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OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER H1 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 3rd January to 28th February 2017.

**Table 2
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Any break column with a base size lower than 100 has been removed as margins of error become too great. Data is tested at the 95% confidence level.

NATION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
England	315 81%	240 85%	223 88% a	462 86% a	870 83%	2056 83%	177 97% f	352 81%	** **	66 84%	150 82%	1887 84%	462 100% no	- -%	- -%	** **	202 100%	261 100%	217 100%	245 100%
Scotland	40 10% cd	22 8%	13 5%	35 7%	85 8%	231 9% g	2 1%	39 9%	** **	5 7%	15 8%	193 9%	- -%	35 100% mo	- -%	** **	- -%	- -%	- -%	- -%
Wales	23 6%	15 5%	12 5%	26 5%	60 6%	128 5%	4 2%	35 8% l	** **	6 7%	14 8% l	96 4%	- -%	- -%	26 100% mn	** **	- -%	- -%	- -%	- -%
Northern Ireland	12 3%	7 2%	6 2%	13 2%	30 3%	73 3%	* *o	9 2%	** **	2 2%	3 2%	65 3%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER H1 2017 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 3rd January to 28th February 2017.

**Table 3
Page 2**

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

REGION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
North East	23 6%	11 4%	13 5%	24 4%	56 5%	111 4%	3 2%	32 7%	** l	11 14%	9 5%	84 4%	24 5%	- -%	- -%	** o	10 5%	14 5%	12 5%	12 5%
North West	54 14%	34 12%	31 12%	64 12%	139 13%	292 12%	6 3%	41 9%	** g	7 8%	20 11%	254 11%	64 14%	- -%	- -%	** no	31 15%	34 13%	28 13%	36 15%
Yorkshire	34 9%	28 10%	18 7%	46 9%	101 10%	214 9%	17 9%	34 8%	** g	7 9%	17 9%	196 9%	46 10%	- -%	- -%	** no	21 10%	25 10%	20 9%	27 11%
East Midlands	25 6%	22 8%	15 6%	37 7%	85 8%	192 8%	3 2%	44 10%	** l	10 13%	15 8%	151 7%	37 8%	- -%	- -%	** no	18 9%	19 7%	14 7%	23 9%
West Midlands	30 8%	29 10%	25 10%	54 10%	101 10%	224 9%	13 7%	44 10%	** g	4 5%	18 10%	195 9%	54 12%	- -%	- -%	** no	22 11%	32 12%	27 12%	28 11%
East of England	35 9%	23 8%	18 7%	40 8%	71 7%	229 9%	14 8%	32 7%	** g	4 5%	17 10%	210 9%	40 9%	- -%	- -%	** no	22 11%	18 7%	23 10%	18 7%
London	30 8%	23 8%	22 9%	45 8%	81 8%	224 9%	107 59%	17 4%	** f	- -%	9 5%	316 14%	45 10%	- -%	- -%	** no	17 8%	28 11%	12 6%	32 13%
South East	53 14%	43 15%	44 17%	87 16%	135 13%	352 14%	8 5%	77 18%	** l	18 22%	28 15%	288 13%	87 19%	- -%	- -%	** no	35 17%	52 20%	49 22%	39 16%
South West	32 8%	27 9%	37 15%	64 12%	101 10%	219 9%	5 3%	32 7%	** g	5 6%	17 9%	193 9%	64 14%	- -%	- -%	** no	26 13%	38 15%	33 15%	31 13%

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

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

REGION

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Wales	23 6%	15 5%	12 5%	26 5%	60 6%	128 5%	4 2%	35 8% l	** **	6 7%	14 8% l	96 4%	- -%	- -%	26 100% mn	** **	- -%	- -%	- -%	- -%
Scotland	40 10% cd	22 8%	13 5%	35 7%	85 8%	231 9% g	2 1%	39 9%	** **	5 7%	15 8%	193 9%	- -%	35 100% mo	- -%	** **	- -%	- -%	- -%	- -%
Northern Ireland	12 3%	7 2%	6 2%	13 2%	30 3%	73 3%	* *%	9 2%	** **	2 2%	3 2%	65 3%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%

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

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

URBANITY

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	FEMALE			
																	MALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Urban	338	236	216	452	915	2140	179	380	**	73	157	1940	399	27	19	**	173	226	178	221
	87%	83%	85%	84%	88%	86%	98%	87%	**	92%	86%	87%	86%	76%	73%	**	86%	87%	82%	90%
							f						no							s
Rural	52	47	37	84	130	350	4	55	**	6	26	301	63	9	7	**	29	34	39	24
	13%	17%	15%	16%	12%	14%	2%	13%	**	8%	14%	13%	14%	24%	27%	**	14%	13%	18%	10%
							g							m	m				t	

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

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

CABLE AREA

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
TELEWEST	128	88	80	168	310	764	78	136	**	23	56	707	153	4	8	**	65	88	65	88
	33%	31%	32%	31%	30%	31%	43% f	31%	**	29%	31%	32%	33% n	12%	30% n	**	32%	34%	30%	36%
NTL	68	48	43	92	196	447	49	67	**	8	37	430	82	10	-	**	36	46	32	50
	17%	17%	17%	17%	19%	18%	27% f	15%	**	10%	20% j	19% j	18% o	27% o	-%	**	18%	18%	15%	21%
NEITHER	194	147	130	277	539	1278	56	231	**	48	90	1103	227	21	18	**	101	126	121	106
	50%	52%	51%	52%	52%	51% g	31%	53%	**	61% l	49%	49%	49%	61%	70% m	**	50%	48%	56% t	43%

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

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

DEPRIVATION LEVEL

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Low	228 58%	173 61%	162 64%	334 62%	491 47%	1380 55% g	22 12%	214 49%	** 55%	43 47%	86 47%	1197 53%	293 63% n	18 50%	17 67%	** 66% t	133 66%	160 62%	157 72% rt	137 56%
Medium	148 38%	97 34%	83 33%	180 34%	482 46%	997 40%	121 66% f	198 46%	** 42%	34 47%	86 47%	916 41%	149 32%	16 47% m	8 32%	** 31%	62 31%	86 33%	57 26%	92 37% s
High	14 4%	14 5%	8 3%	22 4%	73 7%	112 5%	40 22% f	21 5%	** 3%	2 3%	10 5%	128 6%	20 4%	1 3%	* 1%	** 3%	6 3%	14 5% s	3 2%	17 7%

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

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

SE. GENDER

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Male	210	136	102	238	442	1200	92	195	**	50	73	1112	202	17	12	**	202	-	101	100
	54% cd	48%	40%	44%	42%	48%	50%	45%	**	63% hkl	40%	50% k	44%	48%	47%	**	100% rst	-%	47% r	41% r
Female	180	148	151	299	603	1290	92	239	**	29	109	1129	261	18	14	**	-	261	116	145
	46%	52%	60% a	56% a	58%	52%	50%	55% j	**	37%	60% jl	50% j	56%	52%	53%	**	-%	100% qst	53% q	59% q

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

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

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
16 - 17	- -%	- -%	- -%	- -%	12 1%	55 2%	3 2%	2 *%	** **	* 1%	- -%	54 2% hk	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
18 - 24	- -%	- -%	- -%	- -%	98 9%	299 12%	38 21% f	18 4%	** **	- -%	2 1%	300 13% hjk	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
25 - 34	- -%	- -%	- -%	- -%	114 11%	398 16%	46 25% f	20 5%	** **	1 1%	3 2%	403 18% hjk	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
35 - 44	- -%	- -%	- -%	- -%	97 9%	439 18%	44 24%	43 10% j	** **	2 3%	15 8%	449 20% hjk	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
45 - 54	- -%	- -%	- -%	- -%	102 10%	394 16%	25 14%	67 15% j	** **	2 3%	29 16% j	353 16% j	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
55 - 64	390 100% bcd	- -%	- -%	- -%	85 8%	380 15% g	10 5%	68 16%	** **	9 12%	26 14%	323 14%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
65 - 74	- -% acd	283 100%	- -%	283 53% ac	283 27%	297 12% g	11 6%	97 22% l	** **	20 26% l	38 21% l	227 10%	240 52%	22 62%	15 56%	** **	112 56%	128 49%	117 54%	123 50%
75+	- -%	- -%	253 100% abd	253 47% ab	253 24%	226 9% g	6 3%	120 28% l	** **	44 55% hkl	69 38% hl	132 6%	223 48%	13 38%	12 44%	** **	90 44%	133 51%	100 46%	123 50%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
AGE SUMMARY																				
16-24	-	-	-	-	110	353	41	19	**	*	2	354	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	11%	14%	23% f	4%	**	1%	1%	16% hjk	-%	-%	-%	**	-%	-%	-%	-%
25-34	-	-	-	-	114	398	46	20	**	1	3	403	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	11%	16%	25% f	5%	**	1%	2%	18% hjk	-%	-%	-%	**	-%	-%	-%	-%
35-54	-	-	-	-	199	834	70	109	**	4	44	802	-	-	-	**	-	-	-	-
	-%	-%	-%	-%	19%	33%	38%	25% j	**	6%	24% j	36% hjk	-%	-%	-%	**	-%	-%	-%	-%
55-64	390	-	-	-	85	380	10	68	**	9	26	323	-	-	-	**	-	-	-	-
	100% bcd	-%	-%	-%	8%	15% g	5%	16%	**	12%	14%	14%	-%	-%	-%	**	-%	-%	-%	-%
65+	-	283	253	537	537	523	16	217	**	64	107	359	462	35	26	**	202	261	217	245
	-%	100% a	100% a	100% a	51%	21% g	9%	50% l	**	81% hkl	59% hl	16%	100%	100%	100%	**	100%	100%	100%	100%

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
A	7 2%	8 3%	5 2%	12 2%	12 1%	60 2%	4 2%	3 1%	** **	- %	3 2%	62 3% h	10 2%	* %	2 6%	** **	9 4% rt	2 1%	10 5% rt	- %
B	95 24%	62 22%	54 21%	116 22%	116 11%	593 24%	48 26%	61 14%	** **	14 18%	18 10%	590 26% hk	102 22%	4 12%	7 28% n	** **	49 24% t	53 21% t	102 47% qrt	- %
C1	104 27%	66 23%	55 22%	121 23%	121 12%	668 27%	53 29%	114 26%	** **	27 34% k	37 21%	626 28% k	104 23%	8 22%	7 27%	** **	44 22% t	60 23% t	104 48% qrt	- %
C2	98 25%	66 23%	52 20%	118 22%	118 11%	551 22%	30 16%	85 19%	** **	15 20%	36 20%	496 22%	101 22%	8 24%	6 21%	** **	59 29% rs	42 16% s	- %	101 41% qrs
D	46 12%	36 13%	41 16%	77 14%	356 34%	317 13%	26 14%	63 14%	** **	10 12%	30 16%	278 12%	62 13%	10 27% mo	3 12%	** **	26 13% s	36 14% s	- %	62 25% qrs
E	39 10%	46 16% a	47 19% a	93 17% a	322 31%	299 12%	22 12%	109 25% l	** **	13 16% l	58 32% jl	188 8%	83 18% o	5 15%	1 6%	** **	15 8% s	67 26% qs	- %	83 34% qs
Refused	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	** **	- -%	- -%	1 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
SOCIAL GROUP																				
AB	102 26%	70 25%	59 23%	128 24%	128 12%	653 26%	52 28%	64 15%	** **	14 18%	21 12%	652 29% hjk	113 24% n	4 12%	9 34% n	** **	58 28% t	55 21% t	113 52% qrt	- %
C1C2	202 52% cd	132 46%	107 42%	239 44%	239 23%	1219 49%	83 45%	199 46%	** **	43 54% k	73 40%	1122 50% k	206 44%	16 46%	13 48%	** **	103 51% r	103 39%	104 48%	101 41%

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
DE	85	82	88	170	678	616	48	172	**	22	88	465	144	15	5	**	41	103	-	144
	22%	29%	35%	32%	65%	25%	26%	40%	**	28%	48%	21%	31%	42%	17%	**	20%	39%	-%	59%
	a	a	a	a				l			hij		o	o			s	qs		qrs

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

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

QZ9 (SG). WORKING STATUS (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Working full time (30hrs/wk+)	145 37% bcd	16 6% c	3 1%	20 4%	160 15%	1066 43%	93 51%	60 14% k	** **	5 7%	14 8%	1114 50% hjk	19 4%	* 1%	* 1%	** **	11 5%	8 3%	13 6%	6 2%
Working part time (8-29 hrs/wk)	73 19% bcd	21 7% c	4 2%	25 5%	109 10%	365 15% g	11 6%	40 9%	** **	7 9%	9 5%	344 15% hk	21 5%	3 9% o	* 1%	** **	12 6%	9 3%	8 4%	13 5%
Not working (i.e. under 8hrs/wk) - retired	118 30%	229 81% a	236 93% abd	465 87% ab	486 47%	580 23% g	20 11%	223 51% l	** **	62 78% hkl	107 59% l	405 18%	401 87%	30 86%	24 90%	** **	175 87%	226 87%	192 89%	209 85%
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	17 4% bcd	1 *% *	* *% *	1 *% *	99 9%	122 5%	6 3%	24 6% j	** **	* *% *	5 3%	92 4%	* *% *	- -% -	- -% -	** **	- -% -	* *% *	- -% -	* *% *
Not working (i.e. under 8hrs/wk) - student	1 *% *	* *% *	2 1%	2 *% *	24 2%	122 5%	22 12% f	8 2%	** **	* 1%	4 2%	127 6% hik	2 *% *	* *% *	* 1%	** **	- -% -	2 1%	- -% -	2 1%

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

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

QZ9 (SG). WORKING STATUS (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	36 9% cd	16 6%	7 3%	24 4%	167 16%	228 9%	32 17% f	77 18% jl	** **	4 6%	42 23% jl	156 7%	19 4%	2 4%	2 7%	** **	3 2%	16 6% qs	4 2%	15 6% qs
Don't know	1 *% %	- -%	- -%	- -%	* *% %	7 *% %	- -%	2 1%	** **	- -%	1 *% %	3 *% %	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
WORKING STATUS SUMMARY																				
WORKING	218 56% bcd	37 13% cd	8 3%	44 8% c	268 26%	1430 57%	104 57%	100 23% k	** **	12 15%	23 13%	1458 65% hjk	40 9% o	4 10% o	* 1%	** **	23 11%	17 6%	21 10%	19 8%
NOT WORKING	171 44% a	247 87% abd	246 97% abd	492 92% ab	776 74%	1052 42%	79 43%	332 77% l	** **	67 85% l	158 87% hl	781 35%	422 91%	32 90%	26 99% mn	** **	179 89%	244 94%	196 90%	226 92%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QZ12 (SH). HOUSEHOLD STATUS (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Being bought on mortgage	77 20% bcd	16 6%	10 4%	26 5%	99 10%	734 29%	54 29%	54 12%	** **	5 7%	24 13%	733 33% hjk	23 5%	1 4%	1 4%	** **	7 4%	16 6%	11 5%	12 5%
Owned outright by household	200 51% a	198 70% a	179 71% a	377 70% a	426 41%	711 29% g	18 10%	175 40% l	** **	45 57% hkl	72 40% l	580 26%	326 71%	22 61%	20 77%	** **	146 72% t	180 69%	176 81% qrt	151 61%
Rented from Local Authority/ Housing Association/ Trust	76 19%	52 19%	54 21%	107 20%	357 34%	546 22%	43 23%	149 34% l	** **	24 31% l	71 39% l	423 19%	89 19%	11 31% mo	3 12%	** **	36 18% s	53 20% s	19 9%	70 29% qs
Rented from Private Landlord	33 9% cd	14 5%	6 3%	20 4%	147 14%	427 17%	68 37% f	48 11%	** **	4 5%	14 8%	442 20% hjk	17 4%	1 3%	1 4%	** **	8 4%	9 3%	7 3%	10 4%
Other	1 *%	1 *%	2 1%	3 1%	4 *%	21 1%	1 1%	5 1%	** **	- -%	1 1%	17 1%	3 1%	- -%	* 2%	** **	1 *%	2 1%	1 1%	2 1%
Don't know	3 1%	2 1%	2 1%	4 1%	12 1%	50 2%	* *%	3 1%	** **	- -%	- -%	46 2% k	4 1%	- -%	- -%	** **	3 2%	1 *%	2 1%	1 1%

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
1	87 22%	66 23%	111 44% abd	178 33% ab	259 25%	439 18% g	15 8%	172 40% l	** 50%	39 50%	84 46% l	298 13%	151 33%	16 45%	8 29%	** 22%	45 22%	106 41% qs	66 30%	85 35% q
2	207 53%	193 68% acd	128 50%	320 60% ac	476 46%	855 34% g	34 19%	164 38% l	** 41%	33 41%	59 32%	727 32%	278 60%	18 50%	16 60%	** 22%	139 69% rt	139 53%	134 62%	145 59%
3	59 15% bcd	19 7%	9 3%	28 5%	138 13%	508 20%	43 23%	55 13% j	** 22%	3 3%	28 15% j	490 22% hjk	24 5%	1 4%	2 6%	** 22%	14 7%	10 4%	9 4%	15 6%
4	25 6% bcd	3 1%	5 2%	8 2%	96 9%	477 19%	36 20%	28 6%	** 22%	3 4%	8 4%	481 21% hjk	7 1%	* 1%	1 5%	** 22%	1 1%	5 2%	5 2%	1 1%
5+	12 3% bcd	2 1%	1 *%	3 1%	76 7%	211 8%	55 30% f	15 3%	** 22%	1 2%	4 2%	245 11% hjk	3 1%	* *%	- -%	** 22%	2 1%	* *%	3 1%	- -%
Mean number of people	2.2 bcd	1.9 cd	1.6	1.8 c	2.3	2.7	3.7 f	2.0 j	**	1.7	1.9	2.9 hjk	1.8 n	1.6	1.9 n	**	1.9 rt	1.7	1.8 r	1.7
Standard deviation	1.07	.64	.67	.66	1.25	1.33	1.74	1.06	**	.88	1.01	1.39	.66	.65	.74	**	.64	.66	.73	.59
Standard error	.04	.03	.04	.02	.03	.02	.13	.04	**	.08	.06	.03	.03	.06	.07	**	.04	.04	.04	.04
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

SI (SK). Household size

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Small (1-2 people)	294	259	239	498	735	1293	49	336	**	72	142	1025	429	34	23	**	184	245	200	229
	75%	91%	94%	93%	70%	52%	27%	78%	**	91%	78%	46%	93%	95%	89%	**	91%	94%	92%	94%
	a	a	a	a		g		l		hkl	l									
Medium (3-4 people)	83	22	13	36	234	985	79	83	**	5	36	971	30	2	3	**	16	15	15	16
	21%	8%	5%	7%	22%	40%	43%	19%	**	7%	20%	43%	7%	5%	11%	**	8%	6%	7%	6%
	bcd							j			j	hjk								
Large (5+ people)	12	2	1	3	76	211	55	15	**	1	4	245	3	*	-	**	2	*	3	-
	3%	1%	*%	1%	7%	8%	30%	3%	**	2%	2%	11%	1%	*%	-%	**	1%	*%	1%	-%
	bcd						f					hjk								

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
None	362	276	252	528	778	1592	95	370	**	75	160	1341	456	35	25	**	197	259	211	244
	93%	98%	99%	98%	74%	64%	52%	85%	**	95%	88%	60%	99%	99%	94%	**	97%	99%	97%	100%
	a	a	a	a	e	g		l		hl	l		o							
1	19	5	1	7	117	392	42	32	**	1	12	390	6	*	*	**	5	1	5	1
	5%	2%	1%	1%	11%	16%	23%	7%	**	1%	6%	17%	1%	1%	1%	**	3%	1%	2%	1%
	bcd						f	j				hjk								
2	7	1	-	1	100	385	30	23	**	3	8	385	-	-	1	**	-	-	-	-
	2%	1%	0%	1%	10%	15%	16%	5%	**	3%	4%	17%	0%	0%	4%	**	0%	0%	0%	0%
	cd											hjk			m					
3	-	*	-	*	34	87	10	6	**	-	1	90	*	*	-	**	-	*	*	-
	0%	1%	0%	1%	3%	3%	5%	1%	**	0%	1%	4%	1%	1%	0%	**	0%	1%	1%	0%
												hk								
4	1	-	-	-	10	24	5	3	**	-	1	24	-	-	-	**	-	-	-	-
	1%	0%	0%	0%	1%	1%	3%	1%	**	0%	1%	1%	0%	0%	0%	**	0%	0%	0%	0%
5+	-	-	-	-	5	9	2	-	**	-	-	11	-	-	-	**	-	-	-	-
	0%	0%	0%	0%	1%	1%	1%	0%	**	0%	0%	1%	0%	0%	0%	**	0%	0%	0%	0%
Mean number of children	.1	*	*	*	.5	.6	.9	.2	**	.1	.2	.7	*	*	.1	**	*	*	*	*
	bcd	c					f	j			j	hjk			mn		t		t	
Standard deviation	.40	.22	.07	.17	.93	.97	1.17	.67	**	.38	.62	1.01	.14	.16	.43	**	.16	.13	.19	.06
Standard error	.02	.01	*	.01	.02	.02	.09	.02	**	.03	.04	.02	.01	.02	.04	**	.01	.01	.01	*
Columns Tested:	a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																			

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

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

Base : All respondents in Wales

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO	WALES
Significance Level: 95%	~a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	m
Unweighted total	95	83	44	127	227	485	10	150	16	20	58	345	127
Effective Weighted Sample	60	50	26	73	147	328	9	107	12	14	40	233	73
Total	23	15	12	26	60	128	4	35	3	6	14	96	26
Yes, and fluent	**	**	**	3	5	17	**	5	**	**	**	12	3
	**	**	**	11%	9%	13%	**	14%	**	**	**	13%	11%
Yes, but not fluent	**	**	**	2	8	19	**	5	**	**	**	14	2
	**	**	**	9%	14%	15%	**	14%	**	**	**	15%	9%
No	**	**	**	21	46	93	**	26	**	**	**	70	21
	**	**	**	80%	78%	72%	**	72%	**	**	**	72%	80%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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

SL (SN). What is your preferred language? (SINGLE CODE)

Base : All respondents in Wales

	AGE				AGE/SEG	MEG		DISABILITY					65+ AGE GROUP
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	WALES
Significance Level: 95%	~a	~b	~c	d	e	f	~g	h	~i	~j	~k	l	m
Unweighted total	95	83	44	127	227	485	10	150	16	20	58	345	127
Effective Weighted Sample	60	50	26	73	147	328	9	107	12	14	40	233	73
Total	23	15	12	26	60	128	4	35	3	6	14	96	26
PREFERRED LANGUAGE FOR THOSE WHO CAN SPEAK OR WRITE IN WELSH													
English	**	**	**	3	10	28	**	6	**	**	**	22	3
	**	**	**	11%	17%	21%	**	17%	**	**	**	23%	11%
Welsh	**	**	**	2	3	8	**	4	**	**	**	5	2
	**	**	**	9%	5%	6%	**	11%	**	**	**	5%	9%
								l					
CANNOT SPEAK OR WRITE IN WELSH	**	**	**	21	46	93	**	26	**	**	**	70	21
	**	**	**	80%	78%	72%	**	72%	**	**	**	72%	80%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
A standard DVD player	250 64% bcd	150 53% cd	128 51% c	278 52% d	546 52% e	1342 54% g	64 35% h	238 55% i	** **	44 55% j	86 47% k	1162 52% l	240 52% m	15 43% n	16 62% o	** **	111 55% q	128 49% r	129 60% s	110 45% t
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	91 23% bcd	38 13% cd	9 3% c	47 9% d	300 29% e	1059 43% g	52 28% h	107 25% i	** **	13 17% j	37 20% k	988 44% l	42 9% m	2 5% n	3 13% o	** **	27 13% q	15 6% r	20 9% s	22 9% t
An MP3 player/iPod	109 28% bcd	40 14% c	15 6% c	55 10% d	161 15% e	711 29% g	32 18% h	75 17% i	** **	11 14% j	24 13% k	665 30% l	49 11% m	2 5% n	3 12% o	** **	26 13% q	23 9% r	36 17% s	13 5% t
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	124 32% bcd	64 23% c	39 15% c	103 19% d	177 17% e	677 27% g	24 13% h	82 19% i	** **	12 15% j	31 17% k	622 28% l	91 20% m	4 12% n	7 28% o	** **	50 25% q	40 16% r	56 26% s	34 14% t
A Blu Ray DVD player	79 20% cd	48 17% cd	11 4% c	59 11% d	139 13% e	569 23% g	27 15% h	55 13% i	** **	7 8% j	15 8% k	539 24% l	53 12% m	1 4% n	4 14% o	** **	31 15% q	23 9% r	30 14% s	23 10% t
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	45 12% bcd	11 4% c	2 1% c	13 2% d	107 10% e	469 19% g	24 13% h	50 12% i	** **	5 7% j	15 8% k	433 19% l	10 2% m	2 5% n	1 4% o	** **	6 3% q	4 2% r	6 3% s	4 2% t

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
A smart watch - a wearable computer that may be compatible with a smartphone. Brands include Apple Watch, Pebble, Samsung and Sony	26 7% bcd	9 3% c	* *% *	10 2% *	43 4% *	240 10% *	8 5% *	20 5% *	** ** *	2 3% *	7 4% *	229 10% hjk	8 2% *	1 2% *	1 4% *	** ** *	5 2% *	3 1% *	4 2% *	4 1% *
ANY DVD PLAYER	288 74% bcd	181 64% c	133 52% *	314 58% *	617 59% *	1613 65% g	76 42% *	264 61% k	** ** *	48 61% *	93 51% *	1418 63% k	273 59% n	16 44% *	18 68% n	** ** *	130 64% t	144 55% *	147 68% rt	126 51% *
ANY GAMES CONSOLE	98 25% bcd	43 15% cd	9 3% *	52 10% c	323 31% *	1121 45% g	56 31% *	113 26% *	** ** *	13 17% *	39 21% *	1045 47% hjk	46 10% *	2 5% *	3 13% *	** ** *	28 14% r	19 7% *	22 10% *	24 10% *
None of these	68 17% a	86 30% a	108 43% ab	195 36% a	300 29% *	479 19% *	75 41% f	121 28% l	** ** *	25 31% l	66 36% hl	445 20% *	164 35% *	18 52% mo	7 27% *	** ** *	62 31% *	102 39% s	58 27% *	105 43% qs
Don't know	* *% *	* *% *	2 1% *	3 *% *	3 *% *	3 *% *	- -% *	1 *% *	** ** *	- -% *	1 *% *	2 *% *	2 1% *	- -% *	* 1% *	** ** *	- -% *	2 1% *	1 *% *	2 1% *

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
A standard DVD player	201 51% cd	127 45%	104 41%	231 43%	433 41%	1051 42% g	44 24%	184 42%	** **	30 39%	72 39%	909 41%	201 44%	12 34%	12 47%	** **	93 46% t	108 42%	113 52% rt	88 36%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	27 7% cd	16 6% c	1 1%	17 3% c	144 14%	527 21% g	24 13%	49 11%	** **	7 9%	16 9%	490 22% hjk	16 3%	1 2%	* 2%	** **	12 6% r	5 2%	5 2%	11 5%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, Nook eReader)	89 23% bcd	47 17% c	25 10%	72 13%	120 12%	461 19% g	15 8%	55 13%	** **	4 6%	17 10%	426 19% hjk	63 14%	3 8%	5 21% n	** **	30 15% t	33 12%	42 19% t	21 8%
An MP3 player/iPod	76 20% bcd	25 9%	11 4%	36 7%	103 10%	438 18%	23 12%	42 10%	** **	8 10%	11 6%	418 19% hk	33 7%	1 3%	1 3%	** **	15 7%	19 7%	26 12% t	8 3%
A Blu Ray DVD player	64 16% cd	34 12% cd	7 3%	41 8% c	95 9%	427 17% g	18 10%	41 9%	** **	5 6%	10 5%	404 18% hjk	37 8%	1 3%	3 10%	** **	20 10%	16 6%	23 10%	14 6%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	13 3% cd	4 1%	1 *%	5 1%	45 4%	181 7%	8 5%	16 4%	** **	1 2%	3 2%	166 7% hjk	4 1%	1 2%	- -%	** **	2 1%	2 1%	2 1%	2 1%

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
A smart watch - a wearable computer that may be compatible with a smartphone. Brands include Apple Watch, Pebble, Samsung and Sony	10 3% c	6 2% c	* *% c	6 1% c	23 2% c	139 6% g	5 3% g	10 2% g	** ** c	- -% c	2 1% c	133 6% hjk	5 1% n	1 2% n	1 2% n	** ** c	2 1% t	3 1% rt	3 1% rt	2 1% t
ANY DVD PLAYER	242 62% bcd	151 53% c	108 43% c	258 48% c	495 47% c	1305 52% g	57 31% g	205 47% g	** ** c	34 44% c	77 42% c	1155 52% k	227 49% n	12 35% n	14 54% n	** ** c	105 52% t	121 46% rt	128 59% rt	98 40% t
ANY GAMES CONSOLE	32 8% cd	19 7% c	2 1% c	21 4% c	158 15% c	560 23% g	26 14% g	52 12% g	** ** c	8 10% c	17 9% c	520 23% hjk	20 4% n	1 2% n	* 2% n	** ** c	13 7% t	7 3% rt	7 3% rt	13 5% t
None of these	42 11% c	25 9% c	27 11% c	52 10% c	128 12% c	295 12% g	25 13% g	50 12% g	** ** c	11 13% c	18 10% c	265 12% hjk	43 9% n	4 11% n	3 12% n	** ** c	21 10% t	22 9% rt	17 8% rt	26 10% t
Don't know	* *% c	- -% c	- -% c	- -% c	- -% c	* *% g	* *% g	* *% g	** ** c	- -% c	- -% c	* *% hjk	- -% n	- -% n	- -% n	** ** c	- -% t	- -% rt	- -% rt	- -% t

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

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

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	130	56	9	65	443	1457	65	185	12	17	55	1339	46	5	13	1	29	17	27	19
Effective Weighted Sample	96	33	8	41	302	999	49	112	10	13	41	929	34	3	6	1	21	13	22	14
Total	98	43	9	52	323	1121	56	113	6	13	39	1045	46	2	3	*	28	19	22	24
Gaming offline/ not on the internet	25	**	**	**	133	451	**	44	**	**	**	423	**	**	**	**	**	**	**	**
	26%	**	**	**	41%	40%	**	39%	**	**	**	40%	**	**	**	**	**	**	**	**
Online gaming	14	**	**	**	84	383	**	23	**	**	**	370	**	**	**	**	**	**	**	**
	14%	**	**	**	26%	34%	**	20%	**	**	**	35% h	**	**	**	**	**	**	**	**
Watching DVDs/ Blu Ray DVDs	9	**	**	**	65	259	**	25	**	**	**	239	**	**	**	**	**	**	**	**
	10%	**	**	**	20%	23%	**	22%	**	**	**	23%	**	**	**	**	**	**	**	**
Watching TV programmes/ films on broadcaster services (e.g. BBC iPlayer, ITV Hub, All4, My 5 or Sky Go	8	**	**	**	62	237	**	23	**	**	**	216	**	**	**	**	**	**	**	**
	8%	**	**	**	19%	21%	**	21%	**	**	**	21%	**	**	**	**	**	**	**	**
Browsing the web/ internet	10	**	**	**	63	217	**	18	**	**	**	206	**	**	**	**	**	**	**	**
	10%	**	**	**	20%	19%	**	16%	**	**	**	20%	**	**	**	**	**	**	**	**

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

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

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	DE e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	130	56	9	65	443	1457	65	185	12	17	55	1339	46	5	13	1	29	17	27	19
Effective Weighted Sample	96	33	8	41	302	999	49	112	10	13	41	929	34	3	6	1	21	13	22	14
Total	98	43	9	52	323	1121	56	113	6	13	39	1045	46	2	3	*	28	19	22	24
Watching purchased TV programmes/ films online or downloads, either via pay per view services (e.g. iTunes, Google Play, Talk Talk TV Store) or via a 'standalone' subscription service (e.g. Netflix, Amazon Prime Instant)	8 8%	** **	** **	** **	39 12%	185 17%	** **	14 12%	** **	** **	** **	174 17%	** **	** **	** **	** **	** **	** **	** **	** **
Watching short video clips online (e.g. YouTube or Dailymotion or Vimeo)	9 9%	** **	** **	** **	46 14%	170 15%	** **	17 15%	** **	** **	** **	158 15%	** **	** **	** **	** **	** **	** **	** **	** **
Watching other free professional TV programmes/ films or video channels online (e.g. on Official YouTube channels such as Channel 4 or Jamie Oliver's Foodtube) or on other sites (e.g. South Park Studios)	8 8%	** **	** **	** **	26 8%	124 11%	** **	18 16%	** **	** **	** **	104 10%	** **	** **	** **	** **	** **	** **	** **	** **

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

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

QB3 (QB5). SHOWCARD Which, if any, of these do you use your games console for? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE		
																		ABC1	C2DE	
Significance Level: 95%	a	~b	~c	~d	e	f	~g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	130	56	9	65	443	1457	65	185	12	17	55	1339	46	5	13	1	29	17	27	19
Effective Weighted Sample	96	33	8	41	302	999	49	112	10	13	41	929	34	3	6	1	21	13	22	14
Total	98	43	9	52	323	1121	56	113	6	13	39	1045	46	2	3	*	28	19	22	24
Watching 'live' TV programmes/ content via your internet connection (e.g. via BBC iPlayer, Sky Go, Virgin TV Anywhere)	2 2%	** **	** **	** **	32 10%	114 10%	** **	16 14%	** **	** **	** **	96 9%	** **	** **	** **	** **	** **	** **	** **	** **
Other	1 1%	** **	** **	** **	* *%	5 *%	** **	* *%	** **	** **	** **	6 1%	** **	** **	** **	** **	** **	** **	** **	** **
None of these	51 52%	** **	** **	** **	107 33%	346 31%	** **	46 41%	** **	** **	** **	310 30%	** **	** **	** **	** **	** **	** **	** **	** **
Don't know	3 3%	** **	** **	** **	5 2%	11 1%	** **	1 1%	** **	** **	** **	14 1%	** **	** **	** **	** **	** **	** **	** **	** **

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

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

QB4 (QB6) Does your household's e-reader (digital book reader) have built-in 3G or 4G access to a mobile network? This means that books can be purchased online and downloaded from anywhere with a signal, without the need for a Wi-Fi connection?

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	FEMALE		ABC1	C2DE
																	MALE	~r		
Significance Level: 95%	a	~b	~c	d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	136	76	29	105	177	614	14	85	9	5	29	544	69	9	22	5	36	33	50	19
Effective Weighted Sample	90	45	18	62	104	402	11	50	6	3	19	365	50	5	12	4	26	24	36	15
Total	89	47	25	72	120	461	15	55	6	4	17	426	63	3	5	1	30	33	42	21
Yes	39	**	**	26	49	207	**	**	**	**	**	198	**	**	**	**	**	**	**	**
	44%	**	**	36%	40%	45%	**	**	**	**	**	47%	**	**	**	**	**	**	**	**
No	43	**	**	35	57	228	**	**	**	**	**	208	**	**	**	**	**	**	**	**
	48%	**	**	48%	47%	49%	**	**	**	**	**	49%	**	**	**	**	**	**	**	**
Don't know	7	**	**	11	15	26	**	**	**	**	**	20	**	**	**	**	**	**	**	**
	8%	**	**	15%	12%	6%	**	**	**	**	**	5%	**	**	**	**	**	**	**	**

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Can use to make and receive calls	343 88%	260 92%	242 96% a	502 94% a	814 78%	1946 78%	131 72%	349 81%	** **	69 87% l	156 85% l	1746 78%	435 94%	31 87%	25 94%	** **	186 92%	249 95%	210 97% t	225 92%
Can receive but not make calls/ incoming only	6 1%	8 3%	4 2%	12 2%	32 3%	77 3%	5 3%	17 4%	** **	6 7% l	7 4%	66 3%	10 2%	2 5%	* 2%	** **	6 3%	4 1%	2 1%	8 3%
Line not working properly/ needs to be repaired	1 *% bcd	* *% bcd	1 *% bcd	1 *% bcd	5 *% bcd	21 1%	1 1%	3 1%	** **	1 1%	1 *% bcd	18 1% bcd	1 *% bcd	1 1%	- -% bcd	** **	1 *% bcd	- -% bcd	- -% bcd	1 *% bcd
No, do not have landline phone	40 10% bcd	15 5% bcd	6 2% bcd	22 4% bcd	194 19% bcd	441 18% bcd	46 25% f	64 15% j	** **	4 4% j	18 10% j	407 18% jk	18 4% j	2 6% j	1 5% j	** **	9 5% j	8 3% j	6 3% j	12 5% j
Don't know	- -%	- -%	- -%	- -%	- -%	5 *% bcd	- -%	- -%	** **	- -%	- -%	5 *% bcd	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
HOUSEHOLD PHONE OWNERSHIP																				
FIXED ONLY	13 3%	17 6%	64 25% abd	81 15% ab	86 8%	98 4%	1 1%	61 14% l	** **	18 23% hl	40 22% hl	46 2%	66 14%	9 25% mo	3 10%	** **	21 11%	45 17% s	15 7%	51 21% qs
FIXED & MOBILE	337 86% cd	251 89% cd	183 72%	434 81% c	765 73%	1946 78%	136 74%	308 71%	** **	57 73%	124 68%	1783 80% hk	378 82% n	24 69%	22 86% n	** **	171 85% t	207 79%	196 90% rt	182 74%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
MOBILE ONLY	40 10% bcd	15 5%	6 2%	21 4%	192 18%	443 18%	46 25% f	62 14% j	** **	3 4%	18 10%	412 18% hjk	17 4%	2 6%	1 5%	** **	9 4%	8 3%	6 3%	11 4%
ALL FIXED	350 90%	268 95% a	247 98% a	515 96% a	850 81%	2044 82% g	137 75%	370 85%	** **	75 96% hl	164 90% l	1829 82%	445 96%	33 94%	25 95%	** **	192 95%	252 97%	211 97%	233 95%
ALL MOBILE	377 97% cd	266 94% cd	189 75%	455 85% c	957 92%	2389 96%	182 99%	371 85% jk	** **	60 76%	142 78%	2195 98% hjk	395 85% n	26 75%	24 90% n	** **	180 89% t	215 83%	202 93% rt	193 79%
NEITHER	* *%	1 *%	* *%	1 *%	2 *%	3 *%	- -%	2 1% l	** **	1 1% l	1 *% l	* *%	1 *%	- -%	- -%	** **	* *%	* *%	- -%	1 *%
ALL FIXED PLUS BB RENTAL	355 91% a	269 95% a	247 98% a	516 96% a	909 87%	2237 90%	159 87%	382 88%	** **	75 96% h	169 93%	2025 90%	446 96%	33 94%	25 96%	** **	192 95%	253 97%	212 98%	233 95%

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

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

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

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	557	466	345	811	1296	2937	134	583	62	112	249	2491	503	100	120	88	247	256	265	238
Effective Weighted Sample	369	265	205	466	793	1932	101	368	40	75	166	1675	368	56	69	69	194	183	194	177
Total	350	268	247	515	850	2044	137	370	41	75	164	1829	445	33	25	12	192	252	211	233
Yes to make calls	326 93%	247 92%	231 93%	478 93%	734 86%	1654 81%	116 85%	319 86%	** **	68 91%	149 91%	1472 80%	409 92%	32 97%	25 98%	** **	182 95%	227 90%	194 92%	215 92%
Yes to receive calls	325 93%	243 91%	228 92%	471 91%	740 87%	1671 82%	125 91% f	319 86% 	** **	68 90% 	148 91% 	1499 82%	405 91%	31 92%	23 93%	** **	178 93%	227 90%	194 92%	211 90%
Yes for internet access	261 75% bcd	177 66% cd	97 39%	275 53% c	520 61%	1468 72%	111 81% f	199 54%	** **	33 44%	75 46%	1378 75% hjk	246 55% n	10 30%	14 55% n	** **	114 59% t	133 53%	139 66% rt	107 46%
TOTAL PERSONALLY USE	346 99% c	264 99%	237 96%	501 97%	813 96%	1928 94%	134 98%	352 95%	** **	73 96%	159 97%	1727 94%	431 97%	33 98%	25 100%	** **	190 99%	242 96%	203 96%	229 98%
No do not use landline at home	4 1%	4 1%	5 2%	9 2%	32 4%	112 6%	3 2%	14 4%	** **	1 1%	3 2%	102 6% k	9 2%	1 2%	- -%	** **	3 1%	6 2%	5 3%	3 1%
Don't know	- -%	- -%	5 2% ab	5 1%	5 1%	3 *%	- -%	4 1% 	** **	2 3% 	2 1% 	- -%	5 1%	- -%	- -%	** **	- -%	5 2%	3 2%	2 1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QC3 (QC10). Thinking of when you use your landline, which one of these uses is the most important to you? (SINGLE CODE)

Base : Those who use their landline for internet access and to make or receive calls

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Unweighted total	385	275	118	393	692	1795	100	294	29	50	107	1603	257	38	63	35	133	124	168	89
Effective Weighted Sample	252	159	70	225	428	1169	74	178	16	32	72	1066	186	21	35	28	105	86	124	67
Total	249	166	96	263	474	1266	102	180	14	32	71	1192	235	10	13	4	109	126	135	100
Make/ receive calls	42	50	36	86	110	171	4	37	**	**	19	142	76	**	**	**	29	48	36	**
	17%	30%	37%	33%	23%	14%	4%	20%	**	**	27%	12%	32%	**	**	**	26%	38%	27%	**
		a	a	a		g		l			l									
Internet access	101	49	17	66	169	607	34	63	**	**	23	578	61	**	**	**	39	21	40	**
	40%	30%	18%	25%	36%	48%	33%	35%	**	**	33%	48%	26%	**	**	**	36%	17%	29%	**
	bcd					g					hk						r		r	
Both are equally important	107	67	43	111	195	487	65	80	**	**	28	472	98	**	**	**	41	57	59	**
	43%	40%	45%	42%	41%	39%	63%	45%	**	**	40%	40%	42%	**	**	**	38%	45%	44%	**
						f														

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

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

QC4 (QC30). SHOWCARD How do you pay the line rental for your landline phone service? Please answer about your line rental only and not charges for calls and other costs. (SINGLE CODE)

Base : Those with a landline phone at home that can used to make and receive calls

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	545	451	335	786	1236	2801	128	555	58	106	237	2377	490	93	117	86	239	251	262	228
Effective Weighted Sample	361	256	199	451	753	1834	96	349	37	70	156	1593	357	51	67	67	187	180	191	169
Total	343	260	242	502	814	1946	131	349	38	69	156	1746	435	31	25	12	186	249	210	225
On a monthly or quarterly basis, alongside call charges and other costs	327 95%	240 92%	227 94%	467 93%	767 94%	1797 92%	124 94%	327 94%	** **	65 94%	148 95%	1612 92%	403 93%	** **	23 92%	** **	172 93%	231 93%	189 90%	214 95%
12 months in advance (a lump sum of around £120-£160 for the year) and then pay monthly or quarterly for call charges and other costs	12 3%	15 6%	8 3%	24 5%	25 3%	63 3%	5 4%	11 3%	** **	3 4%	4 3%	58 3%	22 5%	** **	1 4%	** **	11 6%	11 5%	18 8% t	4 2%
Don't know	5 1%	4 2%	7 3%	11 2%	23 3%	86 4%	3 2%	12 3%	** **	1 2%	3 2%	76 4%	9 2%	** **	1 4%	** **	3 2%	6 3%	3 1%	6 3%
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

QC5 (QC28). SHOWCARD Which of these do you consider to be your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Mobile phone	242 62% bcd	103 36% cd	45 18% c	148 28% c	581 56%	1811 73%	156 85% f	208 48% jk	** **	20 25%	62 34%	1736 77% hjk	134 29% n	5 13%	6 22%	** **	62 31%	72 28%	72 33%	62 25%
Landline phone at home	137 35%	172 61% a	195 77% abd	367 68% ab	435 42%	622 25% g	25 14%	212 49% l	** **	54 68% hl	115 63% hl	461 21%	311 67%	28 80% m	20 75%	** **	133 66%	178 68%	134 62%	176 72% s
Landline phone at work	6 2%	5 2%	10 4%	15 3%	16 2%	33 1%	* *%	5 1%	** **	4 4% hkl	1 *%	30 1%	13 3%	1 4%	1 2%	** **	5 3%	7 3%	7 3%	5 2%
Other	2 *%	1 *%	3 1%	4 1%	8 1%	14 1%	* *%	7 2% l	** **	1 2%	2 1%	7 *%	3 1%	* 1%	* *%	** **	1 1%	2 1%	1 1%	2 1%
Don't know	4 1%	2 1%	1 *%	3 1%	5 *%	10 *%	* *%	3 1%	** **	* *%	2 1% l	7 *%	2 *%	1 2%	- -%	** **	* *%	2 1%	2 1%	* *%

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

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

QC6 (QC28A). SHOWCARD And thinking about when you are at home, which is your MAIN method of making and receiving telephone calls? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Mobile phone	213	94	42	136	553	1711	154	192	**	20	55	1649	124	4	5	**	60	64	65	59
	55% bcd	33% cd	17%	25% c	53%	69%	84% f	44% jk	**	25%	30%	74% hjk	27% n	10%	19%	**	30%	25%	30%	24%
Landline phone at home	175	188	210	398	485	760	27	237	**	58	125	577	336	31	21	**	141	196	151	186
	45% a	66% a	83% abd	74% ab	46%	31% g	15% g	55% l	**	73% hl	69% hl	26% hl	73% m	88% m	81%	**	70% q	75% r	70% s	76% t
Other	*	1	1	1	4	11	1	3	**	1	2	8	1	*	-	**	*	*	-	1
	*% a	*% a	*% abd	*% ab	*% g	*% g	1% g	1% l	**	2% hl	1% hl	*% hl	*% m	1% m	-% m	**	*% q	*% r	-% s	*% t
Don't know	2	1	*	1	4	8	*	2	**	*	*	6	1	-	*	**	1	-	1	*
	*% a	*% a	*% abd	*% ab	*% g	*% g	*% g	*% l	**	*% hl	*% hl	*% hl	*% m	-% m	*% m	**	*% q	-% r	*% s	*% t

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

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

QC7 (QC21B). SHOWCARD Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	557	466	345	811	1296	2937	134	583	62	112	249	2491	503	100	120	88	247	256	265	238
Effective Weighted Sample	369	265	205	466	793	1932	101	368	40	75	166	1675	368	56	69	69	194	183	194	177
Total	350	268	247	515	850	2044	137	370	41	75	164	1829	445	33	25	12	192	252	211	233
BT	158 45%	119 44%	133 54% b	252 49%	343 40%	824 40%	51 37%	159 43%	** **	34 44%	80 49% l	725 40%	203 46%	24 72% m	15 61% m	** **	93 48%	110 44%	98 46%	105 45%
Sky	49 14% c	36 13% c	18 7%	54 10%	140 16%	374 18%	35 25%	61 16%	** **	12 15%	28 17%	345 19%	48 11%	2 7%	2 6%	** **	21 11%	27 11%	25 12%	23 10%
Virgin Media	76 22% cd	47 17% c	23 9%	70 14%	129 15%	338 17%	25 18%	44 12%	** **	8 10%	18 11%	326 18% hk	63 14%	3 10%	3 12%	** **	30 16%	33 13%	27 13%	36 15%
TalkTalk	35 10%	24 9%	40 16% ab	64 12%	104 12%	216 11%	19 14%	39 11%	** **	12 16%	14 8%	198 11%	60 13%	2 5%	2 10%	** **	20 10%	40 16%	29 14%	31 13%
EE/ Everything Everywhere	9 3%	12 4%	5 2%	17 3%	45 5%	92 5%	4 3%	19 5%	** **	4 5%	3 2%	79 4%	16 4%	* 1%	* 1%	** **	8 4%	8 3%	11 5%	5 2%
Plusnet	8 2%	9 3% c	2 1%	11 2%	18 2%	48 2%	1 1%	8 2%	** **	- -%	2 1%	42 2%	10 2%	* 1%	1 2%	** **	4 2%	6 2%	7 3%	3 1%
Utitiy Warehouse	5 1%	8 3%	5 2%	13 2%	14 2%	25 1%	- -%	7 2%	** **	1 2%	1 1%	19 1%	12 3%	- -%	* 1%	** **	5 3%	7 3%	6 3%	7 3%
Post Office	4 1%	5 2%	7 3%	12 2%	16 2%	24 1%	1 *%	8 2% l	** **	1 2%	4 3% l	17 1%	10 2%	1 3%	1 3%	** **	1 1%	9 4% qs	1 1%	9 4% qs
Vodafone	1 *%	2 1%	- -%	2 *%	3 *%	15 1%	2 1%	* *%	** **	- -%	* *%	17 1%	2 *%	- -%	- -%	** **	1 1%	* *%	- -%	2 1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QC7 (QC21B). SHOWCARD Which of these do you consider is your main supplier for your landline? (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	557	466	345	811	1296	2937	134	583	62	112	249	2491	503	100	120	88	247	256	265	238
Effective Weighted Sample	369	265	205	466	793	1932	101	368	40	75	166	1675	368	56	69	69	194	183	194	177
Total	350	268	247	515	850	2044	137	370	41	75	164	1829	445	33	25	12	192	252	211	233
KComm	1 *%	1 *%	2 1%	3 1%	6 1%	16 1%	- -%	5 1%	** **	1 1%	3 2%	10 1%	3 1%	- -%	- -%	** **	* *%	3 1%	1 1%	2 1%
SSE	1 *%	1 *%	1 *%	2 *%	2 *%	4 *%	- -%	2 1%	** **	* *%	2 1%	2 *%	1 *%	- -%	1 2%	** **	* *%	1 *%	- -%	1 1%
Tesco Telecom	1 *%	1 1%	- -%	1 *%	2 *%	4 *%	- -%	- -%	** **	- -%	- -%	4 *%	1 *%	- -%	- -%	** **	1 1%	- -%	- -%	1 1%
NOW TV	- -%	- -%	- -%	- -%	1 *%	3 *%	- -%	- -%	** **	- -%	- -%	3 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Primus	* *%	- -%	- -%	- -%	* *%	1 *%	- -%	* *%	** **	- -%	* *%	1 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Fuel Broadband	- -%	* *%	- -%	* *%	* *%	1 *%	- -%	* *%	** **	- -%	- -%	* *%	- -%	- -%	* *%	** **	- -%	- -%	- -%	- -%
The Phone Co-op/ The Co-operative	- -%	* *%	- -%	* *%	* *%	* *%	- -%	- -%	** **	- -%	- -%	* *%	- -%	* 1%	- -%	** **	- -%	- -%	- -%	- -%
Other	* *%	3 1%	5 2% a	7 1%	10 1%	18 1%	- -%	11 3% l	** **	2 3% l	5 3% l	8 *%	6 1%	1 2%	* 1%	** **	2 1%	4 2%	5 3%	1 *%
Don't know	2 *%	* *%	8 3% ab	9 2% b	16 2%	39 2%	- -%	6 2%	** **	1 1%	3 2%	32 2%	8 2%	* *%	- -%	** **	3 2%	5 2%	1 *%	8 3% s

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

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

QC8A (QC13A). SHOWCARD Thinking about your home phone service only, please use this card to say how satisfied you are with the overall service provided by (MAIN SUPPLIER). (SINGLE CODE)

Base : Those with a landline phone at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	557	466	345	811	1296	2937	134	583	62	112	249	2491	503	100	120	88	247	256	265	238
Effective Weighted Sample	369	265	205	466	793	1932	101	368	40	75	166	1675	368	56	69	69	194	183	194	177
Total	350	268	247	515	850	2044	137	370	41	75	164	1829	445	33	25	12	192	252	211	233
Base for %	349	268	246	514	843	2016	135	367	40	75	163	1805	444	33	25	12	191	252	210	233
Very satisfied	177 51%	165 61% a	142 58%	306 60% a	474 56%	1012 50% g	52 39%	211 58% l	** **	45 59%	96 59% l	871 48%	257 58%	22 67%	19 76% m	** **	111 58%	145 58%	123 58%	134 58%
Fairly satisfied	118 34%	88 33%	88 36%	176 34%	293 35%	753 37%	78 58% f	120 33%	** **	25 33%	55 34%	713 40% h	159 36% o	10 29%	5 19%	** **	68 35%	91 36%	76 36%	83 35%
TOTAL SATISFIED	294 84%	253 94% a	230 93% a	483 94% a	767 91%	1765 88%	130 96% f	331 90%	** **	70 93%	151 93%	1584 88%	415 94%	32 96%	24 95%	** **	179 94%	236 94%	198 94%	217 93%
Neither	29 8% bd	7 3%	10 4%	17 3%	41 5%	138 7% g	2 2%	12 3%	** **	1 1%	3 2%	128 7% hjk	16 4%	1 2%	1 4%	** **	7 3%	9 4%	3 1%	12 5% s
Fairly dissatisfied	18 5% cd	6 2%	3 1%	9 2%	23 3%	72 4%	1 1%	14 4%	** **	3 4%	5 3%	60 3%	8 2%	* 1%	* 1%	** **	4 2%	4 2%	5 2%	3 1%
Very dissatisfied	8 2%	2 1%	3 1%	5 1%	12 1%	41 2%	2 2%	9 3%	** **	2 3%	4 2%	33 2%	4 1%	1 2%	* 1%	** **	1 1%	3 1%	4 2%	1 **
TOTAL DISSATISFIED	26 7% bcd	8 3%	6 3%	14 3%	35 4%	113 6%	3 2%	23 6%	** **	5 7%	8 5%	93 5%	13 3%	1 2%	* 1%	** **	6 3%	7 3%	9 4%	4 2%
Don't know	1	-	1	1	7	27	1	3	**	-	1	24	1	-	-	**	1	-	1	-
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258	
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190	
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245	
One	(1.0)	104	91	98	189	339	526	29	163	**	32	70	395	158	17	9	**	62	96	78	80
		27%	32%	39%	35%	32%	21%	16%	38%	**	41%	39%	18%	34%	49%	35%	**	31%	37%	36%	33%
				a	a			l	l	l				m							
Two	(2.0)	177	148	80	227	411	996	62	135	**	22	44	920	203	7	12	**	99	104	105	99
		45%	52%	31%	42%	39%	40%	34%	31%	**	28%	24%	41%	44%	20%	47%	**	49%	40%	48%	40%
		c	cd		c							hjk	n	n	n						
Three	(3.0)	60	20	9	29	119	470	25	50	**	4	23	440	25	2	1	**	12	13	12	13
		15%	7%	3%	5%	11%	19%	14%	12%	**	5%	12%	20%	5%	5%	3%	**	6%	5%	6%	5%
		bcd										hjk									
Four or more	(4.0)	36	7	3	10	87	397	66	22	**	2	5	440	9	*	1	**	7	1	7	1
		9%	2%	1%	2%	8%	16%	36%	5%	**	3%	3%	20%	2%	1%	5%	**	4%	1%	3%	1%
		bcd						f				hjk					rt	4%	1%	3%	1%
None	(0.0)	13	18	64	82	88	100	1	63	**	19	40	46	67	9	3	**	22	45	15	52
		3%	6%	25%	15%	8%	4%	1%	15%	**	24%	22%	2%	15%	25%	10%	**	11%	17%	7%	21%
				abd	ab				l		hl	hl		mo				s		qs	
Don't know		-	-	-	-	-	*	-	-	**	-	-	*	-	-	-	**	-	-	-	-
		-%	-%	-%	-%	-%	1%	-%	-%	**	-%	-%	1%	-%	-%	-%	**	-%	-%	-%	-%
Mean mobiles in household		2.0	1.7	1.2	1.4	1.8	2.2	2.7	1.6	**	1.2	1.4	2.4	1.5	1.1	1.6	**	1.6	1.3	1.6	1.3
		bcd	cd		c			f	jk				hjk	n		n		rt		rt	
Standard deviation		.96	.80	.89	.88	1.03	1.07	1.14	1.04	**	.96	1.05	1.05	.87	.87	.90	**	.89	.84	.83	.88
Standard error		.04	.04	.05	.03	.03	.02	.08	.04	**	.09	.06	.02	.04	.08	.08	**	.05	.05	.05	.05

