162 3%	44 4% 27%defg hi	27 6% 17% _{cdef} ghi	45 3% 28%deg hi	14 1% 9% 6%	10 1% 6% 7%	11 2% 7% 2%	3 1% 2% 2%	4 1% 2% 2%	2 1% 1% 1%	- - - -	2 10% 1% 1%	75 3% 46% _m	24 1% 15%	7 4% _m	36 6% 22% _{lmn}	19 6% 12% _{lmn}	2 10% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
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

Q. Summary table
Base: All Adults 16+ in the UK

	Total	WAVE		
		WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	6322	2096	2114	2112
Weighted Base	6322	2092	2121	2109
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125 2%	56 3% 45%bc	36 2% 29%	33 2% 26%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	162 3%	68 3% 42%b	45 2% 28%	48 2% 30%

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (b)	Female (c)	16-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65-74 (i)	75+ (j)	16-34 (k)	35-64 (l)	65+ (m)	ABC1 (n)	C2DE (o)	AB (p)	C1C2 (q)	DE (r)
Unweighted Base	4889	2450	2439	280	779	741	740	759	840	750	1059	2240	1590	2175	2714	869	2274	1746
Weighted Base	4793	2396	2398	331	898	866	823	828	550	496	1229	2518	1047	2399	2394	932	2449	1412
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125	53	71	23	44	24	14	14	5	1	67	52	6	38	87	11	48	65
	3%	2%	3%	7%	5%	3%	2%	2%	1%	*	5%	2%	1%	2%	4%	1%	2%	5%
		jmnpr	43%	57%	18%alg	35%alg	19%j	11%j	4%	1%	54%alm	41%lm	5%	30%	70%an	9%	39%	52%apq
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162	67	95	29	57	30	19	20	5	2	87	68	7	46	116	11	64	88
	3%	3%	4%	9%	6%	3%	2%	2%	1%	*	7%	3%	1%	2%	5%	1%	3%	6%
		jmnpr	41%	59%b	18%alg	35%alg	18%j	11%j	3%	1%	53%alm	42%lm	5%	28%	72%an	7%	39%p	54%apq

Q. Summary table
Base: All with some responsibility for communications services

	COUNTRY					GOVERNMENT REGIONS											
	Total (a)	England (b)	Scotland (c)	Wales (d)	Northern Ireland (e)	North East (f)	North West (g)	Yorkshire and The Humber (h)	East Midlands (i)	West Midlands (j)	East of England (k)	London (l)	South East (m)	South West (n)	Wales (o)	Scotland (p)	Northern Ireland (q)
Unweighted Base	4889	4061	422	247	159	198	565	398	351	399	525	531	669	425	247	422	159
Weighted Base	4793	4040	393	242	119	186	545	411	344	377	515	541	701	419	242	393	119
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 3%	105 3% 84%	8 2% 6%	11 5% 9%e	1 1% 1%	3 1% 2%	23 4% 19%ajlmq	19 5% 15%ajlmnq	11 3% 9%j	4 1% 3%	17 3% 14%jl	8 1% 6%	12 2% 10%	8 2% 7%	11 5% 9%ajmq	8 2% 6%	1 1% 1%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	132 3% j 82%	16 4% 10%	12 5% 8%	2 1% 1%	3 2% 2%	30 6% 19%ajlmn q	19 5% 12%ajlm	16 5% 10%ajlm	5 1% 3%	23 4% 14%ajm	12 2% 7%	15 2% 9%	10 2% 6%	12 5% 8%ajlm	16 4% 10%j	2 1% 1%

