

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER WAVE 3 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 6th October to 15th December 2012.

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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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
England	255	189	172	361	736	1658	213	260	**	**	94	1611
	81%	86%	85%	86%	83%	82%	96%	81%	**	**	84%	84%
	14%	10%	9%	19%	39%	89%	11%	14%	**	**	5%	86%
Scotland	32	16	16	32	76	193	2	29	**	**	7	166
	10%	7%	8%	8%	9%	10%	1%	9%	**	**	7%	9%
	16%	8%	8%	16%	39%	99%	1%	15%	**	**	4%	85%
Wales	20	9	10	19	53	104	5	25	**	**	7	88
	6%	4%	5%	5%	6%	5%	2%	8%	**	**	7%	5%
	18%	8%	9%	18%	48%	94%	5%	22%	**	**	7%	80%
Northern Ireland	8	4	4	8	23	61	1	9	**	**	3	53
	3%	2%	2%	2%	3%	3%	*%	3%	**	**	2%	3%
	13%	7%	6%	13%	37%	99%	1%	14%	**	**	4%	86%

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

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER WAVE 3 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 6th October to 15th December 2012.

**Table 5
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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
North East	13	8	5	14	38	94	5	18	**	**	5	79
	4%	4%	3%	3%	4%	5%	2%	6%	**	**	5%	4%
	13%	9%	5%	14%	39%	96%	5%	19%	**	**	6%	81%
North West	34	31	28	59	116	237	12	41	**	**	18	205
	11%	14%	14%	14%	13%	12%	6%	13%	**	**	17%	11%
	14%	13%	11%	24%	47%	95%	5%	16%	**	**	7%	83%
Yorkshire	31	18	16	34	80	169	17	18	**	**	6	168
	10%	8%	8%	8%	9%	8%	7%	6%	**	**	6%	9%
	17%	10%	8%	18%	43%	91%	9%	10%	**	**	3%	90%
East Midlands	28	17	13	30	67	141	16	25	**	**	8	132
	9%	8%	6%	7%	7%	7%	7%	8%	**	**	7%	7%
	18%	11%	8%	19%	42%	90%	10%	16%	**	**	5%	84%
West Midlands	30	21	17	38	80	161	32	30	**	**	11	161
	9%	9%	9%	9%	9%	8%	15%	9%	**	**	10%	8%
	15%	11%	9%	20%	41%	83%	17%	16%	**	**	6%	83%
East of England	26	25	24	49	86	189	16	26	**	**	7	180
	8%	12%	12%	12%	10%	9%	7%	8%	**	**	6%	9%
	13%	12%	12%	24%	42%	93%	8%	13%	**	**	3%	88%
London	27	19	24	43	86	186	92	26	**	**	11	255
	8%	9%	12%	10%	10%	9%	42%	8%	**	**	10%	13%
	9%	7%	9%	15%	30%	66%	32%	9%	**	**	4%	90%

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

OFCOM DIGITAL PARTICIPATION CONSORTIUM TECH TRACKER WAVE 3 2012 - SUBSET 65+, DE, EMG, DISABILITY ONLY - 6th October to 15th December 2012.

**Table 5
Page 3**

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

REGION

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
South East	36	23	18	41	92	296	19	34	**	**	12	285
	11%	11%	9%	10%	10%	15%	9%	10%	**	**	11%	15%
						g						h
	11%	7%	6%	13%	29%	93%	6%	11%	**	**	4%	90%
South West	31	25	28	53	92	185	4	42	**	**	14	146
	10%	11%	14%	13%	10%	9%	2%	13%	**	**	13%	8%
						g		l			l	
	17%	13%	15%	28%	49%	99%	2%	23%	**	**	8%	78%
Wales	20	9	10	19	53	104	5	25	**	**	7	88
	6%	4%	5%	5%	6%	5%	2%	8%	**	**	7%	5%
						l						
	18%	8%	9%	18%	48%	94%	5%	22%	**	**	7%	80%
Scotland	32	16	16	32	76	193	2	29	**	**	7	166
	10%	7%	8%	8%	9%	10%	1%	9%	**	**	7%	9%
						g						
	16%	8%	8%	16%	39%	99%	1%	15%	**	**	4%	85%
Northern Ireland	8	4	4	8	23	61	1	9	**	**	3	53
	3%	2%	2%	2%	3%	3%	*%	3%	**	**	2%	3%
						g						
	13%	7%	6%	13%	37%	99%	1%	14%	**	**	4%	86%
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.

URBANITY

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Urban	276	183	169	352	776	1724	216	274	**	**	93	1670
	88%	84%	84%	84%	87%	85%	98%	85%	**	**	84%	87%
	14%	9%	9%	18%	40%	89%	11%	14%	**	**	5%	86%
Rural	39	35	33	68	112	294	5	48	**	**	17	248
	12%	16%	16%	16%	13%	15%	2%	15%	**	**	16%	13%
	13%	12%	11%	23%	38%	99%	2%	16%	**	**	6%	83%

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.

CABLE AREA

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
TELEWEST	80	57	38	94	213	442	73	78	**	**	25	437
	26%	26%	19%	22%	24%	22%	33%	24%	**	**	22%	23%
	c	c					f					
	16%	11%	7%	18%	41%	86%	14%	15%	**	**	5%	85%
NTL	99	58	63	121	266	590	85	101	**	**	34	578
	31%	27%	31%	29%	30%	29%	38%	31%	**	**	30%	30%
							f					
	15%	9%	9%	18%	39%	87%	12%	15%	**	**	5%	85%
NEITHER	135	103	101	205	409	985	63	143	**	**	53	903
	43%	47%	50%	49%	46%	49%	29%	44%	**	**	47%	47%
						g						
	13%	10%	10%	20%	39%	94%	6%	14%	**	**	5%	86%

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.

DEPRIVATION LEVEL

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Low	201	135	130	266	461	1261	74	174	**	**	61	1157
	64%	62%	64%	63%	52%	62%	33%	54%	**	**	55%	60%
	15%	10%	10%	20%	35%	g 95%	6%	13%	**	**	5%	h 87%
Medium	102	74	62	136	374	655	128	128	**	**	44	658
	33%	34%	31%	32%	42%	32%	58%	40%	**	**	39%	34%
	13%	9%	8%	17%	48%	84%	16%	16%	**	**	6%	84%
High	3	4	6	10	31	41	18	12	**	**	3	50
	1%	2%	3%	2%	3%	2%	8%	4%	**	**	3%	3%
	5%	7%	10%	17%	50%	65%	29%	19%	**	**	6%	80%
Undefined	8	4	4	8	23	61	1	9	**	**	3	53
	3%	2%	2%	2%	3%	3%	*%	3%	**	**	2%	3%
	13%	7%	6%	13%	37%	g 99%	1%	14%	**	**	4%	86%
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.

SE. GENDER

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO
	a	b	c	d	OR DE	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Male	154	104	82	186	374	960	110	164	**	**	51	921
	49%	48%	41%	44%	42%	48%	50%	51%	**	**	46%	48%
	14%	10%	8%	17%	35%	89%	10%	15%	**	**	5%	86%
Female	161	114	120	234	514	1057	110	158	**	**	60	997
	51%	52%	59%	56%	58%	52%	50%	49%	**	**	54%	52%
	14%	10%	10%	20%	44%	91%	9%	14%	**	**	5%	86%

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.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
16 - 17	-	-	-	-	12	31	5	5	**	**	-	34
	-%	-%	-%	-%	1%	2%	2%	2%	**	**	-%	2%
	-%	-%	-%	-%	33%	83%	13%	14%	**	**	-%	92%
18 - 24	-	-	-	-	78	230	38	7	**	**	-	268
	-%	-%	-%	-%	9%	11%	17%	2%	**	**	-%	14%
	-%	-%	-%	-%	29%	84%	14%	2%	**	**	-%	98%
25 - 34	-	-	-	-	108	356	66	34	**	**	3	399
	-%	-%	-%	-%	12%	18%	30%	10%	**	**	2%	21%
	-%	-%	-%	-%	26%	85%	16%	8%	**	**	1%	95%
35 - 44	-	-	-	-	83	395	56	31	**	**	5	417
	-%	-%	-%	-%	9%	20%	25%	10%	**	**	4%	22%
	-%	-%	-%	-%	19%	88%	13%	7%	**	**	1%	93%
45 - 54	-	-	-	-	87	297	29	41	**	**	15	287
	-%	-%	-%	-%	10%	15%	13%	13%	**	**	14%	15%
	-%	-%	-%	-%	27%	91%	9%	12%	**	**	5%	87%
55 - 64	315	-	-	-	99	300	14	65	**	**	27	247
	100%	-%	-%	-%	11%	15%	6%	20%	**	**	24%	13%
	bcd					g		l			l	
	100%	-%	-%	-%	32%	95%	4%	21%	**	**	9%	78%
65 - 74	-	218	-	218	218	215	6	60	**	**	25	154
	-%	100%	-%	52%	25%	11%	2%	19%	**	**	23%	8%
	-%	acd		ac		g		l			l	
	-%	99%	-%	99%	99%	98%	3%	27%	**	**	12%	70%

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.

SF. AGE OF RESPONDENT

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
75+	-	-	202	202	202	194	8	80	**	**	36	112
	-%	-%	100%	48%	23%	10%	4%	25%	**	**	32%	6%
			abd	ab		g		l			l	
	-%	-%	101%	101%	101%	97%	4%	40%	**	**	18%	56%
AGE SUMMARY												
16-24	-	-	-	-	90	261	43	12	**	**	-	302
	-%	-%	-%	-%	10%	13%	19%	4%	**	**	-%	16%
							f	k				hk
	-%	-%	-%	-%	29%	84%	14%	4%	**	**	-%	98%
25-34	-	-	-	-	108	356	66	34	**	**	3	399
	-%	-%	-%	-%	12%	18%	30%	10%	**	**	2%	21%
							f	k				hk
	-%	-%	-%	-%	26%	85%	16%	8%	**	**	1%	95%
35-54	-	-	-	-	170	692	85	72	**	**	20	704
	-%	-%	-%	-%	19%	34%	39%	22%	**	**	18%	37%
												hk
	-%	-%	-%	-%	22%	89%	11%	9%	**	**	3%	91%
55-64	315	-	-	-	99	300	14	65	**	**	27	247
	100%	-%	-%	-%	11%	15%	6%	20%	**	**	24%	13%
	bcd					g		l			l	
	100%	-%	-%	-%	32%	95%	4%	21%	**	**	9%	78%
65+	-	218	202	420	420	409	13	140	**	**	61	266
	-%	100%	100%	100%	47%	20%	6%	43%	**	**	55%	14%
		a	a	a		g		l			hl	
	-%	52%	48%	100%	100%	97%	3%	33%	**	**	15%	63%

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.

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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
A	2	2	2	4	4	28	7	4	**	**	2	32
	1%	1%	1%	1%	*%	1%	3%	1%	**	**	2%	2%
	6%	6%	6%	12%	12%	78%	19%	11%	**	**	7%	89%
B	67	47	40	87	87	468	57	40	**	**	9	487
	21%	22%	20%	21%	10%	23%	26%	12%	**	**	8%	25%
											hk	
	13%	9%	8%	17%	17%	89%	11%	8%	**	**	2%	93%
C1	88	55	50	105	105	589	66	88	**	**	31	582
	28%	25%	25%	25%	12%	29%	30%	27%	**	**	28%	30%
	13%	8%	8%	16%	16%	89%	10%	13%	**	**	5%	88%
C2	59	44	35	79	79	384	30	45	**	**	17	367
	19%	20%	17%	19%	9%	19%	14%	14%	**	**	15%	19%
											h	
	14%	11%	9%	19%	19%	94%	7%	11%	**	**	4%	89%
D	46	28	23	51	284	249	34	47	**	**	15	231
	15%	13%	12%	12%	32%	12%	15%	15%	**	**	14%	12%
	17%	10%	8%	18%	102%	89%	12%	17%	**	**	5%	83%
E	53	40	51	91	326	296	26	99	**	**	36	216
	17%	18%	25%	22%	37%	15%	12%	31%	**	**	33%	11%
			a					l			l	
	17%	12%	16%	28%	101%	92%	8%	31%	**	**	11%	67%
Refused	-	2	-	2	2	3	*	-	**	**	-	3
	-%	1%	-%	*%	*%	*%	*%	-%	**	**	-%	*%
	-%	61%	-%	61%	61%	89%	10%	-%	**	**	-%	100%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
SOCIAL GROUP												
AB	69	49	43	92	92	497	64	44	**	**	12	519
	22%	23%	21%	22%	10%	25%	29%	14%	**	**	11%	27%
											hk	92%
	12%	9%	8%	16%	16%	88%	11%	8%	**	**	2%	
C1C2	146	99	85	184	184	973	96	133	**	**	48	949
	47%	45%	42%	44%	21%	48%	44%	41%	**	**	43%	49%
											h	88%
	14%	9%	8%	17%	17%	91%	9%	12%	**	**	4%	
DE	99	68	74	142	610	545	60	145	**	**	51	447
	32%	31%	37%	34%	69%	27%	27%	45%	**	**	46%	23%
								l			l	
	17%	11%	12%	24%	101%	91%	10%	24%	**	**	9%	74%

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.

QZ6 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Base for %	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Working full time (30hrs/wk+)	101	12	2	14	109	837	105	44	**	**	5	905
	32%	6%	1%	3%	12%	41%	47%	14%	**	**	4%	47%
	bcd	c						k				hk
	11%	1%	*%	2%	12%	89%	11%	5%	**	**	*%	96%
Working part time (8-29 hrs/wk)	48	6	6	12	86	285	29	29	**	**	7	289
	15%	3%	3%	3%	10%	14%	13%	9%	**	**	6%	15%
	bcd											hk
	15%	2%	2%	4%	27%	91%	9%	9%	**	**	2%	92%
Not working (i.e. under 8hrs/wk) - retired	100	190	180	370	399	453	17	144	**	**	69	309
	32%	87%	89%	88%	45%	22%	8%	45%	**	**	62%	16%
		a	a	a		g		l			hl	
	21%	41%	38%	79%	85%	97%	4%	31%	**	**	15%	66%
Not working (i.e. under 8hrs/wk) - unemployed (registered/ not registered but looking for work)	21	-	-	-	123	135	15	26	**	**	6	128
	7%	-%	-%	-%	14%	7%	7%	8%	**	**	5%	7%
	bcd											
	14%	-%	-%	-%	81%	88%	10%	17%	**	**	4%	84%
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.

QZ6 (SG). WORKING STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Not working (i.e. under 8hrs/wk) - student	1	1	1	2	21	94	23	6	**	**	-	119
	*%	*%	*%	*%	2%	5%	11%	2%	**	**	-%	6%
	1%	1%	1%	1%	17%	76%	19%	5%	**	**	-%	hk 97%
Not working (i.e. under 8hrs/wk) - housewife/ disabled/ other	43	9	12	21	146	204	28	71	**	**	25	157
	14%	4%	6%	5%	16%	10%	13%	22%	**	**	23%	8%
	bcd							l	**	**	l	
	18%	4%	5%	9%	63%	88%	12%	31%	**	**	11%	68%
Don't know	2	-	1	1	4	9	3	2	**	**	-	11
	1%	-%	1%	*%	*%	*%	1%	*%	**	**	-%	1%
	16%	-%	11%	11%	37%	81%	27%	14%	**	**	-%	91%
WORKING STATUS SUMMARY												
WORKING	148	18	8	27	195	1122	134	73	**	**	11	1193
	47%	8%	4%	6%	22%	56%	61%	23%	**	**	10%	62%
	bcd	c						k	**	**		hk
	12%	1%	1%	2%	16%	90%	11%	6%	**	**	1%	95%
NOT WORKING	164	200	193	392	689	886	84	247	**	**	100	714
	52%	92%	95%	93%	78%	44%	38%	77%	**	**	90%	37%
	a	a	a	a				l	**	**	hl	
	17%	20%	20%	40%	71%	91%	9%	25%	**	**	10%	73%
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.

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Base for %	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Being bought on mortgage	79	16	13	29	91	704	73	49	**	**	13	732
	25%	7%	6%	7%	10%	35%	33%	15%	**	**	12%	38%
	bcd											hk
	10%	2%	2%	4%	12%	91%	9%	6%	**	**	2%	94%
Owned outright by household	140	145	126	271	331	530	31	111	**	**	48	443
	45%	66%	62%	65%	37%	26%	14%	35%	**	**	44%	23%
		a	a	a		g		l			l	
	25%	26%	22%	48%	59%	95%	5%	20%	**	**	9%	79%
Rented from Local Authority/ Housing Association/ Trust	72	41	55	96	319	433	47	126	**	**	43	356
	23%	19%	27%	23%	36%	21%	21%	39%	**	**	39%	19%
			b					l			l	
	15%	9%	11%	20%	66%	90%	10%	26%	**	**	9%	74%
Rented from Private Landlord	18	13	7	20	137	317	61	31	**	**	5	348
	6%	6%	3%	5%	15%	16%	28%	10%	**	**	4%	18%
							f					hk
	5%	3%	2%	5%	36%	84%	16%	8%	**	**	1%	92%
Other	2	3	-	3	5	11	4	2	**	**	1	13
	1%	1%	-%	1%	1%	1%	2%	%	**	**	1%	1%
	17%	20%	-%	20%	33%	77%	27%	11%	**	**	9%	90%

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.

QZ7 (SH). HOUSEHOLD STATUS

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Don't know	3	-	2	2	5	22	6	3	**	**	-	26
	1%	-%	1%	*%	1%	1%	3%	1%	**	**	-%	1%
	12%	-%	5%	5%	16%	78%	21%	10%	**	**	-%	94%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
1	81	55	104	159	250	374	27	123	**	**	51	264
	26%	25%	52%	38%	28%	19%	12%	38%	**	**	46%	14%
			abd	ab		g		l			l	
	21%	14%	26%	40%	63%	94%	7%	31%	**	**	13%	67%
2	177	147	89	235	376	749	55	119	**	**	43	683
	56%	67%	44%	56%	42%	37%	25%	37%	**	**	38%	36%
	c	acd		c		g						
	22%	18%	11%	29%	47%	93%	7%	15%	**	**	5%	85%
3	37	10	8	18	122	384	38	40	**	**	11	388
	12%	5%	4%	4%	14%	19%	17%	12%	**	**	10%	20%
	bcd											hk
	9%	2%	2%	4%	29%	91%	9%	9%	**	**	3%	92%
4	13	5	1	6	74	337	57	24	**	**	3	376
	4%	2%	1%	2%	8%	17%	26%	8%	**	**	3%	20%
	cd						f					hk
	3%	1%	*%	2%	19%	85%	14%	6%	**	**	1%	95%
5+	6	2	-	2	66	174	45	16	**	**	2	208
	2%	1%	-%	*%	7%	9%	20%	5%	**	**	2%	11%
	cd					f						hk
	3%	1%	-%	1%	30%	79%	20%	7%	**	**	1%	94%
Mean number of people	2.0	1.9	1.5	1.7	2.3	2.6	3.3	2.1	**	**	1.8	2.8
	bcd	cd		c			f	k				hk
Standard deviation	.87	.66	.61	.66	1.35	1.32	1.64	1.19	**	**	1.06	1.37
Standard error	.04	.04	.04	.03	.04	.03	.11	.06	**	**	.08	.03
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.

SI (SK). Household size

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Small (1-2 people)	259	201	193	394	626	1122	81	242	**	**	94	947
	82%	92%	96%	94%	70%	56%	37%	75%	**	**	85%	49%
	a	a	a	a	g	g	l	l	**	**	hl	hl
	22%	17%	16%	33%	52%	93%	7%	20%	**	**	8%	79%
Medium (3-4 people)	50	15	9	24	196	721	95	64	**	**	15	763
	16%	7%	4%	6%	22%	36%	43%	20%	**	**	13%	40%
	bcd								**	**	hk	hk
	6%	2%	1%	3%	24%	88%	12%	8%	**	**	2%	93%
Large (5+ people)	6	2	-	2	66	174	45	16	**	**	2	208
	2%	1%	-%	*%	7%	9%	20%	5%	**	**	2%	11%
	cd				f	f	f	f	**	**	hk	hk
	3%	1%	-%	1%	30%	79%	20%	7%	**	**	1%	94%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
None	298	214	201	414	663	1322	99	259	**	**	99	1150
	95%	98%	99%	99%	75%	66%	45%	80%	**	**	89%	60%
		a	a	a		g		l			hl	
	21%	15%	14%	29%	47%	93%	7%	18%	**	**	7%	81%
1	14	2	1	2	85	302	38	33	**	**	8	313
	4%	1%	*%	1%	10%	15%	17%	10%	**	**	8%	16%
	bcd										hk	
	4%	1%	*%	1%	25%	89%	11%	10%	**	**	2%	92%
2	3	2	1	3	83	273	57	20	**	**	2	317
	1%	1%	*%	1%	9%	14%	26%	6%	**	**	2%	17%
						f					hk	
	1%	1%	*%	1%	25%	82%	17%	6%	**	**	1%	95%
3	-	*	-	*	33	88	19	8	**	**	*	98
	-%	*%	-%	*%	4%	4%	9%	2%	**	**	*%	5%
						f					hk	
	-%	*%	-%	*%	32%	85%	18%	8%	**	**	*%	95%
4	-	-	-	-	13	19	4	1	**	**	-	23
	-%	-%	-%	-%	1%	1%	2%	*%	**	**	-%	1%
	-%	-%	-%	-%	53%	82%	18%	4%	**	**	-%	97%
5+	-	-	-	-	11	13	4	1	**	**	1	17
	-%	-%	-%	-%	1%	1%	2%	*%	**	**	1%	1%
	-%	-%	-%	-%	60%	74%	22%	6%	**	**	4%	97%
Mean number of children	.1	*	*	*	.5	.6	1.1	.3	**	**	.2	.7
	cd						f	k			hk	
Standard deviation	.29	.24	.13	.20	1.07	1.02	1.24	.80	**	**	.69	1.09
Standard error	.01	.01	.01	.01	.03	.02	.08	.04	**	**	.05	.02
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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	68	30	2	32	277	976	107	97	**	**	27	1004
	22%	14%	1%	8%	31%	48%	49%	30%	**	**	24%	52%
	bcd	cd		c								hk
	6%	3%	*%	3%	25%	90%	10%	9%	**	**	2%	92%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	33	8	2	9	140	556	55	44	**	**	12	576
	10%	3%	1%	2%	16%	28%	25%	14%	**	**	11%	30%
	bcd	c										hk
	5%	1%	*%	2%	23%	91%	9%	7%	**	**	2%	94%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, iRiver Reader)	42	17	9	25	61	353	19	22	**	**	7	352
	13%	8%	4%	6%	7%	18%	9%	7%	**	**	7%	18%
	bcd					g						hk
	11%	4%	2%	7%	16%	94%	5%	6%	**	**	2%	94%
ANY GAMES CONSOLE	76	31	2	33	295	1032	115	99	**	**	27	1065
	24%	14%	1%	8%	33%	51%	52%	31%	**	**	25%	56%
	bcd	cd		c								hk
	7%	3%	*%	3%	26%	90%	10%	9%	**	**	2%	93%

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
None of these	210	169	187	356	551	893	99	210	**	**	77	769
	67%	78%	93%	85%	62%	44%	45%	65%	**	**	70%	40%
	a	abd	ab					l			l	
	21%	17%	19%	36%	56%	90%	10%	21%	**	**	8%	78%
Don't know	4	6	4	10	18	21	2	6	**	**	2	17
	1%	3%	2%	2%	2%	1%	1%	2%	**	**	2%	1%
	17%	24%	19%	43%	75%	90%	10%	27%	**	**	9%	71%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Video games console connected to a TV (e.g. Sony PlayStation, Nintendo Wii or Microsoft Xbox)	36	13	*	13	156	613	53	52	**	**	17	626
	11%	6%	*%	3%	18%	30%	24%	16%	**	**	16%	33%
	bcd	c		c								hk
	5%	2%	*%	2%	23%	92%	8%	8%	**	**	3%	93%
Handheld/ portable games player (e.g. Nintendo DS, Sony PSP)	16	3	-	3	72	250	18	12	**	**	6	259
	5%	2%	-%	1%	8%	12%	8%	4%	**	**	5%	14%
	bcd											hk
	6%	1%	-%	1%	27%	93%	7%	4%	**	**	2%	96%
E-reader - digital book reader (e.g. Kindle, Sony Reader, Kobo eReader, iRiver Reader)	31	10	6	17	40	249	16	13	**	**	5	252
	10%	5%	3%	4%	4%	12%	7%	4%	**	**	5%	13%
	bcd					g						hk
	12%	4%	2%	6%	15%	94%	6%	5%	**	**	2%	95%
ANY GAMES CONSOLE	43	14	*	14	174	656	57	54	**	**	17	671
	14%	6%	*%	3%	20%	33%	26%	17%	**	**	16%	35%
	bcd	c		c								hk
	6%	2%	*%	2%	24%	92%	8%	8%	**	**	2%	94%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
None of these	245	191	191	381	669	1219	148	255	**	**	87	1106
	78%	87%	94%	91%	75%	60%	67%	79%	**	**	79%	58%
	a	a	ab	a				l			l	
	18%	14%	14%	28%	49%	89%	11%	19%	**	**	6%	81%
Don't know	4	6	4	10	24	30	10	8	**	**	3	30
	1%	3%	2%	2%	3%	1%	4%	3%	**	**	2%	2%
					f							
	11%	15%	11%	26%	62%	78%	25%	22%	**	**	7%	77%
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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	~d	e	f	g	h	~i	~j	~k	l
Unweighted total	103	36	3	39	370	1201	117	121	16	5	38	1198
Effective Weighted Sample	85	31	2	33	302	983	95	88	13	5	30	996
Total	76	31	2	33	295	1032	115	99	12	5	27	1065
	7%	**	**	**	26%	90%	10%	9%	**	**	**	93%
Nintendo Wii	32	**	**	**	117	473	39	44	**	**	**	473
	43%	**	**	**	40%	46%	34%	45%	**	**	**	44%
	6%	**	**	**	23%	g 92%	8%	9%	**	**	**	92%
XBox 360	21	**	**	**	105	412	28	43	**	**	**	408
	27%	**	**	**	36%	40%	24%	43%	**	**	**	38%
	5%	**	**	**	24%	g 93%	6%	10%	**	**	**	92%
Nintendo DS/ DSi/ DS Lite/ 3DS	16	**	**	**	114	392	35	33	**	**	**	401
	21%	**	**	**	39%	38%	30%	33%	**	**	**	38%
	4%	**	**	**	27%	92%	8%	8%	**	**	**	94%
PlayStation 3	16	**	**	**	89	271	46	23	**	**	**	301
	21%	**	**	**	30%	26%	40%	23%	**	**	**	28%
	5%	**	**	**	28%	f 85%	14%	7%	**	**	**	94%
PlayStation 2	12	**	**	**	59	192	14	14	**	**	**	193
	15%	**	**	**	20%	19%	13%	14%	**	**	**	18%
	6%	**	**	**	28%	93%	7%	7%	**	**	**	93%
PlayStation Portable (PSP)	4	**	**	**	29	100	15	6	**	**	**	108
	5%	**	**	**	10%	10%	13%	6%	**	**	**	10%
	4%	**	**	**	26%	88%	13%	5%	**	**	**	95%
XBox	5	**	**	**	21	75	8	7	**	**	**	77
	6%	**	**	**	7%	7%	7%	7%	**	**	**	7%
	6%	**	**	**	25%	89%	9%	9%	**	**	**	92%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	~d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	103	36	3	39	370	1201	117	121	16	5	38	1198
Effective Weighted Sample	85	31	2	33	302	983	95	88	13	5	30	996
Total	76	31	2	33	295	1032	115	99	12	5	27	1065
	7%	**	**	**	26%	90%	10%	9%	**	**	**	93%
Other	1	**	**	**	3	8	2	1	**	**	**	9
	1%	**	**	**	1%	1%	2%	1%	**	**	**	1%
	7%	**	**	**	34%	83%	18%	8%	**	**	**	93%
PS3/ Wii/ XBox 360/ XBox	67	**	**	**	269	946	106	95	**	**	**	976
	88%	**	**	**	91%	92%	92%	95%	**	**	**	92%
	6%	**	**	**	25%	89%	10%	9%	**	**	**	92%
DS/ PSP/ PORTABLE CONSOLE	18	**	**	**	121	429	47	34	**	**	**	447
	23%	**	**	**	41%	42%	41%	34%	**	**	**	42%
	4%	**	**	**	25%	90%	10%	7%	**	**	**	94%
Don't know	5	**	**	**	3	22	1	3	**	**	**	21
	6%	**	**	**	1%	2%	1%	3%	**	**	**	2%
	21%	**	**	**	11%	96%	6%	12%	**	**	**	92%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	~d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	103	36	3	39	370	1201	117	121	16	5	38	1198
Effective Weighted Sample	85	31	2	33	302	983	95	88	13	5	30	996
Total	76	31	2	33	295	1032	115	99	12	5	27	1065
	7%	**	**	**	26%	90%	10%	9%	**	**	**	93%
Online gaming	13	**	**	**	63	267	24	25	**	**	**	271
	17%	**	**	**	21%	26%	21%	25%	**	**	**	25%
	5%	**	**	**	22%	92%	8%	8%	**	**	**	93%
Watching DVDs/ Blu Ray DVDs	9	**	**	**	57	237	20	25	**	**	**	238
	12%	**	**	**	19%	23%	17%	25%	**	**	**	22%
	3%	**	**	**	22%	92%	8%	10%	**	**	**	93%
Watching catch-up TV e.g. programmes on BBC iPlayer, ITV Player, Sky Player	4	**	**	**	42	144	11	13	**	**	**	147
	6%	**	**	**	14%	14%	10%	13%	**	**	**	14%
	3%	**	**	**	27%	92%	7%	8%	**	**	**	94%
Browsing the web/ internet	4	**	**	**	37	126	19	8	**	**	**	138
	6%	**	**	**	13%	12%	16%	8%	**	**	**	13%
	3%	**	**	**	26%	87%	13%	6%	**	**	**	95%
Watching video clips online - e.g. on YouTube	2	**	**	**	23	78	7	5	**	**	**	82
	2%	**	**	**	8%	8%	6%	5%	**	**	**	8%
	2%	**	**	**	26%	91%	8%	6%	**	**	**	96%
Watching 'live' TV programmes/ content	2	**	**	**	24	75	7	6	**	**	**	78
	3%	**	**	**	8%	7%	6%	6%	**	**	**	7%
	3%	**	**	**	30%	92%	9%	8%	**	**	**	95%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	~d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	103	36	3	39	370	1201	117	121	16	5	38	1198
Effective Weighted Sample	85	31	2	33	302	983	95	88	13	5	30	996
Total	76	31	2	33	295	1032	115	99	12	5	27	1065
	7%	**	**	**	26%	90%	10%	9%	**	**	**	93%
Other	6	**	**	**	7	44	4	7	**	**	**	40
	7%	**	**	**	2%	4%	3%	7%	**	**	**	4%
	12%	**	**	**	15%	94%	8%	16%	**	**	**	87%
WATCHING VIDEO CONTENT	14	**	**	**	81	313	30	27	**	**	**	323
	19%	**	**	**	27%	30%	26%	28%	**	**	**	30%
	4%	**	**	**	23%	91%	9%	8%	**	**	**	94%
IPTV	6	**	**	**	50	165	16	13	**	**	**	173
	8%	**	**	**	17%	16%	14%	13%	**	**	**	16%
	3%	**	**	**	28%	91%	9%	7%	**	**	**	95%
None of these	37	**	**	**	171	498	67	46	**	**	**	525
	48%	**	**	**	58%	48%	58%	46%	**	**	**	49%
	6%	**	**	**	30%	88%	12%	8%	**	**	**	92%
Don't know	10	**	**	**	9	43	4	6	**	**	**	41
	12%	**	**	**	3%	4%	3%	6%	**	**	**	4%
	21%	**	**	**	20%	92%	8%	13%	**	**	**	88%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	40	16	8	24	52	269	16	16	6	4	7	269
Effective Weighted Sample	34	14	6	20	44	221	13	12	6	4	6	221
Total	31	10	6	17	40	249	16	13	4	2	5	252
	**	**	**	**	**	94%	**	**	**	**	**	95%
Yes	**	**	**	**	**	136	**	**	**	**	**	135
	**	**	**	**	**	55%	**	**	**	**	**	54%
	**	**	**	**	**	94%	**	**	**	**	**	94%
No	**	**	**	**	**	101	**	**	**	**	**	106
	**	**	**	**	**	41%	**	**	**	**	**	42%
	**	**	**	**	**	92%	**	**	**	**	**	96%
Don't know	**	**	**	**	**	11	**	**	**	**	**	11
	**	**	**	**	**	4%	**	**	**	**	**	4%
	**	**	**	**	**	93%	**	**	**	**	**	90%

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.

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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Can use to make and receive calls	280	205	196	401	707	1667	178	256	**	**	97	1582
	89%	94%	97%	95%	80%	83%	80%	79%	**	**	88%	82%
		a	a	a							h	
	15%	11%	11%	22%	38%	90%	10%	14%	**	**	5%	86%
Can receive but not make calls/ incoming only	2	1	2	3	7	21	3	5	**	**	3	20
	*%	1%	1%	1%	1%	1%	1%	2%	**	**	3%	1%
	6%	5%	6%	11%	29%	88%	11%	22%	**	**	12%	80%
Line not working properly/ needs to be repaired	1	-	-	-	7	18	3	2	**	**	-	19
	*%	-%	-%	-%	1%	1%	1%	1%	**	**	-%	1%
	7%	-%	-%	-%	34%	86%	12%	10%	**	**	-%	91%
No, do not have landline phone	32	12	5	16	167	311	38	58	**	**	11	298
	10%	5%	2%	4%	19%	15%	17%	18%	**	**	10%	16%
	bcd							k				
	9%	3%	1%	5%	48%	88%	11%	16%	**	**	3%	85%
Don't know	-	-	-	-	-	1	-	1	**	**	-	-
	-%	-%	-%	-%	-%	*%	-%	*%	**	**	-%	-%
								l				
	-%	-%	-%	-%	-%	100%	-%	136%	**	**	-%	-%
HOUSEHOLD PHONE OWNERSHIP												
FIXED ONLY	25	32	81	113	134	136	9	69	**	**	34	65
	8%	15%	40%	27%	15%	7%	4%	21%	**	**	30%	3%
		a	abd	ab				l			hl	
	18%	22%	57%	79%	94%	95%	6%	48%	**	**	24%	46%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
FIXED & MOBILE	257	174	116	290	587	1571	174	194	**	**	67	1555
	82%	80%	58%	69%	66%	78%	79%	60%	**	**	60%	81%
	cd	cd		c								hk
	15%	10%	7%	17%	34%	90%	10%	11%	**	**	4%	89%
MOBILE ONLY	30	11	4	14	158	299	37	55	**	**	11	289
	10%	5%	2%	3%	18%	15%	17%	17%	**	**	10%	15%
	bcd							k				
	9%	3%	1%	4%	46%	88%	11%	16%	**	**	3%	85%
ALL FIXED	283	206	197	404	721	1706	183	263	**	**	100	1620
	90%	95%	98%	96%	81%	85%	83%	82%	**	**	90%	84%
		a	a	a							h	
	15%	11%	10%	21%	38%	90%	10%	14%	**	**	5%	86%
ALL MOBILE	288	185	120	305	744	1870	211	249	**	**	77	1844
	91%	85%	59%	73%	84%	93%	96%	77%	**	**	70%	96%
	bcd	cd		c								hk
	14%	9%	6%	15%	36%	90%	10%	12%	**	**	4%	88%
NEITHER	2	1	1	2	9	12	1	4	**	**	-	8
	*%	*%	*%	*%	1%	1%	*%	1%	**	**	-%	*%
	12%	7%	7%	15%	71%	94%	6%	32%	**	**	-%	64%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	384	294	281	575	979	2127	188	386	60	60	158	1929
Effective Weighted Sample	322	248	230	478	809	1750	151	300	50	51	131	1601
Total	283	206	197	404	721	1706	183	263	37	41	100	1620
	15%	11%	10%	21%	38%	90%	10%	14%	**	**	5%	86%
Yes to make calls	265	198	191	389	669	1572	169	245	**	**	94	1492
	94%	96%	97%	96%	93%	92%	92%	93%	**	**	93%	92%
	15%	11%	11%	22%	38%	90%	10%	14%	**	**	5%	86%
Yes to receive calls	257	193	181	375	655	1550	171	235	**	**	92	1480
	91%	94%	92%	93%	91%	91%	93%	89%	**	**	92%	91%
	15%	11%	11%	22%	38%	90%	10%	14%	**	**	5%	86%
Yes for internet access	125	86	37	122	270	888	103	97	**	**	31	901
	44%	42%	18%	30%	38%	52%	56%	37%	**	**	31%	56%
	cd	cd	c	c							hk	hk
	13%	9%	4%	12%	27%	89%	10%	10%	**	**	3%	91%
TOTAL PERSONALLY USE	268	199	192	391	683	1628	173	249	**	**	95	1547
	95%	97%	97%	97%	95%	95%	94%	95%	**	**	95%	96%
	15%	11%	11%	22%	38%	90%	10%	14%	**	**	5%	86%
No do not use landline at home	12	6	5	11	36	72	10	12	**	**	4	69
	4%	3%	3%	3%	5%	4%	6%	4%	**	**	4%	4%
	15%	8%	6%	14%	44%	89%	13%	14%	**	**	5%	85%
Don't know	2	1	-	1	2	7	-	3	**	**	1	4
	1%	*%	-%	*%	*%	*%	-%	1%	**	**	1%	*%
	38%	12%	-%	12%	30%	100%	-%	41%	**	**	15%	65%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Mobile phone	111	34	8	42	351	1138	155	115	**	**	26	1196
	35%	16%	4%	10%	40%	56%	70%	36%	**	**	24%	62%
	bcd	cd		c		f		k				hk
	9%	3%	1%	3%	27%	88%	12%	9%	**	**	2%	92%
Landline phone at home	189	172	177	349	490	794	57	187	**	**	72	651
	60%	79%	88%	83%	55%	39%	26%	58%	**	**	65%	34%
		a	ab	a		g		l			l	
	22%	20%	21%	41%	58%	94%	7%	22%	**	**	9%	77%
Landline phone at work	11	6	14	21	30	58	5	11	**	**	9	49
	4%	3%	7%	5%	3%	3%	2%	3%	**	**	8%	3%
		b									hl	
	19%	10%	23%	33%	48%	94%	9%	18%	**	**	15%	80%
Other	1	5	1	7	14	21	3	9	**	**	3	14
	*%	2%	1%	2%	2%	1%	1%	3%	**	**	3%	1%
		a						l			l	
	5%	22%	6%	29%	60%	88%	11%	39%	**	**	13%	61%
Don't know	2	*	1	1	3	7	2	*	**	**	-	8
	1%	*%	*%	*%	*%	*%	1%	*%	**	**	-%	*%
	31%	5%	12%	17%	39%	82%	20%	4%	**	**	-%	95%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Mobile phone	94	31	5	36	334	1036	146	107	**	**	22	1090
	30%	14%	2%	8%	38%	51%	66%	33%	**	**	20%	57%
	bcd	cd		c		f		k				hk
	8%	3%	*%	3%	28%	87%	12%	9%	**	**	2%	92%
Landline phone at home	215	183	194	377	535	945	73	208	**	**	88	797
	68%	84%	96%	90%	60%	47%	33%	65%	**	**	79%	42%
		a	abd	ab		g		l			hl	
	21%	18%	19%	37%	53%	93%	7%	20%	**	**	9%	78%
Internet voice service (VoIP)	4	2	*	3	5	12	-	3	**	**	1	9
	1%	1%	*%	1%	1%	1%	-%	1%	**	**	*%	*%
	31%	18%	3%	22%	41%	100%	-%	25%	**	**	4%	76%
Other	1	1	1	2	11	13	2	5	**	**	*	10
	*%	*%	1%	1%	1%	1%	1%	1%	**	**	*%	1%
	8%	7%	10%	17%	71%	86%	14%	30%	**	**	2%	69%
Don't know	1	1	1	2	4	12	1	*	**	**	-	12
	*%	1%	*%	1%	*%	1%	*%	*%	**	**	-%	1%
	8%	11%	6%	17%	35%	95%	6%	2%	**	**	-%	97%

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.

