

E-Communications and Telecom Single Market Special Eurobarometer report

The European Commission has published a Special Eurobarometer household survey on E-Communications and Telecom Single Market.

This Eurobarometer survey provides EU consumer insights on the uptake trends and use of electronic communications services, including Internet-based services, as well as perceptions on a number of consumer protection-related issues. It shows that over the last decade, a number of shifts in consumer trends have taken place:

- From narrowband to broadband,
- From fixed to mobile,
- From single service provision to bundles,
- From analogue to digital means of TV reception,
- From traditional telecom services to Internet-based services.

The survey explores the underlying reasons for changes in the demand pattern, e.g. cost, convenience of use, as well as the obstacles to migration or switching.

The data shows that people are using internet based services and phones on an equal basis: 63% are calling via the landline phone and 61% are using Internet messaging services. However, the most common communication activities remain making or receiving mobile phone calls (93%). The uptake of Internet-based services is especially higher among younger respondents: 74% of them use an instant messaging service daily, compared to 17% of respondents aged 55+. In addition, for the first time this year, the survey explores the behaviour of EU citizens in their use of international communications calls (voice and messages).

The survey also shows the awareness of 112: more than six in ten respondents would call 112 for an emergency in their own country; almost half of the respondents (49%) would call 112 in case of an emergency anywhere in the EU.

The survey was carried out in the 28 EU countries in April 2017.

[Special Eurobarometer \(462\) household survey on E-Communications and Telecom Single Market](#)

Special Eurobarometer (462) household survey on E-Communications and Telecom Single Market [Summary report](#)

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