

ZA6938

**Flash Eurobarometer 468
(The End of Roaming Charges One Year Later)**

**Country Questionnaire
United Kingdom**

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male	1
Female	2

ASK D18 IF RESPONDENT REACHED BY FIXED/ LANDLINE PHONE (PH1=2)

D18 Do you own a personal mobile phone?

(DO NOT READ OUT)

Yes	1
No	2

FL454 D18

ASK D19 IF RESPONDENT REACHED BY MOBILE PHONE (PH1=1) OR IF OWN A PERSONAL MOBILE PHONE (D18=1)

D19 How many active mobile phone numbers do you have personally, that you can receive calls on?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

		Active personal mobile phone numbers
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FL454 D19

ASK D20 IF RESPONDENT REACHED BY MOBILE PHONE (PH1=1)

D20 Do you own a fixed/landline telephone in your household?

(DO NOT READ OUT)

Yes	1
No	2

FL454 D20

ASK D8 TO RESPONDENTS WHO HAVE A MOBILE PHONE (CODE 1 IN D18) AND TO ALL INTERVIEWED VIA A MOBILE PHONE (PH1=1)

D8 Do you have access to the Internet on your mobile phone? This includes pre and post-paid contracts.

(ONE ANSWER ONLY)

Yes	1
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No	2
DK/NA (DO NOT READ OUT)	3

FL454 D8

ASK ALL

D9 In the last twelve months, how often have you travelled to another European Union country...?

(READ OUT - ONE ANSWER ONLY)

Once	1
Two to three times	2
Four to five times	3
Six times or more	4
Not during that period	5
DK/NA (DO NOT READ OUT)	6

FL454 D9 MODIFIED

ASK Q1 AND Q2a TO RESPONDENTS WHO HAVE A MOBILE PHONE AND HAVE TRAVELLED IN ANOTHER EU COUNTRY IN THE LAST 12 MONTHS ((CODE 1 IN D18 OR PH1=1) AND CODE 1 TO 4 IN D9)

PROG FOR Q1: CODES 5 AND 6 ARE EXCLUSIVE

Q1 The last time you visited another European Union country, did you do any of the following?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You switched off your mobile phone and did not use it at all	1,
You switched off data roaming on your mobile phone	2,
You activated a special data roaming plan offered by your network operator (INTERVIEWER: IF DID NOT SWITCH OFF DATA ROAMING CAPABILITIES ON THEIR MOBILE PHONE)	3,
You used a SIM card of the country you were visiting	4,
You did not do any of this	5,
DK/NA (DO NOT READ OUT)	6,

FL454 Q1

ASK Q2a.3 ONLY TO RESPONDENTS WHO HAVE INTERNET ON THEIR MOBILE PHONE (CODE 1 IN D8)

Q2a The last time you visited another European Union country, how often did you use the following services on your mobile phone?

(READ OUT - ONE ANSWER ONLY)

		Less often than in the UK	As often as in the UK	More often than in the UK	You never use this service in another EU country	You never use this service in the UK nor in another EU country	DK/NA (DO NOT READ OUT)
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1	Voice calls	1	2	3	4	5	6
2	Text messages	1	2	3	4	5	6
3	Mobile Internet (this excludes WIFI access) (INTERVIEWER: for example, to send e-mails, use instant messaging services, or online social networks)	1	2	3	4	5	6

FL454 Q2a

ASK Q2b TO RESPONDENTS WHO HAVE NOT TRAVELLED IN THE EU IN THE LAST 12 MONTHS (CODE 5 OR 6 IN D9) - ALSO ASK Q2b TO RESPONDENTS WHO HAVE ONLY FIXED PHONE (PH1=2 AND (D18=2)) AND HAVE TRAVELLED IN THE EU IN THE LAST 12 MONTHS (CODES 1 TO 4 IN D9)

Q2b	Would you say that it is more expensive, less expensive or the same price to use the following services on a mobile phone while in another European Union country compared to using it in the UK?
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(READ OUT – ONE ANSWER ONLY)

		More expensive	The same price	Less expensive	DK/NA (DO NOT READ OUT)
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1	Voice calls	1	2	3	4
2	Text messages	1	2	3	4
3	Mobile Internet (this excludes WIFI access) (INTERVIEWER: for example, to send e-mails, use instant messaging services, or online social networks)	1	2	3	4

FL454 Q2b

ASK ALL

Q3 Are you aware that since 15 June 2017 European Union residents can use their mobile phone while travelling in the European Union and pay the same as they would at home?

(ONE ANSWER ONLY)

Yes	1
No	2
Refusal/NA (DO NOT READ OUT)	3

FL454 Q3

PROG FOR Q4: CODES 3 AND 4 ARE EXCLUSIVE

Q4 Do you think that you or someone in your family or among your friends benefit or will benefit from the end of roaming charges for the use of mobile phones abroad in the European Union?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yes, you personally benefit or will benefit from it	1,
Yes, someone in your family or among your friends benefit or will benefit from it	2,
No	3,
DK/NA (DO NOT READ OUT)	4,

FL454 Q4 MODIFIED

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

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D5a As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

		Number of people aged 15 or more in the household
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