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				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total		427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample		358	265	237	502	997	2052	186	358	53	58	143	1882
Total		315	218	202	420	888	2018	221	322	41	49	111	1918
		14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
One	(1.0)	93	70	80	150	296	441	37	99	**	**	36	376
		29%	32%	39%	36%	33%	22%	17%	31%	**	**	32%	20%
				a					l			l	
Two	(2.0)	19%	15%	17%	31%	62%	92%	8%	21%	**	**	8%	79%
		143	101	35	136	279	792	74	87	**	**	24	781
		45%	47%	17%	32%	31%	39%	34%	27%	**	**	21%	41%
Three	(3.0)	cd	cd	c									hk
		17%	12%	4%	16%	32%	92%	9%	10%	**	**	3%	90%
		40	10	5	15	104	346	46	35	**	**	9	361
Four or more	(4.0)	13%	4%	3%	4%	12%	17%	21%	11%	**	**	8%	19%
		bcd											hk
		10%	2%	1%	4%	26%	88%	12%	9%	**	**	2%	92%
None	(0.0)	13	4	-	4	66	291	54	28	**	**	9	326
		4%	2%	-%	1%	7%	14%	25%	9%	**	**	8%	17%
		cd	c					f					hk
Don't know		4%	1%	-%	1%	19%	83%	16%	8%	**	**	2%	93%
		26	32	82	114	141	144	9	72	**	**	33	71
		8%	15%	41%	27%	16%	7%	4%	22%	**	**	30%	4%
Mean mobiles in household		a	a	abd	ab				l			l	
		17%	21%	54%	75%	93%	95%	6%	47%	**	**	22%	47%
Standard deviation		1	1	-	1	3	4	1	1	**	**	1	3
		*%	1%	-%	*%	*%	*%	*%	*%	**	**	1%	*%
		25%	24%	-%	24%	67%	83%	12%	30%	**	**	15%	64%
Standard error													
		1.7	1.5	.8	1.2	1.6	2.1	2.4	1.5	**	**	1.3	2.3
		bcd	cd	c				f					hk
		.92	.86	.81	.90	1.11	1.12	1.16	1.20	**	**	1.21	1.07
		.04	.05	.05	.04	.03	.02	.08	.06	**	**	.09	.02

Any break column with 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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO
	a	b	c	d	OR DE	f	g	h	~i	~j	k	l
Significance Level: 95%												
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
HOUSEHOLD PHONE OWNERSHIP												
FIXED ONLY	25	32	81	113	134	136	9	69	**	**	34	65
	8%	15%	40%	27%	15%	7%	4%	21%	**	**	30%	3%
		a	abd	ab				l			hl	
	18%	22%	57%	79%	94%	95%	6%	48%	**	**	24%	46%
FIXED & MOBILE	257	174	116	290	587	1571	174	194	**	**	67	1555
	82%	80%	58%	69%	66%	78%	79%	60%	**	**	60%	81%
	cd	cd		c								hk
	15%	10%	7%	17%	34%	90%	10%	11%	**	**	4%	89%
MOBILE ONLY	30	11	4	14	158	299	37	55	**	**	11	289
	10%	5%	2%	3%	18%	15%	17%	17%	**	**	10%	15%
	bcd							k				
	9%	3%	1%	4%	46%	88%	11%	16%	**	**	3%	85%
ALL FIXED	283	206	197	404	721	1706	183	263	**	**	100	1620
	90%	95%	98%	96%	81%	85%	83%	82%	**	**	90%	84%
		a	a	a							h	
	15%	11%	10%	21%	38%	90%	10%	14%	**	**	5%	86%
ALL MOBILE	288	185	120	305	744	1870	211	249	**	**	77	1844
	91%	85%	59%	73%	84%	93%	96%	77%	**	**	70%	96%
	bcd	cd		c								hk
	14%	9%	6%	15%	36%	90%	10%	12%	**	**	4%	88%
NEITHER	2	1	1	2	9	12	1	4	**	**	-	8
	*%	*%	*%	*%	1%	1%	*%	1%	**	**	-%	*%
	12%	7%	7%	15%	71%	94%	6%	32%	**	**	-%	64%

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.

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				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total		427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample		358	265	237	502	997	2052	186	358	53	58	143	1882
Total		315	218	202	420	888	2018	221	322	41	49	111	1918
		14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
No	(0.0)	10	13	14	27	35	42	4	17	**	**	8	28
		3%	6%	7%	6%	4%	2%	2%	5%	**	**	7%	1%
				a	a				l			l	
1	(1.0)	22%	28%	30%	57%	76%	90%	9%	36%	**	**	17%	61%
		261	165	105	270	671	1687	180	219	**	**	66	1659
		83%	76%	52%	64%	76%	84%	81%	68%	**	**	59%	86%
2	(2.0)	bcd	cd		c								hk
		14%	9%	6%	14%	36%	90%	10%	12%	**	**	4%	89%
		12	6	1	7	33	117	26	11	**	**	4	133
3	(3.0)	4%	3%	1%	2%	4%	6%	12%	4%	**	**	3%	7%
		cd				f							h
		8%	4%	1%	5%	23%	82%	18%	8%	**	**	2%	93%
4 or more	(4.0)	2	1	-	1	2	15	1	1	**	**	-	15
		1%	1%	-%	*%	*%	1%	*%	*%	**	**	-%	1%
		15%	9%	-%	9%	14%	95%	5%	7%	**	**	-%	95%
No mobiles in household	(0.0)	2	-	-	-	3	9	-	1	**	**	-	8
		1%	-%	-%	-%	*%	*%	-%	*%	**	**	-%	*%
		20%	-%	-%	-%	37%	100%	-%	7%	**	**	-%	93%
Mean mobiles used	(0.0)	27	33	82	115	144	148	10	73	**	**	34	74
		9%	15%	41%	27%	16%	7%	4%	23%	**	**	30%	4%
			a	abd	ab				l			l	
Standard deviation	(0.0)	17%	21%	53%	74%	92%	95%	6%	47%	**	**	22%	47%
		1.0	.8	.5	.7	.9	1.0	1.1	.8	**	**	.7	1.0
		bcd	cd		c				k				hk
Standard error	(0.0)	.49	.48	.51	.52	.51	.47	.44	.54	**	**	.54	.44
		.02	.03	.03	.02	.01	.01	.03	.03	**	**	.04	.01
		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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
PERSONALLY USE MOBILE												
Yes	278	172	106	278	709	1828	207	232	**	**	69	1815
	88%	79%	53%	66%	80%	91%	94%	72%	**	**	62%	95%
	bcd	cd		c				k				hk
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
No	36	45	96	141	176	186	14	88	**	**	41	99
	11%	21%	47%	34%	20%	9%	6%	27%	**	**	37%	5%
		a	abd	ab				l			hl	
	18%	23%	48%	71%	89%	94%	7%	45%	**	**	21%	50%

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.

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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
O2 (formerly BTCellnet)	54	31	26	56	166	467	38	57	**	**	14	451
	20%	18%	24%	20%	23%	26%	18%	24%	**	**	20%	25%
						g						
	11%	6%	5%	11%	33%	93%	8%	11%	**	**	3%	89%
Orange	62	40	26	66	164	456	34	51	**	**	15	442
	22%	23%	25%	24%	23%	25%	17%	22%	**	**	22%	24%
						g						
	13%	8%	5%	14%	33%	93%	7%	10%	**	**	3%	90%
Vodafone	61	38	10	48	118	344	38	34	**	**	10	348
	22%	22%	9%	17%	17%	19%	18%	15%	**	**	15%	19%
	c	c	c	c								
	16%	10%	3%	13%	31%	90%	10%	9%	**	**	3%	92%
TMobile (formerly One2One)	31	19	14	33	88	188	42	32	**	**	8	204
	11%	11%	13%	12%	12%	10%	20%	14%	**	**	12%	11%
						f						
	13%	8%	6%	14%	38%	81%	18%	14%	**	**	3%	87%
'3'	15	2	1	3	35	101	34	11	**	**	3	129
	5%	1%	1%	1%	5%	6%	17%	5%	**	**	5%	7%
	bcd					f						
	11%	2%	1%	2%	26%	73%	25%	8%	**	**	2%	93%
Virgin Media/ Any Virgin	19	11	9	20	37	100	4	14	**	**	5	89
	7%	6%	9%	7%	5%	5%	2%	6%	**	**	8%	5%
						g						
	19%	11%	9%	19%	36%	96%	4%	14%	**	**	5%	86%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Tesco	19	15	6	21	50	91	6	16	**	**	6	80
	7%	9%	6%	8%	7%	5%	3%	7%	**	**	9%	4%
	20%	16%	6%	22%	51%	94%	6%	17%	**	**	6%	82%
Other	13	5	3	7	25	47	7	7	**	**	3	49
	5%	3%	2%	3%	4%	3%	4%	3%	**	**	4%	3%
	24%	8%	5%	13%	45%	86%	13%	13%	**	**	5%	89%
Don't know	3	11	12	23	25	34	3	10	**	**	5	24
	1%	6%	11%	8%	4%	2%	1%	4%	**	**	7%	1%
		a	a	a				l			l	
	7%	31%	33%	64%	71%	95%	8%	29%	**	**	13%	68%

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.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Yes	64	25	6	31	238	979	127	73	**	**	13	1048
	23%	15%	6%	11%	34%	54%	62%	31%	**	**	19%	58%
	bcd	c				f	f	k				hk
	6%	2%	1%	3%	21%	88%	11%	7%	**	**	1%	95%
No	212	145	98	243	466	841	79	157	**	**	55	761
	76%	84%	93%	87%	66%	46%	38%	68%	**	**	79%	42%
		a	ab	a		g		l			hl	
	23%	16%	11%	26%	51%	91%	9%	17%	**	**	6%	83%
Don't know	2	2	2	4	4	8	1	3	**	**	2	6
	1%	1%	2%	1%	1%	*%	*%	1%	**	**	2%	*%
								l			l	
	22%	25%	22%	47%	54%	91%	10%	33%	**	**	20%	66%

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.

QD5 (QD40). SHOWCARD And which operating system is on your smartphone? This means the software which runs on your phone and determines the phone's appearance, interaction and functions. (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Apple iOS	**	**	**	**	72	373	55	**	**	**	**	420
	**	**	**	**	30%	38%	43%	**	**	**	**	40%
	**	**	**	**	17%	87%	13%	**	**	**	**	98%
Android	**	**	**	**	85	335	38	**	**	**	**	344
	**	**	**	**	36%	34%	30%	**	**	**	**	33%
	**	**	**	**	23%	90%	10%	**	**	**	**	92%
RIM BlackBerry OS	**	**	**	**	47	143	27	**	**	**	**	165
	**	**	**	**	20%	15%	21%	**	**	**	**	16%
	**	**	**	**	27%	83%	16%	**	**	**	**	96%
Microsoft Windows	**	**	**	**	4	19	-	**	**	**	**	15
	**	**	**	**	2%	2%	-%	**	**	**	**	1%
	**	**	**	**	22%	100%	-%	**	**	**	**	77%
Symbian	**	**	**	**	1	6	1	**	**	**	**	6
	**	**	**	**	1%	1%	1%	**	**	**	**	1%
	**	**	**	**	23%	87%	12%	**	**	**	**	100%
Other	**	**	**	**	13	55	4	**	**	**	**	53
	**	**	**	**	6%	6%	3%	**	**	**	**	5%
	**	**	**	**	22%	93%	6%	**	**	**	**	88%
Don't know	**	**	**	**	15	49	3	**	**	**	**	45
	**	**	**	**	6%	5%	2%	**	**	**	**	4%
	**	**	**	**	29%	95%	6%	**	**	**	**	89%

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.

QD6 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	~g	h	~i	~j	~k	l
Unweighted total	292	207	144	351	652	1135	87	230	26	31	83	993
Effective Weighted Sample	246	176	120	296	550	953	65	187	23	27	72	832
Total	212	145	98	243	466	841	79	157	17	24	55	761
	23%	16%	11%	26%	51%	91%	**	17%	**	**	**	83%
Certain to	1	2	-	2	4	13	**	*	**	**	**	17
	1%	1%	-%	1%	1%	2%	**	*%	**	**	**	2%
	8%	10%	-%	10%	25%	74%	**	3%	**	**	**	97%
Very likely	3	1	-	1	10	32	**	3	**	**	**	38
	1%	1%	-%	*%	2%	4%	**	2%	**	**	**	5%
	6%	3%	-%	3%	23%	79%	**	8%	**	**	**	94%
Likely	9	3	-	3	22	71	**	8	**	**	**	76
	4%	2%	-%	1%	5%	8%	**	5%	**	**	**	10%
	cd											h
	11%	4%	-%	4%	26%	86%	**	10%	**	**	**	91%
TOTAL LIKELY	13	6	-	6	36	117	**	12	**	**	**	132
	6%	4%	-%	3%	8%	14%	**	7%	**	**	**	17%
	cd	c										h
	9%	4%	-%	4%	25%	82%	**	8%	**	**	**	93%
Unlikely	35	13	11	24	63	138	**	22	**	**	**	131
	16%	9%	11%	10%	14%	16%	**	14%	**	**	**	17%
	bd											
	23%	8%	7%	16%	41%	90%	**	15%	**	**	**	86%
Very unlikely	56	37	25	63	114	209	**	43	**	**	**	175
	27%	26%	26%	26%	24%	25%	**	28%	**	**	**	23%
	26%	17%	12%	29%	52%	96%	**	20%	**	**	**	80%
Certain not to	70	65	42	107	167	226	**	52	**	**	**	181
	33%	45%	43%	44%	36%	27%	**	33%	**	**	**	24%
		a		a				l				
	29%	27%	18%	45%	71%	96%	**	22%	**	**	**	77%

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.

QD6 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	~g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	292	207	144	351	652	1135	87	230	26	31	83	993
Effective Weighted Sample	246	176	120	296	550	953	65	187	23	27	72	832
Total	212	145	98	243	466	841	79	157	17	24	55	761
	23%	16%	11%	26%	51%	91%	**	17%	**	**	**	83%
TOTAL UNLIKELY	161	115	79	194	344	573	**	118	**	**	**	488
	76%	79%	80%	80%	74%	68%	**	75%	**	**	**	64%
								l				
	26%	19%	13%	32%	57%	94%	**	19%	**	**	**	80%
Don't know	38	24	19	43	87	151	**	28	**	**	**	142
	18%	16%	20%	18%	19%	18%	**	18%	**	**	**	19%
	22%	14%	11%	25%	51%	88%	**	16%	**	**	**	83%

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.

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

Base : Those who personally use a mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Prepay/ Pay as you go	163	126	93	218	472	737	79	138	**	**	46	679
	59%	73%	87%	78%	67%	40%	38%	59%	**	**	66%	37%
		a	abd	a				l			l	
	20%	15%	11%	27%	58%	90%	10%	17%	**	**	6%	83%
Postpay/ monthly contract	110	44	12	56	228	1068	128	91	**	**	22	1118
	40%	25%	11%	20%	32%	58%	62%	39%	**	**	31%	62%
	bcd	c		c								hk
	9%	4%	1%	5%	19%	89%	11%	8%	**	**	2%	93%
Other	-	1	-	1	1	6	-	*	**	**	*	6
	-%	*%	-%	*%	*%	*%	-%	*%	**	**	1%	*%
	-%	8%	-%	8%	8%	100%	-%	7%	**	**	7%	91%
Don't know	5	2	2	4	9	16	-	3	**	**	1	13
	2%	1%	1%	1%	1%	1%	-%	1%	**	**	2%	1%
	28%	15%	10%	24%	53%	100%	-%	17%	**	**	9%	82%
CONTRACT TYPE												
Subsidised handset	85	32	9	41	193	947	111	74	**	**	12	997
	31%	18%	9%	15%	27%	52%	54%	32%	**	**	17%	55%
	bcd	c						k				hk
	8%	3%	1%	4%	18%	89%	11%	7%	**	**	1%	94%
SIM only	22	12	2	15	34	111	15	17	**	**	10	108
	8%	7%	2%	5%	5%	6%	7%	7%	**	**	14%	6%
	c										l	
	17%	10%	2%	12%	27%	89%	12%	14%	**	**	8%	87%
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.

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

Base : Those who use a postpay/ contract mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	~d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	139	59	17	76	288	1199	122	107	12	8	30	1215
Effective Weighted Sample	117	50	13	63	237	993	102	80	9	8	23	1021
Total	110	44	12	56	228	1068	128	91	9	7	22	1118
	9%	**	**	**	19%	89%	11%	8%	**	**	**	93%
Handset and contract	85	**	**	**	193	947	111	74	**	**	**	997
	78%	**	**	**	85%	89%	87%	81%	**	**	**	89%
	8%	**	**	**	18%	89%	11%	7%	**	**	**	94%
SIM card only	22	**	**	**	34	111	15	17	**	**	**	108
	20%	**	**	**	15%	10%	12%	19%	**	**	**	10%
	17%	**	**	**	27%	89%	12%	14%	**	**	**	87%
Don't know	3	**	**	**	1	11	1	-	**	**	**	12
	3%	**	**	**	*%	1%	1%	-%	**	**	**	1%
	24%	**	**	**	7%	88%	12%	-%	**	**	**	100%

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.

QD9 (QD41). Does your phone contract include any of these? (MULTI CODE)

Base : Those who use a postpay/ contract mobile phone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	~d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	139	59	17	76	288	1199	122	107	12	8	30	1215
Effective Weighted Sample	117	50	13	63	237	993	102	80	9	8	23	1021
Total	110	44	12	56	228	1068	128	91	9	7	22	1118
	9%	**	**	**	19%	89%	11%	8%	**	**	**	93%
Call minutes	101	**	**	**	219	1031	119	87	**	**	**	1076
	92%	**	**	**	96%	97%	93%	96%	**	**	**	96%
	9%	**	**	**	19%	89%	10%	8%	**	**	**	93%
Text messages	102	**	**	**	215	1025	116	87	**	**	**	1068
	93%	**	**	**	94%	96%	91%	95%	**	**	**	96%
	9%	**	**	**	19%	90%	10%	8%	**	**	**	93%
Data (for internet use)	56	**	**	**	150	785	90	54	**	**	**	833
	51%	**	**	**	66%	74%	70%	60%	**	**	**	75%
	6%	**	**	**	17%	89%	10%	6%	**	**	**	95%
None of these	3	**	**	**	1	7	3	1	**	**	**	9
	3%	**	**	**	%	1%	3%	1%	**	**	**	1%
	31%	**	**	**	6%	75%	34%	8%	**	**	**	93%
Don't know	4	**	**	**	6	25	4	2	**	**	**	27
	4%	**	**	**	3%	2%	3%	2%	**	**	**	2%
	15%	**	**	**	22%	86%	14%	7%	**	**	**	93%

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.

QD10 (QD42). Do you have a monthly data cap or allowance on your mobile phone contract where you can use a certain amount of mobile data to access the internet? Above this limit you might have to pay for any extra data usage. (SINGLE CODE)

Base : Those who have an inclusive data allowance in their mobile phone contract

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	67	27	5	32	182	851	88	60	6	5	15	880
Effective Weighted Sample	56	22	3	26	148	702	75	43	4	5	10	738
Total	56	21	3	24	150	785	90	54	4	4	10	833
	**	**	**	**	17%	89%	**	**	**	**	**	95%
Yes - have a data cap or allowance	**	**	**	**	83	425	**	**	**	**	**	443
	**	**	**	**	55%	54%	**	**	**	**	**	53%
	**	**	**	**	18%	90%	**	**	**	**	**	94%
No - do not have a data cap or allowance	**	**	**	**	49	274	**	**	**	**	**	299
	**	**	**	**	33%	35%	**	**	**	**	**	36%
	**	**	**	**	16%	88%	**	**	**	**	**	96%
Don't know	**	**	**	**	18	87	**	**	**	**	**	91
	**	**	**	**	12%	11%	**	**	**	**	**	11%
	**	**	**	**	18%	91%	**	**	**	**	**	95%

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.

QD11 (QD43). SHOWCARD Do you know what your monthly data cap or allowance is?

Base : Those who have a monthly data cap or allowance on their mobile phone contract

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Unweighted total	31	16	1	17	99	453	42	35	4	4	10	460
Effective Weighted Sample	27	13	1	14	79	369	37	24	3	4	6	381
Total	25	12	*	12	83	425	48	34	3	3	6	443
	**	**	**	**	**	90%	**	**	**	**	**	94%
Up to 100MB	**	**	**	**	**	14	**	**	**	**	**	10
	**	**	**	**	**	3%	**	**	**	**	**	2%
	**	**	**	**	**	86%	**	**	**	**	**	61%
Up to 250MB	**	**	**	**	**	28	**	**	**	**	**	30
	**	**	**	**	**	6%	**	**	**	**	**	7%
	**	**	**	**	**	87%	**	**	**	**	**	95%
Up to 500MB	**	**	**	**	**	102	**	**	**	**	**	106
	**	**	**	**	**	24%	**	**	**	**	**	24%
	**	**	**	**	**	91%	**	**	**	**	**	94%
Up to 750MB	**	**	**	**	**	24	**	**	**	**	**	28
	**	**	**	**	**	6%	**	**	**	**	**	6%
	**	**	**	**	**	86%	**	**	**	**	**	100%
Up to 1GB	**	**	**	**	**	74	**	**	**	**	**	80
	**	**	**	**	**	17%	**	**	**	**	**	18%
	**	**	**	**	**	89%	**	**	**	**	**	97%
Up to 2GB	**	**	**	**	**	30	**	**	**	**	**	29
	**	**	**	**	**	7%	**	**	**	**	**	6%
	**	**	**	**	**	95%	**	**	**	**	**	92%
2GB and above	**	**	**	**	**	20	**	**	**	**	**	25
	**	**	**	**	**	5%	**	**	**	**	**	6%
	**	**	**	**	**	81%	**	**	**	**	**	100%
Don't know	**	**	**	**	**	133	**	**	**	**	**	136
	**	**	**	**	**	31%	**	**	**	**	**	31%
	**	**	**	**	**	92%	**	**	**	**	**	94%

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.

QD12A (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Several times a day	73	27	4	31	262	973	103	90	**	**	19	1007
	26%	16%	4%	11%	37%	53%	50%	39%	**	**	27%	55%
	bcd	c		c				k				hk
	7%	3%	*%	3%	24%	90%	10%	8%	**	**	2%	93%
Every day	54	17	5	22	111	306	47	30	**	**	7	321
	20%	10%	5%	8%	16%	17%	23%	13%	**	**	10%	18%
	bcd											
	16%	5%	1%	6%	32%	87%	13%	8%	**	**	2%	91%
Several times a week	49	29	13	42	89	183	28	24	**	**	8	184
	18%	17%	12%	15%	13%	10%	13%	11%	**	**	12%	10%
	24%	14%	6%	20%	43%	87%	13%	12%	**	**	4%	88%
At least once a week	27	19	9	28	52	88	13	16	**	**	5	87
	10%	11%	8%	10%	7%	5%	6%	7%	**	**	7%	5%
	27%	19%	9%	28%	51%	86%	13%	16%	**	**	5%	85%
At least once a month	12	10	9	19	24	39	1	9	**	**	3	33
	4%	6%	9%	7%	3%	2%	1%	4%	**	**	4%	2%
	29%	23%	22%	46%	59%	96%	3%	21%	**	**	7%	80%
Less than once a month	13	24	12	36	42	54	2	15	**	**	8	41
	5%	14%	12%	13%	6%	3%	1%	7%	**	**	11%	2%
	a	a	a	a				l			l	
	22%	42%	22%	64%	73%	95%	4%	27%	**	**	14%	71%
Never	47	43	53	96	123	159	10	48	**	**	19	117
	17%	25%	50%	35%	17%	9%	5%	21%	**	**	28%	6%
	a	abd	ab	ab				l			l	
	28%	26%	32%	58%	74%	95%	6%	29%	**	**	12%	70%

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.

QD12A (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
TOTAL AT LEAST ONCE A WEEK	203	92	31	123	513	1550	191	160	**	**	39	1598
	73%	54%	29%	44%	72%	85%	92%	69%	**	**	56%	88%
	bcd	cd		c			f	k				hk
	12%	5%	2%	7%	29%	89%	11%	9%	**	**	2%	92%
TOTAL EVER	228	126	52	178	579	1644	195	184	**	**	49	1672
	82%	73%	49%	64%	82%	90%	94%	79%	**	**	71%	92%
	bcd	cd		c								hk
	12%	7%	3%	10%	31%	89%	11%	10%	**	**	3%	91%
Don't know	3	4	*	4	7	25	3	*	**	**	*	27
	1%	2%	*%	1%	1%	1%	1%	*%	**	**	1%	1%
	10%	13%	1%	14%	26%	91%	9%	2%	**	**	2%	98%

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.

QD12B (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Several times a day	76	30	5	35	227	891	109	79	**	**	17	941
	27%	17%	5%	13%	32%	49%	53%	34%	**	**	24%	52%
	bcd	c	*%	c								hk
	8%	3%		3%	23%	88%	11%	8%	**	**	2%	93%
Every day	61	15	7	22	119	330	57	38	**	**	11	349
	22%	9%	7%	8%	17%	18%	28%	16%	**	**	16%	19%
	bcd						f					
	16%	4%	2%	6%	31%	86%	15%	10%	**	**	3%	91%
Several times a week	55	32	22	54	124	252	24	30	**	**	11	242
	20%	18%	21%	19%	17%	14%	12%	13%	**	**	15%	13%
	20%	12%	8%	20%	45%	92%	9%	11%	**	**	4%	88%
At least once a week	39	38	19	57	102	154	10	31	**	**	11	133
	14%	22%	18%	20%	14%	8%	5%	13%	**	**	16%	7%
	a	a	a	a				l			l	
	24%	23%	12%	35%	62%	94%	6%	19%	**	**	7%	81%
At least once a month	21	23	16	39	55	82	2	20	**	**	5	64
	8%	13%	15%	14%	8%	4%	1%	9%	**	**	7%	4%
	a	a	a	a		g		l				
	25%	27%	19%	47%	66%	97%	3%	24%	**	**	6%	75%
Less than once a month	18	29	32	61	69	91	2	25	**	**	11	66
	7%	17%	30%	22%	10%	5%	1%	11%	**	**	16%	4%
	a	ab	a	a		g		l			l	
	20%	32%	35%	66%	74%	99%	2%	27%	**	**	12%	72%
Never	6	4	3	7	10	19	2	8	**	**	3	13
	2%	2%	3%	3%	1%	1%	1%	3%	**	**	4%	1%
								l			l	
	30%	21%	16%	36%	49%	93%	9%	37%	**	**	12%	63%
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.

QD12B (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
TOTAL AT LEAST ONCE A WEEK	231	114	54	168	571	1627	200	179	**	**	50	1665
	83%	66%	51%	60%	81%	89%	97%	77%	**	**	72%	92%
	bcd	c					f					hk
	13%	6%	3%	9%	31%	89%	11%	10%	**	**	3%	91%
TOTAL EVER	271	166	102	269	696	1801	204	224	**	**	66	1794
	98%	97%	97%	97%	98%	99%	99%	96%	**	**	95%	99%
											hk	
	13%	8%	5%	13%	35%	90%	10%	11%	**	**	3%	89%
Don't know	1	1	1	2	4	8	1	1	**	**	1	8
	*%	1%	*%	1%	1%	*%	*%	*%	**	**	1%	*%
	8%	15%	6%	21%	40%	92%	8%	9%	**	**	9%	92%

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.

QD12C (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Several times a day	**	**	**	**	97	485	62	**	**	**	**	524
	**	**	**	**	41%	49%	49%	**	**	**	**	50%
	**	**	**	**	18%	88%	11%	**	**	**	**	95%
Every day	**	**	**	**	64	226	42	**	**	**	**	257
	**	**	**	**	27%	23%	33%	**	**	**	**	25%
	**	**	**	**	24%	84%	16%	**	**	**	**	96%
Several times a week	**	**	**	**	18	101	5	**	**	**	**	103
	**	**	**	**	7%	10%	4%	**	**	**	**	10%
	**	**	**	**	17%	95%	5%	**	**	**	**	97%
At least once a week	**	**	**	**	15	49	5	**	**	**	**	48
	**	**	**	**	6%	5%	4%	**	**	**	**	5%
	**	**	**	**	27%	90%	9%	**	**	**	**	89%
At least once a month	**	**	**	**	7	23	3	**	**	**	**	23
	**	**	**	**	3%	2%	2%	**	**	**	**	2%
	**	**	**	**	29%	92%	11%	**	**	**	**	92%
Less than once a month	**	**	**	**	4	16	2	**	**	**	**	17
	**	**	**	**	2%	2%	2%	**	**	**	**	2%
	**	**	**	**	23%	90%	11%	**	**	**	**	95%
Never	**	**	**	**	34	78	7	**	**	**	**	74
	**	**	**	**	14%	8%	6%	**	**	**	**	7%
	**	**	**	**	40%	91%	9%	**	**	**	**	87%

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.

QD12C (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
TOTAL AT LEAST ONCE A WEEK	**	**	**	**	193	861	114	**	**	**	**	932
	**	**	**	**	81%	88%	90%	**	**	**	**	89%
	**	**	**	**	20%	88%	12%	**	**	**	**	95%
TOTAL EVER	**	**	**	**	205	900	119	**	**	**	**	972
	**	**	**	**	86%	92%	93%	**	**	**	**	93%
	**	**	**	**	20%	88%	12%	**	**	**	**	95%
Don't know	**	**	**	**	-	2	1	**	**	**	**	3
	**	**	**	**	-%	*%	1%	**	**	**	**	*%
	**	**	**	**	-%	65%	44%	**	**	**	**	100%

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.

QD12D (QD4D). SHOWCARD How often, it at all, do you use your mobile phone to use apps or applications? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Several times a day	**	**	**	**	75	381	47	**	**	**	**	412
	**	**	**	**	32%	39%	37%	**	**	**	**	39%
	**	**	**	**	18%	88%	11%	**	**	**	**	96%
Every day	**	**	**	**	55	210	36	**	**	**	**	236
	**	**	**	**	23%	21%	29%	**	**	**	**	22%
	**	**	**	**	22%	85%	15%	**	**	**	**	95%
Several times a week	**	**	**	**	28	104	13	**	**	**	**	116
	**	**	**	**	12%	11%	10%	**	**	**	**	11%
	**	**	**	**	24%	88%	11%	**	**	**	**	99%
At least once a week	**	**	**	**	22	87	13	**	**	**	**	93
	**	**	**	**	9%	9%	10%	**	**	**	**	9%
	**	**	**	**	22%	88%	13%	**	**	**	**	94%
At least once a month	**	**	**	**	10	43	3	**	**	**	**	44
	**	**	**	**	4%	4%	2%	**	**	**	**	4%
	**	**	**	**	23%	94%	6%	**	**	**	**	95%
Less than once a month	**	**	**	**	9	41	4	**	**	**	**	42
	**	**	**	**	4%	4%	3%	**	**	**	**	4%
	**	**	**	**	20%	90%	9%	**	**	**	**	92%
Never	**	**	**	**	37	110	10	**	**	**	**	102
	**	**	**	**	16%	11%	8%	**	**	**	**	10%
	**	**	**	**	31%	92%	9%	**	**	**	**	85%
TOTAL AT LEAST ONCE A WEEK	**	**	**	**	180	783	109	**	**	**	**	857
	**	**	**	**	76%	80%	86%	**	**	**	**	82%
	**	**	**	**	20%	87%	12%	**	**	**	**	96%

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.

QD12D (QD4D). SHOWCARD How often, it at all, do you use your mobile phone to use apps or applications? (SINGLE CODE)

Base : Those with a smartphone

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
TOTAL EVER	**	**	**	**	200	866	116	**	**	**	**	943
	**	**	**	**	84%	88%	91%	**	**	**	**	90%
	**	**	**	**	20%	88%	12%	**	**	**	**	96%
Don't know	**	**	**	**	2	3	1	**	**	**	**	4
	**	**	**	**	1%	*%	1%	**	**	**	**	*%
	**	**	**	**	40%	79%	22%	**	**	**	**	100%

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.

QD13 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Send/ receive text messages (SMS)	215	113	47	160	535	1559	187	169	**	**	43	1595
	78%	66%	44%	57%	75%	85%	90%	73%	**	**	61%	88%
	bcd	c		c								hk
	12%	6%	3%	9%	31%	89%	11%	10%	**	**	2%	91%
Use your phone as a camera	119	45	13	58	329	1171	130	104	**	**	22	1216
	43%	26%	12%	21%	46%	64%	63%	45%	**	**	32%	67%
	bcd	c		c				k				hk
	9%	3%	1%	4%	25%	90%	10%	8%	**	**	2%	93%
Accessing the internet	55	17	4	21	198	838	106	60	**	**	11	894
	20%	10%	4%	7%	28%	46%	51%	26%	**	**	16%	49%
	bcd	c										hk
	6%	2%	*%	2%	21%	89%	11%	6%	**	**	1%	95%
Send/ receive messages with pictures/ images	55	23	5	28	192	805	87	56	**	**	10	850
	20%	13%	5%	10%	27%	44%	42%	24%	**	**	15%	47%
	cd	c										hk
	6%	3%	1%	3%	21%	90%	10%	6%	**	**	1%	95%
Send/ receive emails (not SMS)	35	14	4	18	127	647	75	39	**	**	6	693
	13%	8%	4%	7%	18%	35%	36%	17%	**	**	9%	38%
	cd											hk
	5%	2%	1%	3%	18%	89%	10%	5%	**	**	1%	95%

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.

QD13 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Visiting social networking sites e.g. Facebook, Twitter, LinkedIn	18	4	-	4	128	580	74	34	**	**	7	629
	7%	2%	-%	1%	18%	32%	36%	15%	**	**	10%	35%
	bcd											hk
	3%	1%	-%	1%	20%	88%	11%	5%	**	**	1%	96%
Play games	18	5	1	7	143	530	64	40	**	**	10	568
	6%	3%	1%	2%	20%	29%	31%	17%	**	**	15%	31%
	cd											hk
	3%	1%	*%	1%	24%	88%	11%	7%	**	**	2%	95%
Download apps or programs directly to your phone	21	6	1	8	112	530	63	35	**	**	7	567
	8%	4%	1%	3%	16%	29%	31%	15%	**	**	10%	31%
	cd											hk
	4%	1%	*%	1%	19%	89%	11%	6%	**	**	1%	95%
Use IM/ Instant messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp)	22	5	3	8	100	473	73	30	**	**	4	527
	8%	3%	3%	3%	14%	26%	35%	13%	**	**	5%	29%
	bcd						f					hk
	4%	1%	1%	1%	18%	86%	13%	5%	**	**	1%	96%
Listen to music using MP3 function	7	2	*	3	90	376	44	23	**	**	4	406
	2%	1%	*%	1%	13%	21%	21%	10%	**	**	5%	22%
												hk
	2%	1%	*%	1%	21%	89%	10%	5%	**	**	1%	96%
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.

QD13 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Record video clips using the phone	11	5	2	7	76	297	38	21	**	**	4	322
	4%	3%	2%	3%	11%	16%	19%	9%	**	**	6%	18%
	3%	1%	1%	2%	22%	88%	11%	6%	**	**	1%	95%
Accessing/ receiving news	14	6	3	9	42	285	37	21	**	**	3	307
	5%	3%	3%	3%	6%	16%	18%	9%	**	**	5%	17%
	4%	2%	1%	3%	13%	88%	12%	7%	**	**	1%	95%
Listen to FM radio	19	3	5	8	71	273	32	15	**	**	2	295
	7%	2%	4%	3%	10%	15%	15%	6%	**	**	3%	16%
	bd											hk
	6%	1%	1%	2%	23%	88%	10%	5%	**	**	1%	96%
Send/ receive video clips	15	4	1	6	49	255	34	12	**	**	3	282
	5%	2%	1%	2%	7%	14%	17%	5%	**	**	5%	16%
	cd											hk
	5%	1%	*%	2%	17%	87%	12%	4%	**	**	1%	96%
Accessing/ receiving sports/ team news/ scores	15	3	1	4	33	230	28	12	**	**	3	249
	5%	2%	1%	1%	5%	13%	14%	5%	**	**	4%	14%
	bcd											hk
	6%	1%	*%	1%	13%	89%	11%	5%	**	**	1%	96%
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.

QD13 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Making voice calls using VoIP service e.g. Skype	11	3	*	4	30	163	27	7	**	**	1	186
	4%	2%	*%	1%	4%	9%	13%	3%	**	**	1%	10%
	cd											hk
	6%	2%	*%	2%	16%	85%	14%	4%	**	**	1%	97%
TV streaming (e.g. BBC iPlayer, Sky Go)	4	1	-	1	29	142	24	10	**	**	1	156
	1%	1%	-%	*%	4%	8%	12%	4%	**	**	2%	9%
												hk
	2%	1%	-%	1%	17%	86%	15%	6%	**	**	1%	95%
Download a new video clip	6	2	-	2	26	136	14	6	**	**	1	147
	2%	1%	-%	1%	4%	7%	7%	3%	**	**	1%	8%
												hk
	4%	1%	-%	1%	17%	90%	9%	4%	**	**	1%	97%
Video streaming	5	-	-	-	16	125	14	10	**	**	1	133
	2%	-%	-%	-%	2%	7%	7%	4%	**	**	1%	7%
	d											k
	4%	-%	-%	-%	11%	89%	10%	7%	**	**	1%	95%
Video calling e.g. Facetime	6	1	-	1	18	116	13	6	**	**	-	123
	2%	1%	-%	*%	3%	6%	6%	3%	**	**	-%	7%
												hk
	5%	1%	-%	1%	14%	91%	10%	5%	**	**	-%	97%
Listen to Podcasts	2	2	1	3	13	93	15	3	**	**	-	106
	1%	1%	1%	1%	2%	5%	7%	1%	**	**	-%	6%
												hk
	1%	2%	1%	3%	12%	87%	14%	2%	**	**	-%	98%

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.

QD13 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Download TV programmes	1	1	-	1	10	63	8	4	**	**	-	70
	*%	1%	-%	*%	1%	3%	4%	2%	**	**	-%	4%
	2%	1%	-%	1%	13%	87%	11%	6%	**	**	-%	96%
Other	6	3	2	5	8	18	1	7	**	**	2	13
	2%	2%	1%	2%	1%	1%	*%	3%	**	**	3%	1%
								l			l	
	31%	18%	8%	26%	42%	95%	4%	37%	**	**	11%	66%
WEB/ DATA ACCESS	62	20	7	27	234	964	120	66	**	**	12	1031
	22%	12%	7%	10%	33%	53%	58%	28%	**	**	17%	57%
	bcd							k			hk	
	6%	2%	1%	3%	22%	89%	11%	6%	**	**	1%	95%
PLAY GAMES	18	5	1	7	143	530	64	40	**	**	10	568
	6%	3%	1%	2%	20%	29%	31%	17%	**	**	15%	31%
	cd										hk	
	3%	1%	*%	1%	24%	88%	11%	7%	**	**	2%	95%
DOWNLOAD APPLICATIONS	21	6	1	8	112	530	63	35	**	**	7	567
	8%	4%	1%	3%	16%	29%	31%	15%	**	**	10%	31%
	cd										hk	
	4%	1%	*%	1%	19%	89%	11%	6%	**	**	1%	95%
LISTEN TO AUDIO CONTENT	22	6	5	11	136	520	65	33	**	**	5	564
	8%	3%	5%	4%	19%	28%	31%	14%	**	**	8%	31%
	bd										hk	
	4%	1%	1%	2%	23%	88%	11%	6%	**	**	1%	95%

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.

