

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Which of these devices or services do you have? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	16	2	Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]	Base: All with more than one device or service	1618
●	21	3	Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2136
●	26	4	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	1719
●	31	5	Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2136
●	36	6	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	150
●	51	7	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	66	8	Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136

	Page	Table	Title	Base Description	Base
●	81	9	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	150
●	93	10	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	108	11	Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
	122	12	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All who have had communication debt in the last year	32
●	127	13	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with any difficulties paying for communication services in the last year	150
●	132	14	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All with some responsibility for communications services	1719
●	137	15	Q.8 Which of these applies to you? - [Prompted - Single code]	Base: All Adults 16+ in the UK	2136
●	142	16	Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? - [Prompted - Multi code]	Base: All with any difficulties paying for communication services in the last year	150
●	153	17	Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	163	18	Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	173	19	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All who don't have service\cancelled a service due to cost	179

	Page	Table	Title	Base Description	Base
●	184	20	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All with some responsibility for communications services	1719
●	199	21	Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	214	22	Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]	Base: All Adults 16+ in the UK	2136
●	219	23	Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]	Base: All Adults 16+ in the UK	2136
●	224	24	Q. Break by Break	Base: All Adults 16+ in the UK	2136
●	246	25	Q. Summary table	Base: All Adults 16+ in the UK	2136
●	251	26	Q. Summary table	Base: All with some responsibility for communications services	1719

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Laptop/Desktop/Netbook computer	1525 71%	775 75% 51%b	750 68% 49%	248 83% 16%dqh i	307 75% 20%hi	285 84% 19%dqh i	285 78% 19%ghi	210 69% 14%hi	129 57% 8%i	61 32% 4%	555 78% 36%l	779 77% 51%l	190 46% 12%	885 83% 58%n	640 60% 42%	327 83% 21%q	870 78% 57%q	328 52% 22%
Tablet e.g. iPad, Samsung Galaxy	1079 50%	519 50% 48%	560 51% 52%	147 49% 14%hi i	240 58% 22%cgh i	215 64% 20%cgh i	211 58% 20%ghi	147 48% 14%hi	85 38% 8%i	34 18% 3%	387 54% 36%l	573 57% 53%l	119 29% 11%	633 60% 59%n	445 41% 41%	257 65% 24%pq	604 54% 56%q	218 35% 20%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	644 62% 50%	639 58% 50%	245 81% 19%fgh i	321 78% 25%fgh i	258 76% 20%fgh i	238 65% 19%ghi	157 51% 12%hi	51 23% 4%i	13 7% 1%	566 80% 44%kl	653 65% 51%l	64 15% 5%	763 72% 59%n	520 48% 41%	280 71% 22%q	741 67% 58%q	262 42% 20%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	140 13% 55%b	115 10% 45%	47 16% 18%ghi	59 14% 23%ghi	53 16% 21%ghi	45 12% 18%i	27 9% 11%i	17 8% 7%i	6 3% 2%	106 15% 42%l	125 12% 49%l	24 6% 9%	113 11% 45%	141 13% 55%	42 11% 17%	121 11% 48%	91 14% 36%p
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	92 9% 50%	92 8% 50%	8 3% 4%	14 3% 7%	15 5% 8%	42 12% 23%cde	41 13% 22%cde	40 18% 21%cde	24 13% 13%cde	22 3% 12%	99 10% 54%j	63 15% 34%jk	83 8% 45%	101 9% 55%	31 8% 17%	83 7% 45%	70 11% 38%p
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	114 11% 48%	122 11% 52%	8 3% 4%	18 4% 8%	14 4% 6%	30 8% 13%cde	49 16% 21%cde	60 27% 26%cde	56 30% 24%cde	26 4% 11%	93 9% 39%j	116 28% 49%jk	87 8% 37%	149 14% 63%m	30 7% 13%	111 10% 47%	95 15% 40%op
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	180 17% 47%	202 18% 53%	42 14% 11%i	68 17% 18%i	73 22% 19%chi	80 22% 21%chi	74 24% 19%cdhi	33 14% 8%i	13 7% 3%	110 15% 29%l	227 23% 59%jl	46 11% 12%	260 24% 68%n	123 11% 32%	123 31% 32%pq	201 18% 53%q	59 9% 15%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	1374 64%	680 66% 49%	694 63% 51%	206 69% 15%hi	277 67% 20%hi	235 69% 17%hi	271 74% 20%ghi	201 66% 15%hi	128 57% 9%i	56 30% 4%	483 68% 35%l	707 70% 51%l	184 44% 13%	770 73% 56%n	604 56% 44%	282 71% 21%q	778 70% 57%q	314 50% 23%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	119 11% 55%	98 9% 45%	40 13% 18%hi	44 11% 20%gi	37 11% 17%gi	51 14% 24%ghi	26 9% 12%gi	17 8% 8%gi	2 1% 1%	83 12% 38%l	114 11% 53%l	19 5% 9%	130 12% 60%n	87 8% 40%	59 15% 27%q	121 11% 56%q	38 6% 17%
Fixed landline telephone	1461 68%	704 68% 48%	757 69% 52%	137 46% 9%	234 57% 16%ac	242 71% 17%acd	285 78% 20%cd	229 75% 16%cd	180 80% 12%cde	154 81% 11%cde	371 52% 25%	756 75% 52%j	334 81% 23%jk	753 71% 52%n	707 66% 48%	302 77% 21%pq	771 69% 53%q	388 62% 27%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	457 44% 50%	448 41% 50%	133 44% 15%hi	184 45% 20%hi	154 45% 17%hi	181 50% 20%hi	134 44% 15%gi	81 36% 9%gi	39 21% 4%	316 44% 35%l	469 46% 52%l	120 29% 13%	510 48% 56%n	396 37% 44%	187 47% 21%q	518 47% 57%q	201 32% 22%
SUMMARY CODES																		
ANY MOBILE\SMARTPHONE	1797 84%	892 86% 50%b	905 82% 50%	288 96% 16%efg hi	379 92% 21%fgh i	308 91% 17%ghi	320 87% 18%hi	249 82% 14%hi	156 69% 9%gi	95 50% 5%	668 94% 37%kl	878 87% 49%l	251 61% 14%	954 90% 53%n	842 78% 47%	344 87% 19%q	972 87% 54%q	480 76% 27%
ANY SMARTPHONE	1468 69%	738 71% 50%b	729 66% 50%	280 93% 19%def ghi	362 88% 25%fgh i	295 87% 20%fgh i	272 74% 19%ghi	176 58% 12%hi	64 28% 4%gi	18 10% 1%	642 90% 44%kl	743 74% 51%l	82 20% 6%	835 79% 57%n	633 59% 43%	301 76% 20%q	830 75% 57%q	337 53% 23%
ANY STANDARD PHONE	410 19%	199 19% 49%	211 19% 51%	15 5% 4%	29 7% 7%	28 8% 7%	70 19% 17%cde	90 30% 22%cde	99 44% 24%cde	79 41% 19%cde	44 6% 11%	189 19% 46%j	177 43% 43%jk	167 16% 41%	244 23% 59%m	59 15% 14%	189 17% 46%	162 26% 39%op
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 66%	703 68% 50%	709 64% 50%	249 83% 18%fgh i	329 80% 23%fgh i	264 78% 19%ghi	265 72% 19%ghi	183 60% 13%hi	86 38% 6%gi	36 19% 3%	578 81% 41%kl	712 70% 50%l	122 29% 9%	811 76% 57%n	601 56% 43%	298 76% 21%q	792 71% 56%q	322 51% 23%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 30%	323 31% 51%	314 29% 49%	60 20% 9%	80 20% 13%	75 22% 12%	107 29% 17%cd	115 38% 18%cde	114 51% 18%cde	85 45% 13%cde	140 20% 22%	297 29% 47%j	199 48% 31%jk	268 25% 42%	368 34% 58%m	99 25% 16%	293 26% 46%	244 39% 38%op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
None of these	45	21	24	1	7	-	5	7	11	14	8	12	25	4	41	2	10	33
	2%	2%	2%	*	2%	-	1%	2%	5%	7%	1%	1%	6%	*	4%	*	1%	5%
		46%	54%	3%	15% ^{ee}	-	10%	16% ^e	25% ^{cde}	32% ^{cde}	18%	26%	56% ^{jk}	8%	92% ^m	4%	23%	73% ^{op}
Don't know	18	8	10	1	-	1	2	7	3	5	1	9	8	3	15	1	6	11
	1%	1%	1%	*	-	*	1%	2%	2%	2%	*	1%	2%	*	1%	*	1%	2%
		42%	58%	3%	-	3%	11%	38% ^{cde}	19% ^{de}	26% ^{cdef}	3%	52% ^j	45% ^j	15%	85% ^m	4%	35%	61% ^{op}

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Laptop/Desktop/Netbook computer	1525 71%	1288 72% 85%	126 69% 8%	72 68% 5%	38 77% 2%	49 64% 3%	181 73% 12%	121 65% 8%	99 66% 7%	123 66% 8%	156 75% 10% m	206 77% 14% egh im	245 80% 16% efgh imno	107 63% 7%	72 68% 5%	126 69% 8%	38 77% 2% m
Tablet e.g. iPad, Samsung Galaxy	1079 50%	916 51% 85%	89 49% 8%	51 48% 5%	22 44% 2%	43 57% 4%	132 53% 12%	83 45% 8%	68 45% 6%	88 47% 8%	133 64% 12% fgh iklmno p	138 52% 13%	157 51% 15%	75 45% 7%	51 48% 5%	89 49% 8%	22 44% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	1109 62% 86% c	98 54% 8%	50 47% 4%	26 54% 2%	47 61% 4% m	157 63% 12% mn	98 53% 8%	93 62% 7% mn	106 57% 8%	141 67% 11% gim no	190 71% 15% gim nop	200 65% 16% gmno	78 46% 6%	50 47% 4%	98 54% 8%	26 54% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	212 12% 83%	21 12% 8%	14 13% 6%	7 15% 3%	4 5% 1%	28 11% 11%	34 19% 14% efhj m	15 10% 6%	26 14% 10% ej	16 8% 6%	33 12% 13%	40 13% 16%	16 9% 6%	14 13% 6%	21 12% 8%	7 15% 3% e
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	149 8% 81%	20 11% 11% d	14 13% 8% d	1 2% *	4 6% 2%	24 10% 13% p	10 5% 5%	8 5% 4%	19 10% 10% p	12 6% 6%	17 6% 9%	30 10% 16% p	25 15% 13% ghj k p	14 13% 8% ghj k p	20 11% 11% p	1 2% *
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	185 10% 79%	22 12% 9%	19 18% 8% a	10 20% 4% a	12 16% 5% jk	32 13% 14% k	15 8% 6% k	11 7% 5% k	25 13% 10% k	15 7% 6% k	7 2% 3%	44 14% 19% hjk	24 15% 10% hjk	19 18% 8% ghj k	22 12% 9% k	10 20% 4% ghj k
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	328 18% 86% d	36 20% 9% d	14 14% 4%	4 8% 1%	17 22% 4% gp	55 22% 14% gk p	17 9% 4%	24 16% 6%	31 17% 8% g	35 17% 9% g	36 14% 9%	81 27% 21% ghj k n p	32 19% 8% g	14 14% 4%	36 20% 9% gp	4 8% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	1374 64%	1164 65% 85%	105 58% 8%	67 63% 5%	37 76% 3%b	41 54% 3%	179 72% 13%eghkmo	91 49% 7%	93 61% 7%g	127 68% 9%egm	140 67% 10%gm	164 61% 12%g	242 79% 18%efgh ijkmo	87 52% 6%	67 63% 5%g	105 58% 8%	37 76% 3%eghkmo
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	177 10% 82%cd	21 12% 10%cd	18 17% 8%ad	1 2% *	6 8% 3%	38 15% 18%hklmp	32 17% 15%hijklm p	12 8% 5%	17 9% 8%	20 9% 9%p	17 6% 8%	28 9% 13%p	8 5% 4%	18 17% 8%hiklm p	21 12% 10%mp	1 2% *
Fixed landline telephone	1461 68%	1222 68% 84%	120 66% 8%	81 76% 6%	38 78% 3%	42 55% 3%	189 76% 13%egkmo	109 59% 7%	106 70% 7%egk	125 67% 9%k	155 74% 11%egk	148 56% 10%	236 77% 16%egik mo	112 66% 8%k	81 76% 6%egk	120 66% 8%k	38 78% 3%egk
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	750 42% 83%	79 43% 9%	52 49% 6%	25 52% 3%	25 33% 3%	125 50% 14%egk	56 30% 6%	61 41% 7%	88 47% 10%egk	95 45% 10%egk	83 31% 9%	147 48% 16%egk	71 42% 8%gk	52 49% 6%egk	79 43% 9%gk	25 52% 3%egk
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	1797 84%	1530 85% 85%b	139 77% 8%	84 79% 5%	43 89% 2%b	62 82% 3%	227 91% 13%ghjmno	147 79% 8%	119 79% 7%	163 87% 9%mo	171 82% 10%	228 85% 13%o	280 92% 16%eghj kmno	132 78% 7%	84 79% 5%	139 77% 8%	43 89% 2%o
ANY SMARTPHONE	1468 69%	1266 70% 86%bc	110 61% 8%	58 54% 4%	33 67% 2%	49 64% 3%	179 72% 12%mo	129 69% 9%mn	104 69% 7%mn	127 68% 9%mn	151 72% 10%mo	214 80% 15%efg himnop	225 73% 15%mo	89 53% 6%	58 54% 4%	110 61% 8%	33 67% 2%mo
ANY STANDARD PHONE	410 19%	328 18% 80%	39 22% 10%	32 30% 8%a	10 21% 3%	16 21% 4%k	54 22% 13%ghjk	25 14% 6%	19 13% 5%	43 23% 11%ghjk	26 13% 6%	24 9% 6%	72 24% 18%ghj	48 29% 12%ghjk	32 30% 8%ghjk	39 22% 10%hjk	10 21% 3%k

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ANY MOBILE\SMARTPHONE ON CONTRACT	1412	1215	111	59	27	49	178	106	101	119	148	198	216	99	59	111	27
	66%	68%	61%	55%	56%	65%	71%	57%	67%	64%	71%	74%	71%	58%	55%	61%	56%
		86% ^c	8%	4%	2%	3%	13% ^{gmnop}	7%	7%	8%	11% ^{gmn}	14% ^{gim}	15% ^{gmno}	7%	4%	8%	2%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636	517	55	46	18	20	78	56	33	65	42	54	106	63	46	55	18
	30%	29%	30%	44%	36%	26%	31%	30%	22%	35%	20%	20%	35%	37%	44%	30%	36%
		81%	9%	7% ^{ab}	3%	3%	12% ^{ijk}	9% ^{ijk}	5%	10% ^{hjk}	7%	8%	17% ^{hjk}	10% ^{hjk}	7% ^{efghjko}	9% ^{ijk}	3% ^{hjk}
None of these	45	36	6	3	-	3	1	7	2	3	9	5	2	4	3	6	-
	2%	2%	3%	2%	-	3%	*	4%	1%	1%	4%	2%	1%	2%	2%	3%	-
		80%	14%	6%	-	6%	3%	16% ^{fl}	5%	6%	20% ^{fl}	11%	5%	9%	6%	14% ^{fl}	-
Don't know	18	14	1	3	-	2	-	3	-	-	3	5	-	2	3	1	-
	1%	1%	1%	3%	-	2%	-	1%	-	-	1%	2%	-	1%	3%	1%	-
		77%	7%	16% ^a	-	9% ^{fil}	-	14%	-	-	14%	29% ^{fil}	-	11%	16% ^{fil}	7%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Laptop/Desktop/Netbook computer	1525	1327	184	210	1281	1086	189	129	123	1210	1381	1174	186	1224	1102	422	738	787
	71%	71%	76%	56%	75%	85%	74%	70%	52%	82%	77%	85%	86%	85%	75%	63%	81%	64%
		87%	12%	14%	84% ^c	71% ^{fgh}	12% ^h	8% ^h	8%	79% ^j	91%	77%	12%	80%	72% ^o	28%	48% ^q	52%
Tablet e.g. iPad, Samsung Galaxy	1079	947	128	137	919	812	138	94	67	894	990	841	147	876	825	254	583	496
	50%	50%	52%	37%	54%	63%	54%	51%	29%	61%	55%	61%	68%	61%	56%	38%	64%	40%
		88%	12%	13%	85% ^c	75% ^{fgh}	13% ^h	9% ^h	6%	83% ^j	92%	78%	14%	81%	76% ^o	24%	54% ^q	46%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283	1096	178	138	1119	1283	70	56	21	1283	1283	988	172	1031	892	391	664	619
	60%	58%	73%	37%	66%	100%	28%	30%	9%	87%	71%	72%	79%	72%	61%	58%	73%	50%
		85%	14% ^a	11%	87% ^c	100% ^{fgh}	5% ^h	4% ^h	2%	100% ^j	100%	77%	13% ^{km}	80%	70%	30%	52% ^q	48%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255	217	33	42	206	70	255	18	17	255	255	175	42	185	178	76	102	152
	12%	12%	14%	11%	12%	5%	100%	10%	7%	17%	14%	13%	20%	13%	12%	11%	11%	12%
		85%	13%	16%	81%	28%	100% ^{egh}	7% ^e	7%	100% ^j	100%	69%	17% ^{km}	73%	70%	30%	40%	60%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184	172	12	48	129	56	18	184	10	57	184	123	21	129	156	28	81	103
	9%	9%	5%	13%	8%	4%	7%	100%	4%	4%	10%	9%	10%	9%	11%	4%	9%	8%
		93% ^b	7%	26% ^d	70%	30%	10%	100% ^{efh}	5%	31%	100% ⁱ	67%	11%	70%	85% ^o	15%	44%	56%
Standard mobile phone (that can't access the internet) - Pay as you go	236	224	11	75	155	21	17	10	236	31	236	134	11	136	185	50	83	153
	11%	12%	5%	20%	9%	2%	7%	5%	100%	2%	13%	10%	5%	9%	13%	7%	9%	12%
		95% ^b	5%	32% ^d	66%	9%	7% ^e	4% ^e	100% ^{efg}	13%	100% ⁱ	57% ^l	5%	58%	79% ^o	21%	35%	65% ^p
An e-reader e.g. Kindle/Kindle Fire or Kobo	383	358	25	64	307	295	53	45	35	317	360	335	60	345	305	78	229	154
	18%	19%	10%	17%	18%	23%	21%	25%	15%	22%	20%	24%	28%	24%	21%	12%	25%	13%
		94% ^b	6%	17%	80%	77% ^h	14%	12% ^h	9%	83%	94%	88%	16%	90%	80% ^o	20%	60% ^q	40%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	1374 64%	1213 65% 88%	151 62% 11%	204 54% 15%	1146 67% 83% ^c	988 77% 72% ^{fgh}	175 69% 13% ^h	123 67% 9% ^h	134 57% 10%	1108 75% 81% ^j	1288 72% 94%	1374 100% 100% ^{lm}	150 69% 11%	1374 95% 100% ^l	1136 78% 83% ^o	238 35% 17%	780 86% 57% ^q	594 48% 43%
Mobile broadband internet access - Through a dongle or USB stick, or, data-card though a mobile network on a tablet computer	217 10%	194 10% 89%	23 9% 10%	32 8% 15%	181 11% 83%	172 13% 79% ^h	42 17% 20% ^h	21 11% 10% ^h	11 5% 5%	190 13% 87%	199 11% 92%	150 11% 69%	217 100% 100% ^{km}	217 15% 100% ^k	158 11% 73%	59 9% 27%	121 13% 56% ^q	96 8% 44%
Fixed landline telephone	1461 68%	1318 70% 90% ^b	134 55% 9%	277 74% 19% ^d	1150 68% 79%	892 70% 61%	178 70% 12%	156 85% 11% ^{ef}	185 79% 13% ^{ef}	1015 69% 69%	1279 71% 88%	1136 83% 78% ^l	158 73% 11%	1167 81% 80% ^l	1461 100% 100% ^o	- - -	788 87% 54% ^q	673 55% 46%
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	807 43% 89%	92 38% 10%	153 41% 17%	737 43% 81%	664 52% 73% ^{fh}	102 40% 11%	81 44% 9%	83 35% 9%	732 50% 81%	840 47% 93%	780 57% 86%	121 56% 13%	806 56% 89%	788 54% 87% ^o	118 17% 13%	906 100% 100% ^q	- - -
SUMMARY CODES																		
ANY MOBILE\SMARTPHONE	1797 84%	1571 84% 87%	212 87% 12%	280 74% 16%	1480 87% 82% ^c	1283 100% 71%	255 100% 14%	184 100% 10%	236 100% 13%	1468 100% 82%	1797 100% 100%	1288 94% 72%	199 92% 11%	1342 93% 75%	1279 88% 71% ^o	518 77% 29%	840 93% 47% ^q	956 78% 53%
ANY SMARTPHONE	1468 69%	1253 67% 85%	201 82% 14% ^a	172 46% 12%	1268 75% 86% ^c	1283 100% 87% ^{gh}	255 100% 17% ^{gh}	57 31% 4% ^h	31 13% 2%	1468 100% 100% ^j	1468 82% 100%	1108 81% 75%	190 87% 13% ^{km}	1159 80% 79%	1015 69% 69%	453 67% 31%	732 81% 50% ^q	735 60% 50%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
ANY STANDARD PHONE	410	386	24	120	279	71	28	184	236	81	410	249	27	256	334	76	159	251
	19%	21%	10%	32%	16%	6%	11%	100%	100%	6%	23%	18%	13%	18%	23%	11%	18%	20%
		94% ^b	6%	29% ^d	68%	17%	7% ^e	45% ^{ef}	57% ^{ef}	20%	100% ⁱ	61%	7%	62%	82% ^o	18%	39%	61%
ANY MOBILE\SMARTPHONE ON CONTRACT	1412	1220	183	179	1201	1283	72	184	25	1285	1412	1063	177	1109	998	413	709	703
	66%	65%	75%	48%	71%	100%	28%	100%	10%	88%	79%	77%	82%	77%	68%	61%	78%	57%
		86%	13% ^a	13%	85% ^c	91% ^{fh}	5% ^h	13% ^{fh}	2%	91% ^j	100%	75%	13%	79%	71% ^o	29%	50% ^q	50%
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636	578	54	156	465	123	255	184	236	307	636	400	58	414	489	147	246	391
	30%	31%	22%	42%	27%	10%	100%	100%	100%	21%	35%	29%	27%	29%	33%	22%	27%	32%
		91% ^b	8%	25% ^d	73%	19%	40% ^e	29% ^e	37% ^e	48%	100% ⁱ	63%	9%	65%	77% ^o	23%	39%	61% ^p
None of these	45	45	-	15	26	-	-	-	-	-	-	-	-	-	-	45	-	45
	2%	2%	-	4%	2%	-	-	-	-	-	-	-	-	-	-	7%	-	4%
		100% ^b	-	35% ^d	58%	-	-	-	-	-	-	-	-	-	-	100% ⁿ	-	100% ^p
Don't know	18	14	4	4	10	-	-	-	-	-	-	-	-	-	-	18	-	18
	1%	1%	2%	1%	1%	-	-	-	-	-	-	-	-	-	-	3%	-	1%
		79%	21%	21%	57%	-	-	-	-	-	-	-	-	-	-	100% ⁿ	-	100% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Laptop/Desktop/Netbook computer	1525 71%	772 83% 51%	112 74% 7%	1077 71% 71%	17 67% 1%	25 78% 2%	24 72% 2%
Tablet e.g. iPad, Samsung Galaxy	1079 50%	592 63% 55%	67 44% 6%	799 52% 74%	7 27% 1%	10 32% 1%	14 42% 1%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	663 71% 52%	86 57% 7%	907 60% 71%	7 28% 1%	23 72% 2%	21 61% 2%
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	108 12% 42%	25 16% 10%	166 11% 65%	5 19% 2%	5 15% 2%	5 15% 2%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	90 10% 49%	14 9% 8%	136 9% 74%	4 15% 2%	3 10% 2%	2 5% 1%
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	94 10% 40%	14 9% 6%	192 13% 81%	7 29% 3%	2 6% 1%	3 8% 1%
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	222 24% 58%	24 16% 6%	292 19% 76%	4 16% 1%	4 13% 1%	4 11% 1%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	1374 64%	822 88% 60%	100 66% 7%	988 65% 72%	11 45% 1%	22 70% 2%	24 70% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS				Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Q.2 BUNDLERS Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Mobile broadband internet access - Through a dongle or USB stick, or, data-card through a mobile network on a tablet computer	217 10%	104 11% 48%	11 7% 5%	165 11% 76%	- - -	5 15% 2%	5 16% 3%
Fixed landline telephone	1461 68%	843 90% 58%	92 61% 6%	1077 71% 74% ^b	12 47% 1%	15 46% 1%	25 73% 2% ^e
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	598 64% 66%	68 45% 7%	645 42% 71%	9 38% 1%	13 40% 1%	17 51% 2%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	1797 84%	876 94% 49%	133 88% 7%	1286 84% 72%	22 86% 1%	30 94% 2%	31 90% 2%
ANY SMARTPHONE	1468 69%	739 79% 50%	109 72% 7%	1023 67% 70%	12 47% 1%	27 84% 2%	26 77% 2%
ANY STANDARD PHONE	410 19%	180 19% 44%	27 18% 7%	321 21% 78%	11 43% 3%	4 13% 1%	5 14% 1%
ANY MOBILE/SMARTPHONE ON CONTRACT	1412 66%	722 77% 51%	100 66% 7%	1002 66% 71%	11 43% 1%	26 82% 2%	23 67% 2%
ANY MOBILE/SMARTPHONE ON PAY AS YOU GO	636 30%	275 29% 43%	50 33% 8%	469 31% 74%	15 58% 2%	8 25% 1%	10 29% 2%
None of these	45 2%	- - -	3 2% 8%	26 2% 59%	2 7% 4%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.1 Which of these devices or services do you have? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR		
	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Don't know	18	-	-	7	-	-	-
	1%	-	-	*	-	-	-
		-	-	38%	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Laptop/Desktop/Netbook computer	1525 71%	18 70% 1%	14 50% 1%	23 52% 1%	20 53% 1%	23 78% 1%	26 68% 2%
Tablet e.g. iPad, Samsung Galaxy	1079 50%	10 39% 1%	11 39% 1%	15 36% 1%	11 28% 1%	10 36% 1%	21 57% 2% ^d
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Contract/pay monthly	1283 60%	- - -	17 60% 1%	17 39% 1%	9 23% 1%	13 44% 1%	25 66% 2% ^{cd}
Smartphone (i.e. a phone with internet access, access to emails, apps etc) - Pay as you go	255 12%	- - -	4 13% 1%	7 16% 3%	9 23% 3%	10 34% 4%	8 20% 3%
Standard mobile phone (that can't access the internet) - Contract/pay monthly	184 9%	4 16% 2%	- - -	2 5% 1%	7 19% 4%	3 11% 2%	2 6% 1%
Standard mobile phone (that can't access the internet) - Pay as you go	236 11%	7 29% 3%	- - -	8 17% 3%	4 12% 2%	6 20% 2%	4 11% 2%
An e-reader e.g. Kindle/Kindle Fire or Kobo	383 18%	1 6% *	3 11% 1%	2 6% 1%	3 8% 1%	7 23% 2%	5 14% 1%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi- Fi e.g. through your tablet computer)	1374 64%	12 46% 1%	16 54% 1%	8 18% 1% ^d	- - -	17 58% 1%	24 63% 2% ^{cd}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.1 Which of these devices or services do you have? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Mobile broadband internet access - Through a dongle or USB stick, or, data-card through a mobile network on a tablet computer	217 10%	1 3% *	2 5% 1%	4 9% 2%	3 9% 2%	- - -	7 19% 3%
Fixed landline telephone	1461 68%	10 40% 1%	13 44% 1%	- - -	7 19% *c	15 51% 1%	22 58% 1%cd
A TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	906 42%	6 23% 1%	6 22% 1%	7 16% 1%	5 12% 1%	13 46% 1%	17 45% 2%cd
SUMMARY CODES							
ANY MOBILE\SMARTPHONE	1797 84%	12 46% 1%	21 73% 1%	33 77% 2%	28 73% 2%	25 88% 1%	35 93% 2%d
ANY SMARTPHONE	1468 69%	- - -	21 73% 1%	24 55% 2%	17 46% 1%	19 66% 1%	30 79% 2%cd
ANY STANDARD PHONE	410 19%	12 46% 3%	- - -	10 22% 2%	12 30% 3%	9 30% 2%	6 17% 2%
ANY MOBILE\SMARTPHONE ON CONTRACT	1412 66%	4 16% *	17 60% 1%	19 43% 1%	15 38% 1%	16 54% 1%	27 72% 2%cd
ANY MOBILE\SMARTPHONE ON PAY AS YOU GO	636 30%	12 46% 2%	4 13% 1%	17 39% 3%	20 53% 3%	17 60% 3%	13 34% 2%
None of these	45 2%	1 4% 2%	4 15% 10%	6 15% 14% ^f	1 2% 2%	- - -	1 1% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.1 Which of these devices or services do you have? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Don't know	18	-	-	-	1	-	-
	1%	-	-	-	3%	-	-
		-	-	-	6%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1618	761	857	211	306	255	259	206	228	153	517	720	381	779	839	308	820	490
Weighted Base	1656	809	847	235	323	274	310	241	165	108	558	825	273	891	765	340	906	410
Yes	936	451	484	100	184	180	181	147	94	50	284	508	144	506	429	179	527	229
	56%	56%	57%	43%	57%	65%	58%	61%	57%	47%	51%	62%	53%	57%	56%	53%	58%	56%
		48%	52%	11%	20%ci	19%cdi	19%ci	16%ci	10%ci	5%	30%	54%jl	15%	54%	46%	19%	56%	24%
No	665	335	330	108	135	87	122	90	69	55	242	299	124	352	313	152	344	168
	40%	41%	39%	46%	42%	32%	39%	37%	42%	51%	43%	36%	45%	40%	41%	45%	38%	41%
		50%	50%	16%e	20%e	13%	18%	14%	10%e	8%efg	36%k	45%	19%k	53%	47%	23%	52%	25%
Don't know	56	23	33	27	5	8	7	4	3	3	32	19	5	33	23	9	34	13
	3%	3%	4%	12%	1%	3%	2%	2%	2%	2%	6%	2%	2%	4%	3%	3%	4%	3%
		42%	58%	48%defg	9%	14%	12%	8%	5%	5%	57%kl	34%	9%	59%	41%	16%	61%	23%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	COUNTRY				GOVERNMENT REGIONS												
	Total	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1618	1351	123	82	62	48	205	127	108	146	151	185	263	118	82	123	62
Weighted Base	1656	1400	128	83*	45*	51*	209	138	111	151	164	192	271	114	83*	128	45*
Yes	936	796	65	46	29	23	117	87	67	81	84	101	167	67	46	65	29
	56%	57%	50%	55%	65%	46%	56%	63%	61%	53%	51%	53%	62%	59%	55%	50%	65%
		85%	7%	5%	3%	3%	13%	9%	7%	9%	9%	11%	18%jo	7%	5%	7%	3%
No	665	558	57	36	14	27	79	51	40	69	72	85	90	46	36	57	14
	40%	40%	44%	43%	31%	54%	38%	37%	36%	45%	44%	44%	33%	40%	43%	44%	31%
		84%	9%	5%	2%	4%hlp	12%	8%	6%	10%l	11%l	13%l	14%	7%	5%	9%	2%
Don't know	56	46	7	2	2	-	12	-	4	2	8	5	13	1	2	7	2
	3%	3%	5%	2%	4%	-	6%	-	4%	1%	5%	3%	5%	1%	2%	5%	4%
		82%	12%	3%	3%	-	21%jim	-	7%g	4%	15%g	9%	23%g	2%	3%	12%g	3%g

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1618	1444	165	293	1301	1037	205	176	237	1180	1507	1309	187	1363	1357	261	856	762
Weighted Base	1656	1471	176	273	1356	1132	219	163	204	1280	1556	1366	211	1426	1373	284	899	757
Yes	936	844	85	168	748	663	108	90	94	739	876	822	104	852	843	93	598	337
	56%	57%	48%	62%	55%	59%	49%	55%	46%	58%	56%	60%	49%	60%	61%	33%	67%	45%
		90% ^b	9%	18% ^d	80%	71% ^{fh}	12%	10%	10%	79%	94%	88% ^l	11%	91% ^l	90% ^o	10%	64% ^q	36%
No	665	582	81	92	567	423	103	69	104	492	626	497	102	526	487	178	268	397
	40%	40%	46%	34%	42%	37%	47%	42%	51%	38%	40%	36%	48%	37%	35%	63%	30%	52%
		88%	12%	14%	85% ^c	64%	16% ^e	10%	16% ^e	74%	94%	75%	15% ^{km}	79%	73%	27% ⁿ	40%	60% ^p
Don't know	56	44	10	12	41	45	7	4	6	49	54	47	5	48	43	13	33	23
	3%	3%	6%	4%	3%	4%	3%	2%	3%	4%	3%	3%	2%	3%	3%	5%	4%	3%
		79%	18%	21%	73%	81%	13%	6%	10%	87%	97%	84%	8%	86%	77%	23%	59%	41%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1618	911	111	1182	15	25	26
Weighted Base	1656	936	116	1200	14**	25**	27**
Yes	936	936	83	687	9	18	21
	56%	100%	72%	57%	65%	70%	76%
		100%	9% ^c	73%	1%	2%	2%
No	665	-	31	503	5	7	7
	40%	-	27%	42%	35%	30%	24%
		-	5%	76% ^b	1%	1%	1%
Don't know	56	-	1	10	-	-	-
	3%	-	1%	1%	-	-	-
		-	3%	18%	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.2 Do you get any of your telephone, mobile, TV or internet service together from one supplier in a bundle? - [Unprompted - Single code]