Q. Summary table

Base: All with some responsibility for communications services

	Total (a)	ETHNIC ORIGIN		Q.22 LONG TERM DISABILITY ILLNESS (reduced sample)		Q.20 HOUSEHOLD INCOME, 60% LEVEL (reduced sample)		Q.20 HOUSEHOLD INCOME, 70% LEVEL (reduced sample)		Q.2 PHONE OWNERSHIP					
		White (b)	Minority Ethnic (c)	Yes (d)	No (e)	Up to £15,499 (f)	£15,500+ (g)	Up to £17,999 (h)	£18,000+ (i)	Smart phone on contract (j)	Smart phone pay as you go (k)	Standard mobile on contract (l)	Standard mobile on pay as you go (m)	ANY SMART PHONE (n)	ANY SMART PHONE/ STANDARD MOBILE (o)
Unweighted Base	4889	4400	464	467	1372	422	694	506	610	2630	590	396	707	3083	3959
Weighted Base	4793	4258	509	396	1406	390	754	471	674	2891	613	359	584	3345	4048
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 3%	112 3% m 90%	12 2% 9%	36 9% 29%ae	88 6% 70%a	47 12% 38%ag	45 6% 36%a	54 12% 44%ai	37 6% 30%a	77 3% 62% m	28 5% ajmo	7 2% 6%	7 1% 6%	102 3% 82% m	112 3% 90% m
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	147 3% 91%	14 3% 9%	49 12% 30%ae	112 8% 69%a	67 17% 41%ag	57 8% 35%a	77 16% 48%ai	46 7% 29%a	100 3% 61%	33 5% ajmo	10 3% 6%	13 2% 8%	129 4% 80% m	147 4% 91%

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	Q.2 TABLET			Q.2 INTERNET					
		Tablet with internet access (e.g. 3G or 4G) (b)	Tablet that connects to WIFI (c)	Any Tablet (d)	Standard fixed broadband (e)	Superfast fixed broadband (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile broadband (i)	Any internet (j)
Unweighted Base	4889	1522	1288	2499	2425	1086	3466	1423	241	3509
Weighted Base	4793	1640	1368	2666	2466	1185	3601	1192	263	3644
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125	52	40	81	69	30	97	28	5	98
	3%	3%	3%	3%	3%	3%	3%	2%	2%	3%
		42%	32%	65%	55%	24%	78%	22%	4%	78%
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	162	62	46	96	84	38	119	44	6	119
	3%	4%	3%	4%	3%	3%	3%	4%	2%	3%
		38%	29%	59%	52%	23%	73%	27%	3%	74%

Q. Summary table

Base: All with some responsibility for communications services

	Total (a)	Q.2 LANDLINE		Q.2 PAY TV SERVICE		Q.13 BUNDLERS (reduced sample)	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (b)	No (c)	Yes (d)	No (e)		Yes (f)	Any Difficulties (g)	No Difficulties (h)	Frequent Difficulties (i)	Any COMMUNICATIO NS service (j)
Unweighted Base	4889	3344	1545	1809	3080	1032	433	4404	92	93	63
Weighted Base	4793	3251	1543	1857	2936	1055	438	4309	85*	100*	64*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 3%	78 2% h 62%	47 3% 38%	51 3% 41%	74 3% 59%	76 7% 61%a	125 28% 100%ah	- 28% -	24 28% 19%ah	100 100% 80%ak	26 41% 21%a
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	162 3%	95 3% h 58%	68 4% 42%b	67 4% 41%	96 3% 59%	98 9% 60%a	162 37% 100%ah	- - -	27 32% 17%ah	100 100% 62%a	64 100% 39%a