QD13 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
WATCHING AV CONTENT	8	3	-	3	46	271	38	19	**	**	1	293
	3%	2%	-%	1%	7%	15%	18%	8%	**	**	2%	16%
	c							k				hk
	3%	1%	-%	1%	15%	88%	12%	6%	**	**	*%	95%
None of these	44	47	52	98	128	170	11	48	**	**	20	129
	16%	27%	49%	35%	18%	9%	6%	21%	**	**	29%	7%
		a	abd	ab				l			l	
	25%	26%	29%	55%	72%	95%	6%	27%	**	**	11%	72%
Don't know	-	-	1	1	1	2	-	-	**	**	-	2
	-%	-%	1%	*%	*%	*%	-%	-%	**	**	-%	*%
	-%	-%	45%	45%	45%	100%	-%	-%	**	**	-%	100%

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.

QD14 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Send/ receive text messages (SMS)	182	86	36	122	464	1414	170	146	**	**	35	1457
	66%	50%	34%	44%	65%	77%	82%	63%	**	**	51%	80%
	bcd	c		c								hk
	11%	5%	2%	8%	29%	89%	11%	9%	**	**	2%	92%
Accessing the internet	44	9	2	10	159	687	95	49	**	**	8	743
	16%	5%	1%	4%	22%	38%	46%	21%	**	**	11%	41%
	bcd				f			k				hk
	6%	1%	*%	1%	20%	88%	12%	6%	**	**	1%	95%
Use your phone as a camera	40	12	3	15	184	690	75	61	**	**	13	718
	14%	7%	3%	5%	26%	38%	36%	26%	**	**	18%	40%
	bcd											hk
	5%	2%	*%	2%	24%	90%	10%	8%	**	**	2%	93%
Send/ receive emails (not SMS)	26	11	1	12	97	504	62	29	**	**	2	549
	9%	6%	1%	4%	14%	28%	30%	12%	**	**	3%	30%
	cd	c						k				hk
	5%	2%	*%	2%	17%	88%	11%	5%	**	**	*%	96%
Visiting social networking sites e.g. Facebook, Twitter, LinkedIn	14	4	-	4	117	488	61	33	**	**	6	524
	5%	2%	-%	1%	17%	27%	29%	14%	**	**	8%	29%
	cd											hk
	3%	1%	-%	1%	21%	89%	11%	6%	**	**	1%	95%

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.

QD14 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Send/ receive messages with pictures/ images	15	9	1	9	101	447	45	31	**	**	4	472
	5%	5%	1%	3%	14%	24%	22%	13%	**	**	6%	26%
	c	c									hk	
	3%	2%	*%	2%	20%	90%	9%	6%	**	**	1%	95%
Use IM/ Instant messaging (e.g. BlackBerry Messenger/ BBM, Apple iMessage, WhatsApp)	20	2	1	4	76	362	60	22	**	**	3	409
	7%	1%	1%	1%	11%	20%	29%	10%	**	**	4%	23%
	bcd						f					hk
	5%	1%	*%	1%	18%	85%	14%	5%	**	**	1%	96%
Play games	13	1	-	1	97	355	42	29	**	**	5	380
	5%	*%	-%	*%	14%	19%	20%	12%	**	**	7%	21%
	bcd											hk
	3%	*%	-%	*%	24%	88%	10%	7%	**	**	1%	94%
Download apps or programs directly to your phone	10	1	-	1	59	294	35	25	**	**	2	314
	4%	1%	-%	*%	8%	16%	17%	11%	**	**	3%	17%
	bcd							k				hk
	3%	*%	-%	*%	18%	88%	11%	8%	**	**	1%	94%
Listen to music using MP3 function	5	1	-	1	73	280	30	18	**	**	3	301
	2%	*%	-%	*%	10%	15%	15%	8%	**	**	4%	17%
	d											hk
	2%	*%	-%	*%	23%	89%	10%	6%	**	**	1%	96%

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.

QD14 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Accessing/ receiving news	6	3	2	5	26	188	19	16	**	**	3	197
	2%	2%	2%	2%	4%	10%	9%	7%	**	**	5%	11%
	3%	1%	1%	2%	12%	90%	9%	8%	**	**	2%	94%
Listen to FM radio	14	1	1	2	44	157	15	10	**	**	2	165
	5%	*%	1%	1%	6%	9%	7%	4%	**	**	3%	9%
	bd											hk
	8%	*%	1%	1%	25%	90%	8%	6%	**	**	1%	94%
Accessing/ receiving sports/ team news/ scores	9	1	1	2	22	153	14	8	**	**	2	162
	3%	1%	1%	1%	3%	8%	7%	3%	**	**	3%	9%
	bd											hk
	5%	1%	1%	1%	13%	91%	8%	5%	**	**	1%	96%
Record video clips using the phone	3	1	-	1	32	134	16	11	**	**	2	143
	1%	*%	-%	*%	4%	7%	8%	5%	**	**	3%	8%
	2%	*%	-%	*%	21%	88%	11%	7%	**	**	1%	94%
Making voice calls using VoIP service e.g. Skype	7	1	*	1	16	100	18	4	**	**	1	114
	3%	1%	*%	*%	2%	5%	9%	2%	**	**	1%	6%
	d											h
	6%	1%	*%	1%	14%	85%	16%	4%	**	**	1%	97%
Send/ receive video clips	4	1	-	1	23	94	14	6	**	**	1	105
	1%	1%	-%	*%	3%	5%	7%	3%	**	**	2%	6%
												h
	3%	1%	-%	1%	21%	85%	13%	5%	**	**	1%	96%

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

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QD14 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
TV streaming (e.g. BBC iPlayer, Sky Go)	2	-	-	-	15	89	11	9	**	**	1	94
	1%	-%	-%	-%	2%	5%	5%	4%	**	**	2%	5%
	2%	-%	-%	-%	15%	88%	11%	9%	**	**	1%	93%
Video streaming	1	-	-	-	8	74	5	6	**	**	1	76
	*%	-%	-%	-%	1%	4%	3%	3%	**	**	1%	4%
	1%	-%	-%	-%	10%	92%	7%	7%	**	**	1%	94%
Video calling e.g. via Facetime	2	-	-	-	9	67	10	1	**	**	-	75
	1%	-%	-%	-%	1%	4%	5%	1%	**	**	-%	4%
	3%	-%	-%	-%	12%	89%	13%	2%	**	**	-%	98%
Download a new video clip	1	-	-	-	11	55	5	3	**	**	1	58
	*%	-%	-%	-%	2%	3%	2%	1%	**	**	1%	3%
	2%	-%	-%	-%	18%	91%	8%	6%	**	**	2%	96%
Listen to Podcasts	-	1	-	1	7	45	9	*	**	**	-	53
	-%	1%	-%	*%	1%	2%	4%	*%	**	**	-%	3%
	-%	3%	-%	3%	13%	84%	17%	1%	**	**	-%	100%
Download TV programmes	-	1	-	1	4	34	5	3	**	**	-	38
	-%	1%	-%	*%	1%	2%	2%	1%	**	**	-%	2%
	-%	2%	-%	2%	9%	85%	12%	8%	**	**	-%	94%
Other	4	2	1	2	4	12	1	6	**	**	1	8
	1%	1%	1%	1%	1%	1%	*%	2%	**	**	1%	*%
	28%	14%	4%	19%	35%	92%	7%	44%	**	**	5%	60%

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

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QD14 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
WEB/ DATA ACCESS	51	14	5	19	195	869	111	58	**	**	9	937
	18%	8%	5%	7%	28%	48%	54%	25%	**	**	12%	52%
	bcd							k			hk	
	5%	1%	1%	2%	20%	88%	11%	6%	**	**	1%	95%
LISTEN TO AUDIO CONTENT	15	2	1	3	101	366	41	26	**	**	5	392
	5%	1%	1%	1%	14%	20%	20%	11%	**	**	7%	22%
	bcd										hk	
	4%	*%	*%	1%	24%	89%	10%	6%	**	**	1%	95%
PLAY GAMES	13	1	-	1	97	355	42	29	**	**	5	380
	5%	*%	-%	*%	14%	19%	20%	12%	**	**	7%	21%
	bcd										hk	
	3%	*%	-%	*%	24%	88%	10%	7%	**	**	1%	94%
DOWNLOAD APPLICATIONS	10	1	-	1	59	294	35	25	**	**	2	314
	4%	1%	-%	*%	8%	16%	17%	11%	**	**	3%	17%
	bcd							k			hk	
	3%	*%	-%	*%	18%	88%	11%	8%	**	**	1%	94%
WATCHING AV CONTENT	4	1	-	1	25	153	18	16	**	**	1	160
	1%	1%	-%	*%	4%	8%	9%	7%	**	**	2%	9%
											k	
	2%	1%	-%	1%	15%	89%	11%	9%	**	**	1%	93%
None of these	77	77	66	143	194	266	17	71	**	**	27	207
	28%	45%	62%	51%	27%	15%	8%	30%	**	**	39%	11%
		a	abd	a		g		l			l	
	27%	27%	23%	50%	69%	94%	6%	25%	**	**	10%	73%

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.

QD14 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	375	245	156	401	957	2230	213	317	32	36	104	2128
Effective Weighted Sample	315	207	129	337	791	1830	172	241	26	32	86	1765
Total	278	172	106	278	709	1828	207	232	22	28	69	1815
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Don't know	2	1	2	3	3	6	-	2	**	**	2	3
	1%	*%	2%	1%	*%	*%	-%	1%	**	**	3%	*%
	39%	13%	34%	47%	58%	100%	-%	37%	**	**	37%	61%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	66	24	7	31	248	933	102	72	7	6	18	964
Effective Weighted Sample	58	20	5	26	198	763	86	52	5	6	13	804
Total	55	17	4	21	198	838	106	60	5	6	11	894
	**	**	**	**	21%	89%	11%	**	**	**	**	95%
I always use in the home	**	**	**	**	15	47	2	**	**	**	**	40
	**	**	**	**	8%	6%	2%	**	**	**	**	4%
	**	**	**	**	32%	96%	4%	**	**	**	**	83%
I mainly use in the home	**	**	**	**	34	98	9	**	**	**	**	96
	**	**	**	**	17%	12%	9%	**	**	**	**	11%
	**	**	**	**	32%	93%	9%	**	**	**	**	91%
I use equally in the home and outside the home	**	**	**	**	119	532	76	**	**	**	**	589
	**	**	**	**	60%	63%	72%	**	**	**	**	66%
	**	**	**	**	19%	87%	12%	**	**	**	**	96%
I mainly use outside the home	**	**	**	**	20	133	12	**	**	**	**	137
	**	**	**	**	10%	16%	11%	**	**	**	**	15%
	**	**	**	**	14%	92%	8%	**	**	**	**	95%
I always use outside the home	**	**	**	**	7	23	5	**	**	**	**	25
	**	**	**	**	3%	3%	4%	**	**	**	**	3%
	**	**	**	**	25%	83%	16%	**	**	**	**	89%
ALWAYS/ MAINLY USE IN THE HOME	**	**	**	**	49	144	11	**	**	**	**	136
	**	**	**	**	25%	17%	11%	**	**	**	**	15%
	**	**	**	**	32%	94%	7%	**	**	**	**	88%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	66	24	7	31	248	933	102	72	7	6	18	964
Effective Weighted Sample	58	20	5	26	198	763	86	52	5	6	13	804
Total	55	17	4	21	198	838	106	60	5	6	11	894
	**	**	**	**	21%	89%	11%	**	**	**	**	95%
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	**	**	27	156	16	**	**	**	**	162
	**	**	**	**	14%	19%	15%	**	**	**	**	18%
	**	**	**	**	16%	91%	9%	**	**	**	**	94%
EVER USE OUTSIDE THE HOME	**	**	**	**	180	786	101	**	**	**	**	847
	**	**	**	**	91%	94%	96%	**	**	**	**	95%
	**	**	**	**	20%	88%	11%	**	**	**	**	95%
Don't know	**	**	**	**	3	6	2	**	**	**	**	7
	**	**	**	**	1%	1%	2%	**	**	**	**	1%
	**	**	**	**	34%	76%	28%	**	**	**	**	93%

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.

QD16 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	f	g	~h	~i	~j	~k	l
Unweighted total	66	24	7	31	248	933	102	72	7	6	18	964
Effective Weighted Sample	58	20	5	26	198	763	86	52	5	6	13	804
Total	55	17	4	21	198	838	106	60	5	6	11	894
	**	**	**	**	21%	89%	11%	**	**	**	**	95%
Via mobile network (2G or 3G)	**	**	**	**	147	604	84	**	**	**	**	663
	**	**	**	**	74%	72%	80%	**	**	**	**	74%
	**	**	**	**	21%	87%	12%	**	**	**	**	96%
Wi-Fi/ wireless broadband network at home	**	**	**	**	77	424	38	**	**	**	**	436
	**	**	**	**	39%	51%	36%	**	**	**	**	49%
	**	**	**	**	17%	g 92%	8%	**	**	**	**	95%
Wi-Fi/ wireless broadband elsewhere (i.e. 'hotspots')	**	**	**	**	34	222	25	**	**	**	**	246
	**	**	**	**	17%	27%	24%	**	**	**	**	28%
	**	**	**	**	14%	89%	10%	**	**	**	**	98%
MOBILE NETWORK AND NOT WI-FI	**	**	**	**	108	341	58	**	**	**	**	377
	**	**	**	**	54%	41%	55%	**	**	**	**	42%
	**	**	**	**	27%	85%	15%	**	**	**	**	94%
WI-FI AND NOT MOBILE NETWORK	**	**	**	**	47	221	19	**	**	**	**	218
	**	**	**	**	24%	26%	18%	**	**	**	**	24%
	**	**	**	**	20%	93%	8%	**	**	**	**	92%
ANY WI-FI USE	**	**	**	**	86	484	45	**	**	**	**	504
	**	**	**	**	44%	58%	43%	**	**	**	**	56%
	**	**	**	**	16%	g 92%	9%	**	**	**	**	95%

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.

QD16 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	66	24	7	31	248	933	102	72	7	6	18	964
Effective Weighted Sample	58	20	5	26	198	763	86	52	5	6	13	804
Total	55	17	4	21	198	838	106	60	5	6	11	894
	**	**	**	**	21%	89%	11%	**	**	**	**	95%
Don't know	**	**	**	**	4	13	2	**	**	**	**	13
	**	**	**	**	2%	2%	2%	**	**	**	**	1%
	**	**	**	**	25%	86%	14%	**	**	**	**	86%

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.

QD17 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Unweighted total	60	21	4	25	218	858	97	59	6	6	13	897
Effective Weighted Sample	53	18	3	21	175	708	81	46	4	6	10	752
Total	51	15	3	18	180	786	101	48	4	6	9	847
	**	**	**	**	20%	88%	**	**	**	**	**	95%
When travelling (e.g. on a train or in a car)	**	**	**	**	117	550	**	**	**	**	**	605
	**	**	**	**	65%	70%	**	**	**	**	**	71%
	**	**	**	**	19%	88%	**	**	**	**	**	97%
Outdoors	**	**	**	**	112	529	**	**	**	**	**	582
	**	**	**	**	63%	67%	**	**	**	**	**	69%
	**	**	**	**	18%	87%	**	**	**	**	**	96%
Indoor public spaces (e.g. pub/ restaurant/ theatre/ shopping centre)	**	**	**	**	117	527	**	**	**	**	**	573
	**	**	**	**	65%	67%	**	**	**	**	**	68%
	**	**	**	**	20%	88%	**	**	**	**	**	96%
In other people's homes (e.g. friends/ family)	**	**	**	**	106	456	**	**	**	**	**	486
	**	**	**	**	59%	58%	**	**	**	**	**	57%
	**	**	**	**	21%	90%	**	**	**	**	**	96%
At your workplace	**	**	**	**	50	388	**	**	**	**	**	426
	**	**	**	**	28%	49%	**	**	**	**	**	50%
	**	**	**	**	11%	89%	**	**	**	**	**	97%
Other	**	**	**	**	4	18	**	**	**	**	**	17
	**	**	**	**	2%	2%	**	**	**	**	**	2%
	**	**	**	**	23%	100%	**	**	**	**	**	94%
Don't know	**	**	**	**	7	13	**	**	**	**	**	12
	**	**	**	**	4%	2%	**	**	**	**	**	1%
	**	**	**	**	50%	100%	**	**	**	**	**	91%

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.

QD18 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Social networking (e.g. Facebook, Twitter, LinkedIn)	**	**	**	**	136	584	82	**	**	**	**	638
	**	**	**	**	57%	60%	65%	**	**	**	**	61%
	**	**	**	**	20%	87%	12%	**	**	**	**	95%
Weather	**	**	**	**	104	547	88	**	**	**	**	608
	**	**	**	**	44%	56%	69%	**	**	**	**	58%
	**	**	**	**	16%	86%	14%	**	**	**	**	96%
Maps/ navigation	**	**	**	**	81	506	68	**	**	**	**	551
	**	**	**	**	34%	52%	53%	**	**	**	**	53%
	**	**	**	**	14%	88%	12%	**	**	**	**	96%
News	**	**	**	**	89	465	79	**	**	**	**	525
	**	**	**	**	37%	48%	62%	**	**	**	**	50%
	**	**	**	**	16%	86%	15%	**	**	**	**	97%
Games	**	**	**	**	118	472	66	**	**	**	**	516
	**	**	**	**	49%	48%	52%	**	**	**	**	49%
	**	**	**	**	22%	87%	12%	**	**	**	**	96%
Music	**	**	**	**	102	421	44	**	**	**	**	453
	**	**	**	**	43%	43%	35%	**	**	**	**	43%
	**	**	**	**	22%	89%	9%	**	**	**	**	96%
Travel/ journey planning	**	**	**	**	53	360	55	**	**	**	**	402
	**	**	**	**	22%	37%	43%	**	**	**	**	38%
	**	**	**	**	13%	86%	13%	**	**	**	**	96%

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.

QD18 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Sports/ sports news	**	**	**	**	56	322	44	**	**	**	**	358
	**	**	**	**	23%	33%	34%	**	**	**	**	34%
	**	**	**	**	15%	88%	12%	**	**	**	**	97%
Banking	**	**	**	**	52	298	41	**	**	**	**	328
	**	**	**	**	22%	30%	32%	**	**	**	**	31%
	**	**	**	**	15%	87%	12%	**	**	**	**	96%
Shopping (e.g. Tesco, Ocado, eBay)	**	**	**	**	62	285	37	**	**	**	**	309
	**	**	**	**	26%	29%	29%	**	**	**	**	29%
	**	**	**	**	19%	88%	11%	**	**	**	**	95%
Books	**	**	**	**	29	156	23	**	**	**	**	173
	**	**	**	**	12%	16%	18%	**	**	**	**	17%
	**	**	**	**	16%	87%	13%	**	**	**	**	96%
Vouchers	**	**	**	**	15	116	18	**	**	**	**	132
	**	**	**	**	6%	12%	14%	**	**	**	**	13%
	**	**	**	**	11%	86%	13%	**	**	**	**	98%
Finance/ business	**	**	**	**	15	109	13	**	**	**	**	120
	**	**	**	**	6%	11%	10%	**	**	**	**	11%
	**	**	**	**	12%	87%	11%	**	**	**	**	96%
NONE OF THESE	**	**	**	**	36	96	9	**	**	**	**	94
	**	**	**	**	15%	10%	7%	**	**	**	**	9%
	**	**	**	**	35%	91%	8%	**	**	**	**	90%
Don't know	**	**	**	**	4	10	3	**	**	**	**	10
	**	**	**	**	2%	1%	2%	**	**	**	**	1%
	**	**	**	**	30%	79%	25%	**	**	**	**	81%

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.

QD19 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Games	**	**	**	**	31	130	27	**	**	**	**	149
	**	**	**	**	13%	13%	21%	**	**	**	**	14%
	**	**	**	**	20%	83%	17%	**	**	**	**	96%
Music	**	**	**	**	14	85	8	**	**	**	**	92
	**	**	**	**	6%	9%	6%	**	**	**	**	9%
	**	**	**	**	15%	90%	8%	**	**	**	**	98%
News	**	**	**	**	5	41	9	**	**	**	**	50
	**	**	**	**	2%	4%	7%	**	**	**	**	5%
	**	**	**	**	10%	81%	18%	**	**	**	**	98%
Books	**	**	**	**	6	39	7	**	**	**	**	45
	**	**	**	**	2%	4%	5%	**	**	**	**	4%
	**	**	**	**	13%	86%	15%	**	**	**	**	100%
Social networking (e.g. Facebook, Twitter, LinkedIn)	**	**	**	**	11	37	7	**	**	**	**	38
	**	**	**	**	4%	4%	5%	**	**	**	**	4%
	**	**	**	**	25%	87%	16%	**	**	**	**	90%
Sports/ sports news	**	**	**	**	4	36	6	**	**	**	**	41
	**	**	**	**	2%	4%	5%	**	**	**	**	4%
	**	**	**	**	9%	84%	14%	**	**	**	**	97%
Maps/ navigation	**	**	**	**	4	34	6	**	**	**	**	36
	**	**	**	**	2%	3%	4%	**	**	**	**	3%
	**	**	**	**	11%	89%	15%	**	**	**	**	96%
Weather	**	**	**	**	6	28	9	**	**	**	**	36
	**	**	**	**	3%	3%	7%	**	**	**	**	3%
	**	**	**	**	17%	75%	25%	**	**	**	**	97%

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.

QD19 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	f	g	~h	~i	~j	~k	l
Unweighted total	80	35	10	45	299	1085	125	83	6	5	19	1128
Effective Weighted Sample	67	29	8	37	240	890	106	59	4	5	13	944
Total	64	25	6	31	238	979	127	73	5	4	13	1048
	**	**	**	**	21%	88%	11%	**	**	**	**	95%
Travel/ journey planning	**	**	**	**	2	28	3	**	**	**	**	29
	**	**	**	**	1%	3%	2%	**	**	**	**	3%
	**	**	**	**	8%	91%	10%	**	**	**	**	96%
Shopping (e.g. Tesco, Ocado, eBay)	**	**	**	**	7	24	5	**	**	**	**	25
	**	**	**	**	3%	2%	4%	**	**	**	**	2%
	**	**	**	**	28%	87%	18%	**	**	**	**	93%
Banking	**	**	**	**	3	18	3	**	**	**	**	20
	**	**	**	**	1%	2%	3%	**	**	**	**	2%
	**	**	**	**	14%	86%	16%	**	**	**	**	99%
Vouchers	**	**	**	**	-	9	5	**	**	**	**	12
	**	**	**	**	-%	1%	4%	**	**	**	**	1%
	**	**	**	**	-%	71%	39%	**	**	**	**	94%
Finance/ business	**	**	**	**	1	6	1	**	**	**	**	7
	**	**	**	**	1%	1%	1%	**	**	**	**	1%
	**	**	**	**	10%	90%	7%	**	**	**	**	100%
NONE OF THESE	**	**	**	**	174	691	79	**	**	**	**	728
	**	**	**	**	73%	71%	62%	**	**	**	**	69%
	**	**	**	**	22%	89%	10%	**	**	**	**	94%
Don't know	**	**	**	**	13	30	10	**	**	**	**	36
	**	**	**	**	6%	3%	8%	**	**	**	**	3%
	**	**	**	**	33%	75%	25%	**	**	**	**	90%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Yes - PC	135	84	35	119	266	820	97	102	**	**	32	823
	43%	39%	17%	28%	30%	41%	44%	32%	**	**	29%	43%
	cd	cd		c								hk
	15%	9%	4%	13%	29%	89%	11%	11%	**	**	3%	89%
Yes - laptop	155	97	32	129	361	1232	141	135	**	**	39	1248
	49%	44%	16%	31%	41%	61%	64%	42%	**	**	36%	65%
	cd	cd		c								hk
	11%	7%	2%	9%	26%	90%	10%	10%	**	**	3%	91%
Yes - netbook	16	1	1	2	30	137	14	13	**	**	5	140
	5%	1%	*%	1%	3%	7%	6%	4%	**	**	4%	7%
	bcd											h
	10%	1%	1%	1%	20%	90%	9%	8%	**	**	3%	92%
Yes - tablet computer - e.g. iPad	27	8	2	10	54	336	29	30	**	**	10	339
	9%	4%	1%	2%	6%	17%	13%	9%	**	**	9%	18%
	bcd	c										hk
	7%	2%	1%	3%	15%	92%	8%	8%	**	**	3%	93%
TOTAL YES	226	146	61	207	518	1576	184	186	**	**	57	1588
	72%	67%	30%	49%	58%	78%	83%	58%	**	**	51%	83%
	cd	cd		c								hk
	13%	8%	3%	12%	29%	89%	10%	11%	**	**	3%	90%
No	88	72	141	213	370	441	37	136	**	**	54	330
	28%	33%	70%	51%	42%	22%	17%	42%	**	**	49%	17%
			abd	ab				l			l	
	19%	15%	30%	45%	78%	92%	8%	28%	**	**	11%	69%

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.

QE2 (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				
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
		~a	~b	~c	~d	OR DE ~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%													
Unweighted total		39	15	3	18	73	378	28	38	6	2	15	368
Effective Weighted Sample		33	11	2	13	61	310	24	27	5	2	11	307
Total		27	8	2	10	54	336	29	30	4	2	10	339
		**	**	**	**	**	92%	**	**	**	**	**	93%
One	(1.0)	**	**	**	**	**	254	**	**	**	**	**	255
		**	**	**	**	**	76%	**	**	**	**	**	75%
		**	**	**	**	**	92%	**	**	**	**	**	93%
Two	(2.0)	**	**	**	**	**	58	**	**	**	**	**	57
		**	**	**	**	**	17%	**	**	**	**	**	17%
		**	**	**	**	**	93%	**	**	**	**	**	92%
Three	(3.0)	**	**	**	**	**	15	**	**	**	**	**	15
		**	**	**	**	**	4%	**	**	**	**	**	4%
		**	**	**	**	**	100%	**	**	**	**	**	100%
Four	(4.0)	**	**	**	**	**	6	**	**	**	**	**	8
		**	**	**	**	**	2%	**	**	**	**	**	2%
		**	**	**	**	**	80%	**	**	**	**	**	100%
Five or more	(5.0)	**	**	**	**	**	3	**	**	**	**	**	3
		**	**	**	**	**	1%	**	**	**	**	**	1%
		**	**	**	**	**	100%	**	**	**	**	**	100%
Don't know		**	**	**	**	**	-	**	**	**	**	**	1
		**	**	**	**	**	-%	**	**	**	**	**	0%
		**	**	**	**	**	-%	**	**	**	**	**	100%
Mean number		**	**	**	**	**	1.3	**	**	**	**	**	1.4
Standard deviation		**	**	**	**	**	.73	**	**	**	**	**	.75
Standard error		**	**	**	**	**	.04	**	**	**	**	**	.04
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.

QE3 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	OR DE ~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	39	15	3	18	73	378	28	38	6	2	15	368
Effective Weighted Sample	33	11	2	13	61	310	24	27	5	2	11	307
Total	27	8	2	10	54	336	29	30	4	2	10	339
	**	**	**	**	**	92%	**	**	**	**	**	93%
Yes	**	**	**	**	**	272	**	**	**	**	**	274
	**	**	**	**	**	81%	**	**	**	**	**	81%
	**	**	**	**	**	93%	**	**	**	**	**	94%
No	**	**	**	**	**	64	**	**	**	**	**	65
	**	**	**	**	**	19%	**	**	**	**	**	19%
	**	**	**	**	**	89%	**	**	**	**	**	91%

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.

QE4 (QE37). Is your tablet computer 3G 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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	OR DE ~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	23	11	3	14	62	303	21	27	3	1	10	297
Effective Weighted Sample	19	8	2	10	52	249	18	20	3	1	8	247
Total	16	6	2	8	46	272	20	22	2	1	7	274
	**	**	**	**	**	93%	**	**	**	**	**	94%
Yes	**	**	**	**	**	142	**	**	**	**	**	148
	**	**	**	**	**	52%	**	**	**	**	**	54%
	**	**	**	**	**	90%	**	**	**	**	**	94%
No	**	**	**	**	**	112	**	**	**	**	**	113
	**	**	**	**	**	41%	**	**	**	**	**	41%
	**	**	**	**	**	96%	**	**	**	**	**	96%
Don't know	**	**	**	**	**	17	**	**	**	**	**	13
	**	**	**	**	**	6%	**	**	**	**	**	5%
	**	**	**	**	**	100%	**	**	**	**	**	75%

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.

QE5 (QE38). And do you have a separate mobile subscription for your tablet, which allows you to go online from anywhere with a 3G signal, without the need for a Wi-Fi connection? (SINGLE CODE)

Base : Those who use a 3G enabled tablet computer

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE ~e	f	~g	~h	~i	~j	~k	l
Unweighted total	9	7	1	8	33	160	15	14	3	1	4	161
Effective Weighted Sample	8	5	1	5	26	130	13	10	3	1	4	133
Total	6	4	*	4	23	142	16	12	2	1	3	148
	**	**	**	**	**	90%	**	**	**	**	**	94%
Yes	**	**	**	**	**	69	**	**	**	**	**	71
	**	**	**	**	**	48%	**	**	**	**	**	48%
	**	**	**	**	**	89%	**	**	**	**	**	92%
No	**	**	**	**	**	66	**	**	**	**	**	70
	**	**	**	**	**	46%	**	**	**	**	**	47%
	**	**	**	**	**	91%	**	**	**	**	**	97%
Don't know	**	**	**	**	**	7	**	**	**	**	**	7
	**	**	**	**	**	5%	**	**	**	**	**	5%
	**	**	**	**	**	91%	**	**	**	**	**	83%

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.

QE6 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Yes - have access and use at home	205	129	55	183	492	1542	182	169	**	**	49	1569
	65%	59%	27%	44%	55%	76%	82%	52%	**	**	45%	82%
	cd	cd	c	c							hk	
	12%	7%	3%	11%	29%	89%	11%	10%	**	**	3%	91%
Yes - have access but don't use at home	16	12	5	17	31	50	3	12	**	**	4	41
	5%	5%	3%	4%	4%	2%	2%	4%	**	**	4%	2%
	30%	22%	10%	31%	58%	92%	6%	22%	**	**	7%	77%
No do not have access at home	87	70	133	203	343	396	36	132	**	**	53	288
	28%	32%	66%	48%	39%	20%	16%	41%	**	**	48%	15%
			abd	ab				l			l	
	20%	16%	31%	47%	79%	92%	8%	30%	**	**	12%	67%
Don't know	6	7	9	16	22	30	-	10	**	**	4	19
	2%	3%	4%	4%	3%	1%	-%	3%	**	**	4%	1%
								l			l	
	19%	24%	30%	54%	75%	100%	-%	32%	**	**	14%	65%
INTERNET ACCESS AT HOME												
YES	222	141	60	200	523	1592	185	181	**	**	53	1610
	71%	64%	30%	48%	59%	79%	84%	56%	**	**	48%	84%
	cd	cd	c	c							hk	
	12%	8%	3%	11%	29%	90%	10%	10%	**	**	3%	91%
NO	87	70	133	203	343	396	36	132	**	**	53	288
	28%	32%	66%	48%	39%	20%	16%	41%	**	**	48%	15%
			abd	ab				l			l	
	20%	16%	31%	47%	79%	92%	8%	30%	**	**	12%	67%

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.

QE7 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all (via any device, e.g. PC, laptop, mobile phone, etc.)? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Your workplace	55	10	4	14	62	605	78	28	**	**	5	660
	17%	5%	2%	3%	7%	30%	35%	9%	**	**	4%	34%
	bcd											hk
	8%	1%	1%	2%	9%	88%	11%	4%	**	**	1%	97%
In someone else's home	30	11	3	14	157	444	49	40	**	**	7	464
	10%	5%	1%	3%	18%	22%	22%	12%	**	**	6%	24%
	bcd	c						k				hk
	6%	2%	1%	3%	31%	89%	10%	8%	**	**	1%	93%
Library	14	1	3	4	44	77	22	18	**	**	3	86
	4%	1%	1%	1%	5%	4%	10%	6%	**	**	3%	4%
	bcd						f					
	13%	1%	3%	4%	43%	75%	21%	18%	**	**	3%	84%
School/ college	1	4	*	5	20	65	15	6	**	**	2	80
	*%	2%	*%	1%	2%	3%	7%	2%	**	**	2%	4%
		a					f					h
	1%	5%	1%	5%	24%	78%	18%	7%	**	**	2%	95%
Internet café	6	4	2	6	17	64	11	6	**	**	2	70
	2%	2%	1%	1%	2%	3%	5%	2%	**	**	2%	4%
	9%	5%	3%	8%	22%	84%	15%	7%	**	**	3%	92%
University	-	-	-	-	8	50	11	*	**	**	-	64
	-%	-%	-%	-%	1%	2%	5%	*%	**	**	-%	3%
							f					hk
	-%	-%	-%	-%	12%	77%	18%	1%	**	**	-%	99%
Other	5	5	-	5	31	96	15	9	**	**	1	102
	2%	2%	-%	1%	4%	5%	7%	3%	**	**	1%	5%
	c	c										k
	5%	4%	-%	4%	28%	88%	13%	9%	**	**	1%	92%

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.

QE7 (IN6). SHOWCARD Do you ever go online anywhere other than in your home at all (via any device, e.g. PC, laptop, mobile phone, etc.)? IF YES: Where is that? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
No, do not	219	187	192	379	630	1001	85	240	**	**	96	828
	70%	86%	95%	90%	71%	50%	39%	74%	**	**	87%	43%
		a	abd	a		g		l			hl	
	20%	17%	18%	35%	58%	93%	8%	22%	**	**	9%	77%
EVER USE INTERNET AT HOME OR ELSEWHERE	218	133	58	191	548	1633	195	187	**	**	53	1660
	69%	61%	29%	45%	62%	81%	88%	58%	**	**	47%	87%
	bcd	cd		c		f		k			hk	
	12%	7%	3%	10%	30%	89%	11%	10%	**	**	3%	91%

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.

QE8 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	296	181	83	264	725	1952	199	244	29	19	76	1909
Effective Weighted Sample	249	155	69	223	601	1605	161	184	24	18	63	1589
Total	218	133	58	191	548	1633	195	187	19	17	53	1660
	12%	7%	**	10%	30%	89%	11%	10%	**	**	**	91%
Every day	118	62	**	81	299	1145	123	105	**	**	**	1179
	54%	47%	**	42%	55%	70%	63%	56%	**	**	**	71%
	d											h
	9%	5%	**	6%	24%	90%	10%	8%	**	**	**	93%
Several times a week	48	30	**	48	114	279	46	32	**	**	**	295
	22%	23%	**	25%	21%	17%	24%	17%	**	**	**	18%
						f						
	15%	9%	**	15%	35%	85%	14%	10%	**	**	**	90%
At least once a week	18	15	**	24	57	95	14	14	**	**	**	95
	8%	11%	**	13%	10%	6%	7%	8%	**	**	**	6%
	16%	13%	**	22%	52%	87%	13%	13%	**	**	**	87%
At least once a month	11	6	**	9	27	38	4	8	**	**	**	34
	5%	5%	**	5%	5%	2%	2%	5%	**	**	**	2%
								l				
	26%	15%	**	22%	62%	87%	10%	20%	**	**	**	79%
A few times a year	7	4	**	6	13	17	2	6	**	**	**	13
	3%	3%	**	3%	2%	1%	1%	3%	**	**	**	1%
								l				
	40%	22%	**	32%	71%	90%	10%	31%	**	**	**	67%
Less than once a year	1	*	**	*	*	1	-	*	**	**	**	1
	1%	*%	**	*%	*%	*%	-%	*%	**	**	**	*%
	84%	31%	**	31%	31%	100%	-%	30%	**	**	**	78%
Never	10	11	**	17	27	40	3	19	**	**	**	25
	5%	8%	**	9%	5%	2%	2%	10%	**	**	**	1%
				a				l				
	23%	26%	**	40%	62%	93%	7%	44%	**	**	**	57%

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.

QE8 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	296	181	83	264	725	1952	199	244	29	19	76	1909
Effective Weighted Sample	249	155	69	223	601	1605	161	184	24	18	63	1589
Total	218	133	58	191	548	1633	195	187	19	17	53	1660
	12%	7%	**	10%	30%	89%	11%	10%	**	**	**	91%
TOTAL AT LEAST ONCE A WEEK	185	107	**	154	470	1519	183	151	**	**	**	1569
	85%	81%	**	80%	86%	93%	94%	81%	**	**	**	95%
	11%	6%	**	9%	28%	89%	11%	9%	**	**	**	92%
TOTAL EVER	205	118	**	169	511	1575	189	166	**	**	**	1616
	94%	89%	**	89%	93%	96%	97%	89%	**	**	**	97%
	d											h
	12%	7%	**	10%	29%	89%	11%	9%	**	**	**	91%
Don't know	3	3	**	4	10	17	3	2	**	**	**	18
	2%	2%	**	2%	2%	1%	1%	1%	**	**	**	1%
	16%	15%	**	21%	47%	84%	12%	11%	**	**	**	89%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Ordinary phone line - dialup access	4	3	**	4	11	22	2	3	**	**	**	20
	2%	2%	**	2%	2%	1%	1%	2%	**	**	**	1%
	15%	13%	**	16%	47%	92%	8%	12%	**	**	**	87%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include superfast broadband services.	207	131	**	188	448	1416	161	162	**	**	**	1427
	93%	93%	**	94%	86%	89%	87%	89%	**	**	**	89%
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
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	11	6	**	6	43	165	20	19	**	**	**	168
	5%	4%	**	3%	8%	10%	11%	10%	**	**	**	10%
	6%	3%	**	3%	23%	89%	11%	10%	**	**	**	91%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-	MOBI-	NO
	a	b	~c	d	OR DE	f	g	h	~i	~j	~k	l
Significance Level: 95%					e							
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	24	7	**	9	103	448	51	33	**	**	**	473
	11%	5%	**	4%	20%	28%	28%	18%	**	**	**	29%
	bd											h
	5%	1%	**	2%	21%	90%	10%	7%	**	**	**	95%
TOTAL NARROWBAND	4	3	**	4	11	22	2	3	**	**	**	20
	2%	2%	**	2%	2%	1%	1%	2%	**	**	**	1%
	15%	13%	**	16%	47%	92%	8%	12%	**	**	**	87%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	216	136	**	194	510	1562	184	177	**	**	**	1584
	97%	97%	**	97%	98%	98%	99%	98%	**	**	**	98%
	12%	8%	**	11%	29%	89%	11%	10%	**	**	**	91%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	214	135	**	192	480	1501	174	171	**	**	**	1516
	96%	96%	**	96%	92%	94%	94%	94%	**	**	**	94%
	13%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
MOBILE BROADBAND ONLY	6	4	**	4	26	65	13	7	**	**	**	70
	3%	3%	**	2%	5%	4%	7%	4%	**	**	**	4%
	8%	5%	**	5%	33%	84%	16%	10%	**	**	**	91%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Other	2	1	**	1	3	10	-	1	**	**	**	10
	1%	1%	**	1%	1%	1%	-%	*%	**	**	**	1%
	18%	10%	**	10%	30%	100%	-%	6%	**	**	**	94%
Don't know	2	1	**	2	5	10	1	2	**	**	**	9
	1%	1%	**	1%	1%	1%	1%	1%	**	**	**	1%
	18%	7%	**	20%	40%	89%	11%	18%	**	**	**	79%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Ordinary phone line - dialup access	4	3	1	4	11	22	2	3	**	**	1	20
	1%	1%	*%	1%	1%	1%	1%	1%	**	**	1%	1%
	15%	13%	3%	16%	47%	92%	8%	12%	**	**	6%	87%
Fixed Broadband ADSL through a phone line or cable service - perhaps using a Wi-Fi router. This would include superfast broadband services.	207	131	57	188	448	1416	161	162	**	**	51	1427
	66%	60%	28%	45%	50%	70%	73%	50%	**	**	46%	74%
	cd	cd	c	c							hk	hk
	13%	8%	4%	12%	28%	90%	10%	10%	**	**	3%	90%
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	11	6	-	6	43	165	20	19	**	**	5	168
	4%	3%	-%	1%	5%	8%	9%	6%	**	**	5%	9%
	cd	c										
	6%	3%	-%	3%	23%	89%	11%	10%	**	**	3%	91%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Access to the internet using a mobile phone or smartphone - through a Wi-Fi network or your phone's mobile network	24	7	2	9	103	448	51	33	**	**	5	473
	8%	3%	1%	2%	12%	22%	23%	10%	**	**	5%	25%
	bcd											hk
	5%	1%	*%	2%	21%	90%	10%	7%	**	**	1%	95%
TOTAL NARROWBAND	4	3	1	4	11	22	2	3	**	**	1	20
	1%	1%	*%	1%	1%	1%	1%	1%	**	**	1%	1%
	15%	13%	3%	16%	47%	92%	8%	12%	**	**	6%	87%
TOTAL BROADBAND (INC. USING MOBILE PHONE)	216	136	58	194	510	1562	184	177	**	**	53	1584
	69%	63%	29%	46%	57%	77%	83%	55%	**	**	48%	83%
	cd	cd		c								hk
	12%	8%	3%	11%	29%	89%	11%	10%	**	**	3%	91%
TOTAL BROADBAND (EXC. USING MOBILE PHONE)	214	135	57	192	480	1501	174	171	**	**	53	1516
	68%	62%	28%	46%	54%	74%	79%	53%	**	**	48%	79%
	cd	cd		c								hk
	13%	8%	3%	11%	29%	90%	10%	10%	**	**	3%	91%
MOBILE BROADBAND ONLY	6	4	-	4	26	65	13	7	**	**	2	70
	2%	2%	-%	1%	3%	3%	6%	2%	**	**	2%	4%
	c	c										
	8%	5%	-%	5%	33%	84%	16%	10%	**	**	3%	91%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Other	2	1	-	1	3	10	-	1	**	**	-	10
	1%	*%	-%	*%	*%	1%	-%	*%	**	**	-%	1%
	18%	10%	-%	10%	30%	100%	-%	6%	**	**	-%	94%
Don't know	2	1	1	2	5	10	1	2	**	**	-	9
	1%	*%	1%	1%	1%	1%	1%	1%	**	**	-%	*%
	18%	7%	13%	20%	40%	89%	11%	18%	**	**	-%	79%
No internet access at home	87	70	133	203	343	396	36	132	**	**	53	288
	28%	32%	66%	48%	39%	20%	16%	41%	**	**	48%	15%
			abd	ab				l			l	
	20%	16%	31%	47%	79%	92%	8%	30%	**	**	12%	67%

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.