Base: All with more than one device or service

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1618	13	19	11	11	17	25
Weighted Base	1656	12**	18**	11**	10**	18**	28**
Yes	936	8	11	3	4	9	16
	56%	66%	62%	23%	39%	50%	56%
		1%	1%	*	*	1%	2%
No	665	4	7	9	6	9	12
	40%	34%	38%	77%	61%	50%	44%
		1%	1%	1%	1%	1%	2%
Don't know	56	-	-	-	-	-	-
	3%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
I am the primary decision-maker in my household	941 44%	441 43% 47%	500 45% 53%	60 20% 6%	155 38% 16% ^c	151 45% 16% ^c	172 47% 18% ^{cd}	155 51% 16% ^{cd}	125 56% 13% ^{cde}	124 65% f fgh	215 30% 23%	477 47% 51% ^j	249 60% 26% ^{jk}	431 41% 46%	510 47% 54% ^m	169 43% 18%	443 40% 47%	329 52% 35% ^{op}
I share in the responsibility	765 36%	415 40% 54% ^b	350 32% 46%	86 29% 11%	170 41% 22% ^{cgh} i	145 43% 19% ^{cgh} i	142 39% 19% ^{ci}	101 33% 13% ⁱ	76 34% 10% ⁱ	45 24% 6%	256 36% 33% ^l	388 38% 51% ^l	121 29% 16%	436 41% 57% ⁿ	329 31% 43%	159 40% 21% ^q	452 41% 59% ^q	155 25% 20%
Others make the decisions	414 19%	171 17% 41%	242 22% 59% ^a	152 51% 37% ^{def} ghi	85 21% 21% ^{efh} i	42 12% 10%	50 14% 12%	45 15% 11%	22 10% 5%	18 10% 4%	237 33% 57% ^{kl}	137 14% 33% ^l	40 10% 10%	189 18% 46%	224 21% 54%	65 17% 16%	209 19% 51%	140 22% 34% ^{oo}
SUMMARY CODE																		
ANY RESPONSIBILITY	1706 80%	857 83% 50% ^b	850 77% 50%	146 49% 9%	325 79% 19% ^c	296 87% 17% ^{cd}	314 86% 18% ^{cd}	255 84% 15% ^c	201 89% 12% ^{cd}	169 89% 10% ^{cd}	471 66% 28%	865 86% 51% ^j	370 89% 22% ^j	867 82% 51%	839 78% 49%	328 83% 19% ^q	894 80% 52%	484 77% 28%
Don't know	16 1%	9 1% 54%	7 1% 46%	2 1% 13%	1 * 6%	1 * 6%	2 1% 12%	6 2% 35% ^d	2 1% 15%	2 1% 14%	3 * 19%	8 1% 53%	5 1% 29%	5 1% 34%	11 1% 66%	1 * 9%	8 1% 51%	6 1% 40%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
I am the primary decision-maker in my household	941 44%	788 44% 84%	86 47% 9%	50 47% 5%	17 34% 2%	37 49% 4%	108 43% 12%	94 51% 10%klp	74 49% 8%k	87 46% 9%k	87 42% 9%	97 36% 10%	121 40% 13%	83 49% 9%klp	50 47% 5%	86 47% 9%k	17 34% 2%
I share in the responsibility	765 36%	659 37% 86%b	44 24% 6%	36 33% 5%	27 54% 3%abc	19 25% 2%	98 39% 13%eo	60 33% 8%	52 34% 7%	70 37% 9%o	80 39% 11%eo	94 35% 12%o	123 40% 16%eo	62 37% 8%o	36 33% 5%	44 24% 6%	27 54% 3%efghijklmno
Others make the decisions	414 19%	342 19% 83%	48 26% 12%ad	19 18% 5%	5 11% 1%	20 26% 5%mp	44 18% 11%	29 16% 7%	25 17% 6%	31 16% 7%	38 18% 9%	73 27% 18%fgh ijimp	61 20% 15%o	21 12% 5%	19 18% 5%	48 26% 12%fghimp	5 11% 1%
SUMMARY CODE																	
ANY RESPONSIBILITY	1706 80%	1447 80% 85%b	130 72% 8%	86 81% 5%	43 89% 3%b	56 74% 3%	206 82% 12%ko	154 83% 9%ko	125 83% 7%ko	157 84% 9%ko	168 80% 10%k	191 72% 11%	244 80% 14%k	146 86% 9%eko	86 81% 5%	130 72% 8%	43 89% 3%eko
Don't know	16 1%	11 1% 67%	3 2% 21%	2 2% 12%	- - -	- - -	- - 10%	2 1% -	- - -	- - -	3 2% 20%	3 1% 17%	1 * 6%	2 1% 14%	2 2% 12%l	3 2% 21%l	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
I am the primary decision-maker in my household	941 44%	852 45%	80 33%	217 58%	700 41%	497 39%	117 46%	76 41%	131 56%	588 40%	769 43%	549 40%	79 36%	574 40%	647 44%	294 44%	342 38%	599 49%
I share in the responsibility	765 36%	687 37%	76 31%	99 26%	651 38%	507 40%	77 30%	78 42%	76 32%	555 38%	665 37%	545 40%	99 46%	572 40%	534 37%	231 34%	374 41%	391 32%
Others make the decisions	414 19%	324 17%	85 35%	56 15%	346 20%	275 21%	61 24%	28 15%	27 11%	320 22%	355 20%	278 20%	39 18%	292 20%	275 19%	139 21%	188 21%	226 18%
SUMMARY CODE																		
ANY RESPONSIBILITY	1706 80%	1539 82%	156 64%	316 84%	1350 79%	1004 78%	194 76%	154 84%	207 88%	1143 78%	1434 80%	1093 80%	178 82%	1146 80%	1181 81%	525 78%	716 79%	990 80%
Don't know	16 1%	13 1%	3 1%	3 1%	6 1%	4 26%	- -	2 10%	1 9%	4 26%	7 46%	2 15%	- -	2 15%	4 28%	11 72%	1 9%	14 91%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
I am the primary decision-maker in my household	941 44%	397 42%	97 64%	824 54%	19 74%	22 69%	26 77%
I share in the responsibility	765 36%	376 40%	54 36%	699 46%	7 26%	10 31%	8 23%
Others make the decisions	414 19%	163 17%	- -	- -	- -	- -	- -
		39%	-	-	-	-	-
SUMMARY CODE							
ANY RESPONSIBILITY	1706 80%	773 83%	152 100%	1522 100%	25 100%	32 100%	34 100%
Don't know	16 1%	- -	- -	- -	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.3 Which of the following statements best describes your role when it comes to deciding on what telephone (mobile and landline) and internet services to pay for and use? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
I am the primary decision-maker in my household	941 44%	18 72% 2%	22 76% 2%	32 75% 3%	35 90% 4%f	19 67% 2%	20 54% 2%
I share in the responsibility	765 36%	7 28% 1%	7 24% 1%	11 25% 1%	4 10% *	10 33% 1%	17 46% 2%d
Others make the decisions	414 19%	- - -	- - -	- - -	- - -	- - -	- - -
SUMMARY CODE							
ANY RESPONSIBILITY	1706 80%	26 100% 1%	29 100% 2%	43 100% 3%	38 100% 2%	29 100% 2%	38 100% 2%
Don't know	16 1%	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
No difficulties being able to afford communications services in the last year	1522 89%	775 90% 51%	747 88% 49%	125 85% 8%	284 87% 19%	270 91% 18%	277 88% 18%	221 87% 15%	184 91% 12%	161 95% 11% ^{cd}	409 87% 27%	769 89% 50%	345 93% 23% ^{jk}	791 91% 52% ⁿ	731 87% 48%	310 94% 20% ^{pq}	808 90% 53% ^q	404 84% 27%
One or two difficulties being able to afford communications services in the last year	127 7%	59 7% 47%	67 8% 53%	18 12% 14% ^{hi}	31 10% 25% ^{hi}	20 7% 16% ⁱ	25 8% 20% ⁱ	18 7% 15% ⁱ	10 5% 8%	4 3% 4%	49 10% 39% ^l	63 7% 50% ^l	14 4% 11%	58 7% 46% ^l	68 8% 54%	13 4% 10%	66 7% 52%	48 10% 38% ^o
More frequent difficulties being able to afford communications services in the last year	25 1%	11 1% 42%	15 2% 58%	2 1% 7%	3 1% 11%	4 1% 15%	8 3% 34%	6 2% 22%	2 1% 10%	1 * 2%	4 1% 17%	18 2% 71%	3 1% 12%	7 1% 28% ^m	18 2% 72% ^m	2 1% 7%	7 1% 28%	17 3% 66% ^{op}
SUMMARY CODE																		
ANY DIFFICULTIES	152 9%	70 8% 46%	82 10% 54%	20 13% 13% ^{hi}	34 10% 22% ^{ai}	24 8% 16% ^{ai}	33 11% 22% ^{ai}	24 9% 16% ^{ai}	12 6% 8%	5 3% 3%	53 11% 35% ^l	81 9% 53% ^l	17 5% 11%	65 8% 43% ^l	86 10% 57%	15 4% 10%	73 8% 48% ^o	64 13% 42% ^{op}
Don't know	32 2%	12 1% 37%	20 2% 63%	2 1% 5%	7 2% 22%	2 1% 6%	3 1% 10%	10 4% 30% ^e	5 3% 16%	3 2% 11%	9 2% 27%	15 2% 46%	9 2% 27%	10 1% 32%	22 3% 68% ^m	3 1% 10%	13 2% 42%	15 3% 48% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	COUNTRY				GOVERNMENT REGIONS												
	Total	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
No difficulties being able to afford communications services in the last year	1522 89%	1295 90% 85%	113 87% 7%	74 86% 5%	40 92% 3%	55 99% 4%gik Imno	196 95% 13%gikmno	127 83% 8%	118 94% 8%gkm	139 89% 9%	157 94% 10%gkm n	163 86% 11%	220 90% 14%gm	120 82% 8%	74 86% 5%	113 87% 7%	40 92% 3%
One or two difficulties being able to afford communications services in the last year	127 7%	104 7% 82%	11 8% 9%	8 10% 7%	4 8% 3%	- - -	9 5% 7%	17 11% 13%efj	8 6% 6%	12 8% 9%ej	4 2% 3%	18 9% 14%ej	22 9% 17%ej	14 10% 11%ej	8 10% 7%ej	11 8% 9%ej	4 8% 3%ej
More frequent difficulties being able to afford communications services in the last year	25 1%	19 1% 76%	4 3% 17%	2 2% 7%	- - -	- - -	1 * 4%	2 1% 8%	- - -	4 3% 17%	2 1% 9%	2 1% 9%	2 1% 8%	5 4% 21%fh	2 2% 7%	4 3% 17%h	- - -
SUMMARY CODE																	
ANY DIFFICULTIES	152 9%	123 8% 81%	15 12% 10%	10 12% 7%	4 8% 2%	- - -	10 5% 7%	19 12% 12%efj	8 6% 5%	16 10% 11%ej	6 4% 4%	20 11% 13%efj	24 10% 16%ej	20 14% 13%efj	10 12% 7%ej	15 12% 10%efj	4 8% 2%e
Don't know	32 2%	28 2% 88%	2 1% 6%	2 2% 6%	- - -	1 1% 2%	- - -	8 5% 26%fhil	- - -	1 1% 3%	4 2% 13%f	7 4% 23%fh	1 * 3%	6 4% 19%fh	2 2% 6%f	2 1% 6%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
No difficulties being able to afford communications services in the last year	1522 89%	1380 90% 91%	136 87% 9%	268 85% 18%	1230 91% 81% ^c	907 90% 60%	166 86% 11%	136 88% 9%	192 92% 13% ^f	1023 89% 67%	1286 90% 84%	988 90% 65%	165 92% 11%	1039 91% 68%	1077 91% 71% ^o	445 85% 29%	645 90% 42%	878 89% 58%
One or two difficulties being able to afford communications services in the last year	127 7%	108 7% 86%	15 9% 12%	31 10% 24%	91 7% 72%	79 8% 63% ^h	20 10% 16% ^h	10 7% 8%	7 3% 5%	97 8% 77%	111 8% 88%	88 8% 70%	11 6% 9%	89 8% 71%	80 7% 63%	46 9% 37%	58 8% 46%	68 7% 54%
More frequent difficulties being able to afford communications services in the last year	25 1%	22 1% 87%	3 2% 13%	12 4% 46% ^d	11 1% 43%	7 1% 28%	5 3% 19% ^e	4 2% 15% ^{ee}	7 3% 29% ^e	12 1% 47%	22 2% 86%	11 1% 45%	- - -	11 1% 45%	12 1% 47%	13 3% 53% ⁿ	9 1% 38%	16 2% 62%
SUMMARY CODE																		
ANY DIFFICULTIES	152 9%	130 8% 86%	18 12% 12%	42 13% 28% ^d	102 8% 67%	86 9% 57%	25 13% 16% ^h	14 9% 9%	14 7% 9%	109 10% 72%	133 9% 88%	100 9% 66%	11 6% 7%	101 9% 66%	92 8% 61%	60 11% 39% ⁿ	68 9% 45%	84 8% 55%
Don't know	32 2%	28 2% 88%	3 2% 9%	6 2% 19%	18 1% 57%	10 1% 32%	3 2% 10%	4 3% 13%	2 1% 6%	12 1% 36%	15 1% 46%	6 1% 18%	2 1% 7%	6 1% 20%	12 1% 38%	20 4% 62% ⁿ	4 1% 12%	28 3% 88% ^p

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
No difficulties being able to afford communications services in the last year	1522 89%	687 89% 45%	- - -	1522 100% 100% ^b	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	127 7%	74 10% 58%	127 83% 100% ^c	- - -	- - -	27 86% 22%	28 81% 22%
More frequent difficulties being able to afford communications services in the last year	25 1%	9 1% 36%	25 17% 100% ^c	- - -	25 100% 100%	5 14% 18%	7 19% 26%
SUMMARY CODE							
ANY DIFFICULTIES	152 9%	83 11% 55%	152 100% 100% ^c	- - -	25 100% 17%	32 100% 21%	34 100% 22%
Don't know	32 2%	3 9%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All with some responsibility for communications services

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
No difficulties being able to afford communications services in the last year	1522 89%	17 66% 1%	21 74% 1%	28 64% 2%	27 71% 2%	20 70% 1%	28 74% 2%
One or two difficulties being able to afford communications services in the last year	127 7%	6 23% 5%	6 19% 4%	9 21% 7%	7 19% 6%	4 13% 3%	5 13% 4%
More frequent difficulties being able to afford communications services in the last year	25 1%	3 11% 11%	1 3% 4%	6 13% 22%	3 9% 13%	4 13% 15%	3 9% 13%
SUMMARY CODE							
ANY DIFFICULTIES	152 9%	9 34% 6%	6 22% 4%	15 34% 10%	10 27% 7%	7 26% 5%	8 22% 5%
Don't know	32 2%	- - -	1 3% 3%	1 1% 2%	1 1% 2%	1 4% 3%	2 4% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
No difficulties being able to afford communications services in the last year	1522 71%	775 75% 51% ^b	747 68% 49%	125 42% 8%	284 69% 19% ^c	270 80% 18% ^{cdg}	277 76% 18% ^c	221 73% 15% ^c	184 82% 12% ^{cdg}	161 85% 11% ^{cdf}	409 58% 27%	769 76% 50% ^j	345 83% 23% ^{jk}	791 75% 52% ⁿ	731 68% 48%	310 79% 20% ^{pq}	808 73% 53% ^q	404 64% 27%
One or two difficulties being able to afford communications services in the last year	127 6%	59 6% 47%	67 6% 53%	18 6% 14%	31 8% 25% ⁱ	20 6% 16% ⁱ	25 7% 20% ⁱ	18 6% 15% ⁱ	10 4% 8%	4 2% 4%	49 7% 39% ^l	63 6% 50% ^l	14 3% 11%	58 5% 46% ^l	68 6% 54%	13 3% 10%	66 6% 52%	48 8% 38% ^o
More frequent difficulties being able to afford communications services in the last year	25 1%	11 1% 42%	15 1% 58%	2 1% 7%	3 1% 11%	4 1% 15%	8 2% 34%	6 2% 22%	2 1% 10%	1 * 2%	4 1% 17%	18 2% 71%	3 1% 12%	7 1% 28%	18 2% 72% ^m	2 * 7%	7 1% 28%	17 3% 66% ^{op}
SUMMARY CODE																		
ANY DIFFICULTIES	152 7%	70 7% 46%	82 7% 54%	20 7% 13%	34 8% 22% ⁱ	24 7% 16% ⁱ	33 9% 22% ⁱ	24 8% 16% ⁱ	12 5% 8%	5 3% 3%	53 8% 35% ^l	81 8% 53% ^l	17 4% 11%	65 6% 43% ^l	86 8% 57%	15 4% 10%	73 7% 48%	64 10% 42% ^{op}
Don't know	32 2%	12 1% 37%	20 2% 63%	2 1% 5%	7 2% 22%	2 1% 6%	3 1% 10%	10 3% 30% ^{ce}	5 2% 16%	3 2% 11%	9 1% 27%	15 1% 46%	9 2% 27%	10 1% 32% ^l	22 2% 68%	3 1% 10%	13 1% 42%	15 2% 48%
Not asked	430 20%	180 17% 42%	250 23% 58% ^a	154 51% 36% ^{def}	86 21% 20% ^{efh}	43 13% 10%	52 14% 12%	50 16% 12%	24 11% 6%	20 11% 5%	240 34% 56% ^{kl}	145 14% 34%	44 11% 10%	195 18% 45%	235 22% 55%	67 17% 15%	217 20% 51%	146 23% 34% ^o

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
No difficulties being able to afford communications services in the last year	1522 71%	1295 72% 85%b	113 62% 7%	74 69% 5%	40 82% 3%b	55 73% 4%	196 78% 13%gko	127 69% 8%	118 78% 8%ko	139 74% 9%ko	157 75% 10%ko	163 61% 11%	220 72% 14%ko	120 71% 8%k	74 69% 5%	113 62% 7%	40 82% 3%ko
One or two difficulties being able to afford communications services in the last year	127 6%	104 6% 82%	11 6% 9%	8 8% 7%	4 7% 3%	- - -	9 4% 7%	17 9% 13%efj	8 5% 6%	12 6% 9%ej	4 2% 3%	18 7% 14%ej	22 7% 17%ej	14 9% 11%efj	8 8% 7%ej	11 6% 9%ej	4 7% 3%ej
More frequent difficulties being able to afford communications services in the last year	25 1%	19 1% 76%	4 2% 17%	2 2% 7%	- - -	- - -	1 * 4%	2 1% 8%	- - -	4 2% 17%	2 1% 9%	2 1% 9%	2 1% 8%	5 3% 21%fhl	2 2% 7%	4 2% 17%	- - -
SUMMARY CODE																	
ANY DIFFICULTIES	152 7%	123 7% 81%	15 8% 10%	10 9% 7%	4 7% 2%	- - -	10 4% 7%	19 10% 12%efj	8 5% 5%	16 9% 11%ej	6 3% 4%	20 8% 13%ej	24 8% 16%ej	20 12% 13%efhj	10 9% 7%ej	15 8% 10%ej	4 7% 2%e
Don't know	32 2%	28 2% 88%	2 1% 6%	2 2% 6%	- - -	1 1% 2%	- - -	8 4% 26%fhl	- - -	1 1% 3%	4 2% 13%f	7 3% 23%fhl	1 * 3%	6 4% 19%fhl	2 2% 6%f	2 1% 6%	- - -
Not asked	430 20%	352 20% 82%	51 28% 12%ad	21 19% 5%	5 11% 1%	20 26%mp	44 18% 10%	31 17% 7%	25 17% 6%	31 16% 7%	41 20% 10%	76 28% 18%fgh ijlmp	62 20% 14%	23 14% 5%	21 19% 5%	51 28% 12%fghimp	5 11% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartph one on contrac t (e)	Smartph one pay as you go (f)	Standar d mobile on contrac t (g)	Standar d mobile on pay as you go (h)	ANY SMARTPH ONE (i)	ANY SMARTPH ONE/ STANDAR D MOBILE (j)	Fixed Broadba nd (k)	Mobile Broadba nd (l)	Any interne t (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
No difficulties being able to afford communications services in the last year	1522 71%	1380 74% 91% ^b	136 56% 9%	268 71% 18%	1230 72% 81%	907 71% 60%	166 65% 11%	136 74% 9%	192 81% 13% ^{ef}	1023 70% 67%	1286 72% 84%	988 72% 65%	165 76% 11%	1039 72% 68%	1077 74% 71% ^o	445 66% 29%	645 71% 42%	878 71% 58%
One or two difficulties being able to afford communications services in the last year	127 6%	108 6% 86%	15 6% 12%	31 8% 24% ^d	91 5% 72%	79 6% 63% ^h	20 8% 16% ^h	10 6% 8%	7 3% 5%	97 7% 77%	111 6% 88%	88 6% 70%	11 5% 9%	89 6% 71%	80 5% 63%	46 7% 37%	58 6% 46%	68 6% 54%
More frequent difficulties being able to afford communications services in the last year	25 1%	22 1% 87%	3 1% 13%	12 3% 46% ^d	11 1% 43%	7 1% 28%	5 2% 19% ^e	4 2% 15% ^{ee}	7 3% 29% ^e	12 1% 47%	22 1% 86%	11 1% 45%	- - -	11 1% 45%	12 1% 47%	13 2% 53% ⁿ	9 1% 38%	16 1% 62%
SUMMARY CODE																		
ANY DIFFICULTIES	152 7%	130 7% 86%	18 7% 12%	42 11% 28% ^d	102 6% 67%	86 7% 57%	25 10% 16%	14 8% 9%	14 6% 9%	109 7% 72%	133 7% 88%	100 7% 66%	11 5% 7%	101 7% 66%	92 6% 61%	60 9% 39% ⁿ	68 7% 45%	84 7% 55%
Don't know	32 2%	28 2% 88%	3 1% 9%	6 2% 19%	18 1% 57%	10 1% 32%	3 1% 10%	4 2% 13%	2 1% 6%	12 1% 36%	15 1% 46%	6 * 18%	2 1% 7%	6 * 20%	12 1% 38%	20 3% 62% ⁿ	4 * 12%	28 2% 88% ^p
Not asked	430 20%	337 18% 79%	88 36% 20% ^a	60 16% 14%	351 21% 82% ^c	279 22% 65% ^h	61 24% 14% ^h	30 16% 7%	28 12% 7%	324 22% 75%	363 20% 84%	281 20% 65%	39 18% 9%	295 20% 69%	280 19% 65%	150 22% 35%	190 21% 44%	240 20% 56%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
No difficulties being able to afford communications services in the last year	1522 71%	687 73% 45%	- - -	1522 100% 100% ^b	- - -	- - -	- - -
One or two difficulties being able to afford communications services in the last year	127 6%	74 8% 58%	127 83% 100% ^c	- - -	- - -	27 86% 22%	28 81% 22%
More frequent difficulties being able to afford communications services in the last year	25 1%	9 1% 36%	25 17% 100% ^c	- - -	25 100% 100%	5 14% 18%	7 19% 26%
SUMMARY CODE							
ANY DIFFICULTIES	152 7%	83 9% 55%	152 100% 100% ^c	- - -	25 100% 17%	32 100% 21%	34 100% 22%
Don't know	32 2%	3 - 9%	- - -	- - -	- - -	- - -	- - -
Not asked	430 20%	163 17% 38%	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.5 The next questions are about your experiences of paying for communications services and if you have had any difficulties paying for the services in the last year. Communications services in this questionnaire means a mobile phone (including a smartphone), any sort of internet, landline phone at home, public payphones or a TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media). Which, if any, of the following apply to you? -

[Prompted - Single code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
No difficulties being able to afford communications services in the last year	1522 71%	17 66% 1%	21 74% 1%	28 64% 2%	27 71% 2%	20 70% 1%	28 74% 2%
One or two difficulties being able to afford communications services in the last year	127 6%	6 23% 5%	6 19% 4%	9 21% 7%	7 19% 6%	4 13% 3%	5 13% 4%
More frequent difficulties being able to afford communications services in the last year	25 1%	3 11% 11%	1 3% 4%	6 13% 22%	3 9% 13%	4 13% 15%	3 9% 13%
SUMMARY CODE							
ANY DIFFICULTIES	152 7%	9 34% 6%	6 22% 4%	15 34% 10%	10 27% 7%	7 26% 5%	8 22% 5%
Don't know	32 2%	-	1 3% 3%	1 1% 2%	1 1% 2%	1 4% 3%	2 4% 5%
Not asked	430 20%	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	16	19	10	5	8	8	2	1	-	16	18	1	16	19	3	22	11
	23%	23%	23%	52%	16%	35%	23%	10%	9%	-	29%	23%	6%	24%	22%	18%	30%	17%
		46%	54%	29%	15%	24%	22%	7%	3%	-	45%	52%	3%	46%	54%	7%	62%	30%
Standard mobile phone (that can't access the internet)	9	2	7	-	1	-	4	3	1	-	1	7	1	4	5	-	4	5
	6%	3%	8%	-	2%	-	13%	13%	5%	-	1%	9%	4%	6%	6%	-	5%	8%
		24%	76%	-	6%	-	49%	37%	7%	-	6%	86%	7%	42%	58%	-	42%	58%
Fixed landline	23	13	10	-	1	3	9	4	3	1	3	16	4	10	13	3	9	11
	15%	18%	12%	8%	4%	14%	26%	17%	24%	21%	5%	20%	23%	16%	15%	20%	12%	17%
		56%	44%	7%	6%	15%	38%	18%	13%	5%	12%	70%	18%	45%	55%	13%	39%	48%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	16	21	4	10	4	11	6	1	-	14	22	1	19	18	3	21	13
	24%	23%	26%	20%	30%	18%	34%	26%	8%	-	26%	27%	6%	29%	21%	19%	28%	21%
		43%	57%	10%	28%	12%	31%	17%	3%	-	38%	59%	3%	51%	49%	8%	56%	36%
Mobile broadband internet access - Through a dongle or USB stick	4	-	4	3	1	-	-	-	-	-	4	-	-	2	2	-	4	-
	3%	-	5%	15%	3%	-	-	-	-	-	8%	-	-	3%	2%	-	6%	-
		-	100%	73%	27%	-	-	-	-	-	100%k	-	-	52%	48%	-	100%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	4	1	-	-	2	2	-	1	-	-	4	1	2	3	-	2	3
	3%	6%	1%	-	-	9%	7%	-	5%	-	-	6%	4%	3%	3%	-	3%	4%
		88%	12%	-	-	43%	45%	-	12%	-	-	88%	12%	45%	55%	-	45%	55%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	18	19	1	10	5	9	8	3	1	11	22	5	16	21	5	15	16
	24%	25%	24%	5%	30%	20%	28%	31%	28%	24%	20%	27%	26%	24%	24%	36%	21%	25%
		48%	52%	2%	27%	13%	25%	20%	9%	3%	29%	58%	12%	43%	57%	14%	42%	44%
Calls using a public payphone	3	1	2	-	1	-	1	-	1	-	1	1	1	1	2	1	1	1
	2%	1%	3%	-	3%	-	4%	-	7%	-	2%	2%	5%	2%	2%	10%	1%	2%
		30%	70%	-	30%	-	43%	-	27%	-	30%	43%	27%	43%	57%	43%	27%	30%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	13 19% 45%	16 19% 55%	4 19% 13%	8 22% 26%	9 37% 31%	3 9% 11%	4 16% 14%	1 8% 3%	1 13% 2%	11 21% 39%	16 20% 55%	2 9% 6%	12 18% 40%	17 20% 60%	2 15% 7%	14 19% 48%	13 20% 44%
Other	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	1 4% 100%	- - -	- - -	- - -	1 1% -	- - -	- 1% 100%	1 - -	- - -	- - -	1 1% 100%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 27%	18 26% 44%	23 29% 56%	10 52% 25%	6 17% 14%	8 35% 20%	10 29% 23%	6 23% 14%	2 14% 4%	- - -	16 30% 39%	24 29% 57%	2 10% 4%	18 28% 45%	23 27% 55%	3 18% 6%	24 33% 59%	15 23% 35%
ONLY 1 SERVICE	92 61%	45 64% 49%	47 58% 51%	15 78% 17%	19 55% 20%	16 69% 18%	17 50% 18%	17 69% 18%	7 58% 8%	2 32% 2%	34 63% 37%	50 61% 54%	9 50% 9%	42 64% 46%	50 58% 54%	9 64% 10%	47 64% 51%	36 56% 39%
2 SERVICES	25 17%	10 14% 40%	15 18% 60%	2 8% 6%	7 21% 28%	6 24% 23%	6 17% 23%	2 8% 7%	3 22% 11%	1 13% 3%	8 16% 34%	13 16% 53%	3 19% 13%	12 18% 48%	13 15% 52%	4 27% 16%	15 20% 59%	6 10% 25%
3 SERVICES	10 7%	4 6% 43%	6 7% 57%	2 10% 20%	2 6% 19%	- - -	5 16% 52%	1 4% 9%	- - -	- - -	4 8% 39%	6 8% 61%	- - -	3 5% 29%	7 9% 71%	- - -	3 4% 29%	7 12% 71%
4 SERVICES	3 2%	2 3% 61%	1 2% 39%	- - -	- - -	1 4% 28%	1 3% 34%	1 5% 39%	- - -	- - -	- - -	3 4% 100%	- - -	2 4% 72%	1 1% 28%	- - -	2 3% 72%	1 1% 28%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131 86%	61 88% 47%	70 85% 53%	19 96% 14%	28 82% 21%	23 97% 18%	29 87% 22%	21 86% 16%	10 80% 7%	2 45% 2%	46 87% 35%	73 90% 55%	12 70% 9%	59 91% 45%	72 83% 55%	13 90% 10%	67 92% 51% ^q	51 79% 39%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
Don't know	21	9	12	1	6	1	4	3	2	3	7	8	5	6	15	1	6	14
	14%	12%	15%	4%	18%	3%	13%	14%	20%	55%	13%	10%	30%	9%	17%	10%	8%	21%
		42%	58%	4%	30%	4%	21%	16%	12%	13%	34%	41%	25%	29%	71%	7%	27%	66%p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35	30	3	1	1	-	2	5	5	5	-	5	5	4	1	3	1
	23%	24%	19%	14%	19%	-	24%	26%	62%	28%	-	23%	22%	18%	14%	19%	19%
		86%	8%	4%	2%	-	7%	14%	14%	13%	-	13%	15%	10%	4%	8%	2%
Standard mobile phone (that can't access the internet)	9	7	2	-	-	-	1	1	-	-	1	3	1	-	-	2	-
	6%	5%	13%	-	-	-	9%	5%	-	-	15%	13%	5%	-	-	13%	-
		77%	23%	-	-	-	11%	11%	-	-	11%	30%	13%	-	-	23%	-
Fixed landline	23	19	4	-	-	-	2	3	1	-	1	4	3	4	-	4	-
	15%	15%	28%	-	-	-	20%	14%	17%	-	15%	20%	14%	23%	-	28%	-
		82%	18%	-	-	-	9%	11%	6%	-	4%	18%	14%	19%	-	18%	-
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37	32	4	-	2	-	5	7	3	1	2	4	5	4	-	4	2
	24%	26%	23%	-	48%	-	44%	40%	40%	6%	37%	18%	22%	22%	-	23%	48%
		86%	10%	-	5%	-	12%	20%	8%	3%	6%	10%	14%	12%	-	10%	5%
Mobile broadband internet access - Through a dongle or USB stick	4	3	1	-	-	-	-	-	1	-	-	-	2	-	-	1	-
	3%	2%	7%	-	-	-	-	-	11%	-	-	-	9%	-	-	7%	-
		73%	27%	-	-	-	-	-	21%	-	-	-	52%	-	-	27%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5	4	2	-	-	-	-	-	-	-	-	2	-	1	-	2	-
	3%	3%	10%	-	-	-	-	-	-	-	-	11%	-	6%	-	10%	-
		69%	31%	-	-	-	-	-	-	-	-	45%	-	25%	-	31%	-
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37	26	6	4	1	-	3	5	1	6	1	3	4	4	4	6	1
	24%	21%	41%	38%	19%	-	27%	26%	10%	36%	21%	14%	17%	21%	38%	41%	19%
		71%	17%	10%	2%	-	7%	13%	2%	16%	4%	8%	11%	11%	10%	17%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
Calls using a public payphone	3 2%	2 2%	- 70%	1 30%	-	-	-	-	1 43%	-	-	-	1 27%	1 30%	-	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	21 17%	3 19%	3 32%	2 52%	-	2 15%	6 32%	-	2 12%	1 16%	1 6%	4 18%	5 26%	3 32%	3 19%	2 52%
Other	1 1%	1 1%	- 100%	-	-	-	-	-	-	-	-	1 4%	-	-	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41 27%	34 28%	5 32%	1 14%	1 19%	-	2 24%	6 31%	5 62%	5 28%	1 15%	7 35%	5 22%	4 18%	1 14%	5 32%	1 19%
ONLY 1 SERVICE	92 61%	74 60%	9 59%	7 65%	3 81%	-	7 71%	8 45%	5 59%	11 71%	4 59%	11 54%	16 66%	12 58%	7 65%	9 59%	3 81%
2 SERVICES	25 17%	21 17%	2 15%	1 14%	-	2 20%	3 19%	2 24%	-	-	4 20%	4 16%	6 15%	6 31%	1 14%	2 15%	-
3 SERVICES	10 7%	9 7%	1 6%	- 19%	1 6%	-	1 9%	4 20%	1 17%	1 6%	1 15%	-	1 4%	-	-	1 6%	1 19%
4 SERVICES	3 2%	1 1%	2 15%	-	-	-	-	-	-	-	-	1 6%	-	-	-	2 15%	-
5 OR MORE SERVICES	-	34%	66%	-	-	-	-	-	-	-	-	34%	-	-	-	66%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
ANY COMMUNICATIONS SERVICE	131	105	14	8	4	-	10	16	8	12	5	16	21	18	8	14	4
	86%	85%	95%	80%	100%	-	100%	84%	100%	77%	74%	80%	86%	89%	80%	95%	100%
		80%	11%	6%	3%	-	8%	12%	6%	9%	4%	12%	16%	13%	6%	11%	3%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	18	1	2	-	-	-	3	-	4	2	4	3	2	2	1	-
	14%	15%	5%	20%	-	-	-	16%	-	23%	26%	20%	14%	11%	20%	5%	-
		86%	4%	10%	-	-	-	14%	-	18%	8%	20%	16%	10%	10%	4%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 23%	29 22% 82%	6 36% 18%	6 14% 17%	28 27% 80%	25 28% 70%	8 31% 22%	- - -	1 4% 1%	31 29% 89%	32 24% 91%	21 21% 60%	5 47% 15%	22 22% 63%	19 21% 56%	16 26% 44%	13 19% 36%	22 27% 64%
Standard mobile phone (that can't access the internet)	9 6%	6 5% 72%	2 13% 28%	3 8% 37%	4 4% 49%	2 2% 25%	1 5% 13%	2 13% 22%	3 20% 33%	3 3% 38%	8 6% 93%	4 4% 51%	1 9% 11%	4 4% 51%	4 5% 51%	4 7% 49%	1 2% 13%	7 9% 87%
Fixed landline	23 15%	17 13% 72%	4 22% 17%	8 18% 34%	14 14% 62%	9 10% 38%	4 17% 18%	5 36% 22%	3 21% 13%	13 12% 56%	21 16% 90%	17 17% 74%	4 32% 15%	17 17% 74%	20 21% 86%	3 6% 14%	9 13% 37%	14 17% 63%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 24%	32 25% 88%	2 11% 5%	8 18% 21%	28 28% 77%	22 25% 58%	9 36% 24%	4 29% 11%	4 29% 11%	31 28% 83%	36 27% 96%	28 28% 76%	4 33% 10%	29 29% 79%	27 30% 74%	10 16% 26%	16 23% 42%	21 25% 58%
Mobile broadband internet access - Through a dongle or USB stick	4 3%	3 2% 79%	1 5% 21%	- - -	3 3% 73%	3 4% 79%	1 4% 21%	- - -	- - -	4 4% 100%	4 3% 100%	4 4% 100%	- - -	4 4% 100%	- - -	4 7% 100%	1 1% 21%	3 4% 79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 3%	5 4% 100%	- - -	1 3% 25%	3 3% 57%	4 5% 88%	- - -	- - -	- - -	4 4% 88%	4 3% 88%	4 4% 88%	1 10% 22%	4 4% 88%	4 5% 88%	1 1% 12%	2 3% 41%	3 4% 59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN			Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP					Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	31 24%	4 20%	14 34%	21 20%	23 26%	9 35%	3 20%	3 23%	31 29%	35 27%	28 28%	1 10%	28 27%	27 29%	10 17%	25 36%	12 15%
Calls using a public payphone	3 2%	2 2%	1 5%	- -	3 3%	1 1%	1 6%	- -	- -	2 2%	2 2%	2 2%	- -	2 2%	3 4%	- -	1 1%	2 3%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	29 22%	- -	8 19%	20 19%	17 19%	5 21%	5 34%	3 24%	21 19%	26 20%	22 22%	3 23%	23 23%	17 19%	12 19%	18 27%	11 13%
Other	1 1%	- -	1 5%	1 2%	- -	- -	- -	- -	1 7%	- -	1 1%	- -	- -	- -	- 2%	1 100%	1 100%	- -
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 27%	33 25%	9 49%	9 22%	30 29%	26 30%	8 31%	2 13%	3 24%	32 30%	37 28%	23 23%	5 47%	24 24%	22 24%	20 33%	13 19%	29 34%
ONLY 1 SERVICE	92 61%	80 61%	12 68%	23 53%	68 66%	59 69%	14 55%	7 49%	8 57%	71 65%	84 63%	62 62%	7 66%	62 61%	56 61%	36 60%	44 65%	48 57%
2 SERVICES	25 17%	22 17%	4 20%	4 11%	18 18%	14 16%	5 18%	2 13%	2 15%	18 17%	22 17%	18 18%	- -	18 18%	16 18%	9 15%	9 14%	16 19%
		86%	14%	18%	73%	55%	18%	7%	8%	73%	89%	71%	-	71%	64%	36%	37%	63%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
3 SERVICES	10 7%	7 5%	1 5%	4 10%	6 6%	4 4%	6 23%	1 7%	2 13%	10 9%	10 8%	8 8%	2 19%	9 9%	8 8%	3 5%	5 7%	6 7%
4 SERVICES	3 2%	3 3%	- -	1 3%	1 1%	2 2%	- -	1 9%	- -	2 2%	3 3%	3 3%	1 10%	3 3%	3 4%	- -	2 3%	1 2%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131 86%	112 86%	17 93%	33 77%	93 92%	79 92%	24 96%	11 78%	12 85%	101 93%	120 90%	91 91%	11 95%	92 91%	84 91%	48 79%	60 89%	71 84%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21 14%	19 14%	1 7%	10 23%	8 8%	7 8%	1 4%	3 22%	2 15%	8 7%	13 10%	9 9%	1 5%	9 9%	8 9%	12 21%	7 11%	13 16%
		90%	6%	48% ^d	41%	35%	4%	15%	10%	39%	64%	43%	3%	43%	40%	60%	35%	65%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 23%	20 24% 57%	35 23% 100%	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9 6%	3 4% 40%	9 6% 100%	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 15%	14 17% 60%	23 15% 100%	- - -	4 17% 18%	4 13% 18%	10 29% 43%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 24%	24 29% 65%	37 24% 100%	- - -	5 21% 15%	8 26% 23%	11 33% 30%
Mobile broadband internet access - Through a dongle or USB stick	4 3%	2 2% 48%	4 3% 100%	- - -	- - -	2 6% 48%	1 3% 27%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 3%	4 5% 88%	5 3% 100%	- - -	- - -	1 4% 25%	3 10% 65%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	27 32% 73%	37 24% 100%	- - -	6 22% 15%	5 16% 14%	10 29% 27%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

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Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Calls using a public payphone	3 2%	3 4% 100%	3 2% 100%	- - -	- - -	- - -	1 3% 30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	18 22% 62%	29 19% 100%	- - -	3 13% 11%	10 32% 36%	6 17% 20%
Other	1 1%	- - -	1 1% 100%	- - -	1 4% 100%	- - -	1 3% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 27%	21 26% 51%	41 27% 100%	- - -	8 32% 20%	16 52% 40%	13 37% 30%
ONLY 1 SERVICE	92 61%	51 62% 56%	92 61% 100%	- - -	13 51% 14%	22 69% 24%	21 63% 23%
2 SERVICES	25 17%	15 18% 59%	25 17% 100%	- - -	3 14% 14%	3 9% 12%	4 12% 17%
3 SERVICES	10 7%	8 10% 76%	10 7% 100%	- - -	3 11% 27%	7 22% 66%	4 12% 40%
4 SERVICES	3 2%	3 4% 100%	3 2% 100%	- - -	- - -	- - -	3 10% 100%
5 OR MORE SERVICES	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

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Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
ANY COMMUNICATIONS SERVICE	131	77	131	-	19	32	33
	86%	93%	86%	-	76%	100%	97%
		59%	100%	-	15%	24%	25%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21	6	21	-	6	-	1
	14%	7%	14%	-	24%	-	3%
		27%	100%	-	29%	-	4%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