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258	
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190	
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245	
No	(0.0)	14 4%	15 5%	16 6%	30 6%	41 4%	51 2%	5 3%	22 5% l	** **	5 6% l	13 7% l	33 1%	24 5%	2 6%	3 11%	** **	16 8% r	8 3%	8 4%	16 7%
1	(1.0)	333 85% cd	243 86% cd	171 67%	413 77% c	878 84%	2143 86%	159 87%	321 74%	** **	53 68%	122 67%	1975 88% hjk	361 78%	24 67%	20 76%	** **	157 78%	204 78%	186 86% qt	175 71%
2	(2.0)	27 7% bcd	7 2%	3 1%	10 2%	35 3%	183 7%	17 10%	27 6%	** **	2 3%	7 4%	174 8%	9 2%	* 1%	1 2%	** **	6 3%	3 1%	7 3%	2 1%
3	(3.0)	2 *%	1 *%	- -%	1 *%	1 *%	8 *%	1 *%	- -%	** **	- -%	- -%	9 *%	1 *%	- -%	* *%	** **	1 1%	- -%	1 1%	- -%
4 or more	(4.0)	1 *%	- -%	- -%	- -%	2 *%	4 *%	- -%	* *%	** **	- -%	- -%	4 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
No mobiles in household	(0.0)	13 3%	18 6%	64 25% abd	82 15% ab	88 8%	101 4%	1 1%	63 15% l	** **	19 24% hl	40 22% hl	46 2%	67 15%	9 25% mo	3 10%	** **	22 11%	45 17% s	15 7%	52 21% qs
Mean mobiles used		1.0 bcd	.9 cd	.7	.8 c	.9	1.0	1.1	.9 jk	**	.7	.7	1.1 hjk	.8 n	.7	.8	**	.8 t	.8	.9 qrt	.7
Standard deviation		.43	.39	.49	.45	.41	.40	.38	.50	**	.51	.52	.38	.44	.49	.47	**	.47	.42	.39	.46
Standard error		.02	.02	.03	.02	.01	.01	.03	.02	**	.05	.03	.01	.02	.05	.04	**	.03	.03	.02	.03
PERSONALLY USE MOBILE																					
Yes		362 93% bcd	251 89% cd	174 69%	425 79% c	916 88%	2337 94%	177 97%	348 80% jk	** **	56 70%	129 71%	2162 96% hjk	371 80% n	24 68%	21 79%	** **	164 81% t	207 80%	194 89% art	177 72%

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
No	28	33	80	112	129	152	6	86	**	23	53	79	91	11	5	**	38	53	23	68
	7%	11%	31%	21%	12%	6%	3%	20%	**	30%	29%	4%	20%	32%	21%	**	19%	20%	11%	28%
		a	abd	ab				l		hl	hl			m			s	s		qs

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

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

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

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
EE/ Everything Everywhere	90 25%	58 23%	45 26%	104 24%	238 26%	660 28%	56 31%	87 25%	** **	** **	29 22%	622 29%	92 25%	** **	** **	** **	37 23%	55 27%	51 26%	41 23%
O2	77 21%	46 18%	36 20%	81 19%	195 21%	557 24%	28 16%	77 22%	** **	** **	23 18%	510 24%	67 18%	** **	** **	** **	32 19%	36 17%	33 17%	34 19%
Vodafone	66 18%	48 19%	24 14%	72 17%	137 15%	391 17%	15 9%	61 18%	** **	** **	23 18%	343 16%	65 17%	** **	** **	** **	31 19%	33 16%	38 19%	27 15%
'3'	21 6%	14 5%	4 2%	18 4%	60 7%	188 8%	35 20%	13 4%	** **	** **	5 4%	207 10%	15 4%	** **	** **	** **	5 3%	10 5%	6 3%	9 5%
Tesco	40 11%	29 12%	18 10%	46 11%	91 10%	168 7%	14 8%	34 10%	** **	** **	16 12%	149 7%	40 11%	** **	** **	** **	17 10%	23 11%	18 9%	22 13%
Virgin Media/ Any Virgin	19 5%	18 7%	9 5%	27 6%	48 5%	95 4%	9 5%	24 7%	** **	** **	10 8%	83 4%	27 7%	** **	** **	** **	15 9%	12 6%	12 6%	15 8%
Giffgaff	4 1%	2 1%	- -%	2 *%	27 3%	61 3%	5 3%	7 2%	** **	** **	2 2%	61 3%	1 *%	** **	** **	** **	1 1%	- -%	1 1%	- -%
TalkTalk	10 3%	5 2%	12 7%	17 4%	23 2%	42 2%	1 1%	11 3%	** **	** **	7 5%	34 2%	15 4%	** **	** **	** **	4 3%	11 5%	8 4%	8 4%
Orange	12 3%	5 2%	9 5%	14 3%	26 3%	38 2%	1 *%	7 2%	** **	** **	4 3%	32 1%	12 3%	** **	** **	** **	3 2%	8 4%	7 4%	5 3%
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

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

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Talk Mobile	7 2%	2 1%	* %	2 1%	9 1%	22 1%	- %	4 1%	** %	** %	1 1%	17 1%	2 1%	** %	** %	** %	1 1%	1 %	2 1%	- %
BT	5 1%	3 1%	- %	3 1%	6 1%	21 1%	- %	4 1%	** %	** %	2 1%	18 1%	3 1%	** %	** %	** %	2 2%	* %	2 1%	1 1%
T-Mobile	3 1%	5 2%	2 1%	7 2%	11 1%	18 1%	2 1%	1 %	** %	** %	- %	19 1%	7 2%	** %	** %	** %	6 3%	1 1%	3 2%	3 2%
Lycatel	- %	- %	- %	- %	8 1%	13 1%	5 3% f	- %	** %	** %	- %	17 1%	- %	** %	** %	** %	- %	- %	- %	- %
Lebara	- %	* %	- %	* %	2 %	6 %	5 3% f	- %	** %	** %	- %	10 %	* %	** %	** %	** %	* %	- %	* %	- %
iD	3 1%	2 1%	- %	2 1%	3 %	8 %	- %	* %	** %	** %	* %	8 %	2 1%	** %	** %	** %	1 1%	1 1%	2 1%	- %
Utility Warehouse	1 %	* %	- %	* %	* %	6 %	- %	1 %	** %	** %	1 1%	5 %	* %	** %	** %	** %	- %	* %	* %	- %
Plusnet	- %	* %	* %	1 %	1 %	6 %	- %	1 %	** %	** %	- %	5 %	* %	** %	** %	** %	* %	- %	* %	- %
Asda	1 %	* %	- %	* %	3 %	5 %	- %	3 1% l	** %	** %	- %	2 %	- %	** %	** %	** %	- %	- %	- %	- %
Other	* %	3 1% a	4 2% a	7 2% a	9 1%	10 %	- %	3 1%	** %	** %	1 1%	7 %	7 2%	** %	** %	** %	1 1%	6 3%	5 2%	2 1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

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

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Don't know	2	10	10	19	20	23	1	11	**	**	5	14	16	**	**	**	6	10	5	11
	1%	4%	5%	5%	2%	1%	1%	3%	**	**	4%	1%	4%	**	**	**	4%	5%	3%	6%
	a	a	a	a																

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

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

QD4 (QD24B). Do you personally use a smartphone? IF UNSURE - A smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy S6.

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Yes	253	132	45	177	576	1877	159	190	**	**	59	1828	158	**	**	**	75	83	95	63
	70%	53%	26%	42%	63%	80%	90%	55%	**	**	46%	85%	43%	**	**	**	46%	40%	49%	35%
	bcd	cd		c			f				hk								t	
No	109	118	128	246	339	459	17	156	**	**	70	333	212	**	**	**	88	124	99	113
	30%	47%	74%	58%	37%	20%	10%	45%	**	**	54%	15%	57%	**	**	**	54%	60%	51%	64%
		a	abd	ab		g		l			l								s	
Don't know	*	*	1	1	1	2	-	2	**	**	*	*	1	**	**	**	1	*	-	1
	*%	*%	*%	*%	*%	*%	-%	1%	**	**	*%	*%	*%	**	**	**	*%	*%	-%	1%
								l												

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	253	132	45	177	576	1877	159	190	**	20	59	1828	158	7	9	**	75	83	95	63
	65% bcd	47% cd	18% a	33% c	55% 32%	75% g	87% f	44% jk	**	26% 36%	32% 38%	82% hjk 15%	34% n	18% 50%	36% n	** 43%	37% t	32% 48%	44% rt	26% 46%
No	109	118	128	246	339	459	17	156	**	33	70	333	212	18	11	**	88	124	99	113
	28% a	42% a	51% a	46% a	32% 32%	18% g	9% 9%	36% l	**	42% 42%	38% 38%	15% 15%	46% 46%	50% 50%	43% 43%	** 43%	43% 43%	48% 48%	45% 45%	46% 46%
Don't know	*	*	1	1	1	2	-	2	**	2	*	*	1	-	-	**	1	*	-	1
	*% %	*% %	*% %	*% %	*% %	*% %	-% -%	*% %	** %	2% 2%	*% %	*% %	*% %	-% -%	-% -%	** %	*% %	*% %	-% -%	*% %
								l		kl										
DO NOT PERSONALLY USE A MOBILE PHONE	28	33	80	112	129	152	6	86	**	23	53	79	91	11	5	**	38	53	23	68
	7% a	11% a	31% abd	21% ab	12% 12%	6% 6%	3% 3%	20% l	** %	30% hl	29% hl	4% 4%	20% 20%	32% m	21% 21%	** %	19% s	20% s	11% 11%	28% qs

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

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

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

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Apple iPhone	98 39%	46 35%	** **	66 37%	224 39%	911 49%	64 40%	70 37%	** **	** **	** **	899 49% h	62 39%	** **	** **	** **	** **	** **	40 42%	** **
Samsung	90 36%	52 40%	** **	64 36%	222 39%	619 33%	81 51% f	70 37%	** **	** **	** **	623 34%	55 35%	** **	** **	** **	** **	** **	29 31%	** **
Sony Xperia	8 3%	5 3%	** **	9 5%	33 6%	90 5% g	1 1% g	18 9% l	** **	** **	** **	69 4%	8 5%	** **	** **	** **	** **	** **	7 7%	** **
HTC	8 3%	1 1%	** **	1 1%	14 2%	53 3%	4 2%	3 2%	** **	** **	** **	53 3%	1 1%	** **	** **	** **	** **	** **	- -%	** **
Nokia	9 3%	5 4%	** **	6 4%	16 3%	40 2%	2 1%	6 3%	** **	** **	** **	35 2%	5 3%	** **	** **	** **	** **	** **	3 4%	** **
LG	7 3%	4 3%	** **	5 3%	15 3%	36 2%	2 1%	4 2%	** **	** **	** **	33 2%	4 2%	** **	** **	** **	** **	** **	1 1%	** **
Motorola	10 4%	7 5%	** **	9 5%	13 2%	33 2%	3 2%	5 2%	** **	** **	** **	31 2%	9 6%	** **	** **	** **	** **	** **	7 7%	** **
Huawei	3 1%	2 2%	** **	2 1%	7 1%	17 1%	- -%	2 1%	** **	** **	** **	15 1%	2 1%	** **	** **	** **	** **	** **	2 2%	** **
Microsoft	3 1%	3 2%	** **	3 2%	6 1%	12 1%	- -%	2 1%	** **	** **	** **	9 %	3 2%	** **	** **	** **	** **	** **	3 3%	** **
BlackBerry	2 1%	1 1%	** **	2 1%	3 1%	11 1%	1 1%	2 1%	** **	** **	** **	10 1%	2 1%	** **	** **	** **	** **	** **	- -%	** **
Other	12 5%	5 4%	** **	6 3%	17 3%	47 3%	2 1%	8 4%	** **	** **	** **	43 2%	5 3%	** **	** **	** **	** **	** **	3 3%	** **

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

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

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

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Don't know	2	*	**	4	4	8	-	2	**	**	**	6	3	**	**	**	**	**	-	**
	1%	*%	**	2%	1%	*%	-%	1%	**	**	**	*%	2%	**	**	**	**	**	-%	**

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

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

QD6 (QD41). Do you have a 4G service? This is a service that enables faster mobile internet access.

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Yes	166	71	**	90	379	1428	112	126	**	**	**	1394	84	**	**	**	**	**	48	**
	66%	53%	**	51%	66%	76%	70%	66%	**	**	**	76%	53%	**	**	**	**	**	51%	**
	bd											h								
No	58	41	**	56	146	344	45	42	**	**	**	347	50	**	**	**	**	**	30	**
	23%	31%	**	31%	25%	18%	28%	22%	**	**	**	19%	31%	**	**	**	**	**	31%	**
							f													
Don't know	29	21	**	31	51	105	3	22	**	**	**	87	25	**	**	**	**	**	17	**
	11%	16%	**	18%	9%	6%	2%	12%	**	**	**	5%	16%	**	**	**	**	**	18%	**
								l												

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

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

QD7 (QD27). SHOWCARD How likely is it that you will get a smartphone in the next 12 months? (SINGLE CODE)

Base : Those without a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	187	219	171	390	548	749	19	257	23	46	109	511	242	52	56	40	124	118	121	121
Effective Weighted Sample	125	124	97	215	315	491	13	162	14	31	72	344	168	30	36	31	99	81	81	87
Total	109	118	128	246	339	459	17	156	14	33	70	333	212	18	11	6	88	124	99	113
Certain to	2 1%	- -%	* *%	* *%	* *%	4 1%	** **	1 1%	** **	** **	1 1%	3 1%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
Very likely	2 2%	3 3%	1 1%	4 2%	11 3%	15 3%	** **	7 4%	** **	** **	2 3%	11 3%	4 2%	** **	** **	** **	1 1%	3 3%	3 3%	1 1%
Likely	5 5%	6 5%	5 4%	11 4%	18 5%	30 7%	** **	10 7%	** **	** **	2 3%	22 7%	10 5%	** **	** **	** **	4 4%	6 5%	8 8%	1 1%
TOTAL LIKELY	9 8%	9 7%	7 5%	15 6%	29 9%	49 11%	** **	18 11%	** **	** **	5 7%	35 11%	14 6%	** **	** **	** **	5 6%	9 7%	11 11%	2 2%
Unlikely	29 26% bcd	13 11%	8 6%	21 9%	41 12%	70 15%	** **	13 9%	** **	** **	8 11%	60 18% h	16 7%	** **	** **	** **	5 5%	11 9%	9 9%	7 6%
Very unlikely	32 29%	29 25%	29 23%	58 24%	80 24%	120 26%	** **	40 26%	** **	** **	17 25%	82 25%	45 21%	** **	** **	** **	27 31% r	18 15%	22 22%	23 21%
Certain not to	32 29% a	64 54% a	80 63% a	144 58% a	172 51%	192 42%	** **	76 49%	** **	** **	37 53% l	134 40%	130 62%	** **	** **	** **	49 56%	81 66%	51 52%	79 70% qs
TOTAL UNLIKELY	92 84%	106 90%	117 91%	223 91%	292 86%	382 83%	** **	129 83%	** **	** **	62 89%	276 83%	191 90%	** **	** **	** **	81 92%	110 89%	82 83%	109 97% rs
Don't know	8 8% d	3 3%	4 3%	8 3%	17 5%	28 6%	** **	9 6%	** **	** **	3 4%	22 7%	7 3%	** **	** **	** **	2 2%	5 4%	6 6%	1 1%

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

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

QD8 (QD11). SHOWCARD Which of these best describes the mobile package you personally use most often? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Prepay/ Pay as you go	113 31%	118 47%	110 63%	228 54%	419 46%	595 25%	53 30%	154 44%	** **	** **	71 55%	494 23%	195 53%	** **	** **	** **	77 47%	118 57%	85 44%	110 62%
	bcd	a	ab	a				l			hl						t	s	rt	qs
Postpay/ monthly contract	246 68%	131 52%	63 36%	194 46%	493 54%	1730 74%	120 68%	193 55%	** **	** **	58 45%	1654 76%	173 47%	** **	** **	** **	85 52%	89 43%	107 55%	67 38%
	bcd	c						k				hk					t		rt	
Other	2 *%	1 *%	- -%	1 *%	1 *%	9 *%	2 1%	2 *%	** **	** **	- -%	9 *%	1 *%	** **	** **	** **	1 1%	- -%	1 *%	- -%
Don't know	1 *%	1 *%	1 *%	1 *%	3 *%	4 *%	2 1%	- -%	** **	** **	- -%	5 *%	1 *%	** **	** **	** **	1 *%	1 *%	1 1%	- -%
							f													
CONTRACT TYPE																				
Subsidised handset	181 50%	93 37%	45 26%	138 33%	380 42%	1400 60%	97 55%	137 39%	** **	** **	41 31%	1352 63%	124 33%	** **	** **	** **	57 35%	67 32%	83 43%	41 23%
	bcd	c										hk					t		t	
SIM only	63 17%	35 14%	17 10%	52 12%	108 12%	315 13%	23 13%	54 16%	** **	** **	17 13%	288 13%	47 13%	** **	** **	** **	27 17%	19 9%	21 11%	26 14%
	cd																			
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QD9 (QD11A). When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? (SINGLE CODE)

Base : Those who use a postpay/ contract mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	385	218	78	296	713	2321	125	302	28	41	87	2146	200	28	41	27	107	93	134	66
Effective Weighted Sample	256	129	51	178	464	1560	91	195	19	29	60	1461	148	15	25	21	84	67	101	49
Total	246	131	63	194	493	1730	120	193	19	28	58	1654	173	7	10	4	85	89	107	67
Handset and contract	181	93	**	138	380	1400	97	137	**	**	**	1352	124	**	**	**	57	**	83	**
	74%	71%	**	71%	77%	81%	81%	71%	**	**	**	82% h	72%	**	**	**	67%	**	78%	**
SIM card only	63	35	**	52	108	315	23	54	**	**	**	288	47	**	**	**	27	**	21	**
	26%	26%	**	27%	22%	18%	19%	28% l	**	**	**	17%	27%	**	**	**	32%	**	20%	**
Don't know	2	3	**	4	5	15	-	1	**	**	**	13	3	**	**	**	1	**	3	**
	1%	2%	**	2%	1%	1%	-%	1%	**	**	**	1%	2%	**	**	**	1%	**	3%	**

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

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

QD10 (QD34). SHOWCARD Which of these best describes where you got your mobile phone handset from? (SINGLE CODE)

Base : Those who use a prepay/ Pay As You Go phone or took a SIM-only tariff

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	284	268	179	447	824	1385	73	350	25	55	140	1111	283	59	63	42	145	138	142	141
Effective Weighted Sample	189	156	102	255	502	903	56	219	16	34	93	740	201	33	36	33	113	97	99	104
Total	176	153	127	280	526	911	76	208	15	37	88	782	242	20	13	5	105	137	106	136
PROMPTED RESPONSES																				
An independent retailer - either high street or online (e.g. Amazon, Carphone Warehouse, Simply Electronics, eBay, etc.)	89 50%	70 45%	61 48%	131 47%	258 49%	437 48%	** **	97 47%	** **	** **	42 48%	384 49%	110 45%	** **	** **	** **	44 42%	66 48%	47 45%	63 46%
Your current mobile phone network operator	43 24%	30 20%	36 29%	67 24%	118 22%	199 22%	** **	52 25%	** **	** **	26 29% l	156 20%	58 24%	** **	** **	** **	25 24%	33 24%	26 24%	32 24%
Directly from the phone handset manufacturer (e.g. Apple, Samsung, etc.)	2 1% a	8 5% a	1 1%	9 3%	28 5%	66 7%	** **	3 1%	** **	** **	1 1%	79 10% hk	8 4%	** **	** **	** **	5 5%	3 2%	5 5%	3 2%
A previous mobile phone network operator	7 4% ac	14 9% ac	3 2%	16 6%	31 6%	61 7%	** **	11 5%	** **	** **	5 5%	54 7%	15 6%	** **	** **	** **	8 8%	7 5%	6 6%	8 6%
UNPROMPTED RESPONSES																				
A gift/ present	24 14%	17 11%	9 7%	27 10%	51 10%	83 9%	** **	20 10%	** **	** **	8 8%	63 8%	23 10%	** **	** **	** **	10 10%	13 9%	9 9%	14 10%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QD10 (QD34). SHOWCARD Which of these best describes where you got your mobile phone handset from? (SINGLE CODE)

Base : Those who use a prepaid/ Pay As You Go phone or took a SIM-only tariff

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	284	268	179	447	824	1385	73	350	25	55	140	1111	283	59	63	42	145	138	142	141
Effective Weighted Sample	189	156	102	255	502	903	56	219	16	34	93	740	201	33	36	33	113	97	99	104
Total	176	153	127	280	526	911	76	208	15	37	88	782	242	20	13	5	105	137	106	136
Hand me down/ second hand/ passed on to me	7 4%	10 6%	6 4%	15 5%	20 4%	41 4%	** **	16 7% 	** **	** **	4 4%	29 4%	13 5%	** **	** **	** **	8 8%	5 4%	7 6%	6 5%
Other	1 1%	2 1%	- -%	2 1%	2 *%	4 *%	** **	- -%	** **	** **	- -%	4 1%	2 1%	** **	** **	** **	1 1%	* *%	* *%	1 1%
Don't know	3 2%	3 2%	11 9% ab	14 5%	18 3%	21 2%	** **	9 5% 	** **	** **	4 5%	13 2%	13 5%	** **	** **	** **	2 2%	10 7%	5 5%	8 6%

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

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

QD11A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Several times a day	166 46% bcd	68 27% c	23 13%	91 21% c	390 43%	1333 57% g	82 46%	131 37%	** **	** **	39 30%	1263 58% hk	85 23%	** **	** **	** **	32 20%	53 26%	50 26%	35 20%
Every day	71 20% b	34 13%	31 18%	65 15%	168 18%	454 19%	47 26% f	62 18%	** **	** **	23 18%	440 20%	56 15%	** **	** **	** **	18 11%	39 19%	36 18%	21 12%
Several times a week	67 18%	62 25%	30 17%	91 21%	139 15%	244 10%	26 15%	58 17% 	** **	** **	18 14%	217 10%	78 21%	** **	** **	** **	26 16%	51 25%	33 17%	45 25%
At least once a week	23 6%	25 10%	10 6%	34 8%	46 5%	96 4%	10 6%	26 7% 	** **	** **	13 10% 	83 4%	27 7%	** **	** **	** **	19 12% r	7 3%	12 6%	15 8%
At least once a month	9 3%	19 7% a	15 9% a	34 8% a	46 5%	57 2%	6 3%	19 5% 	** **	** **	7 5% 	47 2%	32 9%	** **	** **	** **	22 14% rt	9 4%	20 11% r	11 6%
Less than once a month	15 4%	15 6%	12 7%	27 6%	33 4%	48 2%	2 1%	12 3% 	** **	** **	7 5% 	39 2%	21 6%	** **	** **	** **	12 7%	9 4%	12 6%	9 5%
Never	11 3%	29 11% a	53 31% abd	82 19% ab	93 10%	103 4%	5 3%	39 11% 	** **	** **	21 16% 	73 3%	72 20%	** **	** **	** **	34 20%	39 19%	30 16%	42 24%
TOTAL AT LEAST ONCE A WEEK	327 90% bcd	188 75% cd	93 54%	281 66% c	743 81%	2127 91%	165 93%	277 79%	** **	** **	93 72%	2003 93% hk	246 66%	** **	** **	** **	96 59%	150 72% q	131 68%	115 65%

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

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

QD11A (QD4A). SHOWCARD How often, if at all, do you use your mobile phone to send or receive text messages? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
TOTAL EVER	351	222	120	342	822	2232	172	308	**	**	106	2089	298	**	**	**	130	168	163	135
	97% bcd	88% cd	69%	81% c	90%	96%	97%	88%	**	**	82%	97% hk	80%	**	**	**	80%	81%	84%	76%
Don't know	-	1	-	1	1	2	-	2	**	**	2	*	-	**	**	**	-	-	-	-
	-%	*%	-%	*%	*%	*%	-%	*%	**	**	1%	*%	-%	**	**	**	-%	-%	-%	-%

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

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

QD11B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Several times a day	128 35% bcd	51 20% c	15 9%	66 16% c	300 33%	1063 45%	94 53%	111 32%	** **	** **	34 26%	1036 48% hk	60 16%	** **	** **	** **	31 19%	30 14%	32 17%	28 16%
Every day	86 24% cd	47 19%	24 14%	71 17%	211 23%	549 23%	59 33% f	64 18%	** **	** **	21 17%	539 25% hk	62 17%	** **	** **	** **	24 14%	38 18%	41 21% t	21 12%
Several times a week	81 22%	63 25%	47 27%	109 26%	172 19%	379 16% g	12 7%	74 21% l	** **	** **	23 18%	321 15%	92 25%	** **	** **	** **	37 23%	55 26%	44 22%	48 27%
At least once a week	31 8%	35 14% a	27 15% a	61 14% a	88 10%	161 7%	5 3%	45 13% l	** **	** **	19 15% l	120 6%	51 14%	** **	** **	** **	22 14%	29 14%	20 10%	31 18%
At least once a month	23 6%	27 11% a	25 15% a	52 12% a	67 7%	93 4%	3 1%	31 9% l	** **	** **	18 14% l	70 3%	48 13%	** **	** **	** **	26 16%	22 11%	30 16%	18 10%
Less than once a month	13 4%	23 9% a	33 19% ab	56 13% a	63 7%	73 3%	1 *%	20 6% l	** **	** **	11 9% l	57 3%	50 14%	** **	** **	** **	22 14%	28 13%	25 13%	25 14%
Never	1 *% a	6 2% a	3 2%	9 2% a	15 2%	19 1%	4 2%	4 1%	** **	** **	2 2%	18 1%	8 2%	** **	** **	** **	1 1%	7 3%	2 1%	6 3%
TOTAL AT LEAST ONCE A WEEK	326 90% bcd	195 78% c	113 65%	307 72%	771 84%	2152 92%	170 96%	293 84% k	** **	** **	97 75%	2017 93% hk	265 71%	** **	** **	** **	114 70%	151 73%	136 70%	128 73%

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

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

QD11B (QD4B). SHOWCARD And how often, it at all, do you use your mobile phone to make calls? (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
TOTAL EVER	361	245	171	416	901	2318	173	344	**	**	127	2143	363	**	**	**	163	200	192	171
	100%	98%	98%	98%	98%	99%	98%	99%	**	**	98%	99%	98%	**	**	**	99%	97%	99%	97%
Don't know	-	*	-	*	*	*	-	-	**	**	-	*	-	**	**	**	-	-	-	-
	-%	*%	-%	*%	*%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%

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

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

QD11C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Several times a day	98 39% bd	28 21% **	** **	32 18% **	228 40% **	1036 55% **	74 47% **	79 42% **	** **	** **	** **	1018 56% h	30 19% **	** **	** **	** **	** **	** **	19 20% **	** **
Every day	59 23%	41 31% **	** **	48 27% **	152 26% **	451 24% **	52 32% f	42 22% **	** **	** **	** **	458 25% **	45 28% **	** **	** **	** **	** **	** **	28 29% **	** **
Several times a week	21 8%	17 13% **	** **	24 13% **	58 10% **	133 7% **	15 10% **	12 6% **	** **	** **	** **	133 7% **	22 14% **	** **	** **	** **	** **	** **	12 13% **	** **
At least once a week	20 8%	5 4% **	** **	8 5% **	24 4% **	64 3% **	4 3% **	7 3% **	** **	** **	** **	59 3% **	8 5% **	** **	** **	** **	** **	** **	6 6% **	** **
At least once a month	5 2%	3 3% **	** **	6 3% **	10 2% **	20 1% **	3 2% **	2 1% **	** **	** **	** **	21 1% **	6 4% **	** **	** **	** **	** **	** **	1 1% **	** **
Less than once a month	10 4%	2 1% **	** **	9 5% **	18 3% **	29 2% **	4 3% **	10 5% l	** **	** **	** **	22 1% **	7 5% **	** **	** **	** **	** **	** **	6 6% **	** **
Never	40 16%	36 27% a	** **	50 28% a	86 15% **	143 8% **	7 4% **	38 20% l	** **	** **	** **	115 6% **	41 26% **	** **	** **	** **	** **	** **	24 25% **	** **
TOTAL AT LEAST ONCE A WEEK	198 78% d	91 69% **	** **	113 64% **	461 80% **	1685 90% **	145 91% **	140 74% **	** **	** **	** **	1668 91% h	104 66% **	** **	** **	** **	** **	** **	65 68% **	** **
TOTAL EVER	213 84% bd	97 73% **	** **	128 72% **	489 85% **	1734 92% **	153 96% **	152 80% **	** **	** **	** **	1712 94% h	118 74% **	** **	** **	** **	** **	** **	71 75% **	** **

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

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

QD11C (QD4C). SHOWCARD How often, it at all, do you use your mobile phone to access email or internet services? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND					
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t	
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57	
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43	
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63	
Don't know	*	-	**	-	*	1	-	*	**	**	**	*	-	**	**	**	**	**	**	-	**
	*%	-%	**	-%	*%	*%	-%	*%	**	**	**	*%	-%	**	**	**	**	**	-%	**	

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Send/ receive text messages	308 85% bcd	170 68% cd	81 47%	250 59% c	663 72%	1940 83%	157 89%	245 70%	** **	** **	80 62%	1841 85% hk	223 60%	** **	** **	** **	95 58%	127 62%	127 65%	96 54%
Take photos	217 60% bcd	104 41% cd	35 20%	139 33% c	486 53%	1626 70%	134 76%	163 47%	** **	** **	58 45%	1582 73% hk	123 33%	** **	** **	** **	58 36%	65 31%	70 36%	54 30%
General browsing/ surfing the internet	167 46% bcd	64 26% c	21 12%	85 20% c	376 41%	1422 61%	140 79% f	128 37%	** **	** **	42 32%	1413 65% hk	79 21%	** **	** **	** **	36 22%	43 21%	50 26% t	29 16%
Send/ receive emails	150 41% bcd	62 25% c	23 13%	84 20%	311 34%	1299 56%	118 67% f	104 30%	** **	** **	34 26%	1302 60% hk	78 21%	** **	** **	** **	40 25% t	38 18%	55 28% rt	23 13%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	101 28% bcd	44 18% c	8 5%	52 12% c	293 32%	1124 48%	95 54%	98 28%	** **	** **	28 22%	1097 51% hk	48 13%	** **	** **	** **	22 14%	26 12%	32 16%	16 9%
Send/ receive messages with pictures/ images	120 33% bcd	55 22% cd	12 7%	66 16% c	278 30%	1118 48%	77 43%	94 27%	** **	** **	26 20%	1087 50% hk	59 16%	** **	** **	** **	26 16%	33 16%	39 20% t	20 11%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	84 23% bcd	38 15% c	8 5% c	47 11% c	286 31%	1080 46%	105 60% f	81 23%	** **	** **	27 21%	1085 50% hk	44 12%	** **	** **	** **	15 9%	28 14%	29 15%	15 8%
Record video clips	73 20% bcd	19 8% c	4 2%	23 5%	203 22%	838 36%	99 56% f	68 20%	** **	** **	21 16%	858 40% hk	21 6%	** **	** **	** **	7 5%	13 6%	13 7%	7 4%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	61 17% bcd	17 7%	6 4%	23 5%	201 22%	800 34%	111 63% f	60 17%	** **	** **	21 16%	834 39% hk	20 6%	** **	** **	** **	10 6% t	10 5%	18 10% t	2 1%
Send/ receive video clips	61 17% bcd	20 8%	5 3%	25 6%	174 19%	755 32%	85 48% f	55 16% k	** **	** **	11 8%	775 36% hk	23 6%	** **	** **	** **	9 5%	14 7%	17 9%	6 3%
Accessing/ receiving news	79 22% bcd	32 13% c	10 5%	42 10%	162 18%	742 32%	70 40%	67 19%	** **	** **	17 13%	735 34% hk	39 11%	** **	** **	** **	19 12%	20 10%	29 15% t	10 6%
Play games	37 10% cd	16 7% c	2 1%	18 4%	195 21%	687 29%	54 31%	66 19%	** **	** **	26 20%	660 31% hk	18 5%	** **	** **	** **	5 3%	13 6%	11 5%	8 4%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Listen to music stored on phone	44 12% bcd	10 4%	1 1%	12 3%	157 17%	680 29%	56 32%	42 12%	** **	** **	12 9%	677 31% hk	11 3%	** **	** **	** **	7 4%	4 2%	8 4%	3 2%
Making video calls e.g. via Facetime, Skype	49 13% bcd	10 4%	7 4%	16 4%	143 16%	610 26%	82 47% f	39 11%	** **	** **	10 8%	644 30% hk	14 4%	** **	** **	** **	7 4%	7 3%	11 6%	3 2%
Accessing/ receiving sports/ team news/ scores	45 12% bcd	18 7% c	3 1%	21 5%	85 9%	417 18%	36 21%	36 10%	** **	** **	9 7%	414 19% hk	19 5%	** **	** **	** **	13 8% rt	5 3%	14 7%	5 3%
Making voice calls using a VoIP service e.g. Viber, Skype	36 10% bcd	11 4%	3 2%	13 3%	92 10%	370 16%	59 34% f	28 8%	** **	** **	4 3%	397 18% hk	12 3%	** **	** **	** **	6 3%	6 3%	10 5% t	1 1%
Watching TV programmes/ films content online	16 5% bcd	4 2%	1 1%	5 1%	79 9%	327 14%	37 21% f	27 8%	** **	** **	5 4%	326 15% hk	5 1%	** **	** **	** **	3 2%	2 1%	4 2%	1 *%
Listen to radio	30 8% cd	11 4%	3 2%	14 3%	65 7%	300 13%	20 11%	30 9%	** **	** **	8 6%	287 13% hk	13 4%	** **	** **	** **	9 5%	4 2%	7 3%	7 4%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Contactless mobile payment at point of sale/ checkouts	16 4% bcd	4 1%	- -%	4 1%	36 4%	203 9%	11 6%	15 4%	** **	** **	6 5%	197 9% h	4 1%	** **	** **	** **	1 *%	3 1%	3 1%	1 *%
Listen to Podcasts	18 5% bcd	2 1%	- -%	2 *%	21 2%	173 7%	14 8%	12 3%	** **	** **	3 2%	170 8% hk	1 *%	** **	** **	** **	* *%	1 *%	1 1%	- -%
Other	2 *%	2 1%	- -%	2 *%	3 *%	7 *%	- -%	1 *%	** **	** **	1 1%	6 *%	2 *%	** **	** **	** **	- -%	2 1%	1 *%	1 *%
WEB/ DATA ACCESS	198 55% bcd	84 33% c	33 19%	117 28% c	454 50%	1621 69%	147 83% f	147 42%	** **	** **	47 37%	1602 74% hk	107 29%	** **	** **	** **	54 33% t	53 26%	69 36% rt	38 21%
WATCHING AV CONTENT	65 18% bcd	17 7%	7 4%	24 6%	214 23%	866 37%	116 65% f	67 19%	** **	** **	23 18%	895 41% hk	21 6%	** **	** **	** **	10 6% t	10 5%	19 10% t	2 1%
LISTEN TO AUDIO CONTENT	61 17% bcd	21 8% c	3 2%	24 6%	197 21%	823 35%	66 37%	62 18%	** **	** **	19 14%	810 37% hk	23 6%	** **	** **	** **	14 8%	9 5%	13 7%	10 6%
None of these	33 9%	50 20% a	80 46% abd	130 31% ab	161 18%	196 8%	9 5%	67 19% l	** **	** **	37 29% hl	146 7%	107 29%	** **	** **	** **	48 29%	59 28%	49 25%	58 33%
Don't know	- -%	2 1%	3 2% a	5 1% a	5 1%	5 *%	- -%	2 1%	** **	** **	- -%	4 *%	5 1%	** **	** **	** **	1 1%	3 2%	3 2%	1 1%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Send/ receive text messages	308 79% bcd	170 60% cd	81 32% c	250 47% c	663 63%	1940 78%	157 86% f	245 57% jk	** 40%	31 44%	80 82% hjk	1841 48% n	223 48% n	11 32%	10 39%	** 47%	95 47%	127 49%	127 58% qt	96 39%
Take photos	217 56% bcd	104 37% cd	35 14% c	139 26% c	486 47%	1626 65%	134 73%	163 37% j	** 19%	15 32% j	58 71% hjk	1582 27%	123 27%	6 17%	7 26%	** 29%	58 29%	65 25%	70 32% t	54 22%
General browsing/ surfing the internet	167 43% bcd	64 23% cd	21 8% c	85 16% c	376 36%	1422 57%	140 76% f	128 29% j	** 8%	6 23% j	42 63% hjk	1413 17% n	79 17% n	1 4%	3 10%	** 18%	36 18%	43 17%	50 23% t	29 12%
Send/ receive emails	150 38% bcd	62 22% cd	23 9% c	84 16% c	311 30%	1299 52%	118 65% f	104 24% j	** 9%	7 19%	34 58% hjk	1302 17% n	78 17% n	1 4%	4 15% n	** 20%	40 20% t	38 15%	55 25% rt	23 9%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	101 26% bcd	44 16% cd	8 3% c	52 10% c	293 28%	1124 45%	95 52%	98 23% jk	** 5%	4 15%	28 49% j	1097 49% hjk	48 10% n	1 1%	3 10% n	** 11%	22 11%	26 10%	32 15% t	16 7%
Send/ receive messages with pictures/ images	120 31% bcd	55 19% cd	12 5% c	66 12% c	278 27%	1118 45%	77 42%	94 22% jk	** 7%	5 14%	26 48% hjk	1087 48% hjk	59 13%	3 7%	4 14%	** 13%	26 13%	33 12%	39 18% t	20 8%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	84 21% bcd	38 13% cd	8 3% c	47 9% c	286 27%	1080 43%	105 57% f	81 19% j	** ** j	4 5% j	27 15% j	1085 48% hjk	44 9%	1 3%	2 6%	** ** j	15 8%	28 11%	29 13% t	15 6%
Record video clips	73 19% bcd	19 7% c	4 2%	23 4%	203 19%	838 34%	99 54% f	68 16% j	** ** j	5 7%	21 12%	858 38% hjk	21 4%	1 3%	1 5%	** ** j	7 4%	13 5%	13 6%	7 3%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	61 16% bcd	17 6%	6 3%	23 4%	201 19%	800 32%	111 60% f	60 14% j	** ** j	4 5%	21 12%	834 37% hjk	20 4%	1 3%	2 6%	** ** j	10 5% t	10 4% t	18 9% t	2 1%
Send/ receive video clips	61 16% bcd	20 7% c	5 2%	25 5%	174 17%	755 30%	85 47% f	55 13% jk	** ** j	2 3%	11 6%	775 35% hjk	23 5%	* 1%	2 6%	** ** j	9 4%	14 5%	17 8% t	6 2%
Accessing/ receiving news	79 20% bcd	32 11% c	10 4%	42 8% c	162 16%	742 30%	70 38% f	67 15% jk	** ** j	5 6%	17 9%	735 33% hjk	39 8% n	* 1%	2 9% n	** ** j	19 9% t	20 8% t	29 14% t	10 4%
Play games	37 10% cd	16 6% c	2 1%	18 3% c	195 19%	687 28%	54 30%	66 15% i	** ** i	3 4%	26 14% i	660 29% hjk	18 4%	* *%	* *%	** ** j	5 3%	13 5%	11 5%	8 3%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Listen to music stored on phone	44 11% bcd	10 4% c	1 1%	12 2%	157 15%	680 27%	56 31%	42 10% j	** **	2 2%	12 6%	677 30% hjk	11 2%	- -%	* 2%	** **	7 3%	4 2%	8 4%	3 1%
Making video calls e.g. via Facetime, Skype	49 13% bcd	10 3%	7 3%	16 3%	143 14%	610 25%	82 45% f	39 9% j	** **	* *%	10 6% j	644 29% hjk	14 3%	1 2%	1 5%	** **	7 3%	7 3%	11 5% t	3 1%
Accessing/ receiving sports/ team news/ scores	45 12% bcd	18 6% c	3 1%	21 4% c	85 8%	417 17%	36 20%	36 8% j	** **	2 2%	9 5%	414 18% hjk	19 4%	1 3%	1 3%	** **	13 7% rt	5 2%	14 6% rt	5 2%
Making voice calls using a VoIP service e.g. Viber, Skype	36 9% bcd	11 4%	3 1%	13 2%	92 9%	370 15%	59 32% f	28 6% k	** **	2 2%	4 2%	397 18% hjk	12 3%	* 1%	1 5%	** **	6 3%	6 2%	10 5% t	1 *%
Watching TV programmes/ films content online	16 4% bcd	4 1%	1 *%	5 1%	79 8%	327 13%	37 20% f	27 6%	** **	2 3%	5 3%	326 15% hjk	5 1%	* *%	* 2%	** **	3 1%	2 1%	4 2%	1 *%
Listen to radio	30 8% bcd	11 4%	3 1%	14 3%	65 6%	300 12%	20 11%	30 7%	** **	1 2%	8 4%	287 13% hjk	13 3%	* 1%	1 3%	** **	9 4%	4 2%	7 3%	7 3%

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

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

QD12 (QD28A). SHOWCARD Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Contactless mobile payment at point of sale/ checkouts	16 4% bcd	4 1%	- -%	4 1%	36 3%	203 8%	11 6%	15 3%	** **	1 2%	6 3%	197 9% hjk	4 1%	- -%	* *%	** **	1 *%	3 1%	3 1%	1 *%
Listen to Podcasts	18 4% bcd	2 1%	- -%	2 *%	21 2%	173 7%	14 8%	12 3%	** **	* 1%	3 2%	170 8% hjk	1 *%	- -%	* 2%	** **	* *%	1 *%	1 1%	- -%
Other	2 *%	2 1%	- -%	2 *%	3 *%	7 *%	- -%	1 *%	** **	- -%	1 *%	6 *%	2 *%	- -%	* 1%	** **	- -%	2 1%	1 *%	1 *%
WEB/ DATA ACCESS	198 51% bcd	84 30% cd	33 13%	117 22% c	454 43%	1621 65%	147 80% f	147 34% jk	** **	11 14%	47 26% j	1602 71% hjk	107 23% n	3 8%	5 19%	** **	54 27% t	53 20%	69 32% rt	38 15%
WATCHING AV CONTENT	65 17% bcd	17 6%	7 3%	24 4%	214 20%	866 35%	116 63% f	67 15% j	** **	4 5%	23 12%	895 40% hjk	21 4%	1 3%	2 8%	** **	10 5% t	10 4% t	19 9% t	2 1%
LISTEN TO AUDIO CONTENT	61 16% bcd	21 7% c	3 1%	24 4% c	197 19%	823 33%	66 36%	62 14% j	** **	2 2%	19 10% j	810 36% hjk	23 5%	* 1%	1 3%	** **	14 7%	9 4%	13 6%	10 4%
None of these	33 8%	50 18% a	80 32% abd	130 24% ab	161 15%	196 8%	9 5%	67 15% l	** **	15 19% l	37 20% l	146 7%	107 23%	11 32%	9 33%	** **	48 24%	59 23%	49 22%	58 24%
Don't know	- -%	2 1%	3 1% a	5 1%	5 *%	5 *%	- -%	2 *%	** **	2 3% kl	- -%	4 *%	5 1%	- -%	- -%	** **	1 1%	3 1%	3 1%	1 1%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Send/ receive text messages	281 77% bcd	149 60% cd	65 37%	214 51% c	601 66%	1806 77%	146 82%	215 62%	** **	** **	69 54%	1725 80% hk	191 52%	** **	** **	** **	74 45%	117 56%	107 55%	85 48%
General browsing/ surfing the internet	149 41% bcd	53 21% c	16 9%	68 16% c	333 36%	1307 56%	129 73% f	118 34%	** **	** **	38 30%	1298 60% hk	64 17%	** **	** **	** **	33 20%	31 15%	41 21%	23 13%
Take photos	131 36% bcd	46 18% c	9 5%	55 13% c	307 34%	1210 52%	114 65% f	102 29%	** **	** **	37 29%	1204 56% hk	50 13%	** **	** **	** **	23 14%	27 13%	30 15%	20 11%
Send/ receive emails	127 35% bcd	56 22% c	15 9%	72 17% c	267 29%	1172 50%	108 61% f	91 26%	** **	** **	32 24%	1176 54% hk	68 18%	** **	** **	** **	34 21% t	34 17%	48 24% t	21 12%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	80 22% bcd	35 14% c	5 3%	40 9% c	251 27%	964 41%	82 47%	82 23%	** **	** **	24 19%	942 44% hk	37 10%	** **	** **	** **	17 11%	20 10%	25 13%	12 7%
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	65 18% cd	35 14% c	4 2%	39 9% c	250 27%	941 40%	89 50% f	74 21%	** **	** **	24 18%	937 43% hk	36 10%	** **	** **	** **	15 9%	21 10%	22 11%	14 8%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Send/ receive messages with pictures/ images	68 19% bcd	23 9% c	5 3%	27 6%	171 19%	811 35%	52 30%	66 19%	** **	** **	19 15%	785 36% hk	25 7%	** **	** **	** **	13 8%	12 6%	17 9%	9 5%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	44 12% bcd	12 5%	5 3%	17 4%	150 16%	621 27%	92 52% f	46 13%	** **	** **	18 14%	652 30% hk	15 4%	** **	** **	** **	6 4%	9 4%	14 7% t	1 1%
Accessing/ receiving news	66 18% bcd	22 9%	8 5%	31 7%	128 14%	595 25%	52 30%	53 15%	** **	** **	15 12%	584 27% hk	29 8%	** **	** **	** **	15 9%	14 7%	23 12% t	6 4%
Play games	26 7% cd	11 4%	2 1%	13 3%	161 18%	551 24%	41 23%	55 16%	** **	** **	22 17%	520 24% h	12 3%	** **	** **	** **	4 2%	8 4%	8 4%	4 3%
Listen to music stored on phone	32 9% bcd	6 3%	1 1%	8 2%	125 14%	542 23%	47 27%	33 10%	** **	** **	7 5%	539 25% hk	8 2%	** **	** **	** **	6 3%	2 1%	6 3%	2 1%
Record video clips	41 11% bcd	7 3%	1 *%	8 2%	126 14%	516 22%	65 37% f	40 12%	** **	** **	12 10%	527 24% hk	7 2%	** **	** **	** **	3 2%	4 2%	4 2%	4 2%
Send/ receive video clips	33 9% bcd	8 3%	1 *%	8 2%	98 11%	484 21%	57 32% f	34 10%	** **	** **	7 5%	500 23% hk	7 2%	** **	** **	** **	4 2%	4 2%	6 3%	2 1%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Making video calls e.g. via Facetime, Skype	30 8% bcd	4 1%	1 1%	4 1%	97 11%	428 18%	66 38% f	25 7%	** **	** **	5 4%	459 21% hk	4 1%	** **	** **	** **	3 2%	1 1%	4 2%	* **%
Accessing/ receiving sports/ team news/ scores	36 10% bcd	14 5% c	1 1%	15 4%	64 7%	321 14%	31 17%	26 7%	** **	** **	8 6%	322 15% hk	14 4%	** **	** **	** **	13 8% rt	1 **%	9 5% r	5 3%
Making voice calls using a VoIP service e.g. Viber, Skype	26 7% bcd	6 3%	2 1%	8 2%	57 6%	247 11%	37 21% f	17 5%	** **	** **	4 3%	261 12% hk	8 2%	** **	** **	** **	4 2%	4 2%	6 3%	1 1%
Watching TV programmes/ films content online	10 3%	3 1%	1 1%	5 1%	65 7%	240 10%	32 18% f	18 5%	** **	** **	4 3%	241 11% hk	4 1%	** **	** **	** **	2 1%	2 1%	3 2%	1 **%
Listen to radio	22 6% bcd	6 2%	3 2%	9 2%	52 6%	233 10%	16 9%	21 6%	** **	** **	7 5%	225 10% h	9 2%	** **	** **	** **	7 4%	2 1%	4 2%	5 3%
Contactless mobile payment at point of sale/ checkouts	8 2%	3 1%	- -%	3 1%	26 3%	142 6%	11 6%	11 3%	** **	** **	4 3%	141 7% h	3 1%	** **	** **	** **	1 **%	2 1%	2 1%	1 **%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Listen to Podcasts	15 4% bcd	* *% -	- -% -	* *% -	15 2% bcd	119 5% -	12 7% -	8 2% bcd	** ** hk	** ** hk	2 1% hk	118 5% hk	- -% hk	** ** hk	** ** hk	** ** hk	- -% hk	- -% hk	- -% hk	- -% hk
Other	2 *% bcd	2 1% cd	- -% cd	2 *% c	3 *% c	7 *% f	- -% f	1 *% f	** ** f	** ** f	1 1% f	6 *% hk	2 *% hk	** ** hk	** ** hk	** ** hk	- -% t	2 1% t	1 *% t	1 *% t
WEB/ DATA ACCESS	179 49% bcd	78 31% cd	22 13% cd	99 23% c	421 46% c	1554 66% f	142 80% f	139 40% f	** ** f	** ** f	45 35% hk	1540 71% hk	92 25% hk	** ** hk	** ** hk	** ** hk	47 29% t	45 22% t	61 31% t	31 18% t
WATCHING AV CONTENT	49 14% bcd	12 5% cd	5 3% cd	18 4% c	166 18% c	677 29% f	97 55% f	51 15% f	** ** f	** ** f	20 15% hk	705 33% hk	15 4% hk	** ** hk	** ** hk	** ** hk	6 4% t	9 4% t	14 7% t	1 1% t
LISTEN TO AUDIO CONTENT	48 13% bcd	11 5% cd	3 2% cd	15 3% c	157 17% c	659 28% f	56 31% f	44 13% f	** ** f	** ** f	13 10% hk	655 30% hk	14 4% hk	** ** hk	** ** hk	** ** hk	10 6% t	4 2% t	8 4% t	6 4% t
None of these	21 6% a	30 12% a	14 8% a	45 11% a	59 6% a	82 4% f	3 2% f	24 7% l	** ** l	** ** l	11 9% l	64 3% hk	39 11% hk	** ** hk	** ** hk	** ** hk	27 17% rs	12 6% t	18 9% t	21 12% t