QE10 (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				
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	~j	k
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
Yes	**	**	**	**	152	**	**	**	**	**	158
	**	**	**	**	92%	**	**	**	**	**	94%
	**	**	**	**	90%	**	**	**	**	**	93%
No	**	**	**	**	11	**	**	**	**	**	9
	**	**	**	**	7%	**	**	**	**	**	5%
	**	**	**	**	84%	**	**	**	**	**	71%
Don't know	**	**	**	**	2	**	**	**	**	**	1
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	52%

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

Any break column with 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 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Yes	9	5	-	5	36	152	19	14	**	**	3	158
	3%	2%	-	1%	4%	8%	8%	4%	**	**	3%	8%
	c	c										hk
	6%	3%	-	3%	21%	90%	11%	8%	**	**	2%	93%
No	2	1	-	1	6	11	2	4	**	**	1	9
	1%	*%	-	*%	1%	1%	1%	1%	**	**	1%	*%
	15%	6%	-	6%	48%	84%	13%	29%	**	**	7%	71%
Don't know	-	-	-	-	*	2	-	1	**	**	1	1
	-%	-%	-%	-%	*%	*%	-%	*%	**	**	1%	*%
											l	
	-%	-%	-%	-%	10%	100%	-%	46%	**	**	46%	52%
DO NOT HAVE MOBILE BROADBAND CONNECTION IN HOUSEHOLD	303	212	202	414	845	1853	200	303	**	**	106	1750
	96%	97%	100%	99%	95%	92%	91%	94%	**	**	95%	91%
			ab	a								
	15%	10%	10%	20%	41%	90%	10%	15%	**	**	5%	85%

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.

QE11 (QE32). 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			
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	j
Unweighted total	11	7	7	48	158	16	16	1	4	158
Effective Weighted Sample	9	6	6	39	126	14	11	1	4	130
Total	9	5	5	36	152	19	14	1	3	158
	**	**	**	**	90%	**	**	**	**	93%
To have access to broadband on the move	**	**	**	**	78	**	**	**	**	81
	**	**	**	**	51%	**	**	**	**	51%
	**	**	**	**	92%	**	**	**	**	96%
Because I don't want to pay for a landline	**	**	**	**	41	**	**	**	**	43
	**	**	**	**	27%	**	**	**	**	28%
	**	**	**	**	90%	**	**	**	**	94%
Because it was cheaper than a fixed broadband contract	**	**	**	**	36	**	**	**	**	38
	**	**	**	**	24%	**	**	**	**	24%
	**	**	**	**	88%	**	**	**	**	92%
Because it is less of a commitment than a fixed broadband contract	**	**	**	**	12	**	**	**	**	12
	**	**	**	**	8%	**	**	**	**	8%
	**	**	**	**	100%	**	**	**	**	100%
As a back-up in case I have problems with my fixed broadband line	**	**	**	**	7	**	**	**	**	5
	**	**	**	**	5%	**	**	**	**	3%
	**	**	**	**	91%	**	**	**	**	67%

Columns Tested: a,b,c - e,f - g,h,i,j

Any break column with 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 (QE32). 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			
	55-64	65-74	65+	65+	NO	YES	ANY	VISION	MOBI- LITY	NO
	~a	~b	~c	OR DE	e	~f	~g	~h	~i	j
Significance Level: 95%										
Unweighted total	11	7	7	48	158	16	16	1	4	158
Effective Weighted Sample	9	6	6	39	126	14	11	1	4	130
Total	9	5	5	36	152	19	14	1	3	158
	**	**	**	**	90%	**	**	**	**	93%
For work/ my employer purchased it	**	**	**	**	6	**	**	**	**	6
	**	**	**	**	4%	**	**	**	**	4%
	**	**	**	**	100%	**	**	**	**	100%
Other	**	**	**	**	8	**	**	**	**	9
	**	**	**	**	5%	**	**	**	**	6%
	**	**	**	**	80%	**	**	**	**	90%
Don't know	**	**	**	**	*	**	**	**	**	2
	**	**	**	**	*%	**	**	**	**	1%
	**	**	**	**	27%	**	**	**	**	100%

Columns Tested: a,b,c - e,f - g,h,i,j

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

Base : Those who use mobile broadband to access the internet

	AGE			AGE/SEG	MEG		DISABILITY			
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	j
Unweighted total	11	7	7	48	158	16	16	1	4	158
Effective Weighted Sample	9	6	6	39	126	14	11	1	4	130
Total	9	5	5	36	152	19	14	1	3	158
	**	**	**	**	90%	**	**	**	**	93%
I always use in the home	**	**	**	**	35	**	**	**	**	31
	**	**	**	**	23%	**	**	**	**	20%
	**	**	**	**	92%	**	**	**	**	83%
I mainly use in the home	**	**	**	**	16	**	**	**	**	18
	**	**	**	**	11%	**	**	**	**	11%
	**	**	**	**	87%	**	**	**	**	96%
I use equally in the home and outside the home	**	**	**	**	72	**	**	**	**	79
	**	**	**	**	47%	**	**	**	**	50%
	**	**	**	**	88%	**	**	**	**	97%
I mainly use outside the home	**	**	**	**	25	**	**	**	**	25
	**	**	**	**	16%	**	**	**	**	16%
	**	**	**	**	92%	**	**	**	**	93%
I always use outside the home	**	**	**	**	3	**	**	**	**	3
	**	**	**	**	2%	**	**	**	**	2%
	**	**	**	**	100%	**	**	**	**	100%
ALWAYS/ MAINLY USE IN THE HOME	**	**	**	**	51	**	**	**	**	49
	**	**	**	**	34%	**	**	**	**	31%
	**	**	**	**	90%	**	**	**	**	87%

Columns Tested: a,b,c - e,f - g,h,i,j

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

Base : Those who use mobile broadband to access the internet

	AGE			AGE/SEG	MEG		DISABILITY			
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	j
Unweighted total	11	7	7	48	158	16	16	1	4	158
Effective Weighted Sample	9	6	6	39	126	14	11	1	4	130
Total	9	5	5	36	152	19	14	1	3	158
	**	**	**	**	90%	**	**	**	**	93%
ALWAYS/ MAINLY USE OUTSIDE THE HOME	**	**	**	**	28	**	**	**	**	28
	**	**	**	**	18%	**	**	**	**	18%
	**	**	**	**	93%	**	**	**	**	94%
EVER USE OUTSIDE THE HOME	**	**	**	**	116	**	**	**	**	125
	**	**	**	**	76%	**	**	**	**	80%
	**	**	**	**	89%	**	**	**	**	96%
Don't know	**	**	**	**	1	**	**	**	**	1
	**	**	**	**	1%	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	100%

Columns Tested: a,b,c - e,f - g,h,i,j

Any break column with 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 (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	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	j
Unweighted total	7	3	3	25	113	13	8	1	2	118
Effective Weighted Sample	6	3	3	21	94	11	7	1	2	101
Total	6	2	2	22	116	16	6	1	1	125
	**	**	**	**	89%	**	**	**	**	96%
When travelling (e.g. on a train or in a car)	**	**	**	**	75	**	**	**	**	81
	**	**	**	**	65%	**	**	**	**	65%
	**	**	**	**	89%	**	**	**	**	96%
Outdoors	**	**	**	**	57	**	**	**	**	65
	**	**	**	**	49%	**	**	**	**	52%
	**	**	**	**	84%	**	**	**	**	96%
In other people's home (e.g. friends/ family)	**	**	**	**	51	**	**	**	**	55
	**	**	**	**	44%	**	**	**	**	44%
	**	**	**	**	89%	**	**	**	**	96%
Indoor public spaces (e.g. pub/restaurant/ theatre/ shopping centre)	**	**	**	**	47	**	**	**	**	54
	**	**	**	**	41%	**	**	**	**	43%
	**	**	**	**	85%	**	**	**	**	96%
At your work place	**	**	**	**	45	**	**	**	**	52
	**	**	**	**	39%	**	**	**	**	41%
	**	**	**	**	85%	**	**	**	**	97%
Other	**	**	**	**	7	**	**	**	**	7
	**	**	**	**	6%	**	**	**	**	5%
	**	**	**	**	100%	**	**	**	**	93%
Don't know	**	**	**	**	-	**	**	**	**	1
	**	**	**	**	-%	**	**	**	**	1%
	**	**	**	**	-%	**	**	**	**	100%

Columns Tested: a,b,c - e,f - g,h,i,j

Any break column with 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 (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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l
Unweighted total	243	142	52	194	497	1528	160	170	17	15	60	1518
Effective Weighted Sample	204	124	44	168	415	1260	131	125	13	14	49	1269
Total	179	112	39	150	386	1277	154	132	12	13	40	1312
	12%	8%	**	10%	27%	89%	11%	9%	**	**	**	92%
1	14	19	**	25	66	112	11	18	**	**	**	107
	8%	17%	**	17%	17%	9%	7%	14%	**	**	**	8%
	a	a		a				l				
	11%	15%	**	21%	54%	91%	9%	15%	**	**	**	86%
2	128	83	**	110	236	779	85	76	**	**	**	791
	71%	74%	**	73%	61%	61%	55%	58%	**	**	**	60%
	15%	10%	**	13%	27%	90%	10%	9%	**	**	**	92%
3	24	4	**	8	57	217	28	24	**	**	**	226
	14%	3%	**	5%	15%	17%	18%	18%	**	**	**	17%
	bd											
	10%	2%	**	3%	23%	88%	11%	10%	**	**	**	91%
4	11	3	**	3	18	113	18	7	**	**	**	127
	6%	3%	**	2%	5%	9%	12%	5%	**	**	**	10%
	8%	2%	**	2%	13%	85%	13%	5%	**	**	**	95%
5 or more	1	-	**	-	6	40	11	5	**	**	**	47
	*%	-%	**	-%	2%	3%	7%	4%	**	**	**	4%
						f						
	2%	-%	**	-%	12%	79%	21%	9%	**	**	**	93%
Don't know	2	3	**	4	4	15	1	2	**	**	**	14
	1%	3%	**	2%	1%	1%	1%	2%	**	**	**	1%
	11%	18%	**	23%	23%	95%	5%	13%	**	**	**	87%
Mean number of people	2.1	1.9	**	1.9	2.1	2.3	2.5	2.2	**	**	**	2.3
	bd						f					
Standard deviation	.73	.65	**	.63	.90	.97	1.11	1.05	**	**	**	.98
Standard error	.05	.05	**	.05	.04	.02	.09	.08	**	**	**	.03

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.

QE15 (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				
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	~j	k
Unweighted total	13	6	6	46	159	15	17	1	1	5	157
Effective Weighted Sample	10	5	5	37	125	13	12	1	1	4	127
Total	10	4	4	34	147	18	15	1	1	4	151
	**	**	**	**	90%	**	**	**	**	**	93%
1	**	**	**	**	31	**	**	**	**	**	32
	**	**	**	**	21%	**	**	**	**	**	21%
	**	**	**	**	95%	**	**	**	**	**	97%
2	**	**	**	**	74	**	**	**	**	**	77
	**	**	**	**	51%	**	**	**	**	**	51%
	**	**	**	**	88%	**	**	**	**	**	91%
3	**	**	**	**	19	**	**	**	**	**	18
	**	**	**	**	13%	**	**	**	**	**	12%
	**	**	**	**	93%	**	**	**	**	**	85%
4	**	**	**	**	15	**	**	**	**	**	17
	**	**	**	**	10%	**	**	**	**	**	11%
	**	**	**	**	88%	**	**	**	**	**	100%
5 or more	**	**	**	**	3	**	**	**	**	**	3
	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	100%	**	**	**	**	**	100%
Don't know	**	**	**	**	4	**	**	**	**	**	5
	**	**	**	**	3%	**	**	**	**	**	3%
	**	**	**	**	75%	**	**	**	**	**	100%
Mean number of people	**	**	**	**	2.1	**	**	**	**	**	2.1
Standard deviation	**	**	**	**	1.02	**	**	**	**	**	1.05
Standard error	**	**	**	**	.08	**	**	**	**	**	.08
Columns Tested: a,b,c - e,f - g,h,i,j,k											

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

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
General surfing/ browsing the internet	184	113	**	157	432	1390	163	152	**	**	**	1417
	83%	80%	**	78%	83%	87%	88%	84%	**	**	**	88%
	12%	7%	**	10%	28%	89%	10%	10%	**	**	**	91%
Sending and receiving e-mail	187	112	**	157	413	1375	163	147	**	**	**	1409
	84%	80%	**	78%	79%	86%	88%	81%	**	**	**	87%
	12%	7%	**	10%	27%	89%	11%	10%	**	**	**	91%
Purchasing goods/services/ tickets etc.	148	79	**	107	304	1138	116	120	**	**	**	1148
	67%	56%	**	53%	58%	72%	63%	66%	**	**	**	71%
	bd				g							
	12%	6%	**	9%	24%	91%	9%	10%	**	**	**	91%
Using social networking sites (such as Facebook, LinkedIn or Bebo)	94	38	**	46	268	999	113	105	**	**	**	1023
	42%	27%	**	23%	51%	63%	61%	58%	**	**	**	64%
	bd											
	8%	3%	**	4%	24%	90%	10%	9%	**	**	**	92%
Banking	123	60	**	75	215	989	107	82	**	**	**	1023
	55%	43%	**	38%	41%	62%	58%	45%	**	**	**	64%
	bd											h
	11%	5%	**	7%	20%	90%	10%	7%	**	**	**	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Finding/ downloading information for work/ business	82	24	**	34	126	690	97	51	**	**	**	743
	37%	17%	**	17%	24%	43%	52%	28%	**	**	**	46%
	bd				f							h
	10%	3%	**	4%	16%	88%	12%	6%	**	**	**	94%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	51	21	**	27	178	678	93	49	**	**	**	734
	23%	15%	**	14%	34%	43%	50%	27%	**	**	**	46%
	bd											h
	7%	3%	**	4%	23%	88%	12%	6%	**	**	**	95%
Playing games online/ interactively	56	24	**	31	176	607	67	67	**	**	**	614
	25%	17%	**	15%	34%	38%	36%	37%	**	**	**	38%
	bd											
	8%	4%	**	5%	26%	90%	10%	10%	**	**	**	91%
Downloading music files, movies or video clips	40	15	**	18	132	593	64	53	**	**	**	620
	18%	10%	**	9%	25%	37%	35%	29%	**	**	**	38%
	bd											h
	6%	2%	**	3%	20%	89%	10%	8%	**	**	**	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	81	39	**	50	131	585	65	53	**	**	**	604
	36%	28%	**	25%	25%	37%	35%	29%	**	**	**	38%
	d											h
	12%	6%	**	8%	20%	90%	10%	8%	**	**	**	93%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	59	24	**	37	148	582	56	36	**	**	**	609
	26%	17%	**	18%	28%	37%	30%	20%	**	**	**	38%
	bd											h
	9%	4%	**	6%	23%	91%	9%	6%	**	**	**	95%
To find information on health related issues e.g. NHS Direct/ NHS 24	75	41	**	56	142	573	62	66	**	**	**	579
	34%	29%	**	28%	27%	36%	34%	36%	**	**	**	36%
	12%	6%	**	9%	22%	90%	10%	10%	**	**	**	91%
Finding/ downloading information for school/ college/ university/ homework	51	9	**	13	114	534	75	55	**	**	**	565
	23%	6%	**	7%	22%	34%	40%	30%	**	**	**	35%
	bd											
	8%	1%	**	2%	19%	87%	12%	9%	**	**	**	92%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	35	13	**	15	120	487	67	53	**	**	**	512
	16%	9%	**	8%	23%	31%	36%	29%	**	**	**	32%
	bd											
	6%	2%	**	3%	22%	87%	12%	10%	**	**	**	92%
Making voice calls using a VoIP service e.g. Skype	52	33	**	40	113	460	75	46	**	**	**	495
	24%	24%	**	20%	22%	29%	41%	25%	**	**	**	31%
						f						
	10%	6%	**	7%	21%	86%	14%	9%	**	**	**	93%
Watching live TV programmes	35	16	**	19	95	407	45	32	**	**	**	426
	16%	11%	**	9%	18%	26%	24%	18%	**	**	**	26%
	d											h
	8%	4%	**	4%	21%	90%	10%	7%	**	**	**	94%
Using Twitter (browsing/ reading site)	19	5	**	5	65	379	50	38	**	**	**	396
	9%	3%	**	2%	12%	24%	27%	21%	**	**	**	25%
	bd											
	4%	1%	**	1%	15%	88%	12%	9%	**	**	**	92%
Listening to radio	30	11	**	13	70	315	37	26	**	**	**	333
	14%	7%	**	6%	13%	20%	20%	15%	**	**	**	21%
	bd											
	9%	3%	**	4%	20%	88%	10%	7%	**	**	**	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Real time gambling/ trading/ auctions	24	9	**	10	58	276	24	27	**	**	**	279
	11%	7%	**	5%	11%	17%	13%	15%	**	**	**	17%
	d											
	8%	3%	**	3%	19%	92%	8%	9%	**	**	**	93%
Uploading/ adding content to the internet	18	3	**	4	56	259	34	34	**	**	**	263
	8%	2%	**	2%	11%	16%	19%	19%	**	**	**	16%
	bd											
	6%	1%	**	1%	19%	89%	12%	12%	**	**	**	90%
Using Twitter (account holder, posting on site)	12	3	**	3	48	243	20	29	**	**	**	237
	5%	2%	**	2%	9%	15%	11%	16%	**	**	**	15%
	d											
	4%	1%	**	1%	18%	93%	8%	11%	**	**	**	91%
Downloading films (Video on Demand)	10	3	**	3	51	207	21	13	**	**	**	215
	5%	2%	**	1%	10%	13%	11%	7%	**	**	**	13%
	d											h
	5%	1%	**	1%	23%	91%	9%	6%	**	**	**	94%
Streamed audio services (free)	8	1	**	1	29	143	12	12	**	**	**	147
	4%	1%	**	1%	6%	9%	6%	7%	**	**	**	9%
	d											
	5%	1%	**	1%	19%	91%	7%	8%	**	**	**	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Streamed audio services (subscription)	5	1	**	1	12	53	5	4	**	**	**	56
	2%	1%	**	*%	2%	3%	3%	2%	**	**	**	3%
	8%	2%	**	2%	21%	91%	9%	6%	**	**	**	95%
Other	2	1	**	6	10	15	-	2	**	**	**	13
	1%	1%	**	3%	2%	1%	-%	1%	**	**	**	1%
	12%	10%	**	44%	65%	100%	-%	15%	**	**	**	86%
USE SOCIAL NETWORKING SITES	96	38	**	47	276	1044	119	108	**	**	**	1072
	43%	27%	**	23%	53%	66%	64%	60%	**	**	**	67%
	bd											
	8%	3%	**	4%	24%	89%	10%	9%	**	**	**	92%
TV/ VIDEO VIEWING	83	36	**	50	216	856	98	75	**	**	**	895
	37%	26%	**	25%	41%	54%	53%	41%	**	**	**	56%
	bd											h
	9%	4%	**	5%	23%	89%	10%	8%	**	**	**	93%
USE TWITTER	20	5	**	6	71	401	51	43	**	**	**	416
	9%	4%	**	3%	13%	25%	28%	24%	**	**	**	26%
	bd											
	5%	1%	**	1%	16%	89%	11%	9%	**	**	**	92%
STREAMED AUDIO SERVICES	11	2	**	2	34	155	14	14	**	**	**	160
	5%	1%	**	1%	7%	10%	8%	8%	**	**	**	10%
	d											
	6%	1%	**	1%	20%	90%	8%	8%	**	**	**	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
None of these	5	4	**	9	15	25	-	6	**	**	**	19
	2%	3%	**	5%	3%	2%	-%	3%	**	**	**	1%
								l				
	22%	16%	**	36%	61%	100%	-%	25%	**	**	**	74%
Don't know	3	4	**	5	6	10	2	5	**	**	**	6
	1%	3%	**	2%	1%	1%	1%	3%	**	**	**	*%
								l				
	26%	31%	**	38%	51%	78%	19%	45%	**	**	**	52%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
General surfing/ browsing the internet	184	113	44	157	432	1390	163	152	**	**	42	1417
	59%	52%	22%	37%	49%	69%	74%	47%	**	**	38%	74%
	cd	cd		c								hk
	12%	7%	3%	10%	28%	89%	10%	10%	**	**	3%	91%
Sending and receiving e-mail	187	112	45	157	413	1375	163	147	**	**	40	1409
	59%	51%	22%	37%	46%	68%	74%	46%	**	**	36%	73%
	bcd	cd		c								hk
	12%	7%	3%	10%	27%	89%	11%	10%	**	**	3%	91%
Purchasing goods/services/ tickets etc.	148	79	28	107	304	1138	116	120	**	**	34	1148
	47%	36%	14%	25%	34%	56%	53%	37%	**	**	30%	60%
	bcd	cd		c								hk
	12%	6%	2%	9%	24%	91%	9%	10%	**	**	3%	91%
Using social networking sites (such as Facebook, LinkedIn or Bebo)	94	38	9	46	268	999	113	105	**	**	29	1023
	30%	17%	4%	11%	30%	50%	51%	33%	**	**	26%	53%
	bcd	cd		c								hk
	8%	3%	1%	4%	24%	90%	10%	9%	**	**	3%	92%
Banking	123	60	15	75	215	989	107	82	**	**	22	1023
	39%	28%	8%	18%	24%	49%	49%	25%	**	**	20%	53%
	bcd	cd		c								hk
	11%	5%	1%	7%	20%	90%	10%	7%	**	**	2%	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Finding/ downloading information for work/ business	82	24	10	34	126	690	97	51	**	**	12	743
	26%	11%	5%	8%	14%	34%	44%	16%	**	**	11%	39%
	bcd	c				f						hk
	10%	3%	1%	4%	16%	88%	12%	6%	**	**	2%	94%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	51	21	6	27	178	678	93	49	**	**	12	734
	16%	10%	3%	7%	20%	34%	42%	15%	**	**	10%	38%
	bcd	c				f						hk
	7%	3%	1%	4%	23%	88%	12%	6%	**	**	1%	95%
Playing games online/ interactively	56	24	7	31	176	607	67	67	**	**	20	614
	18%	11%	4%	7%	20%	30%	30%	21%	**	**	18%	32%
	bcd	c		c								hk
	8%	4%	1%	5%	26%	90%	10%	10%	**	**	3%	91%
Downloading music files, movies or video clips	40	15	3	18	132	593	64	53	**	**	10	620
	13%	7%	2%	4%	15%	29%	29%	16%	**	**	9%	32%
	bcd	c						k				hk
	6%	2%	*%	3%	20%	89%	10%	8%	**	**	1%	93%

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

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QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	81	39	11	50	131	585	65	53	**	**	12	604
	26%	18%	5%	12%	15%	29%	30%	17%	**	**	11%	32%
	bcd	cd		c								hk
	12%	6%	2%	8%	20%	90%	10%	8%	**	**	2%	93%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	59	24	13	37	148	582	56	36	**	**	9	609
	19%	11%	6%	9%	17%	29%	25%	11%	**	**	8%	32%
	bcd											hk
	9%	4%	2%	6%	23%	91%	9%	6%	**	**	1%	95%
To find information on health related issues e.g. NHS Direct/ NHS 24	75	41	14	56	142	573	62	66	**	**	15	579
	24%	19%	7%	13%	16%	28%	28%	20%	**	**	14%	30%
	cd	cd		c								hk
	12%	6%	2%	9%	22%	90%	10%	10%	**	**	2%	91%
Finding/ downloading information for school/ college/ university/ homework	51	9	4	13	114	534	75	55	**	**	15	565
	16%	4%	2%	3%	13%	26%	34%	17%	**	**	13%	29%
	bcd						f					hk
	8%	1%	1%	2%	19%	87%	12%	9%	**	**	2%	92%

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

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QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	35	13	3	15	120	487	67	53	**	**	7	512
	11%	6%	1%	4%	14%	24%	30%	17%	**	**	6%	27%
	bcd	c						k			hk	
	6%	2%	*%	3%	22%	87%	12%	10%	**	**	1%	92%
Making voice calls using a VoIP service e.g. Skype	52	33	6	40	113	460	75	46	**	**	10	495
	17%	15%	3%	9%	13%	23%	34%	14%	**	**	9%	26%
	cd	cd		c			f					hk
	10%	6%	1%	7%	21%	86%	14%	9%	**	**	2%	93%
Watching live TV programmes	35	16	3	19	95	407	45	32	**	**	7	426
	11%	7%	1%	4%	11%	20%	20%	10%	**	**	7%	22%
	cd	c		c								hk
	8%	4%	1%	4%	21%	90%	10%	7%	**	**	2%	94%
Using Twitter (browsing/ reading site)	19	5	*	5	65	379	50	38	**	**	8	396
	6%	2%	*%	1%	7%	19%	23%	12%	**	**	7%	21%
	bcd	c										hk
	4%	1%	*%	1%	15%	88%	12%	9%	**	**	2%	92%
Listening to radio	30	11	2	13	70	315	37	26	**	**	7	333
	10%	5%	1%	3%	8%	16%	17%	8%	**	**	7%	17%
	bcd	c										hk
	9%	3%	1%	4%	20%	88%	10%	7%	**	**	2%	93%

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

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QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Real time gambling/ trading/ auctions	24	9	1	10	58	276	24	27	**	**	8	279
	8%	4%	*%	2%	7%	14%	11%	8%	**	**	7%	15%
	cd	c										hk
	8%	3%	*%	3%	19%	92%	8%	9%	**	**	3%	93%
Uploading/ adding content to the internet	18	3	1	4	56	259	34	34	**	**	10	263
	6%	1%	1%	1%	6%	13%	16%	11%	**	**	9%	14%
	bcd											
	6%	1%	*%	1%	19%	89%	12%	12%	**	**	3%	90%
Using Twitter (account holder, posting on site)	12	3	*	3	48	243	20	29	**	**	6	237
	4%	1%	*%	1%	5%	12%	9%	9%	**	**	5%	12%
	cd											k
	4%	1%	*%	1%	18%	93%	8%	11%	**	**	2%	91%
Downloading films (Video on Demand)	10	3	-	3	51	207	21	13	**	**	6	215
	3%	1%	-%	1%	6%	10%	9%	4%	**	**	5%	11%
	cd											hk
	5%	1%	-%	1%	23%	91%	9%	6%	**	**	3%	94%
Streamed audio services (free)	8	1	*	1	29	143	12	12	**	**	3	147
	3%	*%	*%	*%	3%	7%	5%	4%	**	**	2%	8%
	bcd											hk
	5%	1%	*%	1%	19%	91%	7%	8%	**	**	2%	93%

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

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QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Streamed audio services (subscription)	5	1	-	1	12	53	5	4	**	**	1	56
	1%	*%	-%	*%	1%	3%	2%	1%	**	**	1%	3%
	d											
	8%	2%	-%	2%	21%	91%	9%	6%	**	**	1%	95%
Other	2	1	5	6	10	15	-	2	**	**	*	13
	1%	1%	2%	2%	1%	1%	-%	1%	**	**	*%	1%
			a									
	12%	10%	34%	44%	65%	100%	-%	15%	**	**	3%	86%
USE SOCIAL NETWORKING SITES	96	38	9	47	276	1044	119	108	**	**	30	1072
	31%	18%	4%	11%	31%	52%	54%	33%	**	**	27%	56%
	bcd	cd		c								hk
	8%	3%	1%	4%	24%	89%	10%	9%	**	**	3%	92%
TV/ VIDEO VIEWING	83	36	14	50	216	856	98	75	**	**	19	895
	26%	17%	7%	12%	24%	42%	45%	23%	**	**	17%	47%
	bcd	c		c								hk
	9%	4%	2%	5%	23%	89%	10%	8%	**	**	2%	93%
USE TWITTER	20	5	*	6	71	401	51	43	**	**	9	416
	6%	2%	*%	1%	8%	20%	23%	13%	**	**	8%	22%
	bcd	c										hk
	5%	1%	*%	1%	16%	89%	11%	9%	**	**	2%	92%
STREAMED AUDIO SERVICES	11	2	*	2	34	155	14	14	**	**	3	160
	3%	1%	*%	1%	4%	8%	6%	4%	**	**	2%	8%
	bcd											hk
	6%	1%	*%	1%	20%	90%	8%	8%	**	**	2%	93%

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.

QE16 (QE5A). SHOWCARD Which, if any, of these do you or members of your household use the internet for whilst at home? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
None of these	5	4	5	9	15	25	-	6	**	**	1	19
	2%	2%	2%	2%	2%	1%	-%	2%	**	**	1%	1%
	22%	16%	20%	36%	61%	100%	-%	25%	**	**	5%	74%
Don't know	3	4	1	5	6	10	2	5	**	**	4	6
	1%	2%	*%	1%	1%	*%	1%	2%	**	**	3%	*%
								1			1	
	26%	31%	6%	38%	51%	78%	19%	45%	**	**	31%	52%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
General surfing/ browsing the internet	151	89	**	124	368	1224	143	133	**	**	**	1251
	68%	63%	**	62%	70%	77%	78%	74%	**	**	**	78%
	11%	6%	**	9%	27%	89%	10%	10%	**	**	**	91%
Sending and receiving e-mail	153	87	**	125	337	1187	140	119	**	**	**	1225
	69%	62%	**	62%	64%	75%	75%	66%	**	**	**	76%
	12%	7%	**	9%	25%	89%	10%	9%	**	**	**	92%
Using social networking sites (such as Facebook, LinkedIn or Bebo)	73	28	**	32	231	841	84	94	**	**	**	849
	33%	20%	**	16%	44%	53%	45%	52%	**	**	**	53%
	bd											
	8%	3%	**	3%	25%	90%	9%	10%	**	**	**	91%
Banking	95	42	**	50	151	760	75	70	**	**	**	774
	43%	30%	**	25%	29%	48%	41%	39%	**	**	**	48%
	bd											h
	11%	5%	**	6%	18%	91%	9%	8%	**	**	**	93%
Purchasing goods/ services/ tickets etc.	72	35	**	47	154	662	59	79	**	**	**	654
	32%	25%	**	24%	29%	42%	32%	43%	**	**	**	41%
	d					g						
	10%	5%	**	7%	21%	92%	8%	11%	**	**	**	90%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	28	10	**	13	127	465	67	38	**	**	**	505
	12%	7%	**	6%	24%	29%	36%	21%	**	**	**	31%
	d											h
	5%	2%	**	2%	24%	87%	12%	7%	**	**	**	94%
Finding/ downloading information for work/ business	45	12	**	19	66	443	53	28	**	**	**	475
	20%	9%	**	9%	13%	28%	29%	15%	**	**	**	29%
	bd											h
	9%	2%	**	4%	13%	89%	11%	6%	**	**	**	95%
Playing games online/ interactively	35	16	**	21	129	403	39	55	**	**	**	393
	16%	11%	**	10%	25%	25%	21%	30%	**	**	**	24%
	8%	4%	**	5%	29%	91%	9%	12%	**	**	**	89%
Finding/ downloading information for school/ college/ university/ homework	18	4	**	5	68	345	44	37	**	**	**	363
	8%	3%	**	2%	13%	22%	24%	20%	**	**	**	23%
	bd											
	5%	1%	**	1%	17%	88%	11%	9%	**	**	**	92%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
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Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	28	8	**	11	79	323	35	26	**	**	**	338
	13%	6%	**	5%	15%	20%	19%	14%	**	**	**	21%
	bd											h
	8%	2%	**	3%	22%	90%	10%	7%	**	**	**	94%
Downloading music files, movies or video clips	18	3	**	4	68	319	31	35	**	**	**	324
	8%	2%	**	2%	13%	20%	17%	20%	**	**	**	20%
	bd											
	5%	1%	**	1%	19%	90%	9%	10%	**	**	**	92%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	22	10	**	10	78	309	40	40	**	**	**	318
	10%	7%	**	5%	15%	19%	21%	22%	**	**	**	20%
	d											
	6%	3%	**	3%	22%	88%	11%	12%	**	**	**	91%
Making voice calls using a VoIP service e.g. Skype	30	20	**	23	63	283	54	35	**	**	**	305
	14%	15%	**	11%	12%	18%	29%	19%	**	**	**	19%
							f					
	9%	6%	**	7%	19%	84%	16%	10%	**	**	**	91%
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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Using Twitter (browsing/ reading site)	12	4	**	4	49	269	29	34	**	**	**	271
	5%	3%	**	2%	9%	17%	16%	19%	**	**	**	17%
	4%	1%	**	1%	16%	90%	10%	11%	**	**	**	91%
Watching live TV programmes	16	6	**	8	56	229	28	21	**	**	**	240
	7%	4%	**	4%	11%	14%	15%	12%	**	**	**	15%
	6%	2%	**	3%	22%	89%	11%	8%	**	**	**	93%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	31	12	**	13	53	219	22	19	**	**	**	224
	14%	8%	**	7%	10%	14%	12%	11%	**	**	**	14%
	d											
	13%	5%	**	6%	22%	90%	9%	8%	**	**	**	92%
To find information on health related issues e.g. NHS Direct/ NHS 24	24	11	**	12	49	203	28	31	**	**	**	206
	11%	8%	**	6%	9%	13%	15%	17%	**	**	**	13%
	10%	5%	**	5%	21%	87%	12%	13%	**	**	**	89%
Listening to radio	14	2	**	2	35	174	22	18	**	**	**	184
	6%	1%	**	1%	7%	11%	12%	10%	**	**	**	11%
	bd											
	7%	1%	**	1%	18%	88%	11%	9%	**	**	**	93%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Using Twitter (account holder, posting on site)	7	2	**	3	35	173	8	24	**	**	**	163
	3%	2%	**	1%	7%	11%	4%	13%	**	**	**	10%
	4%	1%	**	2%	19%	95%	4%	13%	**	**	**	90%
Uploading/ adding content to the internet	10	1	**	2	34	149	16	25	**	**	**	144
	4%	1%	**	1%	6%	9%	8%	14%	**	**	**	9%
	bd							l				
	6%	1%	**	1%	21%	91%	10%	15%	**	**	**	88%
Real time gambling/ trading/ auctions	10	5	**	6	27	143	11	12	**	**	**	145
	4%	4%	**	3%	5%	9%	6%	7%	**	**	**	9%
	6%	3%	**	4%	17%	93%	7%	8%	**	**	**	94%
Downloading films (Video on Demand)	4	-	**	-	29	103	16	10	**	**	**	111
	2%	-%	**	-%	6%	6%	9%	5%	**	**	**	7%
	d											
	4%	-%	**	-%	24%	86%	14%	8%	**	**	**	93%
Streamed audio services (free)	2	1	**	1	16	81	5	9	**	**	**	81
	1%	*%	**	*%	3%	5%	3%	5%	**	**	**	5%
	2%	1%	**	1%	19%	92%	6%	10%	**	**	**	92%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
Streamed audio services (subscription)	3	1	**	1	6	36	2	-	**	**	**	38
	1%	1%	**	*%	1%	2%	1%	-%	**	**	**	2%
	7%	2%	**	2%	16%	93%	4%	-%	**	**	**	100%
Other	1	1	**	6	8	10	-	2	**	**	**	9
	*%	1%	**	3%	2%	1%	-%	1%	**	**	**	1%
	5%	8%	**	56%	78%	100%	-%	17%	**	**	**	85%
USE SOCIAL NETWORKING SITES	74	29	**	33	237	870	93	97	**	**	**	884
	33%	20%	**	16%	45%	55%	50%	53%	**	**	**	55%
	bd											
	8%	3%	**	3%	24%	90%	10%	10%	**	**	**	91%
TV/ VIDEO VIEWING	41	15	**	19	134	523	67	54	**	**	**	544
	18%	11%	**	10%	26%	33%	36%	30%	**	**	**	34%
	bd											
	7%	3%	**	3%	23%	89%	11%	9%	**	**	**	92%
USE TWITTER	12	5	**	5	54	287	29	38	**	**	**	285
	6%	3%	**	2%	10%	18%	16%	21%	**	**	**	18%
	4%	1%	**	2%	17%	91%	9%	12%	**	**	**	90%
STREAMED AUDIO SERVICES	4	1	**	1	20	91	6	9	**	**	**	92
	2%	1%	**	1%	4%	6%	3%	5%	**	**	**	6%
	4%	1%	**	1%	21%	92%	6%	9%	**	**	**	93%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : Those with access to the internet at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	301	191	84	275	694	1908	187	239	29	19	80	1856
Effective Weighted Sample	254	163	68	231	572	1566	151	179	24	17	65	1543
Total	222	141	60	200	523	1592	185	181	20	15	53	1610
	12%	8%	**	11%	29%	90%	10%	10%	**	**	**	91%
None of these	13	12	**	21	32	52	3	11	**	**	**	43
	6%	9%	**	10%	6%	3%	1%	6%	**	**	**	3%
	24%	23%	**	38%	58%	95%	5%	21%	**	**	**	79%
Don't know	8	6	**	6	9	16	5	7	**	**	**	14
	4%	4%	**	3%	2%	1%	3%	4%	**	**	**	1%
	39%	26%	**	30%	45%	77%	23%	33%	**	**	**	65%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
General surfing/ browsing the internet	151	89	36	124	368	1224	143	133	**	**	35	1251
	48%	41%	18%	30%	41%	61%	65%	41%	**	**	31%	65%
	cd	cd	c	c				k				hk
	11%	6%	3%	9%	27%	89%	10%	10%	**	**	3%	91%
Sending and receiving e-mail	153	87	38	125	337	1187	140	119	**	**	32	1225
	49%	40%	19%	30%	38%	59%	63%	37%	**	**	28%	64%
	bcd	cd	c	c								hk
	12%	7%	3%	9%	25%	89%	10%	9%	**	**	2%	92%
Using social networking sites (such as Facebook, LinkedIn or Bebo)	73	28	4	32	231	841	84	94	**	**	25	849
	23%	13%	2%	8%	26%	42%	38%	29%	**	**	22%	44%
	bcd	cd	c	c								hk
	8%	3%	*%	3%	25%	90%	9%	10%	**	**	3%	91%
Banking	95	42	8	50	151	760	75	70	**	**	18	774
	30%	19%	4%	12%	17%	38%	34%	22%	**	**	16%	40%
	bcd	cd	c	c								hk
	11%	5%	1%	6%	18%	91%	9%	8%	**	**	2%	93%
Purchasing goods/ services/ tickets etc.	72	35	12	47	154	662	59	79	**	**	17	654
	23%	16%	6%	11%	17%	33%	27%	24%	**	**	16%	34%
	bcd	c	c	c				k				hk
	10%	5%	2%	7%	21%	92%	8%	11%	**	**	2%	90%