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Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 23%	2 19% 5%	2 38% 7%	4 30% 13%	2 18% 5%	1 9% 2%	3 32% 7%
Standard mobile phone (that can't access the internet)	9 6%	2 26% 26%	1 15% 11%	1 6% 11%	- - -	1 13% 11%	1 12% 11%
Fixed landline	23 15%	3 36% 14%	1 15% 4%	2 16% 10%	3 26% 12%	1 13% 4%	1 7% 2%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 24%	4 43% 10%	1 12% 2%	3 20% 8%	4 41% 12%	- - -	1 7% 1%
Mobile broadband internet access - Through a dongle or USB stick	4 3%	- - -	1 14% 21%	- - -	- - -	- - -	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 3%	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 24%	2 28% 7%	2 35% 6%	4 26% 10%	7 62% 18%	3 45% 9%	2 23% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
Calls using a public payphone	3 2%	1 10% 27%	- - -	- - -	- - -	- - -	- - -
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 19%	- - -	1 15% 3%	4 26% 13%	2 18% 6%	4 51% 13%	1 15% 4%
Other	1 1%	1 10% 100%	- - -	1 6% 100%	1 9% 100%	1 12% 100%	1 11% 100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41 27%	4 45% 9%	2 38% 6%	5 37% 13%	2 18% 4%	2 22% 4%	4 44% 9%
ONLY 1 SERVICE	92 61%	4 46% 4%	5 71% 5%	9 62% 10%	5 53% 6%	6 78% 6%	8 93% 8%
2 SERVICES	25 17%	1 17% 6%	1 14% 3%	1 10% 6%	2 21% 9%	- - -	1 7% 2%
3 SERVICES	10 7%	1 11% 9%	1 15% 9%	3 18% 26%	3 26% 26%	2 22% 15%	- - -
4 SERVICES	3 2%	1 15% 39%	- - -	- - -	- - -	- - -	- - -
5 OR MORE SERVICES	- - -	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
ANY COMMUNICATIONS SERVICE	131 86%	8 89%	6 100%	13 90%	10 100%	7 100%	8 100%
None	-	6%	5%	10%	8%	6%	6%
Don't know	21 14%	1 11%	-	1 10%	-	-	-
		5%	-	7%	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]
Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	16 2%	19 2%	10 7%	5 2%	8 3%	8 2%	2 1%	1 1%	-	16 3%	18 2%	1 *	16 2%	19 2%	3 1%	22 2%	11 2%
		46%	54%	29% dfg hi	15%	24% i	22% i	7%	3%	-	45% l	52% l	3%	46% m	54% n	7% o	62% p	30% q
Standard mobile phone (that can't access the internet)	9 1%	2 *	7 1%	-	1 *	-	4 1%	3 1%	1 *	-	1 *	7 1%	1 *	4 *	5 1%	-	4 *	5 1%
		24%	76%	-	6%	-	49% d	37% e	7% f	-	6% g	86% h	7% i	42% j	58% k	-	42% l	58% m
Fixed landline	23 1%	13 2%	10 1%	2 1%	1 *	3 1%	9 3%	4 2%	3 1%	1 1%	3 1%	16 2%	4 1%	10 45%	13 55%	3 13%	9 39%	11 48%
		56%	44%	7% n	6% o	15% p	38% q	18% r	13% s	5% t	12% u	70% v	18% w	45% x	55% y	13% z	39% aa	48% ab
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	16 2%	21 2%	4 3%	10 3%	4 1%	11 4%	6 2%	1 *	-	14 3%	22 3%	1 *	19 2%	18 2%	3 1%	21 2%	13 3%
		43%	57%	10% c	28% d	12% e	31% f	17% g	3% h	-	38% i	59% j	3% k	51% l	49% m	8% n	56% o	36% p
Mobile broadband internet access - Through a dongle or USB stick	4 *	-	4 *	3 2%	1 *	-	-	-	-	-	4 1%	-	-	2 *	2 *	-	4 *	-
		-	100%	73% q	27% r	-	-	-	-	-	100% s	-	-	52% t	48% u	-	100% v	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 1%	1 *	-	-	2 1%	2 1%	-	1 *	-	-	4 1%	1 *	2 *	3 *	-	2 *	3 1%
		88%	12%	-	-	43% w	45% x	-	12% y	-	-	88% z	12% aa	45% ab	55% ac	-	45% ad	55% ae
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	18 2%	19 2%	1 1%	10 3%	5 2%	9 3%	8 3%	3 2%	1 1%	11 2%	22 2%	5 1%	16 43%	21 57%	5 14%	15 42%	16 44%
		48%	52%	2% af	27% ag	13% ah	25% ai	20% aj	9% ak	3% al	29% am	58% an	12% ao	43% ap	57% aq	14% ar	42% as	44% at
Calls using a public payphone	3 *	1 *	2 *	-	1 *	-	1 *	-	1 *	-	1 *	1 *	1 *	1 *	2 *	1 *	1 *	1 *
		30%	70%	-	30% au	-	43% av	-	27% aw	-	30% ax	43% ay	27% az	43% ba	57% bb	43% bc	27% bd	30% be



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE						AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 2%	13 2%	16 2%	4 3%	8 2%	9 3%	3 1%	4 2%	1 *	1 *	11 2%	16 2%	2 *	12 1%	17 2%	2 1%	14 2%	13 3%
		45%	55%	13%	26%	31%hi	11%	14%	3%	2%	39%l	55%l	6%	40%	60%	7%	48%	44%o
Other	1 *	1 *	-	-	-	-	-	1 *	-	-	-	1 *	-	-	1 *	-	-	1 *
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	18 2%	23 3%	10 7%	6 2%	8 3%	10 3%	6 2%	2 1%	-	16 3%	24 3%	2 *	18 2%	23 3%	3 1%	24 3%	15 3%
		44%	56%	25% ^{dgh}	14%	20% ⁱ	23% ⁱ	14% ⁱ	4%	-	39% ^l	57% ^l	4%	45%	55%	6%	59%	35% ^o
ONLY 1 SERVICE	92 5%	45 5%	47 6%	15 10%	19 6%	16 6%	17 5%	17 7%	7 4%	2 1%	34 7%	50 6%	9 2%	42 5%	50 6%	9 3%	47 5%	36 7%
		49%	51%	17% ^{hi}	20% ⁱ	18% ⁱ	18% ⁱ	18% ⁱ	8% ²	2%	37% ^l	54% ^l	9%	46%	54%	10%	51%	39% ^o
2 SERVICES	25 1%	10 1%	15 2%	2 1%	7 2%	6 2%	6 2%	2 1%	3 1%	1 *	8 2%	13 2%	3 1%	12 1%	13 2%	4 1%	15 2%	6 1%
		40%	60%	6%	28%	23%	23%	7%	11%	3%	34%	53%	13%	48%	52%	16%	59%	25%
3 SERVICES	10 1%	4 1%	6 1%	2 1%	2 1%	-	5 2%	1 *	-	-	4 1%	6 1%	-	3 *	7 1%	-	3 *	7 2%
		43%	57%	20%	19%	-	52% ^e	9%	-	-	39%	61%	-	29%	71%	-	29%	71% ^{op}
4 SERVICES	3 *	2 *	1 *	-	-	1 *	1 *	1 1%	-	-	-	3 *	-	2 *	1 *	-	2 *	1 *
		61%	39%	-	-	28%	34%	39%	-	-	-	100%	-	72%	28%	-	72%	28%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131 8%	61 7%	70 8%	19 13%	28 8%	23 8%	29 9%	21 8%	10 5%	2 1%	46 10%	73 8%	12 3%	59 7%	72 9%	13 4%	67 7%	51 10%
		47%	53%	14% ^{hi}	21% ⁱ	18% ⁱ	22% ⁱ	16% ⁱ	7% ⁱ	2%	35% ^l	55% ^l	9%	45%	55%	10%	51% ^o	39% ^o



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21 1%	9 1%	12 1%	1 1%	6 2%	1 *	4 1%	3 1%	2 1%	3 2%	7 1%	8 1%	5 1%	6 1%	15 2%	1 *	6 1%	14 3%
Not asked	1555 91%	787 92%	768 90%	127 87%	291 90%	272 92%	281 89%	231 91%	189 94%	164 97%	418 89%	784 91%	353 95%	802 92%	753 90%	313 96%	822 92%	420 87%
		42%	58%	4%	30%	4%	21%	16%	12%	13%	34%	41%	25%	29%	71%	7%	27%	66%op
		51%	49%	8%	19%	17%	18%	15%	12% ^c	11% ^{cde fg}	27%	50%	23% ^{jk}	52%	48%	20% ^{pq}	53% ^q	27%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	30 2% 86%	3 2% 8%	1 2% 4%	1 2% 2%	- - -	2 1% 7%	5 3% 14%j	5 4% 14%j	5 3% 13%j	- - -	5 2% 13%	5 2% 15%	4 2% 10%	1 2% 4%	3 2% 8%	1 2% 2%
Standard mobile phone (that can't access the internet)	9 1%	7 * 77%	2 1% 23%	- - -	- - -	- - -	1 * 11%	1 1% 11%	- - -	- - -	1 1% 11%	3 1% 30%	1 * 13%	- - -	- - -	2 1% 23%	- - -
Fixed landline	23 1%	19 1% 82%	4 3% 18%	- - -	- - -	- - -	2 1% 9%	3 2% 11%	1 1% 6%	- - -	1 1% 4%	4 2% 18%	3 1% 14%	4 3% 19%i	- - -	4 3% 18%i	- - -
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2% 86%	4 3% 10%	2 4% 5%	- - -	- - -	5 2% 12%	7 5% 20%i	3 2% 8%	1 1% 3%	2 1% 6%	4 2% 10%	5 2% 14%	4 3% 12%	- - -	4 3% 10%	2 4% 5%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 73%	1 1% 27%	- - -	- - -	- - -	- - -	- - -	1 1% 21%	- - -	- - -	- - -	2 1% 52%	- - -	- - -	1 1% 27%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 69%	2 1% 31%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	2 1% 45%	- 1% -	1 1% 25%	- - -	2 1% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	26 2% 71%	6 5% 17%a	4 4% 10%	1 2% 2%	- - -	3 1% 7%	5 3% 13%	1 1% 2%	6 4% 16%	1 1% 4%	3 2% 8%	4 2% 11%	4 3% 11%	4 4% 10%	6 5% 17%j	1 2% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Calls using a public payphone	3	2	-	1	-	-	-	-	1	-	-	-	-	1	1	-	-
	*	*	-	1%	-	-	-	-	1%	-	-	-	-	1%	1%	-	-
		70%	-	30%	-	-	-	-	43%	-	-	-	-	27%	30%	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	21	3	3	2	-	2	6	-	2	1	1	4	5	3	3	2
	2%	1%	2%	4%	4%	-	1%	4%	-	1%	1%	1%	2%	3%	4%	2%	4%
		72%	10%	11%	6%	-	5%	21%hk	-	7%	3%	4%	15%	18%h	11%h	10%	6%fhjk
Other	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41	34	5	1	1	-	2	6	5	5	1	7	5	4	1	5	1
	2%	2%	4%	2%	2%	-	1%	4%	4%	3%	1%	4%	2%	2%	2%	4%	2%
		83%	12%	3%	2%	-	6%	14%	12%	11%	2%	17%	12%	9%	3%	12%	2%
ONLY 1 SERVICE	92	74	9	7	3	-	7	8	5	11	4	11	16	12	7	9	3
	5%	5%	7%	8%	7%	-	4%	5%	4%	7%	2%	6%	6%	8%	8%	7%	7%
		80%	10%	7%	3%	-	8%	9%	5%	12%ej	4%	12%	17%	12%ej	7%e	10%	3%e
2 SERVICES	25	21	2	1	-	-	2	3	2	-	-	4	4	6	1	2	-
	1%	1%	2%	2%	-	-	1%	2%	1%	-	-	2%	2%	4%	2%	2%	-
		85%	9%	6%	-	-	8%	14%	7%	-	-	16%	15%	24%ij	6%	9%	-
3 SERVICES	10	9	1	-	1	-	1	4	1	1	1	-	1	-	-	1	1
	1%	1%	1%	-	2%	-	*	2%	1%	1%	1%	-	*	-	-	1%	2%
		85%	9%	-	6%	-	9%	36%k	13%	9%	9%	-	8%	-	-	9%	6%
4 SERVICES	3	1	2	-	-	-	-	-	-	-	-	1	-	-	-	2	-
	*	*	2%	-	-	-	-	-	-	-	-	1%	-	-	-	2%	-
		34%	66%a	-	-	-	-	-	-	-	-	34%	-	-	-	66%	-
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
ANY COMMUNICATIONS SERVICE	131	105	14	8	4	-	10	16	8	12	5	16	21	18	8	14	4
	8%	7%	11%	9%	8%	-	5%	10%	6%	8%	3%	8%	8%	12%	9%	11%	8%
		80%	11%	6%	3%	-	8%	12%ej	6%	9%ej	4%	12%ej	16%ej	13%efj	6%ej	11%ej	3%e
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	18	1	2	-	-	-	3	-	4	2	4	3	2	2	1	-
	1%	1%	1%	2%	-	-	-	2%	-	2%	1%	2%	1%	1%	2%	1%	-
		86%	4%	10%	-	-	-	14%	-	18%f	8%	20%f	16%	10%	10%f	4%	-
Not asked	1555	1324	115	76	40	56	196	136	118	140	162	171	220	126	76	115	40
	91%	92%	88%	88%	92%	100%	95%	88%	94%	90%	96%	89%	90%	86%	88%	88%	92%
		85%	7%	5%	3%	4%gik lmnop	13%gkmo	9%	8%	9%	10%gik lmno	11%	14%	8%	5%	7%	3%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	29 2%	6 4%	6 2%	28 2%	25 2%	8 4%	-	1 *	31 3%	32 2%	21 2%	5 3%	22 2%	19 2%	16 3%	13 2%	22 2%
		82%	18%	17%	80%	70%h	22%gh	-	1%	89%	91%	60%	15%	63%	56%	44%	36%	64%
Standard mobile phone (that can't access the internet)	9 1%	6 *	2 2%	3 1%	4 *	2 *	1 1%	2 1%	3 1%	3 *	8 1%	4 *	1 1%	4 *	4 *	4 1%	1 *	7 1%
		72%	28%	37%	49%	25%	13%	22%	33%e	38%	93%	51%	11%	51%	51%	49%	13%	87%
Fixed landline	23 1%	17 1%	4 3%	8 2%	14 1%	9 1%	4 2%	5 3%	3 1%	13 1%	21 1%	17 2%	4 2%	17 1%	20 2%	3 1%	9 1%	14 1%
		72%	17%	34% ^d	62%	38%	18%	22% ^{ee}	13%	56%	90%	74%	15%	74%	86%	14%	37%	63%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2%	2 1%	8 2%	28 2%	22 2%	9 5%	4 3%	4 2%	31 3%	36 2%	28 3%	4 2%	29 3%	27 2%	10 2%	16 2%	21 2%
		88%	5%	21%	77%	58%	24%	11%	11%	83%	96%	76%	10%	79%	74%	26%	42%	58%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 *	1 1%	-	3 *	3 *	1 *	-	-	4 *	4 *	4 *	-	4 *	-	4 1%	1 *	3 *
		79%	21%	-	73%	79%	21%	-	-	100%	100%	100%	-	100% ⁿ	-	100%	21%	79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	5 *	-	1 *	3 *	4 *	-	-	-	4 *	4 *	4 *	1 1%	4 *	4 *	1 *	2 *	3 *
		100%	-	25%	57%	88%	-	-	-	88%	88%	88%	22%	88%	88%	12%	41%	59%



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	31 2%	4 2%	14 5%	21 2%	23 2%	9 5%	3 2%	3 2%	31 3%	35 2%	28 3%	1 1%	28 2%	27 2%	10 2%	25 3%	12 1%
		84%	10%	39% ^d	56%	61%	24%	8%	8%	85%	96%	74%	3%	74%	73%	27%	67% ^q	33%
Calls using a public payphone	3 *	2 *	1 1%	- *	3 *	1 *	1 1%	- *	- *	2 *	2 *	2 *	- *	2 *	3 *	- *	1 *	2 *
		73%	27%	-	100%	30%	43%	-	-	73%	73%	57%	-	57%	100%	-	27%	73%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 2%	29 2%	-	8 3%	20 1%	17 2%	5 3%	5 3%	3 2%	21 2%	26 2%	22 2%	3 1%	23 2%	17 1%	12 2%	18 3%	11 1%
		100%	-	28%	68%	58%	18%	17%	12%	72%	90%	77%	9%	81%	60%	40%	63% ^q	37%
Other	1 *	-	1 1%	1 *	-	-	-	-	1 *	-	1 *	-	-	-	-	1 *	1 *	-
		-	100% ^a	100% ^d	-	-	-	-	100% ^e	-	100%	-	-	-	-	100%	100%	-
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	33 2%	9 6%	9 3%	30 2%	26 3%	8 4%	2 1%	3 2%	32 3%	37 3%	23 2%	5 3%	24 2%	22 2%	20 4%	13 2%	29 3%
		79%	21% ^a	22%	72%	62%	18%	4%	8%	78%	90%	56%	13%	59%	52%	48% ⁿ	30%	70%
ONLY 1 SERVICE	92 5%	80 5%	12 8%	23 7%	68 5%	59 6%	14 7%	7 4%	8 4%	71 6%	84 6%	62 6%	7 4%	62 5%	56 5%	36 7%	44 6%	48 5%
		87%	13%	24%	73%	64%	15%	7%	8%	77%	91%	67%	8%	67%	61%	39%	48%	52%
2 SERVICES	25 1%	22 1%	4 2%	4 1%	18 1%	14 1%	5 2%	2 1%	2 1%	18 2%	22 2%	18 2%	-	18 2%	16 1%	9 2%	9 1%	16 2%
		86%	14%	18%	73%	55%	18%	7%	8%	73%	89%	71%	-	71%	64%	36%	37%	63%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
3 SERVICES	10	7	1	4	6	4	6	1	2	10	10	8	2	9	8	3	5	6
	1%	*	1%	1%	*	*	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
		67%	9%	40%	60%	37%	54% ^e	9%	18%	91%	100%	74%	20%	85%	74%	26%	47%	53%
4 SERVICES	3	3	-	1	1	2	-	1	-	2	3	3	1	3	3	-	2	1
	*	*	-	*	*	*	-	1%	-	*	*	*	1%	*	*	-	*	*
		100%	-	39%	34%	61%	-	39%	-	61%	100%	100%	34%	100%	100%	-	61%	39%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131	112	17	33	93	79	24	11	12	101	120	91	11	92	84	48	60	71
	8%	7%	11%	10%	7%	8%	12%	7%	6%	9%	8%	8%	6%	8%	7%	9%	8%	7%
		85%	13%	25% ^d	71%	60%	18% ^h	8%	9%	77%	91%	69%	8%	70%	64%	36%	46%	54%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	19	1	10	8	7	1	3	2	8	13	9	1	9	8	12	7	13
	1%	1%	1%	3%	1%	1%	*	2%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
		90%	6%	48% ^d	41%	35%	4%	15%	10%	39%	64%	43%	3%	43%	40%	60% ⁿ	35%	65%
Not asked	1555	1409	138	274	1248	917	169	140	194	1034	1301	994	167	1045	1089	465	649	906
	91%	92%	88%	87%	92%	91%	87%	91%	93%	90%	91%	91%	94%	91%	92%	89%	91%	92%
		91%	9%	18%	80% ^c	59%	11%	9%	12% ^f	67%	84%	64%	11%	67%	70% ^o	30%	42%	58%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	20 3% 57%	35 23% 100% ^c	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9 1%	3 * 40%	9 6% 100% ^c	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 1%	14 2% 60%	23 15% 100% ^c	- - -	4 17% 18%	4 13% 18%	10 29% 43%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	24 3% 65%	37 24% 100% ^c	- - -	5 21% 15%	8 26% 23%	11 33% 30%
Mobile broadband internet access - Through a dongle or USB stick	4 *	2 * 48%	4 3% 100% ^c	- - -	- - -	2 6% 48%	1 3% 27%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 1% 88%	5 3% 100% ^c	- - -	- - -	1 4% 25%	3 10% 65%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	27 3% 73%	37 24% 100% ^c	- - -	6 22% 15%	5 16% 14%	10 29% 27%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Calls using a public payphone	3	3	3	-	-	-	1
	*	*	2%	-	-	-	3%
		100%	100% ^c	-	-	-	30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	18	29	-	3	10	6
	2%	2%	19%	-	13%	32%	17%
		62%	100% ^c	-	11%	36%	20%
Other	1	-	1	-	1	-	1
	*	-	1%	-	4%	-	3%
		-	100% ^c	-	100%	-	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41	21	41	-	8	16	13
	2%	3%	27%	-	32%	52%	37%
		51%	100% ^c	-	20%	40%	30%
ONLY 1 SERVICE	92	51	92	-	13	22	21
	5%	7%	61%	-	51%	69%	63%
		56%	100% ^c	-	14%	24%	23%
2 SERVICES	25	15	25	-	3	3	4
	1%	2%	17%	-	14%	9%	12%
		59%	100% ^c	-	14%	12%	17%
3 SERVICES	10	8	10	-	3	7	4
	1%	1%	7%	-	11%	22%	12%
		76%	100% ^c	-	27%	66%	40%
4 SERVICES	3	3	3	-	-	-	3
	*	*	2%	-	-	-	10%
		100%	100% ^c	-	-	-	100%
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
ANY COMMUNICATIONS SERVICE	131	77	131	-	19	32	33
	8%	10%	86%	-	76%	100%	97%
		59%	100% ^c	-	15%	24%	25%
None	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	21	6	21	-	6	-	1
	1%	1%	14%	-	24%	-	3%
		27%	100% ^c	-	29%	-	4%
Not asked	1555	690	-	1522	-	-	-
	91%	89%	-	100%	-	-	-
		44%	-	98% ^b	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	2 6% 5%	2 8% 7%	4 10% 13%	2 5% 5%	1 2% 2%	3 7% 7%
Standard mobile phone (that can't access the internet)	9 1%	2 9% 26%	1 3% 11%	1 2% 11%	- - -	1 3% 11%	1 3% 11%
Fixed landline	23 1%	3 12% 14%	1 3% 4%	2 5% 10%	3 7% 12%	1 3% 4%	1 1% 2%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	4 14% 10%	1 3% 2%	3 7% 8%	4 11% 12%	- - -	1 1% 1%
Mobile broadband internet access - Through a dongle or USB stick	4 *	- - -	1 3% 21%	- - -	- - -	- - -	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	2 9% 7%	2 8% 6%	4 9% 10%	7 17% 18%	3 12% 9%	2 5% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Calls using a public payphone	3	1	-	-	-	-	-
	*	3%	-	-	-	-	-
		27%	-	-	-	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	-	1	4	2	4	1
	2%	-	3%	9%	5%	13%	3%
		-	3%	13%	6%	13%	4%
Other	1	1	-	1	1	1	1
	*	4%	-	2%	2%	3%	2%
		100%	-	100%	100%	100%	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41	4	2	5	2	2	4
	2%	15%	8%	12%	5%	6%	10%
		9%	6%	13%	4%	4%	9%
ONLY 1 SERVICE	92	4	5	9	5	6	8
	5%	16%	16%	21%	14%	20%	20%
		4%	5%	10%	6%	6%	8%
2 SERVICES	25	1	1	1	2	-	1
	1%	6%	3%	3%	6%	-	1%
		6%	3%	6%	9%	-	2%
3 SERVICES	10	1	1	3	3	2	-
	1%	4%	3%	6%	7%	6%	-
		9%	9%	26%	26%	15%	-
4 SERVICES	3	1	-	-	-	-	-
	*	5%	-	-	-	-	-
		39%	-	-	-	-	-
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
ANY COMMUNICATIONS SERVICE	131 8%	8 30%	6 22%	13 31%	10 27%	7 26%	8 22%
None	-	6%	5%	10%	8%	6%	6%
Don't know	21 1%	1 4%	-	1 3%	-	-	-
Not asked	1555 91%	17 66%	22 78%	28 66%	28 73%	21 74%	29 78%
		1%	1%	2%	2%	1%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	16 2%	19 2%	10 3%	5 1%	8 2%	8 2%	2 1%	1 *	-	16 2%	18 2%	1 *	16 2%	19 2%	3 1%	22 2%	11 2%
		46%	54%	29%ghi	15%	24%i	22%i	7%	3%	-	45%l	52%l	3%	46%	54%	7%	62%	30%
Standard mobile phone (that can't access the internet)	9 *	2 *	7 1%	-	1 *	-	4 1%	3 1%	1 *	-	1 *	7 1%	1 *	4 *	5 *	-	4 *	5 1%
		24%	76%	-	6%	-	49%	37%	7%	-	6%	86%	7%	42%	58%	-	42%	58%
Fixed landline	23 1%	13 1%	10 1%	2 1%	1 *	3 1%	9 2%	4 1%	3 1%	1 1%	3 *	16 2%	4 1%	10 1%	13 1%	3 1%	9 1%	11 2%
		56%	44%	7%	6%	15%	38% ^d	18%	13%	5%	12%	70% ^j	18%	45%	55%	13%	39%	48%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	16 2%	21 2%	4 1%	10 2%	4 1%	11 3%	6 2%	1 *	-	14 2%	22 2%	1 *	19 2%	18 2%	3 1%	21 2%	13 2%
		43%	57%	10%	28% ^{hi}	12%	31% ^{hi}	17% ⁱ	3%	-	38% ^l	59% ^l	3%	51%	49%	8%	56%	36%
Mobile broadband internet access - Through a dongle or USB stick	4 *	-	4 *	3 1%	1 *	-	-	-	-	-	4 1%	-	-	2 *	2 *	-	4 *	-
		-	100%	73%	27%	-	-	-	-	-	100% ^k	-	-	52%	48%	-	100%	-
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 *	1 *	-	-	2 1%	2 1%	-	1 *	-	-	4 *	1 *	2 *	3 *	-	2 *	3 *
		88%	12%	-	-	43%	45%	-	12%	-	-	88%	12%	45%	55%	-	45%	55%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	18 2%	19 2%	1 2%	10 27% ^c	5 13%	9 25% ^c	8 20% ^c	3 9%	1 3%	11 29%	22 58%	5 12%	16 43%	21 57%	5 14%	15 42%	16 44%
Calls using a public payphone	3 *	1 *	2 *	-	1 *	-	1 *	-	1 *	-	1 *	1 *	1 *	1 *	2 *	1 *	1 *	1 *
		30%	70%	-	30%	-	43%	-	27%	-	30%	43%	27%	43%	57%	43%	27%	30%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 1%	13 1%	16 1%	4 1%	8 2%	9 3%	3 1%	4 1%	1 *	1 *	11 2%	16 2%	2 *	12 1%	17 2%	2 1%	14 1%	13 2%
Other	1 *	-	-	-	-	-	1 *	-	-	-	1 *	-	-	1 *	-	-	-	1 *
		100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-	-	-	100%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	18 2%	23 2%	10 3%	6 1%	8 2%	10 3%	6 2%	2 1%	-	16 2%	24 2%	2 *	18 2%	23 2%	3 1%	24 2%	15 2%
		44%	56%	25%hi	14%	20%ai	23%ai	14%	4%	-	39%al	57%al	4%	45%	55%	6%	59%	35%
ONLY 1 SERVICE	92 4%	45 4%	47 4%	15 5%	19 5%	16 5%	17 5%	17 5%	7 3%	2 1%	34 5%	50 5%	9 2%	42 4%	50 5%	9 2%	47 4%	36 6%
		49%	51%	17%ai	20%ai	18%ai	18%ai	18%ai	8%	2%	37%al	54%al	9%	46%	54%	10%	51%	39%ao
2 SERVICES	25 1%	10 1%	15 1%	2 1%	7 2%	6 2%	6 2%	2 1%	3 1%	1 *	8 1%	13 1%	3 1%	12 1%	13 1%	4 1%	15 1%	6 1%
		40%	60%	6%	28%	23%	23%	7%	11%	3%	34%	53%	13%	48%	52%	16%	59%	25%
3 SERVICES	10 *	4 *	6 1%	2 1%	2 *	-	5 1%	1 *	-	-	4 1%	6 1%	-	3 *	7 1%	-	3 *	7 1%
		43%	57%	20%	19%	-	52%e	9%	-	-	39%	61%	-	29%	71%	-	29%	71%op
4 SERVICES	3 *	2 *	1 *	-	-	1 *	1 *	1 *	-	-	-	3 *	-	2 *	1 *	-	2 *	1 *
		61%	39%	-	-	28%	34%	39%	-	-	-	100%	-	72%	28%	-	72%	28%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131 6%	61 6%	70 6%	19 6%	28 7%	23 7%	29 8%	21 7%	10 4%	2 1%	46 7%	73 7%	12 3%	59 45%	72 55%	13 10%	67 51%	51 39%o
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Don't know	21	9	12	1	6	1	4	3	2	3	7	8	5	6	15	1	6	14
	1%	1%	1%	*	2%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	2%
		42%	58%	4%	30%	4%	21%	16%	12%	13%	34%	41%	25%	29%	71%	7%	27%	66%
Not asked	1984	966	1018	281	377	314	333	281	213	185	658	929	398	996	988	380	1039	566
	93%	93%	93%	93%	92%	93%	91%	92%	95%	97%	92%	92%	96%	94%	92%	96%	93%	90%
		49%	51%	14%	19%	16%	17%	14%	11%	9%defg	33%	47%	20%jk	50%	50%	19%q	52%q	29%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	30 2% 86%	3 2% 8%	1 1% 4%	1 1% 2%	- - -	2 1% 7%	5 3% 14% _j	5 3% 14% _j	5 2% 13% _j	- - -	5 2% 13%	5 2% 15%	4 2% 10% _j	1 1% 4%	3 2% 8%	1 1% 2%
Standard mobile phone (that can't access the internet)	9 *	7 * 77%	2 1% 23%	- - -	- - -	- - -	1 1% 11%	1 1% 11%	- - -	- - -	1 * 11%	3 1% 30%	1 - 13%	- - -	- - -	2 1% 23%	- - -
Fixed landline	23 1%	19 1% 82%	4 2% 18%	- - -	- - -	- - -	2 1% 9%	3 1% 11%	1 1% 6%	- - -	1 * 4%	4 2% 18%	3 1% 14%	4 3% 19% _i	- - -	4 2% 18% _i	- - -
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2% 86%	4 2% 10%	- - -	2 3% 5% _c	- - -	5 2% 12%	7 4% 20% _{in}	3 2% 8%	1 * 3%	2 1% 6%	4 1% 10%	5 2% 14%	4 3% 12%	- - -	4 2% 10%	2 3% 5% _n
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 73%	1 1% 27%	- - -	- - -	- - -	- - -	- - -	1 1% 21%	- - -	- - -	- - -	2 1% 52%	- - -	- - -	1 1% 27%	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 69%	2 1% 31%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	2 1% 45%	- - -	1 1% 25%	- - -	2 1% 31%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	26 1% 71%	6 3% 17%	4 4% 10%	1 1% 2%	- - -	3 1% 7%	5 3% 13%	1 * 2%	6 3% 16%	1 1% 4%	3 1% 8%	4 1% 11%	4 2% 11%	4 4% 10%	6 3% 17%	1 1% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Calls using a public payphone	3	2	-	1	-	-	-	-	1	-	-	-	-	1	1	-	-
	*	*	-	1%	-	-	-	-	1%	-	-	-	-	1%	1%	-	-
		70%	-	30%	-	-	-	-	43%	-	-	-	-	27%	30%	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	21	3	3	2	-	2	6	-	2	1	1	4	5	3	3	2
	1%	1%	2%	3%	4%	-	1%	3%	-	1%	*	*	1%	3%	3%	2%	4%
		72%	10%	11%	6%	-	5%	21%hk	-	7%	3%	4%	15%	18%hk	11%hk	10%	6%fhjk
Other	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	41	34	5	1	1	-	2	6	5	5	1	7	5	4	1	5	1
	2%	2%	3%	1%	1%	-	1%	3%	3%	2%	*	3%	2%	2%	1%	3%	1%
		83%	12%	3%	2%	-	6%	14%	12%	11%	2%	17%	12%	9%	3%	12%	2%
ONLY 1 SERVICE	92	74	9	7	3	-	7	8	5	11	4	11	16	12	7	9	3
	4%	4%	5%	6%	6%	-	3%	5%	3%	6%	2%	4%	5%	7%	6%	5%	6%
		80%	10%	7%	3%	-	8%	9%	5%	12%ej	4%	12%	17%	12%ej	7%ej	10%	3%e
2 SERVICES	25	21	2	1	-	-	2	3	2	-	-	4	4	6	1	2	-
	1%	1%	1%	1%	-	-	1%	2%	1%	-	-	2%	1%	4%	1%	1%	-
		85%	9%	6%	-	-	8%	14%	7%	-	-	16%	15%	24%ij	6%	9%	-
3 SERVICES	10	9	1	-	1	-	1	4	1	1	1	-	1	-	-	1	1
	*	*	1%	-	1%	-	*	2%	1%	*	*	-	*	-	-	1%	1%
		85%	9%	-	6%	-	9%	36%k	13%	9%	9%	-	8%	-	-	9%	6%k
4 SERVICES	3	1	2	-	-	-	-	-	-	-	-	1	-	-	-	2	-
	*	*	1%	-	-	-	-	-	-	-	-	*	-	-	-	1%	-
		34%	66%a	-	-	-	-	-	-	-	-	34%	-	-	-	66%	-
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ANY COMMUNICATIONS SERVICE	131	105	14	8	4	-	10	16	8	12	5	16	21	18	8	14	4
	6%	6%	8%	8%	7%	-	4%	8%	5%	7%	2%	6%	7%	10%	8%	8%	7%
		80%	11%	6%	3%	-	8%	12%ej	6%	9%ej	4%	12%e	16%ej	13%efj	6%ej	11%ej	3%ej
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	18	1	2	-	-	-	3	-	4	2	4	3	2	2	1	-
	1%	1%	*	2%	-	-	-	2%	-	2%	1%	2%	1%	1%	2%	*	-
		86%	4%	10%	-	-	-	14%	-	18%f	8%	20%	16%	10%	10%f	4%	-
Not asked	1984	1676	166	97	45	76	239	167	143	171	203	247	282	149	97	166	45
	93%	93%	92%	91%	93%	100%	96%	90%	95%	91%	97%	92%	92%	88%	91%	92%	93%
		84%	8%	5%	2%	4%gik lmnop	12%gm	8%	7% m	9%	10%gik lmno	12%	14%	8%	5%	8%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	29 2% 82%	6 3% 18%	6 2% 17%	28 2% 80%	25 2% 70%	8 3% 22%gh	- - -	1 * 1%	31 2% 89%	32 2% 91%	21 2% 60%	5 2% 15%	22 2% 63%	19 1% 56%	16 2% 44%	13 1% 36%	22 2% 64%
Standard mobile phone (that can't access the internet)	9 *	6 * 72%	2 1% 28%	3 1% 37%	4 * 49%	2 * 25%	1 * 13%	2 1% 22%ee	3 1% 33%ee	3 * 38%	8 * 93%	4 * 51%	1 * 11%	4 * 51%	4 * 51%	4 1% 49%	1 * 13%	7 1% 87%
Fixed landline	23 1%	17 1% 72%	4 2% 17%	8 2% 34% ^d	14 1% 62%	9 1% 38%	4 2% 18%	5 3% 22%ee	3 1% 13%	13 1% 56%	21 1% 90%	17 1% 74%	4 2% 15%	17 1% 74%	20 1% 86%	3 * 14%	9 1% 37%	14 1% 63%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	32 2% 88%	2 1% 5%	8 2% 21%	28 2% 77%	22 2% 58%	9 4% 24%	4 2% 11%	4 2% 11%	31 2% 83%	36 2% 96%	28 2% 76%	4 2% 10%	29 2% 79%	27 2% 74%	10 1% 26%	16 2% 42%	21 2% 58%
Mobile broadband internet access - Through a dongle or USB stick	4 *	3 * 79%	1 * 21%	- - -	3 * 73%	3 * 79%	1 * 21%	- - -	- - -	4 * 100%	4 * 100%	4 * 100%	- - -	4 * 100%	- - -	4 1% 100% ⁿ	1 * 21%	3 * 79%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	5 * 100%	- - -	1 * 25%	3 * 57%	4 * 88%	- - -	- - -	- - -	4 * 88%	4 * 88%	4 * 88%	1 1% 22%	4 * 88%	4 * 88%	1 * 12%	2 * 41%	3 * 59%



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN			Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	31 2% 84%	4 1% 10%	14 4% 39% ^d	21 1% 56%	23 2% 61%	9 3% 24%	3 2% 8%	3 1% 8%	31 2% 85%	35 2% 96%	28 2% 74%	1 1% 3%	28 2% 74%	27 2% 73%	10 1% 27%	25 3% 67% ^q	12 1% 33%
Calls using a public payphone	3 *	2 * 73%	1 * 27%	- * -	3 * 100%	1 * 30%	1 1% 43%	- * -	- * -	2 * 73%	2 * 73%	2 * 57%	- * -	2 * 57%	3 * 100%	- * -	1 * 27%	2 * 73%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29 1%	29 2% 100%	- - -	8 2% 28%	20 1% 68%	17 1% 58%	5 2% 18%	5 3% 17%	3 1% 12%	21 1% 72%	26 1% 90%	22 2% 77%	3 1% 9%	23 2% 81%	17 1% 60%	12 2% 40%	18 2% 63% ^q	11 1% 37%
Other	1 *	- * -	1 * 100% ^a	1 * 100% ^d	- * -	- * -	- * -	- * -	1 * 100% ^e	- * -	1 * 100%	- * -	- * -	- * -	- * 100%	1 * -	1 * 100%	- * -
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	41 2%	33 2% 79%	9 4% 21%	9 2% 22%	30 2% 72%	26 2% 62%	8 3% 18%	2 1% 4%	3 1% 8%	32 2% 78%	37 2% 90%	23 2% 56%	5 2% 13%	24 2% 59%	22 1% 52%	20 3% 48% ⁿ	13 1% 30%	29 2% 70%
ONLY 1 SERVICE	92 4%	80 4% 87%	12 5% 13%	23 6% 24%	68 4% 73%	59 5% 64%	14 5% 15%	7 4% 7%	8 3% 8%	71 5% 77%	84 5% 91%	62 4% 67%	7 3% 8%	62 4% 67%	56 4% 61%	36 5% 39%	44 5% 48%	48 4% 52%
2 SERVICES	25 1%	22 1% 86%	4 1% 14%	4 1% 18%	18 1% 73%	14 1% 55%	5 2% 18%	2 1% 7%	2 1% 8%	18 1% 73%	22 1% 89%	18 1% 71%	- - -	18 1% 71%	16 1% 64%	9 1% 36%	9 1% 37%	16 1% 63%



Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
3 SERVICES	10*	7*	1*	4	6	4	6	1	2	10	10	8	2	9	8	3	5	6
				1%	*	*	2%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	*
		67%	9%	40%	60%	37%	54% ^e	9%	18%	91%	100%	74%	20%	85%	74%	26%	47%	53%
4 SERVICES	3*	3*	-	1	1	2	-	1	-	2	3	3	1	3	3	-	2	1
				*	*	*	-	1%	-	*	*	*	1%	*	*	-	*	*
		100%	-	39%	34%	61%	-	39%	-	61%	100%	100%	34%	100%	100%	-	61%	39%
5 OR MORE SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY COMMUNICATIONS SERVICE	131	112	17	33	93	79	24	11	12	101	120	91	11	92	84	48	60	71
	6%	6%	7%	9%	5%	6%	9%	6%	5%	7%	7%	7%	5%	6%	6%	7%	7%	6%
		85%	13%	25% ^d	71%	60%	18%	8%	9%	77%	91%	69%	8%	70%	64%	36%	46%	54%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	21	19	1	10	8	7	1	3	2	8	13	9	1	9	8	12	7	13
	1%	1%	1%	3%	*	1%	*	2%	1%	1%	1%	1%	*	1%	1%	2%	1%	1%
		90%	6%	48% ^d	41%	35%	4%	15%	10%	39%	64%	43%	3%	43%	40%	60% ⁿ	35%	65%
Not asked	1984	1746	226	333	1600	1197	230	170	222	1359	1664	1274	206	1340	1369	615	838	1146
	93%	93%	93%	89%	94%	93%	90%	92%	94%	93%	93%	93%	95%	93%	94%	91%	93%	93%
		88%	11%	17%	81% ^c	60%	12%	9%	11%	68%	84%	64%	10%	68%	69% ^o	31%	42%	58%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	20 2% 57%	35 23% 100% ^c	- - -	5 21% 15%	16 49% 44%	9 27% 27%
Standard mobile phone (that can't access the internet)	9 *	3 * 40%	9 6% 100% ^c	- - -	3 11% 33%	2 6% 22%	3 9% 38%
Fixed landline	23 1%	14 1% 60%	23 15% 100% ^c	- - -	4 17% 18%	4 13% 18%	10 29% 43%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	24 3% 65%	37 24% 100% ^c	- - -	5 21% 15%	8 26% 23%	11 33% 30%
Mobile broadband internet access - Through a dongle or USB stick	4 *	2 * 48%	4 3% 100% ^c	- - -	- - -	2 6% 48%	1 3% 27%
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	4 * 88%	5 3% 100% ^c	- - -	- - -	1 4% 25%	3 10% 65%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	27 3% 73%	37 24% 100% ^c	- - -	6 22% 15%	5 16% 14%	10 29% 27%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Calls using a public payphone	3	3	3	-	-	-	1
	*	*	2%	-	-	-	3%
		100%	100% ^c	-	-	-	30%
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	18	29	-	3	10	6
	1%	2%	19%	-	13%	32%	17%
		62%	100% ^c	-	11%	36%	20%
Other	1	-	1	-	1	-	1
	*	-	1%	-	4%	-	3%
		-	100% ^c	-	100%	-	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41	21	41	-	8	16	13
	2%	2%	27%	-	32%	52%	37%
		51%	100% ^c	-	20%	40%	30%
ONLY 1 SERVICE	92	51	92	-	13	22	21
	4%	5%	61%	-	51%	69%	63%
		56%	100% ^c	-	14%	24%	23%
2 SERVICES	25	15	25	-	3	3	4
	1%	2%	17%	-	14%	9%	12%
		59%	100% ^c	-	14%	12%	17%
3 SERVICES	10	8	10	-	3	7	4
	*	1%	7%	-	11%	22%	12%
		76%	100% ^c	-	27%	66%	40%
4 SERVICES	3	3	3	-	-	-	3
	*	*	2%	-	-	-	10%
		100%	100% ^c	-	-	-	100%
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
ANY COMMUNICATIONS SERVICE	131 6%	77 8% 59%	131 86% 100% ^c	- - -	19 76% 15%	32 100% 24%	33 97% 25%
None	-	-	-	-	-	-	-
Don't know	21 1%	6 1% 27%	21 14% 100% ^c	- - -	6 24% 29%	- - -	1 3% 4%
Not asked	1984 93%	853 91% 43%	- - -	1522 100% 77% ^b	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	35 2%	2 6% 5%	2 8% 7%	4 10% 13%	2 5% 5%	1 2% 2%	3 7% 7%
Standard mobile phone (that can't access the internet)	9 *	2 9% 26%	1 3% 11%	1 2% 11%	- - -	1 3% 11%	1 3% 11%
Fixed landline	23 1%	3 12% 14%	1 3% 4%	2 5% 10%	3 7% 12%	1 3% 4%	1 1% 2%
Fixed broadband internet access - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	37 2%	4 14% 10%	1 3% 2%	3 7% 8%	4 11% 12%	- - -	1 1% 1%
Mobile broadband internet access - Through a dongle or USB stick	4 *	- - -	1 3% 21%	- - -	- - -	- - -	- - -
Tablet with internet access (i.e. through a mobile connection such as 3G or 4G, rather than via home Wi-Fi)	5 *	- - -	- - -	- - -	- - -	- - -	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	37 2%	2 9% 7%	2 8% 6%	4 9% 10%	7 17% 18%	3 12% 9%	2 5% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Calls using a public payphone	3	1	-	-	-	-	-
	*	3%	-	-	-	-	-
		27%	-	-	-	-	-
One of my services within a bundle from one supplier, but I am not sure which (e.g. landline, mobile, internet or TV services)	29	-	1	4	2	4	1
	1%	-	3%	9%	5%	13%	3%
		-	3%	13%	6%	13%	4%
Other	1	1	-	1	1	1	1
	*	4%	-	2%	2%	3%	2%
		100%	-	100%	100%	100%	100%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	41	4	2	5	2	2	4
	2%	15%	8%	12%	5%	6%	10%
		9%	6%	13%	4%	4%	9%
ONLY 1 SERVICE	92	4	5	9	5	6	8
	4%	16%	16%	21%	14%	20%	20%
		4%	5%	10%	6%	6%	8%
2 SERVICES	25	1	1	1	2	-	1
	1%	6%	3%	3%	6%	-	1%
		6%	3%	6%	9%	-	2%
3 SERVICES	10	1	1	3	3	2	-
	*	4%	3%	6%	7%	6%	-
		9%	9%	26%	26%	15%	-
4 SERVICES	3	1	-	-	-	-	-
	*	5%	-	-	-	-	-
		39%	-	-	-	-	-
5 OR MORE SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.6 Which of the following services have you had any difficulties paying for in the last year? Please select more than one item if you have difficulties paying for more than one service in a bundle or package of services. - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
ANY COMMUNICATIONS SERVICE	131 6%	8 30% 6%	6 22% 5%	13 31% 10%	10 27% 8%	7 26% 6%	8 22% 6%
None	-	-	-	-	-	-	-
Don't know	21 1%	1 4% 5%	-	1 3% 7%	-	-	-
Not asked	1984 93%	17 66% 1%	22 78% 1%	28 66% 1%	28 73% 1%	21 74% 1%	29 78% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	9 13% 46%	11 13% 54%	8 39% 38%	5 15% 26%	5 20% 24%	- - -	2 10% 12%	- -	- -	13 24% 65%k	7 9% 35%	- -	8 13% 42%	12 13% 58%	- -	12 17% 62%	8 12% 38%
Standard mobile phone (that can't access the internet)	1 1%	1 1% 100%	- -	- -	- -	- -	- -	1 4% 100%	- -	- -	- -	1 1% 100%	- -	- -	1 6% 100%	- -	- -	1 1% 100%
Fixed landline phone at home	5 3%	1 1% 19%	4 5% 81%	1 6% 23%	- 4% -	1 4% 20%	2 6% 38%	1 4% 19%	- -	- -	1 2% 23%	4 5% 77%	- -	- -	5 6% 100%	- -	1 1% 20%	4 6% 80%
Fixed broadband	8 6%	4 5% 44%	5 6% 56%	4 19% 45%	1 2% 6%	1 5% 15%	2 6% 23%	1 4% 11%	- -	- -	4 8% 51%	4 5% 49%	- -	3 4% 31%	6 7% 69%	- -	3 4% 31%	6 9% 69%
Mobile broadband	5 3%	4 5% 82%	1 1% 18%	2 8% 33%	1 2% 18%	2 9% 48%	- -	- -	- -	- -	2 4% 52%	2 3% 48%	- -	2 2% 33%	3 4% 67%	- -	2 2% 33%	3 5% 67%
Tablet with internet access	3 2%	1 2% 47%	1 2% 53%	- 4% -	1 5% 53%	1 5% 47%	- -	- -	- -	- -	1 3% 53%	1 2% 47%	- -	- -	3 3% 100%	- -	- -	3 4% 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	3 5% 51%	3 4% 49%	1 4% 14%	2 6% 31%	1 6% 24%	1 3% 15%	1 4% 15%	- -	- -	3 5% 45%	3 4% 55%	- -	- -	6 7% 100% ^m	- -	1 1% 14%	5 8% 86%
Gas	13 9%	9 13% 68%	4 5% 32%	- 2% -	1 20% 4%	5 20% 37%	2 6% 14%	6 25% 45%	- -	- -	1 1% 4%	13 16% 96% ^j	- -	6 9% 42%	8 9% 58%	1 10% 11%	6 8% 45%	6 9% 44%
Electricity	18 12%	11 16% 61%	7 9% 39%	- 14% 26%	5 30% 39%	7 30% 39%	1 3% 5%	6 23% 30%	- -	- -	5 9% 26%	14 17% 74%	- -	5 8% 30%	13 15% 70%	1 10% 8%	9 12% 46%	8 13% 46%
Water	25 16%	16 23% 65%	9 10% 35%	- 13% -	5 42% 19%	10 42% 41%	2 6% 9%	7 28% 27%	1 9% 5%	- -	5 9% 19%	19 23% 77% ^l	1 6% 5%	6 10% 26%	18 21% 74%	1 10% 6%	9 13% 38%	14 21% 56%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	10	11	8	5	5	-	3	-	-	13	8	-	8	12	-	12	8
	14%	14%	13%	39%	15%	20%	-	14%	-	-	24%	10%	-	13%	14%	-	17%	13%
		48%	52%	37%	25%	23%	-	16%	-	-	62%k	38%	-	40%	60%	-	59%	41%
ONLY 1 COMMUNICATIONS SERVICE	22	8	15	7	8	3	2	2	-	-	15	7	-	8	14	-	12	10
	15%	11%	18%	36%	24%	13%	6%	10%	-	-	28%	9%	-	12%	16%	-	16%	16%
		34%	66%	31%	36%	14%	9%	10%	-	-	67%k	33%	-	36%	64%	-	53%	47%
2 COMMS SERVICES	4	3	1	-	-	4	-	-	-	-	-	4	-	-	4	-	1	3
	3%	5%	1%	-	-	19%	-	-	-	-	-	5%	-	-	5%	-	1%	5%
		78%	22%	-	-	100%	-	-	-	-	-	100%	-	-	100%	-	22%	78%
3 COMMS SERVICES	4	2	3	3	1	-	1	-	-	-	3	1	-	2	3	-	2	3
	3%	2%	3%	14%	2%	-	3%	-	-	-	6%	1%	-	2%	3%	-	2%	4%
		36%	64%	63%	16%	-	22%	-	-	-	78%	22%	-	36%	64%	-	36%	64%
4 COMMS SERVICES	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	1%	1%	-	-	-	-	-	4%	-	-	-	1%	-	-	1%	-	-	1%
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	20	14	-	8	12	3	10	1	-	8	25	1	9	25	1	14	19
	22%	29%	17%	-	24%	50%	9%	41%	9%	-	15%	30%	6%	14%	29%	10%	19%	29%
		59%	41%	-	24%	35%	9%	29%	3%	-	24%	73%	3%	26%	74% ^m	4%	41%	55%
ANY COMMUNICATIONS SERVICE	32	14	18	10	9	7	3	3	-	-	18	14	-	10	22	-	14	18
	21%	19%	22%	49%	26%	31%	9%	14%	-	-	34%	17%	-	15%	26%	-	20%	27%
		42%	58%	30%	27%	23%	9%	10%	-	-	57% ^k	43%	-	30%	70%	-	45%	55%
None of these	91	41	50	10	19	9	26	12	10	4	29	47	14	50	41	13	49	28
	60%	59%	61%	51%	57%	36%	79%	52%	86%	79%	55%	58%	84%	76%	48%	90%	68%	44%
		45%	55%	11%	21%	9%	29%	14%	12%	4%	32%	52%	16%	55% ⁿ	45%	15%	54% ^q	31%
Don't know	6	2	4	-	2	1	1	1	1	1	2	3	2	-	6	-	-	6
	4%	3%	5%	-	6%	3%	3%	4%	5%	21%	4%	3%	10%	-	7%	-	-	10%
		34%	66%	-	33%	12%	15%	14%	10%	17%	33%	41%	26%	-	100% ^m	-	-	100% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	14 11% 70%	3 21% 16%	- - -	3 79% 14%	- - -	1 9% 5%	2 12% 12%	3 41% 16%	2 15% 12%	- - -	1 3% 3%	3 14% 17%	1 6% 6%	- - -	3 21% 16%	3 79% 14%
Standard mobile phone (that can't access the internet)	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 4% 100%	- - -	- - -	- - -	- - -	- - -
Fixed landline phone at home	5 3%	4 3% 81%	1 6% 19%	- - -	- - -	- - -	1 9% 20%	1 6% 23%	1 13% 20%	1 6% 18%	- - -	- - -	- - -	- - -	- - -	1 6% 19%	- - -
Fixed broadband	8 6%	7 5% 77%	1 6% 11%	1 10% 12%	- - -	- - -	- - -	2 12% 27%	- - -	1 6% 11%	- - -	1 3% 6%	2 6% 18%	1 6% 15%	1 10% 12%	1 6% 11%	- - -
Mobile broadband	5 3%	5 4% 100%	- - -	- - -	- - -	- - -	- - -	2 10% 39%	- - -	- - -	- - -	- - -	2 6% 33%	1 6% 27%	- - -	- - -	- - -
Tablet with internet access	3 2%	2 2% 75%	- - -	1 19% 25%	- - -	- - -	- - -	- - -	1 10% 28%	- - -	- - -	- - -	- - -	1 6% 47%	- - -	- - -	1 19% 25%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	5 4% 74%	1 6% 15%	- 19% 11%	- - -	- - -	- - -	1 5% 16%	1 11% 14%	1 6% 15%	- - -	2 9% 29%	- - -	- - -	- - -	1 6% 15%	1 19% 11%
Gas	13 9%	10 8% 76%	3 21% 24%	- - -	- - -	- - -	- - -	2 10% 14%	1 13% 7%	1 9% 11%	2 37% 18%	1 3% 4%	1 6% 11%	1 7% 11%	- - -	3 21% 24%	- - -
Electricity	18 12%	12 10% 64%	5 34% 28%	1 14% 8%	- - -	- - -	- - -	2 10% 10%	2 30% 13%	- - -	1 23% 8%	3 16% 18%	1 6% 8%	1 7% 8%	1 14% 8%	5 34% 28%	- - -
Water	25 16%	21 17% 86%	1 6% 4%	2 24% 10%	- - -	- - -	3 27% 11%	3 16% 12%	2 22% 7%	3 21% 14%	1 23% 6%	3 15% 13%	3 11% 10%	3 17% 14%	2 24% 10%	1 6% 4%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	15	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	14%	12%	21%	-	79%	-	9%	12%	41%	15%	-	7%	14%	6%	-	21%	79%
		72%	15%	-	13%	-	5%	11%	15%	11%	-	7%	16%	6%	-	15%	13%
ONLY 1 COMMUNICATIONS SERVICE	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
	15%	14%	14%	10%	60%	-	19%	17%	50%	15%	-	19%	8%	-	10%	14%	60%
		76%	10%	4%	10%	-	9%	14%	17%	11%	-	17%	8%	-	4%	10%	10%
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	3	-	-	-	-
	3%	4%	-	-	-	-	-	5%	13%	-	-	-	13%	-	-	-	-
		100%	-	-	-	-	-	21%	22%	-	-	-	56%	-	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1	-	1	-	-	2	-	-	-	1
	3%	3%	-	-	19%	-	-	6%	-	6%	-	-	6%	-	-	-	19%
		84%	-	-	16%	-	-	27%	-	22%	-	-	36%	-	-	-	16%
4 COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	-	6%
		-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	-	-	3	3	3	3	2	5	3	4	2	5	-
	22%	22%	34%	24%	-	-	27%	16%	40%	21%	37%	26%	11%	22%	24%	34%	-
		78%	15%	7%	-	-	8%	8%	9%	10%	7%	15%	7%	13%	7%	15%	-
ANY COMMUNICATIONS SERVICE	32	25	3	1	3	-	2	5	5	3	-	4	3	3	1	3	3
	21%	20%	21%	10%	79%	-	19%	28%	62%	20%	-	19%	14%	13%	10%	21%	79%
		78%	10%	3%	9%	-	6%	16%	15%	10%	-	12%	11%	8%	3%	10%	9%
None of these	91	76	8	6	1	-	7	11	3	11	3	11	18	13	6	8	1
	60%	62%	55%	56%	21%	-	64%	57%	38%	67%	51%	54%	75%	67%	56%	55%	21%
		84%	9%	6%	1%	-	7%	12%	3%	12%	3%	12%	20%	14%	6%	9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	4%	4%	4%	10%	-	-	-	5%	-	-	12%	11%	-	5%	10%	4%	-
		75%	10%	15%	-	-	-	13%	-	-	12%	34%	-	17%	15%	10%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	16 12% 81%	3 16% 15%	3 7% 14%	16 16% 80%	16 18% 78%	3 13% 16%	1 9% 6%	- --	18 16% 88%	19 14% 95%	11 11% 56%	4 33% 18%	12 12% 62%	6 7% 30%	14 23% 70%	7 10% 35%	13 15% 65%
Standard mobile phone (that can't access the internet)	1 1%	- --	1 5% 100%	1 2% 100%	- --	- --	- --	- --	1 7% 100%	- --	1 1% 100%	- --	- --	- --	- --	1 2% 100%	- --	1 1% 100%
Fixed landline phone at home	5 3%	5 4% 100%	- --	2 4% 37%	3 3% 63%	2 2% 39%	3 12% 61%	1 7% 18%	1 7% 18%	5 5% 100%	5 4% 100%	4 4% 77%	2 19% 43%	5 5% 100%	4 4% 77%	1 2% 23%	2 3% 37%	3 4% 63%
Fixed broadband	8 6%	6 5% 76%	2 12% 24%	4 10% 49%	4 4% 51%	3 4% 38%	3 12% 36%	3 22% 38%	1 7% 11%	6 6% 73%	8 6% 100%	6 6% 71%	3 24% 32%	7 7% 85%	4 4% 40%	8 8% 60%	5 7% 53%	4 5% 47%
Mobile broadband	5 3%	3 2% 67%	2 8% 33%	2 5% 46%	2 2% 54%	5 5% 100%	- --	- --	- --	5 4% 100%	5 3% 100%	5 5% 100%	2 14% 33%	5 5% 100%	3 3% 67%	2 3% 33%	- --	5 5% 100%
Tablet with internet access	3 2%	3 2% 100%	- --	2 5% 72%	1 1% 28%	2 2% 72%	- --	- --	- --	2 2% 72%	2 1% 72%	2 2% 75%	- --	2 2% 75%	2 2% 75%	1 1% 25%	- --	3 3% 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	4 3% 65%	2 12% 35%	3 6% 41%	4 4% 59%	3 4% 55%	3 11% 45%	1 7% 15%	1 7% 15%	6 6% 100%	6 5% 100%	5 6% 89%	- --	5 5% 89%	4 4% 66%	2 3% 34%	4 6% 65%	2 3% 35%
Gas	13 9%	11 8% 82%	2 13% 18%	3 7% 21%	10 9% 72%	9 10% 65%	2 10% 18%	1 9% 10%	1 7% 7%	11 10% 83%	13 10% 100%	12 12% 89%	3 25% 21%	12 12% 89%	13 14% 96%	1 1% 4%	7 11% 54%	6 7% 46%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
Electricity	18 12%	16 12%	3 15%	4 9%	13 12%	13 15%	2 10%	1 9%	1 7%	16 14%	18 13%	15 16%	4 38%	15 15%	15 17%	3 5%	12 17%	7 8%
		85%	15%	20%	69%	72%	13%	7%	5%	85%	97%	84%	23%	84%	83%	17%	63%	37%
Water	25 16%	22 17%	3 16%	7 16%	18 18%	14 17%	5 21%	1 4%	1 7%	20 18%	21 16%	16 16%	5 48%	16 16%	17 19%	7 12%	12 18%	13 15%
		88%	12%	27%	73%	59%	21%	2%	4%	80%	87%	66%	22%	66%	71%	29%	49%	51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21 14%	16 12%	4 21%	4 9%	16 16%	16 18%	3 13%	1 9%	1 7%	18 16%	20 15%	11 11%	4 33%	12 12%	6 7%	15 25%	7 10%	14 16%
		77%	18%	18%	77%	74%	15%	6%	4%	85%	95%	54%	18%	60%	29%	71%	34%	66%
ONLY 1 COMMUNICATIONS SERVICE	22 15%	16 13%	5 28%	3 6%	18 18%	18 20%	2 8%	1 7%	1 7%	19 17%	20 15%	16 16%	2 17%	16 16%	10 10%	13 21%	11 16%	11 14%
		74%	22%	12%	83%	79%	8%	4%	4%	83%	92%	71%	9%	71%	43%	57%	49%	51%
2 COMMS SERVICES	4 3%	4 3%	-	3 6%	2 2%	3 4%	-	1 9%	-	3 3%	4 3%	3 3%	-	3 3%	3 3%	1 2%	-	4 5%
		100%	-	56%	44%	72%	-	28%	-	72%	100%	72%	-	72%	72%	28%	-	100%
3 COMMS SERVICES	4 3%	3 2%	2 8%	2 4%	3 3%	2 3%	2 8%	1 7%	1 7%	4 4%	4 3%	2 2%	3 24%	4 4%	1 1%	3 6%	1 1%	3 4%
		64%	36%	37%	63%	51%	49%	22%	22%	100%	100%	57%	63%	84%	22%	78%	22%	78%
4 COMMS SERVICES	1 1%	1 1%	-	1 2%	-	-	1 4%	-	-	1 1%	1 1%	1 1%	-	1 1%	1 1%	-	1 1%	-
		100%	-	100%	-	-	100%	-	-	100%	100%	100%	-	100%	100%	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34 22%	28 22%	6 33%	9 21%	23 23%	21 24%	5 21%	2 13%	3 20%	26 24%	31 23%	24 24%	5 48%	24 24%	25 27%	9 15%	17 25%	17 20%
		82%	18%	26%	68%	61%	15%	5%	8%	77%	90%	70%	16%	70%	73%	27%	51%	49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
ANY COMMUNICATIONS SERVICE	32	25	7	8	23	23	5	3	2	27	30	22	5	23	15	17	13	19
	21%	19%	36%	18%	23%	27%	20%	22%	13%	25%	23%	22%	41%	23%	16%	29%	19%	23%
		77%	20%	24%	72%	72%	15%	10%	6%	84%	94%	70%	15%	74%	46%	54%	40%	60%
None of these	91	82	7	26	60	50	15	7	9	64	78	62	1	62	59	32	42	49
	60%	63%	38%	61%	59%	58%	59%	50%	66%	58%	59%	62%	10%	62%	64%	53%	62%	58%
		91%	8%	29%	66%	55%	16%	8%	10%	70%	86%	68%	1%	68%	65%	35%	46%	54%
Don't know	6	4	1	2	4	2	1	2	-	3	5	1	-	1	3	4	1	5
	4%	3%	7%	5%	3%	2%	4%	15%	-	3%	4%	1%	-	1%	3%	6%	2%	6%
		66%	19%	32%	55%	31%	14%	32%	-	45%	77%	17%	-	17%	41%	59%	17%	83%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	**	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	8 10% 40%	20 13% 100%	- - -	3 12% 16%	20 63% 100% ^f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 1%	- - -	1 1% 100%	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5 3%	5 6% 100%	5 3% 100%	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8 6%	6 7% 67%	8 6% 100%	- - -	3 11% 32%	8 26% 100% ^f	1 3% 11%
Mobile broadband	5 3%	2 3% 48%	5 3% 100%	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 2%	2 2% 75%	3 2% 100%	- - -	- - -	3 8% 100%	2 6% 75%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	5 6% 80%	6 4% 100%	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 9%	10 12% 75%	13 9% 100%	- - -	3 11% 21%	5 15% 36%	13 39% 100% ^e
Electricity	18 12%	15 18% 79%	18 12% 100%	- - -	3 11% 15%	7 22% 39%	18 54% 100% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	150	80	150	-	27	32	34	
Weighted Base	152	83*	152	**	25**	32*	34*	
Water	25	14	25	-	5	8	25	
	16%	17%	16%	-	19%	24%	72%	
		57%	100%	-	19%	32%	100%e	
SUMMARY CODES								
ANY MOBILE/SMARTPHONE	21	8	21	-	4	21	7	
	14%	10%	14%	-	16%	66%	21%	
		38%	100%	-	19%	100%f	35%	
ONLY 1 COMMUNICATIONS SERVICE	22	11	22	-	2	22	7	
	15%	14%	15%	-	9%	70%	22%	
		51%	100%	-	11%	100%f	33%	
2 COMMS SERVICES	4	3	4	-	1	4	3	
	3%	4%	3%	-	5%	14%	9%	
		72%	100%	-	28%	100%	72%	
3 COMMS SERVICES	4	2	4	-	-	4	-	
	3%	3%	3%	-	-	13%	-	
		49%	100%	-	-	100%f	-	
4 COMMS SERVICES	1	1	1	-	1	1	1	
	1%	1%	1%	-	4%	3%	3%	
		100%	100%	-	100%	100%	100%	
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	
GAS, ELEC OR WATER	34	21	34	-	7	12	34	
	22%	25%	22%	-	26%	36%	100%	
		61%	100%	-	19%	34%	100%e	
ANY COMMUNICATIONS SERVICE	32	18	32	-	5	32	12	
	21%	21%	21%	-	18%	100%	34%	
		55%	100%	-	14%	100%f	36%	
None of these	91	53	91	-	15	-	-	
	60%	63%	60%	-	59%	-	-	
		58%	100%	-	17%	-	-	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with any difficulties paying for communication services in the last year**

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
Don't know	6	1	6	-	1	-	-
	4%	1%	4%	-	4%	-	-
		17%	100%	-	15%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 13%	1 12% 5%	- - -	6 41% 30%	3 26% 14%	2 22% 8%	2 25% 10%
Standard mobile phone (that can't access the internet)	1 1%	- - -	- - -	1 6% 100%	- - -	- - -	- - -
Fixed landline phone at home	5 3%	- - -	1 15% 20%	1 8% 23%	1 11% 23%	1 13% 19%	- - -
Fixed broadband	8 6%	- - -	- - -	1 8% 14%	1 11% 14%	1 13% 11%	2 25% 24%
Mobile broadband	5 3%	- - -	- - -	- - -	- - -	1 13% 21%	2 19% 33%
Tablet with internet access	3 2%	- - -	1 12% 28%	1 5% 25%	1 6% 25%	1 9% 25%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 4%	- - -	1 14% 14%	1 5% 11%	1 6% 11%	3 34% 42%	- - -
Gas	13 9%	2 26% 17%	- - -	- - -	- - -	2 25% 14%	1 7% 4%
Electricity	18 12%	3 32% 15%	- - -	1 6% 5%	1 9% 5%	3 38% 15%	1 18% 8%
Water	25 16%	2 19% 7%	2 26% 7%	3 18% 11%	2 17% 7%	5 62% 19%	3 42% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21 14%	1 12% 5%	- - -	7 47% 33%	3 26% 13%	2 22% 8%	2 25% 10%
ONLY 1 COMMUNICATIONS SERVICE	22 15%	1 12% 5%	3 40% 12%	5 35% 23%	1 8% 4%	- - -	1 13% 5%
2 COMMS SERVICES	4 3%	- -	- -	- -	- -	1 13% 21%	- -
3 COMMS SERVICES	4 3%	- -	- -	2 12% 43%	2 18% 43%	1 9% 16%	2 19% 36%
4 COMMS SERVICES	1 1%	- -	- -	- -	- -	1 13% 100%	- -
5 OR MORE COMMS SERVICES	- -	- -	- -	- -	- -	- -	- -
GAS, ELEC OR WATER	34 22%	5 55% 14%	2 26% 5%	4 25% 11%	3 26% 8%	6 74% 16%	4 53% 13%
ANY COMMUNICATIONS SERVICE	32 21%	1 12% 3%	3 40% 8%	7 47% 22%	3 26% 8%	3 34% 8%	3 32% 8%
None of these	91 60%	3 32% 3%	3 45% 3%	5 35% 6%	5 48% 6%	1 17% 1%	2 22% 2%
Don't know	6 4%	- -	- -	- -	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE						AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	9 1%	11 1%	8 5%	5 2%	5 2%	- -	2 1%	- -	- -	13 3%	7 1%	- -	8 1%	12 1%	- -	12 1%	8 2%
		46%	54%	38% ^{def}	26% ^f	24% ^f	-	12%	-	-	65% ^{kl}	35%	-	42%	58%	-	62% ^o	38% ^o
Standard mobile phone (that can't access the internet)	1 *	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	1 *	- -	- -	1 *
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
Fixed landline phone at home	5 *	1 *	4 *	1 1%	- -	1 *	2 1%	1 *	- -	- -	1 *	4 *	- -	- -	5 1%	- -	1 *	4 1%
		19%	81%	23%	-	20%	38%	19%	-	-	23%	77%	-	-	100% ^m	-	20%	80% ^p
Fixed broadband	8 *	4 *	5 1%	4 3%	1 *	1 *	2 1%	1 *	- -	- -	4 1%	4 *	- -	3 *	6 1%	- -	3 *	6 1%
		44%	56%	45% ^{dhi}	6%	15%	23%	11%	-	-	51%	49%	-	31%	69%	-	31%	69% ^p
Mobile broadband	5 *	4 *	1 *	2 1%	1 *	2 1%	- -	- -	- -	- -	2 1%	2 *	- -	2 *	3 *	- -	2 *	3 1%
		82%	18%	33%	18%	48%	-	-	-	-	52%	48%	-	33%	67%	-	33%	67%
Tablet with internet access	3 *	1 *	1 *	- 1	1 *	1 *	- -	- -	- -	- -	1 *	1 *	- -	- -	3 *	- -	- -	3 1%
		47%	53%	-	53%	47%	-	-	-	-	53%	47%	-	-	100%	-	-	100% ^p
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	3 *	3 *	1 1%	2 1%	1 1%	1 1%	1 1%	- -	- -	3 1%	3 1%	- -	- -	6 1%	- -	1 *	5 1%
		51%	49%	14%	31%	24%	15%	15%	-	-	45%	55%	-	-	100% ^m	-	14%	86% ^p
Gas	13 1%	9 1%	4 1%	- *	1 2%	5 2%	2 1%	6 2%	- -	- -	1 *	13 1%	- -	6 1%	8 1%	1 *	6 1%	6 1%
		68%	32%	-	4%	37%	14%	45% ^{dhi}	-	-	4%	96% ^{jl}	-	42%	58%	11%	45%	44%
Electricity	18 1%	11 1%	7 1%	- 1%	5 2%	7 2%	1 *	6 2%	- -	- -	5 1%	14 2%	- -	5 1%	13 2%	1 *	9 1%	8 2%
		61%	39%	-	26%	39% ^{fhi}	5%	30% ^{hi}	-	-	26% ^l	74% ^l	-	30%	70%	8%	46%	46%
Water	25 1%	16 2%	9 1%	- 1%	5 3%	10 3%	2 1%	7 3%	1 1%	- -	5 1%	19 2%	1 *	6 1%	18 2%	1 *	9 1%	14 3%
		65%	35%	-	19%	41% ^{cthi}	9%	27% ⁱ	5%	-	19%	77% ^l	5%	26%	74% ^m	6%	38%	56% ^{op}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	10	11	8	5	5	-	3	-	-	13	8	-	8	12	-	12	8
	1%	1%	1%	5%	2%	2%	-	1%	-	-	3%	1%	-	1%	1%	-	1%	2%
		48%	52%	37%def	25%f	23%f	-	16%	-	-	62%kl	38%l	-	40%	60%	-	59%o	41%o
				ghi														
ONLY 1 COMMUNICATIONS SERVICE	22	8	15	7	8	3	2	2	-	-	15	7	-	8	14	-	12	10
	1%	1%	2%	5%	2%	1%	1%	1%	-	-	3%	1%	-	1%	2%	-	1%	2%
		34%	66%	31%efg	36%hi	14%	9%	10%	-	-	67%kl	33%	-	36%	64%	-	53%	47%o
				hi														
2 COMMS SERVICES	4	3	1	-	-	4	-	-	-	-	-	4	-	-	4	-	1	3
	*	*	*	-	-	2%	-	-	-	-	-	1%	-	-	1%	-	*	1%
		78%	22%	-	-	100%df	-	-	-	-	-	100%	-	-	100%m	-	22%	78%
3 COMMS SERVICES	4	2	3	3	1	-	1	-	-	-	3	1	-	2	3	-	2	3
	*	*	*	2%	*	-	*	-	-	-	1%	*	-	*	*	-	*	1%
		36%	64%	63%eg	16%	-	22%	-	-	-	78%	22%	-	36%	64%	-	36%	64%
4 COMMS SERVICES	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	*	-
		100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	20	14	-	8	12	3	10	1	-	8	25	1	9	25	1	14	19
	2%	2%	2%	-	3%	4%	1%	4%	1%	-	2%	3%	*	1%	3%	*	2%	4%
		59%	41%	-	24%i	35%cfhi	9%	29%cfhi	3%	-	24%l	73%l	3%	26%	74%m	4%	41%	55%op
ANY COMMUNICATIONS SERVICE	32	14	18	10	9	7	3	3	-	-	18	14	-	10	22	-	14	18
	2%	2%	2%	7%	3%	3%	1%	1%	-	-	4%	2%	-	1%	3%	-	2%	4%
		42%	58%	30%fgh	27%hi	23%hi	9%	10%	-	-	57%kl	43%l	-	30%	70%m	-	45%o	55%op
				i														
None of these	91	41	50	10	19	9	26	12	10	4	29	47	14	50	41	13	49	28
	5%	5%	6%	7%	6%	3%	8%	5%	5%	2%	6%	5%	4%	6%	5%	4%	5%	6%
		45%	55%	11%	21%	9%	29%ei	14%	12%	4%	32%	52%	16%	55%	45%	15%	54%	31%
Don't know	6	2	4	-	2	1	1	1	1	1	2	3	2	-	6	-	-	6
	*	*	1%	-	1%	*	*	*	*	1%	*	*	*	-	1%	-	-	1%
		34%	66%	-	33%	12%	15%	14%	10%	17%	33%	41%	26%	-	100%m	-	-	100%op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base 1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base 1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Not asked 1555	787	768	127	291	272	281	231	189	164	418	784	353	802	753	313	822	420
	91%	92%	87%	90%	92%	89%	91%	94%	97%	89%	91%	95%	92%	90%	96%	92%	87%
		51%	8%	19%	17%	18%	15%	12% ^c	11% ^{cde}	27%	50%	23% ^{jk}	52%	48%	20% ^{pq}	53% ^q	27%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	14 1% 70%	3 2% 16%	- - -	3 6% 14% ^{ac}	- - -	1 * 5%	2 2% 12%	3 3% 16% ^j	2 2% 12%	- - -	1 * 3%	3 1% 17%	1 1% 6%	- - -	3 2% 16%	3 6% 14% ^{efjkimn}
Standard mobile phone (that can't access the internet)	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	- - -
Fixed landline phone at home	5 *	4 * 81%	1 1% 19%	- - -	- - -	- - -	1 * 20%	1 1% 23%	1 1% 20%	1 1% 18%	- - -	- - -	- - -	- - -	- - -	1 1% 19%	- - -
Fixed broadband	8 *	7 * 77%	1 1% 11%	1 1% 12%	- - -	- - -	- - -	2 1% 27%	- - -	1 1% 11%	- - -	1 * 6%	2 1% 18%	1 1% 15%	1 1% 12%	1 1% 11%	- - -
Mobile broadband	5 *	5 * 100%	- - -	- - -	- - -	- - -	- - -	2 1% 39%	- - -	- - -	- - -	- - -	2 1% 33%	1 1% 27%	- - -	- - -	- - -
Tablet with internet access	3 *	2 * 75%	- - -	- 2% 25% ^a	1 2% 25% ^a	- - -	- - -	- 1% -	1 1% 28%	- - -	- - -	- - -	- - -	1 1% 47%	- - -	- - -	1 2% 25% ^l
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	5 * 74%	1 1% 15%	- 2% -	1 2% 11%	- - -	- - -	1 1% 16%	1 1% 14%	1 1% 15%	- - -	2 1% 29%	- - -	- - -	- - -	1 1% 15%	1 2% 11% ^l
Gas	13 1%	10 1% 76%	3 2% 24% ^a	- - -	- - -	- - -	- - -	2 1% 14%	1 1% 7%	1 1% 11%	2 1% 18%	1 * 4%	1 1% 11%	1 1% 11%	- - -	3 2% 24% ^f	- - -
Electricity	18 1%	12 1% 64%	5 4% 28% ^a	1 2% 8%	- - -	- - -	- - -	2 1% 10%	2 2% 13%	- - -	1 1% 8%	3 2% 18%	1 1% 8%	1 1% 8%	1 2% 8%	5 4% 28% ^{fil}	- - -
Water	25 1%	21 1% 86%	1 1% 4%	2 3% 10%	- - -	- - -	3 1% 11%	3 2% 12%	2 1% 7%	3 2% 14%	1 1% 6%	3 2% 13%	3 1% 10%	3 2% 14%	2 3% 10%	1 1% 4%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	15	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	1%	1%	2%	-	6%	-	*	2%	3%	2%	-	1%	1%	1%	-	2%	6%
		72%	15%	-	13%ac	-	5%	11%	15%j	11%	-	7%	16%	6%	-	15%	13%efjklmn
ONLY 1 COMMUNICATIONS SERVICE	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
	1%	1%	2%	1%	5%	-	1%	2%	3%	2%	-	2%	1%	-	1%	2%	5%
		76%	10%	4%	10%a	-	9%	14%	17%jm	11%	-	17%	8%	-	4%	10%	10%fjlm
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	-	3	-	-	-
	*	*	-	-	-	-	-	1%	1%	-	-	-	-	2%	-	-	-
		100%	-	-	-	-	-	21%	22%	-	-	-	-	56%l	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1	-	1	-	-	2	-	-	-	1
	*	*	-	-	2%	-	-	1%	-	1%	-	-	1%	-	-	-	2%
		84%	-	-	16%	-	-	27%	-	22%	-	-	36%	-	-	-	16%
4 COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%
		-	100%a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	-	-	3	3	3	3	2	5	3	4	2	5	-
	2%	2%	4%	3%	-	-	1%	2%	2%	2%	1%	3%	1%	3%	3%	4%	-
		78%	15%	7%	-	-	8%	8%	9%	10%	7%	15%	7%	13%	7%	15%	-
ANY COMMUNICATIONS SERVICE	32	25	3	1	3	-	2	5	5	3	-	4	3	3	1	3	3
	2%	2%	2%	1%	6%	-	1%	3%	4%	2%	-	2%	1%	2%	1%	2%	6%
		78%	10%	3%	9%a	-	6%	16%j	15%j	10%	-	12%	11%	8%	3%	10%	9%efj
None of these	91	76	8	6	1	-	7	11	3	11	3	11	18	13	6	8	1
	5%	5%	6%	7%	2%	-	3%	7%	2%	7%	2%	6%	7%	9%	7%	6%	2%
		84%	9%	6%	1%	-	7%	12%aj	3%	12%aj	3%	12%	20%ej	14%efhj	6%	9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	*	*	*	1%	-	-	-	1%	-	-	*	1%	-	1%	1%	*	-
		75%	10%	15%	-	-	-	13%	-	-	12%	34%	-	17%	15%	10%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	COUNTRY				GOVERNMENT REGIONS												
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	1719	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61	
Weighted Base	1706	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*	
Not asked	1555	115	76	40	56	196	136	118	140	162	171	220	126	76	115	40	
	91%																
	92%	88%	88%	92%	100%	95%	88%	94%	90%	96%	89%	90%	86%	88%	88%	92%	
	85%	7%	5%	3%	4%gik lmnop	13%gkmo	9%	8%	9%	10%gik lmno	11%	14%	8%	5%	7%	3%	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	16 1% 81%	3 2% 15%	3 1% 14%	16 1% 80%	16 2% 78%	3 2% 16%	1 1% 6%	- - -	18 2% 88%	19 1% 95%	11 1% 56%	4 2% 18%	12 1% 62%	6 1% 30%	14 3% 70%	7 1% 35%	13 1% 65%
Standard mobile phone (that can't access the internet)	1 *	- - 100%a	1 1% 100%a	1 * 100%a	- - -	- - -	- - -	1 * 100%e	- - -	- - 100%	1 * 100%	- - -	- - -	- - -	- - 100%	1 * -	- - -	1 * 100%
Fixed landline phone at home	5 *	5 * 100%	- - -	2 1% 37%	3 * 63%	2 * 39%	3 2% 61%e	1 1% 18%	1 * 18%	5 * 100%	5 * 100%	4 * 77%	2 1% 43%	5 * 100%	4 * 77%	1 * 23%	2 * 37%	3 * 63%
Fixed broadband	8 *	6 * 76%	2 1% 24%	4 1% 49%a	4 * 51%	3 * 38%	3 2% 36%e	3 2% 38%e	1 * 11%	6 * 73%	8 * 100%	6 1% 71%	3 2% 32%	7 1% 85%	3 * 40%	5 1% 60%	5 1% 53%	4 * 47%
Mobile broadband	5 *	3 * 67%	2 1% 33%	2 1% 46%	2 * 54%	5 * 100%	- - -	- - -	- - -	5 * 100%	5 * 100%	5 * 100%	2 1% 33%	5 * 100%	3 * 67%	2 * 33%	- - -	5 * 100%
Tablet with internet access	3 *	3 * 100%	- - -	2 1% 72%a	1 * 28%	2 * 72%	- - -	- - -	- - -	2 * 72%	2 * 72%	2 * 75%	- - -	2 * 75%	1 * 75%	1 * 25%	- - -	3 * 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	4 * 65%	2 1% 35%a	3 1% 41%	4 * 59%	3 * 55%	3 1% 45%	1 1% 15%	1 * 15%	6 * 100%	6 * 100%	5 1% 89%	- - -	5 * 89%	4 * 66%	2 * 34%	4 1% 65%	2 * 35%
Gas	13 1%	11 1% 82%	2 1% 18%	3 1% 21%	10 1% 72%	9 1% 65%	2 1% 18%	1 1% 10%	1 * 7%	11 1% 83%	13 1% 100%	12 1% 89%	3 2% 21%	12 1% 89%	13 1% 96%a	1 * 4%	7 1% 54%	6 1% 46%