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Send/ receive text messages	281 72% bcd	149 53% cd	65 26%	214 40% c	601 58%	1806 73%	146 80%	215 50% jk	** **	26 33%	69 38%	1725 77% hjk	191 41% n	10 28%	8 31%	** **	74 37%	117 45% t	107 49% qt	85 35%
General browsing/ surfing the internet	149 38% bcd	53 19% cd	16 6%	68 13% c	333 32%	1307 53%	129 70% f	118 27% j	** **	5 6%	38 21% j	1298 58% hjk	64 14% n	1 3%	2 7%	** **	33 16% t	31 12%	41 19% t	23 9%
Take photos	131 34% bcd	46 16% cd	9 4%	55 10% c	307 29%	1210 49%	114 62% f	102 23% j	** **	4 6%	37 20% j	1204 54% hjk	50 11%	3 8%	2 7%	** **	23 11%	27 10%	30 14%	20 8%
Send/ receive emails	127 32% bcd	56 20% cd	15 6%	72 13% c	267 26%	1172 47%	108 59% f	91 21% j	** **	6 8%	32 17% j	1176 52% hjk	68 15% no	1 3%	2 6%	** **	34 17% t	34 13%	48 22% rt	21 9%
Use IM/ Instant Messaging (e.g. WhatsApp, Facebook Messenger, Snapchat, BBM, iMessage)	80 21% bcd	35 12% cd	5 2%	40 7% c	251 24%	964 39%	82 45%	82 19% j	** **	3 4%	24 13% j	942 42% hjk	37 8% n	* 1%	2 6%	** **	17 9%	20 8%	25 11% t	12 5%
Using social networking e.g. Facebook, Twitter, LinkedIn, Snapchat	65 17% cd	35 12% cd	4 2%	39 7% c	250 24%	941 38%	89 49% f	74 17% j	** **	3 4%	24 13% j	937 42% hjk	36 8%	1 3%	1 5%	** **	15 8%	21 8%	22 10%	14 6%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Send/ receive messages with pictures/ images	68 17% bcd	23 8% c	5 2% c	27 5% c	171 16%	811 33%	52 29%	66 15% j	** **	1 1%	19 11% j	785 35% hjk	25 5%	* 1%	1 3%	** **	13 7%	12 5%	17 8%	9 3%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	44 11% bcd	12 4%	5 2%	17 3%	150 14%	621 25%	92 50% f	46 11%	** **	3 4%	18 10%	652 29% hjk	15 3%	1 3%	1 4%	** **	6 3%	9 3% t	14 6% t	1 *%
Accessing/ receiving news	66 17% bcd	22 8% c	8 3%	31 6%	128 12%	595 24%	52 29%	53 12% j	** **	2 3%	15 8%	584 26% hjk	29 6% n	* *%	1 5%	** **	15 8% t	14 5%	23 11% t	6 3%
Play games	26 7% cd	11 4% c	2 1%	13 2%	161 15%	551 22%	41 22%	55 13% j	** **	3 4%	22 12% j	520 23% hjk	12 3%	* *%	* *%	** **	4 2%	8 3%	8 4%	4 2%
Listen to music stored on phone	32 8% bcd	6 2%	1 1%	8 1%	125 12%	542 22%	47 26%	33 8%	** **	2 2%	7 4%	539 24% hjk	8 2%	- -%	* *%	** **	6 3%	2 1%	6 3%	2 1%
Record video clips	41 11% bcd	7 2%	1 *%	8 1%	126 12%	516 21%	65 36% f	40 9%	** **	2 3%	12 7%	527 24% hjk	7 2%	- -%	* 1%	** **	3 2%	4 2%	4 2%	4 1%
Send/ receive video clips	33 8% bcd	8 3% c	1 *%	8 2%	98 9%	484 19%	57 31% f	34 8% j	** **	* *%	7 4%	500 22% hjk	7 2%	- -%	* 1%	** **	4 2%	4 1%	6 3%	2 1%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Making video calls e.g. via Facetime, Skype	30 8% bcd	4 1%	1 *%	4 1%	97 9%	428 17%	66 36% f	25 6% j	** **	- -%	5 3%	459 20% hjk	4 1%	- -%	* *%	** **	3 1%	1 1%	4 2%	* *%
Accessing/ receiving sports/ team news/ scores	36 9% bcd	14 5% c	1 1%	15 3%	64 6%	321 13%	31 17%	26 6%	** **	2 2%	8 4%	322 14% hjk	14 3%	1 2%	1 2%	** **	13 6% rt	1 *%	9 4% r	5 2%
Making voice calls using a VoIP service e.g. Viber, Skype	26 7% bcd	6 2%	2 1%	8 1%	57 5%	247 10%	37 20% f	17 4%	** **	1 1%	4 2%	261 12% hjk	8 2%	- -%	* *%	** **	4 2%	4 1%	6 3%	1 *%
Watching TV programmes/ films content online	10 3% d	3 1%	1 *%	5 1%	65 6%	240 10%	32 17% f	18 4%	** **	1 1%	4 2%	241 11% hjk	4 1%	* *%	* 2%	** **	2 1%	2 1%	3 2%	1 *%
Listen to radio	22 6% bcd	6 2%	3 1%	9 2%	52 5%	233 9%	16 9%	21 5%	** **	1 1%	7 4%	225 10% hjk	9 2%	* *%	* 1%	** **	7 3%	2 1%	4 2%	5 2%
Contactless mobile payment at point of sale/ checkouts	8 2% cd	3 1%	- -%	3 1%	26 2%	142 6%	11 6%	11 3%	** **	- -%	4 2%	141 6% hjk	3 1%	- -%	* *%	** **	1 *%	2 1%	2 1%	1 *%

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

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

QD13 (QD28B). SHOWCARD And, which of these activities have you used your mobile for in the last week? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Listen to Podcasts	15 4% bcd	* *% -	- -% -	* *% -	15 1% bcd	119 5% -	12 6% -	8 2% bcd	** ** -	- -% -	2 1% hjk	118 5% hjk	- -% -	- -% -	* 1% -	** ** -	- -% -	- -% -	- -% -	- -% -
Other	2 *% bcd	2 1% cd	- -% -	2 *% c	3 *% -	7 *% -	- -% -	1 *% j	** ** -	- -% -	1 *% j	6 *% hjk	2 *% n	- -% -	* *% -	** ** -	- -% t	2 1% t	1 *% rt	1 *% t
WEB/ DATA ACCESS	179 46% bcd	78 27% cd	22 9% -	99 19% c	421 40% -	1554 62% -	142 78% f	139 32% j	** ** -	9 12% -	45 25% j	1540 69% hjk	92 20% n	3 7% -	3 11% -	** ** -	47 23% t	45 17% t	61 28% rt	31 13% t
WATCHING AV CONTENT	49 13% bcd	12 4% -	5 2% -	18 3% -	166 16% -	677 27% -	97 53% f	51 12% j	** ** -	3 4% -	20 11% -	705 31% hjk	15 3% -	1 3% -	2 6% -	** ** -	6 3% t	9 3% t	14 6% t	1 *% t
LISTEN TO AUDIO CONTENT	48 12% bcd	11 4% -	3 1% -	15 3% -	157 15% -	659 26% -	56 30% -	44 10% j	** ** -	2 2% -	13 7% -	655 29% hjk	14 3% -	* *% -	* 2% -	** ** -	10 5% r	4 2% -	8 4% -	6 3% -
None of these	21 5% ac	30 11% -	14 6% -	45 8% -	59 6% -	82 3% -	3 2% -	24 6% l	** ** -	11 13% hl	11 6% l	64 3% -	39 8% -	2 7% -	3 10% -	** ** -	27 13% r	12 5% -	18 8% -	21 8% -

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

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

QD14 (QD28E) SHOWCARD Which of these ways do you use your mobile phone to access the internet? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Significance Level: 95%																				
Unweighted total	299	135	37	172	641	2159	145	238	19	19	70	2069	120	12	22	18	68	52	85	35
Effective Weighted Sample	201	79	23	100	419	1443	108	153	12	12	50	1401	86	6	11	14	52	37	61	27
Total	198	84	33	117	454	1621	147	147	12	11	47	1602	107	3	5	2	54	53	69	38
Wi-Fi/ wireless broadband network at home	168 85%	75 89%	** **	102 87%	377 83%	1378 85%	128 87%	116 79%	** **	** **	** **	1377 86% h	94 88%	** **	** **	** **	** **	** **	** **	** **
Via mobile network (2G, 3G or 4G)	131 66%	58 69%	** **	77 65%	322 71%	1167 72%	123 84% f	93 63%	** **	** **	** **	1181 74% h	70 66%	** **	** **	** **	** **	** **	** **	** **
Wi-Fi/ wireless broadband elsewhere (i.e. 'hotspots')	68 34%	26 31%	** **	32 27%	142 31%	541 33%	40 27%	50 34%	** **	** **	** **	523 33%	29 28%	** **	** **	** **	** **	** **	** **	** **
MOBILE NETWORK AND NOT WI-FI	21 11%	7 8%	** **	12 10%	55 12%	180 11%	16 11%	19 13%	** **	** **	** **	172 11%	10 10%	** **	** **	** **	** **	** **	** **	** **
WI-FI AND NOT MOBILE NETWORK	63 32%	25 30%	** **	39 34%	130 29%	442 27% g	23 16%	48 33%	** **	** **	** **	414 26%	36 33%	** **	** **	** **	** **	** **	** **	** **
ANY WI-FI USE	173 87%	76 91%	** **	104 89%	397 87%	1429 88%	131 89%	122 83%	** **	** **	** **	1423 89% h	95 89%	** **	** **	** **	** **	** **	** **	** **
Don't know	4 2%	1 1%	** **	1 1%	2 1%	12 1%	* *0%	6 4% i	** **	** **	** **	7 *0%	1 1%	** **	** **	** **	** **	** **	** **	** **
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

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

QD15 (QD28C). SHOWCARD Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	299	135	37	172	641	2159	145	238	19	19	70	2069	120	12	22	18	68	52	85	35
Effective Weighted Sample	201	79	23	100	419	1443	108	153	12	12	50	1401	86	6	11	14	52	37	61	27
Total	198	84	33	117	454	1621	147	147	12	11	47	1602	107	3	5	2	54	53	69	38
I always use in the home	15 8%	8 10%	** **	15 13%	50 11%	109 7%	7 5%	17 11% 	** **	** **	** **	98 6%	14 13%	** **	** **	** **	** **	** **	** **	** **
I mainly use in the home	38 19%	28 34% a	** **	42 36% a	127 28%	359 22%	36 24%	48 33% 	** **	** **	** **	338 21%	39 36%	** **	** **	** **	** **	** **	** **	** **
I use equally in the home and outside the home	114 57% d	40 48%	** **	47 41%	253 56%	1014 63%	96 65%	74 50%	** **	** **	** **	1028 64% h	43 41%	** **	** **	** **	** **	** **	** **	** **
I mainly use outside the home	28 14%	7 8%	** **	12 10%	23 5%	128 8%	8 5%	6 4%	** **	** **	** **	129 8%	10 10%	** **	** **	** **	** **	** **	** **	** **
I always use outside the home	1 *% *	* *% **	** **	* *% **	* *% **	7 *% -	- -% **	1 *% **	** **	** **	** **	6 *% -	- -% **	** **	** **	** **	** **	** **	** **	** **
ALWAYS/ MAINLY USE IN THE HOME	54 27%	37 43% a	** **	57 49% a	177 39%	468 29%	43 29%	65 44% 	** **	** **	** **	436 27%	53 50%	** **	** **	** **	** **	** **	** **	** **
ALWAYS/ MAINLY USE OUTSIDE THE HOME	29 15%	7 8%	** **	12 10%	23 5%	135 8%	8 5%	7 5%	** **	** **	** **	135 8%	10 10%	** **	** **	** **	** **	** **	** **	** **

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

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

QD15 (QD28C). SHOWCARD Which one of these best describes where you use your mobile phone to access the internet? (SINGLE CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	299	135	37	172	641	2159	145	238	19	19	70	2069	120	12	22	18	68	52	85	35
Effective Weighted Sample	201	79	23	100	419	1443	108	153	12	12	50	1401	86	6	11	14	52	37	61	27
Total	198	84	33	117	454	1621	147	147	12	11	47	1602	107	3	5	2	54	53	69	38
EVER USE OUTSIDE THE HOME	181	75	**	101	403	1508	140	129	**	**	**	1501	92	**	**	**	**	**	**	**
	91%	90%	**	87%	89%	93%	95%	88%	**	**	**	94%h	86%	**	**	**	**	**	**	**
Don't know	2	*	**	*	1	4	-	1	**	**	**	3	*	**	**	**	**	**	**	**
	1%	*%	**	*%	*%	*%	-%	1%	**	**	**	*%	*%	**	**	**	**	**	**	**

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

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

QD16 (QD28F). SHOWCARD In which of these places do you use your mobile phone to access the internet outside of the home? (MULTI CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	271	120	27	147	564	1994	136	205	15	17	59	1928	102	10	19	16	58	44	72	30
Effective Weighted Sample	182	69	17	84	367	1336	101	134	10	10	43	1305	72	5	9	12	44	30	50	23
Total	181	75	26	101	403	1508	140	129	10	10	40	1501	92	3	4	2	47	45	60	33
When travelling (e.g. on a train or in a car)	120 67%	49 65%	** **	66 65%	278 69%	1109 74%	109 78%	82 63%	** **	** **	** **	1123 75% h	60 65%	** **	** **	** **	** **	** **	** **	** **
Indoor public spaces (e.g. pub/ restaurant/ theatre/ shopping centre)	114 63%	44 59%	** **	57 56%	257 64%	1068 71%	92 66%	90 70%	** **	** **	** **	1053 70%	53 58%	** **	** **	** **	** **	** **	** **	** **
Outdoors	119 66%	43 57%	** **	54 53%	250 62%	1062 70%	91 65%	86 67%	** **	** **	** **	1051 70%	50 54%	** **	** **	** **	** **	** **	** **	** **
In other people's homes (e.g. friends/ family)	103 57%	39 52%	** **	52 51%	259 64%	1025 68%	109 78% f	82 64%	** **	** **	** **	1034 69%	47 50%	** **	** **	** **	** **	** **	** **	** **
At your workplace	86 48% bd	21 27%	** **	26 26%	131 33%	872 58%	74 53%	42 32%	** **	** **	** **	899 60% h	25 27%	** **	** **	** **	** **	** **	** **	** **
Other	3 2%	3 4%	** **	3 3%	10 3%	31 2%	* *0%	1 1%	** **	** **	** **	30 2%	3 4%	** **	** **	** **	** **	** **	** **	** **
Don't know	- -%	2 2%	** **	2 2%	5 1%	8 1%	1 *0%	1 1%	** **	** **	** **	8 1%	2 2%	** **	** **	** **	** **	** **	** **	** **

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

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

QD17 (QD28G). SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Social networking (e.g. Facebook, Twitter, LinkedIn)	98 39%	42 32%	** **	59 33%	321 56%	1247 66%	114 72%	99 52%	** **	** **	** **	1242 68% h	54 34%	** **	** **	** **	** **	** **	43 45%	** **
Weather	145 57%	71 54%	** **	93 53%	263 46%	1040 55%	90 56%	98 52%	** **	** **	** **	1026 56% h	84 53%	** **	** **	** **	** **	** **	54 57%	** **
Maps/ navigation	133 53% bd	47 36%	** **	63 35%	214 37%	1034 55%	88 55%	86 45%	** **	** **	** **	1025 56% h	56 36%	** **	** **	** **	** **	** **	39 41%	** **
Banking	77 31% d	31 24%	** **	37 21%	185 32%	877 47%	66 41%	63 33%	** **	** **	** **	864 47% h	35 22%	** **	** **	** **	** **	** **	22 23%	** **
News	120 47% bd	48 36%	** **	64 36%	191 33%	839 45%	75 47%	71 37%	** **	** **	** **	843 46% h	56 35%	** **	** **	** **	** **	** **	37 38%	** **
Music	65 26% bd	21 16%	** **	24 13%	192 33%	778 41%	63 39%	59 31%	** **	** **	** **	759 41% h	23 15%	** **	** **	** **	** **	** **	12 13%	** **
Games	58 23% bd	17 13%	** **	24 14%	214 37%	778 41%	61 38%	74 39%	** **	** **	** **	745 41% h	22 14%	** **	** **	** **	** **	** **	16 17%	** **
Shopping (e.g. Tesco, Ocado, eBay)	58 23% d	23 17%	** **	25 14%	167 29%	707 38%	48 30%	60 32%	** **	** **	** **	674 37%	24 15%	** **	** **	** **	** **	** **	13 13%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QD17 (QD28G). SHOWCARD Do you use any of the following types of apps or applications on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Travel/ journey planning	85 33% bd	27 21% **	** ** 20%	36 20%	130 23%	669 36%	56 35%	54 28%	** **	** **	** **	665 36% h	34 21%	** **	** **	** **	** **	** **	22 23%	** **
Sports/ sports news	56 22%	27 20%	** **	32 18%	107 19%	467 25%	32 20%	38 20%	** **	** **	** **	461 25%	30 19%	** **	** **	** **	** **	** **	20 21%	** **
Books	30 12%	13 10%	** **	15 8%	48 8%	266 14%	21 13%	29 15%	** **	** **	** **	252 14%	15 9%	** **	** **	** **	** **	** **	8 8%	** **
Finance/ business	26 10% d	6 5%	** **	6 3%	20 4%	207 11%	15 9%	15 8%	** **	** **	** **	206 11%	6 4%	** **	** **	** **	** **	** **	4 4%	** **
Vouchers	17 7%	5 4%	** **	5 3%	28 5%	163 9%	12 7%	12 6%	** **	** **	** **	156 9%	5 3%	** **	** **	** **	** **	** **	3 3%	** **
NONE OF THESE	37 15% a	31 23% **	** **	44 25% a	84 15%	151 8% g	5 3%	31 16% l	** **	** **	** **	127 7%	38 24%	** **	** **	** **	** **	** **	20 21%	** **
Don't know	2 1%	4 3%	** **	6 4% a	8 1%	11 1%	3 2%	1 *%	** **	** **	** **	13 1%	6 4%	** **	** **	** **	** **	** **	1 1%	** **

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

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

QD18 (QD28H). SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Games	6 2%	1 1%	** **	3 2%	20 4%	140 7%	15 9%	9 5%	** **	** **	** **	143 8%	2 2%	** **	** **	** **	** **	** **	2 3%	** **
Music	7 3%	1 1%	** **	1 1%	22 4%	141 8%	12 8%	6 3%	** **	** **	** **	143 8% h	1 1%	** **	** **	** **	** **	** **	1 1%	** **
Social networking (e.g. Facebook, Twitter, LinkedIn)	7 3%	6 5%	** **	9 5%	25 4%	92 5%	9 5%	11 6%	** **	** **	** **	88 5%	7 4%	** **	** **	** **	** **	** **	7 7%	** **
Maps/ navigation	10 4%	3 2%	** **	5 3%	14 2%	65 3%	10 6%	7 4%	** **	** **	** **	65 4%	4 2%	** **	** **	** **	** **	** **	2 2%	** **
Weather	10 4%	6 4%	** **	10 6%	18 3%	64 3%	9 6%	7 4%	** **	** **	** **	66 4%	9 6%	** **	** **	** **	** **	** **	6 6%	** **
News	4 1%	3 2%	** **	5 3%	10 2%	52 3%	11 7% f	5 3%	** **	** **	** **	57 3%	5 3%	** **	** **	** **	** **	** **	3 3%	** **
Banking	4 2%	4 3%	** **	4 2%	12 2%	51 3%	9 6%	1 1%	** **	** **	** **	57 3% h	4 3%	** **	** **	** **	** **	** **	3 3%	** **
Sports/ sports news	5 2%	3 2%	** **	5 3%	16 3%	50 3%	7 4%	4 2%	** **	** **	** **	52 3%	4 3%	** **	** **	** **	** **	** **	2 2%	** **
Travel/ journey planning	3 1%	2 1%	** **	2 1%	7 1%	41 2%	9 6% f	1 *%	** **	** **	** **	46 3%	2 1%	** **	** **	** **	** **	** **	- -%	** **

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

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

QD18 (QD28H). SHOWCARD And which of these types of apps or applications have you PAID FOR to download on your smartphone? (MULTI CODE)

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Books	5 2%	- -%	** **	- -%	4 1%	39 2%	3 2%	3 1%	** **	** **	** **	38 2%	- -%	** **	** **	** **	** **	** **	- -%	** **
Shopping (e.g. Tesco, Ocado, eBay)	3 1%	1 1%	** **	1 1%	5 1%	35 2%	4 3%	1 1%	** **	** **	** **	38 2%	1 1%	** **	** **	** **	** **	** **	1 1%	** **
Finance/ business	- -%	1 1%	** **	1 1%	1 *%	10 1%	1 1%	- -%	** **	** **	** **	12 1%	1 1%	** **	** **	** **	** **	** **	1 1%	** **
Vouchers	- -%	- -%	** **	- -%	- -%	9 *%	- -%	1 *%	** **	** **	** **	8 *%	- -%	** **	** **	** **	** **	** **	- -%	** **
NONE OF THESE	219 87%	111 84%	** **	145 82%	491 85%	1492 80%	128 81%	161 84%	** **	** **	** **	1445 79%	129 82%	** **	** **	** **	** **	** **	77 81%	** **
Don't know	3 1%	6 5%	** **	9 5%	10 2%	20 1%	4 2%	1 *%	** **	** **	** **	23 1%	9 5%	** **	** **	** **	** **	** **	3 3%	** **

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

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

QD19A (QD21A). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... The overall service provided by MAIN SUPPLIER. (SINGLE CODE)

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Base for %	362	250	173	422	914	2334	176	347	30	55	128	2159	369	24	21	9	163	206	193	176
Very satisfied	205	154	105	259	540	1319	68	201	**	**	75	1186	226	**	**	**	96	130	119	107
	57%	62%	61%	61%	59%	56%	38%	58%	**	**	59%	55%	61%	**	**	**	59%	63%	62%	61%
Fairly satisfied	134	76	58	134	305	818	98	113	**	**	42	800	117	**	**	**	58	59	61	55
	37%	31%	33%	32%	33%	35%	56%	33%	**	**	32%	37%	32%	**	**	**	35%	29%	32%	31%
TOTAL SATISFIED	339	231	162	393	845	2137	166	315	**	**	117	1985	343	**	**	**	154	189	180	162
	94%	92%	94%	93%	93%	92%	94%	91%	**	**	91%	92%	93%	**	**	**	94%	92%	93%	92%
Neither	10	9	9	18	37	93	9	16	**	**	5	84	17	**	**	**	6	10	8	9
	3%	4%	5%	4%	4%	4%	5%	5%	**	**	4%	4%	5%	**	**	**	4%	5%	4%	5%
Fairly dissatisfied	6	7	1	8	21	65	-	10	**	**	3	55	7	**	**	**	2	5	2	5
	2%	3%	1%	2%	2%	3%	-%	3%	**	**	3%	3%	2%	**	**	**	1%	2%	1%	3%
Very dissatisfied	7	3	1	3	10	39	2	6	**	**	3	35	3	**	**	**	1	2	3	-
	2%	1%	*%	1%	1%	2%	1%	2%	**	**	3%	2%	1%	**	**	**	1%	1%	1%	-%
TOTAL DISSATISFIED	13	10	2	12	31	104	2	16	**	**	7	90	10	**	**	**	3	7	5	5
	3%	4%	1%	3%	3%	4%	1%	5%	**	**	5%	4%	3%	**	**	**	2%	3%	3%	3%
Don't know	*	1	1	2	2	3	1	1	**	**	1	3	1	**	**	**	1	1	1	1
Columns Tested:	a,b,c,d	f,g	h,i,j,k,l	m,n,o,p	q,r,s,t															

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

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

QD19J (QD21J). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... Reception/ accessing network. (SINGLE CODE).

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Base for %	361	248	171	419	911	2329	177	344	30	56	125	2157	366	24	21	9	163	203	193	173
Very satisfied	183 51%	132 53%	97 57%	229 55%	500 55%	1166 50% g	64 36%	180 52%	** **	** **	73 58% l	1051 49%	200 55%	** **	** **	** **	78 48%	122 60% q	108 56%	92 53%
Fairly satisfied	123 34%	90 36%	57 33%	147 35%	309 34%	824 35%	102 58% f	114 33%	** **	** **	39 31%	813 38%	130 36%	** **	** **	** **	69 42% r	61 30%	62 32%	68 39%
TOTAL SATISFIED	306 85%	222 89%	154 90%	376 90% a	809 89%	1990 85%	166 94% f	294 85%	** **	** **	112 90%	1864 86%	330 90%	** **	** **	** **	146 90%	183 90%	170 88%	160 92%
Neither	25 7%	10 4%	10 6%	20 5%	45 5%	144 6%	4 3%	17 5%	** **	** **	4 3%	128 6%	17 5%	** **	** **	** **	5 3%	12 6%	9 5%	8 5%
Fairly dissatisfied	18 5%	9 4%	5 3%	15 3%	33 4%	115 5%	2 1% g	16 5%	** **	** **	2 2%	97 5%	12 3%	** **	** **	** **	7 4%	5 3%	8 4%	4 2%
Very dissatisfied	12 3%	7 3%	2 1%	9 2%	24 3%	81 3%	4 2%	17 5%	** **	** **	7 5%	67 3%	7 2%	** **	** **	** **	4 3%	3 1%	6 3%	1 1%
TOTAL DISSATISFIED	31 8%	16 7%	7 4%	23 6%	57 6%	196 8% g	6 3%	33 10%	** **	** **	9 7%	165 8%	19 5%	** **	** **	** **	11 7%	8 4%	14 7%	6 3%
Don't know	1	3	2	5	5	8	*	4	**	**	4	4	5	**	**	**	1	4	1	4
Columns Tested:	a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																			

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

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

QD20K (QD21K). SHOWCARD Thinking about your mobile phone service only, please use this card to say how satisfied you are with (MAIN SUPPLIER) for each of the following... Ability to connect to the internet using the mobile network (3G or 4G). (SINGLE CODE).

Base : Those with a smartphone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	388	212	61	273	833	2536	157	314	24	32	91	2383	181	26	40	26	92	89	124	57
Effective Weighted Sample	260	124	40	164	543	1692	117	196	17	21	63	1614	136	13	22	21	70	66	98	43
Total	253	132	45	177	576	1877	159	190	17	20	59	1828	158	7	9	3	75	83	95	63
Base for %	235	114	39	153	532	1804	159	169	14	14	54	1775	139	5	7	2	66	73	82	57
Very satisfied	112 48%	65 57%	** **	85 56%	299 56%	962 53%	65 40%	79 47%	** **	** **	** **	937 53%	78 56%	** **	** **	** **	** **	** **	51 62%	** **
Fairly satisfied	87 37% d	35 31%	** **	42 28%	163 31%	603 33%	87 55% f	58 34%	** **	** **	** **	625 35%	39 28%	** **	** **	** **	** **	** **	18 23%	** **
TOTAL SATISFIED	199 85%	100 88%	** **	127 83%	462 87%	1565 87%	152 95% f	137 81%	** **	** **	** **	1563 88% h	117 84%	** **	** **	** **	** **	** **	69 85%	** **
Neither	18 7%	10 9%	** **	21 14% a	41 8%	117 6% g	2 1%	16 10% i	** **	** **	** **	102 6%	19 14%	** **	** **	** **	** **	** **	11 14%	** **
Fairly dissatisfied	10 4%	4 3%	** **	4 3%	19 4%	76 4%	3 2%	13 7% l	** **	** **	** **	63 4%	3 3%	** **	** **	** **	** **	** **	1 1%	** **
Very dissatisfied	8 4% d	* *% **	** **	* *% **	9 2%	46 3%	3 2%	3 2%	** **	** **	** **	47 3%	- -%	** **	** **	** **	** **	** **	- -%	** **
TOTAL DISSATISFIED	18 8% d	4 3%	** **	5 3%	29 5%	122 7%	6 4%	16 9%	** **	** **	** **	110 6%	3 3%	** **	** **	** **	** **	** **	1 1%	** **
Don't know	18	18	**	24	44	73	-	21	**	**	**	53	19	**	**	**	**	**	14	**
Columns Tested:	a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																			

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

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

QE1. Does your household have a desktop PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes - PC (including iMacs)	138 35% c	111 39% cd	55 22%	166 31% c	251 24%	730 29%	43 24%	86 20%	** **	19 25%	30 16%	694 31% hk	150 33%	8 22%	7 28%	** **	83 41% rt	67 26%	89 41% rt	61 25%
Yes - laptop (including MacBooks)	241 62% bcd	133 47% c	80 32%	213 40% c	473 45%	1567 63%	141 77% f	185 43%	** **	30 37%	67 37%	1522 68% hjk	190 41% n	7 20%	13 48% n	** **	97 48% rt	93 36%	117 54% rt	74 30%
Yes - netbook	34 9% bcd	11 4%	4 1%	15 3%	43 4%	195 8%	9 5%	27 6%	** **	3 4%	5 3%	175 8% k	13 3%	1 2%	1 3%	** **	7 4%	6 2%	8 4%	5 2%
Yes - tablet computer - e.g. iPad	242 62% bcd	142 50% cd	70 28%	212 39% c	469 45%	1476 59% g	79 43%	180 41%	** **	31 39%	66 36%	1368 61% hjk	188 41% n	8 24%	11 43% n	** **	90 45% t	98 38%	115 53% rt	73 30%
TOTAL YES	328 84% cd	222 78% cd	131 52%	353 66% c	741 71%	2088 84%	158 87%	277 64%	** **	53 68%	102 56%	1970 88% hjk	313 68% n	17 49%	17 65%	** **	144 71% t	169 65%	176 81% qrt	137 56%
PC ONLY	16 4%	27 10% a	19 7%	46 9% a	61 6%	96 4%	5 3%	24 5%	** **	6 8% l	10 6%	80 4%	40 9%	4 11%	1 6%	** **	20 10%	20 8%	19 9%	21 8%
LAPTOP ONLY	52 13%	35 12%	28 11%	63 12%	167 16%	411 17%	64 35% f	64 15%	** **	14 18%	22 12%	412 18% k	55 12%	4 11%	3 12%	** **	21 10%	34 13%	25 12%	29 12%
TABLET ONLY	38 10%	34 12%	20 8%	54 10%	146 14%	291 12% g	10 5%	51 12%	** **	8 11%	19 11%	245 11%	46 10%	5 13%	2 6%	** **	13 6%	34 13% q	20 9%	27 11%

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

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

QE1. Does your household have a desktop PC, laptop, netbook or tablet computer? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
No	62	61	122	184	303	401	25	157	**	26	80	271	149	18	9	**	58	92	41	108
	16%	22%	48%	34%	29%	16%	13%	36%	**	32%	44%	12%	32%	50%	35%	**	29%	35%	19%	44%
			abd	ab				l		l	l			m			s	s		qs
Don't know	*	*	*	*	*	*	-	*	**	-	*	*	-	*	*	**	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	**	-%	*%	*%	-%	*%	1%	**	-%	-%	-%	-%
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes - have access and use at home	323 83% bcd	214 75% cd	120 48%	334 62% c	755 72%	2128 85%	160 87%	274 63% k	** **	50 64%	96 53%	2005 89% hjk	295 64% n	18 50%	16 61%	** **	137 68% t	158 61% t	171 79% qrt	124 51%
Yes - have access but don't use at home	11 3%	7 2%	15 6%	21 4%	31 3%	44 2%	4 2%	18 4% l	** **	2 3%	10 6% l	34 2%	19 4%	* 1%	2 7%	** **	10 5%	9 3%	6 3%	13 5%
No do not have access at home	56 14%	60 21% a	118 47% abd	178 33% ab	255 24%	315 13%	18 10%	142 33% l	** **	26 34% l	75 41% hl	200 9%	146 32%	17 49% mo	8 31%	** **	55 27% s	91 35% s	40 18%	106 43% qs
Don't know	- -%	3 1%	- -%	3 1%	3 *%	2 *%	1 1%	* *% **	** **	- -%	* *%	3 *%	3 1%	- -%	* 1%	** **	1 *%	2 1%	1 *%	2 1%
INTERNET ACCESS AT HOME																				
YES	335 86% bcd	221 78% cd	135 53%	356 66% c	787 75%	2172 87%	164 90%	292 67% k	** **	52 66%	106 58%	2039 91% hjk	314 68% n	18 51%	18 68% n	** **	146 73% t	168 64%	176 81% qrt	137 56%
NO	56 14%	60 21% a	118 47% abd	178 33% ab	255 24%	315 13%	18 10%	142 33% l	** **	26 34% l	75 41% hl	200 9%	146 32%	17 49% mo	8 31%	** **	55 27% s	91 35% s	40 18%	106 43% qs

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

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

QE3 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
In someone else's home	106 27% bcd	47 16% c	25 10%	72 13%	312 30%	1035 42%	113 62% f	112 26% jk	** 12%	10 12%	33 18%	1013 45% hjk	65 14% o	4 11%	1 5%	** 17% t	35 17%	30 11%	47 21% rt	18 7%
While travelling	126 32% bcd	61 21% cd	23 9%	84 16% c	277 27%	988 40%	107 59% f	92 21%	** 12%	10 12%	27 15%	990 44% hjk	78 17% n	2 6%	3 10%	** 19% t	38 19%	40 15%	53 24% rt	25 10%
Your workplace	100 26% bcd	16 6% c	2 1%	18 3% c	97 9%	842 34%	56 31%	44 10% k	** 10% k	4 6%	7 4%	857 38% hjk	17 4%	1 2%	* 1%	** 1%	10 5% t	7 3%	13 6% t	3 1%
Internet cafe	18 5%	11 4%	6 2%	17 3%	59 6%	216 9%	42 23% f	26 6%	** 10% hk	3 4%	6 3%	227 10% hk	16 3%	* 1%	* 1%	** 1%	2 1%	14 5% qt	14 6% qt	2 1%
School/ college	5 1%	1 *% *	1 *% *	1 *% *	26 2%	127 5%	16 9%	3 1%	** 1%	* 1%	1 *% hjk	136 6% hjk	1 *% *	- -% -	- -% -	** 1%	1 1%	- -% -	1 1%	- -% -
Library	16 4% cd	8 3%	2 1%	10 2%	34 3%	110 4%	24 13% f	14 3%	** 1%	1 1%	9 5%	120 5%	10 2%	- -% -	- -% -	** 1%	5 3% t	5 2%	10 4% t	* *% *
University	1 *% *	* *% -	- -% *	* *% 1	10 1%	57 2%	15 8% f	3 1%	** 1%	* *% -	- -% h	67 3% hk	- -% -	- -% -	* *% 2	** 1%	- -% 1	- -% -	- -% 1	- -% -
UK culture centre/ Learn Direct/ other online learning centres	5 1% d	1 *% -	- -% *	1 *% 1	11 1%	44 2%	8 4% f	5 1%	** 1%	- -% 1	2 1%	45 2%	1 *% -	- -% 2	* 2%	** 1%	1 *% -	- -% -	1 *% -	- -% -

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

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

QE3 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
												N								
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Other	6 2%	2 1%	1 *%	3 1%	10 1%	31 1%	2 1%	4 1%	** **	- -%	2 1%	29 1%	3 1%	* 1%	1 2%	** **	2 1%	1 *%	2 1%	1 *%
No, do not	168 43%	192 68%	214 84%	406 76%	573 55%	821 33%	30 16%	259 60%	** **	62 78%	127 69%	613 27%	344 74%	29 83%	22 83%	** **	142 71%	202 77%	137 63%	207 85%
		a	abd	ab		g		l		hl	hl							s		qs
EVER USE INTERNET AT HOME OR ELSEWHERE	339 87%	222 78%	126 50%	348 65%	806 77%	2218 89%	169 92%	300 69%	** **	53 67%	103 57%	2078 93%	307 66%	19 53%	16 62%	** **	145 72%	163 62%	177 82%	130 53%
	bcd	cd		c				k				hjk	n				rt		qrt	
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QE4 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Every day	230 68% cd	137 62% c	60 48%	197 57%	544 68%	1759 79%	132 78%	214 71%	** **	** **	71 69%	1665 80% hk	178 58%	** **	** **	** **	89 62% t	89 55%	117 66% t	62 47%
Several times a week	51 15%	43 19%	32 25% a	74 21% a	139 17%	276 12%	22 13%	33 11%	** **	** **	14 14%	263 13%	66 21%	** **	** **	** **	27 19%	39 24%	35 20%	31 24%
At least once a week	30 9%	14 6%	8 7%	22 6%	46 6%	83 4%	6 4%	19 6% l	** **	** **	6 6%	71 3%	17 5%	** **	** **	** **	5 4%	11 7%	12 7%	5 3%
At least once a month	7 2%	8 4%	8 6% a	16 5%	25 3%	30 1%	4 2%	12 4% l	** **	** **	5 5% l	24 1%	14 5%	** **	** **	** **	10 7%	4 3%	6 3%	8 6%
A few times a year	5 1%	6 3%	4 3%	11 3%	17 2%	21 1%	1 1%	4 1%	** **	** **	3 3% l	19 1%	9 3%	** **	** **	** **	6 4%	3 2%	2 1%	7 5%
Less than once a year	1 *%	1 *%	- -%	1 *%	1 *%	2 *%	- -%	- -%	** **	** **	- -%	2 *%	1 *%	** **	** **	** **	- -%	1 *%	1 *%	- -%
Never	15 5%	13 6%	14 11% a	27 8%	33 4%	45 2%	3 2%	16 5% l	** **	** **	3 3%	32 2%	22 7%	** **	** **	** **	7 5%	15 9% s	4 2%	18 14% qs
TOTAL AT LEAST ONCE A WEEK	311 92% cd	193 87%	101 80%	294 84%	729 91%	2118 95%	160 95%	266 89%	** **	** **	91 89%	2000 96% hk	261 85%	** **	** **	** **	122 84%	139 86% t	164 93% qt	97 74%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QE4 (QE23). SHOWCARD And how often do you personally use the internet nowadays either at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
TOTAL EVER	323	209	112	321	772	2172	166	283	**	**	100	2045	285	**	**	**	138	148	173	112
	95% c	94%	89%	92%	96%	98%	98%	94%	**	**	97%	98% h	93%	**	**	**	95% t	91%	98% rt	86%
Don't know	1 *%	- -%	- -%	- -%	1 *%	2 *%	- -%	1 *%	** **	** **	- -%	1 *%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QE5 (QE35). How many tablet computers do you have in your household? (SINGLE CODE)

Base : Those with any tablet computers in the household

		AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64	65-74	75+ ~c	65+ d	65+ OR DE e	NO f	YES ~g	ANY h	VISION ~i	HEAR- ING ~j	MOBI- LITY k	NO l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N IRELAND ~p	MALE q	FEMALE ~r	ABC1 s	C2DE ~t
Significance Level: 95%		a	b																		
Unweighted total		361	220	87	307	681	2042	76	293	34	46	102	1827	207	24	47	29	109	98	145	62
Effective Weighted Sample		246	129	58	187	442	1361	56	184	21	29	69	1234	155	14	26	23	91	69	114	47
Total		242	142	70	212	469	1476	79	180	19	31	66	1368	188	8	11	4	90	98	115	73
One	(1.0)	132 55%	95 67%	** **	143 68%	294 63%	707 48%	** **	101 56%	** **	** **	41 62%	651 48%	128 68%	** **	** **	** **	57 63%	** **	73 63%	** **
			a		a				l			l									
Two	(2.0)	72 30%	41 29%	** **	62 29%	126 27%	433 29%	** **	47 26%	** **	** **	17 25%	411 30%	56 30%	** **	** **	** **	31 34%	** **	40 34%	** **
Three	(3.0)	17 7%	2 2%	** **	2 1%	29 6%	193 13%	** **	26 14%	** **	** **	6 9%	169 12%	1 1%	** **	** **	** **	1 1%	** **	1 1%	** **
		bd																			
Four	(4.0)	13 6%	2 1%	** **	2 1%	10 2%	86 6%	** **	4 2%	** **	** **	2 4%	84 6%	2 1%	** **	** **	** **	2 2%	** **	2 1%	** **
		bd											h								
Five or more	(5.0)	7 3%	2 1%	** **	2 1%	10 2%	51 3%	** **	1 1%	** **	** **	- -%	50 4%	1 1%	** **	** **	** **	- -%	** **	- -%	** **
												h									
Don't know		1 1%	- -%	** **	* *%	* *%	5 *%	** **	* *%	** **	** **	- -%	5 *%	- -%	** **	** **	** **	- -%	** **	- -%	** **
Mean number		1.7 bd	1.4	**	1.4	1.5	1.9	**	1.7	**	**	1.5	1.9 hk	1.4	**	**	**	1.4	**	1.4	**
Standard deviation		1.00	.70	**	.63	.87	1.07	**	.87	**	**	.81	1.08	.61	**	**	**	.61	**	.59	**
Standard error		.05	.05	**	.04	.03	.02	**	.05	**	**	.08	.03	.04	**	**	**	.06	**	.05	**
Columns Tested:		a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

QE6 (QE36). Do you personally use this/ any of these tablet computer/s? (SINGLE CODE)

Base : Those with any tablet computers in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	361	220	87	307	681	2042	76	293	34	46	102	1827	207	24	47	29	109	98	145	62
Effective Weighted Sample	246	129	58	187	442	1361	56	184	21	29	69	1234	155	14	26	23	91	69	114	47
Total	242	142	70	212	469	1476	79	180	19	31	66	1368	188	8	11	4	90	98	115	73
Yes	198	117	**	172	360	1207	**	143	**	**	48	1125	153	**	**	**	64	**	95	**
	82%	83%	**	81%	77%	82%	**	79%	**	**	72%	82% k	81%	**	**	**	71%	**	83%	**
No	44	24	**	40	108	268	**	37	**	**	19	243	35	**	**	**	26	**	20	**
	18%	17%	**	19%	23%	18%	**	21%	**	**	28% l	18%	19%	**	**	**	29%	**	17%	**
Don't know	*	-	**	-	-	*	**	-	**	**	-	*	-	**	**	**	-	**	-	**
	*0%	-0%	**	-0%	-0%	*0%	**	-0%	**	**	-0%	*0%	-0%	**	**	**	-0%	**	-0%	**

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

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

QE7 (QE37). Is your tablet computer 3G or 4G enabled? This means that the tablet could be used - with a SIM card - to go online from anywhere with a signal, without the need for a Wi-Fi connection? (SINGLE CODE)

Base : Those who personally use a tablet computer

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	301	181	68	249	529	1663	54	222	24	30	74	1497	170	21	33	25	81	89	122	48
Effective Weighted Sample	203	103	43	147	333	1102	40	139	16	20	49	1000	122	12	18	20	65	61	93	35
Total	198	117	55	172	360	1207	62	143	16	24	48	1125	153	7	8	3	64	89	95	58
Yes	79	30	**	42	119	473	**	45	**	**	**	448	38	**	**	**	**	**	29	**
	40%	26%	**	24%	33%	39%	**	32%	**	**	**	40%	25%	**	**	**	**	**	31%	**
	bd																			
No	93	68	**	96	189	624	**	73	**	**	**	587	86	**	**	**	**	**	48	**
	47%	58%	**	56%	52%	52%	**	51%	**	**	**	52%	56%	**	**	**	**	**	51%	**
Don't know	26	19	**	34	52	110	**	24	**	**	**	90	29	**	**	**	**	**	18	**
	13%	16%	**	20%	15%	9%	**	17%	**	**	**	8%	19%	**	**	**	**	**	19%	**
								l												

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

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

QE8 (QE38). And do you have a separate mobile subscription for your tablet, which allows you to go online from anywhere with a 3G or 4G signal, without the need for a Wi-Fi connection? (SINGLE CODE)

Base : Those who use a 3G or 4G enabled tablet computer

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	114	49	13	62	166	626	20	85	6	8	29	562	45	4	9	4	20	25	39	6
Effective Weighted Sample	85	28	10	38	110	433	15	48	4	4	20	400	32	2	6	4	17	17	31	5
Total	79	30	11	42	119	473	24	45	5	4	16	448	38	1	2	*	14	24	29	9
Yes	23	**	**	**	40	171	**	**	**	**	**	165	**	**	**	**	**	**	**	**
	29%	**	**	**	34%	36%	**	**	**	**	**	37%	**	**	**	**	**	**	**	**
No	51	**	**	**	72	284	**	**	**	**	**	267	**	**	**	**	**	**	**	**
	64%	**	**	**	60%	60%	**	**	**	**	**	60%	**	**	**	**	**	**	**	**
Don't know	6	**	**	**	7	17	**	**	**	**	**	16	**	**	**	**	**	**	**	**
	7%	**	**	**	6%	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**

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

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

QE9 (QE44). SHOWCARD And how often do you personally use the mobile signal on your tablet computer to go online - rather than using a Wi-Fi connection? (SINGLE CODE)

Base : Those with a separate mobile subscription for their 3G or 4G enabled tablet computer

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP			65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND		N IRELAND	FEMALE		ABC1	C2DE
													WALES		MALE				
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	32	10	3	13	52	216	10	25	4	1	4	201	11	1	1	4	7	9	2
Effective Weighted Sample	24	8	2	11	39	160	8	16	2	1	3	152	10	1	1	4	6	8	2
Total	23	7	2	9	40	171	9	14	3	*	3	165	9	*	*	3	6	7	2
Every day	**	**	**	**	**	74	**	**	**	**	**	71	**	**	**	**	**	**	**
	**	**	**	**	**	43%	**	**	**	**	**	43%	**	**	**	**	**	**	**
Several times a week	**	**	**	**	**	34	**	**	**	**	**	34	**	**	**	**	**	**	**
	**	**	**	**	**	20%	**	**	**	**	**	21%	**	**	**	**	**	**	**
At least once a week	**	**	**	**	**	26	**	**	**	**	**	21	**	**	**	**	**	**	**
	**	**	**	**	**	15%	**	**	**	**	**	13%	**	**	**	**	**	**	**
At least once a month	**	**	**	**	**	13	**	**	**	**	**	13	**	**	**	**	**	**	**
	**	**	**	**	**	8%	**	**	**	**	**	8%	**	**	**	**	**	**	**
A few times a year	**	**	**	**	**	11	**	**	**	**	**	12	**	**	**	**	**	**	**
	**	**	**	**	**	7%	**	**	**	**	**	7%	**	**	**	**	**	**	**
Less than once a year	**	**	**	**	**	1	**	**	**	**	**	1	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**
Never	**	**	**	**	**	10	**	**	**	**	**	10	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	6%	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	1	**	**	**	**	**	1	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**

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

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

QE10 (QE1A). SHOWCARD How likely is it that your household will get a tablet computer - such as an iPad - in the next 12 months? (SINGLE CODE)

Base : Those without a tablet computer in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	265	280	272	552	931	1514	107	426	36	75	182	1197	326	81	80	65	158	168	130	196
Effective Weighted Sample	174	157	155	307	551	985	81	271	24	51	120	804	233	46	51	50	116	123	88	145
Total	148	142	183	325	576	1014	104	255	26	48	116	873	274	27	15	9	111	163	102	172
Certain to	5 4% cd	2 2%	1 *%	3 1%	13 2%	41 4%	1 1%	4 1%	** **	** **	2 2%	36 4% h	3 1%	** **	** **	** **	1 1%	1 1%	1 1%	2 1%
Very likely	6 4%	8 6% c	2 1%	10 3%	28 5%	56 6%	7 7%	9 4%	** **	** **	4 4%	53 6%	9 3%	** **	** **	** **	5 4%	4 3%	3 3%	6 3%
Likely	9 6% d	3 2%	3 2%	6 2%	36 6%	86 8%	10 10%	21 8%	** **	** **	6 6%	72 8%	4 2%	** **	** **	** **	2 2%	2 2%	4 4% t	- -%
TOTAL LIKELY	20 13% cd	13 9% c	6 3%	19 6%	77 13%	183 18%	18 17%	33 13%	** **	** **	12 11%	161 18% hk	15 6%	** **	** **	** **	8 7%	8 5%	8 8%	8 4%
Unlikely	29 20% bcd	14 10% c	5 3%	19 6%	58 10%	147 15%	8 8%	35 14%	** **	** **	8 7%	121 14% k	15 6%	** **	** **	** **	8 7% t	7 4%	13 13% rt	2 1%
Very unlikely	29 19%	31 22%	32 17%	63 19%	105 18%	190 19%	16 16%	43 17%	** **	** **	18 16%	167 19%	51 19%	** **	** **	** **	26 24%	25 15%	21 21%	30 17%
Certain not to	59 40%	66 47%	130 71% abd	196 60% ab	270 47%	379 37%	45 43%	124 49% l	** **	** **	65 56% l	310 35%	167 61%	** **	** **	** **	59 53%	108 66% qs	52 51%	115 67% qs
TOTAL UNLIKELY	116 79%	111 78%	166 91% ab	277 85%	433 75%	716 71%	69 66%	203 80% l	** **	** **	92 80% l	598 69%	233 85%	** **	** **	** **	93 84%	140 86%	86 84%	147 85%
Don't know	12 8%	18 12%	11 6%	29 9%	66 12%	114 11%	17 16%	19 7%	** **	** **	11 10%	113 13% h	26 9%	** **	** **	** **	11 10%	15 9%	8 8%	17 10%

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

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

QE11 (QE40). SHOWCARD Which is the most important device you use to connect to the internet, at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Smartphone	58 17% bcd	23 10%	7 6%	30 9%	278 35%	934 42%	67 40%	86 29%	** **	** **	26 25%	897 43% hk	27 9%	** **	** **	** **	15 11%	12 7%	13 8%	14 11%
Laptop	106 31%	70 32%	34 27%	104 30%	193 24%	557 25%	72 43% f	75 25%	** **	** **	28 27%	560 27%	92 30%	** **	** **	** **	46 32%	46 28%	54 30%	38 29%
Tablet computer (e.g. iPad)	81 24%	67 30%	37 29%	105 30%	170 21%	367 17%	17 10%	72 24% l	** **	** **	26 25% l	317 15%	91 30%	** **	** **	** **	29 20%	62 38% q	53 30% q	38 29%
Desktop PC	67 20%	48 22%	33 26%	81 23%	109 14%	245 11% g	8 5%	37 12%	** **	** **	13 13%	220 11%	73 24%	** **	** **	** **	43 29% r	30 19%	49 27%	25 19%
Games console	- -%	- -%	- -%	- -%	4 1%	17 1%	- -%	2 1%	** **	** **	1 1%	12 1%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
E-reader (e.g. Kindle)	4 1%	2 1%	1 *%	2 1%	4 1%	13 1%	- -%	3 1%	** **	** **	2 2% l	9 *%	2 1%	** **	** **	** **	1 1%	1 1%	1 1%	1 1%
TV set	2 1%	1 *%	2 2%	3 1%	6 1%	12 1%	- -%	3 1%	** **	** **	2 2% l	9 *%	3 1%	** **	** **	** **	3 2%	- -%	2 1%	1 *%
Other device	1 *%	- -%	1 1%	1 *%	7 1%	15 1%	2 1%	2 1%	** **	** **	- -%	13 1%	1 *%	** **	** **	** **	1 *%	1 *%	1 *%	1 *%
None	19 6%	11 5%	11 9%	22 6%	34 4%	54 2%	2 1%	18 6% l	** **	** **	5 4% l	36 2%	18 6%	** **	** **	** **	7 5%	11 7%	4 2%	14 11% s

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

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

QE11 (QE40). SHOWCARD Which is the most important device you use to connect to the internet, at home or elsewhere? (SINGLE CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Don't know	1	-	*	*	1	4	1	1	**	**	-	4	-	**	**	**	-	-	-	-
	%	%	%	%	%	%	1%	%	**	**	%	%	%	**	**	**	%	%	%	%

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

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

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	517	362	165	527	1128	2974	164	468	44	76	163	2674	343	59	78	47	179	164	220	123
Effective Weighted Sample	347	212	101	308	717	1984	122	297	27	50	113	1817	251	33	45	37	143	115	162	94
Total	335	221	135	356	787	2172	164	292	25	52	106	2039	314	18	18	6	146	168	176	137
Ordinary phone line - dialup access	1 *%	1 1%	2 1%	3 1%	7 1%	19 1%	- -%	2 1%	** **	** **	* *%	17 1%	3 1%	** **	** **	** **	1 1%	2 1%	2 1%	1 1%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include using a Wi-Fi signal to go online using a smartphone, tablet or laptop and would include superfast broadband services.	318 95%	212 96% c	122 90%	334 94%	711 90%	2028 93%	153 93%	261 90%	** **	** **	99 93%	1918 94% h	294 94%	** **	** **	** **	138 94%	156 93%	167 94%	127 92%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	8 2%	1 *%	3 3%	4 1%	16 2%	58 3%	1 *%	11 4%	** **	** **	1 1%	47 2%	4 1%	** **	** **	** **	* *%	3 2%	3 2%	* *%

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

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

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	517	362	165	527	1128	2974	164	468	44	76	163	2674	343	59	78	47	179	164	220	123
Effective Weighted Sample	347	212	101	308	717	1984	122	297	27	50	113	1817	251	33	45	37	143	115	162	94
Total	335	221	135	356	787	2172	164	292	25	52	106	2039	314	18	18	6	146	168	176	137
Access to the internet using a mobile phone or smartphone - using your phone's 3G or 4G mobile network	98 29% bcd	47 21%	22 16%	69 19%	242 31%	793 37%	109 66% f	80 27%	** **	** **	29 27%	808 40% hk	65 21%	** **	** **	** **	31 21%	34 20%	42 24%	23 17%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	7 2%	3 1%	- -%	3 1%	14 2%	53 2%	8 5%	6 2%	** **	** **	2 2%	52 3%	3 1%	** **	** **	** **	3 2%	* *%	2 1%	1 1%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	330 99% c	218 99%	128 95%	346 97%	770 98%	2138 98%	163 99%	284 97%	** **	** **	104 98%	2009 99%	305 97%	** **	** **	** **	142 97%	163 97%	173 98%	131 96%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	322 96%	213 96%	125 93%	338 95%	721 92%	2051 94%	154 94%	266 91%	** **	** **	100 94%	1937 95% h	297 95%	** **	** **	** **	138 95%	159 95%	170 96%	127 93%
MOBILE BROADBAND ONLY, NOT FIXED OR NARROWBAND	4 1%	1 *%	3 3%	4 1%	10 1%	23 1%	1 *%	5 2%	** **	** **	- -%	19 1%	4 1%	** **	** **	** **	* *%	3 2%	3 2%	* *%
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

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

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	517	362	165	527	1128	2974	164	468	44	76	163	2674	343	59	78	47	179	164	220	123
Effective Weighted Sample	347	212	101	308	717	1984	122	297	27	50	113	1817	251	33	45	37	143	115	162	94
Total	335	221	135	356	787	2172	164	292	25	52	106	2039	314	18	18	6	146	168	176	137
SMARTPHONE ACCESS ONLY, NOT FIXED OR NARROWBAND OR MOBILE BROADBAND	7 2%	4 2%	1 1%	5 2%	44 6%	80 4%	9 5%	16 6%	** **	** **	4 4%	68 3%	5 2%	** **	** **	** **	3 2%	2 1%	1 1%	4 3%
ONLY MOBILE ACCESS, NOT FIXED OR NARROWBAND	12 4%	6 3%	5 4%	11 3%	58 7%	108 5%	10 6%	23 8% l	** **	** **	5 4%	90 4%	10 3%	** **	** **	** **	4 3%	6 4%	5 3%	4 3%
Other	- -%	* *%	2 1% a	2 1%	4 1%	5 *%	- -%	1 *%	** **	** **	- -%	4 *%	2 1%	** **	** **	** **	- -%	2 1%	- -%	2 1%
Don't know	3 1%	2 1%	5 4%	7 2%	9 1%	16 1%	2 1%	5 2%	** **	** **	2 2%	14 1%	6 2%	** **	** **	** **	3 2%	3 2%	3 2%	3 2%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Ordinary phone line - dialup access	1 *%	1 *%	2 1%	3 1%	7 1%	19 1%	- -%	2 *%	** **	2 2%	* *%	17 1%	3 1%	* 1%	- -%	** **	1 1%	2 1%	2 1%	1 *%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include using a Wi-Fi signal to go online using a smartphone, tablet or laptop and would include superfast broadband services.	318 82% bcd	212 75% cd	122 48%	334 62% c	711 68%	2028 81%	153 84%	261 60%	** **	46 58%	99 55%	1918 86% hjk	294 64% n	17 49%	17 65%	** **	138 68% t	156 60%	167 77% rt	127 52%
Mobile Broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop or netbook or tablet computer with a SIM card	8 2% b	1 *% a	3 1%	4 1%	16 2%	58 2%	1 *%	11 2%	** **	3 4% k	1 *%	47 2%	4 1%	- -%	1 2%	** **	* *%	3 1%	3 2%	* *%

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

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

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Access to the internet using a mobile phone or smartphone - using your phone's 3G or 4G mobile network	98 25% bcd	47 17% c	22 9%	69 13%	242 23%	794 32%	109 59% f	80 18% j	** **	7 8%	29 16%	808 36% hjk	65 14% n	* *%	2 7%	** **	31 15%	34 13%	42 19% t	23 9%
Accessing the internet on a device such as a laptop or tablet using your mobile phone's internet connection - known as tethering	7 2% c	3 1%	- -%	3 1%	14 1%	53 2%	8 4%	6 1%	** **	2 3%	2 1%	52 2%	3 1%	- -%	- -%	** **	3 1%	* *%	2 1%	1 *%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	330 85% bcd	218 77% cd	128 51%	346 64% c	770 74%	2138 86%	163 89%	284 65% k	** **	50 63%	104 57%	2009 90% hjk	305 66% n	17 49%	17 67% n	** **	142 70% t	163 63%	173 80% qrt	131 54%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	322 83% bcd	213 75% cd	125 49%	338 63% c	721 69%	2051 82%	154 84%	266 61%	** **	48 61%	100 55%	1937 86% hjk	297 64% n	17 49%	17 67% n	** **	138 69% t	159 61%	170 78% qrt	127 52%
MOBILE BROADBAND ONLY, NOT FIXED OR NARROWBAND	4 1%	1 *%	3 1%	4 1%	10 1%	23 1%	1 *%	5 1%	** **	3 4% kl	- -%	19 1%	4 1%	- -%	1 2%	** **	* *%	3 1%	3 2%	* *%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QE12 (QE9). SHOWCARD Which of these methods does your household use to connect to the internet at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
SMARTPHONE ACCESS ONLY, NOT FIXED OR NARROWBAND OR MOBILE BROADBAND	7 2%	4 1%	1 1%	5 1%	44 4%	80 3%	9 5%	16 4%	** **	1 2%	4 2%	68 3%	5 1%	* *%	- -%	** **	3 1%	2 1%	1 1%	4 2%
ONLY MOBILE ACCESS, NOT FIXED OR NARROWBAND	12 3%	6 2%	5 2%	11 2%	58 6%	108 4%	10 5%	23 5%	** **	4 6%	5 3%	90 4%	10 2%	* *%	1 2%	** **	4 2%	6 2%	5 2%	4 2%
Other	- -%	* *%	2 1%	2 *%	4 *%	5 *%	- -%	1 *%	** **	* *%	- -%	4 *%	2 *%	* *%	* 1%	** **	- -%	2 1%	- -%	2 1%
Don't know	3 1%	2 1%	5 2%	7 1%	9 1%	16 1%	2 1%	5 1%	** **	* 1%	2 1%	14 1%	6 1%	* *%	- -%	** **	3 2%	3 1%	3 1%	3 1%
No internet access at home	56 14%	60 21%	118 47%	178 33%	255 24%	315 13%	18 10%	142 33%	** **	26 34%	75 41%	200 9%	146 32%	17 49%	8 31%	** **	55 27%	91 35%	40 18%	106 43%
		a	abd	ab				l		l	hl			mo			s	s		qs

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

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

QE13 (QE48). Does your household pay line rental in order to receive the fixed broadband service?