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

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QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Watching video clips/ webcasts (e.g. YouTube or Big Brother)	28	10	3	13	127	465	67	38	**	**	8	505
	9%	4%	2%	3%	14%	23%	30%	12%	**	**	7%	26%
	bcd						f					hk
	5%	2%	1%	2%	24%	87%	12%	7%	**	**	1%	94%
Finding/ downloading information for work/ business	45	12	6	19	66	443	53	28	**	**	5	475
	14%	6%	3%	4%	7%	22%	24%	9%	**	**	5%	25%
	bcd											hk
	9%	2%	1%	4%	13%	89%	11%	6%	**	**	1%	95%
Playing games online/ interactively	35	16	5	21	129	403	39	55	**	**	16	393
	11%	7%	2%	5%	15%	20%	17%	17%	**	**	15%	20%
	cd	c										
	8%	4%	1%	5%	29%	91%	9%	12%	**	**	4%	89%
Finding/ downloading information for school/ college/ university/ homework	18	4	1	5	68	345	44	37	**	**	9	363
	6%	2%	1%	1%	8%	17%	20%	11%	**	**	9%	19%
	bcd											hk
	5%	1%	*%	1%	17%	88%	11%	9%	**	**	2%	92%

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

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QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Watching catch-up TV (such as BBC iPlayer, Sky Player, ITV Player)	28	8	3	11	79	323	35	26	**	**	6	338
	9%	4%	1%	3%	9%	16%	16%	8%	**	**	5%	18%
	bcd											hk
	8%	2%	1%	3%	22%	90%	10%	7%	**	**	2%	94%
Downloading music files, movies or video clips	18	3	1	4	68	319	31	35	**	**	7	324
	6%	1%	*%	1%	8%	16%	14%	11%	**	**	6%	17%
	bcd											hk
	5%	1%	*%	1%	19%	90%	9%	10%	**	**	2%	92%
Communicating via instant messaging, SMS messaging, chat rooms, voice calls	22	10	1	10	78	309	40	40	**	**	5	318
	7%	4%	*%	2%	9%	15%	18%	13%	**	**	4%	17%
	cd	c		c				k				k
	6%	3%	*%	3%	22%	88%	11%	12%	**	**	1%	91%
Making voice calls using a VoIP service e.g. Skype	30	20	3	23	63	283	54	35	**	**	9	305
	10%	9%	1%	5%	7%	14%	24%	11%	**	**	8%	16%
	cd	cd		c			f					hk
	9%	6%	1%	7%	19%	84%	16%	10%	**	**	3%	91%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Using Twitter (browsing/ reading site)	12	4	*	4	49	269	29	34	**	**	7	271
	4%	2%	*%	1%	5%	13%	13%	10%	**	**	6%	14%
	cd										k	
	4%	1%	*%	1%	16%	90%	10%	11%	**	**	2%	91%
Watching live TV programmes	16	6	3	8	56	229	28	21	**	**	3	240
	5%	3%	1%	2%	6%	11%	13%	7%	**	**	3%	13%
	cd										hk	
	6%	2%	1%	3%	22%	89%	11%	8%	**	**	1%	93%
Using local council/ Government sites, e.g. to find information, to complete processes such as tax returns, to contact local MP	31	12	2	13	53	219	22	19	**	**	4	224
	10%	5%	1%	3%	6%	11%	10%	6%	**	**	4%	12%
	bcd	c										hk
	13%	5%	1%	6%	22%	90%	9%	8%	**	**	2%	92%
To find information on health related issues e.g. NHS Direct/ NHS 24	24	11	1	12	49	203	28	31	**	**	6	206
	8%	5%	1%	3%	5%	10%	13%	10%	**	**	6%	11%
	cd	c										
	10%	5%	1%	5%	21%	87%	12%	13%	**	**	3%	89%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l												

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QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Listening to radio	14	2	-	2	35	174	22	18	**	**	3	184
	4%	1%	-%	*%	4%	9%	10%	5%	**	**	2%	10%
	bcd											hk
	7%	1%	-%	1%	18%	88%	11%	9%	**	**	1%	93%
Using Twitter (account holder, posting on site)	7	2	*	3	35	173	8	24	**	**	3	163
	2%	1%	*%	1%	4%	9%	4%	7%	**	**	3%	8%
	cd					g						k
	4%	1%	*%	2%	19%	95%	4%	13%	**	**	2%	90%
Uploading/ adding content to the internet	10	1	1	2	34	149	16	25	**	**	7	144
	3%	*%	1%	*%	4%	7%	7%	8%	**	**	7%	7%
	bcd											
	6%	1%	1%	1%	21%	91%	10%	15%	**	**	5%	88%
Real time gambling/ trading/ auctions	10	5	*	6	27	143	11	12	**	**	3	145
	3%	2%	*%	1%	3%	7%	5%	4%	**	**	3%	8%
	c	c										hk
	6%	3%	*%	4%	17%	93%	7%	8%	**	**	2%	94%
Downloading films (Video on Demand)	4	-	-	-	29	103	16	10	**	**	4	111
	1%	-%	-%	-%	3%	5%	7%	3%	**	**	4%	6%
	d											h
	4%	-%	-%	-%	24%	86%	14%	8%	**	**	4%	93%

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

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QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Streamed audio services (free)	2	1	-	1	16	81	5	9	**	**	2	81
	1%	*%	-%	*%	2%	4%	2%	3%	**	**	2%	4%
	2%	1%	-%	1%	19%	92%	6%	10%	**	**	2%	92%
Streamed audio services (subscription)	3	1	-	1	6	36	2	-	**	**	-	38
	1%	*%	-%	*%	1%	2%	1%	-%	**	**	-%	2%
	7%	2%	-%	2%	16%	93%	4%	-%	**	**	-%	100%
Other	1	1	5	6	8	10	-	2	**	**	*	9
	*%	*%	2%	1%	1%	1%	-%	1%	**	**	*%	*%
	5%	8%	ab	56%	78%	100%	-%	17%	**	**	4%	85%
USE SOCIAL NETWORKING SITES	74	29	4	33	237	870	93	97	**	**	26	884
	24%	13%	2%	8%	27%	43%	42%	30%	**	**	23%	46%
	bcd	cd	c	c	24%	90%	10%	10%	**	**	3%	hk
	8%	3%	*%	3%	24%	90%	10%	10%	**	**	3%	91%
TV/ VIDEO VIEWING	41	15	4	19	134	523	67	54	**	**	13	544
	13%	7%	2%	5%	15%	26%	30%	17%	**	**	12%	28%
	bcd	c	c	c	23%	89%	11%	9%	**	**	2%	hk
	7%	3%	1%	3%	23%	89%	11%	9%	**	**	2%	92%
USE TWITTER	12	5	*	5	54	287	29	38	**	**	7	285
	4%	2%	*%	1%	6%	14%	13%	12%	**	**	7%	15%
	cd	c	k	k	17%	91%	9%	12%	**	**	2%	k
	4%	1%	*%	2%	17%	91%	9%	12%	**	**	2%	90%

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.

QE17 (QE5B) SHOWCARD And, which, if any, of these activities have you or members of your household used the internet for in the LAST WEEK? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
STREAMED AUDIO SERVICES	4	1	-	1	20	91	6	9	**	**	2	92
	1%	1%	-%	*%	2%	5%	3%	3%	**	**	2%	5%
	4%	1%	-%	1%	21%	92%	6%	9%	**	**	2%	93%
None of these	13	12	9	21	32	52	3	11	**	**	4	43
	4%	6%	4%	5%	4%	3%	1%	3%	**	**	3%	2%
	24%	23%	16%	38%	58%	95%	5%	21%	**	**	7%	79%
Don't know	8	6	1	6	9	16	5	7	**	**	4	14
	3%	3%	*%	2%	1%	1%	2%	2%	**	**	3%	1%
	c	c						l			l	
	39%	26%	4%	30%	45%	77%	23%	33%	**	**	18%	65%

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.

QE18 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
Up to 512kb	2	-	**	-	-	3	-	1	**	**	**	2
	1%	-%	**	-%	-%	*%	-%	*%	**	**	**	*%
	65%	-%	**	-%	-%	100%	-%	21%	**	**	**	80%
Up to 1MB	*	1	**	3	3	10	1	-	**	**	**	10
	*%	1%	**	2%	1%	1%	*%	-%	**	**	**	1%
	4%	14%	**	27%	33%	94%	6%	-%	**	**	**	100%
Up to 2MB	1	3	**	6	11	27	2	4	**	**	**	25
	*%	3%	**	3%	2%	2%	1%	2%	**	**	**	2%
		a	**	a								
	2%	12%	**	22%	38%	96%	6%	14%	**	**	**	90%
Up to 4MB	4	4	**	5	8	29	6	1	**	**	**	33
	2%	3%	**	2%	2%	2%	4%	*%	**	**	**	2%
	10%	11%	**	13%	23%	86%	18%	2%	**	**	**	99%
Up to 8MB	9	5	**	7	20	90	9	7	**	**	**	93
	4%	4%	**	4%	4%	6%	6%	5%	**	**	**	7%
	9%	5%	**	7%	20%	91%	9%	7%	**	**	**	94%
Up to 10MB	6	5	**	7	15	56	8	7	**	**	**	58
	3%	4%	**	4%	3%	4%	5%	4%	**	**	**	4%
	10%	8%	**	11%	24%	88%	12%	10%	**	**	**	91%
Up to 16MB	1	-	**	*	4	15	2	*	**	**	**	17
	*%	-%	**	*%	1%	1%	1%	*%	**	**	**	1%
	4%	-%	**	1%	21%	89%	12%	2%	**	**	**	99%
Up to 20MB	10	4	**	5	21	92	14	8	**	**	**	101
	5%	3%	**	3%	5%	7%	9%	5%	**	**	**	7%
	9%	4%	**	5%	20%	85%	13%	7%	**	**	**	94%

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.

QE18 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
Up to 30MB	3	3	**	3	8	36	2	3	**	**	**	35
	2%	2%	**	2%	2%	3%	1%	2%	**	**	**	2%
	9%	8%	**	9%	20%	95%	5%	8%	**	**	**	92%
Up to 40MB	2	*	**	1	5	23	*	1	**	**	**	22
	1%	*%	**	*%	1%	2%	*%	1%	**	**	**	2%
	8%	2%	**	4%	20%	98%	2%	4%	**	**	**	95%
Up to 50MB	3	-	**	-	2	17	1	3	**	**	**	16
	2%	-%	**	-%	*%	1%	1%	2%	**	**	**	1%
	18%	-%	**	-%	9%	93%	7%	14%	**	**	**	87%
Up to 100MB	3	-	**	1	7	25	2	8	**	**	**	21
	1%	-%	**	1%	2%	2%	1%	5%	**	**	**	1%
	10%	-%	**	5%	28%	91%	6%	31%	**	**	**	76%
Over 100MB	1	1	**	1	3	18	1	1	**	**	**	18
	1%	*%	**	*%	1%	1%	1%	1%	**	**	**	1%
	6%	3%	**	3%	13%	95%	6%	7%	**	**	**	96%
SUPERFAST BROADBAND (30MB AND ABOVE)	12	4	**	6	24	119	6	17	**	**	**	112
	6%	3%	**	3%	5%	8%	4%	10%	**	**	**	8%
	10%	3%	**	5%	19%	94%	5%	13%	**	**	**	89%
Don't know	162	104	**	149	343	975	113	118	**	**	**	974
	78%	79%	**	79%	76%	69%	70%	73%	**	**	**	68%
	15%	10%	**	14%	32%	90%	10%	11%	**	**	**	90%

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.

QE19 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
512K	2	2	**	2	3	7	-	2	**	**	**	6
	1%	2%	**	1%	1%	1%	-%	1%	**	**	**	*%
	35%	30%	**	30%	40%	100%	-%	23%	**	**	**	79%
750K	-	1	**	1	1	5	-	-	**	**	**	5
	-%	1%	**	*%	*%	*%	-%	-%	**	**	**	*%
	-%	18%	**	18%	18%	100%	-%	-%	**	**	**	100%
1MB	1	-	**	1	1	15	-	-	**	**	**	15
	1%	-%	**	1%	*%	1%	-%	-%	**	**	**	1%
	9%	-%	**	9%	9%	100%	-%	-%	**	**	**	100%
1.5MB	-	1	**	1	3	18	-	-	**	**	**	18
	-%	*%	**	1%	1%	1%	-%	-%	**	**	**	1%
	-%	3%	**	8%	17%	100%	-%	-%	**	**	**	100%
2MB	1	2	**	2	8	32	1	5	**	**	**	29
	1%	2%	**	1%	2%	2%	*%	3%	**	**	**	2%
	4%	7%	**	7%	25%	98%	2%	16%	**	**	**	89%
3MB	1	2	**	3	6	17	-	4	**	**	**	15
	1%	1%	**	1%	1%	1%	-%	2%	**	**	**	1%
	8%	12%	**	15%	34%	100%	-%	21%	**	**	**	85%
4MB	5	4	**	5	13	45	7	8	**	**	**	45
	2%	3%	**	3%	3%	3%	4%	5%	**	**	**	3%
	9%	7%	**	10%	26%	88%	14%	16%	**	**	**	88%
8MB	9	5	**	6	15	54	7	7	**	**	**	55
	4%	4%	**	3%	3%	4%	4%	5%	**	**	**	4%
	14%	9%	**	10%	24%	88%	11%	12%	**	**	**	90%

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.

QE19 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
10MB	4	4	**	6	12	43	7	2	**	**	**	50
	2%	3%	**	3%	3%	3%	5%	2%	**	**	**	3%
	8%	7%	**	11%	24%	83%	14%	5%	**	**	**	96%
16MB	4	3	**	4	7	31	2	4	**	**	**	30
	2%	2%	**	2%	2%	2%	1%	3%	**	**	**	2%
	13%	8%	**	11%	21%	94%	6%	12%	**	**	**	91%
20MB	3	*	**	1	5	29	4	3	**	**	**	30
	1%	*%	**	1%	1%	2%	3%	2%	**	**	**	2%
	9%	1%	**	3%	17%	88%	12%	10%	**	**	**	91%
24MB	1	2	**	2	2	13	1	*	**	**	**	14
	*%	2%	**	1%	1%	1%	1%	*%	**	**	**	1%
	7%	15%	**	15%	17%	93%	8%	1%	**	**	**	98%
50MB	5	1	**	1	6	30	*	5	**	**	**	26
	2%	1%	**	1%	1%	2%	*%	3%	**	**	**	2%
	14%	3%	**	3%	18%	97%	1%	17%	**	**	**	83%
100MB	2	-	**	-	5	17	-	3	**	**	**	14
	1%	-%	**	-%	1%	1%	-%	2%	**	**	**	1%
	13%	-%	**	-%	30%	100%	-%	17%	**	**	**	87%
Over 100MB	-	-	**	-	1	11	1	-	**	**	**	12
	-%	-%	**	-%	*%	1%	1%	-%	**	**	**	1%
	-%	-%	**	-%	8%	92%	9%	-%	**	**	**	100%
Other	5	2	**	3	8	27	*	3	**	**	**	24
	3%	1%	**	2%	2%	2%	*%	2%	**	**	**	2%
	19%	7%	**	12%	31%	98%	1%	11%	**	**	**	90%

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.

QE19 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
TOTAL 512K+	39	27	**	35	89	367	30	44	**	**	**	362
	19%	20%	**	19%	20%	26%	19%	27%	**	**	**	25%
	10%	7%	**	9%	22%	92%	8%	11%	**	**	**	91%
TOTAL 2MB+	35	23	**	29	81	322	30	42	**	**	**	319
	17%	18%	**	16%	18%	23%	19%	26%	**	**	**	22%
	10%	7%	**	8%	23%	91%	9%	12%	**	**	**	90%
Don't know	162	103	**	150	351	1022	130	115	**	**	**	1040
	78%	78%	**	80%	78%	72%	81%	71%	**	**	**	73%
	14%	9%	**	13%	30%	89%	11%	10%	**	**	**	90%

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.

QE20 (QE36) SHOWCARD What was the advertised speed of your mobile broadband home internet connection when you took up your service? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE			AGE/SEG	MEG		DISABILITY				
	55-64	65-74	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	OR DE ~d	e	~f	~g	~h	~i	~j	k
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
Up to 512kb	**	**	**	**	-	**	**	**	**	**	1
	**	**	**	**	-%	**	**	**	**	**	1%
	**	**	**	**	-%	**	**	**	**	**	100%
Up to 1MB	**	**	**	**	3	**	**	**	**	**	3
	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	100%	**	**	**	**	**	100%
Up to 2MB	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
Up to 4MB	**	**	**	**	13	**	**	**	**	**	12
	**	**	**	**	8%	**	**	**	**	**	7%
	**	**	**	**	95%	**	**	**	**	**	92%
Up to 8MB	**	**	**	**	3	**	**	**	**	**	5
	**	**	**	**	2%	**	**	**	**	**	3%
	**	**	**	**	69%	**	**	**	**	**	100%
Up to 10MB	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
Up to 16MB	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
Up to 20MB	**	**	**	**	6	**	**	**	**	**	7
	**	**	**	**	3%	**	**	**	**	**	4%
	**	**	**	**	88%	**	**	**	**	**	100%

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

Any break column with 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 (QE36) SHOWCARD What was the advertised speed of your mobile broadband home internet connection when you took up your service? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE			AGE/SEG	MEG		DISABILITY				
	55-64	65-74	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	OR DE	e	~f	~g	~h	~i	~j	k
Significance Level: 95%											
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
Up to 30MB	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
Up to 50MB	**	**	**	**	4	**	**	**	**	**	5
	**	**	**	**	2%	**	**	**	**	**	3%
	**	**	**	**	75%	**	**	**	**	**	100%
Up to 100MB	**	**	**	**	4	**	**	**	**	**	2
	**	**	**	**	3%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	57%
Over 100MB	**	**	**	**	4	**	**	**	**	**	4
	**	**	**	**	3%	**	**	**	**	**	2%
	**	**	**	**	100%	**	**	**	**	**	100%
SUPERFAST BROADBAND (30MB AND ABOVE)	**	**	**	**	13	**	**	**	**	**	13
	**	**	**	**	8%	**	**	**	**	**	7%
	**	**	**	**	91%	**	**	**	**	**	87%
Don't know	**	**	**	**	123	**	**	**	**	**	124
	**	**	**	**	74%	**	**	**	**	**	74%
	**	**	**	**	90%	**	**	**	**	**	90%

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

Any break column with 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 (QE37). SHOWCARD What is the actual speed of your mobile broadband home internet connection? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE			AGE/SEG	MEG		DISABILITY				
	55-64	65-74	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	OR DE ~d	e	~f	~g	~h	~i	~j	k
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
512K	**	**	**	**	2	**	**	**	**	**	3
	**	**	**	**	1%	**	**	**	**	**	2%
	**	**	**	**	68%	**	**	**	**	**	100%
1MB	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
2MB	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
3MB	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
4MB	**	**	**	**	8	**	**	**	**	**	8
	**	**	**	**	5%	**	**	**	**	**	5%
	**	**	**	**	100%	**	**	**	**	**	100%
8MB	**	**	**	**	4	**	**	**	**	**	6
	**	**	**	**	3%	**	**	**	**	**	3%
	**	**	**	**	75%	**	**	**	**	**	100%
16MB	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	*%	**	**	**	**	**	*%
	**	**	**	**	100%	**	**	**	**	**	100%
20MB	**	**	**	**	3	**	**	**	**	**	3
	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	100%	**	**	**	**	**	100%

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

Any break column with 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 (QE37). SHOWCARD What is the actual speed of your mobile broadband home internet connection? (SINGLE CODE)

Base : Those in a household with mobile broadband

	AGE			AGE/SEG	MEG		DISABILITY				
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	~j	k
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
24MB	**	**	**	**	1	**	**	**	**	**	2
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	45%	**	**	**	**	**	100%
50MB	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
100MB	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	1%	**	**	**	**	**	1%
	**	**	**	**	100%	**	**	**	**	**	100%
Over 100MB	**	**	**	**	3	**	**	**	**	**	3
	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	100%	**	**	**	**	**	100%
Other	**	**	**	**	1	**	**	**	**	**	1
	**	**	**	**	%	**	**	**	**	**	%
	**	**	**	**	100%	**	**	**	**	**	100%
TOTAL 512K+	**	**	**	**	32	**	**	**	**	**	36
	**	**	**	**	20%	**	**	**	**	**	21%
	**	**	**	**	90%	**	**	**	**	**	100%
TOTAL 2MB+	**	**	**	**	28	**	**	**	**	**	31
	**	**	**	**	17%	**	**	**	**	**	18%
	**	**	**	**	91%	**	**	**	**	**	100%
Don't know	**	**	**	**	133	**	**	**	**	**	132
	**	**	**	**	80%	**	**	**	**	**	79%
	**	**	**	**	89%	**	**	**	**	**	89%

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

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

Base : Those in a household with mobile broadband

	AGE			AGE/SEG	MEG		DISABILITY				
	55-64	65-74	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	~f	~g	~h	~i	~j	k
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
A lot faster	**	**	**	**	4	**	**	**	**	**	9
	**	**	**	**	2%	**	**	**	**	**	5%
	**	**	**	**	40%	**	**	**	**	**	96%
A little faster	**	**	**	**	21	**	**	**	**	**	19
	**	**	**	**	13%	**	**	**	**	**	11%
	**	**	**	**	97%	**	**	**	**	**	84%
TOTAL FASTER	**	**	**	**	25	**	**	**	**	**	27
	**	**	**	**	15%	**	**	**	**	**	16%
	**	**	**	**	80%	**	**	**	**	**	88%
About the same	**	**	**	**	75	**	**	**	**	**	81
	**	**	**	**	46%	**	**	**	**	**	48%
	**	**	**	**	89%	**	**	**	**	**	96%
A little slower	**	**	**	**	19	**	**	**	**	**	17
	**	**	**	**	12%	**	**	**	**	**	10%
	**	**	**	**	100%	**	**	**	**	**	90%
A lot slower	**	**	**	**	8	**	**	**	**	**	7
	**	**	**	**	5%	**	**	**	**	**	4%
	**	**	**	**	100%	**	**	**	**	**	82%
TOTAL SLOWER	**	**	**	**	28	**	**	**	**	**	24
	**	**	**	**	17%	**	**	**	**	**	14%
	**	**	**	**	100%	**	**	**	**	**	88%
Don't know	**	**	**	**	37	**	**	**	**	**	35
	**	**	**	**	22%	**	**	**	**	**	21%
	**	**	**	**	91%	**	**	**	**	**	87%

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

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

QE23 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
A lot faster	11	11	**	14	30	86	16	12	**	**	**	90
	5%	9%	**	8%	7%	6%	10%	7%	**	**	**	6%
	10%	11%	**	14%	30%	85%	16%	12%	**	**	**	89%
A little faster	27	10	**	18	56	165	13	19	**	**	**	163
	13%	8%	**	9%	13%	12%	8%	12%	**	**	**	11%
	15%	6%	**	10%	31%	92%	7%	10%	**	**	**	90%
TOTAL FASTER	38	22	**	32	86	252	29	30	**	**	**	253
	18%	17%	**	17%	19%	18%	18%	19%	**	**	**	18%
	13%	8%	**	11%	31%	90%	10%	11%	**	**	**	90%
About the same	87	41	**	61	179	638	83	66	**	**	**	656
	42%	31%	**	33%	40%	45%	52%	41%	**	**	**	46%
	bd											
	12%	6%	**	9%	25%	89%	12%	9%	**	**	**	91%
A little slower	24	20	**	27	54	193	22	24	**	**	**	196
	11%	15%	**	15%	12%	14%	14%	15%	**	**	**	14%
	11%	9%	**	13%	25%	89%	10%	11%	**	**	**	91%
A lot slower	20	13	**	19	48	153	7	17	**	**	**	145
	10%	10%	**	10%	11%	11%	4%	10%	**	**	**	10%
						g						
	13%	8%	**	12%	30%	95%	4%	10%	**	**	**	91%
TOTAL SLOWER	44	34	**	47	102	346	30	40	**	**	**	342
	21%	26%	**	25%	23%	24%	18%	25%	**	**	**	24%
	12%	9%	**	12%	27%	92%	8%	11%	**	**	**	91%
Don't know	38	35	**	48	81	180	19	25	**	**	**	177
	18%	27%	**	26%	18%	13%	12%	15%	**	**	**	12%
	19%	17%	**	24%	40%	90%	9%	12%	**	**	**	88%

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.

QE24 (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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
Yes	172	92	**	127	356	1253	135	130	**	**	**	1273
	83%	70%	**	68%	79%	88%	84%	80%	**	**	**	89%
	bd											h
	12%	7%	**	9%	26%	90%	10%	9%	**	**	**	92%
No	24	24	**	42	64	116	18	22	**	**	**	110
	12%	19%	**	22%	14%	8%	11%	13%	**	**	**	8%
				a				l				
	18%	18%	**	31%	48%	87%	14%	16%	**	**	**	83%
Don't know	10	15	**	19	29	47	7	10	**	**	**	43
	5%	12%	**	10%	6%	3%	4%	6%	**	**	**	3%
		a		a				l				
	19%	28%	**	35%	53%	86%	13%	19%	**	**	**	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.

QE25 (QE11D). SHOWCARD How many of these devices does your household connect to the fixed wireless internet connection (Wi-Fi) at least once a week? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	227	132	50	182	474	1486	138	164	18	16	55	1460
Effective Weighted Sample	193	113	42	155	391	1230	113	119	15	15	44	1224
Total	172	92	36	127	356	1253	135	130	13	13	36	1273
	12%	7%	**	9%	26%	90%	10%	9%	**	**	**	92%
Laptop	130	61	**	80	260	1013	112	107	**	**	**	1031
	75%	66%	**	63%	73%	81%	83%	82%	**	**	**	81%
	d											
	12%	5%	**	7%	23%	90%	10%	9%	**	**	**	91%
Desktop PC	76	48	**	65	149	535	57	48	**	**	**	551
	44%	53%	**	51%	42%	43%	42%	37%	**	**	**	43%
	13%	8%	**	11%	25%	90%	10%	8%	**	**	**	93%
Smartphone	26	8	**	10	84	430	46	32	**	**	**	450
	15%	9%	**	8%	24%	34%	34%	25%	**	**	**	35%
	d											h
	5%	2%	**	2%	18%	90%	10%	7%	**	**	**	94%
Tablet computer (e.g. iPad)	23	7	**	9	44	284	17	23	**	**	**	280
	13%	8%	**	7%	12%	23%	13%	18%	**	**	**	22%
						g						
	8%	2%	**	3%	15%	94%	6%	8%	**	**	**	93%
Games console	12	4	**	4	54	231	18	21	**	**	**	232
	7%	4%	**	3%	15%	18%	14%	16%	**	**	**	18%
	5%	1%	**	2%	21%	92%	7%	8%	**	**	**	93%
Netbook	13	1	**	1	19	107	8	7	**	**	**	108
	8%	1%	**	1%	5%	9%	6%	6%	**	**	**	8%
	bd											
	12%	1%	**	1%	17%	93%	7%	6%	**	**	**	94%
E-reader (e.g. Kindle)	8	5	**	6	15	99	3	8	**	**	**	97
	5%	5%	**	5%	4%	8%	3%	6%	**	**	**	8%
						g						
	8%	5%	**	6%	14%	96%	3%	7%	**	**	**	94%

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.

QE25 (QE11D). SHOWCARD How many of these devices does your household connect to the fixed wireless internet connection (Wi-Fi) at least once a week? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	227	132	50	182	474	1486	138	164	18	16	55	1460
Effective Weighted Sample	193	113	42	155	391	1230	113	119	15	15	44	1224
Total	172	92	36	127	356	1253	135	130	13	13	36	1273
	12%	7%	**	9%	26%	90%	10%	9%	**	**	**	92%
TV set	8	1	**	1	19	78	7	5	**	**	**	80
	5%	1%	**	1%	5%	6%	5%	4%	**	**	**	6%
	9%	1%	**	2%	22%	92%	8%	6%	**	**	**	94%
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	1	1	**	1	8	65	3	8	**	**	**	63
	1%	1%	**	1%	2%	5%	3%	6%	**	**	**	5%
	2%	1%	**	1%	12%	95%	5%	12%	**	**	**	91%
None of these	3	1	**	3	7	11	2	2	**	**	**	11
	2%	1%	**	2%	2%	1%	1%	1%	**	**	**	1%
	23%	10%	**	23%	58%	89%	13%	14%	**	**	**	85%
Don't know	2	1	**	1	1	4	-	-	**	**	**	4
	1%	1%	**	*%	*%	*%	-%	-%	**	**	**	*%
	46%	14%	**	14%	30%	100%	-%	-%	**	**	**	100%
Mean number of types of devices	1.7	1.5	**	1.4	1.8	2.3	2.0	2.0	**	**	**	2.3
	bd					g						h
Standard deviation	1.06	.76	**	.72	1.23	1.47	1.24	1.24	**	**	**	1.46
Standard error	.07	.07	**	.05	.06	.04	.11	.10	**	**	**	.04

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.

QE26 (QE11E). SHOWCARD How many of these devices has your household connected to the fixed wireless internet connection (Wi-Fi) in the last 12 months? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	227	132	50	182	474	1486	138	164	18	16	55	1460
Effective Weighted Sample	193	113	42	155	391	1230	113	119	15	15	44	1224
Total	172	92	36	127	356	1253	135	130	13	13	36	1273
	12%	7%	**	9%	26%	90%	10%	9%	**	**	**	92%
Laptop	131	61	**	82	262	1019	112	107	**	**	**	1036
	76%	66%	**	64%	74%	81%	83%	83%	**	**	**	81%
	d											
	12%	5%	**	7%	23%	90%	10%	9%	**	**	**	92%
Desktop PC	76	48	**	65	149	538	57	48	**	**	**	553
	44%	53%	**	51%	42%	43%	42%	37%	**	**	**	43%
	13%	8%	**	11%	25%	90%	10%	8%	**	**	**	93%
Smartphone	26	8	**	10	84	433	46	33	**	**	**	453
	15%	9%	**	8%	24%	35%	34%	25%	**	**	**	36%
	d											h
	5%	2%	**	2%	18%	90%	10%	7%	**	**	**	94%
Tablet computer (e.g. iPad)	23	7	**	9	45	287	17	24	**	**	**	284
	13%	8%	**	7%	13%	23%	13%	18%	**	**	**	22%
						g						
	7%	2%	**	3%	15%	94%	6%	8%	**	**	**	93%
Games console	14	4	**	4	55	241	18	23	**	**	**	241
	8%	4%	**	3%	15%	19%	14%	18%	**	**	**	19%
	5%	1%	**	2%	21%	93%	7%	9%	**	**	**	92%
Netbook	13	1	**	1	19	107	8	8	**	**	**	108
	8%	1%	**	1%	5%	9%	6%	6%	**	**	**	8%
	bd											
	12%	1%	**	1%	17%	93%	6%	7%	**	**	**	93%
E-reader (e.g. Kindle)	8	5	**	6	15	104	3	8	**	**	**	102
	5%	5%	**	5%	4%	8%	3%	6%	**	**	**	8%
						g						
	8%	4%	**	6%	13%	96%	3%	7%	**	**	**	94%

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.

QE26 (QE11E). SHOWCARD How many of these devices has your household connected to the fixed wireless internet connection (Wi-Fi) in the last 12 months? (MULTI CODE)

Base : Those using a wireless internet connection at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	227	132	50	182	474	1486	138	164	18	16	55	1460
Effective Weighted Sample	193	113	42	155	391	1230	113	119	15	15	44	1224
Total	172	92	36	127	356	1253	135	130	13	13	36	1273
	12%	7%	**	9%	26%	90%	10%	9%	**	**	**	92%
TV set	8	1	**	1	21	84	7	7	**	**	**	85
	5%	1%	**	1%	6%	7%	5%	5%	**	**	**	7%
	9%	1%	**	2%	23%	93%	8%	7%	**	**	**	93%
Other portable/ handheld device (e.g. portable games console/ iPod Touch)	3	1	**	1	9	67	3	8	**	**	**	65
	2%	1%	**	1%	2%	5%	3%	7%	**	**	**	5%
	4%	1%	**	1%	12%	95%	5%	12%	**	**	**	91%
None of these	3	1	**	3	7	11	2	2	**	**	**	11
	2%	1%	**	2%	2%	1%	1%	1%	**	**	**	1%
	23%	10%	**	23%	58%	89%	13%	14%	**	**	**	85%
Don't know	2	1	**	1	1	4	-	-	**	**	**	4
	1%	1%	**	*%	*%	*%	-%	-%	**	**	**	*%
	46%	14%	**	14%	30%	100%	-%	-%	**	**	**	100%
Mean number of types of devices	1.8	1.5	**	1.4	1.8	2.3	2.0	2.1	**	**	**	2.3
	bd					g						h
Standard deviation	1.07	.76	**	.73	1.24	1.49	1.24	1.33	**	**	**	1.48
Standard error	.07	.07	**	.05	.06	.04	.11	.10	**	**	**	.04
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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Only terrestrial TV (Channels 1-4/1-5)	8	6	20	26	35	44	5	16	**	**	10	31
	3%	3%	10%	6%	4%	2%	2%	5%	**	**	9%	2%
			ab	ab				l			l	
	17%	12%	40%	52%	71%	89%	10%	33%	**	**	20%	63%
Terrestrial TV	13	7	7	14	28	67	8	11	**	**	4	64
	4%	3%	3%	3%	3%	3%	4%	4%	**	**	4%	3%
	17%	9%	9%	18%	38%	90%	11%	15%	**	**	5%	85%
Cable TV (through Virgin Media - previously NTL and Telewest)	62	30	18	48	124	369	29	42	**	**	15	356
	20%	14%	9%	11%	14%	18%	13%	13%	**	**	14%	19%
	cd											h
	16%	8%	4%	12%	31%	93%	7%	10%	**	**	4%	89%
Satellite TV (Sky)	110	69	43	112	276	799	108	90	**	**	30	824
	35%	32%	21%	27%	31%	40%	49%	28%	**	**	27%	43%
	cd	c					f					hk
	12%	8%	5%	12%	30%	88%	12%	10%	**	**	3%	91%
Satellite (Freesat)	9	6	6	12	21	51	6	11	**	**	2	46
	3%	3%	3%	3%	2%	3%	3%	3%	**	**	1%	2%
	17%	11%	10%	21%	37%	92%	10%	19%	**	**	3%	82%
Satellite TV (Other)	3	-	-	-	3	10	2	2	**	**	1	11
	1%	-%	-%	-%	*%	1%	1%	1%	**	**	1%	1%
	d											
	20%	-%	-%	-%	22%	82%	18%	13%	**	**	9%	88%

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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Freeview (through a set-top box or digital television set) with ONLY free channels	139	109	107	216	428	820	52	167	**	**	56	709
	44%	50%	53%	52%	48%	41%	23%	52%	**	**	50%	37%
			a	a		g		l			l	
	16%	12%	12%	25%	49%	94%	6%	19%	**	**	6%	81%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	18	17	13	30	61	100	13	20	**	**	9	90
	6%	8%	6%	7%	7%	5%	6%	6%	**	**	9%	5%
											l	
	16%	16%	12%	27%	55%	90%	12%	18%	**	**	8%	81%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	4	2	-	2	8	25	2	3	**	**	2	24
	1%	1%	-%	1%	1%	1%	1%	1%	**	**	2%	1%
	16%	9%	-%	9%	29%	95%	9%	12%	**	**	8%	89%
No TV in household	3	2	2	4	12	49	16	4	**	**	*	59
	1%	1%	1%	1%	1%	2%	7%	1%	**	**	*%	3%
						f						h
	5%	3%	3%	6%	20%	78%	25%	6%	**	**	1%	94%
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.

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

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
MAIN TV PLATFORM												
DIGITAL TOTAL	302	209	179	389	837	1919	200	299	**	**	98	1826
	96%	96%	89%	93%	94%	95%	91%	93%	**	**	89%	95%
	cd	c				g						k
	14%	10%	8%	18%	39%	90%	9%	14%	**	**	5%	86%
FREEVIEW TOTAL	122	103	115	218	416	693	55	161	**	**	53	587
	39%	47%	57%	52%	47%	34%	25%	50%	**	**	48%	31%
		a	ab	a		g		l			l	
	16%	14%	15%	29%	55%	92%	7%	21%	**	**	7%	78%
FREEVIEW ONLY	109	88	102	191	362	618	42	144	**	**	46	518
	35%	40%	51%	45%	41%	31%	19%	45%	**	**	42%	27%
		ab	a			g		l			l	
	16%	13%	15%	29%	54%	93%	6%	22%	**	**	7%	78%
PAY DIGITAL	177	105	65	171	414	1183	143	135	**	**	49	1191
	56%	48%	32%	41%	47%	59%	65%	42%	**	**	45%	62%
	cd	cd		c								hk
	13%	8%	5%	13%	31%	89%	11%	10%	**	**	4%	90%
CABLE	59	30	18	48	124	360	29	39	**	**	13	350
	19%	14%	9%	11%	14%	18%	13%	12%	**	**	12%	18%
	cd											h
	15%	8%	5%	12%	32%	92%	7%	10%	**	**	3%	90%
SATELLITE	116	73	47	120	291	843	114	95	**	**	30	868
	37%	34%	23%	29%	33%	42%	52%	30%	**	**	27%	45%
	cd	c					f					hk
	12%	8%	5%	13%	30%	88%	12%	10%	**	**	3%	91%
TERRESTRIAL	9	7	21	27	39	49	5	19	**	**	12	33
	3%	3%	10%	7%	4%	2%	2%	6%	**	**	11%	2%
			ab	ab				l			l	
	17%	12%	38%	50%	71%	90%	9%	36%	**	**	22%	61%

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.