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Electricity	18 1%	16 1% 85%	3 2% 15%	4 1% 20%	13 1% 69%	13 1% 72%	2 1% 13%	1 1% 7%	1 * 5%	16 1% 85%	18 1% 97%	15 1% 84%	4 2% 23%	15 1% 84%	15 1% 83%	3 1% 17%	12 2% 63%	7 1% 37%
Water	25 1%	22 1% 88%	3 2% 12%	7 2% 27%	18 1% 73%	14 1% 59%	5 3% 21%	1 * 2%	1 * 4%	20 2% 80%	21 1% 87%	16 1% 66%	5 3% 22%	16 1% 66%	17 1% 71%	7 1% 29%	12 2% 49%	13 1% 51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21 1%	16 1% 77%	4 2% 18%	4 1% 18%	16 1% 77%	16 2% 74%	3 2% 15%	1 1% 6%	1 * 4%	18 2% 85%	20 1% 95%	11 1% 54%	4 2% 18%	12 1% 60%	6 1% 29%	15 3% 71% ⁿ	7 1% 34%	14 1% 66%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	16 1% 74%	5 3% 22% ^a	3 1% 12%	18 1% 83%	18 2% 79%	2 1% 8%	1 1% 4%	1 * 4%	19 2% 83%	20 1% 92%	16 1% 71%	2 1% 9%	16 1% 71%	10 1% 43%	13 2% 57% ⁿ	11 2% 49%	11 1% 51%
2 COMMS SERVICES	4 *	4 * 100%	- - -	3 1% 56% ^d	2 * 44%	3 * 72%	- - -	1 1% 28%	- - -	3 * 72%	4 * 100%	3 * 72%	- - -	3 * 72%	3 * 72%	1 * 28%	3 * 28%	4 * 100%
3 COMMS SERVICES	4 *	3 * 64%	2 1% 36%	2 1% 37%	3 * 63%	2 * 51%	2 1% 49%	1 1% 22%	1 * 22%	4 * 100%	4 * 100%	2 * 57%	3 2% 63% ^k	4 * 84%	1 * 22%	3 1% 78% ⁿ	1 * 22%	3 * 78%
4 COMMS SERVICES	1 *	1 * 100%	- - -	1 * 100% ^d	- - -	- - -	1 * 100% ^e	- - -	- - -	1 * 100%	1 * 100%	1 * 100%	- - -	1 * 100%	1 * 100%	- - -	1 * 100%	- - -
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34 2%	28 2% 82%	6 4% 18%	9 3% 26%	23 2% 68%	21 2% 61%	5 3% 15%	2 1% 5%	3 1% 8%	26 2% 77%	31 2% 90%	24 2% 70%	5 3% 16%	24 2% 70%	25 2% 73%	9 2% 27%	17 2% 51%	17 2% 49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE			
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)	
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031	
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990	
ANY COMMUNICATIONS SERVICE	32	25	7	8	23	23	5	3	2	27	30	22	5	23	15	17	13	19	
	2%	2%	4%	2%	2%	2%	3%	2%	1%	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%
		77%	20%a	24%	72%	72%	15%	10%	6%	84%	94%	70%	15%	74%	46%	54%n	40%	60%	
None of these	91	82	7	26	60	50	15	7	9	64	78	62	1	62	59	32	42	49	
	5%	5%	4%	8%	4%	5%	8%	5%	4%	6%	5%	6%	1%	5%	5%	6%	6%	5%	
		91%	8%	29%d	66%	55%	16%	8%	10%	70%	86%	68%l	1%	68%l	65%	35%	46%	54%	
Don't know	6	4	1	2	4	2	1	2	-	3	5	1	-	1	3	4	1	5	
	*	*	1%	1%	*	*	*	1%	-	*	*	*	-	*	*	1%	*	1%	
		66%	19%	32%	55%	31%	14%	32%e	-	45%	77%	17%	-	17%	41%	59%	17%	83%	
Not asked	1555	1409	138	274	1248	917	169	140	194	1034	1301	994	167	1045	1089	465	649	906	
	91%	92%	88%	87%	92%	91%	87%	91%	93%	90%	91%	91%	94%	91%	92%	89%	91%	92%	
		91%	9%	18%	80%c	59%	11%	9%	12%f	67%	84%	64%	11%	67%	70%o	30%	42%	58%	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	8 1% 40%	20 13% 100% ^c	- - -	3 12% 16%	20 63% 100% ^f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 1% 100% ^c	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5 *	5 1% 100%	5 3% 100% ^c	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8 *	6 1% 67%	8 6% 100% ^c	- - -	3 11% 32%	8 26% 100% ^f	1 3% 11%
Mobile broadband	5 *	2 * 48%	5 3% 100% ^c	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 *	2 * 75%	3 2% 100% ^c	- - -	- - -	3 8% 100%	2 6% 75%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	5 1% 80%	6 4% 100% ^c	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 1%	10 1% 75%	13 9% 100% ^c	- - -	3 11% 21%	5 15% 36%	13 39% 100% ^e
Electricity	18 1%	15 2% 79%	18 12% 100% ^c	- - -	3 11% 15%	7 22% 39%	18 54% 100% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	1719	755	150	1535	27	32	34	
Weighted Base	1706	773	152	1522	25**	32*	34*	
Water	25	14	25	-	5	8	25	
	1%	2%	16%	-	19%	24%	72%	
		57%	100% ^c	-	19%	32%	100% ^e	
SUMMARY CODES								
ANY MOBILE/SMARTPHONE	21	8	21	-	4	21	7	
	1%	1%	14%	-	16%	66%	21%	
		38%	100% ^c	-	19%	100% ^f	35%	
ONLY 1 COMMUNICATIONS SERVICE	22	11	22	-	2	22	7	
	1%	1%	15%	-	9%	70%	22%	
		51%	100% ^c	-	11%	100% ^f	33%	
2 COMMS SERVICES	4	3	4	-	1	4	3	
	*	*	3%	-	5%	14%	9%	
		72%	100% ^c	-	28%	100%	72%	
3 COMMS SERVICES	4	2	4	-	-	4	-	
	*	*	3%	-	-	13%	-	
		49%	100% ^c	-	-	100% ^f	-	
4 COMMS SERVICES	1	1	1	-	1	1	1	
	*	*	1%	-	4%	3%	3%	
		100%	100% ^c	-	100%	100%	100%	
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	
GAS, ELEC OR WATER	34	21	34	-	7	12	34	
	2%	3%	22%	-	26%	36%	100%	
		61%	100% ^c	-	19%	34%	100% ^e	
ANY COMMUNICATIONS SERVICE	32	18	32	-	5	32	12	
	2%	2%	21%	-	18%	100%	34%	
		55%	100% ^c	-	14%	100% ^f	36%	
None of these	91	53	91	-	15	-	-	
	5%	7%	60%	-	59%	-	-	
		58%	100% ^c	-	17%	-	-	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Don't know	6	1	6	-	1	-	-
	*	*	4%	-	4%	-	-
		17%	100% ^c	-	15%	-	-
Not asked	1555	690	-	1522	-	-	-
	91%	89%	-	100%	-	-	-
		44%	-	98% ^b	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	1 4% 5%	- - -	6 14% 30%	3 7% 14%	2 6% 8%	2 6% 10%
Standard mobile phone (that can't access the internet)	1 *	- - -	- - -	1 2% 100%	- - -	- - -	- - -
Fixed landline phone at home	5 *	- - -	1 3% 20%	1 3% 23%	1 3% 23%	1 3% 19%	- - -
Fixed broadband	8 *	- - -	- - -	1 3% 14%	1 3% 14%	1 3% 11%	2 6% 24%
Mobile broadband	5 *	- - -	- - -	- - -	- - -	1 3% 21%	2 4% 33%
Tablet with internet access	3 *	- - -	1 3% 28%	1 2% 25%	1 2% 25%	1 2% 25%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	- - -	1 3% 14%	1 2% 11%	1 2% 11%	3 9% 42%	- - -
Gas	13 1%	2 9% 17%	- - -	- - -	- - -	2 7% 14%	1 1% 4%
Electricity	18 1%	3 11% 15%	- - -	1 2% 5%	1 2% 5%	3 10% 15%	1 4% 8%
Water	25 1%	2 6% 7%	2 6% 7%	3 6% 11%	2 5% 7%	5 16% 19%	3 9% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	1	-	7	3	2	2
	1%	4%	-	16%	7%	6%	6%
		5%	-	33%	13%	8%	10%
ONLY 1 COMMUNICATIONS SERVICE	22	1	3	5	1	-	1
	1%	4%	9%	12%	2%	-	3%
		5%	12%	23%	4%	-	5%
2 COMMS SERVICES	4	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	21%	-
3 COMMS SERVICES	4	-	-	2	2	1	2
	*	-	-	4%	5%	2%	4%
		-	-	43%	43%	16%	36%
4 COMMS SERVICES	1	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	5	2	4	3	6	4
	2%	19%	6%	8%	7%	19%	11%
		14%	5%	11%	8%	16%	13%
ANY COMMUNICATIONS SERVICE	32	1	3	7	3	3	3
	2%	4%	9%	16%	7%	9%	7%
		3%	8%	22%	8%	8%	8%
None of these	91	3	3	5	5	1	2
	5%	11%	10%	12%	13%	4%	5%
		3%	3%	6%	6%	1%	2%
Don't know	6	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All with some responsibility for communications services**

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Not asked	1555	17	22	28	28	21	29
	91%	66%	78%	66%	73%	74%	78%
		1%	1%	2%	2%	1%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	9 1%	11 1%	8 3%	5 1%	5 1%	- -	2 1%	- -	- -	13 2%	7 1%	- -	8 1%	12 1%	- -	12 1%	8 1%
		46%	54%	38% ^{fhi}	26% ^{af}	24% ^{af}	-	12%	-	-	65% ^l	35%	-	42%	58%	-	62%	38% ^o
Standard mobile phone (that can't access the internet)	1 *	1 *	-	-	-	-	-	1 *	-	-	-	1 *	-	1 *	-	-	-	1 *
		100%	-	-	-	-	-	100%	-	-	100%	-	-	100%	-	-	-	100%
Fixed landline phone at home	5 *	1 *	4 *	1 *	-	1 *	2 1%	1 *	-	-	1 *	4 *	-	5 *	-	1 *	4 1%	
		19%	81%	23%	-	20%	38%	19%	-	-	23%	77%	-	100% ^m	-	20%	80% ^p	
Fixed broadband	8 *	4 *	5 *	4 1%	1 *	1 *	2 1%	1 *	-	-	4 1%	4 *	-	3 *	6 1%	-	3 *	6 1%
		44%	56%	45%	6%	15%	23%	11%	-	-	51%	49%	-	31%	69%	-	31%	69% ^p
Mobile broadband	5 *	4 *	1 *	2 1%	1 *	2 1%	-	-	-	-	2 *	2 *	-	2 *	3 *	-	2 *	3 *
		82%	18%	33%	18%	48%	-	-	-	-	52%	48%	-	33%	67%	-	33%	67%
Tablet with internet access	3 *	1 *	1 *	-	1 *	1 *	-	-	-	-	1 *	1 *	-	-	3 *	-	-	3 *
		47%	53%	-	53%	47%	-	-	-	-	53%	47%	-	100%	-	-	100% ^p	
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	3 *	3 *	1 *	2 *	1 *	1 *	1 *	-	-	3 *	3 *	-	6 *	1 1%	-	1 1%	5 1%
		51%	49%	14%	31%	24%	15%	15%	-	-	45%	55%	-	100% ^m	-	14%	86% ^p	
Gas	13 1%	9 1%	4 *	-	1 *	5 1%	2 1%	6 2%	-	-	1 *	13 1%	-	6 1%	8 1%	1 *	6 1%	6 1%
		68%	32%	-	4%	37% ^d	14%	45% ^{cdhi}	-	-	4%	96% ^{jl}	-	42%	58%	11%	45%	44%
Electricity	18 1%	11 1%	7 1%	-	5 1%	7 2%	1 *	6 2%	-	-	5 1%	14 1%	-	5 1%	13 1%	1 *	9 1%	8 1%
		61%	39%	-	26%	39% ^{cfhi}	5%	30% ^{ch}	-	-	26%	74% ^{kl}	-	30%	70%	8%	46%	46%
Water	25 1%	16 2%	9 1%	-	5 1%	10 3%	2 1%	7 2%	1 *	-	5 1%	19 2%	1 *	6 1%	18 2%	1 *	9 1%	14 2%
		65%	35%	-	19%	41% ^{cfhi}	9%	27% ^{ci}	5%	-	19%	77% ^{jl}	5%	26%	74% ^m	6%	38%	56% ^{op}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21	10	11	8	5	5	-	3	-	-	13	8	-	8	12	-	12	8
	1%	1%	1%	3%	1%	1%	-	1%	-	-	2%	1%	-	1%	1%	-	1%	1%
		48%	52%	37% ^{fhi}	25% ^f	23% ^f	-	16%	-	-	62% ^l	38%	-	40%	60%	-	59%	41% ^o
ONLY 1 COMMUNICATIONS SERVICE	22	8	15	7	8	3	2	2	-	-	15	7	-	8	14	-	12	10
	1%	1%	1%	2%	2%	1%	1%	1%	-	-	2%	1%	-	1%	1%	-	1%	2%
		34%	66%	31% ^{hi}	36% ^{hi}	14%	9%	10%	-	-	67% ^{kl}	33%	-	36%	64%	-	53%	47% ^o
2 COMMS SERVICES	4	3	1	-	-	4	-	-	-	-	-	4	-	-	4	-	1	3
	*	*	*	-	-	1%	-	-	-	-	*	*	-	*	*	-	*	1%
		78%	22%	-	-	100% ^{df}	-	-	-	-	-	100%	-	-	100% ^m	-	22%	78%
3 COMMS SERVICES	4	2	3	3	1	-	1	-	-	-	3	1	-	2	3	-	2	3
	*	*	*	1%	*	-	*	-	-	-	*	*	-	*	*	-	*	*
		36%	64%	63%	16%	-	22%	-	-	-	78%	22%	-	36%	64%	-	36%	64%
4 COMMS SERVICES	1	1	-	-	-	-	-	1	-	-	-	1	-	-	1	-	-	1
	*	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	-	*
		100%	-	-	-	-	-	100%	-	-	-	100%	-	-	100%	-	-	100%
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	20	14	-	8	12	3	10	1	-	8	25	1	9	25	1	14	19
	2%	2%	1%	-	2%	4%	1%	3%	*	-	1%	2%	*	1%	2%	*	1%	3%
		59%	41%	-	24% ^{ci}	35% ^{cfhi}	9%	29% ^{cfhi}	3%	-	24%	73% ^l	3%	26%	74% ^m	4%	41%	55% ^{op}
ANY COMMUNICATIONS SERVICE	32	14	18	10	9	7	3	3	-	-	18	14	-	10	22	-	14	18
	1%	1%	2%	3%	2%	2%	1%	1%	-	-	3%	1%	-	1%	2%	-	1%	3%
		42%	58%	30% ^{fhi}	27% ^{hi}	23% ^{hi}	9%	10%	-	-	57% ^l	43% ^l	-	30%	70% ^m	-	45% ^o	55% ^{op}
None of these	91	41	50	10	19	9	26	12	10	4	29	47	14	50	41	13	49	28
	4%	4%	5%	3%	5%	3%	7%	4%	5%	2%	4%	5%	3%	5%	4%	3%	4%	5%
		45%	55%	11%	21%	9%	29% ^{cei}	14%	12%	4%	32%	52%	16%	55%	45%	15%	54%	31%
Don't know	6	2	4	-	2	1	1	1	1	1	2	3	2	-	6	-	-	6
	*	*	*	-	1%	*	*	*	*	1%	*	*	*	-	1%	-	-	1%
		34%	66%	-	33%	12%	15%	14%	10%	17%	33%	41%	26%	-	100% ^m	-	-	100% ^p
Not asked	1984	966	1018	281	377	314	333	281	213	185	658	929	398	996	988	380	1039	566
	93%	93%	93%	93%	92%	93%	91%	92%	95%	97%	92%	92%	96%	94%	92%	96%	93%	90%
		49%	51%	14%	19%	16%	17%	14%	11%	9% ^{defg}	33%	47%	20% ^{jk}	50%	50%	19% ^q	52% ^q	29%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	14 1% 70%	3 2% 16%	- - -	3 6% 14%ac	- - -	1 * 5%	2 1% 12%	3 2% 16%j	2 1% 12%	- - -	1 * 3%	3 1% 17%	1 1% 6%	- - -	3 2% 16%	3 6% 14%efgijklmn
Standard mobile phone (that can't access the internet)	1 * 100%	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	- - -
Fixed landline phone at home	5 * 81%	4 * 81%	1 1% 19%	- - -	- - -	- - -	1 * 20%	1 1% 23%	1 1% 20%	1 * 18%	- - -	- - -	- - -	- - -	- - -	1 1% 19%	- - -
Fixed broadband	8 * 77%	7 * 77%	1 1% 11%	1 1% 12%	- - -	- - -	- - -	2 1% 27%	- - -	1 * 11%	- - -	1 * 6%	2 1% 18%	1 1% 15%	1 1% 12%	1 1% 11%	- - -
Mobile broadband	5 * 100%	5 * 100%	- - -	- - -	- - -	- - -	- - -	2 1% 39%	- - -	- - -	- - -	- - -	2 * 33%	1 1% 27%	- - -	- - -	- - -
Tablet with internet access	3 * 75%	2 * 75%	- - -	- - -	1 1% 25%a	- - -	- - -	- - -	1 * 28%	- - -	- - -	- - -	- - -	1 1% 47%	- - -	- - -	1 1% 25%fkl
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 * 74%	5 * 74%	1 1% 15%	- - -	1 1% 11%	- - -	- - -	1 1% 16%	1 1% 14%	1 * 15%	- - -	2 1% 29%	- - -	- - -	- - -	1 1% 15%	1 1% 11%fl
Gas	13 1% 76%	10 1% 76%	3 2% 24%	- - -	- - -	- - -	- - -	2 1% 14%	1 1% 7%	1 1% 11%	2 1% 18%	1 * 4%	1 * 11%	1 1% 11%	- - -	3 2% 24%l	- - -
Electricity	18 1% 64%	12 1% 64%	5 3% 28%a	1 1% 8%	- - -	- - -	- - -	2 1% 10%	2 2% 13%	- - -	1 1% 8%	3 1% 18%	1 * 8%	1 1% 8%	1 1% 8%	1 1% 8%	5 3% 28%fil
Water	25 1% 86%	21 1% 86%	1 1% 4%	2 2% 10%	- - -	- - -	3 1% 11%	3 2% 12%	2 1% 7%	3 2% 14%	1 1% 6%	3 1% 13%	3 1% 10%	3 2% 14%	2 2% 10%	1 1% 4%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	21	15	3	-	3	-	1	2	3	2	-	1	3	1	-	3	3
	1%	1%	2%	-	6%	-	*	1%	2%	1%	-	1%	1%	1%	-	2%	6%
		72%	15%	-	13%ac	-	5%	11%	15%j	11%	-	7%	16%	6%	-	15%	13%efgijklmn
ONLY 1 COMMUNICATIONS SERVICE	22	17	2	1	2	-	2	3	4	2	-	4	2	-	1	2	2
	1%	1%	1%	1%	4%	-	1%	2%	3%	1%	-	1%	1%	-	1%	1%	4%
		76%	10%	4%	10%a	-	9%	14%	17%jm	11%	-	17%	8%	-	4%	10%	10%fjlm
2 COMMS SERVICES	4	4	-	-	-	-	-	1	1	-	-	-	3	-	-	-	-
	*	*	-	-	-	-	-	1%	1%	-	-	-	1%	-	-	-	-
		100%	-	-	-	-	-	21%	22%	-	-	-	56%l	-	-	-	-
3 COMMS SERVICES	4	4	-	-	1	-	-	1	-	1	-	-	2	-	-	-	1
	*	*	-	-	1%	-	-	1%	-	*	-	-	*	-	-	-	1%
		84%	-	-	16%	-	-	27%	-	22%	-	-	36%	-	-	-	16%fk
4 COMMS SERVICES	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	1%	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
		-	100%a	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	27	5	2	-	-	3	3	3	3	2	5	3	4	2	5	-
	2%	1%	3%	2%	-	-	1%	2%	2%	2%	1%	2%	1%	3%	2%	3%	-
		78%	15%	7%	-	-	8%	8%	9%	10%	7%	15%	7%	13%	7%	15%	-
ANY COMMUNICATIONS SERVICE	32	25	3	1	3	-	2	5	5	3	-	4	3	3	1	3	3
	1%	1%	2%	1%	6%	-	1%	3%	3%	2%	-	1%	1%	1%	1%	2%	6%
		78%	10%	3%	9%a	-	6%	16%j	15%j	10%	-	12%	11%	8%	3%	10%	9%efjkl
None of these	91	76	8	6	1	-	7	11	3	11	3	11	18	13	6	8	1
	4%	4%	5%	5%	2%	-	3%	6%	2%	6%	2%	4%	6%	8%	5%	5%	2%
		84%	9%	6%	1%	-	7%	12%ej	3%	12%ej	3%	12%	20%ej	14%efhj	6%	9%	1%
Don't know	6	5	1	1	-	-	-	1	-	-	1	2	-	1	1	1	-
	*	*	*	1%	-	-	-	*	-	-	*	1%	-	1%	1%	*	-
		75%	10%	15%	-	-	-	13%	-	-	12%	34%	-	17%	15%	10%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Not asked	1984	1676	166	97	45	76	239	167	143	171	203	247	282	149	97	166	45
	93%	93%	92%	91%	93%	100%	96%	90%	95%	91%	97%	92%	92%	88%	91%	92%	93%
		84%	8%	5%	2%	4%gik lmnop	12%gm	8%	7% m	9%	10%gik lmno	12%	14%	8%	5%	8%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	16 1% 81%	3 1% 15%	3 1% 14%	16 1% 80%	16 1% 78%	3 1% 16%	1 1% 6%	- - -	18 1% 88%	19 1% 95%	11 1% 56%	4 2% 18%	12 1% 62%	6 * 30%	14 2% 70%	7 1% 35%	13 1% 65%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 * 100%a	1 * 100%d	- - -	- - -	- - -	1 * 100%e	- - -	- - 100%	1 * 100%	- - -	- - -	- - -	- - 100%	1 * -	- - -	1 * 100%
Fixed landline phone at home	5 *	5 * 100%	- - -	2 * 37%	3 * 63%	2 * 39%	3 1% 61%e	1 1% 18%	1 * 18%	5 * 100%	5 * 100%	4 * 77%	2 1% 43%	5 * 100%	4 * 77%	1 * 23%	2 * 37%	3 * 63%
Fixed broadband	8 *	6 * 76%	2 1% 24%	4 * 49%d	4 * 51%	3 * 38%	3 1% 36%e	3 2% 38%e	1 * 11%	6 * 73%	8 * 100%	6 * 71%	3 1% 32%	7 * 85%	3 * 40%	5 1% 60%	5 * 53%	4 * 47%
Mobile broadband	5 *	3 * 67%	2 1% 33%	2 1% 46%	2 * 54%	5 * 100%	- - -	- - -	- - -	5 * 100%	5 * 100%	5 * 100%	2 1% 33%	5 * 100%	3 * 67%	2 * 33%	- - -	5 * 100%
Tablet with internet access	3 *	3 * 100%	- - -	2 1% 72%d	1 * 28%	2 * 72%	- - -	- - -	- - -	2 * 72%	2 * 72%	2 * 75%	- - -	2 * 75%	2 * 75%	1 * 25%	- - -	3 * 100%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	4 * 65%	2 1% 35%	3 1% 41%	4 * 59%	3 * 55%	3 1% 45%	1 1% 15%	1 * 15%	6 * 100%	6 * 100%	5 * 89%	- - -	5 * 89%	4 * 66%	2 * 34%	4 * 65%	2 * 35%
Gas	13 1%	11 1% 82%	2 1% 18%	3 1% 21%	10 1% 72%	9 1% 65%	2 1% 18%	1 1% 10%	1 * 7%	11 1% 83%	13 1% 100%	12 1% 89%	3 1% 21%	12 1% 89%	13 1% 96%o	1 * 4%	7 1% 54%	6 * 46%



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Electricity	18 1%	16 1% 85%	3 1% 15%	4 1% 20%	13 1% 69%	13 1% 72%	2 1% 13%	1 1% 7%	1 * 5%	16 1% 85%	18 1% 97%	15 1% 84%	4 2% 23%	15 1% 84%	15 1% 83%	3 * 17%	12 1% 63%	7 1% 37%
Water	25 1%	22 1% 88%	3 1% 12%	7 2% 27%	18 1% 73%	14 1% 59%	5 2% 21%	1 * 2%	1 * 4%	20 1% 80%	21 1% 87%	16 1% 66%	5 3% 22%	16 1% 66%	17 1% 71%	7 1% 29%	12 1% 49%	13 1% 51%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	21 1%	16 1% 77%	4 2% 18%	4 1% 18%	16 1% 77%	16 1% 74%	3 1% 15%	1 * 6%	1 * 4%	18 1% 85%	20 1% 95%	11 1% 54%	4 2% 18%	12 1% 60%	6 * 29%	15 2% 71% ⁿ	7 1% 34%	14 1% 66%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	16 1% 74%	5 2% 22%	3 1% 12%	18 1% 83%	18 1% 79%	2 1% 8%	1 * 1%	1 * 4%	19 1% 83%	20 1% 92%	16 1% 71%	2 1% 9%	16 1% 71%	10 1% 43%	13 2% 57% ⁿ	11 1% 49%	11 1% 51%
2 COMMS SERVICES	4 *	4 * 100%	- - -	3 * 56% ^d	2 * 44%	3 * 72%	- - -	1 - 28%	- - -	3 * 72%	4 * 100%	3 * 72%	- - -	3 * 72%	3 * 72%	1 * 28%	- - -	4 * 100%
3 COMMS SERVICES	4 *	3 * 64%	2 1% 36%	2 * 37%	3 * 63%	2 * 51%	2 1% 49%	1 * 22%	1 * 22%	4 * 100%	4 * 100%	2 * 57%	3 1% 63% ^{km}	4 * 84%	1 * 22%	3 * 78% ⁿ	1 * 22%	3 * 78%
4 COMMS SERVICES	1 *	1 * 100%	- - -	1 * 100% ^d	- - -	- - -	1 * 100% ^e	- - -	- - -	1 * 100%	1 * 100%	1 * 100%	- - -	1 * 100%	1 * 100%	- - -	1 * 100%	- - -
5 OR MORE COMMS SERVICES	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
GAS, ELEC OR WATER	34 2%	28 1% 82%	6 2% 18%	9 2% 26%	23 1% 68%	21 2% 61%	5 2% 15%	2 1% 5%	3 1% 8%	26 2% 77%	31 2% 90%	24 2% 70%	5 3% 16%	24 2% 70%	25 2% 73%	9 1% 27%	17 2% 51%	17 1% 49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
ANY COMMUNICATIONS SERVICE	32	25	7	8	23	23	5	3	2	27	30	22	5	23	15	17	13	19
	1%	1%	3%	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	3%	1%	2%
		77%	20%	24%	72%	72%	15%	10%	6%	84%	94%	70%	15%	74%	46%	54%	40%	60%
None of these	91	82	7	26	60	50	15	7	9	64	78	62	1	62	59	32	42	49
	4%	4%	3%	7%	4%	4%	6%	4%	4%	4%	4%	5%	1%	4%	4%	5%	5%	4%
		91%	8%	29%	66%	55%	16%	8%	10%	70%	86%	68%	1%	68%	65%	35%	46%	54%
Don't know	6	4	1	2	4	2	1	2	-	3	5	1	-	1	3	4	1	5
	*	*	1%	1%	*	*	*	1%	-	*	*	*	-	*	*	1%	*	*
		66%	19%	32%	55%	31%	14%	32%	-	45%	77%	17%	-	17%	41%	59%	17%	83%
Not asked	1984	1746	226	333	1600	1197	230	170	222	1359	1664	1274	206	1340	1369	615	838	1146
	93%	93%	93%	89%	94%	93%	90%	92%	94%	89%	93%	93%	95%	93%	94%	91%	93%	93%
		88%	11%	17%	81%	60%	12%	9%	11%	68%	84%	64%	10%	68%	69%	31%	42%	58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	8 1% 40%	20 13% 100% ^c	- - -	3 12% 16%	20 63% 100% ^f	7 21% 36%
Standard mobile phone (that can't access the internet)	1 *	- - -	1 1% 100% ^c	- - -	1 4% 100%	1 3% 100%	- - -
Fixed landline phone at home	5 *	5 1% 100%	5 3% 100% ^c	- - -	1 4% 19%	5 16% 100%	2 6% 39%
Fixed broadband	8 *	6 1% 67%	8 6% 100% ^c	- - -	3 11% 32%	8 26% 100% ^f	1 3% 11%
Mobile broadband	5 *	2 * 48%	5 3% 100% ^c	- - -	- - -	5 14% 100%	2 6% 48%
Tablet with internet access	3 *	2 * 75%	3 2% 100% ^c	- - -	- - -	3 8% 100%	2 6% 75%
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	5 1% 80%	6 4% 100% ^c	- - -	1 4% 15%	6 19% 100%	3 9% 51%
Gas	13 1%	10 1% 75%	13 9% 100% ^c	- - -	3 11% 21%	5 15% 36%	13 39% 100% ^e
Electricity	18 1%	15 2% 79%	18 12% 100% ^c	- - -	3 11% 15%	7 22% 39%	18 54% 100% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Water	25 1%	14 1% 57%	25 16% 100% ^c	- - -	5 19% 19%	8 24% 32%	25 72% 100% ^e
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21 1%	8 1% 38%	21 14% 100% ^c	- - -	4 16% 19%	21 66% 100% ^f	7 21% 35%
ONLY 1 COMMUNICATIONS SERVICE	22 1%	11 1% 51%	22 15% 100% ^c	- - -	2 9% 11%	22 70% 100% ^f	7 22% 33%
2 COMMS SERVICES	4 *	3 * 72%	4 3% 100% ^c	- - -	1 5% 28%	4 14% 100%	3 9% 72%
3 COMMS SERVICES	4 *	2 * 49%	4 3% 100% ^c	- - -	- - -	4 13% 100% ^f	- - -
4 COMMS SERVICES	1 *	1 * 100%	1 1% 100% ^c	- - -	1 4% 100%	1 3% 100%	1 3% 100%
5 OR MORE COMMS SERVICES	- -	- -	- -	- -	- -	- -	- -
GAS, ELEC OR WATER	34 2%	21 2% 61%	34 22% 100% ^c	- - -	7 26% 19%	12 36% 34%	34 100% 100% ^e
ANY COMMUNICATIONS SERVICE	32 1%	18 2% 55%	32 21% 100% ^c	- - -	5 18% 14%	32 100% 100% ^f	12 34% 36%
None of these	91 4%	53 6% 58%	91 60% 100% ^c	- - -	15 59% 17%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Don't know	6	1	6	-	1	-	-
	*	*	4%	-	4%	-	-
		17%	100% ^c	-	15%	-	-
Not asked	1984	853	-	1522	-	-	-
	93%	91%	-	100%	-	-	-
		43%	-	77% ^b	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	20 1%	1 4% 5%	- - -	6 14% 30%	3 7% 14%	2 6% 8%	2 6% 10%
Standard mobile phone (that can't access the internet)	1 *	- - -	- - -	1 2% 100%	- - -	- - -	- - -
Fixed landline phone at home	5 *	- - -	1 3% 20%	1 3% 23%	1 3% 23%	1 3% 19%	- - -
Fixed broadband	8 *	- - -	- - -	1 3% 14%	1 3% 14%	1 3% 11%	2 6% 24%
Mobile broadband	5 *	- - -	- - -	- - -	- - -	1 3% 21%	2 4% 33%
Tablet with internet access	3 *	- - -	1 3% 28%	1 2% 25%	1 2% 25%	1 2% 25%	- - -
TV service with additional channels you pay to receive (e.g. Sky, BT Vision or Virgin Media)	6 *	- - -	1 3% 14%	1 2% 11%	1 2% 11%	3 9% 42%	- - -
Gas	13 1%	2 9% 17%	- - -	- - -	- - -	2 7% 14%	1 1% 4%
Electricity	18 1%	3 11% 15%	- - -	1 2% 5%	1 2% 5%	3 10% 15%	1 4% 8%
Water	25 1%	2 6% 7%	2 6% 7%	3 6% 11%	2 5% 7%	5 16% 19%	3 9% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	21	1	-	7	3	2	2
	1%	4%	-	16%	7%	6%	6%
		5%	-	33%	13%	8%	10%
ONLY 1 COMMUNICATIONS SERVICE	22	1	3	5	1	-	1
	1%	4%	9%	12%	2%	-	3%
		5%	12%	23%	4%	-	5%
2 COMMS SERVICES	4	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	21%	-
3 COMMS SERVICES	4	-	-	2	2	1	2
	*	-	-	4%	5%	2%	4%
		-	-	43%	43%	16%	36%
4 COMMS SERVICES	1	-	-	-	-	1	-
	*	-	-	-	-	3%	-
		-	-	-	-	100%	-
5 OR MORE COMMS SERVICES	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
GAS, ELEC OR WATER	34	5	2	4	3	6	4
	2%	19%	6%	8%	7%	19%	11%
		14%	5%	11%	8%	16%	13%
ANY COMMUNICATIONS SERVICE	32	1	3	7	3	3	3
	1%	4%	9%	16%	7%	9%	7%
		3%	8%	22%	8%	8%	8%
None of these	91	3	3	5	5	1	2
	4%	11%	10%	12%	13%	4%	5%
		3%	3%	6%	6%	1%	2%
Don't know	6	-	-	-	-	-	-
	*	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q.7 Have you been behind in your payment for any of the following services or products by one month or more in the last year? - [Prompted - Multi code]****Base: All Adults 16+ in the UK**