Base : Those with fixed broadband at home who do not have a landline

	AGE			AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP			65+ AGE GROUP ENGLAND	
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	IRELAND	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	~j	k	~l	~m	~n	~o	~p
Unweighted total	12	3	3	90	274	26	30	1	1	11	270	1	1	1	1	1
Effective Weighted Sample	8	1	1	62	201	18	23	1	1	8	199	1	1	1	1	1
Total	8	1	1	71	252	27	18	1	*	7	254	1	*	*	1	1
Yes	**	**	**	**	193	**	**	**	**	**	196	**	**	**	**	**
	**	**	**	**	77%	**	**	**	**	**	77%	**	**	**	**	**
No	**	**	**	**	26	**	**	**	**	**	23	**	**	**	**	**
	**	**	**	**	10%	**	**	**	**	**	9%	**	**	**	**	**
Don't know	**	**	**	**	33	**	**	**	**	**	35	**	**	**	**	**
	**	**	**	**	13%	**	**	**	**	**	14%	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j,k - l,m,n - o,p

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

QE14 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	9	2	2	4	20	68	2	13	2	3	2	57	3	1	1	2	2	1
Effective Weighted Sample	8	2	1	2	11	51	2	7	2	2	2	46	1	1	1	1	1	1
Total	8	1	3	4	16	58	1	11	1	3	1	47	4	1	*	3	3	*
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE14 (QE22B). You mentioned that your household has a mobile broadband connection (connecting via a USB stick or dongle, or built-in 3G connectivity in a laptop or another device). Do you personally access the internet in this way, using mobile broadband?

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	6 2%	1 *%	3 1%	4 1%	13 1%	45 2%	1 *%	9 2%	** **	3 4% k	* *%	35 2%	4 1%	- -%	1 2%	** **	* *%	3 1%	3 2%	* *%
No	2 1%	- -%	- -%	- -%	3 *%	12 *%	- -%	1 *%	** **	- -%	* *%	12 1%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	1 *%	1 *%	- -%	1 *%	** **	- -%	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
DO NOT HAVE MOBILE BROADBAND CONNECTION IN HOUSEHOLD	382 98%	283 100% a	250 99%	532 99%	1028 98%	2431 98%	182 100%	423 98%	** **	76 96%	182 100% j	2194 98%	459 99%	35 100%	26 98%	** **	201 100%	257 99%	214 98%	245 100%

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

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

QE15 (QE39). What were the reasons you took up a mobile broadband service? (MULTI CODE) UNPROMPTED

Base : Those who use mobile broadband to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Significance Level: 95%																		
Unweighted total	7	2	2	4	16	53	2	10	1	3	1	45	3	1	1	2	2	1
Effective Weighted Sample	6	2	1	2	8	39	2	6	1	2	1	36	1	1	1	1	1	1
Total	6	1	3	4	13	45	1	9	1	3	*	35	4	1	*	3	3	*
To have access to broadband on the move	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Because it was cheaper than a fixed broadband contract	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Because I don't want to pay for a landline	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Because it is less of a commitment than a fixed broadband contract	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
For work/ my employer purchased it	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
As a back-up in case I have problems with my fixed broadband line	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE15 (QE39). What were the reasons you took up a mobile broadband service? (MULTI CODE) UNPROMPTED

Base : Those who use mobile broadband to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP		65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND		MALE	FEMALE	ABC1	C2DE
													WALES					
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	7	2	2	4	16	53	2	10	1	3	1	45	3	1	1	2	2	1
Effective Weighted Sample	6	2	1	2	8	39	2	6	1	2	1	36	1	1	1	1	1	1
Total	6	1	3	4	13	45	1	9	1	3	*	35	4	1	*	3	3	*
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE16 (QE22C). SHOWCARD Which one of these best describes where you use mobile broadband to access the internet? (SINGLE CODE)

Base : Those who use mobile broadband to access the internet

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Significance Level: 95%																		
Unweighted total	7	2	2	4	16	53	2	10	1	3	1	45	3	1	1	2	2	1
Effective Weighted Sample	6	2	1	2	8	39	2	6	1	2	1	36	1	1	1	1	1	1
Total	6	1	3	4	13	45	1	9	1	3	*	35	4	1	*	3	3	*
I always use in the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I mainly use in the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I use equally in the home and outside the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I mainly use outside the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I always use outside the home	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE IN THE HOME	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
EVER USE OUTSIDE THE HOME	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE17 (QE32). SHOWCARD In which of these places do you use mobile broadband to access the internet outside of the home? (MULTI CODE)

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

	AGE	AGE/SEG	MEG		DISABILITY			
	55-64	65+ OR DE	NO	YES	ANY	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%		~a	~b	~c	~d	~e	~f	~g
Unweighted total	5	9	39	1	6	1	1	34
Effective Weighted Sample	5	5	29	1	3	1	1	27
Total	5	4	33	*	5	*	*	27
When travelling (e.g. on a train or in a car)	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Outdoors	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Indoor public spaces (e.g. pub/restaurant/ theatre/ shopping centre)	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
At your work place	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**

Columns Tested: b,c - d,e,f,g

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

QE18 (QE3B). How many people aged 16 or over in your household (including yourself) could access the fixed broadband connection in your home if they wanted to?

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	~r	s	~t
Unweighted total	404	250	97	347	812	2418	143	315	33	45	108	2249	221	37	57	32	131	90	138	83
Effective Weighted Sample	275	155	60	212	530	1620	106	197	20	28	78	1534	172	22	34	27	110	70	109	67
Total	270	178	91	269	613	1810	145	197	18	28	75	1750	237	12	15	5	119	118	129	108
1	10 4%	16 9% a	** **	29 11% a	88 14%	116 6%	11 8%	15 7%	** **	** **	5 7%	110 6%	23 10%	** **	** **	** **	10 9%	** **	7 5%	** **
2	185 68%	142 80% a	** **	207 77% a	373 61%	1084 60% g	60 41%	130 66% l	** **	** **	46 61%	1013 58%	185 78%	** **	** **	** **	93 78%	** **	105 82%	** **
3	55 20% bd	15 8%	** **	24 9%	93 15%	368 20%	31 21%	42 21%	** **	** **	21 29%	352 20%	22 9%	** **	** **	** **	12 10%	** **	9 7%	** **
4	12 4% b	2 1%	** **	5 2%	38 6%	175 10%	21 14%	7 3%	** **	** **	1 1% hk	189 11%	4 2%	** **	** **	** **	- -%	** **	4 3%	** **
5 or more	9 3%	2 1%	** **	2 1%	19 3%	60 3%	23 16% f	4 2%	** **	** **	2 2%	80 5%	2 1%	** **	** **	** **	2 2%	** **	2 2%	** **
Don't know	- -%	1 1%	** **	1 *0%	2 *0%	6 *0%	- -%	- -%	** **	** **	- -%	6 *0%	1 1%	** **	** **	** **	1 1%	** **	1 1%	** **
Mean number of people	2.4 bd	2.0	**	2.0	2.2	2.4	3.0 f	2.2	**	**	2.3	2.5 h	2.0	**	**	**	2.1	**	2.1	**
Standard deviation	.89	.57	**	.61	.93	1.00	1.56	.76	**	**	.77	1.09	.60	**	**	**	.64	**	.66	**
Standard error	.04	.04	**	.03	.03	.02	.13	.04	**	**	.07	.02	.04	**	**	**	.06	**	.06	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QE19 (QE3A). How many people aged 16 or over in your household (including yourself) could access the mobile broadband connection in your home if they wanted to?

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

	AGE				AGE/ SEG	MEG			DISABILITY				65+ AGE GROUP ENGLAND		65+ AGE GROUP ENGLAND	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	FEMALE	ABC1
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p
Unweighted total	5	1	1	2	14	53	2	11	1	2	2	44	1	1	1	1
Effective Weighted Sample	5	1	1	1	8	41	2	6	1	1	2	37	1	1	1	1
Total	4	1	3	4	14	48	1	9	1	2	1	38	3	1	3	3
1	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
2	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
3	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
4	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
5 or more	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Mean number of people	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard deviation	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Standard error	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE20 (QE7). SHOWCARD Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	517	362	165	527	1128	2974	164	468	44	76	163	2674	343	59	78	47	179	164	220	123
Effective Weighted Sample	347	212	101	308	717	1984	122	297	27	50	113	1817	251	33	45	37	143	115	162	94
Total	335	221	135	356	787	2172	164	292	25	52	106	2039	314	18	18	6	146	168	176	137
BT	117 35%	74 34%	45 33%	119 34%	193 25%	613 28%	35 21%	70 24%	** **	** **	25 24%	578 28%	98 31%	** **	** **	** **	46 31%	53 31%	66 37% t	33 24%
Sky	59 18%	33 15%	17 13%	50 14%	167 21%	488 22%	41 25%	63 22%	** **	** **	29 27%	459 23%	45 14%	** **	** **	** **	19 13%	26 15%	25 14%	21 15%
Virgin Media	73 22%	43 19%	19 14%	62 17%	141 18%	415 19%	42 25%	53 18%	** **	** **	17 16%	407 20%	55 18%	** **	** **	** **	30 20%	26 15%	28 16%	27 20%
TalkTalk	34 10%	25 11%	31 23% ab	56 16% a	111 14%	242 11%	23 14%	35 12%	** **	** **	9 9%	230 11%	53 17%	** **	** **	** **	22 15%	31 18%	25 14%	28 20%
EE/ Everything Everywhere	11 3%	11 5%	1 1%	12 3%	46 6%	112 5%	10 6%	17 6%	** **	** **	2 2%	103 5%	11 4%	** **	** **	** **	7 5%	4 3%	9 5%	2 1%
Plusnet	12 4%	10 5%	2 1%	12 3%	23 3%	74 3%	4 2%	9 3%	** **	** **	2 2%	68 3%	11 4%	** **	** **	** **	5 4%	6 3%	7 4%	4 3%
Vodafone	2 1%	2 1%	- -%	2 *%	10 1%	27 1%	4 3%	2 1%	** **	** **	1 1%	28 1%	2 1%	** **	** **	** **	1 1%	* *%	- -%	2 1%
Utility Warehouse	5 1%	9 4%	4 3%	13 4%	14 2%	25 1%	- -%	7 2% 	** **	** **	1 1%	19 1%	13 4%	** **	** **	** **	5 4%	7 4%	6 3%	7 5%
KCom	1 *%	1 1%	- -%	1 *%	5 1%	15 1%	* *%	4 1%	** **	** **	2 2%	11 1%	1 *%	** **	** **	** **	* *%	1 1%	1 1%	- -%
Post Office	3 1%	3 1%	* *%	3 1%	7 1%	13 1%	1 *%	7 2% 	** **	** **	4 4% 	7 *%	2 1%	** **	** **	** **	* *%	2 1%	* *%	2 1%

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

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

QE20 (QE7). SHOWCARD Which Internet Service Provider (ISP) does your household currently use as its MAIN supplier at home? (SINGLE CODE)

Base : Those with access to the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	517	362	165	527	1128	2974	164	468	44	76	163	2674	343	59	78	47	179	164	220	123
Effective Weighted Sample	347	212	101	308	717	1984	122	297	27	50	113	1817	251	33	45	37	143	115	162	94
Total	335	221	135	356	787	2172	164	292	25	52	106	2039	314	18	18	6	146	168	176	137
'3'	1 *% %	* *% %	- -% %	* *% %	8 1% %	13 1% %	1 *% %	3 1% %	** ** %	** ** %	1 1% %	10 1% %	* *% %	** ** %	** ** %	** ** %	* *% %	- -% %	- -% %	* *% %
O2	2 1% %	* *% %	* *% %	* *% %	6 1% %	13 1% %	- -% %	3 1% %	** ** %	** ** %	* *% %	9 *% %	- -% %	** ** %	** ** %	** ** %	- -% %	- -% %	- -% %	- -% %
Tesco.net	- -% %	1 *% %	1 1% %	1 *% %	6 1% %	12 1% %	- -% %	2 1% %	** ** %	** ** %	1 1% %	10 1% %	1 *% %	** ** %	** ** %	** ** %	1 *% %	- -% %	1 *% %	- -% %
Orange	1 *% %	* *% %	* *% %	* *% %	4 *% %	9 *% %	1 *% %	* *% %	** ** %	** ** %	- -% %	10 *% %	- -% %	** ** %	** ** %	** ** %	- -% %	- -% %	- -% %	- -% %
AOL	- -% %	4 2% a	3 2% a	7 2% a	8 1% %	6 *% %	- -% %	- -% %	** ** %	** ** %	- -% %	6 *% %	7 2% %	** ** %	** ** %	** ** %	3 2% %	4 3% %	4 2% %	3 2% %
T-Mobile	* *% %	- -% %	- -% %	- -% %	4 *% %	5 *% %	- -% %	- -% %	** ** %	** ** %	- -% %	5 *% %	- -% %	** ** %	** ** %	** ** %	- -% %	- -% %	- -% %	- -% %
Giffgaff	1 *% %	- -% %	- -% %	- -% %	1 *% %	4 *% %	1 *% %	2 1% %	** ** %	** ** %	2 2% 	3 *% %	- -% %	** ** %	** ** %	** ** %	- -% %	- -% %	- -% %	- -% %
NOW TV	- -% %	- -% %	- -% %	- -% %	1 *% %	3 *% %	- -% %	- -% %	** ** %	** ** %	- -% %	3 *% %	- -% %	** ** %	** ** %	** ** %	- -% %	- -% %	- -% %	- -% %
Fuel Broadband	- -% %	* *% %	- -% %	* *% %	* *% %	1 *% %	- -% %	* *% %	** ** %	** ** %	- -% %	* *% %	- -% %	** ** %	** ** %	** ** %	- -% %	- -% %	- -% %	- -% %
Other	4 1% %	3 1% %	1 1% %	4 1% %	13 2% %	28 1% %	1 *% %	7 2% %	** ** %	** ** %	4 4% 	20 1% %	4 1% %	** ** %	** ** %	** ** %	2 2% %	1 1% %	2 1% %	1 1% %
Don't know	9 3% ab	2 1% %	9 7% %	11 3% %	19 2% %	54 3% %	3 2% %	7 3% %	** ** %	** ** %	5 5% %	50 2% %	10 3% %	** ** %	** ** %	** ** %	4 2% %	7 4% %	3 1% %	8 6% s

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

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

QE21 (QE49). SHOWCARD Which of these BT Sport channels does your household have, as far as you know? (SINGLE CODE)

Base : Those who use BT for their internet access at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	198	140	62	202	325	975	30	126	17	23	49	881	109	33	33	27	55	54	81	28
Effective Weighted Sample	119	78	35	110	182	551	21	71	11	12	28	510	81	18	17	22	45	38	60	22
Total	117	74	45	119	193	613	35	70	8	13	25	578	98	10	7	4	46	53	66	33
BT Sport Pack - featuring all four BT Sport channels including coverage of the English Premier League and the Scottish Football League plus the UEFA Champions League and the Europa League	30 26%	14 18%	** **	20 17%	31 16%	145 24%	** **	14 19%	** **	** **	** **	135 23%	16 16%	** **	** **	** **	** **	** **	** **	** **
BT Sport Lite - an online only service featuring the BT Sport 1 channel covering the English Premier League and the Scottish Football League, but not European football	3 3%	1 2%	** **	3 3%	6 3%	21 3%	** **	4 5%	** **	** **	** **	19 3%	3 3%	** **	** **	** **	** **	** **	** **	** **
Neither of these	76 65%	57 76%	** **	91 76%	144 75%	411 67%	** **	49 70%	** **	** **	** **	393 68%	75 76%	** **	** **	** **	** **	** **	** **	** **
Don't know	7 6%	3 4%	** **	5 4%	11 6%	35 6%	** **	4 5%	** **	** **	** **	31 5%	5 5%	** **	** **	** **	** **	** **	** **	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
General surfing/ browsing the internet	278 82%	171 77%	98 77%	269 77%	662 82%	1929 87%	153 91%	232 78%	** **	** **	81 78%	1837 88% hk	240 78%	** **	** **	** **	117 81%	124 76%	145 82%	95 73%
Send/ receive e-mails	274 81% c	174 78%	88 70%	262 75%	602 75%	1887 85%	146 86%	224 75%	** **	** **	77 75%	1802 87% hk	238 77%	** **	** **	** **	113 78% t	125 77%	153 87% qrt	84 65%
Online shopping (purchasing goods/ services/ tickets etc.)	222 66% bcd	119 54%	53 42%	172 49%	434 54%	1552 70% g	91 54%	173 58%	** **	** **	56 55%	1462 70% hk	152 49%	** **	** **	** **	79 54% t	73 45%	102 58% rt	50 38%
Banking	191 56% bcd	93 42%	50 40%	143 41%	360 45%	1414 64%	101 60%	143 48%	** **	** **	54 52%	1364 66% hk	130 42%	** **	** **	** **	67 46% t	63 39%	94 53% rt	35 27%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	137 40% bcd	70 31%	26 21%	96 27%	372 46%	1254 57%	115 68% f	118 39%	** **	** **	42 41%	1234 59% hk	88 29%	** **	** **	** **	36 25%	52 32%	54 31%	34 26%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	136 40% bcd	69 31%	28 22%	97 28%	353 44%	1243 56%	106 63%	132 44%	** **	** **	42 40%	1199 58% hk	86 28%	** **	** **	** **	37 25%	50 31%	58 33%	28 22%

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Accessing news	164 48% cd	96 43% cd	41 32% cd	136 39% cd	300 37% cd	1079 49% cd	79 47% cd	122 41% cd	** ** cd	** ** cd	48 47% cd	1031 50% h	123 40% cd	** ** cd	** ** cd	** ** cd	63 44% t	59 36% cd	84 47% t	39 30% cd
Finding/ downloading information for work/ business/ school/ college/ university/ homework	132 39% bcd	58 26% c	12 9% cd	69 20% c	218 27% cd	1032 47% cd	71 42% cd	96 32% cd	** ** cd	** ** cd	33 32% cd	998 48% hk	63 21% cd	** ** cd	** ** cd	** ** cd	37 26% t	26 16% cd	48 27% rt	15 12% cd
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	100 29% cd	54 24% cd	23 18% cd	77 22% cd	258 32% cd	932 42% cd	96 57% f	91 30% cd	** ** cd	** ** cd	29 28% cd	925 44% hk	73 24% cd	** ** cd	** ** cd	** ** cd	33 23% cd	40 24% cd	52 30% t	20 16% cd
To find information on health related issues	150 44% cd	80 36% cd	32 25% cd	112 32% cd	255 32% cd	914 41% cd	67 39% cd	123 41% cd	** ** cd	** ** cd	45 43% cd	849 41% cd	100 32% cd	** ** cd	** ** cd	** ** cd	47 33% cd	52 32% cd	62 35% cd	38 29% cd
Trading/ auctions e.g. eBay	104 31% cd	58 26% c	14 11% cd	72 21% c	240 30% cd	913 41% cd	55 33% cd	97 32% cd	** ** cd	** ** cd	29 29% cd	855 41% hk	63 20% cd	** ** cd	** ** cd	** ** cd	36 25% cd	27 17% cd	42 24% cd	21 16% cd

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	148 44% bcd	74 33% c	27 22%	101 29%	214 27%	893 40%	59 35%	103 34%	** **	** **	41 40% h	840 40%	90 29%	** **	** **	** **	52 36% rt	38 24%	61 34%	29 22%
Making video calls e.g. via FaceTime, Skype	89 26% bd	40 18%	22 17%	62 18%	205 25%	790 36%	105 62% f	80 27%	** **	** **	26 26%	803 39% hk	57 18%	** **	** **	** **	25 18%	31 19% t	45 26% t	11 9%
Watching TV programmes/ films content online	85 25% cd	44 20%	14 11%	58 17%	198 25%	782 35%	68 40%	79 26%	** **	** **	28 27%	753 36% h	54 18%	** **	** **	** **	27 19%	27 17%	38 22%	16 12%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	77 23% bcd	30 13%	15 12%	45 13%	158 20%	658 30%	44 26%	63 21%	** **	** **	24 24%	628 30% h	43 14%	** **	** **	** **	22 15%	20 12%	33 19% t	9 7%
Making voice calls using a VoIP service e.g. Skype	67 20% bcd	28 13%	11 9%	39 11%	129 16%	543 24%	80 48% f	55 19%	** **	** **	22 21%	558 27% h	33 11%	** **	** **	** **	19 13%	14 8%	23 13%	10 7%

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Playing games online/ interactively	43 13% cd	18 8%	6 5%	24 7%	156 19%	540 24%	32 19%	66 22%	** **	** **	28 27%	491 24%	20 6%	** **	** **	** **	11 7%	9 6%	11 6%	9 7%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	61 18% cd	31 14%	10 8%	41 12%	119 15%	527 24%	39 23%	51 17%	** **	** **	14 14%	504 24% hk	38 12%	** **	** **	** **	21 14%	18 11%	30 17% t	9 7%
Listening to radio	53 16%	27 12%	11 8%	37 11%	97 12%	435 20%	26 15%	47 16%	** **	** **	15 15%	411 20%	35 11%	** **	** **	** **	21 15%	14 9%	24 13%	11 9%
Using Twitter (browsing/ reading/ posting on site)	27 8% cd	12 6%	1 1%	13 4%	76 9%	421 19%	33 20%	32 11%	** **	** **	9 9%	416 20% hk	13 4%	** **	** **	** **	5 4%	7 4%	9 5%	3 2%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	26 8% bd	6 3%	3 2%	9 3%	76 9%	399 18%	30 18%	35 12%	** **	** **	11 11%	382 18% h	8 3%	** **	** **	** **	4 3%	4 2%	5 3%	3 3%

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	24 7% bcd	6 3%	1 1%	7 2%	47 6%	305 14%	22 13%	27 9%	** **	** **	11 11%	291 14% h	6 2%	** **	** **	** **	5 3%	2 1%	5 3%	1 1%
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	27 8% c	14 7%	2 1%	16 5%	53 7%	238 11%	10 6%	30 10%	** **	** **	8 8%	210 10%	15 5%	** **	** **	** **	11 7%	5 3%	10 5%	6 4%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy consumption	9 3%	5 2%	- -%	5 1%	14 2%	89 4%	8 4%	9 3%	** **	** **	4 4%	86 4%	4 1%	** **	** **	** **	4 3%	1 *%	3 2%	1 1%
Other	3 1%	2 1%	3 2%	5 2%	11 1%	15 1%	- -%	6 2% l	** **	** **	1 1%	9 *%	4 1%	** **	** **	** **	3 2%	1 1%	2 1%	2 2%

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
USE SOCIAL NETWORKING SITES	153 45% bcd	80 36%	32 25%	112 32%	405 50%	1329 60%	118 70% f	129 43%	** **	** **	47 46%	1302 63% hk	103 34%	** **	** **	** **	45 31%	58 36%	67 38%	36 28%
TV/ VIDEO VIEWING	135 40% bcd	68 31%	33 26%	101 29%	332 41%	1151 52%	117 69% f	114 38%	** **	** **	37 36%	1139 55% hk	95 31%	** **	** **	** **	44 30%	51 31%	67 38% t	28 21%
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	113 33% bcd	48 22%	27 21%	75 22%	240 30%	917 41%	124 74% f	91 30%	** **	** **	33 32%	939 45% hk	67 22%	** **	** **	** **	31 22%	36 22%	51 29% t	16 12%
STREAMED AUDIO SERVICES	37 11% bcd	9 4%	4 3%	13 4%	93 12%	497 22%	38 23%	39 13%	** **	** **	14 13%	484 23% hk	12 4%	** **	** **	** **	7 4%	6 4%	8 4%	5 3%
None of these	19 6%	15 7%	15 12% a	30 9%	40 5%	63 3%	3 2%	18 6% l	** **	** **	8 8% l	48 2%	24 8%	** **	** **	** **	11 8%	13 8%	9 5%	15 12%
Don't know	1 *% -%	- -%	- -%	- -%	1 *% -%	2 *% -%	- -%	- -%	** **	** **	- -%	2 *% -%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
General surfing/ browsing the internet	278 71% bcd	171 60% cd	98 39% c	269 50% c	662 63% c	1929 77% c	153 83% c	232 54% k	** ** k	39 49% k	81 44% k	1837 82% hjk	240 52% n	12 34% n	13 48% n	** ** n	117 58% rt	124 47% rt	145 67% rt	95 39% rt
Send/ receive e-mails	274 70% bcd	174 61% cd	88 35% c	262 49% c	602 58% c	1887 76% c	146 80% c	224 52% k	** ** k	39 50% k	77 42% k	1802 80% hjk	238 51% n	10 28% n	11 42% n	** ** n	113 56% t	125 48% t	153 71% qrt	84 34% qrt
Online shopping (purchasing goods/ services/ tickets etc.)	222 57% bcd	119 42% cd	53 21% c	172 32% c	434 42% c	1552 62% g	91 50% g	173 40% k	** ** k	31 39% k	56 31% k	1462 65% hjk	152 33% n	8 23% n	10 37% n	** ** n	79 39% rt	73 28% rt	102 47% rt	50 20% rt
Banking	191 49% bcd	93 33% c	50 20% c	143 27% c	360 34% c	1414 57% c	101 55% c	143 33% c	** ** c	24 30% c	54 30% c	1364 61% hjk	130 28% n	5 13% n	7 26% n	** ** n	67 33% t	63 24% t	94 43% qrt	35 14% qrt
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	137 35% bcd	70 25% cd	26 10% c	96 18% c	372 36% c	1254 50% c	115 63% f	118 27% j	** ** j	11 14% j	42 23% j	1234 55% hjk	88 19% n	4 11% n	3 10% n	** ** n	36 18% t	52 20% t	54 25% t	34 14% t
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	136 35% bcd	69 24% cd	28 11% c	97 18% c	353 34% c	1243 50% c	106 58% c	132 30% i	** ** i	15 19% i	42 23% i	1199 54% hjk	86 19% n	6 16% n	3 13% n	** ** n	37 18% t	50 19% t	58 27% qt	28 12% qt

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Significance Level: 95%																				
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Accessing news	164 42% bcd	96 34% cd	41 16%	136 25% c	300 29%	1079 43%	79 43%	122 28%	** **	17 21%	48 27%	1031 46% hjk	123 27%	5 15%	6 23%	** **	63 31% t	59 23%	84 38% rt	39 16%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	132 34% bcd	58 20% cd	12 5%	69 13% c	218 21%	1032 41%	71 39%	96 22%	** **	11 14%	33 18%	998 45% hjk	63 14% n	1 3%	5 18% n	** **	37 19% rt	26 10%	48 22% rt	15 6%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	100 26% bcd	54 19% c	23 9%	77 14% c	258 25%	932 37%	96 52% f	91 21% j	** **	8 10%	29 16%	925 41% hjk	73 16% n	1 2%	3 10%	** **	33 16% t	40 15% t	52 24% rt	20 8%
To find information on health related issues	150 38% bcd	80 28% cd	32 13%	112 21% c	255 24%	914 37%	67 36%	123 28%	** **	16 20%	45 25%	849 38% hjk	100 22%	4 13%	6 24%	** **	47 24% t	52 20%	62 28% t	38 15%
Trading/ auctions e.g. eBay	104 27% cd	58 20% cd	14 5%	72 13% c	240 23%	913 37%	55 30%	97 22%	** **	12 15%	29 16%	855 38% hjk	63 14%	3 8%	5 18%	** **	36 18% rt	27 11%	42 19% rt	21 9%

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	148 38% bcd	74 26% cd	27 11% c	101 19% c	214 20%	893 36%	59 32%	103 24%	** **	15 19%	41 23%	840 38% hjk	90 19%	4 11%	6 23%	** **	52 26% rt	38 15%	61 28% rt	29 12%
Making video calls e.g. via FaceTime, Skype	89 23% bcd	40 14%	22 9%	62 12%	205 20%	790 32%	105 58% f	80 18%	** **	8 10%	26 15%	803 36% hjk	57 12%	2 5%	3 12%	** **	25 13% t	31 12% t	45 21% qrt	11 5%
Watching TV programmes/ films content online	85 22% bcd	44 15% c	14 6%	58 11% c	198 19%	782 31%	68 37%	79 18% j	** **	4 5%	28 15% j	753 34% hjk	54 12%	1 4%	2 9%	** **	27 13% t	27 10%	38 18% rt	16 6%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	77 20% bcd	30 11%	15 6%	45 8%	158 15%	658 26%	44 24%	63 15%	** **	6 8%	24 13%	628 28% hjk	43 9% n	* 1%	2 7%	** **	22 11% t	20 8%	33 15% rt	9 4%
Making voice calls using a VoIP service e.g. Skype	67 17% bcd	28 10% c	11 4%	39 7%	129 12%	543 22%	80 44% f	55 13%	** **	7 9%	22 12%	558 25% hjk	33 7%	3 8%	3 10%	** **	19 10% t	14 5%	23 11% rt	10 4%

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

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QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Playing games online/ interactively	43 11% bcd	18 6%	6 2%	24 4%	156 15%	540 22%	32 18%	66 15%	** **	9 12%	28 15%	491 22% hjk	20 4%	2 5%	2 8%	** **	11 5%	9 4%	11 5%	9 4%
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	61 16% cd	31 11% c	10 4%	41 8%	119 11%	527 21%	39 21%	51 12%	** **	4 5%	14 8%	504 23% hjk	38 8% n	* 1% n	2 9% n	** **	21 10% t	18 7%	30 14% rt	9 4%
Listening to radio	53 14% cd	27 9% c	11 4%	37 7%	97 9%	435 17%	26 14%	47 11%	** **	5 6%	15 8%	411 18% hjk	35 8%	1 2%	1 5%	** **	21 10% t	14 5%	24 11% rt	11 5%
Using Twitter (browsing/ reading/ posting on site)	27 7% cd	12 4% c	1 *%	13 3%	76 7%	421 17%	33 18%	32 7%	** **	2 2%	9 5%	416 19% hjk	13 3%	* 1%	* 2%	** **	5 3%	7 3%	9 4%	3 1%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	26 7% bcd	6 2%	3 1%	9 2%	76 7%	399 16%	30 16%	35 8%	** **	2 2%	11 6%	382 17% hjk	8 2%	- -%	1 3%	** **	4 2%	4 2%	5 2%	3 1%

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

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QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	24 6% bcd	6 2%	1 *%	7 1%	47 4%	305 12%	22 12%	27 6%	** **	1 1%	11 6%	291 13% hjk	6 1%	* 1%	* 1%	** **	5 2%	2 1%	5 2%	1 *%
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	27 7% cd	14 5% c	2 1%	16 3%	53 5%	238 10%	10 6%	30 7%	** **	2 2%	8 4%	210 9% jk	15 3%	* 1%	* 1%	** **	11 5%	5 2%	10 4%	6 2%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy consumption	9 2% c	5 2%	- -%	5 1%	14 1%	89 4%	8 4%	9 2%	** **	2 2%	4 2%	86 4% h	4 1%	- -%	1 2%	** **	4 2%	1 *%	3 2%	1 *%
Other	3 1%	2 1%	3 1%	5 1%	11 1%	15 1%	- -%	6 1% l	** **	1 2%	1 1%	9 *% l	4 1%	1 3%	* 1%	** **	3 1%	1 *%	2 1%	2 1%

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

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

QE22 (QE5A). SHOWCARD Which, if any, of these do you use the internet for? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
USE SOCIAL NETWORKING SITES	153 39% bcd	80 28% cd	32 13%	112 21% c	405 39%	1329 53%	118 64% f	129 30% j	** **	14 17%	47 26%	1302 58% hjk	103 22%	4 12%	4 15%	** **	45 22%	58 22%	67 31% t	36 15%
TV/ VIDEO VIEWING	135 35% bcd	68 24% c	33 13%	101 19%	332 32%	1151 46%	117 64% f	114 26% j	** **	10 12%	37 21%	1139 51% hjk	95 21% n	2 5%	4 14%	** **	44 22% t	51 20% t	67 31% qrt	28 11%
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	113 29% bcd	48 17% c	27 11%	75 14%	240 23%	917 37%	124 68% f	91 21%	** **	11 14%	33 18%	939 42% hjk	67 15%	3 8%	4 16%	** **	31 15% t	36 14% t	51 24% qrt	16 7%
STREAMED AUDIO SERVICES	37 10% bcd	9 3%	4 2%	13 3%	93 9%	497 20%	38 21%	39 9% j	** **	2 2%	14 8%	484 22% hjk	12 3%	* 1%	1 3%	** **	7 3%	6 2%	8 4%	5 2%
None of these	19 5%	15 5%	15 6%	30 6%	40 4%	63 3%	3 2%	18 4% l	** **	2 3%	8 4%	48 2%	24 5%	4 12% m	1 5%	** **	11 6%	13 5%	9 4%	15 6%
Don't know	1 *%	- -%	- -%	- -%	1 *%	2 *%	- -%	- -%	** **	- -%	- -%	2 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
General surfing/ browsing the internet	255 75% bd	137 62% 66%	83 66%	220 63%	573 71%	1759 79%	139 83%	203 68%	** **	** **	71 69%	1683 81% hk	200 65%	** **	** **	** **	96 66%	104 64%	127 72% t	73 56%
Send/ receive e-mails	244 72% cd	151 68% c	68 54%	218 63%	501 62%	1673 75%	130 77%	186 62%	** **	** **	65 63%	1615 78% hk	199 65%	** **	** **	** **	93 65% t	105 65% t	132 75% t	66 51%
Banking	158 47% bcd	76 34%	33 26%	109 31%	294 36%	1194 54% g	74 44%	122 41%	** **	** **	43 41%	1136 55% hk	98 32%	** **	** **	** **	56 39% rt	41 25%	73 41% rt	25 19%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	109 32% cd	56 25% c	17 14%	74 21%	313 39%	1046 47%	98 58% f	92 31%	** **	** **	32 31%	1032 50% hk	69 22%	** **	** **	** **	27 18%	42 26%	45 25%	24 18%
Online shopping (purchasing goods/ services/ tickets etc.)	145 43% bcd	76 34% c	20 15%	96 28% c	267 33%	1072 48% g	61 36%	114 38%	** **	** **	32 31%	1011 49% hk	87 28%	** **	** **	** **	40 28%	47 29%	65 37% t	22 17%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	106 31% bcd	43 19% c	7 5%	49 14% c	277 34%	996 45%	91 54% f	107 36%	** **	** **	30 29%	961 46% hk	46 15%	** **	** **	** **	22 15%	24 15%	30 17%	16 13%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Accessing news	115 34% cd	64 29%	28 22%	91 26%	212 26%	782 35%	66 39%	90 30%	** **	** **	36 35%	753 36% h	86 28%	** **	** **	** **	45 31%	41 25%	60 34% t	26 20%
Finding/ downloading information for work/ business/ school/ college/ university/ homework	88 26% bcd	32 14% c	8 6%	40 11%	140 17%	712 32%	53 32%	58 19%	** **	** **	16 15%	701 34% hk	37 12%	** **	** **	** **	24 17% rt	13 8%	28 16%	9 7%
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	74 22% bcd	31 14%	12 10%	43 12%	184 23%	671 30%	78 46% f	62 21%	** **	** **	20 19%	677 33% hk	40 13%	** **	** **	** **	18 13%	22 14% t	34 19% t	7 5%
Watching TV programmes/ films content online	64 19% bcd	25 11%	5 4%	30 9%	136 17%	543 24%	44 26%	55 18%	** **	** **	22 21%	517 25% h	28 9%	** **	** **	** **	19 13% rt	8 5%	23 13% rt	4 3%
Making video calls e.g. via FaceTime, Skype	48 14% cd	19 9%	8 6%	27 8%	127 16%	499 22%	75 44% f	45 15%	** **	** **	15 14%	515 25% hk	26 8%	** **	** **	** **	13 9%	12 7%	22 12% t	4 3%
Trading/ auctions e.g. eBay	62 18% cd	28 12% c	6 4%	33 10%	133 17%	526 24%	41 25%	52 17%	** **	** **	14 13%	505 24% hk	30 10%	** **	** **	** **	19 13% t	12 7%	24 14% t	7 5%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
To find information on health related issues	82 24% bcd	30 13%	16 13%	45 13%	128 16%	477 22%	40 24%	67 22%	** **	** **	27 26%	447 21%	41 13%	** **	** **	** **	18 12%	23 14%	24 14%	17 13%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	78 23% bcd	29 13%	11 9%	41 12%	101 13%	460 21%	37 22%	46 15%	** **	** **	14 13%	446 21% hk	38 12%	** **	** **	** **	26 18% r	12 8%	24 13%	14 11%
Playing games online/ interactively	30 9%	11 5%	6 5%	17 5%	123 15%	393 18%	26 15%	57 19%	** **	** **	22 22%	347 17%	15 5%	** **	** **	** **	9 7%	5 3%	10 6%	5 4%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	42 12% bcd	9 4%	3 3%	13 4%	80 10%	384 17%	30 18%	34 11%	** **	** **	11 11%	375 18% h	12 4%	** **	** **	** **	7 5%	4 3%	10 5%	2 1%
Making voice calls using a VoIP service e.g. Skype	41 12% bcd	12 5%	2 1%	14 4%	67 8%	334 15%	56 33% f	26 9%	** **	** **	10 9%	356 17% hk	12 4%	** **	** **	** **	8 5%	4 3%	9 5%	3 2%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	34 10% cd	13 6%	5 4%	17 5%	58 7%	307 14%	29 17%	27 9%	** **	** **	7 7%	300 14% hk	15 5%	** **	** **	** **	10 7%	5 3%	12 7%	3 2%
Listening to radio	37 11% cd	14 6%	5 4%	19 5%	60 7%	285 13%	20 12%	30 10%	** **	** **	9 9%	271 13%	17 6%	** **	** **	** **	13 9% rt	4 3%	15 9% rt	2 2%
Using Twitter (browsing/ reading/ posting on site)	20 6% cd	8 4%	1 1%	9 3%	54 7%	276 12%	26 15%	21 7%	** **	** **	5 5%	276 13% hk	9 3%	** **	** **	** **	4 3%	5 3%	6 4%	3 2%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	12 4% bd	2 1%	1 1%	3 1%	52 7%	264 12%	21 13%	22 7%	** **	** **	10 10%	255 12% h	3 1%	** **	** **	** **	1 1%	1 1%	3 2%	- -%
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	17 5% bcd	1 1%	- -%	1 *%	33 4%	212 10%	13 8%	18 6%	** **	** **	8 8%	203 10% h	1 *%	** **	** **	** **	1 1%	- -%	1 1%	- -%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	18 5% d	5 2%	2 1%	7 2%	30 4%	134 6%	6 4%	17 6%	** **	** **	3 3%	118 6%	7 2%	** **	** **	** **	5 3%	2 1%	4 2%	2 2%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy consumption	3 1%	5 2%	- -%	5 1%	9 1%	55 2%	5 3%	5 2%	** **	** **	3 3%	55 3%	4 1%	** **	** **	** **	4 3%	1 *%	3 2%	1 1%
Other	1 *%	2 1%	1 1%	3 1%	9 1%	11 *%	- -%	4 1% l	** **	** **	* *%	6 *%	3 1%	** **	** **	** **	1 1%	1 1%	1 1%	1 1%
USE SOCIAL NETWORKING SITES	118 35% cd	61 27% c	17 14%	78 22%	326 40%	1091 49%	100 59% f	99 33%	** **	** **	34 33%	1074 52% hk	73 24%	** **	** **	** **	29 20%	44 27%	49 27%	25 19%
TV/ VIDEO VIEWING	102 30% bcd	43 19%	16 13%	59 17%	246 30%	863 39%	92 55% f	84 28%	** **	** **	27 26%	858 41% hk	56 18%	** **	** **	** **	29 20% t	27 16%	45 25% t	11 8%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those who use the internet at home or elsewhere

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE		
									~i	~j	k					l		m	~n	~o
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	520	364	151	515	1166	3049	168	479	43	75	154	2742	338	59	73	45	178	160	220	118
Effective Weighted Sample	350	215	92	302	741	2034	125	303	27	50	107	1860	246	35	44	35	142	112	162	89
Total	339	222	126	348	806	2218	169	300	25	53	103	2078	307	19	16	6	145	163	177	130
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	70 21% bcd	23 10%	8 7%	32 9%	141 18%	600 27%	93 55% f	51 17%	** **	** **	16 16%	629 30% hk	29 10%	** **	** **	** **	15 10%	14 9%	23 13% t	6 5%
STREAMED AUDIO SERVICES	21 6% bcd	2 1%	1 1%	4 1%	63 8%	336 15%	28 17%	27 9%	** **	** **	11 11%	328 16% h	3 1%	** **	** **	** **	2 1%	1 1%	3 2%	- -%
None of these	12 4%	13 6%	7 5%	20 6%	35 4%	50 2%	5 3%	16 5% l	** **	** **	5 5%	41 2%	16 5%	** **	** **	** **	11 7% s	5 3%	3 2%	13 10% s

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
General surfing/ browsing the internet	255 65% bcd	137 48% cd	83 33%	220 41% c	573 55%	1759 71%	139 76%	203 47% j	** **	27 34%	71 39%	1683 75% hjk	200 43% n	8 22%	10 37%	** **	96 48% t	104 40% t	127 59% qrt	73 30%
Send/ receive e-mails	244 63% bcd	151 53% cd	68 27%	218 41% c	501 48%	1673 67%	130 71%	186 43%	** **	28 36%	65 36%	1615 72% hjk	199 43% n	7 21%	9 35%	** **	93 46% t	105 40% t	132 61% qrt	66 27%
Banking	158 41% bcd	76 27% cd	33 13%	109 20% c	294 28%	1194 48%	74 40%	122 28%	** **	20 26%	43 23%	1136 51% hjk	98 21%	4 11%	5 20%	** **	56 28% rt	41 16%	73 33% rt	25 10%
Using social networking (such as Facebook, LinkedIn, Bebo or Snapchat)	109 28% bcd	56 20% cd	17 7%	74 14% c	313 30%	1046 42%	98 54% f	92 21% j	** **	6 8%	32 18% j	1032 46% hjk	69 15% o	3 9%	1 3%	** **	27 13%	42 16%	45 21% qt	24 10%
Online shopping (purchasing goods/ services/ tickets etc.)	145 37% bcd	76 27% cd	20 8%	96 18% c	267 26%	1072 43% g	61 33%	114 26% k	** **	17 22%	32 18%	1011 45% hjk	87 19%	3 10%	4 15%	** **	40 20% t	47 18% t	65 30% qrt	22 9%
Communicating via instant messaging e.g. Facebook Chat, Skype Chat, Snapchat	106 27% bcd	43 15% cd	7 3%	49 9% c	277 27%	996 40%	91 50% f	107 25% jk	** **	10 12%	30 16%	961 43% hjk	46 10% n	1 2%	2 6%	** **	22 11%	24 9%	30 14% t	16 7%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Accessing news	115 30% bcd	64 23% c	28 11% c	91 17% c	212 20% c	782 31% c	66 36% c	90 21% c	** **	10 13% c	36 20% c	753 34% hjk	86 19% n	2 4% c	3 10% c	** **	45 22% t	41 16% c	60 28% rt	26 10% c
Finding/ downloading information for work/ business/ school/ college/ university/ homework	88 23% bcd	32 11% c	8 3% c	40 7% c	140 13% c	712 29% c	53 29% c	58 13% c	** **	7 9% c	16 9% c	701 31% hjk	37 8% c	1 2% c	2 7% c	** **	24 12% rt	13 5% c	28 13% rt	9 4% c
Watching short video clips (e.g. on YouTube, Dailymotion, Vimeo or Facebook)	74 19% bcd	31 11% c	12 5% c	43 8% c	184 18% c	671 27% c	78 42% f	62 14% c	** **	5 7% c	20 11% c	677 30% hjk	40 9% n	* *% c	2 7% n	** **	18 9% t	22 9% t	34 16% qrt	7 3% c
Watching TV programmes/ films content online	64 16% bcd	25 9% c	5 2% c	30 6% c	136 13% c	543 22% c	44 24% c	55 13% j	** **	4 4% c	22 12% c	517 23% hjk	28 6% c	1 2% c	2 6% c	** **	19 10% rt	8 3% c	23 11% rt	4 2% c
Making video calls e.g. via FaceTime, Skype	48 12% bcd	19 7% c	8 3% c	27 5% c	127 12% c	499 20% c	75 41% f	45 10% c	** **	4 5% c	15 8% c	515 23% hjk	26 6% c	1 2% c	* 1% c	** **	13 7% t	12 5% c	22 10% rt	4 2% c
Trading/ auctions e.g. eBay	62 16% bcd	28 10% c	6 2% c	33 6% c	133 13% c	526 21% c	41 23% c	52 12% c	** **	10 13% c	14 7% c	505 23% hjk	30 7% c	1 3% c	1 3% c	** **	19 9% t	12 4% c	24 11% rt	7 3% c

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
To find information on health related issues	82 21% bcd	30 10%	16 6%	45 8%	128 12%	477 19%	40 22%	67 15% j	** **	5 6%	27 15% j	447 20% hj	41 9%	1 4%	2 9%	** **	18 9%	23 9%	24 11%	17 7%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	78 20% bcd	29 10% c	11 5%	41 8%	101 10%	460 18%	37 20%	46 11%	** **	5 6%	14 8%	446 20% hjk	38 8% n	* 1%	2 8%	** **	26 13% rt	12 5%	24 11% r	14 6%
Playing games online/ interactively	30 8% bcd	11 4%	6 2%	17 3%	123 12%	393 16%	26 14%	57 13%	** **	6 8%	22 12%	347 15%	15 3%	* 1%	2 7%	** **	9 5%	5 2%	10 5%	5 2%
Uploading/ adding content to the internet e.g. photos, videos, blog posts	42 11% bcd	9 3%	3 1%	13 2%	80 8%	384 15%	30 16%	34 8%	** **	3 3%	11 6%	375 17% hjk	12 3%	* *% %	1 3%	** **	7 4%	4 2%	10 4% t	2 1%
Making voice calls using a VoIP service e.g. Skype	41 11% bcd	12 4% c	2 1%	14 3%	67 6%	334 13%	56 30% f	26 6%	** **	2 3%	10 5%	356 16% hjk	12 3%	1 4%	* 1%	** **	8 4%	4 2%	9 4%	3 1%

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

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	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Accessing files through a cloud service such as Dropbox, Google Drive, Microsoft OneDrive or Apple iCloud	34 9% bcd	13 4%	5 2%	17 3%	58 6%	307 12%	29 16%	27 6%	** **	2 2%	7 4%	300 13% hjk	15 3%	* 1%	2 7%	** **	10 5% t	5 2%	12 6% rt	3 1%
Listening to radio	37 9% bcd	14 5%	5 2%	19 3%	60 6%	285 11%	20 11%	30 7%	** **	4 5%	9 5%	271 12% hk	17 4%	* %	1 5%	** **	13 6% rt	4 2%	15 7% rt	2 1%
Using Twitter (browsing/ reading/ posting on site)	20 5% cd	8 3% c	1 *%	9 2%	54 5%	276 11%	26 14%	21 5%	** **	1 2%	5 3%	276 12% hjk	9 2%	- -%	* *%	** **	4 2%	5 2%	6 3%	3 1%
Streamed audio services (free) e.g. Spotify (free) or Deezer (free)	12 3% bcd	2 1%	1 1%	3 1%	52 5%	264 11%	21 12%	22 5%	** **	1 1%	10 6%	255 11% hjk	3 1%	- -%	* 1%	** **	1 1%	1 1%	3 1%	- -%
Streamed audio services (subscription) e.g. Spotify Premium, Apple Music or Deezer Premium	17 4% bcd	1 *% -%	- -%	1 *%	33 3%	212 9%	13 7%	18 4%	** **	- -%	8 5%	203 9% hjk	1 *% -%	- -%	* 1%	** **	1 1% -%	- -%	1 1% -%	- -%

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

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QE23 (QE5B) SHOWCARD And, which, if any, of these activities have you used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

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	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
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Remotely control TV services at home such as Sky+, Sky Q or Tivo using an online device	18 5% cd	5 2%	2 1%	7 1%	30 3%	134 5%	6 3%	17 4%	** **	- -%	3 2%	118 5% jk	7 1%	- -%	* 1%	** **	5 2%	2 1%	4 2%	2 1%
Remotely control or monitor household appliances e.g. fridge, cooker, washing machine, tumble dryer and/ or home heating, lighting or security system or home energy consumption	3 1%	5 2%	- -%	5 1%	9 1%	55 2%	5 3%	5 1%	** **	1 1%	3 2%	55 2%	4 1%	- -%	* 1%	** **	4 2%	1 *%	3 2%	1 *%
Other	1 *%	2 1%	1 1%	3 1%	9 1%	11 *%	- -%	4 1%	** **	* *%	* *%	6 *%	3 1%	* 1%	* 1%	** **	1 1%	1 *%	1 1%	1 *%
USE SOCIAL NETWORKING SITES	118 30% bcd	61 21% cd	17 7%	78 15% c	326 31%	1091 44%	100 55% f	99 23% j	** **	10 12%	34 18%	1074 48% hjk	73 16% o	3 9%	1 4%	** **	29 15%	44 17%	49 22% qt	25 10%
TV/ VIDEO VIEWING	102 26% bcd	43 15% c	16 6%	59 11%	246 24%	863 35%	92 50% f	84 19% j	** **	7 9%	27 15%	858 38% hjk	56 12% n	1 2%	2 9%	** **	29 14% t	27 10% t	45 21% rt	11 4%