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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Only terrestrial TV (Channels 1-4/1-5)	8	6	20	26	35	44	5	16	**	**	10	31
	3%	3%	10%	6%	4%	2%	2%	5%	**	**	9%	2%
			ab	ab				l			l	
	17%	12%	40%	52%	71%	89%	10%	33%	**	**	20%	63%
Terrestrial TV	1	1	1	2	4	5	-	3	**	**	2	2
	*%	*%	1%	*%	*%	*%	-%	1%	**	**	2%	*%
								l			l	
	20%	12%	22%	34%	70%	100%	-%	61%	**	**	38%	39%
Cable TV (through Virgin Media - previously NTL and Telewest)	59	30	18	48	124	360	29	39	**	**	13	350
	19%	14%	9%	11%	14%	18%	13%	12%	**	**	12%	18%
	cd											h
	15%	8%	5%	12%	32%	92%	7%	10%	**	**	3%	90%
Satellite TV (Sky)	108	68	43	112	273	792	108	87	**	**	29	819
	34%	31%	21%	27%	31%	39%	49%	27%	**	**	26%	43%
	cd	c					f					hk
	12%	8%	5%	12%	30%	88%	12%	10%	**	**	3%	91%
Satellite (Freesat)	6	5	3	8	16	41	4	7	**	**	-	38
	2%	2%	2%	2%	2%	2%	2%	2%	**	**	-%	2%
	14%	11%	8%	19%	35%	92%	10%	16%	**	**	-%	87%
Satellite TV (Other)	3	-	-	-	3	10	2	1	**	**	1	11
	1%	-%	-%	-%	*%	1%	1%	*%	**	**	1%	1%
	d											
	20%	-%	-%	-%	22%	84%	16%	9%	**	**	9%	90%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Freeview (through a set-top box or digital television set) with ONLY free channels	109	88	102	191	362	618	42	144	**	**	46	518
	35%	40%	51%	45%	41%	31%	19%	45%	**	**	42%	27%
			ab	a		g		l			l	
	16%	13%	15%	29%	54%	93%	6%	22%	**	**	7%	78%
Freeview (through a set-top box or digital television set) with free channels PLUS top-up channels such as ESPN, TV favourites, Picturebox films)	14	15	12	27	55	75	13	17	**	**	7	68
	4%	7%	6%	7%	6%	4%	6%	5%	**	**	6%	4%
	16%	18%	14%	32%	63%	87%	15%	20%	**	**	8%	79%
Digital TV via a broadband DSL line (e.g. BT Vision, Tiscali)	4	2	-	2	6	23	2	3	**	**	2	21
	1%	1%	-%	1%	1%	1%	1%	1%	**	**	2%	1%
	18%	10%	-%	10%	26%	95%	9%	13%	**	**	9%	88%
No TV in household	3	2	2	4	12	49	16	4	**	**	*	59
	1%	1%	1%	1%	1%	2%	7%	1%	**	**	*%	3%
						f						h
	5%	3%	3%	6%	20%	78%	25%	6%	**	**	1%	94%

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.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
ANALOGUE TERRESTRIAL ONLY	8	6	20	26	35	44	5	16	**	**	10	31
	3%	3%	10%	6%	4%	2%	2%	5%	**	**	9%	2%
			ab	ab				l			l	
	17%	12%	40%	52%	71%	89%	10%	33%	**	**	20%	63%
CABLE ONLY	51	23	18	41	105	303	26	34	**	**	10	295
	16%	11%	9%	10%	12%	15%	12%	11%	**	**	9%	15%
	bcd											h
	15%	7%	5%	12%	32%	92%	8%	10%	**	**	3%	89%
CABLE AND FREEVIEW	8	7	*	7	19	58	3	5	**	**	3	57
	3%	3%	*%	2%	2%	3%	1%	2%	**	**	2%	3%
	c	c										
	13%	11%	*%	11%	30%	94%	5%	8%	**	**	4%	92%
FREEVIEW ONLY	121	104	116	220	416	689	55	161	**	**	53	583
	38%	48%	57%	52%	47%	34%	25%	50%	**	**	48%	30%
		a	ab	a		g		l			l	
	16%	14%	16%	29%	56%	92%	7%	22%	**	**	7%	78%
SATELLITE AND FREEVIEW	24	13	4	17	47	157	4	19	**	**	9	145
	8%	6%	2%	4%	5%	8%	2%	6%	**	**	8%	8%
	cd	c				g						
	15%	8%	2%	11%	29%	97%	3%	12%	**	**	5%	89%
SATELLITE ONLY	92	60	43	103	246	684	109	78	**	**	22	721
	29%	28%	21%	25%	28%	34%	50%	24%	**	**	20%	38%
	c					f						hk
	12%	8%	5%	13%	31%	86%	14%	10%	**	**	3%	91%

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.

TV MULTI-PLATFORM OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
NO TV	3	2	2	4	12	49	16	4	**	**	*	59
	1%	1%	1%	1%	1%	2%	7%	1%	**	**	*%	3%
						f						h
	5%	3%	3%	6%	20%	78%	25%	6%	**	**	1%	94%
OTHER	7	2	-	2	8	32	2	6	**	**	4	28
	2%	1%	-%	1%	1%	2%	1%	2%	**	**	4%	1%
	cd											
	21%	7%	-%	7%	23%	96%	7%	18%	**	**	12%	83%
Mean TV platforms	1.2	1.1	1.1	1.1	1.1	1.1	1.0	1.1	**	**	1.2	1.1
	cd	c				g						
Standard deviation	.44	.39	.28	.34	.37	.43	.40	.40	**	**	.38	.43
Standard error	.02	.02	.02	.01	.01	.01	.03	.02	**	**	.03	.01

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.

MULTICHANNEL TV OWNERSHIP

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
ALL MULTICHANNEL TV	304	210	180	391	841	1925	200	302	**	**	100	1828
	96%	96%	89%	93%	95%	95%	91%	94%	**	**	91%	95%
	cd	c				g					k	
	14%	10%	8%	18%	40%	90%	9%	14%	**	**	5%	86%
DIGITAL TERRESTRIAL	155	125	120	244	483	911	65	185	**	**	64	792
	49%	57%	59%	58%	54%	45%	29%	58%	**	**	58%	41%
			a	a		g		l			l	
	16%	13%	12%	25%	49%	93%	7%	19%	**	**	7%	81%
DIGITAL SATELLITE	119	74	47	121	295	852	114	100	**	**	32	873
	38%	34%	23%	29%	33%	42%	52%	31%	**	**	29%	46%
	cd	c				f					hk	
	12%	8%	5%	12%	31%	88%	12%	10%	**	**	3%	90%
PAY DIGITAL SATELLITE	100	58	35	93	231	729	98	76	**	**	28	755
	32%	27%	17%	22%	26%	36%	44%	24%	**	**	25%	39%
	cd	c				f					hk	
	12%	7%	4%	11%	28%	88%	12%	9%	**	**	3%	91%
FREE DIGITAL SATELLITE	16	15	10	25	52	105	15	19	**	**	2	101
	5%	7%	5%	6%	6%	5%	7%	6%	**	**	2%	5%
	14%	12%	9%	21%	44%	88%	13%	16%	**	**	2%	85%
CABLE	62	30	18	48	124	369	29	42	**	**	15	356
	20%	14%	9%	11%	14%	18%	13%	13%	**	**	14%	19%
	cd										h	
	16%	8%	4%	12%	31%	93%	7%	10%	**	**	4%	89%
NO MULTICHANNEL TV	11	8	22	29	47	93	20	20	**	**	10	90
	4%	4%	11%	7%	5%	5%	9%	6%	**	**	9%	5%
			ab	a		f					l	
	10%	7%	19%	26%	42%	83%	18%	18%	**	**	9%	81%

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.

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

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	422	311	287	598	1192	2446	216	457	63	67	172	2207
Effective Weighted Sample	354	262	235	497	983	2007	180	354	52	57	142	1829
Total	312	216	200	416	876	1969	205	318	40	48	110	1859
	14%	10%	9%	19%	40%	90%	9%	15%	**	**	5%	85%
Yes, the main TV in the household is an HDTV set or HD ready	207	157	98	255	560	1450	146	197	**	**	65	1410
	66%	72%	49%	61%	64%	74%	71%	62%	**	**	58%	76%
	c	cd	c	c								hk
	13%	10%	6%	16%	35%	91%	9%	12%	**	**	4%	88%
No	88	51	75	126	260	437	52	99	**	**	37	386
	28%	23%	38%	30%	30%	22%	25%	31%	**	**	33%	21%
			abd	b				l			l	
	18%	10%	15%	26%	53%	89%	11%	20%	**	**	7%	79%
Don't know	16	9	27	36	56	81	7	23	**	**	9	62
	5%	4%	13%	9%	6%	4%	3%	7%	**	**	8%	3%
			abd	b				l			l	
	19%	10%	30%	40%	64%	93%	8%	26%	**	**	10%	71%

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.

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

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

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l
Unweighted total	285	226	147	373	770	1796	156	275	29	32	99	1678
Effective Weighted Sample	236	188	118	306	625	1461	132	203	24	27	79	1387
Total	207	157	98	255	560	1450	146	197	19	23	65	1410
	13%	10%	6%	16%	35%	91%	9%	12%	**	**	**	88%
Yes	135	100	64	164	358	1006	97	118	**	**	**	993
	65%	64%	65%	64%	64%	69%	66%	60%	**	**	**	70%
	12%	9%	6%	15%	32%	91%	9%	11%	**	**	**	90%
No	63	49	32	81	183	404	45	71	**	**	**	382
	30%	32%	32%	32%	33%	28%	31%	36%	**	**	**	27%
	14%	11%	7%	18%	41%	90%	10%	16%	**	**	**	85%
Don't know	9	7	3	9	18	39	4	8	**	**	**	35
	4%	4%	3%	4%	3%	3%	3%	4%	**	**	**	3%
	20%	15%	6%	21%	42%	89%	9%	17%	**	**	**	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.

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

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	422	311	287	598	1192	2446	216	457	63	67	172	2207
Effective Weighted Sample	354	262	235	497	983	2007	180	354	52	57	142	1829
Total	312	216	200	416	876	1969	205	318	40	48	110	1859
	14%	10%	9%	19%	40%	90%	9%	15%	**	**	5%	85%
Yes, the main TV in the household is 3D ready	20	12	2	14	38	148	12	18	**	**	3	145
	6%	5%	1%	3%	4%	8%	6%	6%	**	**	3%	8%
	cd	c										k
	13%	7%	1%	8%	24%	92%	8%	11%	**	**	2%	90%
No	278	194	186	381	806	1762	184	287	**	**	100	1661
	89%	90%	93%	91%	92%	89%	90%	90%	**	**	91%	89%
	14%	10%	10%	20%	41%	90%	9%	15%	**	**	5%	85%
Don't know	13	10	12	22	32	59	9	14	**	**	7	52
	4%	5%	6%	5%	4%	3%	4%	4%	**	**	6%	3%
											l	
	20%	15%	18%	32%	47%	86%	13%	20%	**	**	10%	77%
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.

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

Base : Those whose main TV set is 3D ready

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	OR DE ~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	24	16	5	21	51	166	13	24	4	2	7	155
Effective Weighted Sample	20	13	4	17	41	131	12	16	4	2	6	126
Total	20	12	2	14	38	148	12	18	2	1	3	145
	**	**	**	**	**	92%	**	**	**	**	**	90%
Yes	**	**	**	**	**	72	**	**	**	**	**	72
	**	**	**	**	**	48%	**	**	**	**	**	50%
	**	**	**	**	**	89%	**	**	**	**	**	90%
No	**	**	**	**	**	76	**	**	**	**	**	71
	**	**	**	**	**	51%	**	**	**	**	**	49%
	**	**	**	**	**	96%	**	**	**	**	**	90%
Don't know	**	**	**	**	**	*	**	**	**	**	**	1
	**	**	**	**	**	*%	**	**	**	**	**	1%
	**	**	**	**	**	33%	**	**	**	**	**	100%

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.

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

Base : Those whose main TV set is 3D ready

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE ~e	f	~g	~h	~i	~j	~k	l
Unweighted total	24	16	5	21	51	166	13	24	4	2	7	155
Effective Weighted Sample	20	13	4	17	41	131	12	16	4	2	6	126
Total	20	12	2	14	38	148	12	18	2	1	3	145
	**	**	**	**	**	92%	**	**	**	**	**	90%
Every day	**	**	**	**	**	7	**	**	**	**	**	7
	**	**	**	**	**	5%	**	**	**	**	**	5%
	**	**	**	**	**	85%	**	**	**	**	**	90%
Several times a week	**	**	**	**	**	8	**	**	**	**	**	8
	**	**	**	**	**	5%	**	**	**	**	**	6%
	**	**	**	**	**	90%	**	**	**	**	**	92%
At least once a week	**	**	**	**	**	13	**	**	**	**	**	17
	**	**	**	**	**	9%	**	**	**	**	**	12%
	**	**	**	**	**	72%	**	**	**	**	**	94%
At least once a month	**	**	**	**	**	18	**	**	**	**	**	18
	**	**	**	**	**	12%	**	**	**	**	**	12%
	**	**	**	**	**	94%	**	**	**	**	**	92%
A few times a year	**	**	**	**	**	18	**	**	**	**	**	15
	**	**	**	**	**	12%	**	**	**	**	**	10%
	**	**	**	**	**	100%	**	**	**	**	**	80%
Less than once a year	**	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	**	100%	**	**	**	**	**	100%
Never	**	**	**	**	**	79	**	**	**	**	**	75
	**	**	**	**	**	54%	**	**	**	**	**	52%
	**	**	**	**	**	96%	**	**	**	**	**	90%
Don't know	**	**	**	**	**	2	**	**	**	**	**	3
	**	**	**	**	**	1%	**	**	**	**	**	2%
	**	**	**	**	**	67%	**	**	**	**	**	100%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	167	111	73	184	428	1097	119	149	19	13	51	1067
Effective Weighted Sample	137	93	58	151	347	876	102	107	14	11	42	870
Total	119	74	47	121	295	852	114	100	12	9	32	873
	12%	8%	**	12%	31%	88%	12%	10%	**	**	**	90%
Sky satellite dish to receive subscription channels - you pay a monthly subscription fee	98	58	**	93	230	722	98	75	**	**	**	749
	82%	79%	**	77%	78%	85%	86%	76%	**	**	**	86%
	12%	7%	**	11%	28%	88%	12%	9%	**	**	**	91%
Sky satellite dish for free to air services only - you pay no monthly subscription fee	9	8	**	13	32	56	7	9	**	**	**	55
	7%	11%	**	10%	11%	7%	6%	9%	**	**	**	6%
	14%	12%	**	20%	50%	89%	11%	14%	**	**	**	87%
Freesat standard package with a dish and standard set top box - you do not pay a subscription fee	3	5	**	9	15	31	7	8	**	**	**	30
	2%	6%	**	7%	5%	4%	6%	8%	**	**	**	3%
	8%	12%	**	24%	41%	83%	19%	21%	**	**	**	81%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	167	111	73	184	428	1097	119	149	19	13	51	1067
Effective Weighted Sample	137	93	58	151	347	876	102	107	14	11	42	870
Total	119	74	47	121	295	852	114	100	12	9	32	873
	12%	8%	**	12%	31%	88%	12%	10%	**	**	**	90%
Freesat HD package with a dish and high definition (HD) set top box - you do not pay a subscription fee	5	2	**	3	5	18	1	2	**	**	**	17
	4%	3%	**	3%	2%	2%	1%	2%	**	**	**	2%
	24%	12%	**	18%	28%	96%	3%	12%	**	**	**	89%
Other satellite dish, showing mainly non-English programmes where you pay a monthly subscription fee	1	-	**	-	1	6	1	1	**	**	**	6
	1%	-%	**	-%	*%	1%	1%	1%	**	**	**	1%
	19%	-%	**	-%	19%	88%	13%	15%	**	**	**	88%
Other satellite dish, showing mainly non-English programmes where you do not pay a monthly subscription fee	-	-	**	-	-	1	-	-	**	**	**	1
	-%	-%	**	-%	-%	*%	-%	-%	**	**	**	*%
	-%	-%	**	-%	-%	100%	-%	-%	**	**	**	100%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	167	111	73	184	428	1097	119	149	19	13	51	1067
Effective Weighted Sample	137	93	58	151	347	876	102	107	14	11	42	870
Total	119	74	47	121	295	852	114	100	12	9	32	873
	12%	8%	**	12%	31%	88%	12%	10%	**	**	**	90%
Broadband satellite - satellite provided for the use of broadband internet access but used to access free to air satellite programmes	*	*	**	*	1	4	1	2	**	**	**	3
	*%	1%	**	*%	*%	*%	1%	2%	**	**	**	*%
	8%	11%	**	11%	29%	83%	18%	41%	**	**	**	62%
PAY SATELLITE	100	58	**	93	231	729	98	76	**	**	**	755
	84%	79%	**	77%	78%	85%	86%	76%	**	**	**	86%
	12%	7%	**	11%	28%	88%	12%	9%	**	**	**	91%
Don't know	6	3	**	6	17	30	4	7	**	**	**	28
	5%	4%	**	5%	6%	3%	3%	7%	**	**	**	3%
	18%	9%	**	19%	50%	87%	10%	21%	**	**	**	82%

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.

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

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	140	90	56	146	336	933	101	120	17	9	42	914
Effective Weighted Sample	113	75	44	119	269	741	87	87	13	8	34	743
Total	98	58	35	93	230	722	98	75	10	5	27	749
	12%	**	**	11%	28%	88%	12%	9%	**	**	**	91%
Sky Sports 1 only	3	**	**	6	9	22	1	1	**	**	**	22
	3%	**	**	7%	4%	3%	1%	2%	**	**	**	3%
	13%	**	**	26%	39%	94%	6%	5%	**	**	**	94%
Sky Sports 2 only	-	**	**	-	-	4	-	-	**	**	**	4
	-%	**	**	-%	-%	1%	-%	-%	**	**	**	1%
	-%	**	**	-%	-%	100%	-%	-%	**	**	**	100%
Sky Sports Pack (Sky Sports 1, 2, 3 and 4)	41	**	**	31	71	277	28	25	**	**	**	282
	42%	**	**	33%	31%	38%	29%	33%	**	**	**	38%
	14%	**	**	10%	23%	91%	9%	8%	**	**	**	93%
Sky Movies 1 only (Comedy, Family, Classics, Modern Greats, Drama & Romance)	6	**	**	6	7	34	2	1	**	**	**	36
	6%	**	**	6%	3%	5%	2%	1%	**	**	**	5%
	16%	**	**	15%	20%	92%	6%	2%	**	**	**	97%
Sky Movies 2 only (Comedy, Indie, Sci-Fi & Horror, Crime & Thriller, Action & Adventure)	2	**	**	-	3	4	3	-	**	**	**	7
	2%	**	**	-%	1%	1%	3%	-%	**	**	**	1%
	26%	**	**	-%	39%	62%	39%	-%	**	**	**	100%

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.

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

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	140	90	56	146	336	933	101	120	17	9	42	914
Effective Weighted Sample	113	75	44	119	269	741	87	87	13	8	34	743
Total	98	58	35	93	230	722	98	75	10	5	27	749
	12%	**	**	11%	28%	88%	12%	9%	**	**	**	91%
Sky Movies Pack (All Sky Movies channels in Sky Movies 1 and 2, plus Premiere and Disney Cinemagic)	23	**	**	6	42	213	20	23	**	**	**	212
	23%	**	**	6%	18%	30%	21%	30%	**	**	**	28%
	d											
	10%	**	**	3%	18%	91%	9%	10%	**	**	**	91%
Sky+ HD (High Definition channels through Sky+ HD box)	35	**	**	24	63	267	22	23	**	**	**	269
	35%	**	**	26%	28%	37%	23%	31%	**	**	**	36%
						g						
	12%	**	**	8%	22%	92%	8%	8%	**	**	**	93%
ANY SKY SPORTS	45	**	**	37	80	303	30	26	**	**	**	308
	45%	**	**	39%	35%	42%	30%	34%	**	**	**	41%
						g						
	13%	**	**	11%	24%	91%	9%	8%	**	**	**	93%
ANY SKY MOVIES	30	**	**	12	52	252	25	24	**	**	**	255
	31%	**	**	12%	23%	35%	26%	31%	**	**	**	34%
	d											
	11%	**	**	4%	19%	91%	9%	9%	**	**	**	92%
SKY SPORTS AND SKY MOVIES	21	**	**	7	32	165	20	16	**	**	**	169
	21%	**	**	7%	14%	23%	20%	21%	**	**	**	23%
	d											
	11%	**	**	4%	17%	90%	11%	9%	**	**	**	92%

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.

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

Base : Those with paid for Sky Satellite TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	~b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	140	90	56	146	336	933	101	120	17	9	42	914
Effective Weighted Sample	113	75	44	119	269	741	87	87	13	8	34	743
Total	98	58	35	93	230	722	98	75	10	5	27	749
	12%	**	**	11%	28%	88%	12%	9%	**	**	**	91%
Basic package only	31	**	**	39	92	206	41	27	**	**	**	220
	31%	**	**	42%	40%	29%	42%	36%	**	**	**	29%
	13%	**	**	16%	38%	84%	17%	11%	**	**	**	89%
None of these	2	**	**	1	4	15	5	1	**	**	**	19
	2%	**	**	1%	2%	2%	5%	1%	**	**	**	2%
	8%	**	**	3%	22%	78%	23%	4%	**	**	**	94%
Don't know	1	**	**	2	5	12	8	2	**	**	**	19
	2%	**	**	2%	2%	2%	8%	3%	**	**	**	3%
	7%	**	**	9%	25%	58%	37%	9%	**	**	**	90%

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.

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

Base : Those with Cable TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	~g	~h	~i	~j	~k	l
Unweighted total	78	37	26	63	151	395	30	56	9	7	21	369
Effective Weighted Sample	69	32	21	52	126	338	22	47	8	6	17	318
Total	62	30	18	48	124	369	29	42	7	5	15	356
	**	**	**	**	31%	93%	**	**	**	**	**	89%
Sky Sports channels	**	**	**	**	18	93	**	**	**	**	**	90
	**	**	**	**	15%	25%	**	**	**	**	**	25%
	**	**	**	**	19%	97%	**	**	**	**	**	94%
Sky Movies channels	**	**	**	**	15	85	**	**	**	**	**	81
	**	**	**	**	12%	23%	**	**	**	**	**	23%
	**	**	**	**	17%	96%	**	**	**	**	**	92%
High Definition channel through V+ HD box	**	**	**	**	29	123	**	**	**	**	**	113
	**	**	**	**	23%	33%	**	**	**	**	**	32%
	**	**	**	**	23%	96%	**	**	**	**	**	89%
Basic package only	**	**	**	**	70	152	**	**	**	**	**	149
	**	**	**	**	56%	41%	**	**	**	**	**	42%
	**	**	**	**	41%	89%	**	**	**	**	**	87%
None of these	**	**	**	**	5	19	**	**	**	**	**	21
	**	**	**	**	4%	5%	**	**	**	**	**	6%
	**	**	**	**	23%	90%	**	**	**	**	**	98%
Don't know	**	**	**	**	4	9	**	**	**	**	**	10
	**	**	**	**	3%	2%	**	**	**	**	**	3%
	**	**	**	**	31%	81%	**	**	**	**	**	84%

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.

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

Base : Those with Sky TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	155	103	67	170	398	1029	112	139	19	11	48	1002
Effective Weighted Sample	126	86	53	139	321	819	97	102	14	9	39	815
Total	110	69	43	112	276	799	108	90	12	7	30	824
	12%	8%	**	12%	30%	88%	12%	10%	**	**	**	91%
Yes	87	48	**	74	192	668	68	67	**	**	**	676
	79%	70%	**	66%	70%	84%	63%	74%	**	**	**	82%
	d					g						
	12%	7%	**	10%	26%	91%	9%	9%	**	**	**	92%
No	21	20	**	37	79	123	36	21	**	**	**	137
	19%	29%	**	33%	29%	15%	34%	24%	**	**	**	17%
				a		f						
	13%	12%	**	23%	49%	77%	23%	13%	**	**	**	86%
Don't know	2	1	**	1	5	9	3	2	**	**	**	11
	1%	1%	**	1%	2%	1%	3%	2%	**	**	**	1%
	12%	5%	**	11%	39%	72%	28%	15%	**	**	**	88%

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.

QH10B (QR1B). Does your household have V+? (SINGLE CODE)

Base : Those with Cable TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE e	f	~g	~h	~i	~j	~k	l
Unweighted total	78	37	26	63	151	395	30	56	9	7	21	369
Effective Weighted Sample	69	32	21	52	126	338	22	47	8	6	17	318
Total	62	30	18	48	124	369	29	42	7	5	15	356
	**	**	**	**	31%	93%	**	**	**	**	**	89%
Yes	**	**	**	**	70	254	**	**	**	**	**	239
	**	**	**	**	56%	69%	**	**	**	**	**	67%
	**	**	**	**	27%	97%	**	**	**	**	**	91%
No	**	**	**	**	51	111	**	**	**	**	**	112
	**	**	**	**	41%	30%	**	**	**	**	**	31%
	**	**	**	**	39%	84%	**	**	**	**	**	85%
Don't know	**	**	**	**	3	4	**	**	**	**	**	5
	**	**	**	**	2%	1%	**	**	**	**	**	1%
	**	**	**	**	64%	81%	**	**	**	**	**	100%

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.

QH10C (QR1C). Does your Freesat set top box allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Freesat

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	OR DE ~e	~f	~g	~h	~i	~j	~k	~l
Unweighted total	11	11	8	19	32	62	8	11	1	2	1	59
Effective Weighted Sample	9	10	6	16	27	51	6	7	1	2	1	49
Total	7	7	6	12	21	49	8	10	1	2	*	46
	**	**	**	**	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**	**

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.

QH10D (QR1D). Does your Freeview box or Freeview TV set allow to record and store TV programmes, and also pause and rewind live TV programmes (this includes Freeview Playback and Freeview Plus boxes)? (SINGLE CODE)

Base : Those with Freeview

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	~g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	220	183	172	355	680	1235	70	272	39	45	101	1035
Effective Weighted Sample	181	150	141	291	549	981	58	209	32	38	83	822
Total	155	125	120	244	483	911	65	185	24	32	64	792
	16%	13%	12%	25%	49%	93%	**	19%	**	**	7%	81%
Yes	34	23	24	47	74	172	**	34	**	**	14	144
	22%	18%	20%	19%	15%	19%	**	19%	**	**	21%	18%
	19%	13%	13%	26%	41%	96%	**	19%	**	**	8%	81%
No	116	94	94	188	388	709	**	144	**	**	50	620
	75%	76%	78%	77%	80%	78%	**	77%	**	**	77%	78%
	15%	12%	12%	25%	51%	93%	**	19%	**	**	6%	81%
Don't know	5	7	2	10	21	31	**	7	**	**	1	28
	3%	6%	2%	4%	4%	3%	**	4%	**	**	1%	4%
	14%	21%	7%	27%	58%	85%	**	20%	**	**	3%	78%

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.

QH10E (QR1E). Does your broadband TV service allow you to record and store TV programmes, and also pause and rewind live TV programmes? (SINGLE CODE)

Base : Those with Broadband TV

	AGE			AGE/SEG	MEG		DISABILITY			
	55-64	65-74	65+	65+	NO	YES	ANY	VISION	MOBI-	NO
	~a	~b	~c	OR DE	~e	~f	~g	~h	LITY	~j
Significance Level: 95%										
Unweighted total	6	4	4	11	33	1	4	1	3	30
Effective Weighted Sample	5	4	4	10	28	1	3	1	3	25
Total	4	2	2	8	25	2	3	*	2	24
	**	**	**	**	**	**	**	**	**	**
Yes	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**

Columns Tested: a,b,c - e,f - g,h,i,j

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

QH10F (QR1F). Do you have a YouView set top box? This is a new 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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	422	311	287	598	1192	2446	216	457	63	67	172	2207
Effective Weighted Sample	354	262	235	497	983	2007	180	354	52	57	142	1829
Total	312	216	200	416	876	1969	205	318	40	48	110	1859
	14%	10%	9%	19%	40%	90%	9%	15%	**	**	5%	85%
Yes	19	11	4	15	30	113	19	14	**	**	6	118
	6%	5%	2%	4%	3%	6%	9%	4%	**	**	6%	6%
	c					f						
	15%	9%	3%	12%	22%	85%	15%	11%	**	**	5%	89%
No	281	198	191	389	820	1794	177	297	**	**	99	1678
	90%	91%	96%	93%	94%	91%	86%	93%	**	**	90%	90%
			a			g						
	14%	10%	10%	20%	42%	91%	9%	15%	**	**	5%	85%
Don't know	12	7	5	12	26	61	9	7	**	**	5	63
	4%	3%	2%	3%	3%	3%	4%	2%	**	**	4%	3%
	16%	10%	7%	17%	37%	86%	12%	10%	**	**	7%	89%

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.

DVR HOUSEHOLD OWNERSHIP

Base : Those with Sky TV/ Cable TV/ Freesat/ Freeview/ Broadband TV/ YouView

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	409	302	261	563	1142	2379	209	430	59	62	155	2160
Effective Weighted Sample	343	254	213	467	940	1949	174	332	49	53	128	1787
Total	301	210	180	391	837	1914	199	302	38	44	100	1816
	14%	10%	9%	18%	40%	90%	9%	14%	**	**	5%	86%
DVR IN HOUSEHOLD	165	91	61	152	343	1114	87	128	**	**	45	1077
	55%	44%	34%	39%	41%	58%	44%	43%	**	**	45%	59%
	bcd	c				g						hk
	14%	8%	5%	13%	29%	93%	7%	11%	**	**	4%	90%
NO DVR IN HOUSEHOLD	136	116	120	236	492	796	112	172	**	**	55	735
	45%	55%	66%	60%	59%	42%	56%	57%	**	**	55%	40%
		a	ab	a			f	l			l	
	15%	13%	13%	26%	54%	87%	12%	19%	**	**	6%	81%
UNSURE	-	3	-	3	3	4	1	1	**	**	-	5
	-%	1%	-%	1%	*%	*%	*%	*%	**	**	-%	*%
		a										
	-%	47%	-%	47%	47%	75%	14%	19%	**	**	-%	84%

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.

QH11 (QR5). SHOWCARD How often, if ever, do you use your DVR to watch recorded programmes? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
Every day	53	28	**	44	126	424	**	54	**	**	**	397
	32%	30%	**	29%	37%	38%	**	42%	**	**	**	37%
	12%	6%	**	10%	28%	96%	**	12%	**	**	**	89%
A few times a week	60	32	**	47	104	363	**	37	**	**	**	346
	36%	35%	**	31%	30%	33%	**	29%	**	**	**	32%
	16%	8%	**	12%	27%	95%	**	10%	**	**	**	90%
Once a week	15	12	**	19	39	103	**	8	**	**	**	108
	9%	14%	**	12%	11%	9%	**	6%	**	**	**	10%
	13%	11%	**	16%	33%	89%	**	7%	**	**	**	93%
A few times a month	9	3	**	5	10	57	**	5	**	**	**	57
	5%	3%	**	3%	3%	5%	**	4%	**	**	**	5%
	14%	5%	**	8%	17%	93%	**	7%	**	**	**	92%
Once a month	3	1	**	3	6	15	**	2	**	**	**	18
	2%	1%	**	2%	2%	1%	**	1%	**	**	**	2%
	16%	3%	**	17%	31%	78%	**	8%	**	**	**	90%
Less often	4	3	**	8	14	37	**	4	**	**	**	40
	3%	3%	**	6%	4%	3%	**	3%	**	**	**	4%
	9%	6%	**	19%	31%	82%	**	10%	**	**	**	89%
Never	17	9	**	21	37	93	**	16	**	**	**	93
	10%	10%	**	14%	11%	8%	**	13%	**	**	**	9%
	15%	8%	**	19%	34%	85%	**	15%	**	**	**	85%
Don't know	4	4	**	5	8	22	**	3	**	**	**	19
	2%	4%	**	3%	2%	2%	**	2%	**	**	**	2%
	17%	19%	**	22%	35%	100%	**	12%	**	**	**	87%

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.

QH12 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
Recorded a programme and watched it on a different day to which it was broadcast	132	70	**	111	254	872	**	96	**	**	**	836
	80%	76%	**	73%	74%	78%	**	74%	**	**	**	78%
	14%	8%	**	12%	27%	94%	**	10%	**	**	**	90%
Recorded a programme and watched it on the same day	89	46	**	73	175	621	**	71	**	**	**	591
	54%	50%	**	48%	51%	56%	**	55%	**	**	**	55%
	14%	7%	**	11%	27%	95%	**	11%	**	**	**	90%
Set to record an individual episode or series link a particular programme through the electronic programme guide, also known as the on-screen TV guide	69	38	**	60	157	565	**	62	**	**	**	536
	42%	42%	**	39%	46%	51%	**	48%	**	**	**	50%
	12%	6%	**	10%	26%	95%	**	10%	**	**	**	91%
Paused live television	49	24	**	33	99	403	**	45	**	**	**	389
	30%	26%	**	22%	29%	36%	**	35%	**	**	**	36%
	12%	6%	**	8%	23%	94%	**	11%	**	**	**	90%

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.

QH12 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
Rewound a programme I have been watching to catch a highlight again	41	18	**	30	78	343	**	38	**	**	**	342
	25%	20%	**	20%	23%	31%	**	29%	**	**	**	32%
	11%	5%	**	8%	21%	91%	**	10%	**	**	**	91%
Recorded a programme then watched it back, fast forwarding through to just watch the highlights (for example goals in a football match)	40	26	**	35	89	348	**	36	**	**	**	338
	24%	28%	**	23%	26%	31%	**	28%	**	**	**	31%
	11%	7%	**	10%	24%	94%	**	10%	**	**	**	92%
Recorded a number of episodes of one series and watched them all in one go	49	23	**	31	93	336	**	40	**	**	**	316
	30%	25%	**	21%	27%	30%	**	31%	**	**	**	29%
	d											
	14%	6%	**	9%	26%	95%	**	11%	**	**	**	89%

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.

QH12 (QR7). SHOWCARD DVRs allow you to record and watch programmes in several different ways and have many different functions. From this list, which do you do regularly, by regularly I mean at least once a week? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
Set to record an individual episode or series link a particular programme by clicking on the on screen icon available on some live trailers for particular programmeS	30	14	**	22	64	281	**	28	**	**	**	277
	18%	15%	**	14%	19%	25%	**	22%	**	**	**	26%
	10%	5%	**	7%	21%	94%	**	9%	**	**	**	92%
Rewound a programme I have been watching for another reason	33	13	**	19	52	255	**	27	**	**	**	248
	20%	14%	**	12%	15%	23%	**	21%	**	**	**	23%
	12%	5%	**	7%	19%	94%	**	10%	**	**	**	91%
Recorded something using my DVR and then put it onto video or DVD	7	5	**	8	19	68	**	8	**	**	**	70
	4%	5%	**	5%	5%	6%	**	6%	**	**	**	6%
	9%	6%	**	11%	24%	90%	**	11%	**	**	**	92%
None of these	19	9	**	19	33	91	**	17	**	**	**	91
	12%	10%	**	12%	10%	8%	**	13%	**	**	**	8%
	18%	8%	**	17%	31%	85%	**	16%	**	**	**	85%
Don't know	3	2	**	3	9	26	**	2	**	**	**	25
	2%	3%	**	2%	3%	2%	**	1%	**	**	**	2%
	11%	9%	**	12%	34%	97%	**	6%	**	**	**	94%

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.

QH13 (QR9). SHOWCARD When you watch recordings you have made with your DVR, how often, if at all, do you fast forward through the adverts? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
I always or almost always fast forward through the adverts	112	61	**	92	216	793	**	90	**	**	**	764
	68%	67%	**	60%	63%	71%	**	70%	**	**	**	71%
	13%	7%	**	11%	26%	94%	**	11%	**	**	**	90%
I fast forward through the adverts about half the time	26	13	**	27	65	175	**	15	**	**	**	170
	16%	14%	**	17%	19%	16%	**	12%	**	**	**	16%
	14%	7%	**	14%	35%	95%	**	8%	**	**	**	92%
I never or hardly ever fast forward through the adverts	6	4	**	10	19	34	**	6	**	**	**	33
	4%	4%	**	6%	6%	3%	**	4%	**	**	**	3%
	15%	9%	**	25%	50%	89%	**	15%	**	**	**	85%
I never play back programmes recorded from channels with adverts	3	3	**	7	9	23	**	4	**	**	**	19
	2%	3%	**	4%	3%	2%	**	3%	**	**	**	2%
	13%	11%	**	28%	38%	97%	**	19%	**	**	**	80%
Don't know	18	11	**	18	33	88	**	14	**	**	**	91
	11%	12%	**	12%	10%	8%	**	11%	**	**	**	8%
	17%	10%	**	17%	32%	84%	**	13%	**	**	**	87%

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.

QH14 (QR12). SHOWCARD Which of these statements apply to when and how you use your DVR to record programmes? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-	MOBI-	NO
	a	b	~c	d	OR DE	f	~g	h	~i	ING	LITY	l
Significance Level: 95%					e					~j	~k	
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
I record programmes because I am not going to be at home	120	64	**	101	230	845	**	88	**	**	**	815
	72%	70%	**	66%	67%	76%	**	69%	**	**	**	76%
	13%	7%	**	11%	26%	94%	**	10%	**	**	**	91%
I record programmes because two programmes I want to watch are on at the same time	87	50	**	78	185	622	**	71	**	**	**	600
	53%	55%	**	51%	54%	56%	**	55%	**	**	**	56%
	13%	8%	**	12%	28%	93%	**	11%	**	**	**	90%
I record programmes because someone else is watching the TV	75	40	**	57	169	607	**	59	**	**	**	588
	45%	44%	**	38%	49%	54%	**	46%	**	**	**	55%
	12%	6%	**	9%	26%	94%	**	9%	**	**	**	91%
I use my DVR so I can fast forward through the ads when I am watching TV	40	18	**	23	70	304	**	33	**	**	**	294
	24%	19%	**	15%	20%	27%	**	26%	**	**	**	27%
	d											
	12%	5%	**	7%	21%	94%	**	10%	**	**	**	90%

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.

QH14 (QR12). SHOWCARD Which of these statements apply to when and how you use your DVR to record programmes? (MULTI CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
I use my DVR so that I can build up an archive of the TV programmes I like watching	23	5	**	10	32	156	**	20	**	**	**	146
	14%	5%	**	6%	9%	14%	**	16%	**	**	**	14%
	bd											
	14%	3%	**	6%	20%	95%	**	12%	**	**	**	89%
I never watch TV as it is broadcast, instead I use my DVR to record all of my TV watching for a week	9	8	**	9	23	82	**	3	**	**	**	83
	6%	8%	**	6%	7%	7%	**	2%	**	**	**	8%
												h
	11%	9%	**	11%	26%	95%	**	3%	**	**	**	96%
Other	2	4	**	6	10	29	**	5	**	**	**	27
	1%	4%	**	4%	3%	3%	**	4%	**	**	**	3%
	7%	11%	**	18%	31%	90%	**	15%	**	**	**	85%
Don't know	20	9	**	19	39	96	**	13	**	**	**	97
	12%	10%	**	13%	11%	9%	**	10%	**	**	**	9%
	18%	8%	**	17%	35%	87%	**	12%	**	**	**	88%

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.

QH15 (QR14). SHOWCARD When you watch television, which, if any, of these do you usually do first? (SINGLE CODE)

Base : Those who own a DVR

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	~g	h	~i	~j	~k	l
Unweighted total	217	127	82	209	452	1325	86	178	25	18	68	1233
Effective Weighted Sample	186	106	67	173	367	1087	70	137	21	15	56	1025
Total	165	91	61	152	343	1114	87	128	18	14	45	1077
	14%	8%	**	13%	29%	93%	**	11%	**	**	**	90%
Check live TV (what is being broadcast at that time)	97	47	**	76	175	633	**	74	**	**	**	606
	59%	52%	**	50%	51%	57%	**	58%	**	**	**	56%
	14%	7%	**	11%	26%	93%	**	11%	**	**	**	90%
Check recorded TV (see what you have recorded on your DVR)	17	6	**	12	40	132	**	13	**	**	**	127
	10%	6%	**	8%	12%	12%	**	10%	**	**	**	12%
	12%	4%	**	9%	29%	95%	**	10%	**	**	**	92%
Check on-demand services such as BBC iPlayer, ITV Player, Sky Anytime+, Virgin on demand	1	1	**	3	6	19	**	1	**	**	**	18
	*%	1%	**	2%	2%	2%	**	1%	**	**	**	2%
	3%	4%	**	15%	32%	100%	**	4%	**	**	**	95%
It depends/ no set routine	30	25	**	41	82	231	**	28	**	**	**	225
	18%	27%	**	27%	24%	21%	**	22%	**	**	**	21%
	12%	10%	**	16%	33%	92%	**	11%	**	**	**	90%
Don't know	20	13	**	21	40	99	**	13	**	**	**	100
	12%	14%	**	14%	12%	9%	**	10%	**	**	**	9%
	18%	11%	**	18%	35%	88%	**	11%	**	**	**	89%

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.

QH16 (QH42A). Do you ever watch TV programmes 'on demand' through your TV service? (READ EXPLANATION IF NECESSARY) IF 'YES' Are you watching programmes 'on demand' through your TV service such as Sky or Virgin Media, or through a 'standalone' service such as LoveFilm, Netflix or Blinkbox?