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Not asked	1984	17	22	28	28	21	29
	93%	66%	78%	66%	73%	74%	78%
		1%	1%	1%	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	32	12	20	9	9	8	3	3	-	-	18	14	-	8	24	-	13	19
Weighted Base	32*	14**	18**	10**	9**	7**	3**	3**	**	**	18**	14**	**	10**	22**	**	14**	18**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	9 70% 44%	12 67% 56%	7 76% 34%	6 74% 29%	4 50% 17%	3 100% 13%	1 43% 6%	- -	- -	14 75% 63%	8 59% 37%	- -	10 100% 44%	12 55% 56%	- -	13 93% 62%	8 48% 38%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	4 30% 44%	5 28% 56%	2 24% 25%	2 26% 25%	3 37% 30%	- -	2 57% 20%	- -	- -	5 25% 50%	5 34% 50%	- -	- -	9 41% 100%	- -	- -	9 52% 100%
Don't know	1 3%	- -	1 5% 100%	- -	- -	1 13% 100%	- -	- -	- -	- -	- -	1 7% 100%	- -	1 4% 100%	- -	1 7% 100%	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	COUNTRY				GOVERNMENT REGIONS												
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	32	3	1	3	-	2	5	5	3	-	5	3	2	1	3	3	
Weighted Base	32*	3**	1**	3**	..	2**	5**	5**	3**	..	4**	3**	3**	1**	3**	3**	
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	16 66% 76%	2 70% 10%	1 100% 5%	2 76% 10%	- - -	2 100% 9%	1 21% 5%	3 64% 14%	3 100% 15%	- - -	2 62% 11%	3 100% 16%	1 50% 6%	1 100% 5%	2 70% 10%	2 76% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	8 30% 82%	1 30% 10%	- - -	1 24% 7%	- - -	- - -	4 79% 45%	1 16% 8%	- - -	- - -	1 38% 16%	- - -	1 50% 14%	- - -	1 30% 10%	1 24% 7%
Don't know	1 3%	1 4% 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 21% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	32	25	6	8	23	5	3	2	27	30	22	4	23	15	17	13	19	
Weighted Base	32*	25**	7**	8**	23**	5**	3**	2**	27**	30**	22**	5**	23**	15**	17**	13**	19**	
I am/have been behind with payment for this/these services but can manage and cope with the payment	22 68%	15 62% 70%	6 86% 26%	3 41% 15%	17 76% 80%	3 72% 76%	3 57% 13%	1 100% 15%	4 51% 4%	18 68% 85%	21 69% 95%	17 74% 76%	3 75% 16%	17 71% 76%	8 57% 38%	13 78% 62%	11 88% 52%	11 55% 48%
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9 29%	8 34% 90%	1 14% 10%	5 59% 50%	5 24% 59%	2 43% 23%	- - -	1 49% 10%	8 28% 82%	8 28% 92%	5 21% 52%	1 25% 13%	6 25% 64%	5 36% 58%	4 22% 42%	1 12% 16%	8 40% 84%	
Don't know	1 3%	1 4% 100%	- - -	- - -	1 4% 100%	- - -	- - -	- - -	1 4% 100%	1 3% 100%	1 4% 100%	- - -	1 4% 100%	1 7% 100%	- - -	- - -	- - -	1 5% 100%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	32	18	32	-	5	32	11
Weighted Base	32*	18**	32*	-**	5**	32*	12**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	11 62% 51%	22 68% 100%	- - -	3 60% 13%	22 68% 100%	6 53% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	6 32% 61%	9 29% 100%	- - -	2 40% 20%	9 29% 100%	4 39% 48%
Don't know	1 3%	1 6% 100%	1 3% 100%	- - -	- - -	1 3% 100%	1 9% 100%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All who have had communication debt in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	32	1	3	7	3	3	3
Weighted Base	32*	1**	3**	7**	3**	3**	3**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 68%	1 100% 5%	2 71% 9%	3 44% 14%	1 33% 4%	- - -	2 79% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 29%	- -	1 29% 8%	4 56% 42%	2 67% 20%	3 100% 28%	1 21% 6%
Don't know	1 3%	- -	- -	- -	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE						AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	9 14% 44%	12 15% 56%	7 37% 34%	6 19% 29%	4 16% 17%	3 9% 13%	1 6% 6%	- - -	- - -	14 26% 63%k	8 10% 37%	- - -	10 15% 44%	12 14% 56%	- - -	13 18% 62%	8 13% 38%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 6%	4 6% 44%	5 6% 56%	2 12% 25%	2 7% 25%	3 12% 30%	- - -	2 8% 20%	- - -	- - -	5 9% 50%	5 6% 50%	- - -	- - -	9 11% 100%m	- - -	- - -	9 14% 100%p
Don't know	1 1%	- - -	1 1% 100%	- - -	- - -	1 4% 100%	- - -	- - -	- - -	- - -	- - -	1 1% 100%	- - -	- - -	1 1% 100%	- - -	1 1% 100%	- - -
Not asked	120 79%	57 81% 47%	63 78% 53%	10 51% 8%	25 74% 21%	16 69% 14%	30 91% 25%	21 86% 17%	12 100% 10%	5 100% 4%	35 66% 29%	68 83% 56%	17 100% 14%	56 85% 47%	64 74% 53%	15 100% 12%	58 80% 49%	47 73% 39%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	16 13% 76%	2 14% 10%	1 10% 5%	2 60% 10%	- - -	2 19% 9%	1 6% 5%	3 40% 14%	3 20% 15%	- - -	2 11% 11%	3 14% 16%	1 6% 6%	1 10% 5%	2 14% 10%	2 60% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 6%	8 6% 82%	1 6% 10%	- - -	1 19% 7%	- - -	- - -	4 22% 45%	1 10% 8%	- - -	- - -	1 7% 16%	- - -	1 6% 14%	- - -	1 6% 10%	1 19% 7%
Don't know	1 1%	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 13% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	120 79%	98 80% 82%	12 79% 10%	9 90% 8%	1 21% 1%	- - -	8 81% 7%	13 72% 11%	3 38% 2%	13 80% 11%	6 100% 5%	17 81% 14%	20 86% 17%	17 87% 14%	9 90% 8%	12 79% 10%	1 21% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
I am/have been behind with payment for this/these services but can manage and cope with the payment	22 14%	15 12% 70%	6 31% 26%	3 7% 15%	17 17% 80%	17 19% 76%	3 11% 13%	3 22% 15%	1 7% 4%	18 17% 85%	21 16% 95%	17 17% 76%	3 31% 16%	17 16% 76%	8 9% 38%	13 22% 62%	11 17% 52%	11 12% 48%
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9 6%	8 6% 90%	1 5% 10%	5 11% 50%	5 4% 50%	5 6% 59%	2 8% 23%	- - -	1 7% 10%	8 7% 82%	8 6% 92%	5 5% 52%	1 10% 13%	6 6% 64%	5 6% 58%	4 7% 42%	1 2% 16%	8 9% 84%
Don't know	1 1%	1 1% 100%	- -	- -	1 1% 100%	1 1% 100%	- -	- -	- -	1 1% 100%	1 1% 100%	1 1% 100%	- -	1 1% 100%	1 1% 100%	- -	- -	1 1% 100%
Not asked	120 79%	106 81% 88%	11 64% 10%	35 82% 29%	79 77% 66%	63 73% 53%	20 80% 17%	11 78% 9%	12 87% 10%	82 75% 68%	103 77% 86%	77 78% 64%	7 59% 5%	77 77% 64%	77 84% 65%	43 71% 35%	55 81% 46%	65 77% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	150	80	150	-	27	32	34	
Weighted Base	152	83*	152	-**	25**	32*	34*	
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 14%	11 13% 51%	22 14% 100%	- - -	3 11% 13%	22 68% 100% ^f	6 18% 28%	
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 6%	6 7% 61%	9 6% 100%	- - -	2 7% 20%	9 29% 100%	4 13% 48%	
Don't know	1 1%	1 1% 100%	1 1% 100%	- - -	- - -	1 3% 100%	1 3% 100%	
Not asked	120 79%	65 79% 54%	120 79% 100%	- - -	21 82% 17%	- - -	23 66% 19% ^e	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
I am/have been behind with payment for this/these services but can manage and cope with the payment	22 14%	1 12% 5%	2 29% 9%	3 21% 14%	1 8% 4%	- - -	2 25% 10%
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9 6%	- - -	1 12% 8%	4 26% 42%	2 18% 20%	3 34% 28%	1 7% 6%
Don't know	1 1%	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	120 79%	8 88% 6%	4 60% 3%	8 53% 7%	8 74% 6%	5 66% 4%	6 68% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	9 1%	12 1%	7 5%	6 2%	4 1%	3 1%	1 1%	- -	- -	14 3%	8 1%	- -	10 1%	12 1%	- -	13 2%	8 2%
		44%	56%	34%efg hi	29%h	17%	13%	6%	- -	- -	63%kl	37%l	- -	44%	56%	- -	62%o	38%o
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	4 *	5 1%	2 2%	2 1%	3 1%	- -	2 1%	- -	- -	5 1%	5 1%	- -	- -	9 1%	- -	- -	9 2%
		44%	56%	25%l	25%	30%	- -	20%	- -	- -	50%l	50%	- -	- -	100%m	- -	- -	100%op
Don't know	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -
		- -	100%	- -	- -	100%	- -	- -	- -	- -	- -	100%	- -	100%	- -	100%	- -	100%
Not asked	1674 98%	843 98%	831 98%	137 93%	316 97%	288 97%	311 99%	252 99%	201 100%	169 100%	453 96%	851 98%	370 100%	857 99%	817 97%	328 100%	880 98%	467 96%
		50%	50%	8%	19%	17%	19%c	15%c	12%cde	10%cde	27%	51%	22%jk	51%n	49%	20%pq	53%q	28%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	16 1% 76%	2 2% 10%	1 1% 5% 10%a	2 5% 10%a	- - -	2 1% 9%	1 1% 5%	3 2% 14%	3 2% 15%	- - -	2 1% 11%	3 1% 16%	1 1% 6%	1 1% 5%	2 2% 10%	2 5% 10%fgj
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	8 1% 82%	1 1% 10%	- - -	1 2% 7%	- - -	- - -	4 3% 45%fjl	1 1% 8%	- - -	- - -	1 1% 16%	- - -	1 1% 14%	- - -	1 1% 10%	1 2% 7%l
Don't know	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	1674 98%	1422 98% 85% ^d	127 98% 8%	85 99% 5%	40 94% 2%	56 100% 3% ^p	204 99% 12% ^p	149 97% 9%	121 96% 7%	153 98% 9%	168 100% 10% ^{ghp}	187 98% 11%	241 99% 14% ^p	143 98% 9%	85 99% 5%	127 98% 8%	40 94% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
I am/have been behind with payment for this/these services but can manage and cope with the payment	22 1%	15 1%	6 4%	3 1%	17 1%	17 2%	3 1%	3 2%	1 *	18 2%	21 1%	17 2%	3 2%	17 1%	8 1%	13 3%	11 2%	11 1%
		70%	26% ^a	15%	80%	76%	13%	15%	4%	85%	95%	76%	16%	76%	38%	62% ⁿ	52%	48%
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9 1%	8 1%	1 1%	5 1%	5 *	5 1%	2 1%	- -	1 *	8 1%	8 1%	5 *	1 1%	6 1%	5 *	4 1%	1 *	8 1%
		90%	10%	50% ^d	50%	59%	23%	-	10%	82%	92%	52%	13%	64%	58%	42%	16%	84%
Don't know	1 *	1 *	-	-	1 *	1 *	-	-	-	1 *	1 *	1 *	-	1 *	1 *	-	-	1 *
		100%	-	-	100%	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	100%
Not asked	1674 98%	1515 98%	150 96%	308 98%	1327 98%	981 98%	189 97%	151 98%	206 99%	1116 98%	1404 98%	1071 98%	174 97%	1122 98%	1167 99%	508 97%	704 98%	971 98%
		90% ^b	9%	18%	79%	59%	11%	9%	12%	67%	84%	64%	10%	67%	70% ^o	30%	42%	58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	11 1% 51%	22 14% 100%c	- - -	3 11% 13%	22 68% 100%f	6 18% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	6 1% 61%	9 6% 100%c	- - -	2 7% 20%	9 29% 100%	4 13% 48%
Don't know	1 *	1 * 100%	1 1% 100%c	- - -	- - -	1 3% 100%	1 3% 100%
Not asked	1674 98%	755 98% 45%	120 79% 7%	1522 100% 91%b	21 82% 1%	- - -	23 66% 1%e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	1 4% 5%	2 6% 9%	3 7% 14%	1 2% 4%	- - -	2 6% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 1%	- - -	1 3% 8%	4 9% 42%	2 5% 20%	3 9% 28%	1 1% 6%
Don't know	1 *	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	1674 98%	24 96% 1%	26 91% 2%	36 84% 2%	36 93% 2%	26 91% 2%	35 93% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
I am/have been behind with payment for this/these services but can manage and cope with the payment	22 1%	9 1%	12 1%	7 2%	6 2%	4 1%	3 1%	1 *	- -	- -	14 2%	8 1%	- -	10 1%	12 1%	- -	13 1%	8 1%
		44%	56%	34% ^{hi}	29% ^h	17%	13%	6%	-	-	63% ^l	37%	-	44%	56%	-	62% ^o	38% ^o
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9 *	4 *	5 *	2 1%	2 1%	3 1%	- -	2 1%	- -	- -	5 1%	5 *	- -	- -	9 1%	- -	- -	9 1%
		44%	56%	25%	25%	30%	-	20%	-	-	50%	50%	-	-	100% ^m	-	-	100% ^{op}
Don't know	1 *	- -	1 *	- -	- -	1 *	- -	- -	- -	- -	- -	1 *	- -	- -	1 *	- -	1 *	- -
		-	100%	-	-	100%	-	-	-	-	-	100%	-	100%	-	100%	-	
Not asked	2104 99%	1023 99%	1081 98%	291 97%	402 98%	331 98%	363 99%	302 99%	225 100%	190 100%	693 97%	996 99%	415 100%	1052 99%	1052 98%	394 100%	1097 99%	613 97%
		49%	51%	14%	19%	16%	17% ^c	14%	11% ^{cde}	9% ^{cde}	33%	47%	20% ^{jk}	50% ⁿ	50%	19% ^{pq}	52% ^q	29%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	16 1% 76%	2 1% 10%	1 1% 5%	2 4% 10%a	- - -	2 1% 9%	1 1% 5%	3 2% 14%j	3 2% 15%	- - -	2 1% 11%	3 1% 16%	1 1% 6%	1 1% 5%	2 1% 10%	2 4% 10%fgjk
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	8 * 82%	1 1% 10%	- - -	1 1% 7%	- - -	- - -	4 2% 45%fj	1 * 8%	- - -	- - -	1 1% 16%	- - -	1 1% 14%	- - -	1 1% 10%	1 1% 7%fl
Don't know	1 *	1 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	1 1% 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	2104 99%	1774 99% 84%d	178 98% 8%	106 99% 5%	46 94% 2%	76 100% 4%p	248 99% 12%p	180 97% 9%	146 97% 7%	184 98% 9%	209 100% 10%ghp	263 99% 13%p	302 99% 14%p	166 99% 8%	106 99% 5%	178 98% 8%	46 94% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
I am/have been behind with payment for this/these services but can manage and cope with the payment	22 1%	15 1%	6 2%	3 1%	17 1%	17 1%	3 1%	3 2%	1 *	18 1%	21 1%	17 1%	3 2%	17 1%	8 1%	13 2%	11 1%	11 1%
		70%	26% ^a	15%	80%	76%	13%	15%	4%	85%	95%	76%	16%	76%	38%	62% ⁿ	52%	48%
I am/have been behind with payment for this/these services and feel unable to manage or cope with the payment	9 *	8 *	1 *	5 1%	5 *	5 *	2 1%	- -	1 *	8 1%	8 *	5 *	1 1%	6 *	5 *	4 1%	1 *	8 1%
		90%	10%	50% ^d	50%	59%	23%	-	10%	82%	92%	52%	13%	64%	58%	42%	16%	84%
Don't know	1 *	1 *	-	-	1 *	1 *	-	-	-	1 *	1 *	1 *	-	1 *	1 *	-	-	1 *
		100%	-	-	100%	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	100%
Not asked	2104 99%	1852 99%	237 97%	368 98%	1678 99%	1260 98%	250 98%	181 98%	234 99%	1441 98%	1767 98%	1352 98%	212 98%	1417 98%	1446 99%	658 97%	893 99%	1211 98%
		88%	11%	17%	80%	60%	12%	9%	11%	68%	84%	64%	10%	67%	69% ^o	31%	42%	58%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	11 1% 51%	22 14% 100% ^c	- - -	3 11% 13%	22 68% 100% ^f	6 18% 28%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	6 1% 61%	9 6% 100% ^c	- - -	2 7% 20%	9 29% 100%	4 13% 48%
Don't know	1 *	1 * 100%	1 1% 100% ^c	- - -	- - -	1 3% 100%	1 3% 100%
Not asked	2104 99%	918 98% 44%	120 79% 6%	1522 100% 72% ^b	21 82% 1%	- - -	23 66% 1% ^e

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.8 Which of these applies to you? - [Prompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
I am/have been behind with payment for this/ these services but can manage and cope with the payment	22 1%	1 4% 5%	2 6% 9%	3 7% 14%	1 2% 4%	- - -	2 6% 10%
I am/have been behind with payment for this/ these services and feel unable to manage or cope with the payment	9 *	- - -	1 3% 8%	4 9% 42%	2 5% 20%	3 9% 28%	1 1% 6%
Don't know	1 *	- - -	- - -	- - -	- - -	- - -	- - -
Not asked	2104 99%	24 96% 1%	26 91% 1%	36 84% 2%	36 93% 2%	26 91% 1%	35 93% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
I have decided to cancel one of my other communications services	16 10%	8 11%	8 10%	2 10%	6 16%	2 10%	2 7%	3 13%	- -	1 13%	8 14%	8 9%	1 4%	8 12%	8 10%	- -	8 10%	8 13%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	9 13%	8 10%	- -	3 7%	4 17%	4 11%	4 17%	2 13%	1 13%	3 5%	12 14%	3 16%	7 11%	9 11%	2 16%	6 9%	8 12%
I am careful about what I buy/spend	52 34%	23 32%	29 35%	9 46%	12 34%	8 35%	7 20%	12 49%	3 25%	1 24%	21 39%	27 33%	4 24%	30 46%	22 25%	7 47%	32 44%	12 19%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	12 17%	9 11%	- -	3 10%	4 17%	5 15%	8 32%	- -	1 13%	3 6%	17 21%	1 4%	14 21%	7 8%	3 18%	11 15%	7 11%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	16 23%	10 12%	- -	4 13%	7 27%	3 9%	10 42%	1 9%	1 13%	4 8%	20 24%	2 10%	11 17%	15 17%	3 20%	11 15%	12 19%
I cut back on luxuries e.g. going out less	44 29%	21 30%	23 28%	4 22%	11 33%	8 35%	9 27%	9 39%	- -	2 34%	16 29%	27 33%	2 10%	20 31%	24 28%	4 25%	18 25%	22 34%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	15 21%	13 16%	1 6%	9 28%	3 14%	5 16%	8 35%	- -	1 13%	10 19%	17 21%	1 4%	17 26%	11 13%	5 35%	16 22%	7 11%
I borrowed from family/friends	14 9%	4 6%	10 12%	3 16%	5 15%	3 11%	2 6%	1 4%	- -	- -	8 15%	6 7%	- -	4 6%	10 12%	- -	5 7%	9 14%
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	7 11%	5 6%	2 11%	3 8%	3 12%	4 11%	1 4%	- -	- -	5 9%	8 9%	- -	2 3%	10 12%	- -	5 7%	7 11%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	150	64	86	18	35	24	29	22	15	7	53	75	22	55	95	13	63	74
Weighted Base	152	70*	82*	20**	34*	24**	33**	24**	12**	5**	53*	81*	17**	65*	86*	15**	73*	64*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	2 3% 27%	6 7% 73%	- - -	3 9% 39%	3 12% 33%	2 7% 28%	- - -	- - -	- - -	3 6% 39%	5 6% 61%	- - -	5 7% 58%	3 4% 42%	- - -	5 7% 58%	3 5% 42%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	6 9% 38%	11 13% 62%	2 9% 10%	5 14% 27%	4 17% 24%	3 10% 19%	3 13% 19%	- - -	- - -	6 12% 38%	11 13% 62%	- - -	8 13% 50%	8 10% 50%	1 10% 9%	10 14% 59%	5 9% 32%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	9 13% 45%	11 13% 55%	2 11% 11%	3 9% 15%	3 14% 16%	6 18% 31%	3 12% 15%	2 19% 12%	- - -	5 10% 26%	12 15% 62%	2 14% 12%	14 21% 68% _n	6 7% 32%	1 7% 5%	16 23% 83% _q	2 4% 12%
Other	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES																		
USED COMMS LESS OR CANCELLED SERVICE	26 17%	14 20% 55%	12 14% 45%	2 10% 8%	6 16% 21%	5 21% 19%	5 14% 18%	6 24% 23%	2 17% 8%	1 13% 2%	8 14% 29%	16 19% 60%	3 16% 10%	10 15% 39%	16 18% 61%	2 16% 9%	9 12% 35%	14 22% 56%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	39 56% 48%	43 52% 52%	10 52% 12%	21 62% 25%	14 58% 17%	14 43% 17%	17 69% 20%	4 34% 5%	2 45% 3%	31 58% 38%	45 55% 55%	6 37% 8%	38 59% 47%	44 51% 53%	11 74% 13%	39 53% 47%	32 50% 39%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	17 24% 45%	20 25% 55%	6 31% 17%	8 25% 23%	8 35% 22%	9 28% 25%	5 21% 14%	- - -	- - -	15 27% 39%	23 28% 61%	- - -	13 20% 34%	25 28% 66%	1 10% 4%	17 24% 46%	19 29% 50%
None of these	23 15%	12 17% 52%	11 14% 48%	3 16% 14%	4 11% 17%	2 6% 7%	6 17% 24%	3 12% 12%	5 39% 20%	2 34% 7%	7 13% 30%	10 12% 42%	6 37% 28%	7 11% 30%	16 19% 70%	2 13% 8%	8 11% 34%	14 21% 59%
Don't know	7 4%	1 1% 14%	6 7% 86%	1 6% 16%	1 2% 13%	3 11% 40%	1 3% 15%	- - -	- - -	1 21% 16%	2 4% 29%	4 5% 55%	1 6% 16%	1 2% 16%	6 6% 84%	- - -	2 3% 31%	5 7% 69%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
I have decided to cancel one of my other communications services	16 10%	13 11% 83%	1 9% 8%	- 40% -	1 9% -	- -	1 8% 5%	5 29% 34%	1 17% 8%	- -	- -	3 17% 21%	1 4% 6%	1 6% 8%	- -	1 9% 8%	1 40% 9%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	13 11% 78%	2 15% 13%	1 14% 9%	- -	- -	- -	4 20% 22%	3 36% 16%	- -	- -	2 10% 12%	3 14% 20%	1 6% 7%	1 14% 9%	2 15% 13%	- -
I am careful about what I buy/spend	52 34%	41 33% 79%	5 35% 10%	3 33% 6%	2 60% 4%	- -	1 11% 2%	5 27% 10%	3 41% 6%	6 38% 12%	1 9% 1%	6 30% 12%	9 40% 18%	9 47% 18%	3 33% 6%	5 35% 10%	2 60% 4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	18 15% 89%	2 15% 11%	- -	- -	- -	- -	6 34% 31%	1 17% 6%	1 9% 7%	- -	4 18% 18%	3 13% 12%	2 12% -	- -	2 15% 11%	- -
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	22 18% 84%	4 27% 16%	- -	- -	- -	- -	4 20% 14%	1 17% 5%	2 14% 9%	- -	6 29% 23%	5 22% 20%	3 17% 13%	- -	4 27% 16%	- -
I cut back on luxuries e.g. going out less	44 29%	38 31% 86%	4 27% 9%	1 8% 2%	1 34% 3%	- -	2 19% 4%	9 47% 20%	4 46% 8%	4 27% 10%	1 15% 2%	6 28% 13%	8 32% 17%	5 26% 12%	1 8% 2%	4 27% 9%	1 34% 3%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	23 19% 82%	4 27% 15%	1 10% 4%	- -	- -	- -	6 35% 23%	1 17% 5%	6 37% 21%	- -	3 13% 9%	3 15% 12%	3 17% 12%	1 10% 4%	4 27% 15%	- -
I borrowed from family/friends	14 9%	12 10% 85%	2 13% 15%	- -	- -	- -	1 9% 7%	5 29% 38%	1 17% 10%	- -	- -	2 8% 12%	1 4% 6%	2 9% 13%	- -	2 13% 15%	- -
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	12 10% 100%	- -	- -	- -	- -	3 28% 23%	2 10% 15%	- -	3 19% 24%	- -	2 11% 19%	- -	2 11% 18%	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	150	122	15	9	4	-	10	18	8	15	7	21	22	21	9	15	4
Weighted Base	152	123	15**	10**	4**	**	10**	19**	8**	16**	6**	20**	24**	20**	10**	15**	4**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	8 6%	-	-	1 19%	-	-	2 11%	1 17%	-	-	1 3%	2 10%	1 6%	-	-	1 19%
		92%	-	-	8%	-	-	26%	16%	-	-	7%	28%	15%	-	-	8%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	14 11%	3 22%	-	-	-	-	2 11%	2 29%	1 6%	-	2 10%	4 17%	2 11%	-	3 22%	-
		80%	20%	-	-	-	-	13%	13%	6%	-	12%	24%	13%	-	20%	-
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	13 10%	4 26%	3 30%	-	-	2 15%	-	-	2 15%	1 23%	3 13%	3 14%	2 8%	3 30%	4 26%	-
		65%	20%	15%	-	-	8%	-	-	12%	7%	13%	17%	8%	15%	20%	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																	
USED COMMS LESS OR CANCELLED SERVICE	26 17%	21 17%	2 15%	1 14%	1 40%	-	1 8%	7 40%	3 36%	-	-	4 21%	4 18%	1 6%	1 14%	2 15%	1 40%
		80%	9%	6%	6%	-	3%	29%	11%	-	-	17%	16%	5%	6%	9%	6%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	70 57%	5 35%	5 51%	2 60%	-	3 30%	11 61%	7 87%	11 70%	1 24%	9 47%	14 59%	12 62%	5 51%	5 35%	2 60%
		85%	6%	6%	3%	-	4%	14%	8%	14%	2%	12%	17%	15%	6%	6%	3%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	32 26%	4 28%	-	1 19%	-	3 28%	8 44%	2 29%	4 25%	-	5 24%	5 22%	5 25%	-	4 28%	1 19%
		87%	12%	-	2%	-	8%	22%	6%	11%	-	13%	14%	13%	-	12%	2%
None of these	23 15%	20 16%	3 19%	1 10%	-	-	2 20%	3 19%	1 13%	1 3%	2 26%	5 24%	2 9%	4 20%	1 10%	3 19%	-
		83%	12%	4%	-	-	9%	15%	4%	2%	7%	20%	9%	16%	4%	12%	-
Don't know	7 4%	5 4%	1 7%	1 10%	-	-	1 9%	1 5%	-	-	2 28%	-	-	1 5%	1 10%	1 7%	-
		69%	16%	15%	-	-	14%	13%	-	-	26%	-	-	16%	15%	16%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN			Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
I have decided to cancel one of my other communications services	16 10%	15 11%	-	5 11%	10 10%	11 13%	3 12%	1 9%	1 5%	14 13%	16 12%	11 67%	2 15%	12 74%	8 50%	8 50%	4 23%	12 77%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	16 12%	1 5%	7 16%	10 10%	8 9%	5 18%	1 9%	3 18%	11 10%	15 11%	15 86%	3 15%	15 86%	15 88%	2 3%	10 14%	7 8%
I am careful about what I buy/spend	52 34%	46 35%	6 32%	14 32%	38 37%	32 37%	6 24%	6 41%	6 45%	38 35%	49 37%	39 75%	5 41%	39 75%	34 65%	18 30%	28 41%	24 28%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	18 14%	1 5%	10 24%	10 9%	11 13%	5 18%	3 18%	3 12%	16 14%	21 16%	16 76%	3 23%	16 76%	16 17%	5 8%	12 18%	8 10%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	23 18%	3 15%	10 24%	16 15%	14 17%	4 16%	2 16%	4 31%	18 17%	25 19%	19 74%	3 23%	19 74%	19 71%	7 12%	12 18%	14 16%
I cut back on luxuries e.g. going out less	44 29%	39 30%	3 18%	18 42%	25 25%	28 33%	8 34%	3 18%	4 31%	35 32%	41 31%	33 75%	3 29%	34 78%	28 30%	16 27%	22 32%	22 26%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	26 20%	2 13%	9 22%	18 17%	19 22%	3 12%	4 25%	3 25%	22 20%	28 21%	20 72%	3 9%	20 72%	18 65%	10 35%	18 63%q	11 37%
I borrowed from family/friends	14 9%	13 10%	-	4 9%	7 7%	10 12%	2 7%	1 9%	1 7%	12 11%	14 11%	8 56%	2 15%	9 65%	6 40%	8 60%	3 24%	11 76%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	10 8%	2 10%	4 9%	8 8%	10 11%	2 8%	1 7%	1 7%	12 11%	12 9%	7 7%	2 17%	7 7%	7 9%	6 4%	3 22%	10 78%
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	8 6%	-	3 7%	5 5%	6 7%	2 9%	-	1 8%	8 8%	8 6%	7 7%	-	7 7%	6 3%	2 22%	4 51%	4 49%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	16 12%	-	5 11%	11 11%	12 13%	3 12%	2 16%	1 8%	15 13%	17 13%	15 15%	-	15 14%	13 7%	4 7%	7 10%	10 12%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	17 13%	3 15%	4 9%	14 13%	15 18%	3 12%	-	1 4%	17 13%	18 13%	15 16%	3 26%	15 15%	16 83%	3 17%	13 63%	7 37%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																		
USED COMMS LESS OR CANCELLED SERVICE	26 17%	24 18%	1 5%	9 20%	16 16%	14 16%	8 30%	1 9%	3 18%	20 18%	24 18%	18 71%	4 33%	19 19%	17 66%	9 34%	10 40%	16 60%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	71 54%	10 55%	27 64%	54 53%	47 54%	15 59%	8 57%	9 65%	60 55%	76 57%	61 74%	7 8%	62 75%	53 65%	29 35%	43 52%	40 48%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	150	129	18	44	99	79	24	15	16	101	128	95	10	96	91	59	64	86
Weighted Base	152	130	18**	42*	102*	86*	25**	14**	14**	109*	133	100*	11**	101*	92*	60*	68*	84*
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/SELLING OR ACCEPTED GIFTS FROM OTHERS	37	35	2	11	23	25	8	4	3	32	37	25	3	26	22	16	12	26
	25%	27%	10%	26%	23%	28%	31%	31%	22%	30%	28%	25%	28%	26%	24%	26%	17%	30%
		93%	5%	29%	62%	66%	21%	12%	8%	87%	99%	67%	8%	70%	58%	42%	32%	68%
None of these	23	19	4	5	18	9	3	2	2	13	17	11	1	11	11	13	5	18
	15%	15%	20%	12%	18%	11%	13%	16%	16%	12%	13%	11%	5%	11%	12%	21%	8%	22%
		81%	15%	22%	78%	40%	13%	9%	10%	54%	73%	46%	2%	46%	45%	55%	22%	78%p
Don't know	7	7	-	2	4	2	-	2	-	2	4	1	-	1	3	4	1	6
	4%	5%	-	5%	4%	2%	-	15%	-	2%	3%	1%	-	1%	3%	7%	2%	7%
		100%	-	31%	57%	26%	-	31%	-	26%	56%	16%	-	16%	40%	60%	16%	84%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
I have decided to cancel one of my other communications services	16 10%	12 14% 74%	16 10% 100%	- - -	- - -	6 20% 40%	6 19% 41%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	14 17% 86%	17 11% 100%	- - -	3 11% 17%	4 11% 21%	10 31% 62%
I am careful about what I buy/spend	52 34%	31 37% 60%	52 34% 100%	- - -	7 27% 13%	10 30% 19%	14 40% 27%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	18 21% 85%	21 14% 100%	- - -	6 24% 29%	4 13% 20%	9 25% 41%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	17 21% 66%	26 17% 100%	- - -	6 22% 21%	5 16% 19%	13 39% 52%e
I cut back on luxuries e.g. going out less	44 29%	30 36% 67%	44 29% 100%	- - -	8 34% 19%	10 31% 23%	13 37% 28%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	21 25% 75%	28 19% 100%	- - -	6 25% 22%	5 16% 18%	10 28% 34%
I borrowed from family/friends	14 9%	9 11% 62%	14 9% 100%	- - -	1 5% 9%	9 29% 66%	4 13% 32%
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	6 7% 48%	12 8% 100%	- - -	- - -	7 21% 55%	5 13% 37%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	150	80	150	-	27	32	34
Weighted Base	152	83*	152	-**	25**	32*	34*
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	8 9% 92%	8 5% 100%	- - -	1 5% 14%	5 15% 58%	4 12% 50%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	15 18% 89%	17 11% 100%	- - -	6 23% 35%	7 22% 41%	7 22% 44%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	13 16% 67%	20 13% 100%	- - -	3 11% 14%	3 8% 13%	2 7% 11%
Other	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
SUMMARY CODES							
USED COMMS LESS OR CANCELLED SERVICE	26 17%	19 23% 75%	26 17% 100%	- - -	3 11% 11%	7 23% 28%	12 35% 46%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	52 63% 63%	82 54% 100%	- - -	14 55% 17%	17 53% 21%	22 64% 26%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	25 30% 67%	37 25% 100%	- - -	7 28% 19%	17 54% 46%	13 37% 34%
None of these	23 15%	7 9% 32%	23 15% 100%	- - -	4 18% 19%	1 3% 4%	4 10% 15%
Don't know	7 4%	1 1% 16%	7 4% 100%	- - -	2 8% 29%	2 6% 30%	1 3% 14%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
I have decided to cancel one of my other communications services	16 10%	1 15% 8%	1 15% 6%	4 24% 22%	4 34% 22%	2 20% 10%	1 7% 3%
I use my communications service less, e.g. make less calls, top up PAYG less, reduce my TV package	17 11%	4 50% 26%	- - -	1 6% 5%	1 9% 5%	3 42% 18%	2 26% 13%
I am careful about what I buy/spend	52 34%	3 37% 6%	1 23% 3%	4 24% 7%	2 23% 5%	2 25% 4%	2 24% 4%
I go without certain larger goods/services - e.g. holidays, building an extension, etc.	21 14%	3 37% 15%	1 15% 5%	2 16% 11%	1 9% 4%	2 25% 9%	1 18% 7%
I go without certain smaller goods/services - e.g. making clothes last longer	26 17%	4 50% 17%	1 14% 4%	5 32% 18%	2 23% 9%	3 37% 11%	2 29% 9%
I cut back on luxuries e.g. going out less	44 29%	4 48% 9%	4 56% 8%	6 43% 15%	3 29% 7%	4 54% 9%	5 63% 12%
I buy cheaper goods/services e.g. branded to value range of foods	28 19%	3 37% 11%	1 21% 5%	2 16% 8%	1 9% 3%	2 25% 7%	1 18% 5%
I borrowed from family/friends	14 9%	1 11% 7%	1 15% 7%	3 22% 23%	2 20% 15%	- - -	1 7% 4%
I have asked family/friends to pay the bill/accepted gifts from family and friends	12 8%	1 6% 4%	2 30% 16%	- - -	- - -	- - -	1 7% 4%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.9 When thinking about how you afford your communications services as part of your monthly spending, which, if any, of the following apply to you? -

[Prompted - Multi code]

Base: All with any difficulties paying for communication services in the last year