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Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
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Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
VOICE OR VIDEO CALLS USING A VOIP SERVICE E.G. SKYPE	70 18% bcd	23 8% c	8 3%	32 6%	141 14%	600 24%	93 51% f	51 12%	** **	4 5%	16 9%	629 28% hjk	29 6%	1 4%	* 2%	** **	15 7% t	14 6%	23 11% t	6 3%
STREAMED AUDIO SERVICES	21 5% bcd	2 1%	1 1%	4 1%	63 6%	336 13%	28 15%	27 6%	** **	1 1%	11 6%	328 15% hjk	3 1%	- -%	* 1%	** **	2 1%	1 1%	3 2%	- -%
None of these	12 3%	13 5%	7 3%	20 4%	35 3%	50 2%	5 3%	16 4% l	** **	7 8% kl	5 3%	41 2%	16 3%	2 7%	1 3%	** **	11 5% s	5 2%	3 1%	13 5% s

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

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

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
GENERAL SURFING/ BROWSING THE INTERNET	293 75% bcd	175 62% cd	100 39% c	275 51% c	684 65% c	2013 81% c	158 87% c	239 55% k	** ** k	39 49% k	82 45% k	1920 86% hjk	246 53% n	12 34% n	13 48% n	** ** n	118 58% t	128 49% t	149 69% qrt	97 40% t
SEND/ RECEIVE EMAILS	278 71% bcd	177 62% cd	91 36% c	268 50% c	631 60% c	1959 79% c	150 82% c	234 54% k	** ** k	40 51% k	79 43% k	1866 83% hjk	243 53% n	10 28% n	11 43% n	** ** n	115 57% t	128 49% t	155 72% qrt	88 36% t
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT)	164 42% bcd	80 28% cd	31 12% c	110 21% c	420 40% c	1468 59% c	124 68% f	150 34% jk	** ** jk	16 20% jk	46 25% jk	1422 63% hjk	98 21% n	6 16% n	5 17% n	** ** n	43 21% t	55 21% t	66 31% qrt	32 13% t
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, SNAPCHAT)	164 42% bcd	88 31% cd	32 13% c	120 22% c	436 42% c	1455 58% c	132 72% f	138 32% j	** ** j	14 17% j	48 27% j	1432 64% hjk	110 24% n	4 12% n	4 16% n	** ** n	48 24% t	63 24% t	70 32% t	40 16% t
ACCESSING NEWS	175 45% bcd	101 36% cd	43 17% c	144 27% c	348 33% c	1219 49% c	101 55% c	136 31% c	** ** c	20 25% c	50 28% c	1178 53% hjk	129 28% n	5 15% n	7 28% n	** ** n	69 34% rt	61 23% rt	88 41% rt	41 17% rt
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	114 29% bcd	58 20% c	24 9% c	82 15% c	310 30% c	1113 45% c	122 67% f	103 24% j	** ** j	9 11% j	34 19% j	1115 50% hjk	76 16% n	2 4% n	4 15% n	** ** n	35 17% t	41 16% t	55 25% qrt	20 8% t

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

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

SUMMARY OF ONLINE ACTIVITIES EVER USE - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	97 25% bcd	44 16% c	26 10% c	71 13% c	247 24% c	908 36% f	116 63% f	88 20% j	** ** 10%	8 10%	29 16%	923 41% hjk	64 14%	3 8%	3 12%	** ** 14%	29 14% t	35 13% t	51 23% qrt	13 5%
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	92 24% bcd	45 16% c	15 6% c	61 11% c	214 21% c	845 34% f	75 41% f	84 19% j	** ** 7%	5 7%	29 16% j	818 36% hjk	57 12% n	1 4%	2 9%	** ** 14%	28 14% t	28 11% rt	41 19% rt	16 6%
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	89 23% bcd	39 14% c	13 5% c	52 10% c	187 18% c	801 32% f	55 30% f	82 19% j	** ** 7%	5 7%	28 15%	763 34% hjk	48 10%	1 3%	2 8%	** ** 15%	31 15% rt	18 7% rt	31 14% rt	17 7%
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	80 21% bcd	31 11% c	12 5% c	43 8% c	161 15% c	652 26% f	96 52% f	63 15% j	** ** 10%	8 10%	22 12%	675 30% hjk	37 8%	3 8%	3 12%	** ** 11%	22 11% t	15 6% rt	27 13% rt	10 4%
TOTAL ONLINE TV/ VIDEO VIEWING	142 37% bcd	72 26% c	34 13% c	106 20% c	368 35% c	1286 52% f	135 74% f	124 29% j	** ** 13%	10 13%	42 23%	1278 57% hjk	98 21% n	2 7%	5 17%	** ** 23%	46 23% t	52 20% t	71 33% qrt	28 11%

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

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

SUMMARY OF ONLINE ACTIVITIES USED IN LAST WEEK - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
GENERAL SURFING/ BROWSING THE INTERNET	270 69% bcd	142 50% cd	87 34% c	230 43% c	601 58%	1878 75%	153 84% f	214 49% j	** **	28 35%	76 42%	1801 80% hjk	208 45% n	8 22%	11 41% n	** **	99 49% t	109 42% t	133 61% qrt	75 31%
SEND/ RECEIVE EMAILS	251 64% bcd	160 56% cd	71 28% c	230 43% c	544 52%	1793 72%	138 75%	194 45%	** **	29 37%	67 37%	1731 77% hjk	210 45% n	7 21%	10 37%	** **	99 49% t	111 43% t	138 64% qrt	72 30%
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, SNAPCHAT)	130 33% bcd	71 25% cd	18 7%	88 16% c	374 36%	1269 51%	117 64% f	111 26% j	** **	10 12%	36 20%	1254 56% hjk	82 18%	3 9%	2 9%	** **	33 16%	49 19%	53 24% qt	29 12%
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT)	133 34% bcd	59 21% cd	10 4% c	69 13% c	350 33%	1270 51%	112 61% f	124 29% jk	** **	10 13%	35 19%	1234 55% hjk	64 14% n	1 2%	3 11% n	** **	31 15% t	32 12% t	42 19% t	22 9%
ACCESSING NEWS	136 35% bcd	69 24% c	33 13%	103 19%	265 25%	951 38%	79 43%	103 24%	** **	12 15%	40 22%	919 41% hjk	96 21% n	2 4%	4 15%	** **	50 25% t	46 18%	68 31% rt	28 11%
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	86 22% bcd	33 12% c	13 5%	47 9%	229 22%	866 35%	109 60% f	76 17% i	** **	6 8%	27 15%	883 39% hik	42 9%	1 3%	3 11%	** **	20 10% t	22 9% t	36 16% rt	7 3%

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

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

SUMMARY OF ONLINE ACTIVITIES USED IN LAST WEEK - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	58 15% bcd	21 7%	9 3%	30 6%	154 15%	619 25%	91 50% f	49 11%	** **	4 5%	15 8%	646 29% hjk	28 6%	1 2%	* 1%	** **	14 7% t	13 5% t	24 11% rt	4 2%
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	69 18% bcd	27 10% c	6 2%	34 6% c	154 15%	598 24%	55 30%	61 14% j	** **	4 4%	22 12% j	572 26% hjk	31 7%	1 2%	2 6%	** **	21 10% rt	11 4%	26 12% rt	5 2%
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	64 16% bcd	19 7% c	7 3%	26 5%	130 12%	588 24%	46 25%	56 13%	** **	4 5%	20 11%	568 25% hjk	24 5%	* 1%	2 6%	** **	18 9% rt	6 2%	18 8% rt	7 3%
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	53 14% bcd	15 5% c	3 1%	19 3%	90 9%	424 17%	64 35% f	31 7%	** **	3 4%	10 6%	450 20% hjk	17 4%	1 4%	* 1%	** **	11 5% t	6 2%	14 6% rt	3 1%
TOTAL ONLINE TV/ VIDEO VIEWING	112 29% bcd	46 16% c	17 7%	63 12% c	281 27%	1017 41%	116 63% f	94 22% j	** **	8 10%	32 18%	1020 46% hjk	58 13% n	1 4%	3 13%	** **	32 16% t	27 10% t	47 22% rt	11 4%

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

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

SUMMARY OF ONLINE ACTIVITIES USED LESS THAN WEEKLY - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
MAKING VIDEO CALLS (E.G. FACETIME, SKYPE)	39 10%	23 8%	18 7%	41 8%	92 9%	290 12%	25 14%	39 9%	** **	4 6%	14 8%	277 12% h	36 8%	2 5%	3 10%	** **	15 7%	22 8%	27 12% t	10 4%
ACCESSING NEWS	39 10% c	32 11% c	10 4%	42 8%	83 8%	267 11%	22 12%	33 8%	** **	8 10%	11 6%	259 12% hk	33 7%	4 11%	3 13%	** **	19 9%	15 6%	20 9%	13 5%
WATCHING TV PROGRAMMES/ FILM CONTENT ONLINE	23 6%	18 6%	9 4%	27 5%	61 6%	247 10%	20 11%	23 5%	** **	2 2%	7 4%	246 11% hjk	25 6%	1 2%	1 2%	** **	8 4%	18 7%	15 7%	11 4%
MAKING VOICE CALLS USING A VOIP SERVICE (E.G. SKYPE)	27 7%	16 6%	9 4%	25 5%	71 7%	228 9%	32 18% f	33 8%	** **	5 6%	11 6%	226 10%	20 4%	1 4%	3 11% m	** **	11 5%	9 4%	14 6%	7 3%
WATCHING SHORT VIDEO CLIPS (E.G. ON YOUTUBE, DAILYMOTION, VIMEO OR FACEBOOK)	28 7%	25 9% c	10 4%	35 7%	81 8%	247 10%	13 7%	28 6%	** **	3 4%	7 4%	231 10% hjk	33 7%	1 2%	1 3%	** **	15 7%	18 7%	20 9%	14 6%
AUDIO STREAMING (E.G. RADIO, PODCASTS, SPOTIFY, DEEZER)	26 7% c	19 7% c	6 2%	26 5%	57 5%	213 9%	9 5%	25 6%	** **	1 1%	8 5%	195 9% hjk	24 5%	1 2%	1 2%	** **	13 6%	12 4%	14 6%	10 4%

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

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

SUMMARY OF ONLINE ACTIVITIES USED LESS THAN WEEKLY - MOBILE (QD28A) OR ONLINE (QE5A)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
INSTANT MESSAGING (E.G. WHATSAPP, FACEBOOK MESSENGER, SNAPCHAT)	31 8%	21 7%	21 8%	42 8%	70 7%	198 8%	12 7%	26 6%	** **	5 7%	11 6%	188 8%	35 7%	5 14%	2 6%	** **	12 6%	23 9%	24 11% t	10 4%
USING SOCIAL NETWORKING (E.G. FACEBOOK, TWITTER, LINKEDIN, SNAPCHAT)	33 9%	17 6%	15 6%	32 6%	62 6%	186 7%	16 9%	26 6%	** **	4 5%	13 7%	178 8%	29 6%	1 3%	2 7%	** **	15 8%	13 5%	17 8%	11 5%
SEND/ RECEIVE EMAILS	27 7%	18 6%	20 8%	38 7%	87 8%	167 7%	12 7%	40 9% l	** **	11 14% l	12 7%	135 6%	33 7%	2 7%	2 7%	** **	16 8%	17 7%	18 8%	15 6%
GENERAL SURFING/ BROWSING THE INTERNET	23 6%	32 11% ac	13 5%	45 8%	83 8%	134 5%	5 3%	24 6%	** **	11 14% hkl	6 3%	118 5%	38 8%	4 11%	2 7%	** **	19 9%	19 7%	17 8%	22 9%
TOTAL ONLINE TV/ VIDEO VIEWING	31 8%	27 9%	16 6%	43 8%	88 8%	269 11%	19 10%	30 7%	** **	2 3%	10 5%	258 12% hik	40 9%	1 3%	1 5%	** **	15 7%	26 10%	23 11%	17 7%

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

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

QE24 (QENEW11) SHOWCARD What was the advertised speed of your fixed broadband home internet connection when you took up your service? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
2MB or below	6 2%	1 1%	1 1%	3 1%	8 1%	21 1%	- -%	6 2% l	** **	** **	2 2%	15 1%	2 1%	** **	** **	** **	2 2%	- -%	2 1%	- -%
Above 2MB to below 10MB	10 3%	10 5%	2 2%	12 4%	28 4%	86 4%	5 3%	14 5%	** **	** **	3 3%	75 4%	11 4%	** **	** **	** **	8 6%	3 2%	8 5%	2 2%
10MB to below 20MB	17 5%	12 6%	8 6%	19 6%	32 4%	103 5%	8 5%	8 3%	** **	** **	3 3%	101 5%	18 6%	** **	** **	** **	11 8%	7 5%	14 8%	4 3%
20MB to below 30MB	15 5%	10 5%	1 1%	11 3%	23 3%	80 4%	4 2%	10 4%	** **	** **	3 3%	74 4%	11 4%	** **	** **	** **	7 5%	4 3%	4 2%	7 6%
30MB to 50MB	23 7% bcd	6 3%	2 2%	8 3%	30 4%	145 7%	8 5%	13 5%	** **	** **	3 3%	139 7%	7 2%	** **	** **	** **	5 3%	2 1%	5 3%	2 2%
Above 50MB to 70MB	9 3%	4 2%	1 1%	5 2%	15 2%	76 4%	3 2%	8 3%	** **	** **	1 1%	72 4%	4 2%	** **	** **	** **	4 3%	- -%	2 1%	2 2%
Above 70MB to below 100MB	8 2% d	1 *%	- -%	1 *%	7 1%	45 2%	4 2%	3 1%	** **	** **	* *%	47 2%	* *%	** **	** **	** **	* *%	- -%	* *%	- -%
100MB to 150MB	2 1%	3 1%	- -%	3 1%	9 1%	23 1%	8 5% f	3 1%	** **	** **	2 2%	29 2%	2 1%	** **	** **	** **	2 2%	- -%	1 1%	1 1%
Above 150MB to below 200MB	* *%	1 *%	- -%	1 *%	4 1%	21 1%	- -%	1 *%	** **	** **	* *%	20 1%	1 *%	** **	** **	** **	1 1%	- -%	1 *%	- -%
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

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

QE24 (QENEW11) SHOWCARD What was the advertised speed of your fixed broadband home internet connection when you took up your service? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
200MB to below 300MB	1 *%	- -%	- -%	- -%	2 *%	17 1%	2 1%	4 2%	** **	** **	1 1%	15 1%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
300MB to below 1000MB	1 *%	1 *%	- -%	1 *%	1 *%	8 *%	2 1%	* *%	** **	** **	- -%	9 *%	1 *%	** **	** **	** **	1 1%	- -%	1 *%	- -%
1000MB or above	* *%	4 2%	- -%	4 1%	4 1%	9 *%	1 1%	1 *%	** **	** **	1 1%	9 *%	4 1%	** **	** **	** **	3 2%	1 1%	2 1%	1 1%
a																				
SUPERFAST BROADBAND (30MB AND ABOVE)	45 14% cd	20 9% c	3 2%	23 7%	73 10%	344 17%	27 17%	33 13%	** **	** **	10 10%	341 18% hk	19 7%	** **	** **	** **	16 12% r	3 2%	13 8% r	7 5%
Don't know	226 71%	159 75%	107 88% ab	266 80% a	547 77%	1394 69%	109 71%	191 73%	** **	** **	78 79% l	1313 68%	232 79%	** **	** **	** **	94 68%	138 89% qs	125 75%	107 84% q

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

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

QE25 (QE11A). SHOWCARD What is the actual speed of your fixed broadband home internet connection? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
2MB or below	6 2%	3 1%	* %	3 1%	7 1%	28 1%	1 %	6 2%	** %	** %	1 1%	23 1%	3 1%	** %	** %	** %	3 2%	- %	1 1%	2 2%
Above 2MB to below 10MB	9 3%	10 5%	2 1%	12 4%	24 3%	91 4%	6 4%	12 5%	** %	** %	1 1%	84 4%	10 4%	** %	** %	** %	6 5%	4 3%	9 5%	2 1%
10MB to below 20MB	18 6%	10 5%	4 3%	14 4%	27 4%	101 5%	6 4%	10 4%	** %	** %	3 3%	95 5%	13 4%	** %	** %	** %	7 5%	6 4%	7 4%	6 5%
20MB to below 30MB	11 3%	10 5%	1 1%	12 4%	25 4%	90 4%	4 2%	8 3%	** %	** %	2 2%	87 5%	11 4%	** %	** %	** %	8 6%	3 2%	4 3%	7 6%
30MB to 50MB	19 6% bd	5 2%	3 2%	8 2%	31 4%	113 6%	12 8%	10 4%	** %	** %	5 5%	113 6%	7 2%	** %	** %	** %	5 4%	2 1%	3 2%	3 3%
Above 50MB to 70MB	13 4% d	3 1%	1 1%	4 1%	9 1%	50 2%	6 4%	7 3%	** %	** %	2 2%	50 3%	2 1%	** %	** %	** %	2 2%	- %	1 1%	1 1%
Above 70MB to below 100MB	7 2% d	1 %	- %	1 %	14 2%	50 2%	4 3%	4 2%	** %	** %	2 2%	51 3%	1 %	** %	** %	** %	1 %	- %	1 %	- %
100MB to 150MB	1 %	2 1%	- %	2 1%	6 1%	20 1%	3 2%	2 1%	** %	** %	1 1%	21 1%	2 1%	** %	** %	** %	2 2%	- %	1 1%	1 1%
Above 150MB to below 200MB	- %	1 %	- %	1 %	3 %	17 1%	- %	* %	** %	** %	- %	17 1%	1 %	** %	** %	** %	1 1%	- %	1 %	- %
200MB to below 300MB	1 %	- %	- %	- %	2 %	16 1%	3 2%	4 2%	** %	** %	1 1%	15 1%	- %	** %	** %	** %	- %	- %	- %	- %
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

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

QE25 (QE11A). SHOWCARD What is the actual speed of your fixed broadband home internet connection? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
300MB to below 1000MB	2 1%	- -%	- -%	- -%	* *%	8 *%	- -%	* *%	** **	** **	- -%	8 *%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
1000MB or above	1 *%	1 1%	- -%	1 *%	2 *%	11 1%	1 1%	1 *%	** **	** **	* *%	12 1%	1 *%	** **	** **	** **	1 1%	- -%	1 1%	- -%
SUPERFAST BROADBAND (30MB AND ABOVE)	43 14% bcd	13 6%	4 3%	17 5%	67 9%	286 14%	28 18%	29 11%	** **	** **	12 12%	285 15%	14 5%	** **	** **	** **	12 9% r	2 1%	9 5%	5 4%
Don't know	231 73%	165 78%	110 90% ab	275 82% a	561 79%	1433 71%	108 70%	197 75%	** **	** **	80 80% l	1344 70%	242 82%	** **	** **	** **	101 73%	141 90% q	137 82%	105 83%

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

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

QE26 (QE11C). Do you know how to find out what speeds you are getting on your computer at home? (SINGLE CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	500	347	153	500	1034	2807	152	426	42	71	150	2536	326	55	76	43	170	156	212	114
Effective Weighted Sample	333	204	92	291	655	1873	112	271	26	47	104	1723	236	32	44	34	136	108	155	86
Total	322	213	125	338	721	2051	154	266	24	48	100	1937	297	17	17	6	138	159	170	127
Yes	135 42% bcd	65 30% c	22 17%	86 26%	209 29%	822 40% g	47 30%	79 30%	** **	** **	23 23%	792 41% hk	78 26%	** **	** **	** **	54 39% rt	24 15%	58 34% rt	20 16%
No	174 54%	132 62%	94 75% ab	226 67% a	471 65%	1135 55%	102 66% f	169 63% l	** **	** **	69 69% l	1063 55%	196 66%	** **	** **	** **	77 55%	119 75% qs	104 61%	92 73% q
Don't know	14 4%	16 8%	10 8%	25 8%	41 6%	94 5%	5 4%	19 7%	** **	** **	8 8%	82 4%	23 8%	** **	** **	** **	7 5%	16 10%	9 5%	14 11%

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

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

QE27A (QE8AA). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Significance Level: 95%																		
Unweighted total	9	2	2	4	20	68	2	13	2	3	2	57	3	1	1	2	2	1
Effective Weighted Sample	8	2	1	2	11	51	2	7	2	2	2	46	1	1	1	1	1	1
Total	8	1	3	4	16	58	1	11	1	3	1	47	4	1	*	3	3	*
Base for %	8	1	3	4	16	57	1	10	1	3	1	46	4	1	*	3	3	*
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE27B (QE8AB). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Significance Level: 95%																		
Unweighted total	9	2	2	4	20	68	2	13	2	3	2	57	3	1	1	2	2	1
Effective Weighted Sample	8	2	1	2	11	51	2	7	2	2	2	46	1	1	1	1	1	1
Total	8	1	3	4	16	58	1	11	1	3	1	47	4	1	*	3	3	*
Base for %	8	1	3	4	16	58	1	10	1	3	1	47	4	1	*	3	3	*
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE27C (QE8AC). SHOWCARD Thinking about your mobile broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP		65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	WALES	MALE	FEMALE	ABC1	C2DE
					DE								~m					
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	9	2	2	4	20	68	2	13	2	3	2	57	3	1	1	2	2	1
Effective Weighted Sample	8	2	1	2	11	51	2	7	2	2	2	46	1	1	1	1	1	1
Total	8	1	3	4	16	58	1	11	1	3	1	47	4	1	*	3	3	*
Base for %	8	1	3	4	16	58	1	11	1	3	1	47	4	1	*	3	3	*
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL SATISFIED	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
TOTAL DISSATISFIED	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QE28 (QE12). SHOWCARD Thinking about the speed of your household's fixed broadband internet, is this faster, slower or about the same as you expected it to be when you first got it? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
A lot faster	30 9% c	17 8%	3 2%	20 6%	49 7%	150 7% g	3 2%	21 8%	** **	** **	6 6%	132 7%	18 6%	** **	** **	** **	9 6%	9 6%	11 6%	7 5%
A little faster	41 13%	26 12%	17 14%	43 13%	85 12%	213 11%	17 11%	28 11%	** **	** **	11 11%	204 11%	39 13%	** **	** **	** **	16 11%	23 15%	21 13%	18 14%
TOTAL FASTER	71 22%	43 20%	19 16%	62 19%	133 19%	364 18%	20 13%	49 19%	** **	** **	17 17%	335 17%	57 19%	** **	** **	** **	25 18%	32 20%	32 19%	25 20%
About the same	152 48%	97 46%	58 48%	155 47%	357 50%	1057 52%	95 62% f	120 46%	** **	** **	44 45%	1032 54% h	135 46%	** **	** **	** **	65 47%	71 46%	74 45%	61 48%
A little slower	30 9%	25 12%	11 9%	35 11%	76 11%	233 11%	23 15%	29 11%	** **	** **	13 13%	224 12%	31 11%	** **	** **	** **	17 12% t	14 9%	27 16% t	4 3%
A lot slower	25 8%	17 8%	4 3%	20 6%	41 6%	161 8%	5 3%	23 9%	** **	** **	7 7%	141 7%	19 6%	** **	** **	** **	8 6%	11 7%	11 6%	8 6%
TOTAL SLOWER	55 17%	41 20%	15 12%	56 17%	117 16%	393 19%	28 18%	52 20%	** **	** **	19 19%	366 19%	50 17%	** **	** **	** **	25 18%	25 16%	38 23% t	12 9%
Don't know	41 13%	31 15%	30 24% ab	60 18%	103 15%	214 11%	10 6%	41 16% l	** **	** **	19 19% l	185 10%	52 18%	** **	** **	** **	24 17%	28 18%	23 14%	29 23%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QE29A (QE8A). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The overall service provided by MAIN PROVIDER. (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
Base for %	310	205	113	318	691	2002	152	253	22	45	94	1898	280	17	16	6	134	146	164	116
Very satisfied	130 42%	91 44%	50 44%	141 44%	313 45%	800 40% g	36 23%	103 41%	** **	** **	46 48%	732 39%	124 44%	** **	** **	** **	56 42%	67 46%	69 42%	54 47%
Fairly satisfied	128 41%	89 43%	48 43%	137 43%	285 41%	880 44%	95 62% f	103 41%	** **	** **	36 38%	876 46%	122 44%	** **	** **	** **	59 44%	63 43%	73 45%	49 42%
TOTAL SATISFIED	258 83%	180 88%	98 87%	278 87%	599 87%	1681 84%	131 86%	207 82%	** **	** **	81 86%	1607 85%	245 88%	** **	** **	** **	115 86%	130 89%	143 87%	103 89%
Neither	29 9%	13 6%	9 8%	22 7%	47 7%	158 8%	13 8%	23 9%	** **	** **	6 7%	147 8%	18 7%	** **	** **	** **	10 7%	9 6%	10 6%	9 8%
Fairly dissatisfied	16 5%	11 5%	3 3%	14 4%	29 4%	96 5%	6 4%	14 6%	** **	** **	1 1%	88 5%	13 5%	** **	** **	** **	8 6%	5 4%	10 6%	3 2%
Very dissatisfied	7 2%	2 1%	2 2%	4 1%	16 2%	67 3%	2 1%	10 4%	** **	** **	5 6%	56 3%	3 1%	** **	** **	** **	1 1%	1 1%	1 1%	1 1%
TOTAL DISSATISFIED	23 7%	12 6%	5 5%	18 6%	45 7%	163 8%	9 6%	24 9%	** **	** **	7 7%	144 8%	16 6%	** **	** **	** **	9 7%	7 5%	11 7%	4 4%
Don't know	8	6	9	15	20	26	1	8	**	**	5	20	14	**	**	**	4	10	3	11
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QE29B (QE8B). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The speed of your service while online (not just the connection)? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
Base for %	304	202	111	313	684	1991	151	250	22	45	92	1888	275	17	15	5	133	142	162	113
Very satisfied	125 41%	93 46%	44 39%	136 44%	307 45%	793 40% g	37 25%	107 43%	** **	** **	43 47%	724 38%	123 45%	** **	** **	** **	58 44%	65 46%	67 41%	56 49%
Fairly satisfied	115 38%	71 35%	53 47% b	124 40%	267 39%	828 42%	97 64% f	87 35%	** **	** **	33 36%	840 44% h	106 39%	** **	** **	** **	54 40%	52 37%	63 39%	43 38%
TOTAL SATISFIED	240 79%	164 81%	96 87%	260 83%	574 84%	1621 81%	134 89% f	193 77%	** **	** **	76 82%	1564 83% h	228 83%	** **	** **	** **	112 84%	117 82%	130 80%	98 87%
Neither	26 9%	17 8%	9 8%	26 8%	46 7%	130 7%	8 5%	24 10% l	** **	** **	7 8%	113 6%	22 8%	** **	** **	** **	10 7%	13 9%	12 7%	11 9%
Fairly dissatisfied	24 8%	15 8%	4 4%	20 6%	37 5%	142 7% g	3 2%	21 9%	** **	** **	3 4%	124 7%	18 7%	** **	** **	** **	8 6%	10 7%	15 9%	3 3%
Very dissatisfied	14 5%	6 3%	1 1%	7 2%	27 4%	97 5%	5 3%	12 5%	** **	** **	5 6%	88 5%	6 2%	** **	** **	** **	3 3%	3 2%	5 3%	* **%
TOTAL DISSATISFIED	38 12% c	21 10%	6 5%	27 9%	63 9%	239 12% g	9 6%	33 13%	** **	** **	9 9%	211 11%	24 9%	** **	** **	** **	12 9%	12 9%	20 13% t	4 3%
Don't know	14	10	11	21	27	37	2	11	**	**	8	30	19	**	**	**	5	14	4	14
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

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

QE29C (QE8C). SHOWCARD Thinking about your fixed broadband internet service, please use this card to say how satisfied you are with your main supplier for... The reliability of the service from MAIN PROVIDER? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
Base for %	308	209	112	321	692	2004	152	253	22	45	94	1901	282	17	16	6	133	149	164	118
Very satisfied	138 45%	104 50%	49 44%	153 48%	341 49%	897 45% g	33 22%	127 50% l	** **	** **	53 56% l	805 42%	134 47%	** **	** **	** **	62 46%	72 48%	75 46%	59 50%
Fairly satisfied	116 38%	69 33%	51 45% b	120 37%	256 37%	783 39%	99 65% f	79 31%	** **	** **	29 30%	798 42% hk	106 38%	** **	** **	** **	52 39%	54 36%	65 39%	42 35%
TOTAL SATISFIED	254 83%	173 83%	100 89%	273 85%	597 86%	1680 84%	132 87%	206 82%	** **	** **	82 87%	1603 84%	240 85%	** **	** **	** **	114 86%	126 84%	140 85%	100 85%
Neither	30 10% c	19 9% c	3 3%	22 7%	41 6%	141 7%	10 7%	25 10% l	** **	** **	6 6%	127 7%	18 7%	** **	** **	** **	6 4%	13 9%	6 4%	12 10% s
Fairly dissatisfied	14 5%	12 6%	8 7%	20 6%	33 5%	110 6%	5 3%	13 5%	** **	** **	3 3%	102 5%	18 7%	** **	** **	** **	11 8%	8 5%	13 8%	5 4%
Very dissatisfied	10 3%	4 2%	1 1%	6 2%	21 3%	73 4%	4 3%	8 3%	** **	** **	4 4%	68 4%	6 2%	** **	** **	** **	3 2%	3 2%	5 3%	* **%
TOTAL DISSATISFIED	24 8%	16 8%	9 8%	25 8%	54 8%	184 9%	9 6%	21 8%	** **	** **	7 7%	170 9%	24 8%	** **	** **	** **	13 10%	10 7%	18 11%	6 5%
Don't know	10	3	10	13	19	24	1	9	**	**	5	17	11	**	**	**	5	7	3	9
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

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

QE30 (QE35). READ OUT DESCRIPTION OF WIRELESS ROUTER. Do you or anyone in your household use a fixed wireless internet connection at home (Wi-Fi)? (SINGLE CODE)

Base : Those in a household with fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
Yes	289	195	108	303	650	1864	145	234	**	**	84	1774	268	**	**	**	126	142	158	110
	91%	92%	89%	91%	91%	92%	95%	90%	**	**	85%	92% k	91%	**	**	**	91%	91%	95% t	87%
No	23	11	6	16	44	133	6	17	**	**	9	122	14	**	**	**	9	5	7	7
	7%	5%	5%	5%	6%	7%	4%	6%	**	**	10%	6%	5%	**	**	**	7%	3%	4%	5%
Don't know	7	6	8	14	17	31	2	10	**	**	6	22	12	**	**	**	3	9	2	10
	2%	3%	a	4%	2%	2%	1%	4% l	**	**	6% l	1%	4%	**	**	**	2%	6% s	1%	8% s

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

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

QE31 (QE11D). SHOWCARD How many of these devices use your household's Wi-Fi connection? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	451	316	131	447	929	2557	143	369	35	63	123	2333	295	48	65	39	157	138	195	100
Effective Weighted Sample	301	191	80	266	594	1706	105	235	21	42	87	1583	218	28	35	31	130	97	146	76
Total	289	195	108	303	650	1864	145	234	21	43	84	1774	268	16	14	5	126	142	158	110
Smartphone	178 61% bcd	92 47% c	29 27%	120 40% c	392 60%	1377 74%	129 89% f	124 53%	** **	** **	39 46%	1372 77% hk	109 41%	** **	** **	** **	53 42%	56 39%	71 45%	38 34%
Laptop	204 71% bcd	117 60% c	50 47%	168 55%	391 60%	1330 71%	125 87% f	152 65%	** **	** **	52 62%	1302 73% hk	148 55%	** **	** **	** **	77 61% t	71 50%	100 64% rt	48 43%
Tablet computer (e.g. iPad)	197 68% cd	121 62%	53 50%	175 58%	383 59%	1226 66% g	60 41%	143 61%	** **	** **	56 66%	1137 64%	155 58%	** **	** **	** **	76 60%	79 56%	93 59%	63 57%
Desktop PC	106 37%	82 42%	40 37%	122 40%	179 28%	548 29% g	26 18%	64 27%	** **	** **	22 27%	513 29%	110 41%	** **	** **	** **	61 48% r	49 35%	68 43%	42 39%
TV set	76 26% cd	38 20%	11 10%	49 16%	129 20%	532 29%	41 28%	60 26%	** **	** **	23 27%	511 29%	45 17%	** **	** **	** **	28 22% r	17 12%	31 20%	13 12%
Games console	32 11% bcd	5 3%	- -%	5 2%	101 15%	433 23%	28 19%	31 13%	** **	** **	13 16%	422 24% h	5 2%	** **	** **	** **	4 3%	* *%	4 2%	1 1%
E-reader (e.g. Kindle)	62 21% bcd	26 14%	12 11%	39 13%	65 10%	291 16%	13 9%	36 16%	** **	** **	9 10%	270 15%	34 13%	** **	** **	** **	23 18% rt	11 8%	29 18% rt	5 5%
Netbook	20 7%	10 5%	5 5%	15 5%	36 5%	161 9%	6 4%	23 10%	** **	** **	6 8%	144 8%	13 5%	** **	** **	** **	7 5%	7 5%	7 4%	6 6%

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

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

QE31 (QE11D). SHOWCARD How many of these devices use your household's Wi-Fi connection? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	451	316	131	447	929	2557	143	369	35	63	123	2333	295	48	65	39	157	138	195	100
Effective Weighted Sample	301	191	80	266	594	1706	105	235	21	42	87	1583	218	28	35	31	130	97	146	76
Total	289	195	108	303	650	1864	145	234	21	43	84	1774	268	16	14	5	126	142	158	110
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	8 3%	4 2%	- -%	4 1%	22 3%	121 6%	4 3%	13 6%	** **	** **	2 2%	109 6%	3 1%	** **	** **	** **	3 2%	- -%	3 2%	- -%
Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)	6 2%	1 1%	- -%	1 *%	13 2%	92 5%	2 2%	8 3%	** **	** **	1 1%	87 5%	1 *%	** **	** **	** **	1 1%	- -%	1 *%	- -%
None of these	1 *%	* *%	- -%	* *%	* *%	5 *%	- -%	2 1% l	** **	** **	* *%	2 *%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
Don't know	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	** **	** **	- -%	* *%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
Mean number of types of devices	3.1 bcd	2.5 cd	1.9	2.3 c	2.6	3.3	3.0	2.8	**	**	2.7	3.3 hk	2.3	**	**	**	2.6 rt	2.0	2.6 rt	2.0
Standard deviation	1.85	1.48	1.21	1.43	1.57	1.87	1.52	1.89	**	**	1.64	1.84	1.41	**	**	**	1.58	1.19	1.53	1.13
Standard error	.09	.08	.11	.07	.05	.04	.13	.10	**	**	.15	.04	.08	**	**	**	.13	.10	.11	.11

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

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

QE32 (QE24). SHOWCARD How likely are you to get internet access at home in the next 12 months? (SINGLE CODE)

Base : Those without internet access at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	r	~s	t
Unweighted total	109	135	194	329	481	579	18	250	26	45	120	347	188	46	48	47	87	101	54	134
Effective Weighted Sample	74	73	117	188	280	375	13	157	18	31	76	227	138	27	29	36	63	78	38	100
Total	56	60	118	178	255	315	18	142	20	26	75	200	146	17	8	7	55	91	40	106
Certain to	3 5% cd	* 1%	- -%	* *%	5 2%	11 4%	** **	4 3%	** **	** **	* *%	7 4%	* *%	** **	** **	** **	** **	* *%	** **	- -%
Very likely	* *%	1 1%	1 *%	1 1%	5 2%	10 3%	** **	3 2%	** **	** **	2 3%	6 3%	1 1%	** **	** **	** **	** **	- -%	** **	* *%
Likely	2 4% c	2 3%	- -%	2 1%	7 3%	15 5%	** **	3 2%	** **	** **	1 1%	13 6% h	1 1%	** **	** **	** **	** **	1 1%	** **	- -%
TOTAL LIKELY	5 9% cd	3 5%	1 *%	3 2%	16 6%	35 11%	** **	10 7%	** **	** **	3 4%	26 13% hk	2 2%	** **	** **	** **	** **	1 2%	** **	* *%
Unlikely	8 15% cd	3 6%	2 2%	5 3%	18 7%	32 10%	** **	9 6%	** **	** **	4 6%	24 12%	3 2%	** **	** **	** **	** **	2 2%	** **	2 2%
Very unlikely	16 28% cd	15 25% c	13 11%	28 16%	42 17%	55 17%	** **	23 16%	** **	** **	12 16%	37 19%	21 15%	** **	** **	** **	** **	12 13%	** **	17 16%
Certain not to	24 43% a	38 64% a	101 85% ab	139 78% ab	169 66%	181 57%	** **	94 66% l	** **	** **	53 71% l	104 52%	117 80%	** **	** **	** **	** **	75 82%	** **	85 81%
TOTAL UNLIKELY	48 87%	56 94%	116 98% a	172 97% a	229 90%	268 85%	** **	127 89%	** **	** **	70 92% l	166 83%	141 97%	** **	** **	** **	** **	89 98%	** **	104 99%
Don't know	2 4%	1 1%	2 2%	2 1%	10 4%	12 4%	** **	6 4%	** **	** **	2 3%	8 4%	2 1%	** **	** **	** **	** **	* *%	** **	1 1%

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

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

QE33 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	93	124	191	315	422	486	14	218	26	44	111	282	181	45	44	45	83	98	49	132
Effective Weighted Sample	64	67	114	180	246	315	11	137	18	30	69	185	133	27	26	35	60	76	34	99
Total	48	56	116	172	229	268	16	127	20	26	70	166	141	17	7	6	52	89	37	104
No need	**	37	82	119	140	162	**	79	**	**	46	101	99	**	**	**	**	**	**	73
	**	65%	71%	69%	61%	61%	**	62%	**	**	66%	61%	70%	**	**	**	**	**	**	70%
Don't want a computer	**	18	25	43	48	57	**	27	**	**	12	34	35	**	**	**	**	**	**	29
	**	32%	21%	25%	21%	21%	**	21%	**	**	17%	20%	25%	**	**	**	**	**	**	28%
Too old to use the internet	**	11	37	47	50	56	**	36	**	**	23	25	36	**	**	**	**	**	**	28
	**	19%	32%	27%	22%	21%	**	28%	**	**	33%	15%	26%	**	**	**	**	**	**	27%
Don't know how you use computers	**	10	27	36	47	55	**	31	**	**	17	28	30	**	**	**	**	**	**	22
	**	17%	23%	21%	20%	21%	**	24%	**	**	24%	17%	21%	**	**	**	**	**	**	21%
Too expensive to set up	**	5	6	11	35	39	**	16	**	**	9	25	10	**	**	**	**	**	**	8
	**	9%	5%	7%	15%	15%	**	12%	**	**	12%	15%	7%	**	**	**	**	**	**	7%
Friends/ family member checks things on the internet for me	**	5	10	15	22	25	**	11	**	**	4	17	13	**	**	**	**	**	**	9
	**	9%	9%	9%	10%	9%	**	9%	**	**	5%	10%	9%	**	**	**	**	**	**	9%
Computer is too expensive to buy	**	5	6	11	17	19	**	11	**	**	5	8	9	**	**	**	**	**	**	9
	**	10%	5%	6%	8%	7%	**	8%	**	**	7%	5%	6%	**	**	**	**	**	**	9%
Charges are too expensive	**	1	2	3	11	18	**	5	**	**	1	13	1	**	**	**	**	**	**	1
	**	2%	2%	2%	5%	7%	**	4%	**	**	2%	8%	1%	**	**	**	**	**	**	1%

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

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

QE33 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	93	124	191	315	422	486	14	218	26	44	111	282	181	45	44	45	83	98	49	132
Effective Weighted Sample	64	67	114	180	246	315	11	137	18	30	69	185	133	27	26	35	60	76	34	99
Total	48	56	116	172	229	268	16	127	20	26	70	166	141	17	7	6	52	89	37	104
Don't have a phone line	**	2	1	3	9	15	**	3	**	**	*	11	3	**	**	**	**	**	**	2
	**	3%	1%	2%	4%	6%	**	3%	**	**	*%	7% k	2%	**	**	**	**	**	**	2%
Satisfied with using the internet elsewhere	**	1	-	1	3	8	**	3	**	**	3	7	1	**	**	**	**	**	**	1
	**	2%	-%	1%	1%	3%	**	2%	**	**	4%	4%	1%	**	**	**	**	**	**	1%
Concerned about security/ fraud	**	2	3	5	7	9	**	6	**	**	3	3	3	**	**	**	**	**	**	2
	**	3%	3%	3%	3%	3%	**	5%	**	**	4%	2%	2%	**	**	**	**	**	**	2%
Worries/ concerns about privacy issues	**	1	2	3	5	5	**	4	**	**	1	2	3	**	**	**	**	**	**	1
	**	2%	2%	2%	2%	2%	**	3%	**	**	2%	1%	2%	**	**	**	**	**	**	1%
Satisfied with using the internet at work	**	*	-	*	*	3	**	1	**	**	-	2	-	**	**	**	**	**	**	-
	**	1%	-%	*%	*%	1%	**	1%	**	**	-%	1%	-%	**	**	**	**	**	**	-%
My computer is out of date	**	-	1	1	1	2	**	1	**	**	1	1	1	**	**	**	**	**	**	1
	**	-%	*%	*%	*%	1%	**	1%	**	**	1%	1%	*%	**	**	**	**	**	**	*%
Other	**	1	1	1	2	3	**	1	**	**	*	1	1	**	**	**	**	**	**	1
	**	1%	1%	1%	1%	1%	**	1%	**	**	*%	1%	1%	**	**	**	**	**	**	1%
ANY INVOLUNTARY REASONS	**	26	58	84	124	143	**	75	**	**	39	78	67	**	**	**	**	**	**	49
	**	46%	50%	49%	54%	53%	**	59%	**	**	56%	47%	47%	**	**	**	**	**	**	47%

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

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

QE33 (QE25A). Why are you unlikely to get internet access at home in the next 12 months? (MULTI CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	93	124	191	315	422	486	14	218	26	44	111	282	181	45	44	45	83	98	49	132
Effective Weighted Sample	64	67	114	180	246	315	11	137	18	30	69	185	133	27	26	35	60	76	34	99
Total	48	56	116	172	229	268	16	127	20	26	70	166	141	17	7	6	52	89	37	104
ANY VOLUNTARY REASONS	**	46	97	143	173	204	**	99	**	**	53	126	119	**	**	**	**	**	**	89
	**	82%	84%	83%	75%	76%	**	78%	**	**	77%	76%	84%	**	**	**	**	**	**	85%
ONLY VOLUNTARY REASONS	**	30	57	87	104	122	**	50	**	**	30	86	73	**	**	**	**	**	**	54
	**	53%	49%	51%	45%	45%	**	40%	**	**	44%	52% h	52%	**	**	**	**	**	**	52%
Don't know	**	-	-	-	*	1	**	*	**	**	*	1	-	**	**	**	**	**	**	-
	**	-%	-%	-%	*%	*%	**	*%	**	**	*%	*%	-%	**	**	**	**	**	**	-%

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

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

QE34 (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	93	124	191	315	422	486	14	218	26	44	111	282	181	45	44	45	83	98	49	132
Effective Weighted Sample	64	67	114	180	246	315	11	137	18	30	69	185	133	27	26	35	60	76	34	99
Total	48	56	116	172	229	268	16	127	20	26	70	166	141	17	7	6	52	89	37	104
No need	**	30	63	94	111	127	**	59	**	**	35	80	77	**	**	**	**	**	**	58
	**	54%	55%	54%	49%	47%	**	47%	**	**	50%	48%	55%	**	**	**	**	**	**	56%
Too old to use the internet	**	8	23	32	32	36	**	25	**	**	15	15	25	**	**	**	**	**	**	19
	**	15%	20%	18%	14%	13%	**	19%	**	**	22%	9%	17%	**	**	**	**	**	**	18%
Don't know how you use computers	**	4	12	16	22	27	**	15	**	**	8	14	12	**	**	**	**	**	**	8
	**	8%	10%	10%	9%	10%	**	12%	**	**	11%	9%	8%	**	**	**	**	**	**	7%
Too expensive to set up	**	3	2	6	23	24	**	6	**	**	3	19	6	**	**	**	**	**	**	3
	**	6%	2%	3%	10%	9%	**	5%	**	**	4%	12%	4%	**	**	**	**	**	**	3%
								h												
Don't want a computer	**	5	9	14	18	23	**	10	**	**	5	14	13	**	**	**	**	**	**	10
	**	9%	8%	8%	8%	9%	**	8%	**	**	7%	9%	9%	**	**	**	**	**	**	9%
Friends/family member checks things on the internet for me	**	3	4	7	10	10	**	4	**	**	*	8	7	**	**	**	**	**	**	5
	**	6%	3%	4%	4%	4%	**	3%	**	**	*%	5%	5%	**	**	**	**	**	**	5%
Charges are too expensive	**	-	-	-	3	6	**	1	**	**	1	5	-	**	**	**	**	**	**	-
	**	-%	-%	-%	2%	2%	**	1%	**	**	1%	3%	-%	**	**	**	**	**	**	-%
Satisfied with using the internet elsewhere	**	-	-	-	1	4	**	2	**	**	2	4	-	**	**	**	**	**	**	-
	**	-%	-%	-%	1%	2%	**	1%	**	**	3%	3%	-%	**	**	**	**	**	**	-%

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

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

QE34 (QE25B). And, which one of these reasons is your MAIN reason for not getting internet access at home? (SINGLE CODE) UNPROMPTED

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	t
Unweighted total	93	124	191	315	422	486	14	218	26	44	111	282	181	45	44	45	83	98	49	132
Effective Weighted Sample	64	67	114	180	246	315	11	137	18	30	69	185	133	27	26	35	60	76	34	99
Total	48	56	116	172	229	268	16	127	20	26	70	166	141	17	7	6	52	89	37	104
Computer is too expensive to buy	**	-	-	-	2	2	**	1	**	**	-	*	-	**	**	**	**	**	**	-
	**	-%	-%	-%	1%	1%	**	1%	**	**	-%	*%	-%	**	**	**	**	**	**	-%
Don't have a phone line	**	-	-	-	2	2	**	*	**	**	-	2	-	**	**	**	**	**	**	-
	**	-%	-%	-%	1%	1%	**	*%	**	**	-%	1%	-%	**	**	**	**	**	**	-%
Satisfied with using the internet at work	**	*	-	*	*	2	**	-	**	**	-	2	-	**	**	**	**	**	**	-
	**	1%	-%	*%	*%	1%	**	-%	**	**	-%	1%	-%	**	**	**	**	**	**	-%
Worries/ concerns about privacy issues	**	*	1	1	1	2	**	1	**	**	*	1	1	**	**	**	**	**	**	1
	**	1%	1%	1%	1%	1%	**	1%	**	**	1%	*%	1%	**	**	**	**	**	**	1%
Concerned about security/ fraud	**	-	-	-	1	1	**	1	**	**	*	-	-	**	**	**	**	**	**	-
	**	-%	-%	-%	1%	*%	**	1%	**	**	*%	-%	-%	**	**	**	**	**	**	-%
Other	**	1	1	1	1	2	**	1	**	**	*	1	1	**	**	**	**	**	**	1
	**	1%	1%	1%	1%	1%	**	1%	**	**	*%	1%	1%	**	**	**	**	**	**	1%
ANY INVOLUNTARY REASONS	**	16	39	55	86	99	**	51	**	**	27	56	43	**	**	**	**	**	**	31
	**	29%	33%	32%	37%	37%	**	40%	**	**	39%	34%	30%	**	**	**	**	**	**	30%
ANY VOLUNTARY REASONS	**	40	77	116	141	166	**	75	**	**	42	108	97	**	**	**	**	**	**	73
	**	70%	66%	67%	62%	62%	**	59%	**	**	60%	65%	69%	**	**	**	**	**	**	70%
Don't know	**	-	-	-	*	1	**	*	**	**	*	1	-	**	**	**	**	**	**	-
	**	-%	-%	-%	*%	*%	**	*%	**	**	*%	*%	-%	**	**	**	**	**	**	-%

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

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

QE35 (QEN11). EXPLAIN SATELLITE BROADBAND Were you aware that satellite broadband is available? (SINGLE CODE)

Base : All respondents in Scotland and Wales

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP		
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	SCOT- LAND	WALES
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	n
Unweighted total	184	152	80	232	453	990	15	250	24	31	91	755	105	127
Effective Weighted Sample	103	81	45	125	279	584	12	156	16	20	56	449	60	73
Total	63	37	25	62	145	360	5	74	8	11	29	289	35	26
Yes	25	7	**	11	39	135	**	19	**	**	**	119	5	6
	40%	20%	**	18%	27%	38%	**	25%	**	**	**	41%	14%	24%
	bd											h		
No	35	27	**	46	97	206	**	51	**	**	**	156	28	18
	56%	74%	**	75%	67%	57%	**	69%	**	**	**	54%	80%	69%
		a		a				l						
Don't know	3	2	**	4	9	18	**	5	**	**	**	15	2	2
	4%	6%	**	7%	6%	5%	**	6%	**	**	**	5%	6%	8%

Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n

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

QE36 (QE29). EXPLAIN THAT PHONE CALLS CAN BE MADE USING THE INTERNET USING SERVICES SUCH AS SKYPE. Before now, were you aware that you could make voice calls using the internet? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	330	213	141	354	796	2157	170	316	**	50	118	2002	309	19	20	**	141	168	177	132
	85%	75%	56%	66%	76%	87%	93%	73%	**	64%	65%	89%	67%	54%	78%	**	70%	64%	81%	54%
	bcd	cd		c			f	k				hjk	n		n		t	t	qrt	
No	54	70	103	174	233	310	12	108	**	26	61	224	145	16	6	**	58	87	38	107
	14%	25%	41%	32%	22%	12%	6%	25%	**	33%	34%	10%	31%	46%	22%	**	29%	33%	18%	43%
		a	abd	ab		g		l		l	hl			mo			s	s		qrs
Don't know	6	1	9	9	16	23	1	10	**	3	3	14	9	-	-	**	3	6	2	7
	2%	*%	3%	2%	1%	1%	1%	2%	**	3%	2%	1%	2%	-%	-%	**	1%	2%	1%	3%

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

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

QE37 (QE30). Have you or anyone in your household ever used one of these services to make voice calls using the internet at home? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	170	95	51	146	379	1320	145	155	**	22	54	1297	128	8	9	**	58	70	85	42
	44%	33%	20%	27%	36%	53%	79%	36%	**	27%	30%	58%	28%	22%	34%	**	29%	27%	39%	17%
	bcd	c					f					hjk					t	t	qrt	
No never used	211	184	198	382	652	1131	36	273	**	56	126	909	326	28	17	**	141	185	130	196
	54%	65%	78%	71%	62%	45%	20%	63%	**	70%	69%	41%	71%	78%	66%	**	70%	71%	60%	80%
	a	a	ab	a		g		l		l	l						s	s		qrs
Don't know	9	5	4	9	14	38	2	6	**	2	2	35	9	*	-	**	3	6	1	7
	2%	2%	2%	2%	1%	2%	1%	1%	**	2%	1%	2%	2%	*%	-%	**	1%	2%	1%	3%

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

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

QE38 (QE31). SHOWCARD Which supplier or service does/ did your household use to make voice calls using the internet? (MULTI CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	241	159	54	213	527	1716	133	233	22	32	77	1618	140	24	37	12	72	68	100	40
Effective Weighted Sample	169	96	37	129	345	1169	102	153	14	21	57	1124	104	12	21	10	63	47	75	30
Total	170	95	51	146	379	1320	145	155	14	22	54	1297	128	8	9	2	58	70	85	42
Skype	109 64%	72 76%	** **	109 74%	239 63%	843 64%	115 79% f	104 67%	** **	** **	** **	848 65%	94 74%	** **	** **	** **	** **	** **	67 79%	** **
FaceTime	58 34% d	23 24%	** **	32 22%	123 33%	527 40% g	35 24%	38 24%	** **	** **	** **	514 40% h	27 21%	** **	** **	** **	** **	** **	20 23%	** **
WhatsApp	41 24% d	16 17%	** **	21 15%	113 30%	450 34%	99 68% f	38 25%	** **	** **	** **	498 38% h	18 14%	** **	** **	** **	** **	** **	11 13%	** **
Facebook	13 8%	9 10%	** **	14 10%	87 23%	300 23%	33 23%	30 19%	** **	** **	** **	291 22%	14 11%	** **	** **	** **	** **	** **	10 12%	** **
BT	6 3%	3 3%	** **	5 3%	9 2%	53 4%	9 7%	9 6%	** **	** **	** **	50 4%	4 4%	** **	** **	** **	** **	** **	4 5%	** **
Plusnet	- -%	1 2%	** **	3 2%	4 1%	11 1%	5 3% f	- -%	** **	** **	** **	15 1%	3 2%	** **	** **	** **	** **	** **	1 2%	** **
Vonage	3 2%	- -%	** **	- -%	- -%	9 1%	* *% f	2 2%	** **	** **	** **	8 1%	- -%	** **	** **	** **	** **	** **	- -%	** **
Other	5 3%	1 1%	** **	1 1%	8 2%	32 2%	5 3%	3 2%	** **	** **	** **	34 3%	1 1%	** **	** **	** **	** **	** **	1 1%	** **
Don't know	4 3%	2 2%	** **	4 3%	4 1%	15 1%	1 1%	6 4%	** **	** **	** **	11 1%	3 2%	** **	** **	** **	** **	** **	- -%	** **