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

* small base

Q. Summary table
Base: All with some responsibility for communications services

	Total (a)	Q.10 DONT HAVE SERVICE BECAUSE OF COST (reduced sample)									Q.14 FIXED BROADBAND IN BUNDLE (reduced sample)		
		Smartphone (b)	Standard mobile (c)	Fixed landline (d)	Standard fixed BB (e)	Superfast fixed BB (f)	Any fixed broadband (g)	No fixed broadband (h)	Mobile BB (i)	Tablet with internet access (j)	Calls via public payphones (k)	In bundle (l)	Not in bundle (m)
Unweighted Base	4889	66	61	110	93	185	239	4650	101	125	104	849	2617
Weighted Base	4793	58*	59*	110	93*	189	244	4549	102*	132	110*	878	2723
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125	10	9	15	8	33	35	90	15	19	14	63	34
	3%	17%	15%	13%	8%	17%	14%	2%	15%	14%	13%	7%	1%
		m	8%ah	12%ah	6%ah	27%ah	28%ah	72%	12%ah	15%ah	11%ah	50%am	27%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	162	12	9	25	11	44	47	115	22	30	26	76	42
	3%	21%	15%	23%	12%	23%	19%	3%	22%	23%	23%	9%	2%
		hm	8%ah	6%ah	15%ah	27%aah	29%ah	71%	14%ah	19%ah	16%aah	47%am	26%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - a/l/m
* small base

Q. Summary table

Base: All with some responsibility for communications services

	Total	PERSONAL INCOME										
		< £10,000 (a)	£10,000 - £14,999 (b)	£15,000 - £19,999 (c)	£20,000 - £29,999 (d)	£30,000 - £39,999 (e)	£40,000 - £49,999 (f)	£50,000 - £59,999 (g)	£60,000 - £69,999 (h)	£70,000 - £99,999 (i)	£100,000 + (j)	No classificat ion (k)
Unweighted Base	4889	833	915	907	1247	542	220	88	45	49	25	18
Weighted Base	4793	775	819	847	1292	568	237	100*	50*	55*	30**	22**
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125 3%	34 4% 27%defg	30 4% 24%de	25 3% 20%e	28 2% 23%e	1 * 1%	3 1% 2%	- - -	1 2% 1%	- - -	- - -	2 11% 2%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162 3%	41 5% 25%def	38 5% 23%ef	32 4% 20%e	41 3% 25%e	3 * 2%	4 2% 2%	1 1% 1%	1 2% 1%	- - -	- - -	2 11% 1%

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

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

Q. Summary table

Base: All with some responsibility for communications services

	Total	HOUSEHOLD INCOME											FINANCIAL STRESS						
		< £15,000 (a)	£15,000 - £19,999 (b)	£20,000 - £29,999 (c)	£30,000 - £39,999 (d)	£40,000 - £49,999 (e)	£50,000 - £59,999 (f)	£60,000 - £69,999 (g)	£70,000 - £99,999 (h)	£100,000 - £149,999 (i)	£150,000 + (j)	No classification (k)	Very low (l)	Low (m)	Medium (n)	High (o)	Very high (p)	No classification (q)	
Unweighted Base	4889	927	440	1067	832	597	370	212	270	122	34	18	1925	2068	245	420	213	18	
Weighted Base	4793	816	389	989	825	645	399	235	301	136	38*	22**	1843	2027	259	426	218	22**	
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	125 3%	36 4%	20 5%	36 16%deg	12 4%	6 5%	8 2%	2 1%	2 1%	1 1%	- -	2 11%	56 45% m	18 15%	3 3%	29 23% lmn	16 13% lmn	2 11%	
All with any 'serious affordability issue' (INCLUDING gas/water/elec)	162 3%	44 5%	27 7%	45 17%deg	14 2%	10 6%	11 7%	3 2%	4 2%	2 1%	- -	2 11%	75 46% m	24 15%	7 4%	36 22% lmn	19 12% lmn	2 1%	

Fieldwork : 13/07/2016 - 17/07/2016, 20/07/2016 - 24/07/2016, 27/07/2016 - 31/07/2016 (Weeks 28/29/30)

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

Q. Summary table
Base: All with some responsibility for communications services

Total	WAVE		
	WED 28 (a)	WED 29 (b)	WED 30 (c)
Unweighted Base	4889	1613	1646
Weighted Base	4793	1577	1600
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	125	56	36
	3%	4%	2%
		45%bc	29%
All with any 'serious affordability issue' (INCLUDING gas/water/ elec)	162	68	45
	3%	4%	3%
		42%b	28%