

Flash Eurobarometer 454

August 2017

The end of roaming charges within the EU

Basic bilingual questionnaire

TNS Political & Social

D1 | How old are you? |

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

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D2 | Gender. |

Male	1
Female	2

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BILINGUAL MATRIX FL454

	ASK D18 IF RESPONDENT REACHED BY FIXED/ LANDLINE PHONE (PH1=2)		POSER D18 SI LE REpondant EST JOINT SUR UNE LIGNE FIXE (PH1=2)
D18	Do you own a personal mobile phone?		D18 Possédez-vous un téléphone mobile personnel?
	(DO NOT READ OUT)		(NE PAS LIRE)
	Yes 1		Oui 1
	No 2		Non 2
	FL998 D18		FL998 D18
	ASK D19 IF RESPONDENT REACHED BY MOBILE PHONE (PH1=1) OR IF OWN A PERSONAL MOBILE PHONE (D18=1)		POSER D19 SI LE REpondant EST APPELE SUR UN TELEPHONE MOBILE (PH1=1) OU SI IL POSSEDE UN TELEPHONE MOBILE (D18=1)
D19	How many active mobile phone numbers do you have personally, that you can receive calls on?		D19 Combien de numéro de téléphone mobiles actif avez-vous, numéros sur lesquels vous pouvez recevoir des appels?
	(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')		(NOTER EN CLAIR - SI "NE SAIT PAS" CODER '98' - SI REFUS CODER '99')
	Active personal mobile phone numbers		Numéros de téléphone mobiles actif
	FL998 D19		FL998 D19
	ASK D20 IF RESPONDENT REACHED BY MOBILE PHONE (PH1=1)		POSER D20 SI LE REpondant EST APPELE SUR UN TELEPHONE PORTABLE (PH1=1)
D20	Do you own a fixed/landline telephone in your household?		D20 Possédez-vous un téléphone fixe dans votre foyer?
	(DO NOT READ OUT)		(NE PAS LIRE)
	Yes 1		Oui 1
	No 2		Non 2
	FL998 D20		FL998 D20
	ASK D8 TO RESPONDENTS WHO HAVE A MOBILE PHONE (CODE 1 IN D18) AND TO ALL INTERVIEWED VIA A MOBILE PHONE (PH1=1)		POSER D8 AUX REpondants AYANT UN TELEPHONE MOBILE (CODE 1 EN D18) AINSI QU'A TOUS CEUX INTERROGES SUR UN TELEPHONE MOBILE (PH1=1)
D8	Do you have access to the Internet on your mobile phone? This includes pre and post-paid contracts.		D8 Avez-vous accès à Internet sur votre téléphone mobile ? Sont inclus les contrats pré- et post-payés.
	(ONE ANSWER ONLY)		(UNE SEULE REponse)
	Yes 1		Oui 1
	No 2		Non 2
	DK/NA (DO NOT READ OUT) 3		NSP/SR (NE PAS LIRE) 3
	NEW		NEW
	ASK ALL		A TOUS
D9	In the last twelve months, how often have you travelled to another European Union country...?		D9 Au cours des douze derniers mois, combien de fois vous êtes-vous rendu(e) dans un autre pays de l'Union européenne?
	(READ OUT - ONE ANSWER ONLY)		(LIRE - UNE REponse REponse POSSIBLE)
	Once Two to three times Four to five times Six times or more Not during that period DK/NA (DO NOT READ OUT)		Une fois Deux à trois fois Quatre à cinq fois Six ou plus Pas pendant cette période NSP/SR (NE PAS LIRE)
	1 Since 15 June 2017 1 2 3 4 5 6		1 Depuis le 15 juin 2017 1 2 3 4 5 6
	2 Before 15 June 2017 1 2 3 4 5 6		2 Avant le 15 juin 2017 1 2 3 4 5 6
	NEW		NEW
	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 (CODES 1 TO 4 IN D9.1 OR CODES 1 TO 4 IN D9.2))		POSER Q1 ET Q2a AUX PERSONNES INTERROGEES QUI ONT UN TELEPHONE MOBILE ET QUI SE SONT RENDUES DANS UN AUTRE PAYS DE L'UE AU COURS DES DOUZE DERNIERS MOIS ((CODE 1 EN D18 OU PH1=1) ET (CODES 1 A 4 EN D9.1 OU CODES 1 A 4 EN D9.2))
	PROG FOR Q1: CODES 5 AND 6 ARE EXCLUSIVE		PROG POUR Q1: LES CODES 5 ET 6 SONT EXCLUSIFS
Q1	The last time you visited another European Union country, did you do any of the following?		Q1 La dernière fois que vous vous êtes rendu(e) dans un autre pays de l'Union européenne, avez-vous fait une ou plusieurs des actions suivantes ?
	(READ OUT - MULTIPLE ANSWERS POSSIBLE)		(LIRE - PLUSIEURS REponses POSSIBLES)
	You switched off your mobile phone and did not use it at all 1,		Vous avez éteint votre téléphone mobile et ne l'avez pas du tout utilisé 1,
	You switched off data roaming on your mobile phone 2,		Vous avez désactivé l'itinérance des données sur votre téléphone mobile 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,		Vous avez activé une option d'itinérance des données spéciale proposée par votre opérateur (ENQUETEUR : SI N'ONT PAS DESACTIVE LES FONCTIONNALITES D'ITINERANCE DES DONNEES SUR LEUR TELEPHONE MOBILE) 3,
	You used a SIM card of the country you were visiting 4,		Vous avez utilisé une carte SIM du pays que vous visitiez 4,
	You did not do any of this 5,		Vous n'avez fait aucune de ces actions 5,
	DK/NA (DO NOT READ OUT) 6,		NSP/SR (NE PAS LIRE) 6,
	NEW		NEW
	ASK Q2a.3 ONLY TO RESPONDENTS WHO HAVE INTERNET ON THEIR MOBILE PHONE (CODE 1 IN D8)		POSER Q2a.3 UNIQUEMENT AUX PERSONNES INTERROGEES QUI ONT INTERNET SUR LEUR TELEPHONE MOBILE (CODE 1 EN D8)
Q2a	The last time you visited another European Union country, how often did you use the following services on your mobile phone?		Q2a La dernière fois que vous vous êtes rendu(e) dans un autre pays de l'Union européenne, à quelle fréquence avez-vous utilisé les services suivants sur votre téléphone mobile ?
	(READ OUT - ONE ANSWER ONLY)		(LIRE - UNE REponse REponse POSSIBLE)