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

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

QE39 (QE50). SHOWCARD How often do you or does anyone in your household use these services? (SINGLE CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	241	159	54	213	527	1716	133	233	22	32	77	1618	140	24	37	12	72	68	100	40
Effective Weighted Sample	169	96	37	129	345	1169	102	153	14	21	57	1124	104	12	21	10	63	47	75	30
Total	170	95	51	146	379	1320	145	155	14	22	54	1297	128	8	9	2	58	70	85	42
Every day	20 12%	9 10%	** **	12 8%	74 20%	235 18%	34 24%	26 17%	** **	** **	** **	234 18%	10 8%	** **	** **	** **	** **	** **	9 10%	** **
At least once a week	54 32%	21 22%	** **	37 25%	109 29%	424 32%	56 39%	52 34%	** **	** **	** **	422 33%	32 25%	** **	** **	** **	** **	** **	22 26%	** **
At least once a month	33 19%	17 18%	** **	31 21%	73 19%	296 22%	25 17%	22 14%	** **	** **	** **	297 23% h	26 21%	** **	** **	** **	** **	** **	16 18%	** **
A few times a year	44 26%	23 24%	** **	35 24%	73 19%	236 18%	25 17%	34 22%	** **	** **	** **	228 18%	31 24%	** **	** **	** **	** **	** **	21 24%	** **
Less than once a year	17 10%	24 25% a	** **	31 21% a	47 12%	115 9%	5 3%	20 13%	** **	** **	** **	103 8%	28 22%	** **	** **	** **	** **	** **	17 20%	** **
Don't know	3 2%	1 1%	** **	1 1%	3 1%	14 1%	- -%	2 1%	** **	** **	** **	12 1%	1 1%	** **	** **	** **	** **	** **	1 1%	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QE40 (QE33). SHOWCARD Which device or devices does your household use to make voice calls using the internet? (MULTI CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	241	159	54	213	527	1716	133	233	22	32	77	1618	140	24	37	12	72	68	100	40
Effective Weighted Sample	169	96	37	129	345	1169	102	153	14	21	57	1124	104	12	21	10	63	47	75	30
Total	170	95	51	146	379	1320	145	155	14	22	54	1297	128	8	9	2	58	70	85	42
Smartphone	71 42% bd	20 21% **	** **	27 18% **	189 50% **	800 61% **	112 77% f	68 43% **	** **	** **	** **	826 64% h	24 19% **	** **	** **	** **	** **	** **	17 20% **	** **
Laptop	67 40%	34 36% **	** **	53 36% **	117 31% **	480 36% **	72 50% f	61 39% **	** **	** **	** **	492 38% **	46 36% **	** **	** **	** **	** **	** **	28 32% **	** **
Tablet computer (e.g. iPad)	60 35%	40 42% **	** **	60 41% **	116 31% **	403 30% **	34 24% **	52 34% **	** **	** **	** **	383 30% **	56 44% **	** **	** **	** **	** **	** **	39 46% **	** **
Desktop PC	23 14%	19 20% **	** **	32 22% **	44 12% **	133 10% g	5 4% **	18 11% **	** **	** **	** **	123 9% **	28 22% **	** **	** **	** **	** **	** **	19 23% **	** **
Standard landline phone	* **	1 1%	** **	2 2%	8 2% **	18 1% **	1 1% **	4 2% **	** **	** **	** **	16 1% **	2 2% **	** **	** **	** **	** **	** **	1 1% **	** **
Netbook	4 2%	2 2% **	** **	2 2% **	2 1% **	13 1% **	3 2% **	- -% **	** **	** **	** **	16 1% **	2 2% **	** **	** **	** **	** **	** **	2 3% **	** **
TV set	- -%	1 1% **	** **	1 *% **	1 *% **	9 1% **	- -% **	2 1% **	** **	** **	** **	7 1% **	1 *% **	** **	** **	** **	** **	** **	1 1% **	** **
Other	5 3% d	* *% **	** **	* *% **	4 1% **	20 1% **	2 1% **	3 2% **	** **	** **	** **	16 1% **	- -% **	** **	** **	** **	** **	** **	- -% **	** **
Don't know	1 1%	* *% **	** **	1 1% **	4 1% **	11 1% **	- -% **	3 2% **	** **	** **	** **	8 1% **	1 1% **	** **	** **	** **	** **	** **	- -% **	** **

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

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

QE41 (QE34). Do you pay for any elements of your service to make calls using the internet? Perhaps calls made to landline or mobile phones, or any equipment or software you needed to purchase solely to be able to make calls using the internet. (SINGLE CODE)

Base : Those who have ever used a service to make voice or video calls using the internet at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	N			
																	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	241	159	54	213	527	1716	133	233	22	32	77	1618	140	24	37	12	72	68	100	40
Effective Weighted Sample	169	96	37	129	345	1169	102	153	14	21	57	1124	104	12	21	10	63	47	75	30
Total	170	95	51	146	379	1320	145	155	14	22	54	1297	128	8	9	2	58	70	85	42
Yes, pay for any elements	4 2%	5 5%	** **	8 5%	13 3%	51 4%	4 3%	5 3%	** **	** **	** **	49 4%	8 6%	** **	** **	** **	** **	** **	6 8%	** **
No, do not pay for any elements	154 91%	86 91%	** **	131 90%	348 92%	1212 92%	137 95%	142 91%	** **	** **	** **	1197 92%	114 89%	** **	** **	** **	** **	** **	74 87%	** **
Don't know	12 7%	3 3%	** **	8 5%	18 5%	58 4%	4 3%	9 6%	** **	** **	** **	50 4%	6 5%	** **	** **	** **	** **	** **	5 6%	** **

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

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

QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? Please think about all of the TV sets in your household. (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Virgin Media (Cable TV)	69 18% c	49 17% c	25 10%	74 14%	136 13%	371 15%	30 16%	52 12%	** **	6 8%	21 12%	356 16% h	68 15%	3 9%	3 11%	** **	35 17%	33 13%	28 13%	39 16%
Sky Satellite TV	129 33% cd	76 27%	56 22%	132 25%	312 30%	866 35%	68 37%	115 27%	** **	15 20%	46 25%	807 36% hjk	111 24%	7 21%	9 35%	** **	51 25%	60 23%	65 30% t	47 19%
Freesat Satellite TV	18 5%	23 8%	15 6%	37 7%	43 4%	103 4%	3 2%	27 6% l	** **	7 9% l	9 5%	82 4%	36 8%	1 1%	1 3%	** **	21 10%	15 6%	20 9%	16 7%
Other Satellite TV	1 *% h	2 1%	* *% h	2 *% h	5 *% h	24 1%	4 2%	* *% h	** **	* *% h	- -% h	26 1% h	1 *% h	* 1%	- -% h	** **	- -% h	1 *% h	- -% h	1 *% h
Freeview (through a set-top box or television set)	172 44%	149 52% a	147 58% a	296 55% a	513 49%	1014 41% g	52 28%	236 54% l	** **	51 65% l	102 56% l	831 37%	252 54%	23 66%	14 53%	** **	106 52%	146 56%	115 53%	137 56%
BT TV (formerly BT Vision)	36 9% cd	19 7%	11 4%	30 6%	51 5%	164 7%	9 5%	23 5%	** **	5 6%	8 4%	152 7%	25 5%	2 5%	2 8%	** **	12 6%	13 5%	14 6%	11 5%
TalkTalk TV	15 4%	10 4%	9 3%	19 3%	42 4%	78 3%	7 4%	16 4%	** **	4 5%	8 5%	70 3%	19 4%	- -%	* 1%	** **	10 5%	9 3%	10 5%	9 3%
EE TV	1 *% h	1 *% h	- -% h	1 *% h	2 *% h	17 1%	2 1%	1 *% h	** **	- -% h	- -% h	16 1%	1 *% h	- -% h	- -% h	** **	- -% h	1 *% h	1 1% h	- -% h

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

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

QH1A. SHOWCARD Which, if any, of these types of television does your household receive at the moment? Please think about all of the TV sets in your household. (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
NOW TV	*	2	1	3	13	58	-	9	**	-	5	46	3	*	*	**	2	1	2	1
	%	1%	%	%	1%	2%	-%	2%	**	-%	2%	2%	1%	%	%	**	1%	%	1%	%
No TV in household	5	3	1	4	27	101	23	9	**	2	3	118	3	1	*	**	1	2	2	1
	1%	1%	%	1%	3%	4%	12%	2%	**	2%	1%	5%	1%	2%	%	**	%	1%	1%	1%
							f					hk								
Don't know	2	*	7	8	18	41	1	10	**	1	6	30	7	-	*	**	1	6	3	5
	%	%	3%	1%	2%	2%	1%	2%	**	1%	3%	1%	2%	-%	%	**	%	2%	1%	2%
			ab								l									

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

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Virgin Media (Cable TV)	68 17% c	48 17% c	25 10%	73 14%	135 13%	364 15%	30 16%	51 12%	** **	6 8%	20 11%	350 16% h	67 14%	3 9%	3 11%	** **	34 17%	33 13%	27 13%	39 16%
Sky Satellite TV	125 32% cd	75 27%	56 22%	131 24%	312 30%	856 34%	67 37%	112 26%	** **	15 20%	45 25%	799 36% hjk	111 24%	7 21%	9 35%	** **	51 25%	60 23%	65 30% t	46 19%
Freesat Satellite TV	12 3%	19 7% a	14 6%	33 6% a	37 4%	80 3%	3 2%	22 5% l	** **	6 8% l	8 4%	63 3%	32 7% o	* 1%	* 1%	** **	18 9%	14 5%	17 8%	15 6%
Other Satellite TV	1 *% h	2 1%	* *% h	2 *% h	5 *% h	23 1%	4 2%	* *% h	** **	* *% h	- -% h	26 1% h	1 *% h	* 1%	- -% h	** **	- -% h	1 *% h	- -% h	1 *% h
Freeview (through a set-top box or television set)	137 35%	110 39%	131 52% ab	242 45% a	417 40%	771 31% g	39 21%	190 44% l	** **	41 52% l	82 45% l	626 28%	203 44%	22 62% mo	12 44%	** **	81 40%	122 47%	86 39%	117 48%
BT TV (formerly BT Vision)	25 6%	19 7%	9 4%	28 5%	48 5%	145 6%	9 5%	19 4%	** **	4 6%	7 4%	137 6%	23 5%	2 5%	2 8%	** **	10 5%	13 5%	12 6%	11 5%
TalkTalk TV	13 3%	5 2%	9 3%	13 2%	36 3%	65 3%	7 4%	12 3%	** **	3 3%	8 4%	59 3%	13 3%	- -%	* 1%	** **	5 2%	8 3%	4 2%	9 3%
EE TV	1 *% h	1 *% h	- -% h	1 *% h	2 *% h	17 1%	2 1%	1 *% h	** **	- -% h	- -% h	16 1%	1 *% h	- -% h	- -% h	** **	- -% h	1 *% h	1 1% h	- -% h
NOW TV	- -% h	* *% h	1 *% h	1 *% h	8 1%	27 1%	- -% h	7 2%	** **	- -% h	3 2%	17 1%	1 *% h	* *% h	- -% h	** **	1 *% h	- -% h	* *% h	1 *% h
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
No TV in household	5 1%	3 1%	1 *%	4 1%	27 3%	101 4%	23 12% f	9 2%	** **	2 2%	3 1%	118 5% hk	3 1%	1 2%	* *%	** **	1 *%	2 1%	2 1%	1 1%
Don't know	2 *%	* *%	7 3% ab	8 1%	18 2%	41 2%	1 1%	10 2%	** **	1 1%	6 3% l	30 1%	7 2%	- -%	* *%	** **	1 *%	6 2%	3 1%	5 2%
MAIN TV PLATFORM																				
ALL TV	384 98%	280 99%	245 97%	525 98%	1000 96%	2348 94% g	159 87%	415 96%	** **	77 97%	173 95%	2093 93%	452 98%	35 98%	26 99%	** **	200 99%	252 97%	213 98%	239 98%
ANY PAID-FOR TV	226 58% cd	146 51% c	96 38%	241 45%	512 49%	1413 57%	107 58%	194 45%	** **	26 33%	79 43%	1321 59% hjk	210 46%	12 35%	13 50%	** **	97 48%	114 44%	109 50%	101 41%
ANY FREE TV	158 41%	134 47%	150 59% ab	284 53% a	488 47%	935 38% g	53 29%	221 51% l	** **	51 64% hl	94 52% l	772 34%	241 52%	22 63%	13 50%	** **	103 51%	138 53%	104 48%	138 56%
CABLE	68 17% c	48 17% c	25 10%	73 14%	135 13%	364 15%	30 16%	51 12%	** **	6 8%	20 11%	350 16% h	67 14%	3 9%	3 11%	** **	34 17%	33 13%	27 13%	39 16%
SATELLITE	139 36% c	96 34%	70 28%	166 31%	354 34%	959 39%	73 40%	134 31%	** **	22 28%	52 29%	888 40% hik	144 31%	8 22%	9 35%	** **	69 34%	75 29%	82 38% t	62 25%

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

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

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
CABLE ONLY	64 16% c	41 14%	23 9%	64 12%	123 12%	336 13%	28 15%	46 11%	** **	6 7%	19 10%	322 14% h	57 12%	3 9%	3 11%	** **	29 14%	29 11%	23 11%	34 14%
CABLE AND FREEVIEW	4 1%	8 3%	2 1%	10 2%	13 1%	27 1%	2 1%	6 1%	** **	1 1%	2 1%	24 1%	10 2%	- -%	- -%	** **	6 3%	4 2%	6 3%	5 2%
FREEVIEW ONLY	128 33%	105 37%	130 51% ab	235 44% a	408 39%	729 29% g	37 20%	184 42% l	** **	40 50% l	80 44% l	588 26%	196 42%	21 61% mo	11 43%	** **	76 38%	121 46%	81 37%	116 47% s
SATELLITE AND FREEVIEW	32 8%	30 11% c	10 4%	40 8%	72 7%	180 7%	11 6%	38 9%	** **	8 10%	16 9%	149 7%	35 8%	2 5%	2 8%	** **	20 10%	16 6%	20 9%	15 6%
SATELLITE ONLY	105 27%	66 23%	60 24%	126 23%	281 27%	777 31%	64 35%	99 23%	** **	14 18%	38 21%	735 33% hjk	109 23%	6 17%	8 29%	** **	49 24%	59 23%	60 28%	48 20%
NO TV	5 1%	3 1%	1 *%	4 1%	27 3%	101 4%	23 12% f	9 2%	** **	2 2%	3 1%	118 5% hk	3 1%	1 2%	* *%	** **	1 *%	2 1%	2 1%	1 1%
OTHER	51 13% c	30 11%	20 8%	50 9%	103 10%	298 12%	18 10%	43 10%	** **	9 11%	18 10%	274 12%	44 10%	2 5%	2 9%	** **	21 10%	23 9%	24 11%	20 8%
Mean TV platforms	1.1 c	1.2 cd	1.0	1.1 c	1.1	1.1 g	1.0	1.1	**	1.1	1.1	1.1	1.1	1.0	1.1 n	**	1.2 rt	1.1	1.2 rt	1.1
Standard deviation	.41	.45	.32	.40	.40	.46	.46	.45	**	.40	.45	.46	.41	.28	.34	**	.46	.36	.48	.33
Standard error	.02	.02	.02	.01	.01	.01	.03	.02	**	.04	.03	.01	.02	.03	.03	**	.03	.02	.03	.02
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
ALL MULTICHANNEL TV	384	280	245	525	1000	2348	159	415	**	77	173	2093	452	35	26	**	200	252	213	239
	98%	99%	97%	98%	96%	94%	87%	96%	**	97%	95%	93%	98%	98%	99%	**	99%	97%	98%	98%
DIGITAL TERRESTRIAL	172	149	147	296	513	1014	52	236	**	51	102	831	252	23	14	**	106	146	115	137
	44%	52%	58%	55%	49%	41%	28%	54%	**	65%	56%	37%	54%	66%	53%	**	52%	56%	53%	56%
		a	a	a		g		l		l	l									
DIGITAL SATELLITE	145	99	70	170	359	984	75	141	**	22	55	908	147	8	10	**	71	76	83	64
	37%	35%	28%	32%	34%	40%	41%	32%	**	28%	30%	41%	32%	23%	37%	**	35%	29%	38%	26%
	c							hjk				hjk					t		t	
PAY DIGITAL SATELLITE	122	73	52	125	284	804	61	106	**	13	41	748	106	7	8	**	47	59	64	42
	31%	26%	20%	23%	27%	32%	33%	24%	**	16%	23%	33%	23%	20%	30%	**	23%	22%	29%	17%
	cd							hjk				hjk							t	
FREE DIGITAL SATELLITE	22	25	18	43	67	155	13	31	**	10	12	138	39	1	2	**	24	16	19	20
	6%	9%	7%	8%	6%	6%	7%	7%	**	12%	6%	6%	8%	2%	7%	**	12%	6%	9%	8%
										l							r			
CABLE	69	49	25	74	136	371	30	52	**	6	21	356	68	3	3	**	35	33	28	39
	18%	17%	10%	14%	13%	15%	16%	12%	**	8%	12%	16%	15%	9%	11%	**	17%	13%	13%	16%
	c	c										h								
NO MULTICHANNEL TV	6	4	8	12	45	142	24	19	**	2	9	148	10	1	*	**	2	9	4	6
	2%	1%	3%	2%	4%	6%	13%	4%	**	3%	5%	7%	2%	2%	1%	**	1%	3%	2%	2%
							f													

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

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

QH2 (QH66). What are the reasons why you don't have a television set in your household? What other reasons? (MULTI CODE) UNPROMPTED

Base : Those without a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	10	8	1	9	37	110	24	17	2	1	6	117	4	2	1	2	1	3	2	2
Effective Weighted Sample	8	5	1	6	26	78	17	10	1	1	4	87	4	1	1	2	1	3	2	2
Total	5	3	1	4	27	101	23	9	1	2	3	118	3	1	*	*	1	2	2	1
Not interested in watching TV	**	**	**	**	**	63	**	**	**	**	**	79	**	**	**	**	**	**	**	**
	**	**	**	**	**	63%	**	**	**	**	**	67%	**	**	**	**	**	**	**	**
Don't want to pay the TV Licence	**	**	**	**	**	18	**	**	**	**	**	19	**	**	**	**	**	**	**	**
	**	**	**	**	**	18%	**	**	**	**	**	16%	**	**	**	**	**	**	**	**
Watch online instead	**	**	**	**	**	19	**	**	**	**	**	18	**	**	**	**	**	**	**	**
	**	**	**	**	**	18%	**	**	**	**	**	15%	**	**	**	**	**	**	**	**
Busy with other interests	**	**	**	**	**	10	**	**	**	**	**	9	**	**	**	**	**	**	**	**
	**	**	**	**	**	9%	**	**	**	**	**	8%	**	**	**	**	**	**	**	**
Recently moved home	**	**	**	**	**	6	**	**	**	**	**	6	**	**	**	**	**	**	**	**
	**	**	**	**	**	6%	**	**	**	**	**	5%	**	**	**	**	**	**	**	**
Too expensive to buy and install	**	**	**	**	**	4	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	4%	**	**	**	**	**	**	**	**
Can't afford to pay the TV Licence	**	**	**	**	**	4	**	**	**	**	**	4	**	**	**	**	**	**	**	**
	**	**	**	**	**	4%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**
Can't afford to replace broken TV set	**	**	**	**	**	2	**	**	**	**	**	2	**	**	**	**	**	**	**	**
	**	**	**	**	**	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	3	**	**	**	**	**	3	**	**	**	**	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**

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

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

QH3 (QH53). Is the MAIN TV in your household an HDTV set or HD ready? (SINGLE CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE		
																		ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	614	491	349	840	1551	3402	158	689	66	119	270	2875	521	103	125	91	264	257	271	250
Effective Weighted Sample	409	279	206	481	950	2239	118	435	43	79	181	1932	378	58	73	70	204	184	197	184
Total	384	280	245	525	1000	2348	159	415	41	77	173	2093	452	35	26	12	200	252	213	239
Yes, the main TV in the household is an HDTV set or HD ready	284 74% cd	209 75% cd	139 57% c	348 66% c	699 70%	1821 78% g	96 60%	283 68%	** **	45 59%	106 61%	1631 78% hjk	306 68% n	17 50%	18 70% n	** **	151 76% rt	154 61%	156 74% rt	150 62%
No	79 21%	51 18%	77 31% ab	128 24%	225 22%	407 17%	59 37% f	94 23% l	** **	22 28% l	45 26% l	374 18%	106 23%	14 39% mo	6 22%	** **	39 20%	67 26%	42 20%	64 27%
Don't know	20 5%	19 7%	29 12% a	49 9% a	76 8%	120 5%	4 3%	38 9% l	** **	10 13% l	22 13% l	88 4%	40 9%	4 10%	2 8%	** **	9 5%	31 12% q	14 7%	26 11% q

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

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

QH4 (QH54). Although you have an HDTV ready set, to actually watch TV channels and programmes that are broadcast in high definition, you need an HD set top box or a TV with built-in HDTV receiver. For the main TV set, does your household have an HDTV service - from either Sky, Virgin Media, Freesat or Freeview? (SINGLE CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	448	351	191	542	1060	2600	91	461	44	73	167	2234	348	57	88	49	192	156	202	146
Effective Weighted Sample	297	201	114	313	652	1706	69	285	26	45	110	1494	254	30	49	37	152	110	153	107
Total	284	209	139	348	699	1821	96	283	27	45	106	1631	306	17	18	6	151	154	156	150
Yes	238	171	118	289	561	1517	**	222	**	**	81	1365	257	**	**	**	128	129	132	125
	84%	82%	85%	83%	80%	83%	**	78%	**	**	76%	84% hk	84%	**	**	**	85%	83%	85%	83%
No	38	27	16	43	117	256	**	48	**	**	19	229	37	**	**	**	18	19	17	19
	13%	13%	11%	12%	17%	14%	**	17%	**	**	18%	14%	12%	**	**	**	12%	12%	11%	13%
Don't know	9	11	5	16	22	48	**	13	**	**	6	37	12	**	**	**	5	7	7	6
	3%	5%	4%	5%	3%	3%	**	5%	**	**	6%	2%	4%	**	**	**	3%	5%	4%	4%

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

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

QH5 (QH70). You mentioned that you have an HD ready TV or HD TV service. Is the MAIN TV in your household an Ultra High Definition (known as UHD) TV set or UHD ready - also known as 4K? (SINGLE CODE)

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

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	448	351	191	542	1060	2600	91	461	44	73	167	2234	348	57	88	49	192	156	202	146
Effective Weighted Sample	297	201	114	313	652	1706	69	285	26	45	110	1494	254	30	49	37	152	110	153	107
Total	284	209	139	348	699	1821	96	283	27	45	106	1631	306	17	18	6	151	154	156	150
Yes, the main TV in the household is an UHDTV set or UHD ready	64 23% c	42 20% b	19 14% c	61 18% d	127 18% e	434 24% f	** ** g	49 17% h	** ** i	** ** j	16 16% k	406 25% hk	55 18% m	** ** n	** ** o	** ** p	26 17% q	29 19% r	31 20% s	24 16% t
No	197 69% c	144 69% b	107 77% c	251 72% d	497 71% e	1212 67% f	** ** g	199 70% h	** ** i	** ** j	79 75% k	1082 66% l	221 72% m	** ** n	** ** o	** ** p	113 75% q	108 70% r	111 71% s	110 73% t
Don't know	23 8% c	23 11% b	13 9% c	36 10% d	74 11% e	174 10% f	** ** g	34 12% h	** ** i	** ** j	10 9% k	143 9% l	30 10% m	** ** n	** ** o	** ** p	12 8% q	18 12% r	14 9% s	16 10% t

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

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

QH6 (QH74). Although you have an Ultra HD (4K) ready TV set, to actually watch TV channels and programmes that are broadcast in ultra high definition, you need a TV service or an on-demand service that provides Ultra HD or 4K content. For the main TV set, does your household have an Ultra HD or 4K service? (SINGLE CODE)

Base : Those whose main TV set is a UHD TV set or UHD-ready

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	105	64	26	90	191	618	16	84	4	14	28	550	59	9	8	14	33	26	36	23
Effective Weighted Sample	66	36	13	49	111	404	12	49	4	9	19	367	41	4	6	12	24	18	26	16
Total	64	42	19	61	127	434	16	49	1	9	16	406	55	2	2	2	26	29	31	24
Yes	49	**	**	**	95	326	**	**	**	**	**	302	**	**	**	**	**	**	**	**
	75%	**	**	**	75%	75%	**	**	**	**	**	74%	**	**	**	**	**	**	**	**
No	11	**	**	**	25	85	**	**	**	**	**	79	**	**	**	**	**	**	**	**
	16%	**	**	**	20%	19%	**	**	**	**	**	19%	**	**	**	**	**	**	**	**
Don't know	5	**	**	**	7	24	**	**	**	**	**	25	**	**	**	**	**	**	**	**
	8%	**	**	**	5%	5%	**	**	**	**	**	6%	**	**	**	**	**	**	**	**

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

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

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

Base : Those with Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	s	~t
Unweighted total	246	190	93	283	564	1447	66	224	16	37	89	1291	160	32	56	35	89	71	103	57
Effective Weighted Sample	155	103	52	151	330	903	49	133	9	21	56	823	118	19	32	27	71	52	79	43
Total	145	99	70	170	359	984	75	141	10	22	55	908	147	8	10	5	71	76	83	64
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	122 84% bd	73 73%	** **	125 73%	284 79%	804 82%	** **	106 75%	** **	** **	** **	748 82%	106 72%	** **	** **	** **	** **	** **	64 77%	** **
Sky satellite dish for free to air services only - you pay no monthly subscription fee	6 4%	4 5%	** **	7 4%	23 6%	46 5%	** **	5 3%	** **	** **	** **	47 5%	5 3%	** **	** **	** **	** **	** **	1 1%	** **
Freesat dish and set top box - you do not pay a subscription fee	15 10%	21 21% a	** **	36 21% a	42 12%	97 10%	** **	27 19% l	** **	** **	** **	76 8%	34 23%	** **	** **	** **	** **	** **	18 22%	** **
Other satellite dish	1 1%	- -%	** **	- -%	2 1%	13 1%	** **	- -%	** **	** **	** **	15 2%	- -%	** **	** **	** **	** **	** **	- -%	** **
Don't know	1 1%	1 1%	** **	2 1%	7 2%	25 3%	** **	4 3%	** **	** **	** **	22 2%	2 1%	** **	** **	** **	** **	** **	* *0%	** **

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

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

QH8 (QH4). SHOWCARD Which, if any, of these channels do you pay to subscribe to through your Sky satellite service? (MULTI CODE)

Base : Those with paid for Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	200	140	68	208	434	1165	53	172	10	22	71	1046	113	27	41	27	58	55	77	36
Effective Weighted Sample	125	78	39	114	258	726	41	102	7	14	43	671	86	16	24	21	47	42	63	27
Total	122	73	52	125	284	804	61	106	5	13	41	748	106	7	8	4	47	59	64	42
Sky Sports channels	53	30	**	46	80	289	**	32	**	**	**	266	37	**	**	**	**	**	**	**
	43%	42%	**	37%	28%	36%	**	30%	**	**	**	36%	35%	**	**	**	**	**	**	**
BT Sport channels	17	8	**	13	23	83	**	8	**	**	**	76	10	**	**	**	**	**	**	**
	14%	11%	**	10%	8%	10%	**	8%	**	**	**	10%	10%	**	**	**	**	**	**	**
Sky Cinema channels	35	14	**	17	59	239	**	27	**	**	**	215	14	**	**	**	**	**	**	**
	29%	19%	**	14%	21%	30%	**	25%	**	**	**	29%	13%	**	**	**	**	**	**	**
	d																			
Sky+ HD (High Definition channels through Sky+ HD box)	56	27	**	46	100	341	**	46	**	**	**	300	40	**	**	**	**	**	**	**
	46%	37%	**	37%	35%	42%	**	43%	**	**	**	40%	38%	**	**	**	**	**	**	**
Basic package only	27	27	**	46	115	265	**	41	**	**	**	254	40	**	**	**	**	**	**	**
	22%	37%	**	37%	41%	33%	**	39%	**	**	**	34%	37%	**	**	**	**	**	**	**
	a			a																
None of these	7	1	**	3	15	39	**	6	**	**	**	34	2	**	**	**	**	**	**	**
	6%	2%	**	2%	5%	5%	**	5%	**	**	**	5%	2%	**	**	**	**	**	**	**
Don't know	3	-	**	2	2	6	**	1	**	**	**	7	2	**	**	**	**	**	**	**
	2%	-%	**	2%	1%	1%	**	1%	**	**	**	1%	2%	**	**	**	**	**	**	**

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

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

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

Base : Those with Cable TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	88	61	35	96	173	434	32	72	8	9	27	395	77	6	9	4	39	38	36	41
Effective Weighted Sample	69	44	26	70	129	347	25	52	5	7	23	320	60	5	8	3	34	27	29	32
Total	69	49	25	74	136	371	30	52	5	6	21	356	68	3	3	1	35	33	28	39
Sky Sports channels	**	**	**	**	16	76	**	**	**	**	**	78	**	**	**	**	**	**	**	**
	**	**	**	**	12%	21%	**	**	**	**	**	22%	**	**	**	**	**	**	**	**
BT Sport channels	**	**	**	**	11	58	**	**	**	**	**	59	**	**	**	**	**	**	**	**
	**	**	**	**	8%	16%	**	**	**	**	**	17%	**	**	**	**	**	**	**	**
Sky Cinema channels	**	**	**	**	10	49	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	8%	13%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
High Definition channel through V+ HD box	**	**	**	**	25	105	**	**	**	**	**	103	**	**	**	**	**	**	**	**
	**	**	**	**	18%	28%	**	**	**	**	**	29%	**	**	**	**	**	**	**	**
Basic package only	**	**	**	**	73	157	**	**	**	**	**	150	**	**	**	**	**	**	**	**
	**	**	**	**	54%	42%	**	**	**	**	**	42%	**	**	**	**	**	**	**	**
None of these	**	**	**	**	24	58	**	**	**	**	**	51	**	**	**	**	**	**	**	**
	**	**	**	**	18%	16%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	1	7	**	**	**	**	**	5	**	**	**	**	**	**	**	**
	**	**	**	**	1%	2%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**

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

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

QH10 (QH68). SHOWCARD Which of the following channels do you pay to subscribe to through your pay TV service?

Base : Those with any (non-Sky and non-Virgin Media) paid-for TV services (from BT TV, TalkTalk TV, EE TV or NOW TV)

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	74	58	24	82	154	409	17	70	4	13	25	357	54	6	12	10	30	24	36	18
Effective Weighted Sample	51	36	15	49	99	265	13	43	3	8	18	238	42	2	6	8	26	18	29	15
Total	52	32	20	51	106	309	18	48	2	9	20	277	46	2	2	1	22	23	26	20
Sky Sports channels	**	**	**	**	11	30	**	**	**	**	**	27	**	**	**	**	**	**	**	**
	**	**	**	**	10%	10%	**	**	**	**	**	10%	**	**	**	**	**	**	**	**
Sky Cinema channels	**	**	**	**	3	27	**	**	**	**	**	27	**	**	**	**	**	**	**	**
	**	**	**	**	2%	9%	**	**	**	**	**	10%	**	**	**	**	**	**	**	**
BT Sport channels	**	**	**	**	13	72	**	**	**	**	**	68	**	**	**	**	**	**	**	**
	**	**	**	**	12%	23%	**	**	**	**	**	24%	**	**	**	**	**	**	**	**
High Definition channel through HD receiver/ box	**	**	**	**	8	43	**	**	**	**	**	38	**	**	**	**	**	**	**	**
	**	**	**	**	8%	14%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
Basic package only	**	**	**	**	47	95	**	**	**	**	**	87	**	**	**	**	**	**	**	**
	**	**	**	**	45%	31%	**	**	**	**	**	31%	**	**	**	**	**	**	**	**
None of these	**	**	**	**	32	87	**	**	**	**	**	76	**	**	**	**	**	**	**	**
	**	**	**	**	30%	28%	**	**	**	**	**	27%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	2	11	**	**	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	2%	4%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**

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

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

QH11A (QR1A). Does your household have Sky+? (SINGLE CODE)

Base : Those with Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	219	151	77	228	495	1281	62	195	12	28	79	1149	118	28	51	31	63	55	79	39
Effective Weighted Sample	135	78	43	119	288	788	48	114	8	17	48	728	89	17	29	24	50	41	64	29
Total	129	76	56	132	312	866	68	115	5	15	46	807	111	7	9	4	51	60	65	47
Yes	107	54	**	92	229	694	**	86	**	**	**	640	78	**	**	**	**	**	**	**
	83%	71%	**	70%	73%	80%	**	75%	**	**	**	79%	70%	**	**	**	**	**	**	**
	bd																			
No	19	20	**	37	77	155	**	25	**	**	**	152	31	**	**	**	**	**	**	**
	15%	26%	**	28%	25%	18%	**	22%	**	**	**	19%	27%	**	**	**	**	**	**	**
	a	a		a																
Don't know	3	2	**	3	6	17	**	4	**	**	**	15	3	**	**	**	**	**	**	**
	2%	3%	**	3%	2%	2%	**	3%	**	**	**	2%	2%	**	**	**	**	**	**	**

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

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

QH11B (QR1H). Does your household have Sky Q? (SINGLE CODE)

Base : Those with Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	219	151	77	228	495	1281	62	195	12	28	79	1149	118	28	51	31	63	55	79	39
Effective Weighted Sample	135	78	43	119	288	788	48	114	8	17	48	728	89	17	29	24	50	41	64	29
Total	129	76	56	132	312	866	68	115	5	15	46	807	111	7	9	4	51	60	65	47
Yes	16	9	**	20	48	137	**	16	**	**	**	122	19	**	**	**	**	**	**	**
	12%	12%	**	15%	15%	16%	**	14%	**	**	**	15%	17%	**	**	**	**	**	**	**
No	106	62	**	106	251	688	**	91	**	**	**	649	88	**	**	**	**	**	**	**
	82%	82%	**	81%	80%	79%	**	79%	**	**	**	80%	79%	**	**	**	**	**	**	**
Don't know	7	4	**	6	13	42	**	7	**	**	**	36	5	**	**	**	**	**	**	**
	6%	5%	**	4%	4%	5%	**	6%	**	**	**	4%	5%	**	**	**	**	**	**	**

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

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

QH11A/QH11B (QR1A/QR1H). Does your household have Sky+/ Sky Q? (SINGLE CODE)

Base : Those with Sky Satellite TV

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	~c	d	e	f	~g	h	~i	~j	~k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	219	151	77	228	495	1281	62	195	12	28	79	1149	118	28	51	31	63	55	79	39
Effective Weighted Sample	135	78	43	119	288	788	48	114	8	17	48	728	89	17	29	24	50	41	64	29
Total	129	76	56	132	312	866	68	115	5	15	46	807	111	7	9	4	51	60	65	47
Yes - Sky+	107	54	**	92	229	694	**	86	**	**	**	640	78	**	**	**	**	**	**	**
	83% bd	71%	**	70%	73%	80%	**	75%	**	**	**	79%	70%	**	**	**	**	**	**	**
Yes - Sky Q	16	9	**	20	48	137	**	16	**	**	**	122	19	**	**	**	**	**	**	**
	12%	12%	**	15%	15%	16%	**	14%	**	**	**	15%	17%	**	**	**	**	**	**	**
HAVE EITHER	109	55	**	92	234	710	**	89	**	**	**	652	79	**	**	**	**	**	**	**
	84% bd	72%	**	70%	75%	82%	**	77%	**	**	**	81%	71%	**	**	**	**	**	**	**
Neither	19	20	**	37	74	145	**	23	**	**	**	146	30	**	**	**	**	**	**	**
	14% a	26% a	**	28% a	24%	17%	**	20%	**	**	**	18%	27%	**	**	**	**	**	**	**
Don't know	1	2	**	3	4	11	**	3	**	**	**	9	3	**	**	**	**	**	**	**
	1% a	2% a	**	2% a	1% a	1% a	**	3% a	**	**	**	1% a	2% a	**	**	**	**	**	**	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QH11C (QR1B). Does your household have Virgin TiVo or V+? (SINGLE CODE)

Base : Those with Virgin Media (Cable TV)

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	88	61	35	96	173	434	32	72	8	9	27	395	77	6	9	4	39	38	36	41
Effective Weighted Sample	69	44	26	70	129	347	25	52	5	7	23	320	60	5	8	3	34	27	29	32
Total	69	49	25	74	136	371	30	52	5	6	21	356	68	3	3	1	35	33	28	39
Yes	**	**	**	**	101	298	**	**	**	**	**	284	**	**	**	**	**	**	**	**
	**	**	**	**	74%	80%	**	**	**	**	**	80%	**	**	**	**	**	**	**	**
No	**	**	**	**	30	65	**	**	**	**	**	65	**	**	**	**	**	**	**	**
	**	**	**	**	22%	18%	**	**	**	**	**	18%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	5	8	**	**	**	**	**	7	**	**	**	**	**	**	**	**
	**	**	**	**	4%	2%	**	**	**	**	**	2%	**	**	**	**	**	**	**	**

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

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

QH11D (QR1C). Does your Freesat set top box allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Freesat

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	29	36	16	52	60	146	3	28	3	8	10	121	42	3	6	1	27	15	25	17
Effective Weighted Sample	22	24	10	32	38	103	3	21	3	5	8	84	30	2	4	1	22	10	16	13
Total	18	23	15	37	43	103	3	27	5	7	9	82	36	1	1	*	21	15	20	16
Yes	**	**	**	**	**	56	**	**	**	**	**	45	**	**	**	**	**	**	**	**
	**	**	**	**	**	55%	**	**	**	**	**	54%	**	**	**	**	**	**	**	**
No	**	**	**	**	**	44	**	**	**	**	**	35	**	**	**	**	**	**	**	**
	**	**	**	**	**	42%	**	**	**	**	**	43%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	3	**	**	**	**	**	2	**	**	**	**	**	**	**	**
	**	**	**	**	**	3%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**

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

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

QH11E (QR1D). Does your Freeview box or Freeview TV set allow to record and store TV programmes, and also pause and rewind live TV programmes (this includes Freeview Playback and Freeview Plus boxes)? (SINGLE CODE)

Base : Those with Freeview

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	287	249	216	465	799	1492	53	397	48	78	159	1149	291	64	60	50	144	147	140	151
Effective Weighted Sample	181	141	128	268	484	955	37	256	33	53	105	747	208	38	34	38	106	107	98	110
Total	172	149	147	296	513	1014	52	236	30	51	102	831	252	23	14	7	106	146	115	137
Yes	51	41	39	80	132	303	**	67	**	**	27	246	70	**	**	**	28	42	39	31
	29%	28%	26%	27%	26%	30%	**	28%	**	**	27%	30%	28%	**	**	**	27%	29%	34%	23%
No	112	92	96	188	346	662	**	145	**	**	67	557	156	**	**	**	69	87	64	92
	65%	62%	65%	64%	67%	65%	**	61%	**	**	66%	67%	62%	**	**	**	65%	60%	56%	67%
Don't know	9	16	12	28	35	49	**	24	**	**	8	28	25	**	**	**	9	17	11	14
	5%	11%	8%	9%	7%	5%	**	10%	**	**	7%	3%	10%	**	**	**	8%	11%	10%	10%

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

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

QH11F (QR1E). Does your broadband TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with BT TV or TalkTalk TV or EE TV

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	71	54	23	77	140	350	17	60	4	13	21	308	51	5	11	10	28	23	34	17
Effective Weighted Sample	50	34	15	47	90	226	13	36	3	8	15	203	39	2	6	8	24	17	28	14
Total	52	31	19	50	95	258	18	40	2	9	16	237	44	2	2	1	22	23	25	20
Yes	**	**	**	**	69	200	**	**	**	**	**	180	**	**	**	**	**	**	**	**
	**	**	**	**	72%	78%	**	**	**	**	**	76%	**	**	**	**	**	**	**	**
No	**	**	**	**	20	48	**	**	**	**	**	49	**	**	**	**	**	**	**	**
	**	**	**	**	21%	19%	**	**	**	**	**	21%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	6	9	**	**	**	**	**	8	**	**	**	**	**	**	**	**
	**	**	**	**	7%	4%	**	**	**	**	**	3%	**	**	**	**	**	**	**	**

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

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

QH11G (QR1F). Do you have a YouView set top box? This is a product allowing you to watch catch-up TV via services such as BBC iPlayer and ITV Player, view TV 'on demand', and also record, pause and rewind live TV programmes. (SINGLE CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	614	491	349	840	1551	3402	158	689	66	119	270	2875	521	103	125	91	264	257	271	250
Effective Weighted Sample	409	279	206	481	950	2239	118	435	43	79	181	1932	378	58	73	70	204	184	197	184
Total	384	280	245	525	1000	2348	159	415	41	77	173	2093	452	35	26	12	200	252	213	239
Yes	59 15%	37 13%	26 11%	64 12%	135 14%	341 15% g	10 6%	50 12%	** **	8 10%	16 9%	301 14% k	55 12%	5 14%	3 11%	** **	28 14%	27 11%	30 14%	25 10%
No	319 83%	233 83%	210 86%	443 84%	835 84%	1941 83%	145 91% f	349 84%	** **	68 89%	148 85%	1739 83%	381 84%	29 83%	23 86%	** **	168 84%	214 85%	177 83%	205 86%
Don't know	5 1%	9 3%	9 4%	18 3%	30 3%	66 3%	5 3%	16 4%	** **	1 1%	10 6% l	53 3%	15 3%	1 3%	1 3%	** **	5 2%	11 4%	6 3%	10 4%

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

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

DVR HOUSEHOLD OWNERSHIP

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
DVR IN HOUSEHOLD	244	163	112	275	553	1520	76	232	**	36	89	1364	243	11	16	**	107	136	129	114
	63%	58%	44%	51%	53%	61%	42%	54%	**	45%	49%	61%	53%	32%	59%	**	53%	52%	60%	46%
	cd	c				g						hjk	n		n				t	
NO DVR IN HOUSEHOLD	144	117	136	253	480	953	105	194	**	43	89	866	211	24	11	**	94	118	85	127
	37%	41%	54%	47%	46%	38%	57%	45%	**	54%	49%	39%	46%	68%	40%	**	47%	45%	39%	52%
			ab	a			f	l		l	l			mo					s	
UNSURE	2	3	5	8	12	16	2	8	**	1	4	11	8	-	*	**	1	7	3	5
	1%	1%	2%	2%	1%	1%	1%	2%	**	1%	2%	1%	2%	-%	1%	**	1%	3%	1%	2%
								l			l									

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

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

QH12 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	376	280	140	420	820	2125	75	365	34	53	134	1837	267	38	77	38	133	134	162	105
Effective Weighted Sample	253	161	85	241	506	1400	59	227	22	32	92	1235	196	19	46	30	108	95	122	79
Total	244	163	112	275	553	1520	76	232	23	36	89	1364	243	11	16	5	107	136	129	114
Every day	79 32%	46 28%	26 24%	72 26%	154 28%	449 30%	** **	70 30%	** **	** **	26 29%	397 29%	67 28%	** **	** **	** **	33 31%	34 25%	39 30%	28 25%
A few times a week	71 29%	45 28%	31 28%	76 28%	143 26%	380 25%	** **	54 23%	** **	** **	18 21%	338 25%	68 28%	** **	** **	** **	28 26%	41 30%	41 32%	27 24%
Once a week	25 10%	16 10%	17 15%	33 12%	63 11%	173 11%	** **	26 11%	** **	** **	10 12%	162 12%	29 12%	** **	** **	** **	10 10%	18 13%	13 10%	16 14%
A few times a month	20 8%	13 8%	14 12%	26 10%	49 9%	150 10%	** **	19 8%	** **	** **	8 9%	143 10%	22 9%	** **	** **	** **	10 9%	12 9%	10 8%	12 11%
Once a month	7 3%	6 4%	1 1%	7 3%	22 4%	60 4%	** **	7 3%	** **	** **	4 4%	61 5%	6 3%	** **	** **	** **	2 2%	4 3%	1 1%	5 5%
Less often	6 2%	5 3%	1 1%	6 2%	12 2%	39 3%	** **	8 3%	** **	** **	3 4%	31 2%	6 2%	** **	** **	** **	2 2%	4 3%	5 4%	1 1%
Never	35 14%	31 19%	22 20%	53 19%	105 19%	256 17%	** **	47 20%	** **	** **	19 21%	221 16%	43 18%	** **	** **	** **	21 20%	22 16%	19 15%	24 21%
Don't know	3 1%	2 1%	* %	2 1%	5 1%	13 1%	** **	2 1%	** **	** **	1 1%	11 1%	2 1%	** **	** **	** **	1 1%	1 1%	2 1%	* %

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

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

QH13 (QH71). SHOWCARD Does your household subscribe to any of these paid-for online on-demand services to watch TV programmes or films? (MULTICODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Netflix	69 18% bcd	23 8% c	6 3%	30 6%	151 14%	664 27% g	30 16%	50 12%	** **	6 8%	19 10%	633 28% hjk	27 6%	* 1%	2 6%	** **	20 10% rt	8 3%	16 7% r	11 5%
Amazon Prime	45 11% bcd	14 5% c	4 1%	18 3%	62 6%	349 14%	19 11%	33 8%	** **	6 7%	11 6%	332 15% hk	16 4%	* 1%	1 4%	** **	10 5%	6 2%	9 4%	7 3%
Disney Life	3 1%	- -%	1 1%	1 *%	6 1%	16 1%	2 1%	2 *%	** **	- -%	1 *%	17 1%	1 *%	- -%	- -%	** **	1 1%	- -%	- -%	1 1%
Hayu	1 *%	- -%	- -%	- -%	1 *%	5 *%	* *%	1 *%	** **	- -%	- -%	5 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Any other paid-for on-demand television services	* *%	1 *%	2 1%	3 1%	3 *%	16 1%	2 1%	2 1%	** **	* *%	2 1%	15 1%	3 1%	- -%	* *%	** **	1 1%	2 1%	1 1%	2 1%
No, none	292 75% a	247 87% ab	240 95% ab	487 91% a	850 81%	1652 66%	147 80% f	358 83% l	** **	70 89% l	155 85% l	1452 65%	417 90%	35 98% mo	23 88%	** **	174 86%	243 93% q	193 89%	224 91%
Don't know	5 1%	2 1%	3 1%	5 1%	10 1%	24 1%	* *%	6 1%	** **	- -%	2 1%	18 1%	4 1%	- -%	1 2%	** **	- -%	4 2%	2 1%	2 1%

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

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

QH14 (QH72). SHOWCARD Do you use any of the following types of services to view online TV programmes or films via any type of device (including a mobile phone, tablet or TV set)? (MULTICODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
TV programmes/ films on broadcaster services (e.g. BBC iPlayer, ITV Hub, All 4, My 5 or Sky Go)	192 49% bcd	108 38% cd	51 20% c	159 30% c	365 35%	1177 47% g	53 29%	131 30% j	** **	12 16%	47 26%	1085 48% hjk	144 31% n	6 16%	8 29%	** **	69 34% t	75 29%	87 40% rt	58 24%
Purchased TV programmes/ films online or downloads either via 'pay per view' services (e.g. iTunes, Google Play, Talk Talk TV Store) or via 'standalone' subscription services (e.g. Netflix, Amazon Prime Instant)	49 13% bcd	10 3%	4 2%	14 3%	96 9%	477 19%	23 13%	34 8%	** **	3 3%	13 7%	455 20% hjk	11 2%	1 3%	1 4%	** **	9 5% rt	2 1%	10 5% rt	1 **%
Live TV on the internet at the same time as it is broadcast (e.g. via BBC iPlayer, Sky Go, Virgin TV Anywhere)	48 12% cd	28 10% c	11 4%	39 7%	106 10%	407 16%	25 14%	47 11%	** **	5 6%	15 8%	377 17% hjk	35 8%	2 4%	2 8%	** **	18 9% t	16 6%	25 12% t	10 4%

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

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

QH14 (QH72). SHOWCARD Do you use any of the following types of services to view online TV programmes or films via any type of device (including a mobile phone, tablet or TV set)? (MULTICODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Other free professional TV programmes or video channels online (e.g. via official YouTube channels such as Channel 4 or Jamie Oliver's FoodTube) or on other sites (e.g. South Park Studios)	21 5% cd	9 3% c	- -%	9 2%	40 4%	199 8%	16 9%	22 5% j	** **	- -%	6 3%	189 8% hjk	8 2%	1 2%	* *o%	** **	7 3% rt	1 *o%	7 3% rt	1 *o%
None of these	180 46%	165 58% a	191 76% abd	357 66% ab	622 60%	1089 44%	109 60% f	280 65% l	** **	64 81% hkl	126 69% l	934 42%	299 65%	29 83% mo	17 65%	** **	126 62%	173 66% s	119 55%	180 73% qs
Don't know	3 1%	2 1%	4 2%	6 1%	11 1%	34 1%	4 2%	6 1%	** **	- -%	2 1%	32 1%	5 1%	- -%	1 2%	** **	2 1%	3 1%	2 1%	3 1%
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

QH15 (QH73). SHOWCARD And which of these types of services, if any, have you used in the past week? (MULTICODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
TV programmes/ films on broadcaster services (e.g. BBC iPlayer, ITV Hub, All 4, My 5 or Sky Go)	150 38% bcd	85 30% cd	35 14% c	120 22% c	276 26% e	905 36% g	38 21% g	106 24% j	** **	9 11% j	43 23% j	826 37% hjk	112 24% n	2 7% n	5 18% n	** **	54 27% t	58 22% t	70 32% rt	42 17% t
Purchased TV programmes/ films online or downloads either via 'pay per view' services (e.g. iTunes, Google Play, Talk Talk TV Store) or via 'standalone' subscription services (e.g. Netflix, Amazon Prime Instant)	36 9% bcd	7 3% cd	4 2% c	11 2% c	69 7% e	349 14% g	22 12% g	23 5% j	** **	1 1% j	10 6% j	337 15% hjk	10 2% n	1 3% n	* 2% n	** **	8 4% rt	2 1% t	9 4% rt	1 ** t
Live TV on the internet at the same time as it is broadcast (e.g. via BBC iPlayer, Sky Go, Virgin TV Anywhere)	27 7% bcd	20 7% cd	9 4% c	29 5% c	75 7% e	254 10% g	19 11% g	32 7% j	** **	4 5% j	10 5% j	238 11% hk	27 6% n	1 3% n	* 1% n	** **	12 6% t	16 6% t	19 9% t	8 3% t

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

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

QH15 (QH73). SHOWCARD And which of these types of services, if any, have you used in the past week? (MULTICODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Other free professional TV programmes or video channels online (e.g. via official YouTube channels such as Channel 4 or Jamie Oliver's FoodTube) or on other sites (e.g. South Park Studios)	9 2% c	5 2% a	- -% abd	5 1% ab	28 3% 68%	125 5% 54%	6 3% 68%	15 3% 70%	** ** hkl	- -% l	4 2% l	115 5% 53%	5 1% 71%	- -% 92%	- -% 79%	** ** mo	5 2% rt	- -% s	5 2% rt	- -% qs
None of these	218 56%	189 67% a	206 81% abd	396 74% ab	710 68%	1353 54%	124 68% f	306 70% l	** **	68 86% hkl	131 72% l	1185 53%	330 71%	33 92% mo	21 79%	** **	140 69%	190 73% s	135 62%	195 80% qs
Don't know	3 1%	2 1%	4 2%	6 1%	11 1%	39 2%	4 2%	7 2%	** **	- -%	2 1%	35 2%	5 1%	- -%	1 2%	** **	2 1%	3 1%	2 1%	3 1%
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

SUMMARY OF ON-DEMAND VIEWING

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
ANY ON-DEMAND VIEWING	271	171	107	278	611	1787	110	230	**	33	88	1655	249	10	16	**	113	137	140	109
	70% bcd	60% cd	42%	52% c	59%	72% g	60%	53%	**	42%	48%	74% hjk	54% n	29%	61% n	**	56% t	52%	65% rt	44%
WATCH TV CONTENT RECORDED ON DVR	207	130	90	220	443	1251	67	183	**	28	69	1133	198	7	13	**	85	113	109	89
	53% cd	46% c	36%	41%	42%	50% g	37%	42%	**	35%	38%	51% hjk	43% n	21%	48% n	**	42%	43%	50% t	36%
WATCH BROADCASTER CATCH-UP SERVICES	192	108	51	159	365	1177	53	131	**	12	47	1085	144	6	8	**	69	75	87	58
	49% bcd	38% cd	20%	30% c	35%	47% g	29%	30% j	**	16%	26%	48% hjk	31% n	16%	29%	**	34% t	29%	40% rt	24%
WATCH TV CONTENT VIA PAID FOR SERVICES	49	10	4	14	96	477	23	34	**	3	13	455	11	1	1	**	9	2	10	1
	13% bcd	3%	2%	3%	9%	19%	13%	8%	**	3%	7%	20% hjk	2%	3%	4%	**	5% rt	1%	5% rt	1% *
WATCH TV CONTENT VIA MOBILE PHONE OR ONLINE	92	45	15	61	214	845	75	84	**	5	29	818	57	1	2	**	28	28	41	16
	24% bcd	16% c	6%	11% c	21%	34%	41%	19% j	**	7%	16% j	36% hjk	12% n	4%	9%	**	14% t	11%	19% rt	6%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QH16 (QH45). SHOWCARD Have you or has anyone in your household connected your TV to the internet to watch something on the TV screen - using any of these devices - in the last 12 months? Please note this does not include access to the internet via a 'Smart TV' set. (MULTI CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	614	491	349	840	1551	3402	158	689	66	119	270	2875	521	103	125	91	264	257	271	250
Effective Weighted Sample	409	279	206	481	950	2239	118	435	43	79	181	1932	378	58	73	70	204	184	197	184
Total	384	280	245	525	1000	2348	159	415	41	77	173	2093	452	35	26	12	200	252	213	239
Set top box with access to digital or cable TV broadcasts (such as Sky+, Virgin TiVo, YouView)	65 17% bcd	28 10% c	11 4%	38 7%	97 10%	382 16%	19 12%	35 8%	** **	4 6%	17 10%	364 17% hjk	32 7%	4 10%	2 9%	** **	12 6%	20 8%	15 7%	17 7%
Games console	26 7% bcd	5 2%	- -%	5 1%	82 8%	368 16%	20 12%	27 7%	** **	3 3%	7 4%	352 17% hjk	4 1%	- -%	* *%	** **	4 2% t	* *%	4 2% t	- -%
Laptop/ desktop PC	49 13% bcd	13 5%	4 2%	17 3%	60 6%	302 13%	24 15%	24 6% j	** **	* *%	5 3%	298 14% hjk	15 3%	1 3%	1 3%	** **	9 4%	7 3%	9 4%	6 3%
Internet-connected dongle or set-top box (such as NOW TV set-top box, Roku, Google Chrome, Amazon Fire TV Stick, Amazon Fire TV, Apple TV)	32 8% bcd	10 4% c	2 1%	12 2%	57 6%	258 11%	10 6%	28 7%	** **	4 6%	6 4%	237 11% hk	11 2%	* 1%	1 4%	** **	9 5% rt	2 1%	9 4% rt	2 1%
ANY DEVICES CONNECTING TV TO THE INTERNET	111 29% bcd	49 17% c	17 7%	66 13% c	223 22%	861 37%	45 29%	83 20%	** **	11 14%	28 16%	813 39% hjk	57 13%	4 12%	4 15%	** **	31 15%	27 11%	32 15%	25 11%

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

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

QH16 (QH45). SHOWCARD Have you or has anyone in your household connected your TV to the internet to watch something on the TV screen - using any of these devices - in the last 12 months? Please note this does not include access to the internet via a 'Smart TV' set. (MULTI CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	614	491	349	840	1551	3402	158	689	66	119	270	2875	521	103	125	91	264	257	271	250
Effective Weighted Sample	409	279	206	481	950	2239	118	435	43	79	181	1932	378	58	73	70	204	184	197	184
Total	384	280	245	525	1000	2348	159	415	41	77	173	2093	452	35	26	12	200	252	213	239
None of these	260	225	221	446	747	1414	111	322	**	64	141	1213	384	29	21	**	164	220	176	207
	68%	80%	90%	85%	75%	60%	70%	78%	**	83%	81%	58%	85%	85%	80%	**	82%	87%	83%	87%
		a	ab	a			f	l		l	l									
Don't know	13	6	7	13	31	72	3	10	**	2	5	67	11	1	1	**	6	5	4	7
	3%	2%	3%	3%	3%	3%	2%	2%	**	3%	3%	3%	2%	3%	5%	**	3%	2%	2%	3%

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

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

QH17 (QH62). Are any of your TV sets "Smart TVs"? These are newer types of TV that are connected to the internet and can stream video directly onto your television screen, without the need for a computer, set-top box or games console. IF NECESSARY - It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, Netflix and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV.