Base : Those with multichannel TV

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR-ING	MOBI-LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	412	302	261	563	1147	2391	211	431	59	62	156	2173
Effective Weighted Sample	346	254	213	467	945	1960	175	333	49	53	129	1800
Total	304	210	180	391	841	1925	200	302	38	44	100	1828
	14%	10%	8%	18%	40%	90%	9%	14%	**	**	5%	86%
Yes, via Pay TV service such as Sky or Virgin Media	40	16	6	22	81	347	25	32	**	**	9	341
	13%	8%	3%	6%	10%	18%	12%	11%	**	**	9%	19%
	bcd											hk
	11%	4%	2%	6%	22%	94%	7%	9%	**	**	2%	92%
Yes, via 'standalone' services such as LoveFilm, Netflix or Blinkbox	2	4	-	4	13	56	5	5	**	**	1	57
	1%	2%	-%	1%	2%	3%	2%	2%	**	**	1%	3%
	4%	6%	-%	6%	21%	91%	8%	8%	**	**	2%	93%
TOTAL 'YES'	41	19	6	25	92	386	29	35	**	**	10	381
	14%	9%	3%	7%	11%	20%	14%	11%	**	**	10%	21%
	cd	c										hk
	10%	5%	1%	6%	22%	94%	7%	8%	**	**	2%	92%
No	233	171	146	317	661	1386	157	236	**	**	77	1310
	77%	81%	81%	81%	79%	72%	78%	78%	**	**	77%	72%
								l				
	15%	11%	9%	20%	43%	90%	10%	15%	**	**	5%	85%
Don't know	29	20	28	48	88	153	15	32	**	**	13	136
	10%	10%	16%	12%	10%	8%	8%	11%	**	**	13%	7%
			a								l	
	17%	12%	17%	29%	52%	91%	9%	19%	**	**	8%	81%

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.

QH17 (QH42B). SHOWCARD How often, if ever, do you use your 'on demand' TV service to watch TV programmes after they've been shown?

Base : Those who ever watch TV programmes 'on demand' through their TV service

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Unweighted total	50	24	8	32	114	428	25	45	10	2	12	408
Effective Weighted Sample	43	21	7	28	89	349	21	33	9	2	10	338
Total	41	19	6	25	92	386	29	35	7	2	10	381
	**	**	**	**	22%	94%	**	**	**	**	**	92%
Every day	**	**	**	**	7	31	**	**	**	**	**	30
	**	**	**	**	7%	8%	**	**	**	**	**	8%
	**	**	**	**	21%	95%	**	**	**	**	**	90%
A few times a week	**	**	**	**	32	134	**	**	**	**	**	125
	**	**	**	**	35%	35%	**	**	**	**	**	33%
	**	**	**	**	23%	95%	**	**	**	**	**	88%
Once a week	**	**	**	**	15	79	**	**	**	**	**	80
	**	**	**	**	16%	20%	**	**	**	**	**	21%
	**	**	**	**	18%	96%	**	**	**	**	**	97%
A few times a month	**	**	**	**	16	57	**	**	**	**	**	62
	**	**	**	**	17%	15%	**	**	**	**	**	16%
	**	**	**	**	25%	90%	**	**	**	**	**	97%
Once a month	**	**	**	**	10	33	**	**	**	**	**	35
	**	**	**	**	11%	9%	**	**	**	**	**	9%
	**	**	**	**	26%	91%	**	**	**	**	**	94%
Less often	**	**	**	**	9	42	**	**	**	**	**	40
	**	**	**	**	9%	11%	**	**	**	**	**	10%
	**	**	**	**	20%	95%	**	**	**	**	**	91%
Don't know	**	**	**	**	4	8	**	**	**	**	**	10
	**	**	**	**	5%	2%	**	**	**	**	**	3%
	**	**	**	**	38%	76%	**	**	**	**	**	91%

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.

QH18 (QH43A). Do you ever watch TV programmes online or download programmes from UK TV broadcasters' website (such as BBC iPlayer, ITV Player, Channel 4 On-Demand/ 4OD, Demand Five, or Sky Player) after they've been shown? I don't mean watching live programmes online.

Base : Those with access to the internet at home or elsewhere

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	~c	d	e	f	g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	317	194	89	283	756	2000	201	259	31	21	82	1944
Effective Weighted Sample	267	165	73	238	625	1643	162	196	25	19	67	1618
Total	233	143	63	207	573	1667	196	196	21	18	55	1685
	12%	8%	**	11%	31%	89%	11%	11%	**	**	**	90%
Yes	62	25	**	35	148	601	56	44	**	**	**	623
	26%	17%	**	17%	26%	36%	29%	23%	**	**	**	37%
	bd											h
	9%	4%	**	5%	22%	91%	8%	7%	**	**	**	94%
No	165	115	**	167	412	1036	135	147	**	**	**	1034
	71%	80%	**	81%	72%	62%	69%	75%	**	**	**	61%
		a		a				l				
	14%	10%	**	14%	35%	88%	11%	12%	**	**	**	88%
Don't know	6	3	**	4	12	29	6	5	**	**	**	29
	3%	2%	**	2%	2%	2%	3%	3%	**	**	**	2%
	19%	10%	**	13%	36%	87%	16%	15%	**	**	**	85%

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 (QH43B). SHOWCARD How often, if ever, do you watch TV programmes online or download from UK TV broadcasters' websites after they've been shown?

Base : Those who ever watch TV programmes online or download from UK TV broadcasters' websites

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	~d	e	f	~g	~h	~i	~j	~k	l
Unweighted total	78	36	17	53	186	665	55	50	9	4	14	670
Effective Weighted Sample	67	32	14	46	149	549	46	37	7	4	11	560
Total	62	25	11	35	148	601	56	44	7	3	11	623
	**	**	**	**	22%	91%	**	**	**	**	**	94%
Every day	**	**	**	**	4	28	**	**	**	**	**	31
	**	**	**	**	3%	5%	**	**	**	**	**	5%
	**	**	**	**	12%	89%	**	**	**	**	**	100%
A few times a week	**	**	**	**	33	132	**	**	**	**	**	136
	**	**	**	**	23%	22%	**	**	**	**	**	22%
	**	**	**	**	23%	93%	**	**	**	**	**	96%
Once a week	**	**	**	**	23	121	**	**	**	**	**	126
	**	**	**	**	16%	20%	**	**	**	**	**	20%
	**	**	**	**	18%	92%	**	**	**	**	**	96%
A few times a month	**	**	**	**	47	151	**	**	**	**	**	163
	**	**	**	**	32%	25%	**	**	**	**	**	26%
	**	**	**	**	27%	87%	**	**	**	**	**	94%
Once a month	**	**	**	**	15	66	**	**	**	**	**	63
	**	**	**	**	10%	11%	**	**	**	**	**	10%
	**	**	**	**	21%	93%	**	**	**	**	**	89%
Less often	**	**	**	**	25	98	**	**	**	**	**	96
	**	**	**	**	17%	16%	**	**	**	**	**	15%
	**	**	**	**	24%	94%	**	**	**	**	**	92%
Don't know	**	**	**	**	1	6	**	**	**	**	**	8
	**	**	**	**	1%	1%	**	**	**	**	**	1%
	**	**	**	**	10%	77%	**	**	**	**	**	100%

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.

QH20 (QH62). Are any of your TV sets "Smart TVs"? These are new types of TV that are connected to the internet and can stream video directly onto your television screen, without the need for a computer, set-top box or games console. IF NECESSARY - It's a TV that allows you to surf the internet and stream movies, TV shows and videos using services such as BBC iPlayer, LoveFilm and YouTube. They are also sometimes referred to as a Connected TV or a Hybrid TV.

Base : Those with a TV in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	422	311	287	598	1192	2446	216	457	63	67	172	2207
Effective Weighted Sample	354	262	235	497	983	2007	180	354	52	57	142	1829
Total	312	216	200	416	876	1969	205	318	40	48	110	1859
	14%	10%	9%	19%	40%	90%	9%	15%	**	**	5%	85%
Yes	9	8	3	11	25	119	13	14	**	**	5	118
	3%	4%	1%	3%	3%	6%	6%	4%	**	**	5%	6%
	7%	6%	2%	8%	19%	91%	10%	11%	**	**	4%	90%
No	296	205	195	400	837	1817	185	294	**	**	101	1710
	95%	95%	97%	96%	96%	92%	90%	92%	**	**	91%	92%
	15%	10%	10%	20%	42%	91%	9%	15%	**	**	5%	85%
Don't know	6	3	3	6	14	32	7	10	**	**	4	31
	2%	1%	1%	1%	2%	2%	4%	3%	**	**	4%	2%
	14%	7%	6%	14%	33%	80%	18%	24%	**	**	10%	76%

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.

QH21 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	13	11	3	14	34	125	11	19	2	1	8	117
Effective Weighted Sample	9	9	2	11	26	102	10	14	2	1	7	98
Total	9	8	3	11	25	119	13	14	1	1	5	118
	**	**	**	**	**	91%	**	**	**	**	**	90%
Watching TV you've previously recorded	**	**	**	**	**	62	**	**	**	**	**	61
	**	**	**	**	**	53%	**	**	**	**	**	52%
	**	**	**	**	**	91%	**	**	**	**	**	89%
Catch-up services - watch programmes or films recently broadcast (e.g. using the BBC iPlayer)	**	**	**	**	**	59	**	**	**	**	**	60
	**	**	**	**	**	49%	**	**	**	**	**	51%
	**	**	**	**	**	94%	**	**	**	**	**	96%
Browse the internet - e.g. online shopping, checking emails, social networking sites	**	**	**	**	**	25	**	**	**	**	**	24
	**	**	**	**	**	21%	**	**	**	**	**	20%
	**	**	**	**	**	89%	**	**	**	**	**	86%
Applications that come with the TV that allow you to watch programmes and video clips (e.g. YouTube, Amazon video)	**	**	**	**	**	26	**	**	**	**	**	25
	**	**	**	**	**	22%	**	**	**	**	**	21%
	**	**	**	**	**	95%	**	**	**	**	**	92%

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.

QH21 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	13	11	3	14	34	125	11	19	2	1	8	117
Effective Weighted Sample	9	9	2	11	26	102	10	14	2	1	7	98
Total	9	8	3	11	25	119	13	14	1	1	5	118
	**	**	**	**	**	91%	**	**	**	**	**	90%
Free Video on-demand services - e.g. a service which may provide films (such as those recently available on DVD), classic TV shows and other content	**	**	**	**	**	22	**	**	**	**	**	21
	**	**	**	**	**	19%	**	**	**	**	**	18%
	**	**	**	**	**	93%	**	**	**	**	**	90%
Applications that come with the TV that allow you to play games	**	**	**	**	**	16	**	**	**	**	**	13
	**	**	**	**	**	13%	**	**	**	**	**	11%
	**	**	**	**	**	95%	**	**	**	**	**	80%
Pay per view Video on-demand services - e.g. a service such as Blinkbox which may provide films (such as those recently available on DVD), classic TV shows and other content	**	**	**	**	**	12	**	**	**	**	**	13
	**	**	**	**	**	10%	**	**	**	**	**	11%
	**	**	**	**	**	93%	**	**	**	**	**	97%

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.

QH21 (QH63). SHOWCARD Which, if any, of the uses shown on this card have you used your "Smart TV" set for in the last 12 months? Please don't include anything you've done using an additional device to play the content, such as a games console or computer. (MULTI CODE)

Base : Those with a 'Smart TV' in the household

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	~a	~b	~c	~d	~e	f	~g	~h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	13	11	3	14	34	125	11	19	2	1	8	117
Effective Weighted Sample	9	9	2	11	26	102	10	14	2	1	7	98
Total	9	8	3	11	25	119	13	14	1	1	5	118
	**	**	**	**	**	91%	**	**	**	**	**	90%
Subscription Video on-demand services such as LoveFilm or Netflix	**	**	**	**	**	12	**	**	**	**	**	13
	**	**	**	**	**	10%	**	**	**	**	**	11%
	**	**	**	**	**	93%	**	**	**	**	**	100%
Making voice calls using the internet	**	**	**	**	**	4	**	**	**	**	**	3
	**	**	**	**	**	3%	**	**	**	**	**	3%
	**	**	**	**	**	100%	**	**	**	**	**	83%
None of these	**	**	**	**	**	30	**	**	**	**	**	30
	**	**	**	**	**	25%	**	**	**	**	**	25%
	**	**	**	**	**	89%	**	**	**	**	**	89%
Don't know	**	**	**	**	**	2	**	**	**	**	**	2
	**	**	**	**	**	2%	**	**	**	**	**	2%
	**	**	**	**	**	100%	**	**	**	**	**	100%

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.

SUMMARY OF THOSE WHO WATCH NON-LINEAR PROGRAMMING

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
WATCH PROGRAMMES RECORDED ON DVR	145	79	48	127	298	999	71	110	**	**	35	965
	46%	36%	24%	30%	34%	50%	32%	34%	**	**	31%	50%
	bcd	c				g						hk
	14%	7%	4%	12%	28%	93%	7%	10%	**	**	3%	90%
WATCH TV PROGRAMMES ON DEMAND THROUGH TV SERVICE	41	19	6	25	92	386	29	35	**	**	10	381
	13%	9%	3%	6%	10%	19%	13%	11%	**	**	9%	20%
	cd	c				g						hk
	10%	5%	1%	6%	22%	94%	7%	8%	**	**	2%	92%
WATCH TV PROGRAMMES ONLINE FROM TV BROADCASTERS' WEBSITES	62	25	11	35	148	601	56	44	**	**	11	623
	20%	11%	5%	8%	17%	30%	25%	14%	**	**	10%	32%
	bcd	c										hk
	9%	4%	2%	5%	22%	91%	8%	7%	**	**	2%	94%
ANY NON-LINEAR PROGRAMMING	169	93	56	148	386	1243	107	126	**	**	40	1231
	54%	43%	27%	35%	43%	62%	48%	39%	**	**	36%	64%
	bcd	cd		c		g						hk
	13%	7%	4%	11%	29%	92%	8%	9%	**	**	3%	91%
NONE	146	125	146	272	502	774	114	196	**	**	71	687
	46%	57%	73%	65%	57%	38%	52%	61%	**	**	64%	36%
		a	abd	ab		f		l			l	
	16%	14%	16%	31%	56%	87%	13%	22%	**	**	8%	77%

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.

QCHECK. Can I just check that you have the following services? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Landline phone	283	206	197	404	721	1706	183	263	**	**	100	1620
	90%	95%	98%	96%	81%	85%	83%	82%	**	**	90%	84%
		a	a	a							h	
	15%	11%	10%	21%	38%	90%	10%	14%	**	**	5%	86%
Mobile phone	278	172	106	278	709	1828	207	232	**	**	69	1815
	88%	79%	53%	66%	80%	91%	94%	72%	**	**	62%	95%
	bcd	cd		c				k				hk
	14%	8%	5%	14%	35%	90%	10%	11%	**	**	3%	89%
Fixed broadband internet access	207	131	57	188	448	1416	161	162	**	**	51	1427
	66%	60%	28%	45%	50%	70%	73%	50%	**	**	46%	74%
	cd	cd		c								hk
	13%	8%	4%	12%	28%	90%	10%	10%	**	**	3%	90%
Mobile broadband internet access	11	6	-	6	43	165	20	19	**	**	5	168
	4%	3%	-%	1%	5%	8%	9%	6%	**	**	5%	9%
	cd	c										
	6%	3%	-%	3%	23%	89%	11%	10%	**	**	3%	91%
Narrowband internet access	4	3	1	4	11	22	2	3	**	**	1	20
	1%	1%	*%	1%	1%	1%	1%	1%	**	**	1%	1%
	15%	13%	3%	16%	47%	92%	8%	12%	**	**	6%	87%
TV service with additional channels you pay to receive	180	108	65	173	418	1197	143	137	**	**	51	1204
	57%	49%	32%	41%	47%	59%	65%	42%	**	**	46%	63%
	bcd	cd		c								hk
	13%	8%	5%	13%	31%	89%	11%	10%	**	**	4%	90%

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.

QCHECK. Can I just check that you have the following services? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
No, none of these	2	1	1	2	9	12	1	5	**	**	-	8
	*%	*%	*%	*%	1%	1%	*%	1%	**	**	-%	*%
	12%	8%	8%	16%	70%	93%	7%	36%	**	**	-%	63%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Landline phone	270	198	187	385	654	1492	151	241	**	**	96	1392
	86%	91%	93%	92%	74%	74%	69%	75%	**	**	87%	73%
			a	a							hl	
	16%	12%	11%	23%	40%	91%	9%	15%	**	**	6%	85%
Mobile phone	253	149	97	245	637	1617	188	198	**	**	63	1618
	80%	68%	48%	58%	72%	80%	85%	62%	**	**	56%	84%
	bcd	cd		c							hk	
	14%	8%	5%	14%	35%	89%	10%	11%	**	**	3%	89%
Fixed broadband internet access	194	125	51	176	393	1201	129	141	**	**	48	1195
	62%	57%	25%	42%	44%	60%	59%	44%	**	**	43%	62%
	cd	cd		c							hk	
	15%	9%	4%	13%	30%	90%	10%	11%	**	**	4%	90%
Mobile broadband internet access	9	6	-	6	35	125	16	15	**	**	4	126
	3%	3%	-%	1%	4%	6%	7%	5%	**	**	3%	7%
	c	c										
	7%	4%	-%	4%	25%	90%	12%	11%	**	**	3%	91%
Narrowband internet access	4	3	1	4	7	14	1	2	**	**	1	12
	1%	1%	*%	1%	1%	1%	*%	1%	**	**	1%	1%
	24%	20%	5%	26%	45%	95%	5%	16%	**	**	5%	85%
TV service with additional channels you pay to receive	160	97	58	155	349	957	98	119	**	**	44	933
	51%	44%	29%	37%	39%	47%	44%	37%	**	**	39%	49%
	cd	cd		c							hk	
	15%	9%	6%	15%	33%	91%	9%	11%	**	**	4%	89%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
None of these	12	9	10	18	51	131	11	28	**	**	4	117
	4%	4%	5%	4%	6%	6%	5%	9%	**	**	3%	6%
	8%	6%	7%	13%	36%	91%	8%	k 20%	**	**	3%	81%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Yes	183	106	58	164	379	1125	127	138	**	**	48	1117
	58%	49%	29%	39%	43%	56%	58%	43%	**	**	44%	58%
	bcd	cd		c								hk
	15%	9%	5%	13%	30%	90%	10%	11%	**	**	4%	89%
No	127	109	140	249	484	832	84	179	**	**	62	733
	40%	50%	69%	59%	54%	41%	38%	56%	**	**	56%	38%
		a	abd	ab				l			l	
	14%	12%	15%	27%	53%	90%	9%	19%	**	**	7%	80%
Don't know	4	3	4	6	26	61	9	4	**	**	1	68
	1%	1%	2%	1%	3%	3%	4%	1%	**	**	1%	4%
												h
	6%	4%	5%	9%	36%	85%	13%	6%	**	**	1%	95%

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.

QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	e	f	g	h	~i	~j	~k	l
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
Landline phone	170	103	**	156	349	1014	119	131	**	**	**	1005
	93%	97%	**	95%	92%	90%	93%	95%	**	**	**	90%
	15%	9%	**	14%	31%	90%	11%	12%	**	**	**	89%
One mobile phone	17	8	**	11	24	73	8	8	**	**	**	75
	9%	8%	**	7%	6%	6%	6%	6%	**	**	**	7%
	20%	10%	**	14%	30%	89%	10%	10%	**	**	**	91%
More than one mobile phone	2	1	**	1	7	22	3	1	**	**	**	24
	1%	1%	**	*%	2%	2%	2%	1%	**	**	**	2%
	6%	3%	**	3%	28%	89%	12%	4%	**	**	**	98%
Internet - Fixed Broadband access	153	86	**	125	308	975	110	109	**	**	**	981
	84%	81%	**	76%	81%	87%	86%	78%	**	**	**	88%
	14%	8%	**	12%	28%	90%	10%	10%	**	**	**	91%
Internet - Mobile Broadband access	4	3	**	3	10	42	2	2	**	**	**	42
	2%	3%	**	2%	3%	4%	2%	2%	**	**	**	4%
	9%	7%	**	7%	22%	95%	6%	6%	**	**	**	95%
Internet - not broadband access	-	2	**	3	3	5	-	-	**	**	**	5
	-%	2%	**	2%	1%	*%	-%	-%	**	**	**	*%
	-%	40%	**	58%	63%	100%	-%	-%	**	**	**	100%
TV service	95	37	**	64	191	617	65	67	**	**	**	617
	52%	35%	**	39%	50%	55%	51%	48%	**	**	**	55%
	bd											
	14%	5%	**	9%	28%	91%	10%	10%	**	**	**	91%

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.

QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Significance Level: 95%												
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
Don't know	1	1	**	4	6	13	-	3	**	**	**	10
	1%	1%	**	2%	2%	1%	-%	2%	**	**	**	1%
	5%	10%	**	27%	48%	100%	-%	23%	**	**	**	73%

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.

QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	e	f	g	h	i	j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Landline phone	170	103	53	156	349	1014	119	131	**	**	46	1005
	54%	47%	26%	37%	39%	50%	54%	41%	**	**	41%	52%
	cd	cd		c								hk
	15%	9%	5%	14%	31%	90%	11%	12%	**	**	4%	89%
One mobile phone	17	8	3	11	24	73	8	8	**	**	5	75
	5%	4%	2%	3%	3%	4%	4%	3%	**	**	4%	4%
	cd											
	20%	10%	4%	14%	30%	89%	10%	10%	**	**	5%	91%
More than one mobile phone	2	1	-	1	7	22	3	1	**	**	1	24
	*%	*%	-%	*%	1%	1%	1%	*%	**	**	1%	1%
	6%	3%	-%	3%	28%	89%	12%	4%	**	**	4%	98%
Internet - Fixed Broadband access	153	86	39	125	308	975	110	109	**	**	37	981
	49%	39%	19%	30%	35%	48%	50%	34%	**	**	33%	51%
	bcd	cd		c								hk
	14%	8%	4%	12%	28%	90%	10%	10%	**	**	3%	91%
Internet - Mobile Broadband access	4	3	-	3	10	42	2	2	**	**	1	42
	1%	1%	-%	1%	1%	2%	1%	1%	**	**	1%	2%
	9%	7%	-%	7%	22%	95%	6%	6%	**	**	2%	95%
Internet - not broadband access	-	2	1	3	3	5	-	-	**	**	-	5
	-%	1%	*%	1%	*%	*%	-%	-%	**	**	-%	*%
	-%	40%	17%	58%	63%	100%	-%	-%	**	**	-%	100%

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.

QG2 (QG3A). SHOWCARD Thinking about the service package you consider to be the main one, or the one your household spends the most on... Please could you tell me which services are part of this deal or package you have with the same supplier? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
TV service	95	37	27	64	191	617	65	67	**	**	19	617
	30%	17%	13%	15%	21%	31%	29%	21%	**	**	18%	32%
	bcd											hk
	14%	5%	4%	9%	28%	91%	10%	10%	**	**	3%	91%
Don't know	1	1	2	4	6	13	-	3	**	**	2	10
	*%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	*%
	5%	10%	17%	27%	48%	100%	-%	23%	**	**	12%	73%
DO NOT HAVE A PACKAGE/ BUNDLE OF SERVICES	131	112	144	256	509	892	94	184	**	**	63	801
	42%	51%	71%	61%	57%	44%	42%	57%	**	**	56%	42%
	a		abd	ab				l			l	
	13%	11%	15%	26%	51%	90%	9%	19%	**	**	6%	81%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
Sky	48	18	**	29	102	342	56	37	**	**	**	363
	26%	17%	**	18%	27%	30%	44%	27%	**	**	**	32%
	12%	5%	**	7%	26%	86%	14%	9%	**	**	**	92%
Virgin Media (previously NTL/ Telewest)	57	30	**	45	120	337	33	40	**	**	**	328
	31%	28%	**	27%	32%	30%	26%	29%	**	**	**	29%
	16%	8%	**	12%	33%	92%	9%	11%	**	**	**	89%
BT	44	35	**	54	88	242	19	37	**	**	**	224
	24%	33%	**	33%	23%	21%	15%	27%	**	**	**	20%
	17%	13%	**	21%	34%	93%	7%	14%	**	**	**	86%
Talk Talk/ Carphone Warehouse	23	18	**	28	49	119	11	19	**	**	**	110
	13%	17%	**	17%	13%	11%	9%	14%	**	**	**	10%
	18%	14%	**	22%	38%	92%	8%	15%	**	**	**	85%
Orange	2	-	**	1	5	22	1	1	**	**	**	21
	1%	-%	**	*%	1%	2%	1%	1%	**	**	**	2%
	8%	-%	**	2%	24%	97%	3%	6%	**	**	**	94%
O2	4	-	**	-	3	14	4	1	**	**	**	18
	2%	-%	**	-%	1%	1%	3%	*%	**	**	**	2%
	19%	-%	**	-%	19%	75%	21%	3%	**	**	**	97%
Plusnet	1	2	**	2	2	9	-	-	**	**	**	9
	1%	1%	**	1%	*%	1%	-%	-%	**	**	**	1%
	14%	17%	**	17%	17%	100%	-%	-%	**	**	**	100%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
Vodafone	1	2	**	2	2	9	-	-	**	**	**	9
	1%	2%	**	1%	1%	1%	-%	-%	**	**	**	1%
	12%	21%	**	21%	25%	100%	-%	-%	**	**	**	100%
Other	3	2	**	2	5	27	2	3	**	**	**	27
	2%	2%	**	1%	1%	2%	2%	2%	**	**	**	2%
	11%	6%	**	7%	18%	92%	8%	9%	**	**	**	93%
Don't know	1	1	**	2	2	6	2	-	**	**	**	8
	*%	1%	**	1%	1%	*%	1%	-%	**	**	**	1%
	9%	12%	**	27%	27%	69%	22%	-%	**	**	**	100%

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.

COMPONENTS OF PACKAGE - I.E. SIMPLE BUNDLE

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
LANDLINE, BROADBAND & MULTI- CHANNEL TV	69	23	**	32	128	465	43	41	**	**	**	470
	38%	22%	**	20%	34%	41%	34%	30%	**	**	**	42%
	bd											h
	14%	5%	**	6%	25%	91%	8%	8%	**	**	**	92%
LANDLINE & BROADBAND	75	61	**	87	155	422	54	63	**	**	**	414
	41%	57%	**	53%	41%	38%	43%	45%	**	**	**	37%
		a		a								
	16%	13%	**	18%	33%	89%	12%	13%	**	**	**	87%
LANDLINE & MULTI-CHANNEL TV	14	10	**	24	39	69	12	20	**	**	**	58
	8%	10%	**	15%	10%	6%	9%	14%	**	**	**	5%
				a				l				
	18%	13%	**	31%	50%	88%	15%	25%	**	**	**	75%
MULTI-CHANNEL TV & BROADBAND	6	1	**	4	17	58	7	2	**	**	**	63
	3%	1%	**	3%	5%	5%	6%	2%	**	**	**	6%
	9%	2%	**	7%	26%	89%	11%	4%	**	**	**	97%
MOBILE & BROADBAND	2	-	**	-	5	32	1	1	**	**	**	33
	1%	-%	**	-%	1%	3%	1%	1%	**	**	**	3%
	7%	-%	**	-%	15%	98%	3%	2%	**	**	**	99%
LANDLINE, MOBILE & BROADBAND	2	2	**	3	6	18	3	2	**	**	**	19
	1%	2%	**	2%	2%	2%	2%	2%	**	**	**	2%
	9%	10%	**	13%	31%	85%	14%	11%	**	**	**	91%

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.

COMPONENTS OF PACKAGE - I.E. SIMPLE BUNDLE

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
LANDLINE, BROADBAND, MOBILE & MULTI-CHANNEL TV	1	1	**	1	2	10	3	2	**	**	**	12
	1%	1%	**	1%	1%	1%	2%	1%	**	**	**	1%
	8%	8%	**	8%	18%	74%	22%	15%	**	**	**	88%
LANDLINE, DIAL-UP & MULTI-CHANNEL TV	-	-	**	-	*	2	-	-	**	**	**	2
	-%	-%	**	-%	*%	*%	-%	-%	**	**	**	*%
	-%	-%	**	-%	11%	100%	-%	-%	**	**	**	100%
LANDLINE & DIAL-UP	-	1	**	1	1	1	-	-	**	**	**	1
	-%	1%	**	1%	*%	*%	-%	-%	**	**	**	*%
	-%	47%	**	107%	107%	100%	-%	-%	**	**	**	100%
OTHER	13	6	**	8	17	36	4	5	**	**	**	36
	7%	6%	**	5%	5%	3%	3%	3%	**	**	**	3%
	32%	15%	**	21%	43%	88%	10%	11%	**	**	**	89%
DON'T KNOW	1	1	**	4	6	13	-	3	**	**	**	10
	*%	1%	**	2%	2%	1%	-%	2%	**	**	**	1%
	5%	10%	**	27%	48%	100%	-%	23%	**	**	**	73%

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.

SUMMARY OF PACKAGE

Base : Those with a bundle of services, who receive any of these services as part of an overall deal or package

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	243	144	84	228	501	1339	123	186	26	17	72	1276
Effective Weighted Sample	207	121	67	188	410	1107	99	141	22	15	59	1067
Total	183	106	58	164	379	1125	127	138	19	12	48	1117
	15%	9%	**	13%	30%	90%	10%	11%	**	**	**	89%
DOUBLE PLAY	108	76	**	121	229	606	78	90	**	**	**	594
	59%	72%	**	74%	60%	54%	62%	65%	**	**	**	53%
	16%	a	**	a	34%	89%	12%	13%	**	**	**	87%
		11%		18%								
TRIPLE PLAY	72	28	**	38	141	489	45	44	**	**	**	494
	40%	26%	**	23%	37%	43%	36%	32%	**	**	**	44%
	bd											h
	14%	5%	**	7%	26%	91%	8%	8%	**	**	**	92%
QUAD PLAY	2	1	**	1	3	17	4	2	**	**	**	20
	1%	1%	**	1%	1%	2%	3%	1%	**	**	**	2%
	8%	5%	**	5%	14%	81%	17%	9%	**	**	**	93%
Don't know	1	1	**	4	6	13	-	3	**	**	**	10
	*%	1%	**	2%	2%	1%	-%	2%	**	**	**	1%
	5%	10%	**	27%	48%	100%	-%	23%	**	**	**	73%

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.

SUMMARY OF PACKAGE

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
NO PACKAGES	131	112	144	256	509	892	94	184	**	**	63	801
	42%	51%	71%	61%	57%	44%	42%	57%	**	**	56%	42%
		a	abd	ab				l			l	
	13%	11%	15%	26%	51%	90%	9%	19%	**	**	6%	81%
DOUBLE PLAY	108	76	45	121	229	606	78	90	**	**	32	594
	34%	35%	22%	29%	26%	30%	35%	28%	**	**	29%	31%
	c	c										
	16%	11%	7%	18%	34%	89%	12%	13%	**	**	5%	87%
TRIPLE PLAY	72	28	11	38	141	489	45	44	**	**	15	494
	23%	13%	5%	9%	16%	24%	21%	14%	**	**	13%	26%
	bcd	c										hk
	14%	5%	2%	7%	26%	91%	8%	8%	**	**	3%	92%
QUAD PLAY	2	1	-	1	3	17	4	2	**	**	-	20
	1%	1%	-%	*%	*%	1%	2%	1%	**	**	-%	1%
	8%	5%	-%	5%	14%	81%	17%	9%	**	**	-%	93%
Don't know	1	1	2	4	6	13	-	3	**	**	2	10
	*%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	*%
	5%	10%	17%	27%	48%	100%	-%	23%	**	**	12%	73%

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.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - FIXED BROADBAND

Base : Those with fixed broadband at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	~c	d	OR DE e	f	g	h	~i	~j	~k	l
Unweighted total	282	179	81	260	594	1707	164	211	28	19	76	1660
Effective Weighted Sample	238	152	66	218	491	1409	131	156	23	17	62	1387
Total	207	131	57	188	448	1416	161	162	19	15	51	1427
	13%	8%	**	12%	28%	90%	10%	10%	**	**	**	90%
FIXED BROADBAND STANDALONE	53	45	**	63	140	441	51	53	**	**	**	446
	26%	35%	**	34%	31%	31%	32%	33%	**	**	**	31%
	11%	9%	**	13%	28%	89%	10%	11%	**	**	**	90%
FIXED BROADBAND BUNDLE	153	86	**	125	308	975	110	109	**	**	**	981
	74%	65%	**	66%	69%	69%	68%	67%	**	**	**	69%
	14%	8%	**	12%	28%	90%	10%	10%	**	**	**	91%

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.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - FIXED LINE

Base : Those with a landline phone at home

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	384	294	281	575	979	2127	188	386	60	60	158	1929
Effective Weighted Sample	322	248	230	478	809	1750	151	300	50	51	131	1601
Total	283	206	197	404	721	1706	183	263	37	41	100	1620
	15%	11%	10%	21%	38%	90%	10%	14%	**	**	5%	86%
FIXED LINE STANDALONE	113	103	144	248	372	692	64	132	**	**	55	615
	40%	50%	73%	61%	52%	41%	35%	50%	**	**	54%	38%
		a	abd	ab				l			l	
	15%	14%	19%	33%	49%	91%	8%	17%	**	**	7%	81%
FIXED LINE BUNDLE	170	103	53	156	349	1014	119	131	**	**	46	1005
	60%	50%	27%	39%	48%	59%	65%	50%	**	**	46%	62%
	bcd	cd		c							hk	
	15%	9%	5%	14%	31%	90%	11%	12%	**	**	4%	89%

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.

SUMMARY TABLE FOR PURCHASING BEHAVIOUR - MOBILE BROADBAND

Base : Those in a household with mobile broadband

	AGE			AGE/SEG	MEG		DISABILITY				
	55-64	65-74	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	~a	~b	~c	OR DE ~d	e	~f	~g	~h	~i	~j	k
Unweighted total	15	8	8	57	178	18	23	2	1	7	173
Effective Weighted Sample	12	7	7	46	141	15	17	2	1	6	141
Total	11	6	6	43	165	20	19	1	1	5	168
	**	**	**	**	89%	**	**	**	**	**	91%
MOBILE BROADBAND STANDALONE	**	**	**	**	123	**	**	**	**	**	126
	**	**	**	**	75%	**	**	**	**	**	75%
	**	**	**	**	88%	**	**	**	**	**	90%
MOBILE BROADBAND BUNDLE	**	**	**	**	42	**	**	**	**	**	42
	**	**	**	**	25%	**	**	**	**	**	25%
	**	**	**	**	95%	**	**	**	**	**	95%

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

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

QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%		a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total		427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample		358	265	237	502	997	2052	186	358	53	58	143	1882
Total		315	218	202	420	888	2018	221	322	41	49	111	1918
		14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
7 days a week	(7.0)	174	106	104	210	396	984	55	141	**	**	53	892
		55%	49%	51%	50%	45%	49%	25%	44%	**	**	48%	47%
							g						
6 days a week	(6.0)	17%	10%	10%	20%	38%	95%	5%	14%	**	**	5%	86%
		14	5	5	10	26	83	7	11	**	**	7	80
		4%	2%	2%	2%	3%	4%	3%	3%	**	**	6%	4%
5 days a week	(5.0)	15%	6%	5%	11%	28%	92%	7%	12%	**	**	8%	88%
		19	16	7	23	51	180	17	12	**	**	5	184
		6%	7%	4%	6%	6%	9%	8%	4%	**	**	5%	10%
3 or 4 days a week	(3.5)											hk	
		10%	8%	4%	12%	26%	92%	9%	6%	**	**	3%	94%
		20	17	10	28	64	152	19	16	**	**	6	153
1 or 2 days a week	(1.5)	6%	8%	5%	7%	7%	8%	9%	5%	**	**	5%	8%
												h	
		12%	10%	6%	16%	37%	89%	11%	9%	**	**	3%	90%
Less often	(0.5)	23	19	8	27	80	149	21	25	**	**	6	150
		7%	9%	4%	6%	9%	7%	10%	8%	**	**	5%	8%
			c										
Columns Tested: a,b,c,d - f,g - h,i,j,k,l		13%	11%	5%	15%	46%	86%	12%	14%	**	**	3%	87%
		8	9	14	23	50	88	20	25	**	**	8	86
		3%	4%	7%	6%	6%	4%	9%	8%	**	**	7%	5%
			a	a	a		f	f	l				
		7%	8%	13%	21%	46%	81%	19%	23%	**	**	7%	79%

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

QP1. SHOWCARD During an average week, on how many days do you listen to the radio (including listening at home, in the car, at work, via mobile phone, personal stereo)? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Never/ do not listen to the radio (0.0)	55	45	54	99	220	378	82	93	**	**	26	369
	18%	21%	27%	24%	25%	19%	37%	29%	**	**	24%	19%
		a	a	a		f	f	l				
	12%	10%	12%	21%	48%	82%	18%	20%	**	**	6%	80%
Don't know	1	*	-	*	2	3	-	-	**	**	-	3
	*%	*%	-%	*%	*%	*%	-%	-%	**	**	-%	*%
	34%	12%	-%	12%	46%	100%	-%	-%	**	**	-%	100%
Mean number of days during an average week	4.8	4.4	4.2	4.3	4.0	4.5	2.8	3.8	**	**	4.2	4.4
	cd					g						h
Standard deviation	2.87	2.98	3.19	3.08	3.07	2.90	2.94	3.18	**	**	3.10	2.90
Standard error	.14	.17	.19	.13	.09	.06	.19	.15	**	**	.24	.06
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.

QP2A (QP11A). SHOWCARD How often, if at all, do you access the radio via - Radio set with AM Stereo - either at home, in the car or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	42	36	33	69	122	227	16	45	**	**	19	194
	16%	21%	22%	22%	18%	14%	11%	19%	**	**	22%	13%
	18%	15%	14%	29%	50%	94%	7%	18%	**	**	8%	80%
At least weekly	22	20	12	32	56	136	15	14	**	**	7	135
	9%	12%	8%	10%	8%	8%	11%	6%	**	**	8%	9%
	15%	13%	8%	21%	37%	90%	10%	9%	**	**	4%	90%
At least monthly	8	8	6	14	28	68	3	9	**	**	4	62
	3%	5%	4%	4%	4%	4%	2%	4%	**	**	4%	4%
	12%	11%	9%	20%	39%	96%	4%	13%	**	**	5%	87%
Have tried it once	20	9	11	20	43	85	12	14	**	**	7	85
	8%	5%	7%	6%	6%	5%	9%	6%	**	**	8%	6%
	20%	9%	11%	20%	44%	86%	12%	14%	**	**	7%	86%
EVER	93	73	62	135	249	516	46	82	**	**	36	477
	36%	43%	42%	42%	37%	32%	33%	36%	**	**	42%	31%
	17%	13%	11%	24%	44%	92%	8%	15%	**	**	6%	85%
Never	131	73	53	126	293	813	64	102	**	**	30	776
	51%	42%	36%	39%	44%	50%	46%	44%	**	**	36%	50%
	cd										k	
	15%	8%	6%	14%	34%	93%	7%	12%	**	**	3%	89%
Do not have access to device	34	26	33	60	125	308	29	46	**	**	18	293
	13%	15%	23%	19%	19%	19%	21%	20%	**	**	22%	19%
	10%	8%	a	18%	37%	90%	9%	14%	**	**	5%	86%

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.