		Less often than in (OUR COUNTRY)	As often as in (OUR COUNTRY)	More often than in (OUR COUNTRY)	You never use this service in another EU country	You never use this service 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

NEW

ASK Q2b TO RESPONDENTS WHO HAVE NOT TRAVELLED IN THE EU IN THE LAST 12 MONTHS (CODE 5 OR 6 IN D9.1 AND CODE 5 OR 6 IN D9.2) - 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 D9.1 OR CODES 1 TO 4 IN D9.2))

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 (OUR COUNTRY)?

(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

NEW

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

NEW

PROG FOR Q4: CODES 3 AND 4 ARE EXCLUSIVE

Q4 Do you think that you or someone in your family or among your friends 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 will personally benefit from it	1,
Yes, someone in your family or among your friends will benefit from it	2,
No	3,
DK/NA (DO NOT READ OUT)	4,

NEW

		Moins souvent qu'en (NOTRE PAYS)	Aussi souvent qu'en (NOTRE PAYS)	Plus souvent qu'en (NOTRE PAYS)	Vous n'utilisez jamais ce service dans un autre pays de l'UE	Vous n'utilisez jamais ce service en (NOTRE PAYS) ni dans un autre pays de l'UE	NSP/SR (NE PAS LIRE)
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1	Des appels téléphoniques	1	2	3	4	5	6
2	Des sms	1	2	3	4	5	6
3	L'Internet mobile (hors accès WIFI) (ENQUETEUR : par exemple, pour envoyer des emails, utiliser des services de messagerie instantanée, ou consulter les réseaux sociaux en ligne)	1	2	3	4	5	6

NEW

POSER Q2b AUX PERSONNES INTERROGÉES QUI N'ONT PAS VOYAGÉ DANS L'UE AU COURS DES 12 DERNIERS MOIS (CODE 5 OU 6 EN D9.1 ET CODE 5 OU 6 EN D9.2) - POSER AUSSI Q2b AUX REpondants QUI ONT SEULEMENT UN TELEPHONE FIXE (PH1=2 et (D18=2)) ET ONT VOYAGÉ DANS L'UE AU COURS DES 12 DERNIERS MOIS ((CODES 1 A 4 EN D9.1 OU CODES 1 A 4 EN D9.2))

Q2b Diriez-vous que cela revient plus cher, moins cher ou au même prix d'utiliser les services suivants sur un téléphone mobile depuis un autre pays de l'Union européenne qu'en l'utilisant en (NOTRE PAYS)?

(LIRE – UNE REPONSE REPONSE POSSIBLE)

		Plus cher	Au même prix	Moins cher	NSP/SR (NE PAS LIRE)
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1	Des appels téléphoniques	1	2	3	4
2	Des sms	1	2	3	4
3	L'Internet mobile (hors accès WIFI) (ENQUETEUR : par exemple, pour envoyer des emails, utiliser des services de messagerie instantanée, ou consulter les réseaux sociaux en ligne)	1	2	3	4

NEW

A TOUS

Q3 Savez-vous que, depuis le 15 juin 2017, les résidents de l'Union européenne peuvent utiliser leur téléphone mobile lorsqu'ils voyagent dans l'Union européenne en payant le même prix que s'ils étaient chez eux ?