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	614	491	349	840	1551	3402	158	689	66	119	270	2875	521	103	125	91	264	257	271	250
Effective Weighted Sample	409	279	206	481	950	2239	118	435	43	79	181	1932	378	58	73	70	204	184	197	184
Total	384	280	245	525	1000	2348	159	415	41	77	173	2093	452	35	26	12	200	252	213	239
Yes	125 33% cd	80 28% cd	33 13%	112 21% c	273 27%	894 38%	64 40%	107 26%	** **	14 19%	37 21%	847 40% hjk	98 22%	5 15%	7 28%	** **	49 24%	49 20%	57 27% t	41 17%
No	245 64%	182 65%	200 82% abd	382 73% ab	682 68%	1376 59%	92 57%	283 68% l	** **	60 78% l	125 72% l	1190 57%	325 72%	28 82%	18 69%	** **	140 70%	185 74%	144 68%	182 76%
Don't know	13 3%	19 7%	12 5%	31 6%	45 4%	78 3%	3 2%	25 6% l	** **	2 3%	12 7% l	56 3%	28 6%	1 3%	1 3%	** **	11 6%	17 7%	11 5%	17 7%

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

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

QH18A (QH65A). How frequently, if at all, do you watch each of these channels - RTÉ1? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	N
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m
Unweighted total	82	51	40	91	204	480	1	65	4	14	25	418	91
Effective Weighted Sample	71	39	31	70	169	412	1	56	4	12	22	360	70
Total	12	7	6	12	29	72	*	8	1	2	3	64	12
Every day	**	**	**	**	2	3	**	**	**	**	**	3	**
	**	**	**	**	6%	5%	**	**	**	**	**	4%	**
At least weekly	**	**	**	**	5	11	**	**	**	**	**	9	**
	**	**	**	**	18%	15%	**	**	**	**	**	14%	**
At least monthly	**	**	**	**	2	7	**	**	**	**	**	6	**
	**	**	**	**	7%	10%	**	**	**	**	**	10%	**
Less often than monthly	**	**	**	**	4	12	**	**	**	**	**	11	**
	**	**	**	**	14%	17%	**	**	**	**	**	17%	**
AT LEAST MONTHLY	**	**	**	**	9	21	**	**	**	**	**	18	**
	**	**	**	**	31%	29%	**	**	**	**	**	28%	**
EVER WATCH	**	**	**	**	13	33	**	**	**	**	**	29	**
	**	**	**	**	44%	46%	**	**	**	**	**	45%	**
Never	**	**	**	**	16	38	**	**	**	**	**	34	**
	**	**	**	**	54%	53%	**	**	**	**	**	53%	**
Don't know	**	**	**	**	*	1	**	**	**	**	**	1	**
	**	**	**	**	2%	1%	**	**	**	**	**	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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

QH18B (QH65B). How frequently, if at all, do you watch each of these channels - RTÉ2? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m
Unweighted total	82	51	40	91	204	480	1	65	4	14	25	418	91
Effective Weighted Sample	71	39	31	70	169	412	1	56	4	12	22	360	70
Total	12	7	6	12	29	72	*	8	1	2	3	64	12
Every day	**	**	**	**	1	3	**	**	**	**	**	2	**
	**	**	**	**	4%	4%	**	**	**	**	**	3%	**
At least weekly	**	**	**	**	5	9	**	**	**	**	**	8	**
	**	**	**	**	16%	13%	**	**	**	**	**	12%	**
At least monthly	**	**	**	**	3	9	**	**	**	**	**	8	**
	**	**	**	**	11%	12%	**	**	**	**	**	13%	**
Less often than monthly	**	**	**	**	5	12	**	**	**	**	**	11	**
	**	**	**	**	16%	17%	**	**	**	**	**	17%	**
AT LEAST MONTHLY	**	**	**	**	9	20	**	**	**	**	**	18	**
	**	**	**	**	30%	28%	**	**	**	**	**	27%	**
EVER WATCH	**	**	**	**	13	33	**	**	**	**	**	28	**
	**	**	**	**	46%	45%	**	**	**	**	**	44%	**
Never	**	**	**	**	15	38	**	**	**	**	**	35	**
	**	**	**	**	53%	53%	**	**	**	**	**	55%	**
Don't know	**	**	**	**	*	1	**	**	**	**	**	1	**
	**	**	**	**	1%	1%	**	**	**	**	**	1%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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

QH18C (QH65C). How frequently, if at all, do you watch each of these channels - TV3? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m
Unweighted total	82	51	40	91	204	480	1	65	4	14	25	418	91
Effective Weighted Sample	71	39	31	70	169	412	1	56	4	12	22	360	70
Total	12	7	6	12	29	72	*	8	1	2	3	64	12
Every day	**	**	**	**	*	1	**	**	**	**	**	1	**
	**	**	**	**	1%	1%	**	**	**	**	**	1%	**
At least weekly	**	**	**	**	4	7	**	**	**	**	**	6	**
	**	**	**	**	13%	10%	**	**	**	**	**	10%	**
At least monthly	**	**	**	**	2	6	**	**	**	**	**	5	**
	**	**	**	**	5%	8%	**	**	**	**	**	8%	**
Less often than monthly	**	**	**	**	4	11	**	**	**	**	**	10	**
	**	**	**	**	14%	15%	**	**	**	**	**	15%	**
AT LEAST MONTHLY	**	**	**	**	6	14	**	**	**	**	**	12	**
	**	**	**	**	19%	19%	**	**	**	**	**	19%	**
EVER WATCH	**	**	**	**	10	24	**	**	**	**	**	21	**
	**	**	**	**	33%	34%	**	**	**	**	**	33%	**
Never	**	**	**	**	19	46	**	**	**	**	**	42	**
	**	**	**	**	64%	64%	**	**	**	**	**	65%	**
Don't know	**	**	**	**	1	1	**	**	**	**	**	1	**
	**	**	**	**	2%	2%	**	**	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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

QH18D (QH65D). How frequently, if at all, do you watch each of these channels - TG4? (SINGLE CODE)

Base : All respondents in Northern Ireland with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	N IRELAND
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m
Unweighted total	82	51	40	91	204	480	1	65	4	14	25	418	91
Effective Weighted Sample	71	39	31	70	169	412	1	56	4	12	22	360	70
Total	12	7	6	12	29	72	*	8	1	2	3	64	12
Every day	**	**	**	**	*	1	**	**	**	**	**	1	**
	**	**	**	**	1%	1%	**	**	**	**	**	1%	**
At least weekly	**	**	**	**	3	6	**	**	**	**	**	5	**
	**	**	**	**	10%	8%	**	**	**	**	**	8%	**
At least monthly	**	**	**	**	2	6	**	**	**	**	**	6	**
	**	**	**	**	5%	9%	**	**	**	**	**	9%	**
Less often than monthly	**	**	**	**	3	9	**	**	**	**	**	8	**
	**	**	**	**	11%	13%	**	**	**	**	**	13%	**
AT LEAST MONTHLY	**	**	**	**	5	13	**	**	**	**	**	12	**
	**	**	**	**	16%	18%	**	**	**	**	**	18%	**
EVER WATCH	**	**	**	**	8	22	**	**	**	**	**	20	**
	**	**	**	**	28%	31%	**	**	**	**	**	31%	**
Never	**	**	**	**	20	48	**	**	**	**	**	43	**
	**	**	**	**	69%	67%	**	**	**	**	**	67%	**
Don't know	**	**	**	**	1	2	**	**	**	**	**	1	**
	**	**	**	**	3%	2%	**	**	**	**	**	2%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l

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

QH19 (QH7). SHOWCARD How satisfied are you with your TV service from MAIN SUPPLIER overall? (SINGLE CODE)

Base : Those with a TV in the household

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Significance Level: 95%																				
Unweighted total	614	491	349	840	1551	3402	158	689	66	119	270	2875	521	103	125	91	264	257	271	250
Effective Weighted Sample	409	279	206	481	950	2239	118	435	43	79	181	1932	378	58	73	70	204	184	197	184
Total	384	280	245	525	1000	2348	159	415	41	77	173	2093	452	35	26	12	200	252	213	239
Base for %	382	278	245	523	995	2338	159	415	41	77	173	2083	450	35	26	12	200	250	213	237
Very satisfied	220 58%	165 59%	159 65%	324 62%	597 60%	1347 58% g	72 45%	253 61%	** **	51 67%	102 59%	1169 56%	275 61%	23 66%	19 72%	** **	122 61%	153 61%	132 62%	143 60%
Fairly satisfied	129 34%	100 36%	72 30%	172 33%	337 34%	819 35%	77 48% f	131 32%	** **	19 24%	54 31%	763 37% hj	153 34% o	10 29%	5 21%	** **	66 33%	87 35%	71 33%	83 35%
TOTAL SATISFIED	349 92%	265 95%	232 95%	496 95% a	934 94%	2166 93%	149 94%	384 93%	** **	70 91%	156 90%	1932 93%	428 95%	33 95%	24 93%	** **	188 94%	240 96%	203 95%	225 95%
Neither	17 4%	5 2%	8 3%	13 2%	31 3%	89 4%	6 4%	12 3%	** **	* *%	7 4%	83 4%	11 2%	1 4%	1 3%	** **	7 4%	3 1%	6 3%	5 2%
Fairly dissatisfied	12 3%	4 1%	4 2%	8 2%	14 1%	61 3%	1 1%	13 3%	** **	5 7% i	9 5% i	49 2%	7 1%	- -%	* 2%	** **	3 1%	4 1%	4 2%	3 1%
Very dissatisfied	4 1%	4 2%	1 *%	5 1%	15 2%	21 1%	2 2%	6 1%	** **	1 2%	2 1%	18 1%	4 1%	* 1%	1 2%	** **	2 1%	2 1%	1 *%	4 2%
TOTAL DISSATISFIED	16 4%	8 3%	5 2%	13 3%	30 3%	82 4%	3 2%	18 4%	** **	7 9% i	11 6% i	67 3%	11 2%	* 1%	1 4%	** **	5 3%	6 2%	4 2%	7 3%
Don't know	2	2	1	2	6	10	*	1	**	-	-	10	2	-	-	**	-	2	-	2
Columns Tested:	a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																			

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

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

QCHECK. Can I just check that you have the following services? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Landline phone	350 90%	268 95% a	247 98% a	515 96% a	850 81%	2044 82% g	137 75%	370 85%	** **	75 96% hl	164 90% l	1829 82%	445 96%	33 94%	25 95%	** **	192 95%	252 97%	211 97%	233 95%
Mobile phone	362 93% bcd	251 89% cd	174 69% c	425 79% c	916 88%	2337 94%	177 97%	348 80% jk	** **	56 70%	129 71%	2162 96% hjk	371 80% n	24 68%	21 79%	** **	164 81% t	207 80%	194 89% qrt	177 72%
Fixed broadband internet access	318 82% bcd	212 75% cd	122 48% c	334 62% c	711 68%	2028 81%	153 84%	261 60%	** **	46 58%	99 55%	1918 86% hjk	294 64% n	17 49%	17 65%	** **	138 68% t	156 60%	167 77% rt	127 52%
Mobile broadband internet access	8 2% b	1 *% a	3 1% a	4 1% a	16 2%	58 2%	1 *% a	11 2%	** **	3 4% k	1 *% a	47 2%	4 1%	- -% a	1 2%	** **	* *% a	3 1% a	3 2% a	* *% a
Narrowband internet access	1 *% a	1 *% a	2 1% a	3 1% a	7 1%	19 1%	- -% a	2 *% a	** **	2 2% a	* *% a	17 1%	3 1%	* 1% a	- -% a	** **	1 1% a	2 1% a	2 1% a	1 *% a
TV service with additional channels you pay to receive	234 60% cd	151 53% c	96 38% a	247 46% a	520 50%	1451 58%	108 59%	199 46%	** **	27 35%	82 45%	1355 60% hjk	216 47%	12 35%	13 50%	** **	101 50%	115 44%	114 53% t	102 41%
No, none of these	1 *% a	1 *% a	* *% a	1 *% a	3 *% a	4 *% a	* *% a	4 1% l	** **	1 1% l	2 1% l	* *% a	1 *% a	- -% a	* *% a	** **	* *% a	* *% a	- -% a	1 *% a
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QDM. And which, if any, of these services are you primarily or jointly responsible for - in terms of deciding which supplier or network to use? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Landline phone	321 82%	241 85%	223 88%	463 86%	732 70%	1700 68% g	104 57%	319 73% l	** **	69 88% hl	147 81% l	1514 68%	401 87%	29 81%	23 86%	** **	176 87%	225 86%	193 89%	208 85%
Mobile phone	331 85% bcd	215 76% cd	148 58%	363 68% c	803 77%	2058 83%	160 87%	298 69%	** **	49 62%	114 63%	1921 86% hjk	319 69%	20 56%	17 63%	** **	146 72% t	173 66%	170 78% rt	149 61%
Fixed broadband internet access	288 74% cd	192 68% cd	105 42%	298 55% c	603 58%	1649 66%	117 64%	219 51%	** **	41 51%	87 48%	1555 69% hjk	263 57%	16 45%	14 53%	** **	128 63% rt	135 52%	150 69% rt	113 46%
Mobile broadband internet access	5 1%	1 *% ~p	3 1%	4 1%	8 1%	38 2%	- -%	8 2%	** **	3 4% kl	* *% ~p	29 1%	4 1%	- -%	1 2%	** **	* *% ~p	3 1%	3 1%	* *% ~p
Narrowband internet access	- -%	* *% ~p	2 1%	2 *% ~p	3 *% ~p	9 *% ~p	- -%	* *% ~p	** **	- -%	* *% ~p	8 *% ~p	2 *% ~p	- -%	- -%	** **	- -%	2 1%	2 1%	- -%
TV service with additional channels you pay to receive	184 47% cd	118 41% c	70 27%	187 35%	374 36%	1023 41%	62 34%	141 33%	** **	18 22%	63 34%	947 42% hjk	164 36%	11 30%	10 38%	** **	79 39%	86 33%	91 42% t	73 30%
None of these	21 5%	21 7%	21 8%	42 8%	80 8%	178 7%	16 9%	44 10% l	** **	7 9%	13 7%	143 6%	33 7%	5 14%	3 11%	** **	11 6%	22 8%	12 5%	22 9%

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

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

QG1. Do you receive more than one of these services as part of an overall deal or package from the same supplier? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	276	176	112	288	581	1583	108	226	**	40	89	1470	252	15	16	**	113	139	147	106
	71% bcd	62% cd	44% c	54% c	56%	64%	59%	52%	**	51%	49%	66% hjk	55%	44%	61%	**	56% t	53% t	68% qrt	43%
No	102	100	134	234	431	801	72	193	**	38	87	677	196	20	10	**	85	111	64	132
	26% a	35% a	53% abd	44% ab	41%	32%	39%	45% l	**	48% l	48% l	30%	42%	56% o	36%	**	42% s	43% s	30% s	54% qrs
Don't know	12	7	8	15	32	106	4	14	**	1	6	94	14	*	1	**	3	10	6	7
	3% 3%	3% 3%	3% 3%	3% 3%	3% 3%	4% 4%	2% 2%	3% 3%	** **	1% 1%	3% 3%	4% 4%	3% 3%	1% 1%	3% 3%	** **	2% 2%	4% 4%	3% 3%	3% 3%

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

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

QG2 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	428	304	140	444	852	2202	106	367	29	60	138	1943	288	48	74	34	146	142	183	105
Effective Weighted Sample	285	177	86	259	547	1494	78	234	17	39	96	1343	209	27	45	29	119	98	133	78
Total	276	176	112	288	581	1583	108	226	15	40	89	1470	252	15	16	4	113	139	147	106
Landline phone	262	173	108	281	529	1419	96	211	**	**	85	1313	246	**	**	**	111	135	143	103
	95%	98%	97%	97%	91%	90%	89%	93%	**	**	96% l	89%	97%	**	**	**	99%	97%	97%	97%
One mobile phone	21	16	7	23	47	106	6	15	**	**	5	97	21	**	**	**	8	13	9	12
	8%	9%	6%	8%	8%	7%	6%	6%	**	**	5%	7%	8%	**	**	**	7%	9%	6%	12%
More than one mobile phone	14	5	4	9	19	50	4	8	**	**	1	49	9	**	**	**	5	4	6	2
	5%	3%	4%	3%	3%	3%	3%	3%	**	**	1%	3%	3%	**	**	**	4%	3%	4%	2%
Internet - Fixed Broadband access	255	163	94	257	532	1473	104	199	**	**	75	1384	225	**	**	**	103	122	135	90
	92% c	92% c	85%	89%	91%	93%	97%	88%	**	**	84%	94% hk	89%	**	**	**	91%	88%	92%	85%
Internet - Mobile Broadband access	2	1	-	1	2	13	-	-	**	**	-	13	-	**	**	**	-	-	-	-
	1%	1% *	0% -	1% *	2% *	1%	0% -	0% -	**	**	0% -	1%	0% -	**	**	**	0% -	0% -	0% -	0% -
TV service	149	88	47	135	293	816	60	120	**	**	53	762	121	**	**	**	58	63	56	65
	54% c	50%	42%	47%	50%	52%	56%	53%	**	**	60%	52%	48%	**	**	**	51% s	45%	38%	61% rs
Don't know	1	*	2	2	2	10	1	1	**	**	-	10	2	**	**	**	2	-	1	*
	1% *	1% *	2% 2	1% 1	2% *	10% 1	1% 1	1% *	**	**	0% -	1% 1	1% 1	**	**	**	1% 1	0% -	1% 1	1% *

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

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

QG3 (QG3A). SHOWCARD Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Landline phone	262 67% cd	173 61% cd	108 43%	281 52% c	529 51%	1419 57%	96 53%	211 49%	** **	40 50%	85 47%	1313 59% hk	246 53%	15 42%	16 60% n	** **	111 55% t	135 52%	143 66% qrt	103 42%
One mobile phone	21 5%	16 6%	7 3%	23 4%	47 4%	106 4%	6 3%	15 3%	** **	3 3%	5 3%	97 4%	21 5%	1 2%	1 4%	** **	8 4%	13 5%	9 4%	12 5%
More than one mobile phone	14 4%	5 2%	4 2%	9 2%	19 2%	50 2%	4 2%	8 2%	** **	4 5% k	1 1%	49 2%	9 2%	- -%	* 1%	** **	5 2%	4 2%	6 3%	2 1%
Internet - Fixed Broadband access	255 65% bcd	163 57% cd	94 37%	257 48% c	532 51%	1473 59%	104 57%	199 46%	** **	36 45%	75 41%	1384 62% hjk	225 49%	15 42%	13 50%	** **	103 51% t	122 47% t	135 62% qrt	90 37%
Internet - Mobile Broadband access	2 *% %	1 *% %	- -% %	1 *% %	2 *% %	13 1% %	- -% %	- -% %	** **	- -% %	- -% %	13 1% %	- -% %	- -% %	1 2% m	** **	- -% %	- -% %	- -% %	- -% %
TV service	149 38% cd	88 31% c	47 18%	135 25%	293 28%	816 33%	60 33%	120 28%	** **	19 24%	53 29%	762 34% h	121 26%	7 20%	6 22%	** **	58 29%	63 24%	56 26%	65 27%
Don't know	1 *% %	* *% %	2 1% %	2 *% %	2 *% %	10 *% %	1 1% %	1 *% %	** **	* 1% %	- -% %	10 *% %	2 *% %	- -% %	* *% %	** **	2 1% %	- -% %	1 1% %	* *% %
DO NOT HAVE A PACKAGE/ BUNDLE OF SERVICES	114 29%	107 38% a	142 56% abd	249 46% ab	464 44%	907 36%	75 41%	208 48% l	** **	39 49% l	94 51% l	770 34%	210 45%	20 56%	10 39%	** **	89 44% s	121 47% s	70 32%	139 57% qrs
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	428	304	140	444	852	2202	106	367	29	60	138	1943	288	48	74	34	146	142	183	105
Effective Weighted Sample	285	177	86	259	547	1494	78	234	17	39	96	1343	209	27	45	29	119	98	133	78
Total	276	176	112	288	581	1583	108	226	15	40	89	1470	252	15	16	4	113	139	147	106
BT	93 34%	56 32%	44 39%	100 35%	149 26%	443 28%	25 23%	55 24%	** **	** **	20 22%	416 28%	83 33%	** **	** **	** **	36 32%	46 33%	57 39%	25 24%
Sky	59 21%	29 17%	17 15%	46 16%	150 26%	411 26%	31 29%	60 26%	** **	** **	28 31%	380 26%	41 16%	** **	** **	** **	17 15%	24 17%	21 14%	20 19%
Virgin Media	71 26%	45 26%	22 20%	67 23%	130 22%	358 23%	29 27%	48 21%	** **	** **	19 21%	345 23%	60 24%	** **	** **	** **	28 25%	32 23%	26 18%	34 32%
Talk Talk/ Carphone Warehouse	28 10%	20 11%	23 20% ab	42 15%	77 13%	169 11%	15 14%	28 12%	** **	** **	8 9%	159 11%	39 15%	** **	** **	** **	18 16%	21 15%	23 16%	16 15%
EE	6 2%	7 4%	1 1%	8 3%	31 5%	69 4%	5 5%	11 5%	** **	** **	2 2%	62 4%	8 3%	** **	** **	** **	5 4%	3 2%	6 4%	1 1%
Plusnet	7 3%	9 5%	1 1%	11 4%	18 3%	51 3%	- -%	8 3%	** **	** **	2 3%	43 3%	10 4%	** **	** **	** **	4 4%	6 4%	7 5%	3 3%
Utility Warehouse	3 1%	6 3%	3 3%	9 3%	10 2%	19 1%	- -%	3 1%	** **	** **	1 1%	15 1%	8 3%	** **	** **	** **	3 3%	5 4%	4 3%	4 4%
Vodafone	* *%	* *%	- -%	* *%	1 *%	10 1%	2 1%	* *%	** **	** **	* *%	12 1%	* *%	** **	** **	** **	- -%	* *%	- -%	* *%
Post Office	3 1%	1 1%	* *%	2 1%	4 1%	10 1%	- -%	5 2% l	** **	** **	3 4% l	5 *%	1 *%	** **	** **	** **	* *%	1 *%	* *%	1 1%
KComm	1 *%	1 1%	- -%	1 *%	3 1%	9 1%	- -%	2 1%	** **	** **	2 2%	7 *%	1 *%	** **	** **	** **	* *%	1 1%	1 1%	- -%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

QG3 (QG3D). Which supplier do you use for this package of services? (SINGLE CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	428	304	140	444	852	2202	106	367	29	60	138	1943	288	48	74	34	146	142	183	105
Effective Weighted Sample	285	177	86	259	547	1494	78	234	17	39	96	1343	209	27	45	29	119	98	133	78
Total	276	176	112	288	581	1583	108	226	15	40	89	1470	252	15	16	4	113	139	147	106
NOW TV	-	-	-	-	1	4	-	-	**	**	-	4	-	**	**	**	-	-	-	-
	-%	-%	-%	-%	*%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
'3'	1	-	-	-	1	3	-	1	**	**	-	2	-	**	**	**	-	-	-	-
	1%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
Tesco	-	1	-	1	1	3	-	*	**	**	*	3	-	**	**	**	-	-	-	-
	-%	1%	-%	*%	*%	*%	-%	*%	**	**	*%	*%	-%	**	**	**	-%	-%	-%	-%
Orange	1	-	-	-	-	2	-	-	**	**	-	2	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
T-Mobile	*	-	-	-	-	*	-	-	**	**	-	*	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	**	**	-%	*%	-%	**	**	**	-%	-%	-%	-%
Primus	*	-	-	-	*	*	-	*	**	**	*	-	-	**	**	**	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	*%	**	**	*%	-%	-%	**	**	**	-%	-%	-%	-%
Other	1	*	1	1	4	12	-	4	**	**	3	7	1	**	**	**	1	-	1	-
	*%	*%	1%	*%	1%	1%	-%	2%	**	**	3%	*%	*%	**	**	**	1%	-%	1%	-%
								l			l									
Don't know	1	*	-	*	2	8	-	*	**	**	*	8	-	**	**	**	-	-	-	-
	*%	*%	-%	*%	*%	1%	-%	*%	**	**	*%	1%	-%	**	**	**	-%	-%	-%	-%
Columns Tested:	a,b,c,d	-f,g	-h,i,j,k,l	-m,n,o,p	-q,r,s,t															

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

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

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	383	277	239	516	1015	2412	182	422	42	77	177	2175	445	33	25	13	195	249	214	231
LANDLINE AND BROADBAND	129	93	63	156	296	824	56	110	**	22	36	765	135	9	10	**	59	76	82	53
	34%	34%	26%	30%	29%	34%	31%	26%	**	28%	20%	35% hk	30%	27%	38%	**	30%	30%	38% t	23%
LANDLINE, BROADBAND AND PAY TV	133	76	33	109	265	792	62	102	**	16	42	752	95	7	5	**	42	53	55	40
	35% bcd	27% cd	14%	21% c	26%	33%	34%	24%	**	21%	24%	35% hjk	21%	21%	18%	**	22%	21%	26% t	17%
LANDLINE AND PAY TV	5	9	9	18	22	31	2	14	**	2	9	21	17	-	1	**	6	11	6	11
	1%	3%	4%	3% a	2%	1%	1%	3% l	**	2%	5% l	1%	4%	-%	4%	**	3%	4%	3%	5%
LANDLINE, BROADBAND, MOBILE AND PAY TV	13	14	7	22	37	70	8	12	**	3	4	67	21	*	*	**	15	6	9	12
	3%	5%	3%	4%	4%	3%	5%	3%	**	4%	2%	3%	5%	1%	1%	**	8% r	3%	4%	5%
MOBILE AND BROADBAND	5	1	1	2	10	40	1	5	**	1	*	36	2	*	*	**	2	-	2	-
	1%	1%	1%	1%	1%	2%	1%	1%	**	2%	1%	2%	1%	1%	1%	**	1%	-%	1%	-%
OTHER BUNDLE	32	20	15	34	81	210	16	32	**	7	10	198	32	1	1	**	14	18	18	14
	8%	7%	6%	7%	8%	9%	9%	8%	**	9%	5%	9%	7%	3%	2%	**	7%	7%	8%	6%
NO BUNDLE	66	64	110	174	305	444	37	147	**	26	76	335	143	16	9	**	57	86	42	101
	17%	23%	46% abd	34% ab	30%	18%	20%	35% l	**	34% l	43% hl	15%	32%	47% m	35%	**	29% s	34% s	20%	44% qs
DON'T KNOW FOR ANY PROVIDER	7	7	14	21	29	78	1	12	**	1	6	66	18	2	1	**	6	11	3	15
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

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

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	383	277	239	516	1015	2412	182	422	42	77	177	2175	445	33	25	13	195	249	214	231
DOUBLE PLAY	171 45%	123 44%	88 37%	210 41%	409 40%	1106 46%	74 41%	161 38%	** **	32 42%	54 31%	1020 47% hk	185 42%	10 31%	11 45%	** **	81 41%	104 42%	107 50% t	78 34%
TRIPLE PLAY	133 35% bcd	76 27% cd	33 14%	109 21% c	265 26%	792 33%	62 34%	102 24%	** **	16 21%	42 24%	752 35% hjk	95 21%	7 21%	5 18%	** **	42 22%	53 21%	55 26% t	40 17%
QUAD PLAY	13 3%	14 5%	7 3%	22 4%	37 4%	70 3%	8 5%	12 3%	** **	3 4%	4 2%	67 3%	21 5%	* *%	* 1%	** **	15 8% r	6 3%	9 4%	12 5%
NO BUNDLE	66 17%	64 23%	110 46% abd	174 34% ab	305 30%	444 18%	37 20%	147 35% l	** **	26 34% l	76 43% hl	335 15%	143 32%	16 47% m	9 35%	** **	57 29% s	86 34% s	42 20%	101 44% qs
DON'T KNOW FOR ANY PROVIDER	7	7	14	21	29	78	1	12	**	1	6	66	18	2	1	**	6	11	3	15
Columns Tested:	a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																			

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

BUNDLE OWNERSHIP - DEFINED BY SUPPLIER USED FOR EACH SERVICE

Base : Those using the same supplier for two or more services

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	491	357	159	516	1030	2710	145	428	39	73	149	2430	337	56	77	46	172	165	216	121
Effective Weighted Sample	330	211	98	304	656	1810	105	271	24	48	102	1652	247	32	47	36	140	116	162	91
Total	317	213	128	341	711	1967	145	275	22	52	100	1840	301	18	16	6	138	164	172	130
Base for %	317	213	128	341	711	1967	145	275	22	52	100	1840	301	18	16	6	138	164	172	130
LANDLINE AND BROADBAND	129	93	63	156	296	824	56	110	**	**	36	765	135	**	**	**	59	76	82	53
	41%	44%	49%	46%	42%	42%	38%	40%	**	**	36%	42%	45%	**	**	**	43%	46%	48%	41%
LANDLINE, BROADBAND AND PAY TV	133	76	33	109	265	792	62	102	**	**	42	752	95	**	**	**	42	53	55	40
	42%	36%	26%	32%	37%	40%	43%	37%	**	**	42%	41%	32%	**	**	**	31%	32%	32%	31%
	cd																			
LANDLINE AND PAY TV	5	9	9	18	22	31	2	14	**	**	9	21	17	**	**	**	6	11	6	11
	2%	4%	7%	5%	3%	2%	1%	5%	**	**	9%	1%	6%	**	**	**	4%	7%	3%	8%
			a	a				l			l									
LANDLINE, BROADBAND, MOBILE AND PAY TV	13	14	7	22	37	70	8	12	**	**	4	67	21	**	**	**	15	6	9	12
	4%	7%	6%	6%	5%	4%	6%	4%	**	**	4%	4%	7%	**	**	**	11%	4%	5%	9%
																	r			
MOBILE AND BROADBAND	5	1	1	2	10	40	1	5	**	**	*	36	2	**	**	**	2	-	2	-
	2%	*%	1%	1%	1%	2%	1%	2%	**	**	*%	2%	1%	**	**	**	1%	-%	1%	-%
OTHER BUNDLE	32	20	15	34	81	210	16	32	**	**	10	198	32	**	**	**	14	18	18	14
	10%	9%	11%	10%	11%	11%	11%	12%	**	**	10%	11%	11%	**	**	**	10%	11%	10%	11%

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

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

SUMMARY OF BUNDLE OWNERSHIP - DEFINED BY SAME SUPPLIER USED FOR A NUMBER OF SERVICES

Base : Those using the same supplier for two or more services

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
												N								
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	491	357	159	516	1030	2710	145	428	39	73	149	2430	337	56	77	46	172	165	216	121
Effective Weighted Sample	330	211	98	304	656	1810	105	271	24	48	102	1652	247	32	47	36	140	116	162	91
Total	317	213	128	341	711	1967	145	275	22	52	100	1840	301	18	16	6	138	164	172	130
Base for %	317	213	128	341	711	1967	145	275	22	52	100	1840	301	18	16	6	138	164	172	130
DOUBLE PLAY	171	123	88	210	409	1106	74	161	**	**	54	1020	185	**	**	**	81	104	107	78
	54%	58%	68%	62%	58%	56%	51%	59%	**	**	54%	55%	61%	**	**	**	59%	64%	62%	60%
			a	a																
TRIPLE PLAY	133	76	33	109	265	792	62	102	**	**	42	752	95	**	**	**	42	53	55	40
	42%	36%	26%	32%	37%	40%	43%	37%	**	**	42%	41%	32%	**	**	**	31%	32%	32%	31%
	cd																			
QUAD PLAY	13	14	7	22	37	70	8	12	**	**	4	67	21	**	**	**	15	6	9	12
	4%	7%	6%	6%	5%	4%	6%	4%	**	**	4%	4%	7%	**	**	**	11%	4%	5%	9%
																	r			

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

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

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : Those with fixed broadband at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	496	345	151	496	1021	2775	150	419	41	69	149	2509	323	55	75	43	169	154	210	113
Effective Weighted Sample	330	202	93	292	650	1851	111	267	25	46	104	1704	237	32	43	34	136	108	158	86
Total	318	212	122	334	711	2028	153	261	23	46	99	1918	294	17	17	6	138	156	167	127
Base for %	310	203	115	318	687	1957	153	250	22	42	95	1858	280	16	16	6	131	149	163	117
FIXED BROADBAND STANDALONE - DON'T USE FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	12 4%	9 5%	7 6%	16 5%	32 5%	97 5%	11 7%	10 4%	** **	** **	6 6%	97 5%	15 5%	** **	** **	** **	6 5%	9 6%	8 5%	7 6%
SAME PROVIDER FOR ANY OTHER SERVICE	298 96%	194 95%	108 94%	302 95%	655 95%	1860 95%	142 93%	240 96%	** **	** **	89 94%	1762 95%	265 95%	** **	** **	** **	125 95%	140 94%	155 95%	110 94%
DON'T KNOW AT ANY SERVICE	8	8	7	16	24	71	-	12	**	**	5	60	14	**	**	**	7	7	4	10
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

FIXED BROADBAND STANDALONE - DEFINED BY SUPPLIER USED FOR FIXED BROADBAND AND OTHER SERVICES

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	382	275	246	521	1020	2418	183	422	43	75	178	2181	449	34	25	13	195	254	213	235
FIXED BROADBAND STANDALONE - DON'T USE FIXED BROADBAND SUPPLIER FOR ANY OTHER SERVICE	12 3%	9 3%	7 3%	16 3%	32 3%	97 4%	11 6%	10 2%	** **	1 1%	6 3%	97 4% h	15 3%	* **	1 6%	** **	6 3%	9 3%	8 4%	7 3%
SAME PROVIDER FOR ANY OTHER SERVICE	298 78% bcd	194 71% cd	108 44%	302 58% c	655 64%	1860 77%	142 78%	240 57%	** **	41 55%	89 50%	1762 81% hjk	265 59%	16 48%	14 57%	** **	125 64% t	140 55%	155 73% rt	110 47%
DON'T KNOW AT ANY SERVICE	8	8	7	16	24	71	-	12	**	4	5	60	14	1	1	**	7	7	4	10
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QE48)

Base : Those with a landline phone at home - including those who pay line rental for fixed broadband

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	565	468	345	813	1367	3148	154	603	63	112	256	2702	504	100	121	88	247	257	266	238
Effective Weighted Sample	375	266	205	468	843	2082	114	383	41	75	171	1826	369	56	69	69	194	184	195	177
Total	355	269	247	516	909	2237	159	382	42	75	169	2025	446	33	25	12	192	253	212	233
Base for %	347	257	231	488	872	2161	159	367	39	70	162	1964	422	30	24	12	182	240	206	215
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	48 14%	54 21%	106 46%	160 33%	198 23%	317 15%	22 14%	109 30%	** **	22 32%	64 39%	240 12%	132 31%	** **	8 33%	** **	54 30%	78 33%	39 19%	93 43%
	bcd	cd	abd	ab				l		l	hl						s	s		qrs
SAME PROVIDER FOR ANY OTHER SERVICE	299 86%	202 79%	125 54%	327 67%	673 77%	1841 85%	136 86%	257 70%	** **	48 68%	98 61%	1722 88%	289 68%	** **	16 67%	** **	128 70%	160 67%	166 81%	122 57%
	bcd	cd		c				k				hjk					t	t	qrt	
DON'T KNOW AT ANY SERVICE	8	12	16	28	37	76	-	16	**	5	7	61	24	**	1	**	10	14	6	18
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

LANDLINE STANDALONE - DEFINED BY SUPPLIER USED FOR LANDLINE AND OTHER SERVICES (INCLUDING THOSE WHO PAY LINE RENTAL AT QE48)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	382	271	237	508	1008	2414	183	419	42	74	175	2180	438	32	25	13	192	247	211	227
FIXED LINE STANDALONE - DON'T USE LANDLINE SUPPLIER FOR ANY OTHER SERVICE	48 13%	54 20% a	106 45% abd	160 31% ab	198 20%	317 13%	22 12%	109 26% l	** **	22 30% l	64 36% hl	240 11%	132 30%	** **	8 31%	** **	54 28% s	78 32% s	39 19%	93 41% qs
SAME PROVIDER FOR ANY OTHER SERVICE	299 78% cd	202 74% cd	125 53%	327 64% c	673 67%	1841 76%	136 74%	257 62%	** **	48 65%	98 56%	1722 79% hjk	289 66%	** **	16 65%	** **	128 67% t	160 65% t	166 79% qrt	122 54%
DON'T KNOW AT ANY SERVICE	8	12	16	28	37	76	-	16	**	5	7	61	24	**	1	**	10	14	6	18
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : Those who personally use a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	FEMALE		ABC1	C2DE
																	MALE	r		
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	576	432	233	665	1384	3291	176	575	49	82	201	2896	425	78	96	66	217	208	245	180
Effective Weighted Sample	385	247	137	380	859	2176	130	361	32	54	135	1953	305	42	57	52	169	147	177	131
Total	362	251	174	425	916	2337	177	348	31	56	129	2162	371	24	21	9	164	207	194	177
Base for %	354	240	158	398	876	2248	175	330	28	51	120	2087	349	21	19	9	158	191	187	162
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE																				
	312	210	135	344	738	1942	153	276	**	**	106	1811	298	**	**	**	132	166	159	139
	88%	87%	85%	86%	84%	86%	87%	84%	**	**	88%	87%	85%	**	**	**	83%	87%	85%	86%
SAME PROVIDER FOR ANY OTHER SERVICE																				
	42	31	23	54	139	306	22	54	**	**	15	276	51	**	**	**	26	25	29	22
	12%	13%	15%	14%	16%	14%	13%	16%	**	**	12%	13%	15%	**	**	**	17%	13%	15%	14%
DON'T KNOW AT ANY SERVICE																				
	9	11	16	26	40	89	2	19	**	**	9	74	22	**	**	**	6	16	7	15
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

MOBILE (PERSONAL) STANDALONE - DEFINED BY SUPPLIER USED FOR MOBILE AND OTHER SERVICES

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	382	273	238	510	1005	2400	181	416	42	74	173	2167	440	32	25	13	196	244	210	230
MOBILE (PERSONAL) STANDALONE - DON'T USE MOBILE NETWORK FOR ANY OTHER SERVICE	312 82% cd	210 77% cd	135 57%	344 67% c	738 73%	1942 81%	153 84%	276 66% j	** **	39 52%	106 61%	1811 84% hjk	298 68%	** **	18 74%	** **	132 67%	166 68%	159 75% t	139 61%
SAME PROVIDER FOR ANY OTHER SERVICE	42 11%	31 11%	23 10%	54 11%	139 14%	306 13%	22 12%	54 13%	** **	12 17% k	15 8%	276 13%	51 12%	** **	1 4%	** **	26 13%	25 10%	29 14%	22 10%
DON'T KNOW AT ANY SERVICE	9	11	16	26	40	89	2	19	**	5	9	74	22	**	1	**	6	16	7	15
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

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

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : Those with a Pay TV service

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	~t
Unweighted total	352	256	126	382	753	1971	102	307	21	43	121	1768	240	39	62	41	123	117	145	95
Effective Weighted Sample	237	154	79	229	480	1312	78	193	14	29	82	1205	184	22	38	32	103	86	117	73
Total	234	151	96	247	520	1451	108	199	10	27	82	1355	216	12	13	6	101	115	114	102
Base for %	233	146	92	238	510	1430	108	195	9	27	80	1339	208	12	13	5	99	108	112	96
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	65 28%	38 26%	39 43% ab	77 32%	152 30%	425 30%	27 25%	54 28%	** **	** **	23 29%	390 29%	63 30%	** **	** **	** **	30 30%	33 31%	38 34%	** **
SAME PROVIDER FOR ANY OTHER SERVICE	168 72% c	108 74% c	53 57%	161 68%	358 70%	1004 70%	81 75%	141 72%	** **	** **	57 71%	949 71%	145 70%	** **	** **	** **	70 70%	75 69%	74 66%	** **
DON'T KNOW AT ANY SERVICE	1	5	4	9	11	21	-	4	**	**	2	16	8	**	**	**	2	7	2	**
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

PAY TV STANDALONE - DEFINED BY SUPPLIER USED FOR PAY TV AND OTHER SERVICES

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Base for %	389	279	249	528	1034	2468	183	430	43	79	180	2225	454	35	26	13	200	254	215	239
PAY TV STANDALONE - DON'T USE PAY TV SUPPLIER FOR ANY OTHER SERVICE	65 17%	38 14%	39 16%	77 15%	152 15%	425 17%	27 15%	54 13%	** **	4 5%	23 13%	390 18% hj	63 14%	5 14%	7 27% m	** **	30 15%	33 13%	38 18% t	25 10%
SAME PROVIDER FOR ANY OTHER SERVICE	168 43% cd	108 39% cd	53 21%	161 31% c	358 35%	1004 41%	81 44%	141 33%	** **	23 29%	57 32%	949 43% hjk	145 32%	7 20%	6 23%	** **	70 35%	75 30%	74 35%	71 30%
DON'T KNOW AT ANY SERVICE	1	5	4	9	11	21	-	4	**	*	2	16	8	-	*	**	2	7	2	6
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QP1 (QP2). Before today, had you heard of digital radio? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	353	247	176	423	817	2098	102	338	**	59	130	1868	368	27	20	**	179	189	188	180
	91%	87%	69%	79%	78%	84%	56%	78%	**	75%	71%	83%	80%	77%	78%	**	89%	72%	86%	73%
	cd	cd		c		g						hjk					rt		rt	
No	30	34	67	101	208	351	76	86	**	17	48	336	83	8	5	**	19	64	27	56
	8%	12%	26%	19%	20%	14%	41%	20%	**	21%	26%	15%	18%	22%	20%	**	9%	25%	12%	23%
			abd	ab			f	l			l							qs		qs
Unsure	7	3	10	14	19	40	5	10	**	3	5	37	11	*	1	**	4	8	3	9
	2%	1%	4%	3%	2%	2%	3%	2%	**	4%	3%	2%	2%	1%	2%	**	2%	3%	1%	4%
			b																	

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

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

QP2 (QP9). How many DAB sets do you have in your household?

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258	
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190	
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245	
1	(1.0)	147 38% cd	96 34% c	64 25%	159 30%	244 23%	753 30% g	28 15%	114 26%	** **	20 26%	39 21%	676 30% k	140 30%	8 22%	9 36%	** **	66 33%	75 29%	73 34%	67 28%
2	(2.0)	32 8%	24 8%	20 8%	43 8%	62 6%	162 7%	8 5%	35 8%	** **	9 11%	13 7%	138 6%	41 9% n	* 1%	2 6%	** **	23 12% t	18 7%	33 15% rt	8 3%
3 or more	(3.0)	13 3%	12 4%	7 3%	19 3%	23 2%	57 2%	- -%	9 2%	** **	2 3%	4 2%	48 2%	18 4%	* *%	* *%	** **	13 6% rt	6 2%	14 7% rt	4 2%
ANY DAB SETS		192 49% cd	131 46% c	90 36%	221 41%	329 32%	971 39% g	36 20%	158 36%	** **	31 39%	56 31%	862 38% k	200 43% n	8 24%	11 43% n	** **	102 50% rt	98 38%	121 56% rt	79 32%
None	(0.0)	193 50%	147 52%	156 62% ab	303 56% a	693 66%	1459 59%	144 79% f	264 61%	** **	47 59%	121 66%	1331 59%	251 54%	27 75% mo	15 57%	** **	97 48%	155 59% qs	91 42%	160 65% qs
Don't know		5 1%	5 2%	7 3%	12 2%	22 2%	59 2%	2 1%	12 3%	** **	1 1%	5 3%	48 2%	11 2%	* 1%	* 1%	** **	4 2%	8 3%	5 2%	6 2%
Mean number of DAB sets		.6 c	.6	.5	.6	.4	.5 g	.2	.5	**	.6	.4	.5	.6 n	.3	.5 n	**	.8 rt	.5	.9 rt	.4
Standard deviation		.77	.81	.76	.79	.71	.72	.53	.74	**	.80	.72	.71	.81	.50	.65	**	.90	.73	.92	.64
Standard error		.03	.04	.04	.03	.02	.01	.04	.03	**	.07	.04	.01	.04	.05	.06	**	.06	.05	.06	.04

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

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

QP2 (QP9). How many DAB sets do you have in your household?