QP2B (QP11B). SHOWCARD How often, if at all, do you access the radio via - Radio set with FM stereo - either at home, in the car or on portable radio. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	99	70	72	142	248	536	24	89	**	**	35	464
	38%	41%	49%	44%	37%	33%	17%	39%	**	**	42%	30%
			a			g		l			l	
	18%	13%	13%	25%	44%	96%	4%	16%	**	**	6%	83%
At least weekly	34	35	17	52	109	246	26	33	**	**	11	237
	13%	20%	11%	16%	16%	15%	18%	14%	**	**	13%	15%
		ac										
	13%	13%	6%	19%	40%	91%	9%	12%	**	**	4%	88%
At least monthly	13	8	7	15	33	88	15	11	**	**	4	90
	5%	4%	5%	5%	5%	5%	11%	5%	**	**	5%	6%
					f							
	13%	8%	7%	15%	32%	87%	15%	11%	**	**	4%	88%
Have tried it once	7	5	4	9	22	53	3	9	**	**	4	48
	3%	3%	3%	3%	3%	3%	2%	4%	**	**	4%	3%
	13%	9%	7%	17%	39%	93%	5%	16%	**	**	6%	85%
EVER	153	118	100	218	411	923	67	142	**	**	54	839
	59%	68%	68%	68%	62%	56%	48%	62%	**	**	64%	54%
		a		a				l			l	
	16%	12%	10%	22%	42%	94%	7%	14%	**	**	5%	85%
Never	80	39	34	73	189	518	51	60	**	**	22	516
	31%	23%	23%	23%	28%	32%	37%	26%	**	**	26%	33%
	bd											h
	14%	7%	6%	13%	33%	91%	9%	11%	**	**	4%	90%
Do not have access to device	25	16	14	30	66	196	21	28	**	**	9	190
	10%	9%	9%	9%	10%	12%	15%	12%	**	**	10%	12%
	11%	7%	6%	14%	30%	90%	10%	13%	**	**	4%	87%

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.

QP2C (QP11C). SHOWCARD How often, if at all, do you access the radio via - Mobile phone. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	4	1	2	3	20	48	6	6	**	**	1	50
	1%	1%	1%	1%	3%	3%	5%	2%	**	**	1%	3%
	7%	2%	4%	6%	36%	86%	12%	10%	**	**	2%	90%
At least weekly	7	1	1	2	28	90	11	6	**	**	2	96
	3%	*%	1%	1%	4%	5%	8%	3%	**	**	3%	6%
	d											h
	7%	1%	1%	2%	28%	89%	11%	6%	**	**	2%	95%
At least monthly	7	1	*	1	15	58	8	4	**	**	1	62
	3%	*%	*%	*%	2%	4%	6%	2%	**	**	1%	4%
	d											
	10%	1%	1%	1%	22%	87%	12%	7%	**	**	1%	93%
Have tried it once	4	5	1	6	22	103	9	1	**	**	-	115
	2%	3%	1%	2%	3%	6%	7%	*%	**	**	-%	7%
												hk
	4%	4%	1%	5%	19%	89%	8%	1%	**	**	-%	99%
EVER	22	7	4	12	85	300	35	17	**	**	4	323
	9%	4%	3%	4%	13%	18%	25%	7%	**	**	4%	21%
	cd											hk
	6%	2%	1%	3%	25%	88%	10%	5%	**	**	1%	95%
Never	191	118	85	203	424	1113	92	152	**	**	53	1052
	74%	68%	57%	63%	64%	68%	66%	66%	**	**	63%	68%
	cd	c										
	16%	10%	7%	17%	35%	93%	8%	13%	**	**	4%	88%
Do not have access to device	45	47	59	106	157	224	12	60	**	**	28	171
	17%	27%	40%	33%	24%	14%	9%	26%	**	**	33%	11%
		a	ab	a				l			l	
	19%	20%	25%	45%	66%	94%	5%	25%	**	**	12%	72%

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.

QP2D (QP11D). SHOWCARD How often, if at all, do you access the radio via - Digital radio through TV. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	11	7	2	9	22	57	5	5	**	**	-	57
	4%	4%	1%	3%	3%	3%	3%	2%	**	**	-%	4%
	18%	11%	3%	14%	36%	92%	8%	9%	**	**	-%	92%
At least weekly	20	10	4	15	49	152	15	16	**	**	3	154
	8%	6%	3%	5%	7%	9%	11%	7%	**	**	3%	10%
	c										k	
	12%	6%	3%	9%	29%	90%	9%	9%	**	**	2%	91%
At least monthly	20	3	3	6	31	136	10	17	**	**	4	131
	8%	2%	2%	2%	5%	8%	7%	7%	**	**	5%	8%
	bcd											
	14%	2%	2%	4%	21%	93%	7%	11%	**	**	3%	90%
Have tried it once	24	9	4	13	47	130	17	11	**	**	4	135
	9%	5%	3%	4%	7%	8%	12%	5%	**	**	4%	9%
	cd										h	
	16%	6%	3%	9%	32%	89%	12%	8%	**	**	3%	92%
EVER	75	30	13	43	149	474	46	49	**	**	10	477
	29%	17%	9%	13%	22%	29%	33%	21%	**	**	12%	31%
	bcd	c						k			hk	
	14%	6%	3%	8%	28%	91%	9%	9%	**	**	2%	91%
Never	158	109	93	202	394	978	78	134	**	**	55	920
	61%	63%	63%	63%	59%	60%	56%	58%	**	**	65%	60%
	15%	10%	9%	19%	37%	93%	7%	13%	**	**	5%	87%
Do not have access to device	25	33	42	75	123	185	15	46	**	**	19	147
	10%	19%	28%	23%	18%	11%	11%	20%	**	**	23%	10%
		a	ab	a				l			l	
	13%	17%	21%	38%	62%	93%	8%	23%	**	**	10%	74%

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.

QP2E (QP11E). SHOWCARD How often, if at all, do you access the radio via - Digital radio through the internet. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	5	3	*	3	9	43	4	3	**	**	-	46
	2%	2%	*%	1%	1%	3%	3%	1%	**	**	-%	3%
	10%	6%	1%	7%	19%	91%	8%	5%	**	**	-%	96%
At least weekly	6	3	*	4	20	88	9	5	**	**	3	92
	2%	2%	*%	1%	3%	5%	6%	2%	**	**	3%	6%
	7%	4%	*%	4%	21%	91%	9%	5%	**	**	3%	95%
At least monthly	9	3	2	6	13	93	11	8	**	**	2	98
	3%	2%	2%	2%	2%	6%	8%	4%	**	**	2%	6%
	9%	3%	2%	5%	13%	88%	11%	8%	**	**	2%	93%
Have tried it once	12	3	1	5	20	94	7	4	**	**	1	99
	5%	2%	1%	1%	3%	6%	5%	2%	**	**	1%	6%
	cd											hk
	12%	3%	1%	5%	20%	92%	7%	3%	**	**	1%	97%
EVER	32	13	5	17	63	318	31	19	**	**	6	335
	12%	7%	3%	5%	9%	19%	22%	8%	**	**	7%	22%
	cd											hk
	9%	4%	1%	5%	18%	90%	9%	6%	**	**	2%	95%
Never	171	107	82	189	403	1039	89	135	**	**	47	995
	66%	62%	56%	59%	60%	64%	64%	59%	**	**	56%	64%
	c											
	15%	10%	7%	17%	36%	92%	8%	12%	**	**	4%	88%
Do not have access to device	55	53	61	114	201	279	20	75	**	**	32	216
	21%	31%	41%	36%	30%	17%	14%	33%	**	**	38%	14%
		a	ab	a				l			l	
	18%	18%	21%	38%	67%	93%	7%	25%	**	**	11%	72%

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.

QP2F (QP11F). SHOWCARD How often, if at all, do you access the radio via - DAB radio set. (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	66	35	31	66	101	316	17	37	**	**	12	296
	25%	20%	21%	21%	15%	19%	12%	16%	**	**	15%	19%
	20%	11%	9%	20%	30%	95%	5%	11%	**	**	4%	89%
At least weekly	22	16	5	21	44	141	16	14	**	**	2	144
	8%	9%	3%	7%	7%	9%	12%	6%	**	**	2%	9%
	c	c									k	
	14%	10%	3%	13%	28%	90%	10%	9%	**	**	1%	91%
At least monthly	4	2	1	2	7	43	3	3	**	**	1	44
	2%	1%	1%	1%	1%	3%	3%	1%	**	**	1%	3%
	10%	4%	2%	5%	14%	92%	7%	6%	**	**	2%	94%
Have tried it once	4	3	1	4	7	34	4	4	**	**	1	36
	1%	2%	1%	1%	1%	2%	3%	2%	**	**	1%	2%
	10%	7%	3%	10%	17%	88%	9%	10%	**	**	3%	91%
EVER	96	56	37	93	159	534	40	58	**	**	16	520
	37%	32%	25%	29%	24%	33%	29%	25%	**	**	19%	34%
	cd										hk	
	17%	10%	6%	16%	28%	93%	7%	10%	**	**	3%	90%
Never	83	66	49	116	253	581	57	80	**	**	32	557
	32%	38%	33%	36%	38%	35%	41%	35%	**	**	38%	36%
	13%	10%	8%	18%	40%	91%	9%	13%	**	**	5%	88%
Do not have access to device	79	50	61	112	255	522	42	91	**	**	36	469
	31%	29%	41%	35%	38%	32%	30%	40%	**	**	43%	30%
			ab					l			l	
	14%	9%	11%	20%	45%	92%	7%	16%	**	**	6%	83%

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.

QP2G (QP11G) SHOWCARD How often, if at all, do you access the radio via - A car radio (FM). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	92	37	18	55	137	601	45	43	**	**	13	606
	36%	22%	12%	17%	21%	37%	33%	19%	**	**	15%	39%
	bcd	c										hk
	14%	6%	3%	9%	21%	93%	7%	7%	**	**	2%	94%
At least weekly	56	52	23	75	140	378	35	40	**	**	13	377
	22%	30%	15%	23%	21%	23%	25%	17%	**	**	15%	24%
		ac	c									hk
	13%	13%	5%	18%	34%	91%	8%	10%	**	**	3%	91%
At least monthly	3	10	6	16	28	55	12	7	**	**	2	61
	1%	6%	4%	5%	4%	3%	8%	3%	**	**	2%	4%
	a	a	a	a		f						
	5%	14%	10%	24%	41%	80%	17%	10%	**	**	3%	90%
Have tried it once	6	2	3	5	14	26	1	4	**	**	1	23
	2%	1%	2%	2%	2%	2%	1%	2%	**	**	1%	1%
	23%	7%	12%	19%	52%	96%	5%	15%	**	**	3%	85%
EVER	157	101	51	151	320	1060	93	94	**	**	29	1068
	61%	58%	34%	47%	48%	65%	67%	41%	**	**	34%	69%
	cd	cd	c									hk
	14%	9%	4%	13%	28%	92%	8%	8%	**	**	2%	92%
Never	57	44	49	94	174	322	21	63	**	**	27	276
	22%	26%	33%	29%	26%	20%	15%	27%	**	**	32%	18%
		a	a	a				l			l	
	17%	13%	15%	28%	51%	95%	6%	19%	**	**	8%	81%
Do not have access to device	44	27	48	76	172	255	25	73	**	**	29	201
	17%	16%	32%	24%	26%	16%	18%	32%	**	**	34%	13%
			abd	ab				l			l	
	16%	10%	17%	27%	62%	91%	9%	26%	**	**	10%	72%

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.

QP2H (QP11H) SHOWCARD How often, if at all, do you access the radio via - A car radio (AM). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	29	18	9	27	51	192	16	16	**	**	6	193
	11%	10%	6%	8%	8%	12%	12%	7%	**	**	7%	12%
	14%	9%	4%	13%	25%	92%	8%	8%	**	**	3%	92%
At least weekly	24	13	5	18	40	138	19	9	**	**	3	148
	9%	8%	3%	6%	6%	8%	14%	4%	**	**	3%	10%
	c				f						h	hk
	15%	9%	3%	12%	25%	88%	12%	6%	**	**	2%	95%
At least monthly	10	8	5	13	17	47	4	7	**	**	2	45
	4%	5%	3%	4%	3%	3%	3%	3%	**	**	3%	3%
	20%	16%	10%	26%	34%	90%	8%	13%	**	**	4%	87%
Have tried it once	8	6	5	12	25	50	7	6	**	**	2	53
	3%	4%	4%	4%	4%	3%	5%	2%	**	**	2%	3%
	14%	11%	9%	20%	42%	85%	13%	10%	**	**	3%	91%
EVER	71	46	25	70	133	427	47	37	**	**	13	439
	27%	27%	17%	22%	20%	26%	34%	16%	**	**	15%	28%
	c	c									hk	hk
	15%	10%	5%	15%	28%	90%	10%	8%	**	**	3%	92%
Never	122	78	60	138	301	775	55	101	**	**	36	729
	47%	45%	40%	43%	45%	47%	40%	44%	**	**	43%	47%
	15%	9%	7%	17%	36%	94%	7%	12%	**	**	4%	88%
Do not have access to device	65	49	64	112	232	435	37	92	**	**	36	377
	25%	28%	43%	35%	35%	27%	26%	40%	**	**	42%	24%
			ab	a				l			l	
	14%	10%	13%	24%	49%	92%	8%	19%	**	**	8%	79%

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.

QP2I (QP11I) SHOWCARD How often, if at all, do you access the radio via - A car radio (DAB). (SINGLE CODE)

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
Every day	22	9	4	13	27	133	9	13	**	**	5	131
	8%	5%	3%	4%	4%	8%	7%	5%	**	**	5%	8%
	cd											
	15%	6%	3%	9%	19%	93%	6%	9%	**	**	3%	91%
At least weekly	14	7	3	10	19	56	5	5	**	**	1	57
	5%	4%	2%	3%	3%	3%	4%	2%	**	**	1%	4%
	23%	11%	5%	16%	31%	90%	9%	8%	**	**	2%	92%
At least monthly	3	1	1	2	6	12	2	3	**	**	1	12
	1%	*%	1%	1%	1%	1%	1%	1%	**	**	1%	1%
	22%	5%	7%	12%	40%	87%	12%	20%	**	**	5%	85%
Have tried it once	1	-	-	-	1	8	3	-	**	**	-	12
	*%	-%	-%	-%	*%	1%	2%	-%	**	**	-%	1%
	9%	-%	-%	-%	9%	67%	22%	-%	**	**	-%	100%
EVER	40	16	8	25	53	210	19	20	**	**	6	212
	15%	10%	6%	8%	8%	13%	14%	9%	**	**	8%	14%
	cd											h
	17%	7%	4%	11%	23%	91%	8%	9%	**	**	3%	92%
Never	110	76	60	136	280	686	62	93	**	**	33	652
	43%	44%	41%	42%	42%	42%	44%	41%	**	**	40%	42%
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	88%
Do not have access to device	108	80	80	160	333	741	58	116	**	**	45	681
	42%	46%	54%	50%	50%	45%	42%	51%	**	**	53%	44%
	a		a									
	13%	10%	10%	20%	41%	92%	7%	14%	**	**	6%	85%

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.

SUMMARY - EVER USE DIGITAL RADIO

Base : Those who listen to radio

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	345	249	214	463	902	1997	139	337	50	41	134	1800
Effective Weighted Sample	289	208	174	382	743	1639	115	260	41	36	113	1496
Total	258	172	148	321	666	1636	139	230	32	31	85	1545
	15%	10%	8%	18%	38%	92%	8%	13%	**	**	5%	87%
YES, EVER USED	154	77	51	128	294	923	75	101	**	**	30	907
	60%	44%	34%	40%	44%	56%	54%	44%	**	**	35%	59%
	bcd	c										hk
	15%	8%	5%	13%	29%	92%	8%	10%	**	**	3%	90%
YES, USE AT LEAST MONTHLY	142	72	48	120	264	841	68	91	**	**	26	825
	55%	42%	33%	37%	40%	51%	49%	40%	**	**	30%	53%
	bcd											hk
	16%	8%	5%	13%	29%	92%	7%	10%	**	**	3%	90%
YES, USE AT LEAST WEEKLY	127	67	44	111	231	724	56	77	**	**	20	707
	49%	39%	30%	35%	35%	44%	40%	33%	**	**	24%	46%
	bcd											hk
	16%	9%	6%	14%	30%	93%	7%	10%	**	**	3%	90%

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.

SUMMARY - EVER USE DIGITAL RADIO

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
YES, EVER USED	154	77	51	128	294	923	75	101	**	**	30	907
	49%	35%	25%	30%	33%	46%	34%	31%	**	**	27%	47%
	bcd	c				g						hk
	15%	8%	5%	13%	29%	92%	8%	10%	**	**	3%	90%
YES, USE AT LEAST MONTHLY	142	72	48	120	264	841	68	91	**	**	26	825
	45%	33%	24%	29%	30%	42%	31%	28%	**	**	23%	43%
	bcd	c				g						hk
	16%	8%	5%	13%	29%	92%	7%	10%	**	**	3%	90%
YES, USE AT LEAST WEEKLY	127	67	44	111	231	724	56	77	**	**	20	707
	40%	31%	22%	26%	26%	36%	25%	24%	**	**	18%	37%
	bcd	c				g						hk
	16%	9%	6%	14%	30%	93%	7%	10%	**	**	3%	90%

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.

SUMMARY - EVER LISTEN TO RADIO

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
YES, EVER USED	257	172	147	319	662	1629	139	229	**	**	84	1538
	82%	79%	73%	76%	75%	81%	63%	71%	**	**	76%	80%
	cd					g						h
	15%	10%	8%	18%	37%	92%	8%	13%	**	**	5%	87%
YES, USE AT LEAST MONTHLY	257	172	145	317	658	1619	139	225	**	**	84	1532
	82%	79%	72%	76%	74%	80%	63%	70%	**	**	76%	80%
	cd					g						h
	15%	10%	8%	18%	37%	92%	8%	13%	**	**	5%	87%
YES, USE AT LEAST WEEKLY	252	165	134	299	618	1565	124	209	**	**	77	1478
	80%	76%	66%	71%	70%	78%	56%	65%	**	**	69%	77%
	cd	c				g						hk
	15%	10%	8%	18%	37%	93%	7%	12%	**	**	5%	87%

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.

QP3 (QP2). Before today, had you heard of digital radios, sometimes called D-A-B radios? READ OUT EXPLANATION IF NECESSARY (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Yes	262	160	124	285	630	1662	147	217	**	**	73	1604
	83%	74%	62%	68%	71%	82%	67%	67%	**	**	66%	84%
	bcd	c				g						hk
	14%	9%	7%	16%	35%	91%	8%	12%	**	**	4%	88%
No	42	51	66	117	222	303	57	92	**	**	33	262
	13%	23%	33%	28%	25%	15%	26%	28%	**	**	30%	14%
		a	ab	a		f		l			l	
	12%	14%	19%	33%	63%	85%	16%	26%	**	**	9%	74%
Unsure	11	6	12	18	36	53	17	14	**	**	5	51
	3%	3%	6%	4%	4%	3%	8%	4%	**	**	5%	3%
					f							
	16%	10%	17%	27%	55%	79%	26%	21%	**	**	8%	78%

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.

QP4 (QP9). How many DAB sets do you have in your household?

Base : Those who listen to radio and are aware of digital radio

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+					HEAR-	MOBI-	
		a	b	c	d	OR DE	e	NO	YES	ANY	VISION	ING	LITY
								f	g	h	~i	~j	~k
													l
Significance Level: 95%													
Unweighted total		296	190	144	334	666		1666	107	234	30	27	91
Effective Weighted Sample		253	162	119	280	559		1385	91	181	25	24	77
Total		229	136	100	237	503		1402	102	169	21	20	61
		15%	9%	7%	16%	33%		93%	7%	11%	**	**	**
1	(1.0)	77	48	32	80	139		438	35	50	**	**	**
		33%	36%	32%	34%	28%		31%	34%	29%	**	**	**
		16%	10%	7%	17%	29%		92%	7%	10%	**	**	**
2	(2.0)	20	13	4	17	34		116	6	11	**	**	**
		9%	10%	3%	7%	7%		8%	6%	7%	**	**	**
			c										
3 or more	(3.0)	16%	11%	3%	14%	28%		95%	5%	9%	**	**	**
		5	3	5	7	12		34	2	6	**	**	**
		2%	2%	5%	3%	2%		2%	2%	4%	**	**	**
ANY DAB SETS		14%	8%	13%	21%	35%		96%	5%	18%	**	**	**
		101	65	40	105	185		588	43	67	**	**	**
		44%	47%	40%	44%	37%		42%	42%	40%	**	**	**
None	(0.0)	16%	10%	6%	17%	29%		93%	7%	11%	**	**	**
		123	66	60	127	307		788	60	100	**	**	**
		54%	49%	60%	54%	61%		56%	58%	59%	**	**	**
Don't know		14%	8%	7%	15%	36%		92%	7%	12%	**	**	**
		5	5	-	5	11		25	-	2	**	**	**
		2%	4%	-%	2%	2%		2%	-%	1%	**	**	**
			c										
		19%	21%	-%	21%	44%		100%	-%	10%	**	**	**
Mean number of DAB sets		.6	.6	.5	.6	.5		.6	.5	.5	**	**	**
Standard deviation		.74	.75	.77	.76	.73		.75	.69	.78	**	**	**
Standard error		.04	.06	.06	.04	.03		.02	.07	.05	**	**	**
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.

QP4 (QP9). How many DAB sets do you have in your household?

Base : All respondents

		AGE				AGE/SEG	MEG		DISABILITY				
		55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%		a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total		427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample		358	265	237	502	997	2052	186	358	53	58	143	1882
Total		315	218	202	420	888	2018	221	322	41	49	111	1918
		14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
1	(1.0)	77	48	32	80	139	438	35	50	**	**	15	427
		24%	22%	16%	19%	16%	22%	16%	15%	**	**	14%	22%
		c											hk
2	(2.0)	16%	10%	7%	17%	29%	92%	7%	10%	**	**	3%	90%
		20	13	4	17	34	116	6	11	**	**	5	112
		6%	6%	2%	4%	4%	6%	3%	3%	**	**	4%	6%
3 or more	(3.0)	c	c										
		16%	11%	3%	14%	28%	95%	5%	9%	**	**	4%	91%
		5	3	5	7	12	34	2	6	**	**	2	29
ANY DAB SETS	(0.0)	2%	1%	2%	2%	1%	2%	1%	2%	**	**	1%	2%
		14%	8%	13%	21%	35%	96%	5%	18%	**	**	5%	82%
		101	65	40	105	185	588	43	67	**	**	21	567
None	(0.0)	32%	30%	20%	25%	21%	29%	19%	21%	**	**	19%	30%
		cd	c				g						hk
		16%	10%	6%	17%	29%	93%	7%	11%	**	**	3%	90%
Don't know	(0.0)	123	66	60	127	307	788	60	100	**	**	38	753
		39%	30%	30%	30%	35%	39%	27%	31%	**	**	35%	39%
		bcd					g					h	
NOT AWARE OF DIGITAL RADIO	(0.0)	14%	8%	7%	15%	36%	92%	7%	12%	**	**	5%	88%
		5	5	-	5	11	25	-	2	**	**	1	22
		2%	2%	-%	1%	1%	1%	-%	1%	**	**	1%	1%
Columns Tested: a,b,c,d - f,g - h,i,j,k,l	(0.0)	c											
		19%	21%	-%	21%	44%	100%	-%	10%	**	**	5%	90%
		29	36	48	84	163	235	37	61	**	**	24	202
	(0.0)	9%	17%	24%	20%	18%	12%	17%	19%	**	**	21%	11%
		a	a	a	a		f		l			l	
		11%	14%	18%	32%	61%	88%	14%	23%	**	**	9%	76%

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

QP4 (QP9). How many DAB sets do you have in your household?

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
DO NOT LISTEN TO RADIO (0.0)	56	46	54	99	222	381	82	93	**	**	26	372
	18%	21%	27%	24%	25%	19%	37%	29%	**	**	24%	19%
			a	a			f	l				
	12%	10%	12%	21%	48%	82%	18%	20%	**	**	6%	80%
Mean number of DAB sets	.4	.4	.3	.3	.3	.4	.2	.3	**	**	.3	.4
	cd	c				g						hk
Standard deviation	.68	.67	.60	.64	.60	.68	.53	.62	**	**	.61	.67
Standard error	.03	.04	.04	.03	.02	.01	.04	.03	**	**	.05	.01
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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Married/ civil partnership	201	145	94	240	406	1039	119	145	**	**	47	1010
	64%	67%	47%	57%	46%	52%	54%	45%	**	**	42%	53%
	cd	cd		c								hk
	17%	13%	8%	21%	35%	90%	10%	13%	**	**	4%	88%
Co-habiting	6	3	2	5	39	171	8	16	**	**	4	169
	2%	1%	1%	1%	4%	8%	4%	5%	**	**	3%	9%
					g							hk
	3%	2%	1%	3%	21%	94%	4%	9%	**	**	2%	93%
Single	30	13	9	22	216	486	73	61	**	**	10	509
	10%	6%	5%	5%	24%	24%	33%	19%	**	**	9%	27%
	cd					f		k				hk
	5%	2%	2%	4%	38%	86%	13%	11%	**	**	2%	90%
Widowed, divorced or separated	77	57	97	154	228	321	19	99	**	**	50	228
	24%	26%	48%	37%	26%	16%	9%	31%	**	**	45%	12%
			abd	ab		g		l			hl	
	23%	17%	29%	45%	67%	95%	6%	29%	**	**	15%	67%
Refused	*	-	-	-	-	*	3	-	**	**	-	2
	*%	-%	-%	-%	-%	*%	1%	-%	**	**	-%	*%
						f						
	14%	-%	-%	-%	-%	15%	146%	-%	**	**	-%	100%
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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
WHITE												
British	223	158	137	295	600	1491	-	211	**	**	72	1280
	71%	72%	68%	70%	68%	74%	-%	65%	**	**	65%	67%
						g						
	15%	11%	9%	20%	40%	100%	-%	14%	**	**	5%	86%
English	27	33	27	60	101	221	-	41	**	**	15	182
	9%	15%	13%	14%	11%	11%	-%	13%	**	**	13%	9%
		a		a		g						
	12%	15%	12%	27%	46%	100%	-%	18%	**	**	7%	82%
Scottish	28	15	14	29	65	158	-	25	**	**	11	130
	9%	7%	7%	7%	7%	8%	-%	8%	**	**	10%	7%
						g						
	18%	9%	9%	19%	41%	100%	-%	16%	**	**	7%	82%
Welsh	15	5	12	17	36	59	-	19	**	**	5	41
	5%	2%	6%	4%	4%	3%	-%	6%	**	**	4%	2%
						g		l				
	25%	9%	20%	28%	60%	100%	-%	32%	**	**	8%	70%
Irish	2	3	2	5	10	28	-	5	**	**	1	23
	1%	1%	1%	1%	1%	1%	-%	1%	**	**	1%	1%
	7%	10%	9%	18%	37%	100%	-%	17%	**	**	5%	82%
Any other white background	4	-	2	2	11	59	-	5	**	**	1	55
	1%	-%	1%	*%	1%	3%	-%	2%	**	**	1%	3%
						g						
	7%	-%	3%	3%	18%	100%	-%	8%	**	**	1%	92%
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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
MIXED												
White and Black Caribbean	-	-	-	-	3	-	8	-	**	**	-	14
	-%	-%	-%	-%	*%	-%	4%	-%	**	**	-%	1%
							f					
	-%	-%	-%	-%	23%	-%	60%	-%	**	**	-%	100%
White and Black African	1	-	1	1	4	-	9	1	**	**	-	14
	*%	-%	1%	*%	*%	-%	4%	*%	**	**	-%	1%
							f					
	4%	-%	8%	8%	27%	-%	63%	5%	**	**	-%	96%
White and Asian	-	-	-	-	1	-	2	-	**	**	-	4
	-%	-%	-%	-%	*%	-%	1%	-%	**	**	-%	*%
							f					
	-%	-%	-%	-%	13%	-%	60%	-%	**	**	-%	100%
Any other mixed background	-	-	1	1	2	-	2	1	**	**	*	3
	-%	-%	*%	*%	*%	-%	1%	*%	**	**	*%	*%
							f					
	-%	-%	17%	17%	63%	-%	68%	20%	**	**	9%	81%
ASIAN AND BRITISH ASIAN												
Indian	4	2	2	4	11	-	53	8	**	**	3	47
	1%	1%	1%	1%	1%	-%	24%	3%	**	**	3%	2%
							f					
	7%	4%	4%	8%	20%	-%	97%	15%	**	**	6%	86%
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.

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				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Pakistani	3	-	1	1	16	-	43	1	**	**	-	41
	1%	-%	*%	*%	2%	-%	19%	*%	**	**	-%	2%
							f					h
	7%	-%	2%	2%	38%	-%	102%	2%	**	**	-%	99%
Bangladeshi	-	1	-	1	3	-	9	-	**	**	-	8
	-%	*%	-%	*%	*%	-%	4%	-%	**	**	-%	*%
							f					
	-%	8%	-%	8%	32%	-%	108%	-%	**	**	-%	100%
Any other Asian background	-	-	2	2	3	-	12	3	**	**	1	8
	-%	-%	1%	*%	*%	-%	5%	1%	**	**	1%	*%
							f					
	-%	-%	16%	16%	30%	-%	103%	29%	**	**	11%	70%
BLACK AND BLACK BRITISH												
Caribbean	4	1	-	1	6	-	25	2	**	**	2	23
	1%	*%	-%	*%	1%	-%	11%	1%	**	**	1%	1%
							f					
	15%	4%	-%	4%	23%	-%	102%	7%	**	**	7%	93%
African	3	1	-	1	11	-	29	1	**	**	1	29
	1%	*%	-%	*%	1%	-%	13%	*%	**	**	1%	2%
							f					h
	9%	3%	-%	3%	36%	-%	98%	2%	**	**	2%	98%
Any other black background	1	-	-	-	3	-	3	-	**	**	-	3
	*%	-%	-%	-%	*%	-%	1%	-%	**	**	-%	*%
							f					
	31%	-%	-%	-%	100%	-%	105%	-%	**	**	-%	100%

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.

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				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
CHINESE OR OTHER ETHNIC GROUP												
Chinese	-	-	-	-	1	-	19	1	**	**	-	9
	-%	-%	-%	-%	*%	-%	8%	*%	**	**	-%	*%
							f					
	-%	-%	-%	-%	9%	-%	195%	9%	**	**	-%	91%
Any other background	-	-	1	1	2	-	8	-	**	**	-	4
	-%	-%	*%	*%	*%	-%	3%	-%	**	**	-%	*%
							f					
	-%	-%	25%	25%	48%	-%	211%	-%	**	**	-%	100%
Refused	-	-	-	-	1	-	-	-	**	**	-	2
	-%	-%	-%	-%	*%	-%	-%	-%	**	**	-%	*%
	-%	-%	-%	-%	50%	-%	-%	-%	**	**	-%	100%

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.

QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Cannot walk far or manage stairs or can only do so with difficulty	27	28	39	68	97	109	7	105	**	**	105	-
	9%	13%	20%	16%	11%	5%	3%	33%	**	**	95%	-%
			ab	a				l			hl	
	23%	24%	34%	58%	84%	94%	6%	91%	**	**	91%	-%
Breathlessness or chest pains	19	21	21	42	70	89	3	93	**	**	27	-
	6%	10%	11%	10%	8%	4%	2%	29%	**	**	24%	-%
			a	a				l			l	
	21%	23%	23%	46%	77%	97%	4%	101%	**	**	29%	-%
Poor hearing, partial hearing or deafness	8	10	26	36	46	51	1	49	**	**	10	-
	2%	4%	13%	9%	5%	3%	*%	15%	**	**	9%	-%
			ab	ab				l			l	
	15%	19%	51%	70%	89%	99%	2%	96%	**	**	20%	-%
Poor vision, partial sight or blindness	8	8	19	27	38	40	4	41	**	**	12	-
	2%	4%	9%	6%	4%	2%	2%	13%	**	**	11%	-%
			ab	a				l			l	
	18%	19%	43%	62%	86%	93%	8%	93%	**	**	27%	-%
Mental health problems or difficulties	7	1	1	2	21	28	-	29	**	**	3	-
	2%	1%	1%	1%	2%	1%	-%	9%	**	**	3%	-%
	d							kl			l	
	26%	4%	5%	9%	75%	100%	-%	104%	**	**	10%	-%

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.

QZ3 (C9). SHOWCARD Which of these, if any, limit your daily activities or the work you can do? (MULTI CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Significance Level: 95%												
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Limited ability to reach	8	1	8	9	19	20	2	21	**	**	21	-
	2%	1%	4%	2%	2%	1%	1%	6%	**	**	19%	-%
			b					l			hl	
	35%	7%	35%	42%	86%	91%	8%	95%	**	**	95%	-%
Other illnesses or health problems which limit your daily activities or the work that you can do	25	15	17	33	71	91	11	104	**	**	21	-
	8%	7%	9%	8%	8%	5%	5%	32%	**	**	19%	-%
								kl			l	
	25%	15%	17%	32%	70%	90%	11%	103%	**	**	20%	-%
None	247	154	111	265	638	1711	204	-	**	**	-	1918
	78%	71%	55%	63%	72%	85%	92%	-%	**	**	-%	100%
	bcd	cd		c			f					hk
	13%	8%	6%	14%	33%	89%	11%	-%	**	**	-%	100%

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.

QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/SEG	MEG		DISABILITY			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k
Unweighted total	12	14	25	39	52	60	4	64	64	19	18
Effective Weighted Sample	11	12	21	32	44	52	3	53	53	16	15
Total	8	8	19	27	38	40	4	41	41	13	12
	**	**	**	**	**	**	**	**	**	**	**
Have difficulty seeing ordinary newspaper print	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to read a newspaper headline	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if he or she is at arm's length	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a room	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot tell by the light where the windows are	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

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

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

QZ4 (C10). SHOWCARD Which of these best describes your sight? (SINGLE CODE)

Base : Those with poor vision, partial sight or blindness

	AGE				AGE/SEG	MEG		DISABILITY			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k
Unweighted total	12	14	25	39	52	60	4	64	64	19	18
Effective Weighted Sample	11	12	21	32	44	52	3	53	53	16	15
Total	8	8	19	27	38	40	4	41	41	13	12
	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to read a large print book	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend if close to his or her face	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot see the shapes of furniture in the room	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot see well enough to recognise a friend across a road	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

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

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

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/SEG	MEG		DISABILITY			
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY
Significance Level: 95%	~a	~b	~c	~d	OR DE ~e	~f	~g	~h	~i	~j	~k
Unweighted total	11	14	36	50	63	67	1	68	19	68	16
Effective Weighted Sample	10	12	32	44	56	60	1	58	16	58	14
Total	8	10	26	36	46	51	1	49	13	49	10
	**	**	**	**	**	**	**	**	**	**	**
Cannot hear sounds at all	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme with the volume turned up	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Have difficulty hearing someone talking in a loud voice in a quiet room	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot hear a doorbell, alarm clock or telephone bell	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Cannot follow a TV programme at a volume others find acceptable	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

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

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

QZ5 (C11). SHOWCARD Which of these best describes your hearing? (SINGLE CODE)

Base : Those with poor hearing, partial hearing or deafness

	AGE				AGE/SEG	MEG		DISABILITY			
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY
Significance Level: 95%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k
Unweighted total	11	14	36	50	63	67	1	68	19	68	16
Effective Weighted Sample	10	12	32	44	56	60	1	58	16	58	14
Total	8	10	26	36	46	51	1	49	13	49	10
	**	**	**	**	**	**	**	**	**	**	**
Difficulty hearing someone talking in a normal voice in a quiet room	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Difficulty following a conversation against background noise	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Other	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**
	**	**	**	**	**	**	**	**	**	**	**

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

Any break column with 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 (QZ9A). Could you please tell me if your total household income from all sources before tax and other deductions is above or below £11,500 per year?

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	OR DE e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Under £11,500	52	52	63	115	290	330	32	105	**	**	36	254
	16%	24%	31%	27%	33%	16%	14%	33%	**	**	32%	13%
	a	a	a	a				l			l	
	14%	14%	17%	32%	80%	91%	9%	29%	**	**	10%	70%
Above £11,500	156	77	56	133	290	1044	124	111	**	**	37	1059
	49%	35%	28%	32%	33%	52%	56%	35%	**	**	33%	55%
	bcd											hk
	13%	7%	5%	11%	25%	90%	11%	10%	**	**	3%	91%
Don't know	15	13	18	32	90	158	21	36	**	**	9	148
	5%	6%	9%	8%	10%	8%	9%	11%	**	**	8%	8%
	a							l				
	8%	7%	10%	17%	49%	87%	11%	20%	**	**	5%	81%
Refused	93	77	65	141	219	485	45	70	**	**	29	457
	29%	35%	32%	34%	25%	24%	20%	22%	**	**	26%	24%
	17%	14%	12%	27%	41%	92%	8%	13%	**	**	5%	86%

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.

QZ9 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Unweighted total	427	314	290	604	1209	2498	230	462	64	68	173	2268
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
Total	315	218	202	420	888	2018	221	322	41	49	111	1918
	14%	10%	9%	19%	40%	90%	10%	14%	**	**	5%	86%
Under £11,500	52	52	63	115	290	330	32	105	**	**	36	254
	16%	24%	31%	27%	33%	16%	14%	33%	**	**	32%	13%
	a	a	a	a				l			l	
	14%	14%	17%	32%	80%	91%	9%	29%	**	**	10%	70%
£11,500 - £17,499	39	23	23	47	107	198	27	35	**	**	12	187
	12%	11%	12%	11%	12%	10%	12%	11%	**	**	11%	10%
	17%	11%	11%	21%	48%	89%	12%	16%	**	**	5%	84%
£17,500 - £29,999	28	12	6	18	53	216	13	20	**	**	6	211
	9%	6%	3%	4%	6%	11%	6%	6%	**	**	6%	11%
	cd				g						hk	
	12%	5%	3%	8%	23%	95%	6%	9%	**	**	3%	92%
£30,000 - £49,999	31	10	1	11	31	245	25	20	**	**	3	252
	10%	5%	1%	3%	4%	12%	11%	6%	**	**	3%	13%
	bcd	c									hk	
	12%	4%	*%	4%	12%	91%	9%	7%	**	**	1%	94%
£50,000+	7	5	-	5	10	129	12	6	**	**	2	135
	2%	2%	-%	1%	1%	6%	6%	2%	**	**	2%	7%
	c	c									hk	
	5%	3%	-%	3%	7%	92%	9%	4%	**	**	1%	96%
REFUSED BUT ABOVE £11.5K	54	31	28	59	102	302	50	37	**	**	16	316
	17%	14%	14%	14%	11%	15%	23%	12%	**	**	15%	16%
						f					h	
	15%	9%	8%	17%	29%	85%	14%	11%	**	**	5%	89%
DK/ Refused	104	85	81	165	295	599	63	100	**	**	36	563
	33%	39%	40%	39%	33%	30%	28%	31%	**	**	32%	29%
	16%	13%	12%	25%	44%	90%	9%	15%	**	**	5%	85%

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.

QZ9 (QZ9). SHOWCARD Group in which you would place your total household income from all sources, before tax and other deductions? (SINGLE CODE)

Base : All respondents

	AGE				AGE/SEG	MEG		DISABILITY				
	55-64	65-74	75+	65+	65+ OR DE	NO	YES	ANY	VISION	HEAR- ING	MOBI- LITY	NO
Significance Level: 95%	a	b	c	d	e	f	g	h	~i	~j	k	l
Effective Weighted Sample	358	265	237	502	997	2052	186	358	53	58	143	1882
HOUSEHOLD INCOME												
UNDER												
£11.5K	52	52	63	115	290	330	32	105	**	**	36	254
	16%	24%	31%	27%	33%	16%	14%	33%	**	**	32%	13%
	a	a	a	a				l			l	
	14%	14%	17%	32%	80%	91%	9%	29%	**	**	10%	70%
£11.5K- £17.5K	39	23	23	47	107	198	27	35	**	**	12	187
	12%	11%	12%	11%	12%	10%	12%	11%	**	**	11%	10%
	17%	11%	11%	21%	48%	89%	12%	16%	**	**	5%	84%
£17.5K- £29.9K	28	12	6	18	53	216	13	20	**	**	6	211
	9%	6%	3%	4%	6%	11%	6%	6%	**	**	6%	11%
	cd					g						hk
	12%	5%	3%	8%	23%	95%	6%	9%	**	**	3%	92%
£30K+	38	15	1	16	41	373	37	26	**	**	5	387
	12%	7%	1%	4%	5%	18%	17%	8%	**	**	4%	20%
	bcd	c		c								hk
	9%	4%	*%	4%	10%	91%	9%	6%	**	**	1%	95%

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