(UNE SEULE REPONSE)

Oui	1
Non	2
Refus/SR (NE PAS LIRE)	3

NEW

PROG POUR Q4: LES CODES 3 ET 4 SONT EXCLUSIFS

Q4 Pensez-vous que vous bénéficiez ou quelqu'un de votre famille ou parmi vos amis bénéficiera de la suppression des frais d'itinérance liés à l'utilisation d'un téléphone mobile à l'étranger dans l'Union européenne ?

(LIRE - PLUSIEURS REPONSES POSSIBLES)

Oui, vous en bénéficiez personnellement	1,
Oui, quelqu'un de votre famille ou parmi vos amis en bénéficiera	2,
Non	3,
NSP/SR (NE PAS LIRE)	4,

NEW

(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

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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TECHNICAL SPECIFICATIONS

Between the 28 and the 29 August 2017, TNS Political & Social, a consortium created between TNS political & social, TNS UK and Kantar Belgium, carried out the FLASH EUROBAROMETER 454 survey on request of the EUROPEAN COMMISSION, Directorate-General for Communications Networks, Content & Technology. It is a general public survey co-ordinated by the Directorate-General for Communication, "Media monitoring and analysis" Unit.

The FLASH EUROBAROMETER 454 survey covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

All interviews were carried using the TNS e-Call centre (our centralised CATI system). In every country the respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face-to-face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1.001	28/08/17	29/08/17	9.263.570	2,20%
BG	Bulgaria	TNS BBSS	1.001	28/08/17	29/08/17	6.294.563	1,49%
CZ	Czech Rep.	TNS Aisa	1.000	28/08/17	29/08/17	8.955.829	2,12%
DK	Denmark	TNS Gallup DK	1.005	28/08/17	29/08/17	4.625.032	1,10%
DE	Germany	TNS Infratest	1.006	28/08/17	29/08/17	71.283.580	16,90%
EE	Estonia	TNS Emor	1.000	28/08/17	29/08/17	1.113.355	0,26%
IE	Ireland	Behaviour & Attitudes	1.000	28/08/17	29/08/17	3.586.829	0,85%
EL	Greece	TNS ICAP	1.000	28/08/17	29/08/17	8.791.499	2,08%
ES	Spain	TNS Demoscopia	1.004	28/08/17	29/08/17	39.506.853	9,37%
FR	France	TNS Sofres	1.001	28/08/17	29/08/17	51.668.700	12,25%
HR	Croatia	HENDAL	1.000	28/08/17	29/08/17	724.084	0,17%
IT	Italy	TNS Italia	503	28/08/17	29/08/17	51.336.889	12,17%
CY	Rep. Of Cyprus	CYMAR	1.001	28/08/17	29/08/17	724.084	0,17%
LV	Latvia	TNS Latvia	1.000	28/08/17	29/08/17	1.731.509	0,41%
LT	Lithuania	TNS LT	511	28/08/17	29/08/17	2.535.329	0,60%
LU	Luxembourg	TNS ILRES	1.002	28/08/17	29/08/17	445.806	0,11%
HU	Hungary	TNS Hoffmann	1.002	28/08/17	29/08/17	8.477.933	2,01%
MT	Malta	MISCO	505	28/08/17	29/08/17	360.045	0,09%
NL	Netherlands	TNS NIPO	1.007	28/08/17	29/08/17	13.901.653	3,30%
AT	Austria	Öst. Gallup Institut	1.006	28/08/17	29/08/17	7.232.497	1,72%
PL	Poland	TNS Polska	1.001	28/08/17	29/08/17	32.413.735	7,69%
PT	Portugal	TNS Euroteste	1.002	28/08/17	29/08/17	8.080.915	1,92%
RO	Romania	TNS CSOP	1.001	28/08/17	29/08/17	18.246.731	4,33%
SI	Slovenia	Mediana DOO	1.003	28/08/17	29/08/17	1.759.701	0,42%
SK	Slovakia	TNS SK	1.000	28/08/17	29/08/17	4.549.956	1,08%
FI	Finland	TNS Gallup Oy	1.001	28/08/17	29/08/17	4.440.004	1,05%
SE	Sweden	TNS Sifo AB	1.000	28/08/17	29/08/17	7.791.240	1,85%
UK	United Kingdom	TNS UK	1.011	28/08/17	29/08/17	51.848.010	12,30%
	TOTAL EU28		26.574	28/08/17	29/08/17	421.689.931	100%*

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process

(at the 95% level of confidence)

various sample sizes are in rows

various observed results are in columns

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

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