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	150	9	7	16	12	8	9
Weighted Base	152	9**	6**	15**	10**	7**	8**
I have taken out a loan from a bank or another company (e.g. payday loan company)	8 5%	- -	- -	1 5%	1 6%	2 22%	1 7%
I have sold items (e.g. through a pawn shop, eBay, etc.)	17 11%	2 26% 13%	- -	2 12% 11%	2 17% 11%	1 13% 6%	1 7% 3%
I can manage to pay my communications services without making changes to the way I spend my money	20 13%	- -	- -	- -	- -	- -	2 19% 8%
Other	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES							
USED COMMS LESS OR CANCELLED SERVICE	26 17%	4 50% 17%	1 15% 4%	4 30% 17%	4 43% 17%	5 62% 18%	3 33% 10%
SPENDING LESS OR GOING WITHOUT NON COMMS ITEMS	82 54%	5 60% 6%	6 100% 8%	8 53% 10%	5 48% 6%	4 54% 5%	5 63% 6%
FINANCIAL SUPPORT OR ACTIONS E.G. BORROWING/ SELLING OR ACCEPTED GIFTS FROM OTHERS	37 25%	4 43% 10%	2 30% 5%	5 32% 13%	4 35% 10%	3 34% 7%	1 7% 1%
None of these	23 15%	1 10% 4%	- -	2 10% 6%	2 20% 9%	1 13% 4%	2 19% 6%
Don't know	7 4%	1 12% 16%	- -	1 6% 14%	- -	- -	- -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	12 1%	13 2%	5 3%	3 1%	1 *	5 2%	6 2%	5 2%	1 *	8 2%	12 1%	5 1%	8 1%	18 2%	1 *	14 2%	11 2%
		48%	52%	18%ei	12%	5%	20%	24%	19%e	2%	30%	49%	21%	30%	70% ^m	2%	56%	41% ^o
Mobile phone (that can't access the internet)	29 2%	12 1%	16 2%	4 3%	7 2%	5 2%	5 1%	4 2%	2 1%	2 1%	12 3%	13 2%	4 1%	12 1%	17 2%	6 2%	13 1%	10 2%
		43%	57%	15%	26%	16%	16%	13%	8%	6%	41%	45%	14%	42%	58%	20%	45%	35%
Fixed Landline	43 3%	21 2%	22 3%	9 6%	8 2%	7 2%	6 2%	6 2%	5 2%	2 1%	17 4%	19 2%	7 2%	13 2%	30 4%	1 *	18 2%	24 5%
		49%	51%	22% ^d fi	18%	16%	14%	14%	11%	5%	40%	44%	16%	31%	69% ^m	3%	41%	56% ^o p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	18 2%	20 2%	4 3%	4 1%	6 2%	10 3%	10 4%	3 2%	1 1%	8 2%	26 3%	4 1%	16 2%	22 3%	8 3%	14 2%	16 3%
		48%	52%	10%	12%	16%	26%	26% ⁱ	8%	3%	22%	67% ^l	11%	42%	58%	21%	36%	43% ^p
Mobile broadband - Through a dongle or USB stick	29 2%	19 2%	10 1%	2 1%	6 2%	7 2%	5 2%	8 3%	1 1%	-	7 2%	21 2%	1 *	9 1%	20 2%	3 1%	13 1%	13 3%
		65%	35%	5%	19%	24% ⁱ	19%	29% ^h i	4%	-	25%	71% ^l	4%	31%	69% ^m	9%	45%	46%
Calls using a public payphone	38 2%	23 3%	15 2%	3 2%	15 5%	7 2%	2 1%	6 3%	4 2%	-	18 4%	15 2%	4 1%	16 2%	21 3%	3 1%	18 2%	16 3%
		61%	39%	9% ⁱ	40% ^f i	18% ⁱ	5%	17% ⁱ	11% ⁱ	-	49% ^k l	40%	11%	44%	56%	8%	48%	44% ^o
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	25 3%	30 4%	9 6%	11 3%	6 2%	10 3%	10 4%	7 4%	2 1%	20 4%	25 3%	9 3%	20 2%	35 4%	6 2%	27 3%	21 4%
		45%	55%	17% ^e i	19%	11%	18%	18%	13%	4%	36%	47%	17%	36%	64% ^m	12%	50%	38%
ONLY 1 SERVICE	150 9%	79 9%	71 8%	20 14%	35 11%	25 8%	26 8%	25 10%	15 8%	3 2%	56 12%	76 9%	19 5%	67 8%	83 10%	19 6%	80 9%	51 11%
		53%	47%	14% ⁱ	24% ⁱ	17% ⁱ	17% ⁱ	17% ⁱ	10% ⁱ	2%	37% ^l	50% ^l	12%	45%	55%	13%	53%	34% ^o
2 SERVICES	15 1%	8 1%	7 1%	2 1%	2 1%	4 1%	2 1%	2 1%	2 1%	1 1%	4 1%	8 1%	4 1%	4 *	12 1%	1 *	4 *	10 2%
		55%	45%	13%	11%	25%	15%	13%	16%	7%	25%	52%	23%	24%	76% ^m	8%	24%	68% ^o p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
3 OR MORE SERVICES	6	3	3	1	2	-	1	3	-	-	2	4	-	-	6	-	1	5
	*	*	*	1%	*	-	*	1%	-	-	1%	*	-	-	1%	-	*	1%
		45%	55%	15%	25%	-	15%	45%	-	-	40%	60%	-	-	100% ^m	-	15%	85% ^p
ANY COMMUNICATIONS SERVICE	171	90	81	23	39	29	29	29	18	4	62	87	22	71	100	20	84	66
	10%	11%	10%	16%	12%	10%	9%	12%	9%	3%	13%	10%	6%	8%	12%	6%	9%	14%
		53%	47%	14% ^{hi}	23% ⁱ	17% ⁱ	17% ⁱ	17% ⁱ	10% ⁱ	3%	36% ^l	51% ^l	13%	42%	58% ^m	12%	49%	39% ^{op}
None of these	1497	749	748	121	279	263	282	219	178	155	400	764	333	784	713	303	795	399
	88%	87%	88%	83%	86%	89%	90%	86%	88%	92%	85%	88%	90%	90%	85%	92%	89%	82%
		50%	50%	8%	19%	18%	19%	15%	12%	10% ^{cd}	27%	51%	22% ^j	52% ⁿ	48%	20% ^q	53% ^q	27%
Don't know	38	18	20	2	7	4	3	7	5	10	9	14	15	11	27	4	15	18
	2%	2%	2%	1%	2%	1%	1%	3%	3%	6%	2%	2%	4%	1%	3%	1%	2%	4%
		47%	53%	5%	19%	10%	9%	18%	14%	26% ^{cde}	24%	36%	40% ^k	30%	70% ^m	11%	40%	48% ^{op}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	19 1% 72%	4 3% 16%	3 3% 12%	- - -	- - -	2 1% 7%	3 2% 11%	2 2% 9%	1 1% 4%	1 1% 4%	2 1% 9%	4 2% 15%	3 2% 14%	3 3% 12%	4 3% 16%	- - -
Mobile phone (that can't access the internet)	29 2%	24 2% 85%	3 3% 12%	1 1% 4%	- - -	1 2% 3%	3 1% 9%	7 4% 24% ^g _l	3 3% 12% ^g	4 2% 13%	- - -	4 2% 14%	2 1% 6%	1 1% 4%	1 1% 4%	3 3% 12% ^g	- - -
Fixed Landline	43 3%	33 2% 76%	6 4% 13%	2 2% 4%	3 6% 7% ^a	- - -	6 3% 14%	5 3% 12%	2 2% 4%	4 2% 9%	3 2% 7%	7 4% 16%	2 1% 5%	4 3% 10%	2 2% 4%	6 4% 13% ^l	3 6% 7% ^{el}
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	25 2% 65%	11 8% 28% ^a	2 2% 5%	1 2% 2%	1 2% 3%	2 1% 5%	4 2% 10%	2 2% 6%	3 2% 9%	2 1% 6%	2 1% 5%	4 2% 11%	4 3% 10%	2 2% 5%	11 8% 28% ^l _{efghijk}	1 2% 2%
Mobile broadband - Through a dongle or USB stick	29 2%	21 1% 72%	5 3% 16%	3 3% 10%	1 2% 2%	- - -	2 1% 8%	2 1% 7%	2 2% 8%	3 2% 12%	- - -	2 1% 6%	5 2% 17%	4 3% 14% ^g	3 3% 10% ^g	5 3% 16% ^g	1 2% 2%
Calls using a public payphone	38 2%	28 2% 76%	7 5% 18% ^a	2 3% 7%	- - -	- - -	5 2% 13%	7 5% 19% ^g _{lm}	6 5% 15% ^g _{lm}	2 1% 6%	1 1% 2%	4 2% 12%	3 1% 7%	1 1% 2%	2 3% 7%	7 5% 18% ^g _{lm}	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	54 3%	43 3% 79%	7 6% 14%	4 5% 7%	- - -	1 2% 2%	4 2% 8%	10 6% 18% ^g	6 5% 10% ^g	5 3% 9%	1 1% 2%	6 3% 12%	6 2% 10%	5 3% 8%	4 5% 7% ^g	7 6% 14% ^g	- - -
ONLY 1 SERVICE	150 9%	106 7% 71%	31 24% 21% ^{acd}	11 12% 7%	2 5% 1%	2 4% 1%	13 7% 9%	23 15% 15% ^{efijk_{lm}}	17 13% 11% ^g	10 6% 7%	5 3% 3%	14 8% 10%	13 5% 9%	9 6% 6%	11 12% 7% ^g	31 24% 21% ^{efhijk_{lmnp}}	2 5% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
2 SERVICES	15	13	2	-	-	-	2	2	1	1	1	1	2	3	-	2	-
	1%	1%	2%	-	-	-	1%	1%	1%	1%	1%	1%	1%	2%	-	2%	-
		86%	14%	-	-	-	11%	14%	5%	9%	7%	7%	14%	18%	-	14%	-
3 OR MORE SERVICES	6	4	-	1	1	-	1	-	-	1	-	1	1	1	1	-	1
	*	*	-	1%	2%	-	*	-	-	1%	-	*	*	1%	1%	-	2%
		74%	-	15%	11%	-	14%	-	-	15%	-	15%	15%	15%	15%	-	11%
ANY COMMUNICATIONS SERVICE	171	124	33	11	3	2	16	25	17	12	6	16	16	13	11	33	3
	10%	9%	25%	13%	6%	4%	8%	16%	14%	8%	4%	9%	7%	9%	13%	25%	6%
		72%	19%acd	7%	2%	1%	9%	15%efijk l	10%ejl	7%	4%	10%	9%	7%	7%j	19%efhijk lmnp	2%
None of these	1497	1288	95	74	40	53	188	124	107	143	155	165	226	126	74	95	40
	88%	89%	73%	85%	94%	95%	91%	80%	86%	91%	92%	87%	93%	86%	85%	73%	94%
		86%b	6%	5%b	3%b	4%go	13%go	8%	7%o	10%go	10%go	11%o	15%gho	8%o	5%o	6%	3%go
Don't know	38	35	2	1	-	1	2	5	1	1	7	9	2	7	1	2	-
	2%	2%	2%	1%	-	1%	1%	3%	1%	1%	4%	5%	1%	5%	1%	2%	-
		92%	5%	3%	-	2%	5%	13%	2%	4%	18%l	24%fphil	6%	19%thil	3%	5%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP					Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	21 1%	5 3%	10 3%	14 1%	-	-	4	7	-	12	12	1	13	10	15	6	20
		80%	20%	39% ^d	56%	-	-	16% ^{ef}	29% ^{ef}	-	46% ⁱ	46%	3%	50%	40%	60% ⁿ	23%	77%
Mobile phone (that can't access the internet)	29 2%	22 1%	6 4%	3 1%	26 2%	17 2%	4 2%	-	-	21 2%	21 1%	16 1%	2 1%	16 1%	13 1%	16 3%	6 1%	22 2%
		75%	22% ^a	10%	90%	60%	13%	-	-	73%	73%	54%	5%	54%	44%	56% ⁿ	22%	78% ^p
Fixed Landline	43 3%	37 2%	5 3%	14 4%	29 2%	17 2%	7 4%	2 1%	8 4%	24 2%	33 2%	8 1%	4 2%	9 1%	-	43 8%	7 1%	36 4%
		85%	13%	32% ^d	68%	39%	16%	5%	17%	55%	77%	18%	9%	20%	-	100% ⁿ	16%	84% ^p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	35 2%	2 1%	10 3%	27 2%	9 1%	9 4%	7 5%	4 2%	17 2%	28 2%	-	3 2%	3 *	7 1%	31 6%	5 1%	34 3%
		92%	6%	26%	70%	23%	23% ^e	19% ^{ee}	12%	46%	73%	-	9% ^{km}	9%	19%	81% ⁿ	12%	88% ^p
Mobile broadband - Through a dongle or USB stick	29 2%	28 2%	1 1%	6 2%	22 2%	13 1%	10 5%	3 2%	6 3%	19 2%	25 2%	17 2%	-	17 1%	15 1%	14 3%	13 2%	16 2%
		97%	3%	19%	77%	44%	34% ^e	11%	20%	66%	88%	58%	-	58%	51%	49% ⁿ	46%	54%
Calls using a public payphone	38 2%	30 2%	7 5%	10 3%	27 2%	25 2%	8 4%	2 2%	4 2%	30 3%	35 2%	24 2%	7 4%	25 2%	22 2%	16 3%	17 2%	21 2%
		80%	20% ^a	26%	72%	66%	20%	6%	11%	79%	93%	63%	19%	67%	58%	42%	45%	55%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	42 3%	11 7%	13 4%	40 3%	17 2%	4 2%	4 3%	7 4%	21 2%	33 2%	27 3%	2 1%	28 2%	23 2%	32 6%	12 2%	42 4%
		78%	21% ^a	23%	74%	32%	7%	8%	14%	38%	60%	51%	4%	52%	42%	58% ⁿ	22%	78% ^p

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
ONLY 1 SERVICE	150 9%	126 8%	23 15%	28 9%	117 9%	69 7%	24 12%	12 8%	16 8%	89 8%	112 8%	69 6%	12 7%	74 6%	60 5%	90 17%	42 6%	108 11%
		84%	15% ^a	19%	78%	46%	16% ^e	8%	11%	59%	75%	46%	8%	49%	40%	60% ⁿ	28%	72% ^p
2 SERVICES	15 1%	14 1%	-	5 2%	10 1%	5 *	3 2%	2 1%	3 1%	6 1%	11 1%	3 *	3 1%	5 *	3 *	12 2%	4 1%	11 1%
		94%	-	32%	68%	31%	19%	13%	20%	42%	75%	22%	17%	30%	21%	79% ⁿ	26%	74%
3 OR MORE SERVICES	6 *	5 *	1 1%	3 1%	3 *	1 *	2 1%	1 1%	2 1%	2 *	5 *	-	-	-	-	6 1%	1 *	5 1%
		85%	15%	56% ^d	44%	11%	29% ^e	15%	30% ^e	40%	85%	-	-	-	-	100% ⁿ	15%	85%
ANY COMMUNICATIONS SERVICE	171 10%	146 9%	24 15%	36 12%	130 10%	74 7%	29 15%	15 10%	21 10%	98 9%	129 9%	72 7%	14 8%	78 7%	63 5%	108 21%	46 6%	125 13%
		85%	14% ^a	21%	76%	43%	17% ^e	9%	12%	57%	75%	42%	8%	46%	37%	63% ⁿ	27%	73% ^p
None of these	1497 88%	1359 88%	129 83%	273 86%	1195 89%	919 92%	160 83%	135 88%	186 89%	1031 90%	1287 90%	1014 93%	160 90%	1060 92%	1102 93%	395 75%	664 93%	833 84%
		91%	9%	18%	80%	61% ^f	11%	9%	12%	69%	86%	68%	11%	71%	74% ^o	26%	44% ^q	56%
Don't know	38 2%	34 2%	3 2%	7 2%	26 2%	10 1%	5 3%	4 3%	1 1%	14 1%	18 1%	7 1%	4 2%	8 1%	15 1%	23 4%	6 1%	32 3%
		89%	8%	18%	67%	27%	14%	11%	3%	37%	47%	19%	11%	21%	41%	59% ⁿ	16%	84% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	1719	755	150	1535	27	32	34	
Weighted Base	1706	773	152	1522	25**	32*	34*	
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	8 1% 31%	9 6% 34% <i>c</i>	17 1% 66%	3 11% 11%	1 3% 4%	5 14% 19%	
Mobile phone (that can't access the internet)	29 2%	11 1% 39%	6 4% 22% <i>c</i>	21 1% 74%	1 4% 3%	3 8% 9%	2 5% 6%	
Fixed Landline	43 3%	3 * 6%	15 10% 34% <i>c</i>	28 2% 64%	6 22% 13%	7 22% 16%	4 11% 8%	
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 1% 10%	10 7% 27% <i>c</i>	27 2% 71%	3 13% 9%	3 8% 7%	3 8% 7%	
Mobile broadband - Through a dongle or USB stick	29 2%	9 1% 32%	7 5% 26% <i>c</i>	20 1% 70%	4 15% 13%	3 8% 9%	6 16% 19%	
Calls using a public payphone	38 2%	16 2% 41%	8 5% 22% <i>c</i>	28 2% 74%	3 13% 9%	3 8% 7%	4 13% 11%	
SUMMARY CODES								
ANY MOBILE/SMARTPHONE	54 3%	19 2% 35%	15 10% 28% <i>c</i>	38 3% 70%	4 14% 7%	4 12% 7%	6 19% 12%	
ONLY 1 SERVICE	150 9%	44 6% 29%	29 19% 19% <i>c</i>	116 8% 78%	6 23% 4%	12 39% 8%	9 26% 6%	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
2 SERVICES	15	3	5	10	1	2	1
	1%	*	4%	1%	4%	6%	3%
		21%	35% ^c	65%	6%	13%	6%
3 OR MORE SERVICES	6	-	4	2	3	1	3
	*	-	3%	*	11%	2%	8%
		-	70% ^c	30%	45%	11%	44%
ANY COMMUNICATIONS SERVICE	171	47	38	128	9	15	13
	10%	6%	25%	8%	38%	47%	37%
		28%	22% ^c	75%	6%	9%	7%
None of these	1497	720	109	1378	15	17	20
	88%	93%	72%	91%	59%	53%	57%
		48%	7%	92% ^b	1%	1%	1%
Don't know	38	6	5	16	1	-	2
	2%	1%	3%	1%	4%	-	6%
		15%	12%	43%	3%	-	5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	26 100% 100%	- - -	5 11% 19%	4 10% 14%	1 3% 4%	2 5% 7%
Mobile phone (that can't access the internet)	29 2%	- - -	29 100% 100%	3 7% 11%	2 5% 7%	1 3% 3%	1 2% 3%
Fixed Landline	43 3%	5 19% 11%	3 11% 7%	43 100% 100%df	10 25% 23%	4 16% 10%	5 12% 11%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 14% 10%	2 7% 5%	10 23% 25%f	38 100% 100%cf	3 12% 9%	2 5% 5%
Mobile broadband - Through a dongle or USB stick	29 2%	1 4% 3%	1 3% 3%	4 10% 16%	3 9% 12%	29 100% 100%	4 11% 14%
Calls using a public payphone	38 2%	2 7% 5%	1 3% 2%	5 11% 12%	2 5% 5%	4 14% 11%	38 100% 100%cd
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	26 100% 47%	29 100% 53%	8 18% 15%	6 15% 11%	2 6% 3%	3 7% 5%
ONLY 1 SERVICE	150 9%	20 78% 13%	25 85% 16%	26 60% 17%	27 72% 18%	22 77% 15%	30 79% 20%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
2 SERVICES	15	2	3	11	5	3	6
1%		8%	12%	25%	13%	12%	16%
		13%	22%	72%	32%	22%	39%
3 OR MORE SERVICES	6	4	1	6	6	3	2
*		14%	3%	14%	16%	12%	5%
		60%	15%	100%	100%	55%	30%
ANY COMMUNICATIONS SERVICE	171	26	29	43	38	29	38
10%		100%	100%	100%	100%	100%	100%
		15%	17%	25%	22%	17%	22%
None of these	1497	-	-	-	-	-	-
88%		-	-	-	-	-	-
		-	-	-	-	-	-
Don't know	38	-	-	-	-	-	-
2%		-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	12 1% 48%	13 1% 52%	5 2% 18%	3 1% 12%	1 * 5%	5 1% 20%	6 2% 24%	5 2% 19%e	1 * 2%	8 1% 30%	12 1% 49%	5 1% 21%	8 1% 30%	18 2% 70%	1 * 2%	14 1% 56%	11 2% 41%o
Mobile phone (that can't access the internet)	29 1%	12 1% 43%	16 1% 57%	4 1% 15%	7 2% 26%	5 1% 16%	5 1% 16%	4 1% 13%	2 1% 8%	2 1% 6%	12 2% 41%	13 1% 45%	4 1% 14%	12 1% 42%	17 2% 58%	6 1% 20%	13 1% 45%	10 2% 35%
Fixed Landline	43 2%	21 2% 49%	22 2% 51%	9 3% 22%	8 2% 18%	7 2% 16%	6 2% 14%	6 2% 14%	5 2% 11%	2 1% 5%	17 2% 40%	19 2% 44%	7 2% 16%	13 1% 31%	30 3% 69% <i>m</i>	1 * 3%	18 2% 41%	24 4% 56% <i>op</i>
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	18 2% 48%	20 2% 52%	4 1% 10%	4 1% 12%	6 2% 16%	10 3% 26%	10 3% 26% <i>i</i>	3 1% 8%	1 1% 3%	8 1% 22%	26 3% 67% <i>l</i>	4 1% 11%	16 2% 42%	22 2% 58%	8 2% 21%	14 1% 36%	16 3% 43% <i>p</i>
Mobile broadband - Through a dongle or USB stick	29 1%	19 2% 65%	10 1% 35%	2 1% 5%	6 1% 19%	7 2% 24% <i>i</i>	5 1% 19%	8 3% 29% <i>hi</i>	1 * 4%	- - -	7 1% 25%	21 2% 71% <i>l</i>	1 * 4%	9 1% 31%	20 2% 69%	3 1% 9%	13 1% 45%	13 2% 46%
Calls using a public payphone	38 2%	23 2% 61%	15 1% 39%	3 1% 9%	15 4% 40% <i>fi</i>	7 2% 18% <i>i</i>	2 1% 5%	6 2% 17% <i>i</i>	4 2% 11% <i>i</i>	- - -	18 3% 49%	15 1% 40%	4 1% 11%	16 2% 44%	21 2% 56%	3 1% 8%	18 2% 48%	16 3% 44% <i>o</i>
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	25 2% 45%	30 3% 55%	9 3% 17%	11 3% 19%	6 2% 11%	10 3% 18%	10 3% 18%	7 3% 13%	2 1% 4%	20 3% 36%	25 3% 47%	9 2% 17%	20 2% 36%	35 3% 64%	6 2% 12%	27 2% 50%	21 3% 38%
ONLY 1 SERVICE	150 7%	79 8% 53%	71 6% 47%	20 7% 14% <i>i</i>	35 9% 24% <i>i</i>	25 7% 17% <i>i</i>	26 7% 17% <i>i</i>	25 8% 17% <i>i</i>	15 7% 10% <i>i</i>	3 2% 2%	56 8% 37% <i>l</i>	76 7% 50% <i>l</i>	19 4% 12%	67 6% 45%	83 8% 55%	19 5% 13%	80 7% 53%	51 8% 34%
2 SERVICES	15 1%	8 1% 55%	7 1% 45%	2 1% 13%	2 * 11%	4 1% 25%	2 1% 15%	2 1% 13%	2 1% 16%	1 1% 7%	4 1% 25%	8 1% 52%	4 1% 23%	4 * 24%	12 1% 76%	1 * 8%	4 * 24%	10 2% 68% <i>p</i>

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
3 OR MORE SERVICES	6	3	3	1	2	-	1	3	-	-	2	4	-	-	6	-	1	5
	*	*	*	*	*	-	*	1%	-	-	*	*	-	-	1%	-	*	1%
		45%	55%	15%	25%	-	15%	45%	-	-	40%	60%	-	-	100% ^m	-	15%	85% ^p
ANY COMMUNICATIONS SERVICE	171	90	81	23	39	29	29	29	18	4	62	87	22	71	100	20	84	66
	8%	9%	7%	8%	9%	8%	8%	10%	8%	2%	9%	9%	5%	7%	9%	5%	8%	11%
		53%	47%	14% ⁱ	23% ⁱ	17% ⁱ	17% ⁱ	17% ⁱ	10% ⁱ	3%	36% ^l	51% ^l	13%	42%	58% ^m	12%	49%	39% ^{op}
None of these	1497	749	748	121	279	263	282	219	178	155	400	764	333	784	713	303	795	399
	70%	72%	68%	40%	68%	78%	77%	72%	79%	82%	56%	76%	80%	74%	66%	77%	71%	63%
		50% ^b	50%	8%	19% ^c	18% ^{cd}	19% ^{cd}	15% ^c	12% ^{cdg}	10% ^{cdg}	27%	51% ^j	22% ^{jk}	52% ⁿ	48%	20% ^q	53% ^q	27%
Don't know	38	18	20	2	7	4	3	7	5	10	9	14	15	11	27	4	15	18
	2%	2%	2%	1%	2%	1%	1%	2%	2%	5%	1%	1%	4%	1%	2%	1%	1%	3%
		47%	53%	5%	19%	10%	9%	18%	14%	26% ^{cde}	24%	36%	40% ^{jk}	30%	70% ^m	11%	40%	48% ^p
Not asked	430	180	250	154	86	43	52	50	24	20	240	145	44	195	235	67	217	146
	20%	17%	23%	51%	21%	13%	14%	16%	11%	11%	34%	14%	11%	18%	22%	17%	20%	23%
		42%	58% ^a	36% ^{def}	20% ^{efh}	10%	12%	12%	6%	5%	56% ^{kl}	34%	10%	45%	55%	15%	51%	34% ^o