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t	
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186	
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137	
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178	
1	(1.0)	142 42% c	91 39%	60 33%	151 36%	233 31%	717 38%	** **	105 32%	** **	** **	37 27% hk	649 39%	133 37%	** **	9 41%	** **	62 37%	71 36%	72 39%	61 34%
2	(2.0)	31 9%	24 10%	19 10%	43 10%	62 8%	160 8%	** **	34 10%	** **	** **	13 10%	137 8%	41 11%	** **	2 8%	** **	23 14% t	18 9%	33 18% rt	8 4%
3 or more	(3.0)	13 4%	12 5%	7 4%	19 4%	23 3%	56 3%	** **	9 3%	** **	** **	4 3%	48 3%	18 5%	** **	* 1%	** **	13 8% t	6 3%	14 8% t	4 2%
ANY DAB SETS		186 55%	126 54%	87 47%	213 51%	318 43%	933 49%	** **	147 45%	** **	** **	54 39%	834 50% k	192 53%	** **	11 50%	** **	98 58% t	94 49%	119 65% rt	73 41%
None	(0.0)	147 44%	102 44%	94 51%	197 47%	406 55%	941 49%	** **	173 53%	** **	** **	80 59% l	816 49%	161 45%	** **	11 50%	** **	67 40%	94 49% s	60 33%	101 57% qs
Don't know		3 1%	5 2%	4 2%	10 2%	16 2%	32 2%	** **	6 2%	** **	** **	3 2%	26 2%	9 2%	** **	* 1%	** **	3 2%	6 3%	5 3%	4 2%
Mean number of DAB sets		.7	.8	.7	.7	.6	.6	**	.6	**	**	.6	.6	.8	**	.6	**	.9 rt	.7	1.0 rt	.5
Standard deviation		.78	.84	.82	.83	.78	.76	**	.79	**	**	.78	.76	.85	**	.67	**	.92	.77	.92	.69
Standard error		.03	.04	.05	.03	.02	.01	**	.03	**	**	.05	.02	.04	**	.07	**	.06	.05	.06	.05

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

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

QP3 (QP1). SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

		AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
		55-64 a	65-74 b	75+ c	65+ d	65+ OR DE e	NO f	YES g	ANY h	VISION i	HEAR- ING j	MOBI- LITY k	NO l	ENGLAND m	SCOT- LAND n	WALES o	N IRELAND p	MALE q	FEMALE r	ABC1 s	C2DE t
Significance Level: 95%																					
Unweighted total		626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample		418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total		390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
7 days a week	(7.0)	204 52%	141 50%	120 47%	261 49%	423 41%	1074 43%	31 17%	185 43%	** **	32 41%	69 38%	930 42%	229 50%	12 34%	15 57%	** **	111 55%	118 45%	119 55%	110 45%
6 days a week	(6.0)	15 4%	7 3%	9 3%	16 3%	32 3%	75 3%	6 3%	14 3%	** **	4 5%	8 4%	71 3%	13 3%	2 5%	1 5%	** **	5 2%	8 3%	6 3%	6 3%
5 days a week	(5.0)	35 9%	17 6%	9 4%	26 5%	62 6%	229 9%	14 8%	34 8%	** **	4 5%	16 9%	205 9%	20 4%	4 11%	1 4%	** **	11 5%	9 4%	11 5%	9 4%
3 or 4 days a week	(3.5)	22 6%	16 6%	14 6%	31 6%	60 6%	177 7%	14 8%	22 5%	** **	6 8%	10 5%	171 8%	26 6%	2 6%	1 4%	** **	9 4%	17 7%	15 7%	11 4%
1 or 2 days a week	(1.5)	40 10%	25 9%	18 7%	43 8%	87 8%	205 8%	13 7%	44 10%	** **	9 11%	25 14%	174 8%	38 8%	3 9%	1 6%	** **	20 10%	19 7%	19 9%	19 8%
Less often	(0.5)	20 5%	27 10%	14 6%	42 8%	76 7%	146 6%	9 5%	29 7%	** **	4 5%	9 5%	125 6%	35 8%	3 9%	3 10%	** **	12 6%	23 9%	14 6%	22 9%
Never/ do not listen to the radio	(0.0)	54 14%	50 17%	67 26%	116 22%	302 29%	571 23%	95 52%	105 24%	** **	20 26%	45 25%	554 25%	100 22%	9 26%	4 15%	** **	34 17%	65 25%	32 15%	68 28%
Don't know		* *%	* *%	1 1%	1 *%	2 *%	12 *%	1 1%	2 *%	** **	- -%	- -%	10 *%	1 *%	- -%	* *%	** **	- -%	1 *%	1 *%	- -%

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

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

QP3 (QP1). SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Mean number of days during an average week	4.7 cd	4.3	4.1	4.2	3.7	4.1 g	2.2	3.9	**	3.9	3.8	4.0	4.2	3.6	4.8 n	**	4.6 rt	3.9	4.7 rt	3.8
Standard deviation	2.82	3.02	3.15	3.08	3.13	3.01	2.80	3.07	**	3.07	3.02	3.02	3.09	3.05	3.01	**	2.98	3.14	2.90	3.19
Standard error	.11	.14	.17	.11	.08	.05	.21	.11	**	.28	.18	.06	.13	.30	.27	**	.18	.19	.18	.20
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QP4A (QP11A). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an AM station - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	27	24	18	42	64	148	**	35	**	**	13	125	34	**	2	**	13	20	15	19
	8%	10%	10%	10%	9%	8%	**	11%	**	**	9%	7%	9%	**	8%	**	8%	10%	8%	10%
At least weekly	37	20	18	38	68	177	**	33	**	**	16	160	32	**	*	**	19	14	19	13
	11%	9%	10%	9%	9%	9%	**	10%	**	**	12%	10%	9%	**	1%	**	11%	7%	10%	8%
At least monthly	20	10	6	16	26	94	**	19	**	**	8	81	12	**	1	**	5	7	5	7
	6%	4%	3%	4%	4%	5%	**	6%	**	**	6%	5%	3%	**	5%	**	3%	4%	3%	4%
Have tried it once	10	19	12	31	36	70	**	11	**	**	4	70	29	**	3	**	13	16	18	11
	3%	8%	7%	7%	5%	4%	**	3%	**	**	3%	4%	8%	**	11%	**	7%	8%	10%	6%
		a		a																
EVER	93	73	54	128	194	490	**	97	**	**	41	437	107	**	6	**	50	57	57	50
	28%	31%	29%	30%	26%	26%	**	30%	**	**	30%	26%	30%	**	26%	**	30%	30%	31%	28%
Never	214	149	119	268	487	1272	**	206	**	**	83	1105	236	**	13	**	109	127	123	113
	64%	64%	64%	64%	66%	67%	**	63%	**	**	61%	66%	65%	**	57%	**	65%	65%	67%	64%
Do not have access to device	29	12	12	24	59	145	**	24	**	**	12	135	19	**	4	**	9	10	4	14
	9%	5%	7%	6%	8%	8%	**	7%	**	**	9%	8%	5%	**	17%	**	5%	5%	2%	8%
															m					s

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

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

QP4B (QP11B). SHOWCARD How often, if at all, do you listen to radio through a - Radio set to listen to an FM station - either at home or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	114	107	85	192	297	668	**	133	**	**	53	572	169	**	9	**	83	85	89	80
	34%	46%	46%	46%	40%	35%	**	41%	**	**	39%	34%	47%	**	40%	**	50%	44%	48%	45%
		a	a	a				l												
At least weekly	74	46	43	88	161	415	**	73	**	**	32	360	75	**	3	**	31	45	38	37
	22%	20%	23%	21%	22%	22%	**	22%	**	**	23%	21%	21%	**	15%	**	18%	23%	21%	21%
At least monthly	27	20	10	30	52	147	**	28	**	**	9	125	26	**	2	**	15	11	10	16
	8%	9%	5%	7%	7%	8%	**	9%	**	**	7%	7%	7%	**	8%	**	9%	6%	6%	9%
Have tried it once	6	11	13	24	31	49	**	9	**	**	4	50	23	**	1	**	10	13	12	11
	2%	5%	7%	6%	4%	3%	**	3%	**	**	3%	3%	6%	**	2%	**	6%	7%	7%	6%
			a	a																
EVER	222	184	150	335	540	1279	**	244	**	**	99	1107	293	**	15	**	138	155	149	144
	66%	79%	81%	80%	73%	67%	**	74%	**	**	72%	66%	81%	**	65%	**	83%	80%	81%	81%
		a	a	a				l					o							
Never	97	43	27	70	154	511	**	70	**	**	32	457	57	**	6	**	24	34	33	25
	29%	18%	15%	17%	21%	27%	**	21%	**	**	23%	27%	16%	**	27%	**	14%	17%	18%	14%
	bcd											h			m					
Do not have access to device	17	6	8	14	46	117	**	13	**	**	6	113	11	**	2	**	5	6	2	9
	5%	3%	4%	3%	6%	6%	**	4%	**	**	5%	7%	3%	**	8%	**	3%	3%	1%	5%
																				s

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

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

QP4C (QP11C). SHOWCARD How often, if at all, do you listen to radio through a - Mobile phone. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	6 2%	5 2%	* %	5 1%	26 4%	82 4%	** %	5 1%	** %	** %	1 1%	82 5% hk	4 1%	** %	1 4%	** %	4 2%	* %	2 1%	2 1%
At least weekly	12 4%	7 3%	4 2%	11 3%	39 5%	159 8%	** %	17 5%	** %	** %	4 3%	145 9% hk	10 3%	** %	* %	** %	4 2%	6 3%	6 3%	4 2%
At least monthly	18 5% d	7 3%	3 2%	10 2%	25 3%	121 6%	** %	18 5%	** %	** %	10 7%	114 7%	10 3%	** %	- %	** %	7 4%	4 2%	3 2%	7 4%
Have tried it once	12 4%	4 2%	2 1%	6 1%	23 3%	116 6%	** %	10 3%	** %	** %	4 3%	113 7% h	5 2%	** %	* 1%	** %	5 3% r	* %	3 2%	3 2%
EVER	47 14% cd	22 10%	10 5%	32 8%	114 15%	479 25%	** %	50 15%	** %	** %	19 14%	455 27% hk	30 8%	** %	1 5%	** %	19 12% r	11 5%	14 8%	16 9%
Never	269 80%	193 83%	153 83%	346 83%	571 77%	1356 71%	** %	240 74%	** %	** %	98 72%	1182 70%	298 82%	** %	17 78%	** %	134 80%	165 85%	156 85%	142 80%
Do not have access to device	19 6%	18 8%	22 12% a	41 10% a	56 8%	72 4%	** %	37 11% l	** %	** %	19 14% l	40 2%	34 9%	** %	4 17%	** %	14 9%	19 10%	14 8%	19 11%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QP4D (QP11D). SHOWCARD How often, if at all, do you listen to radio through a - Digital radio through TV. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	21 6%	10 4%	6 3%	17 4%	42 6%	94 5%	** **	16 5%	** **	** **	6 5%	80 5%	15 4%	** **	2 7%	** **	10 6%	5 2%	9 5%	6 3%
At least weekly	36 11%	28 12%	19 10%	47 11%	97 13%	253 13%	** **	38 11%	** **	** **	14 10%	219 13%	43 12%	** **	2 9%	** **	23 14%	20 10%	27 15%	16 9%
At least monthly	37 11% c	24 10% c	8 4%	32 8%	57 8%	204 11%	** **	23 7%	** **	** **	9 6%	194 12% h	29 8%	** **	2 7%	** **	15 9%	13 7%	17 9%	12 7%
Have tried it once	35 10% bcd	12 5%	7 4%	18 4%	43 6%	155 8%	** **	20 6%	** **	** **	7 5%	143 9%	16 5%	** **	2 7%	** **	7 4%	9 5%	13 7% t	4 2%
EVER	129 38% cd	75 32% c	40 22%	115 27%	240 32%	706 37%	** **	96 29%	** **	** **	36 27%	636 38% hk	103 29%	** **	7 30%	** **	56 33% t	48 25%	66 36% rt	37 21%
Never	196 58%	152 65%	134 72% a	287 68% a	474 64%	1157 61%	** **	209 64%	** **	** **	89 65%	1014 60%	243 67%	** **	15 68%	** **	105 63%	137 71%	112 61%	131 73% qs
Do not have access to device	10 3%	7 3%	11 6%	18 4%	26 4%	43 2%	** **	23 7%	** **	** **	11 8%	27 2%	16 4%	** **	1 2%	** **	6 4%	9 5%	6 3%	10 6%

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

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

QP4E (QP11E). SHOWCARD How often, if at all, do you listen to radio through a - Digital radio through the internet. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	11 3% cd	3 1%	- -%	3 1%	17 2%	72 4%	** **	6 2%	** **	** **	2 2%	69 4%	3 1%	** **	- -%	** **	3 2%	- -%	3 2%	- -%
At least weekly	11 3%	10 4%	4 2%	14 3%	34 5%	153 8%	** **	15 5%	** **	** **	3 2%	149 9% hk	14 4%	** **	* *%	** **	10 6%	4 2%	10 6%	4 2%
At least monthly	21 6% c	11 5%	3 1%	14 3%	30 4%	163 9%	** **	17 5%	** **	** **	4 3%	151 9% hk	13 4%	** **	1 5%	** **	10 6% rt	3 1%	10 6%	3 1%
Have tried it once	29 8%	13 5%	8 4%	21 5%	46 6%	155 8%	** **	22 7%	** **	** **	10 7%	140 8%	20 5%	** **	1 3%	** **	10 6%	9 5%	15 8% t	4 2%
EVER	72 21% cd	37 16% c	15 8%	53 13%	127 17%	543 28%	** **	60 18%	** **	** **	19 14%	509 30% hk	50 14%	** **	2 8%	** **	33 20% rt	16 8%	39 21% rt	11 6%
Never	249 74%	179 76%	141 76%	320 76%	546 74%	1282 67%	** **	227 69%	** **	** **	95 70%	1121 67%	270 75%	** **	20 88% m	** **	117 70%	153 79%	133 72%	137 77%
Do not have access to device	15 4%	18 8%	29 15% ab	46 11% a	67 9%	82 4%	** **	41 12% l	** **	** **	23 17% l	47 3%	42 12%	** **	1 4%	** **	17 10%	25 13%	12 6%	30 17% s

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

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

QP4F (QP11F). SHOWCARD How often, if at all, do you listen to radio through a - DAB radio set. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	106 32%	73 31%	58 31%	131 31%	181 24%	472 25%	** **	73 22%	** **	** **	28 20%	421 25%	118 33%	** **	7 33%	** **	59 35%	59 31%	70 38% t	48 27%
At least weekly	43 13%	27 12%	16 9%	43 10%	78 11%	264 14%	** **	40 12%	** **	** **	12 9%	243 14%	38 11%	** **	2 8%	** **	20 12% t	19 10%	29 16% t	9 5%
At least monthly	17 5%	9 4%	3 1%	12 3%	23 3%	75 4%	** **	11 3%	** **	** **	5 3%	66 4%	10 3%	** **	1 7%	** **	6 4%	4 2%	4 2%	6 3%
Have tried it once	5 2%	5 2%	* *%	6 1%	8 1%	30 2%	** **	6 2%	** **	** **	1 1%	26 2%	6 2%	** **	* 1%	** **	1 1%	4 2%	6 3% t	- -%
EVER	171 51% c	115 49%	77 41%	191 46%	289 39%	841 44%	** **	130 40%	** **	** **	45 33%	756 45% k	172 48%	** **	11 48%	** **	86 51% t	86 44%	109 59% rt	63 36%
Never	94 28%	75 32%	63 34%	138 33%	254 34%	654 34%	** **	115 35%	** **	** **	54 39%	566 34%	111 31%	** **	6 26%	** **	52 31%	59 30%	53 29%	58 33%
Do not have access to device	71 21%	45 19%	45 24%	90 21%	197 27%	411 22%	** **	83 25%	** **	** **	38 28%	355 21%	79 22%	** **	6 26%	** **	30 18%	49 25% s	22 12%	56 32% qs

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

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

QP4G (QP11G) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an FM station. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	119	76	36	111	214	702	**	73	**	**	19	662	99	**	4	**	61	38	60	40
	35% cd	32% c	19%	27%	29%	37%	**	22% k	**	**	14%	39% hk	27%	**	19%	**	37% rt	20%	32% rt	22%
At least weekly	105	75	51	127	221	560	**	94	**	**	42	503	106	**	7	**	44	62	57	48
	31%	32%	28%	30%	30%	29%	**	29%	**	**	30%	30%	29%	**	30%	**	26%	32%	31%	27%
At least monthly	17	17	16	33	52	121	**	28	**	**	13	99	27	**	4	**	14	13	15	12
	5%	7%	9%	8%	7%	6%	**	9%	**	**	9%	6%	8%	**	19% m	**	8%	7%	8%	7%
Have tried it once	6	4	4	7	14	37	**	10	**	**	5	31	7	**	*	**	3	4	3	4
	2%	2%	2%	2%	2%	2%	**	3%	**	**	4%	2%	2%	**	2%	**	2%	2%	2%	2%
EVER	247	172	107	279	501	1420	**	205	**	**	78	1295	239	**	16	**	122	117	135	104
	74% cd	73% c	58%	67%	68%	74%	**	63%	**	**	57%	77% hk	66%	**	70%	**	73% rt	60%	73% rt	59%
Never	56	43	54	98	143	323	**	71	**	**	32	264	85	**	4	**	31	54	35	50
	17%	19%	29% ab	23% a	19%	17%	**	22% l	**	**	23% l	16%	24%	**	18%	**	19%	28%	19%	28%
Do not have access to device	33	19	24	43	96	163	**	52	**	**	26	119	38	**	3	**	14	24	14	24
	10%	8%	13%	10%	13%	9%	**	16% l	**	**	19% l	7%	10%	**	11%	**	8%	12%	8%	13%

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

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

QP4H (QP11H) SHOWCARD How often, if at all, do you listen to radio through a - Car radio to listen to an AM station. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64 a	65-74 b	75+ c	65+ d	65+ OR DE e	NO f	YES ~g	ANY h	VISION ~i	HEAR- ING ~j	MOBI- LITY k	NO l	ENGLAND m	SCOT- LAND ~n	WALES o	N IRELAND ~p	MALE q	FEMALE		
																		ABC1 r	s	C2DE t
Significance Level: 95%																				
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	26 8%	16 7%	6 3%	22 5%	33 4%	119 6%	** **	22 7%	** **	** **	6 4%	105 6%	21 6%	** **	* 2%	** **	16 10% r	4 2%	12 6%	9 5%
At least weekly	47 14% c	25 11%	14 8%	40 10%	66 9%	197 10%	** **	26 8%	** **	** **	15 11%	191 11%	32 9%	** **	1 4%	** **	17 10%	15 8%	21 11%	12 7%
At least monthly	11 3%	8 4%	6 3%	15 3%	24 3%	87 5%	** **	17 5%	** **	** **	8 6%	72 4%	11 3%	** **	2 9%	** **	6 3%	5 3%	5 3%	5 3%
Have tried it once	9 3%	7 3%	5 2%	12 3%	14 2%	63 3%	** **	9 3%	** **	** **	4 3%	66 4%	11 3%	** **	1 4%	** **	6 3%	5 3%	5 3%	5 3%
EVER	93 28% cd	57 24%	31 17%	89 21%	137 18%	466 24%	** **	75 23%	** **	** **	33 24%	433 26%	74 21%	** **	4 19%	** **	45 27% r	30 15%	43 23%	31 18%
Never	198 59%	150 64%	125 68%	275 66%	482 65%	1226 64%	** **	194 59%	** **	** **	75 55%	1073 64% k	240 66%	** **	13 59%	** **	104 62%	136 70%	122 67%	117 66%
Do not have access to device	45 13%	27 11%	28 15%	55 13%	122 16%	215 11%	** **	58 18% l	** **	** **	29 21% l	170 10%	47 13%	** **	5 22%	** **	19 11%	28 15%	19 10%	29 16%

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

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

QP4I (QP11I) SHOWCARD How often, if at all, do you listen to radio through a - Car radio with DAB. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
Every day	44 13% cd	20 9%	10 5%	30 7%	59 8%	257 14%	** **	30 9%	** **	** **	12 9%	237 14% h	25 7%	** **	3 16% m	** **	17 10% rt	8 4%	21 11% rt	4 2%
At least weekly	31 9% cd	14 6%	6 3%	20 5%	41 6%	164 9%	** **	21 6%	** **	** **	7 5%	148 9%	17 5%	** **	1 3%	** **	9 6%	8 4%	10 5%	7 4%
At least monthly	5 1%	4 2%	1 *%	5 1%	8 1%	33 2%	** **	5 1%	** **	** **	2 2%	32 2%	4 1%	** **	* 1%	** **	2 1%	3 1%	3 2%	1 1%
Have tried it once	2 1%	4 2%	7 4% a	10 3% a	14 2%	37 2%	** **	6 2%	** **	** **	2 1%	33 2%	10 3%	** **	- -%	** **	5 3%	6 3%	9 5% t	2 1%
EVER	82 25% cd	43 18%	23 12%	66 16%	122 16%	492 26%	** **	62 19%	** **	** **	23 17%	450 27% hk	57 16%	** **	4 20%	** **	32 19% t	24 12%	43 23% rt	14 8%
Never	129 38%	108 46%	97 53% a	206 49% a	330 45%	800 42%	** **	144 44%	** **	** **	60 44%	691 41%	177 49% o	** **	6 26%	** **	78 46%	99 51%	85 46%	91 51%
Do not have access to device	124 37%	83 35%	65 35%	148 35%	289 39%	615 32%	** **	121 37%	** **	** **	54 40%	536 32%	128 35%	** **	12 55% m	** **	57 34%	71 36%	56 30%	73 41%

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

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

SUMMARY - EVER USE DIGITAL RADIO

Base : Those who listen to radio

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	o	~p	q	r	s	t
Unweighted total	522	413	259	672	1153	2726	84	523	52	85	208	2290	422	80	102	68	218	204	236	186
Effective Weighted Sample	351	235	163	396	713	1809	64	334	35	59	142	1542	313	46	59	53	172	147	180	137
Total	336	234	185	419	740	1906	88	327	36	59	137	1677	362	26	22	9	167	194	184	178
YES, EVER USED	248	146	101	247	455	1336	**	192	**	**	73	1198	220	**	14	**	112	107	133	86
	74%	62%	54%	59%	61%	70%	**	59%	**	**	53%	71%	61%	**	63%	**	67%	55%	73%	49%
	bcd										hk						rt		rt	
YES, USE AT LEAST MONTHLY	231	138	97	235	427	1261	**	178	**	**	66	1138	209	**	13	**	108	101	126	83
	69%	59%	52%	56%	58%	66%	**	54%	**	**	49%	68%	58%	**	60%	**	64%	52%	68%	47%
	bcd										hk						rt		rt	
YES, USE AT LEAST WEEKLY	206	121	89	210	378	1116	**	159	**	**	59	1007	187	**	11	**	95	92	113	74
	61%	52%	48%	50%	51%	59%	**	48%	**	**	43%	60%	52%	**	48%	**	57%	47%	62%	42%
	bcd										hk						t		rt	

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

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

SUMMARY - EVER USE DIGITAL RADIO

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
YES, EVER USED	248	146	101	247	455	1336	51	192	**	28	73	1198	220	10	14	**	112	107	133	86
	63%	51%	40%	46%	44%	54%	28%	44%	**	36%	40%	53%	48%	28%	54%	**	56%	41%	61%	35%
	bcd	c				g						hjk	n		n		rt		rt	
YES, USE AT LEAST MONTHLY	231	138	97	235	427	1261	50	178	**	28	66	1138	209	10	13	**	108	101	126	83
	59%	49%	38%	44%	41%	51%	27%	41%	**	36%	36%	51%	45%	28%	51%	**	53%	39%	58%	34%
	bcd	c				g						hjk	n		n		rt		rt	
YES, USE AT LEAST WEEKLY	206	121	89	210	378	1116	44	159	**	26	59	1007	187	10	11	**	95	92	113	74
	53%	43%	35%	39%	36%	45%	24%	37%	**	32%	32%	45%	41%	27%	41%	**	47%	35%	52%	30%
	bcd					g						hjk					rt		rt	

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

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

SUMMARY - EVER LISTEN TO RADIO

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
YES, EVER USED	330	230	181	411	726	1881	88	322	**	57	133	1656	355	24	22	**	165	190	181	174
	84% cd	81% c	71%	77%	70%	76% g	48%	74%	**	73%	73%	74%	77%	69%	85% n	**	82% rt	73%	83% rt	71%
YES, USE AT LEAST MONTHLY	327	227	175	401	714	1861	85	317	**	57	129	1639	347	24	22	**	164	183	178	169
	84% cd	80% c	69%	75%	68%	75% g	47%	73%	**	72%	71%	73%	75%	69%	83%	**	81% rt	70%	82% rt	69%
YES, USE AT LEAST WEEKLY	312	217	165	382	678	1776	82	299	**	53	124	1568	330	24	20	**	157	174	173	157
	80% cd	77% c	65%	71%	65%	71% g	45%	69%	**	67%	68%	70%	71%	67%	76%	**	78% rt	67%	80% rt	64%

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

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

QP5 (QP16). SHOWCARD In which of these ways do you listen to radio on your mobile phone? (MULTI CODE)

Base : Those who listen to radio via a mobile phone

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	67	32	10	42	148	589	30	72	9	9	24	547	30	4	7	1	20	10	18	12
Effective Weighted Sample	46	15	7	22	91	399	22	51	7	5	18	372	19	3	5	1	15	5	12	8
Total	47	22	10	32	114	479	34	50	7	5	19	455	30	1	1	*	19	11	14	16
Live via a built in FM radio app	**	**	**	**	51	223	**	**	**	**	**	219	**	**	**	**	**	**	**	**
	**	**	**	**	45%	47%	**	**	**	**	**	48%	**	**	**	**	**	**	**	**
Live via a station website	**	**	**	**	35	161	**	**	**	**	**	149	**	**	**	**	**	**	**	**
	**	**	**	**	31%	34%	**	**	**	**	**	33%	**	**	**	**	**	**	**	**
Via a downloaded app such as RadioPlayer, BBC Radio iPlayer or Tunein	**	**	**	**	15	135	**	**	**	**	**	131	**	**	**	**	**	**	**	**
	**	**	**	**	13%	28%	**	**	**	**	**	29%	**	**	**	**	**	**	**	**
Via podcasts	**	**	**	**	8	61	**	**	**	**	**	62	**	**	**	**	**	**	**	**
	**	**	**	**	7%	13%	**	**	**	**	**	14%	**	**	**	**	**	**	**	**
Other ways	**	**	**	**	3	6	**	**	**	**	**	6	**	**	**	**	**	**	**	**
	**	**	**	**	2%	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	19	41	**	**	**	**	**	37	**	**	**	**	**	**	**	**
	**	**	**	**	17%	9%	**	**	**	**	**	8%	**	**	**	**	**	**	**	**

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

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

QP6 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those do not have any DAB sets at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l	m	~n	~o	~p	q	r	s	t
Unweighted total	341	273	243	516	1107	2224	150	475	41	76	199	1901	291	72	79	74	131	160	119	172
Effective Weighted Sample	213	147	133	278	660	1403	110	297	26	48	130	1229	206	42	50	57	100	112	83	124
Total	193	147	156	303	693	1459	144	264	26	47	121	1331	251	27	15	10	97	155	91	160
Certain to	2 1%	- -%	- -%	- -%	3 *%	10 1%	- -%	* *%	** **	** **	- -%	9 1%	- -%	** **	** **	** **	- -%	- -%	- -%	- -%
Very likely	1 1%	- -%	1 1%	1 *%	10 1%	22 1%	1 1%	3 1%	** **	** **	1 1%	21 2%	1 *%	** **	** **	** **	1 1%	- -%	1 1%	* *%
Likely	7 3%	4 3%	4 2%	8 3%	18 3%	45 3%	4 3%	8 3%	** **	** **	3 2%	38 3%	7 3%	** **	** **	** **	2 2%	4 3%	6 6%	1 *%
TOTAL LIKELY	10 5%	4 3%	5 3%	9 3%	31 4%	76 5%	5 3%	10 4%	** **	** **	4 3%	68 5%	7 3%	** **	** **	** **	3 3%	4 3%	6 7%	1 1%
Unlikely	33 17% bd	13 9%	18 12%	31 10%	90 13%	240 16% g	7 5%	25 9%	** **	** **	9 8%	217 16% hk	24 9%	** **	** **	** **	12 12%	12 8%	12 13%	12 8%
Very unlikely	57 30% cd	38 26%	28 18%	65 22%	155 22%	341 23%	34 24%	69 26%	** **	** **	30 25%	305 23%	51 20%	** **	** **	** **	16 16%	36 23%	20 22%	31 19%
Certain not to	75 39% a	77 52% a	93 59% a	169 56% a	352 51%	629 43%	84 58% f	138 52% l	** **	** **	69 57% l	575 43%	145 58%	** **	** **	** **	56 58%	88 57%	45 49%	100 63% s
TOTAL UNLIKELY	165 85%	128 87%	138 89%	266 88%	597 86%	1209 83%	125 87%	231 88% l	** **	** **	108 89%	1097 82%	220 88%	** **	** **	** **	84 87%	136 88%	76 84%	144 90%
Don't know	18 9%	15 11%	13 8%	29 9%	66 9%	174 12%	14 10%	22 8%	** **	** **	10 8%	166 12%	24 10%	** **	** **	** **	9 10%	15 9%	8 9%	15 10%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QP6 (QP12). SHOWCARD How likely is it that your household will get a DAB radio in the next 12 months? (SINGLE CODE)

Base : Those who listen to radio and do not have any DAB sets at home

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	r	~s	t
Unweighted total	251	193	153	346	676	1479	53	303	29	45	130	1230	194	48	55	49	90	104	84	110
Effective Weighted Sample	156	104	89	193	399	921	40	190	19	29	86	777	141	29	34	37	71	73	66	79
Total	147	102	94	197	406	941	51	173	21	29	80	816	161	18	11	7	67	94	60	101
Certain to	1 1%	- -%	- -%	- -%	3 1%	9 1%	** **	* *%	** **	** **	- -%	9 1%	- -%	** **	** **	** **	** **	- -%	** **	- -%
Very likely	1 1%	- -%	1 1%	1 *%	10 2%	18 2%	** **	3 1%	** **	** **	1 1%	17 2%	1 1%	** **	** **	** **	** **	- -%	** **	* *%
Likely	7 5%	3 3%	4 4%	7 3%	16 4%	41 4%	** **	8 4%	** **	** **	3 4%	35 4%	5 3%	** **	** **	** **	** **	3 3%	** **	1 1%
TOTAL LIKELY	9 6%	3 3%	5 5%	8 4%	29 7%	68 7%	** **	10 6%	** **	** **	4 5%	61 7%	6 4%	** **	** **	** **	** **	3 3%	** **	1 1%
Unlikely	33 22% bd	10 9%	14 15%	24 12%	67 17%	195 21%	** **	18 10%	** **	** **	8 9%	177 22% hk	18 11%	** **	** **	** **	** **	7 8%	** **	7 6%
Very unlikely	48 32%	29 28%	21 22%	49 25%	100 25%	244 26%	** **	54 31%	** **	** **	25 31%	211 26%	38 24%	** **	** **	** **	** **	24 26%	** **	27 26%
Certain not to	41 28% a	49 48% a	47 50% a	96 49% a	162 40%	303 32%	** **	74 43% l	** **	** **	36 44% l	245 30%	81 50%	** **	** **	** **	** **	49 52%	** **	54 54%
TOTAL UNLIKELY	122 83%	87 85%	82 87%	169 86%	330 81%	742 79%	** **	146 84% l	** **	** **	68 85%	633 78%	137 85%	** **	** **	** **	** **	81 86%	** **	87 86%
Don't know	16 11%	12 12%	8 8%	20 10%	47 12%	131 14%	** **	17 10%	** **	** **	8 10%	122 15%	18 11%	** **	** **	** **	** **	10 11%	** **	13 13%

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

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

QP7 (QP14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	203	165	129	294	552	1162	38	249	26	38	110	951	162	43	47	42	75	87	70	92
Effective Weighted Sample	126	87	76	162	320	722	28	155	17	25	71	596	116	26	28	32	60	60	55	65
Total	122	87	82	169	330	742	38	146	18	23	68	633	137	16	10	6	56	81	50	87
No need	74	60	51	111	216	508	**	90	**	**	45	445	91	**	**	**	**	**	**	**
	61%	69%	62%	66%	66%	68%	**	61%	**	**	66%	70% h	67%	**	**	**	**	**	**	**
Happy to use existing service	35	23	37	60	94	191	**	50	**	**	28	158	46	**	**	**	**	**	**	**
	29%	26%	45% ab	35%	28%	26%	**	35% l	**	**	42% l	25%	34%	**	**	**	**	**	**	**
Would never listen	15	7	4	11	32	77	**	13	**	**	4	68	9	**	**	**	**	**	**	**
	12%	8%	5%	7%	10%	10%	**	9%	**	**	6%	11%	7%	**	**	**	**	**	**	**
Can receive through digital TV service	4	2	1	3	15	40	**	5	**	**	2	35	2	**	**	**	**	**	**	**
	3%	3%	1%	2%	5%	5%	**	4%	**	**	2%	6%	1%	**	**	**	**	**	**	**
Don't know why I should	8	2	7	8	17	34	**	10	**	**	5	27	7	**	**	**	**	**	**	**
	6%	2%	8%	5%	5%	5%	**	7%	**	**	8%	4%	5%	**	**	**	**	**	**	**
Happy to use analogue radio service	3	5	4	10	17	28	**	6	**	**	2	23	8	**	**	**	**	**	**	**
	3%	6%	5%	6%	5%	4%	**	4%	**	**	3%	4%	6%	**	**	**	**	**	**	**
Can't afford it	2	2	-	2	10	16	**	3	**	**	1	12	2	**	**	**	**	**	**	**
	1%	3%	-%	1%	3%	2%	**	2%	**	**	1%	2%	2%	**	**	**	**	**	**	**
Too expensive generally	2	1	*	2	9	11	**	3	**	**	2	9	1	**	**	**	**	**	**	**
	2%	2%	*%	1%	3%	2%	**	2%	**	**	2%	1%	1%	**	**	**	**	**	**	**
Poor reception in our area	5	1	2	3	5	11	**	1	**	**	*	11	3	**	**	**	**	**	**	**
	4%	1%	3%	2%	1%	2%	**	1%	**	**	*%	2%	2%	**	**	**	**	**	**	**

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

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

QP7 (QP14). Why are you unlikely to get digital radio in the next 12 months? (MULTI CODE) UNPROMPTED

Base : Those who listen to radio who are unlikely to get DAB radio in the next 12 months

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	k	l	m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	203	165	129	294	552	1162	38	249	26	38	110	951	162	43	47	42	75	87	70	92
Effective Weighted Sample	126	87	76	162	320	722	28	155	17	25	71	596	116	26	28	32	60	60	55	65
Total	122	87	82	169	330	742	38	146	18	23	68	633	137	16	10	6	56	81	50	87
Listen in the car/ on phone/ online/elsewhere	2 1%	1 1%	* *%	1 *%	1 *%	9 1%	** **	3 2%	** **	** **	3 4% l	6 1%	1 *%	** **	** **	** **	** **	** **	** **	** **
Other	1 1%	1 1%	3 4%	4 2%	5 1%	7 1%	** **	2 1%	** **	** **	1 2%	5 1%	4 3%	** **	** **	** **	** **	** **	** **	** **
ANY INVOLUNTARY REASONS	8 7%	5 5%	3 4%	8 5%	22 7%	37 5%	** **	8 5%	** **	** **	3 5%	30 5%	6 5%	** **	** **	** **	** **	** **	** **	** **
ANY VOLUNTARY REASONS	116 95%	84 97%	78 95%	162 96%	316 96%	717 97%	** **	140 96%	** **	** **	65 95%	614 97%	132 96%	** **	** **	** **	** **	** **	** **	** **
ONLY VOLUNTARY REASONS	113 93%	82 94%	77 94%	158 94%	305 92%	700 94%	** **	137 94%	** **	** **	63 93%	600 95%	128 93%	** **	** **	** **	** **	** **	** **	** **
Don't know	1 1%	1 1%	2 2%	3 2%	3 1%	5 1%	** **	1 1%	** **	** **	1 2%	4 1%	3 2%	** **	** **	** **	** **	** **	** **	** **
Columns Tested: a,b,c,d - f,g - h,i,j,k,l - m,n,o,p - q,r,s,t																				

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

QZ1. SHOWCARD Could you please take a look at the options shown on this card and let me know which applies to you? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Married/ civil partnership	253	190	127	317	486	1221	96	180	**	33	72	1154	276	16	16	**	144	132	138	138
	65% c	67% cd	50%	59% c	46%	49%	52%	41%	**	42%	40%	52% hk	60% n	45%	60%	**	71% rt	51%	64% r	56%
Co-habiting	22	16	-	16	84	288	11	25	**	1	8	263	15	*	*	**	9	6	6	9
	6% cd	5% c	-%	3% c	8%	12%	6%	6%	**	2%	4%	12% hjk	3%	1%	*%	**	5%	2%	3%	4%
Single	36	13	16	29	223	590	63	70	**	3	21	564	22	5	1	**	7	15	12	10
	9% bd	5%	6%	5%	21%	24%	35% f	16% j	**	4%	12% j	25% hjk	5%	15% mo	3%	**	4%	6%	5%	4%
Widowed, divorced or separated	79	65	111	176	251	386	13	157	**	41	80	256	149	14	9	**	41	108	61	89
	20%	23%	44% abd	33% ab	24%	16% g	7%	36% l	**	52% hl	44% l	11%	32%	39%	36%	**	20%	42% qs	28%	36% q
Refused	1	-	-	-	1	4	-	1	**	-	1	3	-	-	-	**	-	-	-	-
	*% %	-%	-%	-%	*% %	*% %	-%	*% %	** %	-%	*% %	*% %	-%	-%	-%	** %	-%	-%	-%	-%

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

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

QZ2 (QZ10). SHOWCARD How would you describe your national identity? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
English	242	180	175	355	653	1536	10	298	**	58	127	1251	348	2	6	**	152	196	170	177
	62%	64%	69%	66%	62%	62%	5%	69%	**	74%	70%	56%	75%	5%	21%	**	75%	75%	78%	72%
						g		l		l	l		no		n					
Scottish	40	21	12	33	83	223	*	36	**	6	12	185	5	28	*	**	1	4	3	2
	10%	7%	5%	6%	8%	9%	9%	8%	**	7%	7%	8%	1%	79%	9%	**	1%	2%	2%	1%
	cd					g								mo						
Welsh	16	11	9	20	43	94	-	27	**	4	13	67	3	-	17	**	-	3	-	3
	4%	4%	3%	4%	4%	4%	4%	6%	**	5%	7%	3%	1%	4%	64%	**	4%	1%	4%	1%
						g		l			l				mn					
Northern Irish	9	6	4	10	20	47	-	4	**	1	2	42	3	-	*	**	1	1	1	1
	2%	2%	2%	2%	2%	2%	4%	1%	**	1%	1%	2%	1%	4%	9%	**	1%	1%	1%	1%
British	73	61	51	112	192	450	108	59	**	10	26	499	99	5	3	**	45	54	40	59
	19%	21%	20%	21%	18%	18%	59%	14%	**	13%	14%	22%	21%	15%	12%	**	22%	21%	19%	24%
							f					hjk								
Other	11	4	3	7	54	140	65	10	**	*	3	197	5	*	1	**	3	2	2	3
	3%	2%	1%	1%	5%	6%	36%	2%	**	9%	1%	9%	1%	9%	2%	**	1%	1%	1%	1%
							f					hjk								

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

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

QZ3 (QZ2). SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
WHITE																				
British	216	157	142	299	564	1396	-	228	**	41	95	1161	275	8	8	**	116	159	130	144
	55%	55%	56%	56%	54%	56%	-%	53%	**	52%	52%	52%	59%	22%	30%	**	57%	61%	60%	59%
						g							no							
English	102	81	78	159	260	622	-	133	**	29	57	499	155	2	2	**	74	82	78	78
	26%	29%	31%	30%	25%	25%	-%	31%	**	37%	31%	22%	34%	5%	7%	**	36%	31%	36%	32%
						g		l		l	l		no							
Scottish	37	19	11	31	79	205	-	33	**	4	12	171	5	26	*	**	1	4	3	2
	10%	7%	5%	6%	8%	8%	-%	8%	**	5%	7%	8%	1%	73%	*%	**	1%	1%	2%	1%
	cd					g								mo						
Welsh	15	11	10	21	40	88	-	25	**	3	12	62	5	-	16	**	1	3	-	5
	4%	4%	4%	4%	4%	4%	-%	6%	**	4%	7%	3%	1%	-%	61%	**	1%	1%	-%	2%
						g		l		l	l				mn					
Irish	5	4	5	9	17	40	-	4	**	1	2	36	5	-	-	**	2	2	1	3
	1%	1%	2%	2%	2%	2%	-%	1%	**	1%	1%	2%	1%	-%	-%	**	1%	1%	1%	1%
Any other white background	5	2	2	4	29	138	-	4	**	-	2	133	4	*	*	**	-	4	1	3
	1%	1%	1%	1%	3%	6%	-%	1%	**	-%	1%	6%	1%	*%	1%	**	-%	2%	1%	1%
						g						hjk								
TOTAL WHITE	380	274	248	522	990	2489	-	427	**	79	179	2062	448	35	26	**	194	254	214	234
	98%	97%	98%	97%	95%	100%	-%	98%	**	100%	98%	92%	97%	100%	99%	**	96%	97%	99%	95%
						g		l		l	l									
MIXED																				
White and Black Caribbean	-	1	-	1	3	-	12	-	**	-	-	11	1	-	-	**	-	1	-	1
	-%	*%	-%	*%	*%	-%	6%	-%	**	-%	-%	*%	*%	-%	-%	**	-%	*%	-%	1%
						f														

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

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

QZ3 (QZ2). SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR-	MOBI-	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
									~i	ING	LITY					q				
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
White and Black African	- -%	- -%	- -%	- -%	2 *%	- -%	3 2% f	- -%	** **	- -%	- -%	2 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
White and Asian	- -%	- -%	- -%	- -%	1 *%	- -%	4 2% f	- -%	** **	- -%	- -%	3 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Any other mixed/ multiple ethnic background	- -%	1 *%	- -%	1 *%	1 *%	- -%	3 2% f	1 *%	** **	- -%	- -%	2 *%	1 *%	- -%	- -%	** **	1 *%	- -%	1 *%	- -%
TOTAL MIXED/ MULTIPLE	- -%	2 1%	- -%	2 *%	8 1%	- -%	22 12% f	1 *%	** **	- -%	- -%	18 1%	2 *%	- -%	- -%	** **	1 *%	1 *%	1 *%	1 1%
ASIAN AND BRITISH ASIAN																				
Indian	1 *%	1 1%	1 1%	3 1%	6 1%	- -%	42 23% f	1 *%	** **	- -%	* *%	37 2% h	3 1%	- -%	* 1%	** **	- -%	3 1%	- -%	3 1%
Pakistani	2 1%	1 *%	- -%	1 *%	12 1%	- -%	28 15% f	1 *%	** **	- -%	- -%	22 1%	1 *%	- -%	- -%	** **	1 *%	- -%	- -%	1 *%
Bangladeshi	1 *%	* *%	* *%	1 *%	6 1%	- -%	22 12% f	2 *%	** **	- -%	1 *%	15 1%	1 *%	- -%	- -%	** **	1 *%	- -%	- -%	1 *%

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

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

QZ3 (QZ2). SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	j	k	l	m	n	o	~p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Any other Asian background	1 *%	2 1%	1 *%	3 1%	3 *%	- -%	11 6% f	1 *%	** **	- -%	- -%	9 *%	3 1%	- -%	- -%	** **	3 1%	- -%	1 1%	1 1%
TOTAL ASIAN/ BRITISH ASIAN	5 1%	5 2%	3 1%	7 1%	27 3%	- -%	103 56% f	4 1%	** **	- -%	1 1%	84 4% hk	7 1%	- -%	* 1%	** **	4 2%	3 1%	1 1%	5 2%
BLACK AND BLACK BRITISH																				
Caribbean	1 *%	1 *%	2 1%	3 1%	7 1%	- -%	14 7% f	- -%	** **	- -%	- -%	13 1%	3 1%	- -%	- -%	** **	2 1%	1 *%	* *%	3 1%
African	* *%	1 *%	- -%	1 *%	9 1%	- -%	24 13% f	2 *%	** **	- -%	2 1%	26 1%	1 *%	- -%	- -%	** **	- -%	1 *%	- -%	1 1%
Any other black background	1 *%	- -%	- -%	- -%	1 *%	- -%	6 3% f	- -%	** **	- -%	- -%	6 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
TOTAL BLACK/ BLACK BRITISH	2 1%	3 1%	2 1%	4 1%	17 2%	- -%	44 24% f	2 *%	** **	- -%	2 1%	45 2% h	4 1%	- -%	- -%	** **	2 1%	3 1%	* *%	4 2%

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

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

QZ3 (QZ2). SHOWCARD Which of the groups on this card do you consider you belong to? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
MIDDLE EAST AND ARABIC ORIGIN																				
Middle Eastern, including Arabic origin	1 *%	- -%	1 *%	1 *%	1 *%	- -%	2 1% f	* *%	** **	- -%	- -%	4 *%	1 *%	- -%	- -%	** **	1 *%	- -%	- -%	1 *%
TOTAL MIDDLE EAST AND ARABIC ORIGIN	1 *%	- -%	1 *%	1 *%	1 *%	- -%	2 1% f	* *%	** **	- -%	- -%	4 *%	1 *%	- -%	- -%	** **	1 *%	- -%	- -%	1 *%
CHINESE OR OTHER ETHNIC GROUP																				
Chinese	- -%	1 *%	- -%	1 *%	2 *%	- -%	5 3% f	- -%	** **	- -%	- -%	10 *%	1 *%	- -%	- -%	** **	- -%	1 *%	1 *%	- -%
Any other background	- -%	- -%	- -%	- -%	1 *%	- -%	7 4% f	* *%	** **	- -%	- -%	15 1%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
TOTAL CHINESE OR OTHER ETHNIC GROUP	- -%	1 *%	- -%	1 *%	3 *%	- -%	12 7% f	* *%	** **	- -%	- -%	25 1% h	1 *%	- -%	- -%	** **	- -%	1 *%	1 *%	- -%
Refused	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	** **	- -%	- -%	3 *%	- -%	- -%	- -%	** **	- -%	- -%	- -%	- -%
Columns Tested: a, b, c, d - f, g - h, i, j, k, l - m, n, o, p - q, r, s, t																				

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

QZ4 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Cannot walk far or manage stairs or can only do so with difficulty	21 5%	24 8%	54 21% abd	78 14% ab	122 12%	153 6% g	1 1%	160 37% jkl	** **	20 25% l	160 88% hjl	- -%	62 13%	7 20%	6 25% m	** **	23 11%	39 15% s	18 8%	44 18% s
Breathlessness or chest pains	16 4%	21 8%	26 10% a	47 9% a	72 7%	95 4%	5 3%	103 24% l	** **	17 22% l	52 29% l	- -%	36 8%	4 12%	6 21% m	** **	15 7%	21 8%	14 6%	22 9%
Mental health problems or difficulties	12 3% d	4 1%	3 1%	6 1%	63 6%	92 4% g	* *% g	69 16% jkl	** **	6 7% l	17 9% l	- -%	6 1%	* *% l	* 1%	** **	1 1%	4 2%	2 1%	3 1%
Poor hearing, partial hearing or deafness	9 2%	14 5%	37 15% abd	51 9% ab	57 5%	67 3%	- -%	79 18% l	** **	79 100% hkl	24 13% l	- -%	43 9%	3 8%	4 15%	** **	24 12%	19 7%	23 11%	19 8%
Poor vision, partial sight or blindness	5 1%	7 2%	17 7% ab	24 4% a	32 3%	44 2%	* *% g	45 10% l	** **	13 16% l	15 8% l	- -%	20 4%	1 4%	2 7%	** **	3 1%	17 7% q	10 4%	11 4%
Limited ability to reach	7 2%	5 2%	17 7% ab	22 4%	26 2%	43 2%	* *% g	46 11% l	** **	10 13% l	46 25% hjl	- -%	17 4%	3 9%	1 4%	** **	2 1%	15 6% qs	2 1%	15 6% qs

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

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

QZ4 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64 a	65-74 b	75+ c	65+ d	65+ OR DE e	NO f	YES g	ANY h	VISION	HEAR- ING	MOBI- LITY	NO l	ENGLAND m	SCOT- LAND n	WALES o	N IRELAND ~p	MALE q	FEMALE r	ABC1 s	C2DE t
Significance Level: 95%									~i	j	k									
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Dyslexia	3 1%	1 *%	1 *%	2 *%	14 1%	25 1%	- -%	21 5% kl	** **	2 3% l	1 1% l	- -%	2 *%	- -%	- -%	** **	2 1%	- -%	2 1%	- -%
Cannot walk at all / use a wheelchair	4 1%	1 *%	3 1%	4 1%	13 1%	15 1%	2 1%	15 4% l	** **	3 4% l	15 8% hl	- -%	3 1%	* *%	1 2%	** **	* *%	3 1%	1 *%	3 1%
Difficulty in speaking or in communicating	1 *%	3 1%	1 *%	4 1%	7 1%	12 *%	2 1%	13 3% l	** **	1 1% l	4 2% l	- -%	3 1%	- -%	* 1%	** **	* *%	3 1%	1 *%	3 1%
Other illnesses or health problems which limit your daily activities or the work that you can do	19 5%	20 7%	17 7%	36 7%	65 6%	109 4% g	2 1%	115 27% jkl	** **	3 4% l	30 17% jl	- -%	29 6%	4 11%	3 11%	** **	9 5%	20 8%	11 5%	17 7%
None	323 83% bcd	214 76% cd	152 60%	367 68% c	746 71%	2062 83%	175 96% f	- -%	** **	- -%	- -%	2241 100% hik	324 70% o	22 63%	13 50%	** **	147 73%	177 68%	158 73%	166 68%

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

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

QZ5 (QZ11). Do you need to wear glasses or contact lenses in order to watch TV, go online or use a phone? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	266	219	201	421	626	1226	47	321	**	68	143	967	359	28	23	**	155	204	172	188
	68%	77%	79%	78%	60%	49%	26%	74%	**	87%	78%	43%	78%	79%	88%	**	77%	78%	79%	77%
	a	a	a	a		g		l		hl	l				m					
No	124	64	52	116	419	1263	136	114	**	10	39	1274	103	8	3	**	47	56	45	58
	32%	23%	21%	22%	40%	51%	74%	26%	**	13%	22%	57%	22%	21%	12%	**	23%	22%	21%	23%
	bcd						f	j				hjk	o							

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

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

QZ6 (QZ12). Do you need to use a hearing aid or other hearing assistance in order to watch TV, go online or use a phone? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Yes	23 6%	25 9%	55 22% abd	80 15% ab	91 9%	121 5%	4 2%	85 20% l	** **	55 69% hkl	34 19% l	53 2%	66 14%	5 14%	7 26% m	** **	37 18% r	29 11%	31 14%	35 14%
No	367 94% cd	258 91% cd	198 78%	457 85% c	954 91%	2369 95%	179 98%	349 80% j	** **	24 31%	148 81% j	2188 98% hjk	396 86% o	30 86%	19 74%	** **	165 82%	231 89% q	186 86%	210 86%

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

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

QZ7 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE	
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	
Unweighted total	10	15	25	40	51	69	1	70	70	23	24	25	4	8	3	7	18	10	15	
Effective Weighted Sample	6	11	14	23	30	45	1	45	45	13	15	17	3	4	3	7	13	7	12	
Total	5	7	17	24	32	44	*	45	45	13	15	20	1	2	1	3	17	10	11	
Cannot tell by the light where the windows are	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	

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

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

QZ7 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s
Unweighted total	10	15	25	40	51	69	1	70	70	23	24	25	4	8	3	7	18	10	15
Effective Weighted Sample	6	11	14	23	30	45	1	45	45	13	15	17	3	4	3	7	13	7	12
Total	5	7	17	24	32	44	*	45	45	13	15	20	1	2	1	3	17	10	11
Have no problems as long as I am wearing glasses/ contact lenses	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**

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

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

QZ8 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/ SEG	MEG	DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	ANY	VISION	HEAR- ING	MOBI- LITY	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	g	~h	i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	17	30	61	91	101	121	121	23	121	40	59	7	13	12	39	20	27	32
Effective Weighted Sample	11	19	33	50	57	83	80	13	80	25	38	6	7	8	31	12	17	24
Total	9	14	37	51	57	67	79	13	79	24	43	3	4	2	24	19	23	19
Cannot hear sounds at all	**	**	**	**	1	1	2	**	2	**	**	**	**	**	**	**	**	**
	**	**	**	**	2%	2%	2%	**	2%	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	**	**	**	**	3	3	4	**	4	**	**	**	**	**	**	**	**	**
	**	**	**	**	5%	4%	5%	**	5%	**	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	**	**	**	**	3	5	6	**	6	**	**	**	**	**	**	**	**	**
	**	**	**	**	5%	7%	7%	**	7%	**	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	**	**	**	**	2	4	5	**	5	**	**	**	**	**	**	**	**	**
	**	**	**	**	4%	6%	6%	**	6%	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	**	**	**	**	9	9	11	**	11	**	**	**	**	**	**	**	**	**
	**	**	**	**	16%	13%	14%	**	14%	**	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	**	**	**	**	9	10	11	**	11	**	**	**	**	**	**	**	**	**
	**	**	**	**	16%	15%	14%	**	14%	**	**	**	**	**	**	**	**	**

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

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

QZ8 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/ SEG	MEG	DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	ANY	VISION	HEAR- ING	MOBI- LITY	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	e	f	g	~h	i	~j	~k	~l	~m	~n	~o	~p	~q	~r
Unweighted total	17	30	61	91	101	121	121	23	121	40	59	7	13	12	39	20	27	32
Effective Weighted Sample	11	19	33	50	57	83	80	13	80	25	38	6	7	8	31	12	17	24
Total	9	14	37	51	57	67	79	13	79	24	43	3	4	2	24	19	23	19
Difficulty following a conversation against background noise	**	**	**	**	16	22	25	**	25	**	**	**	**	**	**	**	**	**
	**	**	**	**	29%	33%	31%	**	31%	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	4	4	6	**	6	**	**	**	**	**	**	**	**	**
	**	**	**	**	7%	7%	7%	**	7%	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	10	8	11	**	11	**	**	**	**	**	**	**	**	**
	**	**	**	**	17%	12%	13%	**	13%	**	**	**	**	**	**	**	**	**

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

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

QZ10 (SGA). Do you ever work from home? (SINGLE CODE)

Base : Those working full or part time

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	316	55	10	65	359	1858	110	128	8	13	25	1844	42	12	5	6	27	15	26	16
Effective Weighted Sample	217	28	6	34	236	1242	86	82	6	10	19	1251	29	6	4	5	19	10	19	11
Total	218	37	8	44	268	1430	104	100	7	12	23	1458	40	4	*	1	23	17	21	19
Yes	55	**	**	**	29	401	24	31	**	**	**	400	**	**	**	**	**	**	**	**
	25%	**	**	**	11%	28%	23%	31%	**	**	**	27%	**	**	**	**	**	**	**	**
No	163	**	**	**	239	1030	80	69	**	**	**	1057	**	**	**	**	**	**	**	**
	75%	**	**	**	89%	72%	77%	69%	**	**	**	73%	**	**	**	**	**	**	**	**

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

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

QZ11 (SGB). Would you say that you work from home most of the time or just occasionally? (SINGLE CODE)

Base : Those who ever work from home

	AGE				AGE/ SEG	MEG		DISABILITY				65+ AGE GROUP				65+ AGE GROUP ENGLAND				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l	~m	~n	~o	~p	~q	~r	~s	~t
Unweighted total	84	15	3	18	46	475	21	34	4	3	8	463	11	4	1	2	9	2	9	2
Effective Weighted Sample	53	10	2	10	26	326	17	23	3	2	6	321	8	3	1	2	8	1	7	2
Total	55	7	3	9	29	401	24	31	5	3	8	400	8	1	*	*	6	2	7	1
Most of the time	**	**	**	**	**	145	**	**	**	**	**	139	**	**	**	**	**	**	**	**
	**	**	**	**	**	36%	**	**	**	**	**	35%	**	**	**	**	**	**	**	**
Just occasionally	**	**	**	**	**	253	**	**	**	**	**	258	**	**	**	**	**	**	**	**
	**	**	**	**	**	63%	**	**	**	**	**	65%	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	2	**	**	**	**	**	2	**	**	**	**	**	**	**	**
	**	**	**	**	**	1%	**	**	**	**	**	1%	**	**	**	**	**	**	**	**

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

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

QZ13. SHOWCARD Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Up to £199 per week/ £10,399 per year	25 6%	19 7%	31 12% ab	50 9%	143 14%	162 7%	10 5%	70 16% l	** **	13 16% l	36 20% l	97 4%	42 9%	4 11%	2 7%	** **	15 7%	28 11% s	9 4%	34 14% qs
From £200 to £299 per week/ £10,400 to £15,599 per year	24 6%	30 11% a	36 14% a	66 12% a	149 14%	208 8%	8 4%	63 14% l	** **	10 13% l	27 15% l	149 7%	55 12%	7 20%	2 9%	** **	25 12%	30 11%	18 8%	37 15% s
From £300 to £499 per week/ £15,600 to £25,599 per year	47 12% c	39 14% c	16 6%	55 10%	108 10%	249 10%	13 7%	47 11%	** **	11 13%	20 11%	219 10%	46 10%	3 10%	4 16%	** **	29 14% r	17 7%	24 11%	22 9%
From £500 to £699 per week/ £26,000 to £36,399 per year	42 11% cd	20 7% c	5 2%	25 5%	50 5%	222 9%	21 11%	24 6%	** **	1 1%	7 4%	221 10% hjk	20 4%	3 9%	1 5%	** **	12 6% t	8 3%	17 8% rt	3 1%
From £700 to £999 per week/ £36,400 to £51,999 per year	28 7% bcd	9 3%	5 2%	14 3%	32 3%	229 9%	17 9%	11 2%	** **	3 4%	3 2%	239 11% hk	13 3%	* 1%	* *%	** **	10 5% rt	4 1%	11 5% rt	3 1%
£1,000 per week and above/ £52,000 and above per year	29 8% bcd	6 2%	2 1%	8 1%	9 1%	203 8%	29 16% f	13 3%	** **	* *%	3 2%	222 10% hik	7 1%	1 2%	* *%	** **	5 2% t	2 1%	7 3% t	- -%

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

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

QZ13. SHOWCARD Please could you say which letter from this card applies to your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/ SEG	MEG		DISABILITY					65+ AGE GROUP				65+ AGE GROUP ENGLAND			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	ENGLAND	SCOT- LAND	WALES	N IRELAND	MALE	FEMALE	ABC1	C2DE
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t
Unweighted total	626	500	359	859	1612	3556	183	719	70	121	284	3024	533	105	127	94	267	266	275	258
Effective Weighted Sample	418	284	213	493	993	2344	136	454	45	80	189	2037	388	60	73	73	207	192	201	190
Total	390	283	253	537	1045	2489	183	434	45	79	182	2241	462	35	26	13	202	261	217	245
Don't know/ Refused	196	161	159	320	554	1216	86	206	**	41	85	1094	279	17	17	**	107	172	132	146
	50%	57%	63%	60%	53%	49%	47%	47%	**	52%	47%	49%	60%	47%	63%	**	53%	66%	61%	60%
			a	a														q		

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

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

QZ14 (QZN11). Do you regard yourself as belonging to any particular religion? IF YES: Which religion, religious denomination or body do you belong?

Base : All respondents in Northern Ireland

	AGE				AGE/SEG	MEG		DISABILITY				65+ AGE GROUP	
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO	N
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l	~m
Unweighted total	82	53	41	94	210	490	1	66	4	14	26	427	94
Effective Weighted Sample	71	41	32	73	175	421	1	57	4	12	23	368	73
Total	12	7	6	13	30	73	*	9	1	2	3	65	13
Roman Catholic	**	**	**	**	11	26	**	**	**	**	**	22	**
	**	**	**	**	37%	35%	**	**	**	**	**	34%	**
Presbyterian Church of Ireland	**	**	**	**	5	12	**	**	**	**	**	10	**
	**	**	**	**	18%	16%	**	**	**	**	**	16%	**
Church of Ireland	**	**	**	**	2	6	**	**	**	**	**	5	**
	**	**	**	**	8%	8%	**	**	**	**	**	7%	**
Methodist Church of Ireland	**	**	**	**	2	5	**	**	**	**	**	4	**
	**	**	**	**	5%	7%	**	**	**	**	**	7%	**
Other Christian (including Christian related)	**	**	**	**	2	5	**	**	**	**	**	4	**
	**	**	**	**	8%	7%	**	**	**	**	**	7%	**
Other religions/ philosophies	**	**	**	**	*	*	**	**	**	**	**	*	**
	**	**	**	**	1%	1%	**	**	**	**	**	1%	**
No religion	**	**	**	**	3	9	**	**	**	**	**	9	**
	**	**	**	**	11%	12%	**	**	**	**	**	14%	**
Refused	**	**	**	**	4	11	**	**	**	**	**	10	**
	**	**	**	**	12%	14%	**	**	**	**	**	15%	**

Columns Tested: a,b,c,d - f,g - h,i,j,k,l