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	19 1% 72%	4 2% 16%	3 3% 12%	- - -	- - -	2 1% 7%	3 2% 11%	2 1% 9%	1 1% 4%	1 * 4%	2 1% 9%	4 1% 15%	3 2% 14%	3 3% 12%	4 2% 16%	- - -
Mobile phone (that can't access the internet)	29 1%	24 1% 85%	3 2% 12%	1 1% 4%	- - -	1 1% 3%	3 1% 9%	7 4% 24% ^{gjl}	3 2% 12% ^j	4 2% 13%	- - -	4 1% 14%	2 1% 6%	1 1% 4%	1 1% 4%	3 2% 12%	- - -
Fixed Landline	43 2%	33 2% 76%	6 3% 13%	2 2% 4%	3 6% 7% ^a	- - -	6 2% 14%	5 3% 12%	2 1% 4%	4 2% 9%	3 1% 7%	7 3% 16%	2 1% 5%	4 2% 10%	2 2% 4%	6 3% 13%	3 6% 7% ^{el}
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	25 1% 65%	11 6% 28% ^a	2 2% 5%	1 1% 2%	1 1% 3%	2 1% 5%	4 2% 10%	2 2% 6%	3 2% 9%	2 1% 6%	2 1% 5%	4 1% 11%	4 2% 10%	2 2% 5%	11 6% 28% ^{fijkl}	1 1% 2%
Mobile broadband - Through a dongle or USB stick	29 1%	21 1% 72%	5 3% 16%	3 3% 10%	1 1% 2%	- - -	2 1% 8%	2 1% 7%	2 2% 8%	3 2% 12%	- - -	2 1% 6%	5 2% 17%	4 2% 14% ^j	3 3% 10% ^j	5 3% 16% ^j	1 1% 2%
Calls using a public payphone	38 2%	28 2% 76%	7 4% 18%	2 2% 7%	- - -	- - -	5 2% 13%	7 4% 19% ^{jlm}	6 4% 15% ^{jlm}	2 1% 6%	1 * 2%	4 2% 12%	3 1% 7%	1 * 2%	2 2% 7%	7 4% 18% ^{jlm}	- - -
SUMMARY CODES																	
ANY MOBILE/SMARTPHONE	54 3%	43 2% 79%	7 4% 14%	4 4% 7%	- - -	1 1% 2%	4 2% 8%	10 5% 18% ^{ajl}	6 4% 10% ^j	5 3% 9%	1 * 2%	6 2% 12%	6 2% 10%	5 3% 8%	4 4% 7% ^j	7 4% 14% ^j	- - -
ONLY 1 SERVICE	150 7%	106 6% 71%	31 17% 21% ^{ad}	11 10% 7%	2 4% 1%	2 3% 1%	13 5% 9%	23 12% 15% ^{efijk} lm	17 11% 11% ^{efijkl}	10 5% 7%	5 2% 3%	14 5% 10%	13 4% 9%	9 5% 6%	11 10% 7% ^j	31 17% 21% ^{efijkl} mp	2 4% 1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
2 SERVICES	15	13	2	-	-	-	2	2	1	1	1	1	2	3	-	2	-
	1%	1%	1%	-	-	-	1%	1%	1%	1%	*	1%	2%	-	1%	-	-
		86%	14%	-	-	-	11%	14%	5%	9%	7%	7%	14%	18%	-	14%	-
3 OR MORE SERVICES	6	4	-	1	1	-	1	-	-	1	-	1	1	1	1	-	1
	*	-	-	1%	1%	-	*	-	-	*	-	*	*	1%	1%	-	1%
		74%	-	15%	11%	-	14%	-	-	15%	-	15%	15%	15%	15%	-	11%
ANY COMMUNICATIONS SERVICE	171	124	33	11	3	2	16	25	17	12	6	16	16	13	11	33	3
	8%	7%	18%	11%	6%	3%	6%	14%	11%	7%	3%	6%	5%	8%	11%	18%	6%
		72%	19%ad	7%	2%	1%	9%	15%efijk l	10%ejl	7%	4%	10%	9%	7%	7%ej	19%efijkl mp	2%
None of these	1497	1288	95	74	40	53	188	124	107	143	155	165	226	126	74	95	40
	70%	72%	52%	69%	83%	70%	75%	67%	71%	76%	74%	62%	74%	74%	69%	52%	83%
		86%b	6%	5%b	3%ab	4%o	13%ko	8%o	7%o	10%ko	10%ko	11%	15%ko	8%ko	5%o	6%	3%gko
Don't know	38	35	2	1	-	1	2	5	1	1	7	9	2	7	1	2	-
	2%	2%	1%	1%	-	1%	1%	3%	1%	1%	3%	3%	1%	4%	1%	1%	-
		92%	5%	3%	-	2%	5%	13%	2%	4%	18%l	24%fl	6%	19%thil	3%	5%	-
Not asked	430	352	51	21	5	20	44	31	25	31	41	76	62	23	21	51	5
	20%	20%	28%	19%	11%	26%	18%	17%	17%	16%	20%	28%	20%	14%	19%	28%	11%
		82%	12%ad	5%	1%	5%mp	10%	7%	6%	7%	10%	18%fgh ijmp	14%	5%	5%	12%fghimp	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP					Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
		White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	21 1%	5 2%	10 3%	14 1%	- -	- -	4 2%	7 3%	- -	12 1%	12 1%	1 *	13 1%	10 1%	15 2%	6 1%	20 2%
		80%	20%	39% ^d	56%	-	-	16% ^{ef}	29% ^{ef}	-	46% ⁱ	46%	3%	50%	40%	60% ⁿ	23%	77%
Mobile phone (that can't access the internet)	29 1%	22 1%	6 3%	3 1%	26 2%	17 1%	4 1%	- -	- -	21 1%	21 1%	16 1%	2 1%	16 1%	13 1%	16 2%	6 1%	22 2%
		75%	22%	10%	90%	60%	13%	-	-	73%	73%	54%	5%	54%	44%	56% ⁿ	22%	78% ^p
Fixed Landline	43 2%	37 2%	5 2%	14 4%	29 2%	17 1%	7 3%	2 1%	8 3%	24 2%	33 2%	8 1%	4 2%	9 1%	- -	43 6%	7 1%	36 3%
		85%	13%	32% ^d	68%	39%	16%	5%	17% ^e	55%	77%	18%	9%	20%	-	100% ⁿ	16%	84% ^p
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	35 2%	2 1%	10 3%	27 2%	9 1%	9 3%	7 4%	4 2%	17 1%	28 2%	- -	3 2%	3 *	7 *	31 5%	5 1%	34 3%
		92%	6%	26%	70%	23%	23% ^e	19% ^e	12%	46%	73%	-	9% ^{km}	9%	19%	81% ⁿ	12%	88% ^p
Mobile broadband - Through a dongle or USB stick	29 1%	28 1%	1 *	6 1%	22 1%	13 1%	10 4%	3 2%	6 2%	19 1%	25 1%	17 1%	- -	17 1%	15 1%	14 2%	13 1%	16 1%
		97%	3%	19%	77%	44%	34% ^e	11%	20%	66%	88%	58%	-	58%	51%	49%	46%	54%
Calls using a public payphone	38 2%	30 2%	7 3%	10 3%	27 2%	25 2%	8 3%	2 1%	4 2%	30 2%	35 2%	24 2%	7 3%	25 2%	22 1%	16 2%	17 2%	21 2%
		80%	20%	26%	72%	66%	20%	6%	11%	79%	93%	63%	19%	67%	58%	42%	45%	55%
SUMMARY CODES																		
ANY MOBILE/SMARTPHONE	54 3%	42 2%	11 5%	13 3%	40 2%	17 1%	4 1%	4 2%	7 3%	21 1%	33 2%	27 2%	2 1%	28 2%	23 2%	32 5%	12 1%	42 3%
		78%	21% ^a	23%	74%	32%	7%	8%	14% ^e	38%	60%	51%	4%	52%	42%	58% ⁿ	22%	78% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
ONLY 1 SERVICE	150 7%	126 7%	23 9%	28 7%	117 7%	69 5%	24 9%	12 7%	16 7%	89 6%	112 6%	69 5%	12 5%	74 5%	60 4%	90 13%	42 5%	108 9%
		84%	15%	19%	78%	46%	16% ^e	8%	11%	59%	75%	46%	8%	49%	40%	60% ⁿ	28%	72% ^p
2 SERVICES	15 1%	14 1%	-	5 1%	10 1%	5 *	3 1%	2 1%	3 1%	6 *	11 1%	3 *	3 1%	5 *	3 *	12 2%	4 *	11 1%
		94%	-	32%	68%	31%	19%	13%	20%	42%	75%	22%	17%	30%	21%	79% ⁿ	26%	74%
3 OR MORE SERVICES	6 *	5 *	1 *	3 1%	3 *	1 *	2 1%	1 *	2 1%	2 *	5 *	-	-	-	-	6 1%	1 *	5 *
		85%	15%	56% ^d	44%	11%	29% ^e	15%	30% ^e	40%	85%	-	-	-	-	100% ⁿ	15%	85%
ANY COMMUNICATIONS SERVICE	171 8%	146 8%	24 10%	36 10%	130 8%	74 6%	29 11%	15 8%	21 9%	98 7%	129 7%	72 5%	14 7%	78 5%	63 4%	108 16%	46 5%	125 10%
		85%	14%	21%	76%	43%	17% ^e	9%	12%	57%	75%	42%	8%	46%	37%	63% ⁿ	27%	73% ^p
None of these	1497 70%	1359 72%	129 53%	273 73%	1195 70%	919 72%	160 63%	135 73%	186 79%	1031 70%	1287 72%	1014 74%	160 74%	1060 74%	1102 75%	395 58%	664 73%	833 68%
		91% ^b	9%	18%	80%	61% ^f	11%	9% ^f	12% ^{ef}	69%	86%	68%	11%	71%	74% ^o	26%	44% ^q	56%
Don't know	38 2%	34 2%	3 1%	7 2%	26 2%	10 1%	5 2%	4 2%	1 1%	14 1%	18 1%	7 1%	4 2%	8 1%	15 1%	23 3%	6 1%	32 3%
		89%	8%	18%	67%	27%	14%	11%	3%	37%	47%	19%	11% ^k	21%	41%	59% ⁿ	16%	84% ^p
Not asked	430 20%	337 18%	88 36%	60 16%	351 21%	279 22%	61 24%	30 16%	28 12%	324 22%	363 20%	281 20%	39 18%	295 20%	280 19%	150 22%	190 21%	240 20%
		79%	20% ^a	14%	82% ^c	65% ^h	14% ^h	7%	7%	75%	84%	65%	9%	69%	65%	35%	44%	56%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS				Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Q.2 BUNDLERS Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	8 1% 31%	9 6% 34% ^c	17 1% 66%	3 11% 11%	1 3% 4%	5 14% 19%
Mobile phone (that can't access the internet)	29 1%	11 1% 39%	6 4% 22% ^c	21 1% 74%	1 4% 3%	3 8% 9%	2 5% 6%
Fixed Landline	43 2%	3 * 6%	15 10% 34% ^c	28 2% 64%	6 22% 13%	7 22% 16%	4 11% 8%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 * 10%	10 7% 27% ^c	27 2% 71%	3 13% 9%	3 8% 7%	3 8% 7%
Mobile broadband - Through a dongle or USB stick	29 1%	9 1% 32%	7 5% 26% ^c	20 1% 70%	4 15% 13%	3 8% 9%	6 16% 19%
Calls using a public payphone	38 2%	16 2% 41%	8 5% 22% ^c	28 2% 74%	3 13% 9%	3 8% 7%	4 13% 11%
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	19 2% 35%	15 10% 28% ^c	38 3% 70%	4 14% 7%	4 12% 7%	6 19% 12%
ONLY 1 SERVICE	150 7%	44 5% 29%	29 19% 19% ^c	116 8% 78%	6 23% 4%	12 39% 8%	9 26% 6%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
2 SERVICES	15	3	5	10	1	2	1
	1%	*	4%	1%	4%	6%	3%
		21%	35% ^c	65%	6%	13%	6%
3 OR MORE SERVICES	6	-	4	2	3	1	3
	*	-	3%	*	11%	2%	8%
		-	70% ^c	30%	45%	11%	44%
ANY COMMUNICATIONS SERVICE	171	47	38	128	9	15	13
	8%	5%	25%	8%	38%	47%	37%
		28%	22% ^c	75%	6%	9%	7%
None of these	1497	720	109	1378	15	17	20
	70%	77%	72%	91%	59%	53%	57%
		48%	7%	92% ^b	1%	1%	1%
Don't know	38	6	5	16	1	-	2
	2%	1%	3%	1%	4%	-	6%
		15%	12%	43%	3%	-	5%
Not asked	430	163	-	-	-	-	-
	20%	17%	-	-	-	-	-
		38%	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Smartphone (i.e. a phone with internet access, access to emails, apps etc)	26 1%	26 100% 100%	- - -	5 11% 19%	4 10% 14%	1 3% 4%	2 5% 7%
Mobile phone (that can't access the internet)	29 1%	- - -	29 100% 100%	3 7% 11%	2 5% 7%	1 3% 3%	1 2% 3%
Fixed Landline	43 2%	5 19% 11%	3 11% 7%	43 100% 100%df	10 25% 23%	4 16% 10%	5 12% 11%
Fixed broadband - Through either a phone line or cable service that you pay a monthly subscription fee for (including home Wi-Fi e.g. through your tablet computer)	38 2%	4 14% 10%	2 7% 5%	10 23% 25%f	38 100% 100%cf	3 12% 9%	2 5% 5%
Mobile broadband - Through a dongle or USB stick	29 1%	1 4% 3%	1 3% 3%	4 10% 16%	3 9% 12%	29 100% 100%	4 11% 14%
Calls using a public payphone	38 2%	2 7% 5%	1 3% 2%	5 11% 12%	2 5% 5%	4 14% 11%	38 100% 100%cd
SUMMARY CODES							
ANY MOBILE/SMARTPHONE	54 3%	26 100% 47%	29 100% 53%	8 18% 15%	6 15% 11%	2 6% 3%	3 7% 5%
ONLY 1 SERVICE	150 7%	20 78% 13%	25 85% 16%	26 60% 17%	27 72% 18%	22 77% 15%	30 79% 20%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.10 And which, if any, of the following do you feel you need but do not have because of cost? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
2 SERVICES	15	2	3	11	5	3	6
	1%	8%	12%	25%	13%	12%	16%
		13%	22%	72%	32%	22%	39%
3 OR MORE SERVICES	6	4	1	6	6	3	2
	*	14%	3%	14%	16%	12%	5%
		60%	15%	100%	100%	55%	30%
ANY COMMUNICATIONS SERVICE	171	26	29	43	38	29	38
	8%	100%	100%	100%	100%	100%	100%
		15%	17%	25%	22%	17%	22%
None of these	1497	-	-	-	-	-	-
	70%	-	-	-	-	-	-
		-	-	-	-	-	-
Don't know	38	-	-	-	-	-	-
	2%	-	-	-	-	-	-
		-	-	-	-	-	-
Not asked	430	-	-	-	-	-	-
	20%	-	-	-	-	-	-
		-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	179	90	89	21	40	31	27	28	24	8	61	86	32	64	115	19	80	80
Weighted Base	181	96*	85*	23**	43*	31**	31**	30**	18**	5**	66*	92*	23**	77*	103	20**	91*	70*
No negative effect at all	91 50%	47 49% 51%	44 52% 49%	12 50% 13%	27 63% 30%	15 48% 16%	17 53% 18%	12 39% 13%	7 39% 8%	2 42% 2%	39 58% 43%	43 47% 48%	9 39% 10%	48 62% 53% ⁿ	43 41% 47%	10 47% 11%	57 63% 63% ^q	24 35% 27%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	10 11% 68%	5 6% 32%	2 7% 11%	6 13% 37%	2 6% 13%	3 10% 20%	1 4% 8%	2 10% 12%	-	7 11% 48%	6 7% 40%	2 8% 12%	8 11% 54%	7 7% 46%	-	13 14% 84% ^q	2 3% 16%
Prevents access to emergency services and information that keeps people safer	4 2%	2 2% 48%	2 3% 52%	2 7% 34%	1 2% 17%	- - -	- - -	1 3% 21%	1 4% 14%	1 13% 14%	2 3% 51%	1 1% 21%	1 6% 28%	2 2% 34%	3 3% 66%	-	2 2% 34%	3 4% 66%
Prevents access to information, e.g. news, health information, educational content etc	12 7%	6 7% 52%	6 7% 48%	4 15% 30%	1 2% 6%	- - -	1 4% 10%	5 15% 38%	2 12% 17%	-	4 7% 36%	6 6% 47%	2 9% 17%	6 8% 51%	6 6% 49%	3 16% 27%	4 4% 32%	5 7% 42%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	6 6% 65%	3 4% 35%	3 12% 31%	1 3% 13%	- - -	- - -	3 11% 39%	1 8% 17%	-	4 6% 44%	3 4% 39%	1 7% 17%	6 8% 70%	3 3% 30%	2 10% 24%	6 6% 66%	1 1% 10%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 7%	6 6% 50%	6 7% 50%	3 15% 28%	- - -	1 3% 8%	2 8% 20%	3 11% 27%	2 9% 13%	1 13% 5%	3 5% 28%	7 7% 54%	2 10% 18%	6 8% 51%	6 6% 49%	3 17% 28%	3 3% 24%	6 9% 49%
Miss out on contact with family/friends	19 10%	9 9% 47%	10 12% 53%	3 13% 16%	2 4% 10%	3 11% 18%	2 6% 10%	4 15% 24%	3 17% 16%	1 23% 6%	5 7% 26%	10 10% 52%	4 18% 22%	3 4% 16%	16 15% 84% ^m	-	7 8% 38%	12 17% 62%
Less able to look for work	13 7%	7 7% 49%	7 8% 51%	4 15% 27%	4 10% 32%	3 9% 20%	2 6% 14%	1 3% 7%	- - -	-	8 12% 59%	5 6% 41%	-	2 3% 17%	11 11% 83%	1 4% 7%	4 4% 27%	9 13% 66% ^p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	179	90	21	40	31	27	28	24	8	61	86	32	64	115	19	80	80
Weighted Base	181	96*	23**	43*	31**	31**	30**	18**	5**	66*	92*	23**	77*	103	20**	91*	70*
Less able to carry out work from home	5 3%	1 1%	3 4%	1 4%	- -	- -	2 8%	1 5%	- -	- -	1 1%	4 4%	- -	4 5%	1 12%	2 3%	- -
		29%	71%	20%	-	-	51%	29%	-	-	20%	80%	-	80%	20%	51%	49%
Makes it more difficult to find the cheapest goods/services	12 6%	6 6%	6 7%	1 5%	1 1%	3 11%	2 7%	3 11%	1 5%	- -	2 3%	9 10%	1 4%	4 5%	8 8%	2 10%	1 2%
		50%	50%	10%	5%	30%	18%	30%	8%	-	15%	77%	8%	30%	70%	18%	12%
Difficult to stay organised e.g. online shopping, etc	11 6%	4 4%	7 8%	3 11%	2 4%	1 4%	- 4%	6 19%	- -	- -	4 7%	7 7%	- -	5 7%	6 6%	- -	5 6%
		37%	63%	24%	15%	11%	-	50%	-	-	39%	61%	-	48%	52%	-	48%
Less entertainment	23 13%	10 11%	13 16%	5 20%	4 9%	4 14%	6 20%	3 11%	1 3%	1 11%	9 13%	14 15%	1 5%	9 12%	14 14%	3 15%	8 9%
		43%	57%	20%	17%	18%	27%	14%	2%	2%	37%	59%	5%	39%	61%	13%	36%
Lack of support for special needs	4 2%	2 2%	2 2%	- -	- 4%	1 4%	- -	3 9%	- -	- -	- -	4 4%	- -	- -	4 4%	- -	- -
		54%	46%	-	-	31%	-	69%	-	-	-	100%	-	-	100%	-	100%
Other	2 1%	1 1%	1 1%	- -	- 2%	1 -	- -	- 6%	- -	- -	1 1%	1 5%	- -	2 2%	- -	- -	2 2%
		67%	33%	-	-	33%	-	-	67%	-	-	33%	67%	-	100%	-	100%
SUMMARY CODES																	
NO NEGATIVE EFFECT AT ALL	106 59%	57 59%	49 58%	13 58%	32 76%	17 55%	20 63%	13 43%	9 49%	2 42%	46 69%	49 54%	11 47%	56 73%	49 48%	10 47%	70 77%
		54%	46%	13%	31%	16%	19%	12%	8%	2%	43%	47%	10%	53%	47%	9%	66%
PREVENTS ACCESS TO INFO/SERVICES	22 12%	11 12%	11 13%	6 24%	3 6%	1 3%	2 8%	6 21%	3 18%	1 13%	8 12%	10 11%	4 17%	9 11%	13 13%	5 23%	7 7%
		51%	49%	25%	12%	4%	11%	29%	15%	3%	37%	45%	18%	40%	60%	21%	30%
Don't know	18 10%	12 12%	6 7%	- -	1 2%	3 10%	3 11%	6 19%	4 23%	1 24%	1 1%	12 13%	5 23%	5 6%	13 13%	5 23%	5 5%
		66%	34%	-	5%	17%	18%	31%	23%	6%	5%	66%	29%	26%	74%	26%	49%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	179	134	30	11	4	2	17	28	18	11	7	20	16	15	11	30	4
Weighted Base	181	133	33**	11**	4**	2**	16**	29**	19**	12**	6**	19**	16**	14**	11**	33**	4**
No negative effect at all	91 50%	62 46% 68%	23 71% 26%	5 44% 6%	1 21% 1%	2 100% 2%	12 78% 14%	6 23% 7%	9 50% 10%	6 48% 7%	1 22% 1%	11 58% 12%	7 47% 8%	6 40% 6%	5 44% 6%	23 71% 26%	1 21% 1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	12 9% 79%	1 3% 7%	- 60% -	2 14%	- -	- -	1 4% 8%	1 7% 9%	1 11% 9%	1 14% 6%	2 9% 11%	2 13% 14%	3 23% 22%	- -	1 3% 7%	2 60% 14%
Prevents access to emergency services and information that keeps people safer	4 2%	4 3% 100%	- -	- -	- -	- -	- -	1 2% 14%	1 4% 17%	1 7% 21%	1 10% 14%	- -	2 10% 34%	- -	- -	- -	- -
Prevents access to information, e.g. news, health information, educational content etc	12 7%	12 9% 100%	- -	- -	- -	- -	1 4% 10%	3 16% 25%	2 16% 17%	- -	- -	5 31% 41%	1 7% 8%	- -	- -	- -	- -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	9 7% 100%	- -	- -	- -	- -	2 6% 19%	3 14% 29%	1 7% 10%	- -	- -	3 17% 30%	1 7% 11%	- -	- -	- -	- -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 7%	11 8% 84%	1 3% 8%	1 9% 8%	- -	- -	4 14% 32%	1 8% 11%	- -	1 10% 5%	1 7% 7%	3 17% 21%	1 7% 8%	1 9% 8%	1 3% 8%	1 3% 8%	- -
Miss out on contact with family/friends	19 10%	17 13% 90%	1 3% 5%	1 8% 5%	- -	- -	3 17% 14%	5 19% 29%	2 12% 12%	3 27% 18%	1 10% 3%	1 3% 3%	1 9% 7%	1 8% 5%	1 3% 5%	1 3% 5%	- -
Less able to look for work	13 7%	9 7% 71%	- -	3 28% 24%	1 19% 5%	- -	1 6% 7%	4 14% 30%	1 7% 10%	1 11% 10%	- -	2 9% 13%	- -	- -	3 28% 24%	- -	1 19% 5%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	179	134	30	11	4	2	17	28	18	11	7	20	16	15	11	30	4
Weighted Base	181	133	33**	11**	4**	2**	16**	29**	19**	12**	6**	19**	16**	14**	11**	33**	4**
Less able to carry out work from home	5 3%	4 3%	-	1 8%	-	-	-	1 5%	1 8%	-	-	-	1 7%	-	1 8%	-	-
		80%	-	20%	-	-	-	28%	29%	-	-	-	24%	-	20%	-	-
Makes it more difficult to find the cheapest goods/services	12 6%	11 8%	1 3%	-	-	-	1 6%	1 4%	2 12%	1 7%	1 18%	1 6%	2 7%	2 16%	-	1 3%	-
		92%	8%	-	-	-	8%	10%	18%	8%	9%	9%	10%	19%	-	8%	-
Difficult to stay organised e.g. online shopping, etc	11 6%	9 7%	1 4%	1 9%	-	-	-	3 12%	1 8%	1 7%	-	-	2 10%	2 13%	1 9%	1 4%	-
		80%	12%	9%	-	-	-	29%	12%	8%	-	-	14%	16%	9%	12%	-
Less entertainment	23 13%	17 13%	4 13%	2 18%	-	-	1 9%	4 13%	-	3 27%	3 42%	1 3%	4 22%	2 15%	2 18%	4 13%	-
		73%	18%	9%	-	-	6%	16%	-	14%	11%	2%	15%	9%	9%	18%	-
Lack of support for special needs	4 2%	3 2%	1 3%	-	-	-	-	1 3%	-	1 7%	-	-	-	1 9%	-	1 3%	-
		77%	23%	-	-	-	-	24%	-	23%	-	-	-	31%	-	23%	-
Other	2 1%	2 1%	-	-	-	-	-	-	-	-	-	-	1 7%	1 4%	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	67%	33%	-	-	-
SUMMARY CODES																	
NO NEGATIVE EFFECT AT ALL	106 59%	73 55%	24 74%	5 44%	3 81%	2 100%	12 78%	8 27%	11 57%	7 60%	2 36%	13 67%	10 60%	9 64%	5 44%	24 74%	3 81%
		69%	23%	5%	3%	2%	12%	7%	10%	7%	2%	12%	9%	8%	5%	23%	3%
PREVENTS ACCESS TO INFO/SERVICES	22 12%	20 15%	1 3%	1 9%	-	-	-	6 20%	5 27%	2 16%	1 10%	1 5%	5 31%	1 7%	1 9%	1 3%	-
		91%	4%	5%	-	-	-	26%	23%	9%	3%	4%	22%	4%	5%	4%	-
Don't know	18 10%	14 10%	3 10%	1 10%	-	-	-	8 29%	1 5%	1 4%	1 12%	2 11%	-	1 6%	1 10%	3 10%	-
		75%	19%	6%	-	-	-	46%	5%	3%	4%	11%	-	5%	6%	19%	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	154	23	43	129	77	27	16	23	100	135	77	13	82	70	109	47	132
Weighted Base	181	155	24**	38*	136	83*	29**	15**	21**	107*	138	81*	15**	86*	68*	112*	50*	131
No negative effect at all	91 50%	79 51%	12 49%	19 50%	70 51%	52 62%	14 48%	5 37%	7 33%	62 58%	72 52%	37 46%	6 38%	40 47%	29 43%	61 55%	28 57%	63 48%
		87%	13%	21%	77%	57%	15%	6%	8%	68%	79%	41%	7%	45%	32%	68%	31%	69%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	14 9%	1 4%	- 10%	14 92% ^c	8 55%	2 11%	- -	1 8%	10 66%	10 66%	12 77%	2 13%	12 77%	6 41%	9 59%	4 29%	11 71%
Prevents access to emergency services and information that keeps people safer	4 2%	2 1%	2 9%	2 6%	2 2%	2 34%	1 21%	- -	1 6%	2 55%	4 3%	3 4%	2 10%	3 3%	1 31%	3 69%	1 14%	4 86%
Prevents access to information, e.g. news, health information, educational content etc	12 7%	8 5%	4 16%	3 8%	9 7%	3 4%	4 14%	2 16%	- -	8 7%	10 7%	7 8%	3 17%	8 9%	4 6%	8 7%	4 9%	8 6%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	6 4%	3 12%	3 8%	6 4%	4 50%	2 23%	2 16%	- -	6 73%	9 100%	4 49%	2 17%	4 49%	3 30%	6 70%	2 26%	7 74%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 7%	8 5%	4 19%	3 8%	9 6%	4 29%	3 28%	3 25%	2 10%	7 57%	12 100%	5 42%	4 23%	6 7%	5 38%	8 62%	4 30%	9 70%
Miss out on contact with family/friends	19 10%	14 9%	5 21%	6 16%	12 9%	6 7%	3 10%	1 9%	5 24%	9 8%	15 11%	9 11%	2 14%	10 11%	8 11%	11 10%	5 11%	13 10%
		73%	27%	33%	67%	32%	16%	8%	28%	47%	83%	47%	11%	53%	42%	58%	29%	71%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	154	23	43	129	77	27	16	23	100	135	77	13	82	70	109	47	132
Weighted Base	181	155	24**	38*	136	83*	29**	15**	21**	107*	138	81*	15**	86*	68*	112*	50*	131
Less able to look for work	13 7%	12 8%	1 4%	2 4%	11 8%	6 7%	4 14%	1 6%	2 11%	9 8%	12 9%	6 7%	2 14%	7 8%	6 9%	7 6%	3 5%	11 8%
Less able to carry out work from home	5 3%	3 2%	1 6%	- -	5 4%	1 1%	1 5%	1 9%	1 4%	2 2%	5 3%	1 1%	- -	1 1%	1 2%	4 3%	1 2%	4 3%
Makes it more difficult to find the cheapest goods/services	12 6%	9 6%	2 10%	6 16%	6 4%	3 3%	4 15%	3 21%	1 5%	7 7%	11 8%	5 6%	3 20%	6 7%	6 9%	6 5%	3 5%	9 7%
Difficult to stay organised e.g. online shopping, etc	11 6%	8 5%	3 12%	5 13%	6 5%	5 6%	2 7%	3 18%	2 7%	7 7%	11 8%	6 8%	3 17%	7 9%	4 5%	8 7%	1 2%	10 8%
Less entertainment	23 13%	20 13%	3 13%	5 13%	17 13%	9 10%	5 18%	3 19%	6 26%	14 13%	21 15%	12 15%	4 23%	13 15%	10 43%	13 57%	6 26%	17 74%
Lack of support for special needs	4 2%	4 3%	- -	4 11%	- -	1 2%	2 7%	- -	1 5%	3 3%	4 3%	3 4%	- -	3 4%	3 5%	1 1%	1 2%	3 2%
Other	2 1%	2 1%	- -	1 33%	1 67%	- -	1 33%	- -	1 -	1 33%	1 33%	1 67%	- -	1 67%	1 67%	1 33%	1 67%	1 33%
SUMMARY CODES																		
NO NEGATIVE EFFECT AT ALL	106 59%	93 60%	13 53%	19 50%	84 62%	60 72%	15 54%	5 37%	8 39%	71 67%	81 59%	49 60%	8 51%	52 60%	36 52%	70 63%	32 65%	73 56%
PREVENTS ACCESS TO INFO/SERVICES	22 12%	17 11%	5 22%	5 14%	16 12%	7 9%	6 22%	3 21%	2 10%	14 13%	19 14%	12 14%	4 23%	13 15%	8 12%	14 12%	8 16%	14 11%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE	
	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile on pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	179	23	43	129	77	27	16	23	100	135	77	13	82	70	109	47	132
Weighted Base	181	24**	38*	136	83*	29**	15**	21**	107*	138	81*	15**	86*	68*	112*	50*	131
Don't know	18	1	2	15	3	2	2	1	5	8	5	3	6	8	11	1	17
	10%	4%	5%	11%	4%	6%	13%	6%	5%	6%	6%	19%	7%	11%	9%	3%	13%
	90%	5%	11%	84%	17%	9%	10%	7%	27%	44%	26%	16%	33%	42%	58%	7%	93%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q

* small base; ** very small base (under 30) ineligible for sig testing



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	179	55	50	124	11	19	17
Weighted Base	181	55*	48*	128	9**	18**	16**
No negative effect at all	91 50%	27 50%	14 30%	75 59%	2 20%	4 20%	5 27%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	4 6%	4 9%	11 8%	- -	2 10%	- -
Prevents access to emergency services and information that keeps people safer	4 2%	1 3%	4 8%	1 *	1 10%	2 12%	2 10%
Prevents access to information, e.g. news, health information, educational content etc	12 7%	6 12%	7 14%	6 4%	1 10%	4 20%	2 12%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	4 7%	5 10%	4 3%	1 10%	2 8%	1 6%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 7%	6 11%	7 14%	6 5%	1 10%	4 20%	- -
Miss out on contact with family/friends	19 10%	7 13%	9 18%	10 8%	3 36%	5 26%	3 19%
Less able to look for work	13 7%	5 10%	6 13%	7 6%	- -	5 28%	2 14%
		40%	45%	55%	-	38%	17%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	179	55	50	124	11	19	17
Weighted Base	181	55*	48*	128	9**	18**	16**
Less able to carry out work from home	5 3%	1 2% 24%	1 3% 28%	3 3% 72%	- - -	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 6%	6 12% 55%	6 12% 50%	6 5% 50%	1 10% 8%	3 19% 29%	3 17% 23%
Difficult to stay organised e.g. online shopping, etc	11 6%	6 11% 52%	8 17% 74% ^c	3 2% 26%	2 20% 17%	4 22% 35%	4 27% 40%
Less entertainment	23 13%	10 17% 41%	14 29% 59% ^c	10 7% 41%	4 41% 17%	5 29% 23%	5 32% 22%
Lack of support for special needs	4 2%	3 6% 77%	4 9% 100% ^c	- - -	2 20% 46%	2 12% 54%	3 19% 76%
Other	2 1%	1 2% 67%	1 2% 67%	- - -	- - -	- - -	1 7% 67%
SUMMARY CODES							
NO NEGATIVE EFFECT AT ALL	106 59%	31 56% 29%	19 39% 18%	86 67% 81% ^b	2 20% 2%	5 30% 5%	5 27% 4%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	11 21% 52%	11 24% 52% ^c	11 8% 48%	2 19% 8%	5 29% 24%	3 17% 13%
Don't know	18 10%	1 3% 8%	2 3% 9%	13 10% 73%	1 10% 5%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	179	26	29	46	38	27	37
Weighted Base	181	26**	29**	43*	38*	29**	38*
No negative effect at all	91 50%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 8%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32% ^d
Prevents access to emergency services and information that keeps people safer	4 2%	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%
Prevents access to information, e.g. news, health information, educational content etc	12 7%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 5%	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 7%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%
Miss out on contact with family/friends	19 10%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%
Less able to look for work	13 7%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All who don't have service/cancelled a service due to cost

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	179	26	29	46	38	27	37
Weighted Base	181	26**	29**	43*	38*	29**	38*
Less able to carry out work from home	5 3%	1 4%	1 4%	1 2%	4 10%	-	-
		20%	24%	20%	76%	-	-
Makes it more difficult to find the cheapest goods/services	12 6%	1 2%	2 8%	3 7%	6 14%	2 7%	3 7%
		5%	21%	27%	47%	18%	22%
Difficult to stay organised e.g. online shopping, etc	11 6%	2 7%	1 3%	2 5%	3 9%	2 7%	4 12%
		16%	8%	18%	31%	17%	39%
Less entertainment	23 13%	3 13%	2 7%	6 15%	8 20%	5 18%	5 15%
		14%	9%	27%	33%	22%	23%
Lack of support for special needs	4 2%	1 4%	1 3%	1 2%	1 2%	2 6%	1 2%
		24%	23%	23%	23%	46%	23%
Other	2 1%	1 4%	-	-	1 1%	-	-
		67%	-	-	33%	-	-
SUMMARY CODES							
NO NEGATIVE EFFECT AT ALL	106 59%	14 53%	15 53%	24 55%	19 49%	17 58%	26 69%
		13%	14%	22%	18%	16%	25%
PREVENTS ACCESS TO INFO/ SERVICES	22 12%	1 4%	4 15%	6 13%	7 18%	2 7%	5 14%
		5%	19%	25%	31%	9%	24%
Don't know	18 10%	3 12%	5 16%	5 11%	5 14%	1 3%	3 9%
		16%	26%	27%	29%	5%	19%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]										
	Total	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	1719	26	29	46	38	27	37	1507	42	170	133
Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
No negative effect at all	91 5%	12 45%	14 47%	20 46%	19 49%	15 50%	21 57%	3 *	-	87 51%	66 49%
		13%	15%	22%	21%	16%	23%	4%	-	96%	73%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8%	2 6%	4 9%	-	2 8%	5 13%	2 *	-	13 8%	9 6%
		14%	11%	27%	-	15%	32%	11%	-	89%	57%
Prevents access to emergency services and information that keeps people safer	4 *	-	2 6%	2 4%	1 2%	1 3%	2 7%	1 *	-	4 2%	1 1%
		-	37%	35%	21%	21%	55%	14%	-	86%	31%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4%	3 10%	3 7%	6 14%	2 7%	2 7%	-	-	12 7%	10 7%
		9%	24%	23%	46%	17%	20%	-	-	100%	80%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	-	1 5%	2 5%	3 9%	2 7%	2 7%	1 *	-	8 4%	5 4%
		-	16%	24%	37%	23%	28%	13%	-	87%	59%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	-	1 4%	3 6%	5 13%	-	4 11%	1 *	-	12 7%	8 6%
		-	9%	22%	39%	-	34%	5%	-	95%	61%
Miss out on contact with family/friends	19 1%	1 4%	5 19%	6 15%	6 14%	4 13%	3 8%	2 *	-	17 10%	14 10%
		5%	29%	35%	30%	20%	16%	10%	-	90%	74%
Less able to look for work	13 1%	2 9%	2 7%	5 11%	4 10%	4 13%	-	1 *	-	12 7%	12 9%
		18%	15%	34%	28%	28%	-	10%	-	90%	90%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]										
	Total	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	1719	26	29	46	38	27	37	1507	42	170	133
Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
Less able to carry out work from home	5 *	1 4%	1 4%	1 2%	4 10%	- -	- -	- -	- -	5 3%	5 4%
		20%	24%	20%	76%	-	-	-	-	100%	100%
Makes it more difficult to find the cheapest goods/services	12 1%	1 2%	2 8%	3 7%	6 14%	2 7%	3 7%	1 *	-	10 6%	8 6%
		5%	21%	27%	47%	18%	22%	11%	-	89%	67%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7%	1 3%	2 5%	3 9%	2 7%	4 12%	2 *	-	9 5%	4 3%
		16%	8%	18%	31%	17%	39%	21%	-	79%	39%
Less entertainment	23 1%	3 13%	2 7%	6 15%	8 20%	5 18%	5 15%	2 *	-	21 12%	16 12%
		14%	9%	27%	33%	22%	23%	10%	-	90%	66%
Lack of support for special needs	4 *	1 4%	1 3%	1 2%	1 2%	2 6%	1 2%	1 *	-	3 2%	2 1%
		24%	23%	23%	23%	46%	23%	31%	-	69%	47%
Other	2 *	1 4%	-	-	1 1%	-	-	-	-	2 1%	2 1%
		67%	-	-	33%	-	-	-	-	100%	100%
SUMMARY CODES											
NO NEGATIVE EFFECT	106 6%	14 53%	15 53%	24 55%	19 49%	17 58%	26 69%	5 *	-	101 59%	75 56%
		13%	14%	22%	18%	16%	25%	5%	-	95%	71%
ANY NEGATIVE IMPACT	56 3%	9 35%	9 30%	15 34%	14 36%	11 39%	8 21%	4 *	-	52 30%	44 33%
		16%	16%	26%	24%	20%	14%	8%	-	92%	78%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22%	7 23%	8 19%	6 16%	6 21%	3 7%	2 *	-	31 18%	28 21%
		17%	20%	25%	18%	18%	8%	6%	-	94%	86%
Don't know	18 1%	3 12%	5 16%	5 11%	5 14%	1 3%	3 9%	-	-	18 11%	15 11%
		16%	26%	27%	29%	5%	19%	-	-	100%	81%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]										
	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE	
Unweighted Base	1719	26	29	46	38	27	37	1507	42	170	133
Weighted Base	1706	26	29	43	38	29	38	1497	38	171	134
Not asked	1526	-	-	-	-	-	-	1488	38	-	-
	89%	-	-	-	-	-	-	99%	100%	-	-
		-	-	-	-	-	-	98%	2%	-	-

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
No negative effect at all	91 5%	62 4% 68%	23 18% 26%acd	5 6% 6%	1 2% 1%	2 4% 2%	12 6% 14%j	6 4% 7%	9 7% 10%j	6 4% 7%	1 1% 1%	11 6% 12%j	7 3% 8%	6 4% 6%	5 6% 6%j	23 18% 26%efghij klmp	1 2% 1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	12 1% 79%	1 1% 7%	- - -	2 5% 14%ac	- - -	- - -	1 1% 8%	1 1% 9%	1 1% 9%	1 1% 6%	2 1% 11%	2 1% 14%	3 2% 22%f	- - -	1 1% 7%	2 5% 14%fgjkl
Prevents access to emergency services and information that keeps people safer	4 *	4 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 14%	1 1% 17%	1 1% 21%	1 * 14%	- - -	2 1% 34%	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	12 1%	12 1% 100%	- - -	- - -	- - -	- - -	- - -	1 1% 10%	3 2% 25%k	2 1% 17%	- - -	- - -	5 2% 41%	1 1% 8%	- - -	- - -	- - -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	9 1% 100%	- - -	- - -	- - -	- - -	- - -	2 1% 19%	3 2% 29%f	1 1% 10%	- - -	- - -	3 1% 30%	1 1% 11%	- - -	- - -	- - -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	11 1% 84%	1 1% 8%	1 1% 8%	- - -	- - -	- - -	4 3% 32%f	1 1% 11%	- - -	1 * 5%	1 * 7%	3 1% 21%	1 1% 8%	1 1% 8%	1 1% 8%	- - -
Miss out on contact with family/friends	19 1%	17 1% 90%	1 1% 5%	1 1% 5%	- - -	- - -	3 1% 14%	5 4% 29%kl	2 2% 12%	3 2% 18%	1 * 3%	1 * 3%	1 * 3%	1 1% 7%	1 1% 5%	1 1% 5%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
Less able to look for work	13 1%	9 1%	-	3 4%	1 2%	-	1 *	4 3%	1 1%	1 1%	-	2 1%	-	-	3 4%	-	1 2%
		71%	-	24%ab	5%	-	7%	30%jl	10%	10%	-	13%	-	-	24%ijlmo	-	5%l
Less able to carry out work from home	5 *	4 *	-	1 1%	-	-	-	1 1%	1 1%	-	-	-	1 *	-	1 1%	-	-
		80%	-	20%	-	-	-	28%	29%	-	-	-	24%	-	20%	-	-
Makes it more difficult to find the cheapest goods/services	12 1%	11 1%	1 1%	-	-	-	1 *	1 1%	2 2%	1 1%	1 1%	1 1%	1 *	2 2%	-	1 1%	-
		92%	8%	-	-	-	8%	10%	18%	8%	9%	9%	10%	19%	-	8%	-
Difficult to stay organised e.g. online shopping, etc	11 1%	9 1%	1 1%	1 1%	-	-	-	3 2%	1 1%	1 1%	-	-	2 1%	2 1%	1 1%	1 1%	-
		80%	12%	9%	-	-	-	29%f	12%	8%	-	-	14%	16%	9%	12%	-
Less entertainment	23 1%	17 1%	4 3%	2 2%	-	-	1 1%	4 2%	-	3 2%	3 2%	1 *	4 1%	2 1%	2 2%	4 3%	-
		73%	18%	9%	-	-	6%	16%	-	14%	11%	2%	15%	9%	9%	18%k	-
Lack of support for special needs	4 *	3 *	1 1%	-	-	-	-	1 1%	-	1 1%	-	-	-	1 1%	-	1 1%	-
		77%	23%	-	-	-	-	24%	-	23%	-	-	-	31%	-	23%	-
Other	2 *	2 *	-	-	-	-	-	-	-	-	-	-	1 *	1 *	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	67%	33%	-	-	-
SUMMARY CODES																	
NO NEGATIVE EFFECT	106 6%	73 5%	24 19%	5 6%	3 7%	2 4%	12 6%	8 5%	11 8%	7 5%	2 1%	13 7%	10 4%	9 6%	5 6%	24 19%	3 7%
		69%	23%acd	5%	3%	2%	12%ej	7%	10%ej	7%	2%	12%j	9%	8%j	5%	23%efghij klmp	3%j
ANY NEGATIVE IMPACT	56 3%	45 3%	5 4%	5 6%	1 2%	-	4 2%	13 8%	7 6%	4 3%	3 2%	4 2%	6 3%	4 3%	5 6%	5 4%	1 2%
		80%	9%	9%	1%	-	6%	22%efjkl m	13%	8%	6%	8%	11%	6%	9%	9%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	28 2%	1 1%	3 4%	1 2%	-	2 1%	9 6%	7 6%	1 1%	1 *	4 2%	3 1%	2 1%	3 4%	1 1%	1 2%
		85%	3%	10%	2%	-	7%	27% fijlmo	22% fijlmo	3%	2%	12%	9%	5%	10%	3%	2%
Don't know	18 1%	14 1%	3 3%	1 1%	-	-	-	8 5%	1 1%	1 *	1 *	2 1%	-	1 1%	1 1%	3 3%	-
		75%	19%	6%	-	-	-	46% fhijklm	5%	3%	4%	11%	-	5%	6%	19% fl	-
Not asked	1526 89%	1314 91%	97 75%	75 87%	40 92%	54 96%	190 92%	126 81%	107 85%	144 92%	162 96%	172 90%	228 93%	132 90%	75 87%	97 75%	40 92%
		86% b	6%	5% b	3% b	4% gho	12% gho	8%	7% o	9% go	11% ghk mno	11% go	15% gho	9% go	5% o	6%	3% o

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
No negative effect at all	91 5%	79 5%	12 7%	19 6%	70 5%	52 5%	14 7%	5 4%	7 3%	62 5%	72 5%	37 3%	6 3%	40 4%	29 2%	61 12%	28 4%	63 6%
		87%	13%	21%	77%	57%	15%	6%	8%	68%	79%	41%	7%	45%	32%	68% ⁿ	31%	69% ^p
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	14 1%	1 1%	- -	14 1%	8 55%	2 11%	- -	1 8%	10 66%	10 66%	12 77%	2 13%	12 77%	6 41%	9 59% ⁿ	4 29%	11 71%
Prevents access to emergency services and information that keeps people safer	4 *	2 *	2 1%	2 1%	2 *	2 34%	1 21%	- -	1 28%	2 55%	4 83%	3 65%	2 34%	3 65%	1 31%	3 69%	1 14%	4 86%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	8 1%	4 2%	3 1%	9 1%	3 28%	4 34% ^{eh}	2 20%	- -	8 62%	10 82%	7 54%	3 22%	8 64%	4 36%	8 64% ⁿ	4 35%	8 65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	6 *	3 2%	3 1%	6 *	4 50%	2 23%	2 27%	- -	6 73%	9 100%	4 49%	2 17%	4 49%	3 30%	6 70% ⁿ	2 26%	7 74%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 1%	8 1%	4 3%	3 1%	9 1%	4 29%	3 28% ^e	3 25% ^{ee}	2 17%	7 57%	12 100%	5 42%	4 29% ^k	6 51%	5 38%	8 62% ⁿ	4 30%	9 70%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
Miss out on contact with family/friends	19 1%	14 1%	5 3%	6 2%	12 1%	6 1%	3 2%	1 1%	5 2%	9 1%	15 1%	9 1%	2 1%	10 1%	8 1%	11 2%	5 1%	13 1%
		73%	27% ^a	33%	67%	32%	16%	8%	28% ^e	47%	83%	47%	11%	53%	42%	58% ⁿ	29%	71%
Less able to look for work	13 1%	12 1%	1 1%	2 1%	11 1%	6 1%	4 2%	1 1%	2 1%	9 1%	12 1%	6 1%	2 1%	7 1%	6 1%	7 1%	3 1%	11 1%
		93%	7%	12%	81%	42%	29%	7%	17%	65%	89%	42%	16%	50%	48%	52%	20%	80%
Less able to carry out work from home	5 *	3 *	1 1%	- *	5 *	1 *	1 1%	1 *	1 *	2 *	5 *	1 *	- *	1 *	1 *	4 1%	1 *	4 *
		71%	29%	-	100%	24%	28%	29%	20%	51%	100%	24%	-	24%	24%	76% ⁿ	24%	76%
Makes it more difficult to find the cheapest goods/services	12 1%	9 1%	2 2%	6 2%	6 *	3 *	4 2%	3 2%	1 1%	7 1%	11 1%	5 *	3 2%	6 1%	6 *	6 1%	3 *	9 1%
		79%	21%	52% ^d	48%	24%	36% ^e	27% ^e	9%	59%	95%	42%	26%	51%	50%	50%	22%	78%
Difficult to stay organised e.g. online shopping, etc	11 1%	8 1%	3 2%	5 2%	6 *	5 *	2 1%	3 2%	2 1%	7 1%	11 1%	6 1%	3 2%	7 1%	4 *	8 1%	1 *	10 1%
		74%	26%	44% ^d	56%	44%	18%	24%	13%	62%	100%	56%	24%	66%	32%	68% ⁿ	9%	91% ^p
Less entertainment	23 1%	20 1%	3 2%	5 2%	17 1%	9 1%	5 3%	3 2%	6 3%	14 1%	21 1%	12 1%	4 2%	13 1%	10 1%	13 3%	6 2%	17 2%
		83%	13%	22%	74%	37%	22% ^e	12%	24% ^e	59%	90%	52%	15%	57%	43%	57% ⁿ	26%	74%
Lack of support for special needs	4 *	4 *	- *	4 1%	- *	1 *	2 1%	- *	1 *	3 *	4 *	3 *	- *	3 *	3 *	1 *	1 *	3 *
		100%	-	100% ^d	-	31%	46%	-	24%	76%	100%	77%	-	77%	77%	23%	23%	77%
Other	2 *	2 *	- *	1 *	1 *	- *	1 *	- *	- *	1 *	1 *	1 *	- *	1 *	1 *	1 *	1 *	1 *
		100%	-	33%	67%	-	33%	-	-	33%	33%	67%	-	67%	67%	33%	67%	33%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
SUMMARY CODES																		
NO NEGATIVE EFFECT	106	93	13	19	84	60	15	5	8	71	81	49	8	52	36	70	32	73
	6%	6%	8%	6%	6%	6%	8%	4%	4%	6%	6%	4%	4%	5%	3%	13%	5%	7%
		88%	12%	18%	79%	57%	15%	5%	8%	67%	77%	46%	7%	49%	34%	66%	31%	69%
ANY NEGATIVE IMPACT	56	45	10	16	37	20	11	8	12	30	48	27	5	28	25	31	16	40
	3%	3%	7%	5%	3%	2%	6%	5%	6%	3%	3%	2%	3%	2%	2%	6%	2%	4%
		80%	18%a	29% ^d	66%	35%	19% ^e	14% ^e	21% ^e	53%	86%	49%	8%	51%	45%	55% ⁿ	28%	72% ^p
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	25	7	11	20	11	6	5	6	16	27	15	1	15	15	18	10	23
	2%	2%	5%	4%	1%	1%	3%	3%	3%	1%	2%	1%	1%	1%	1%	3%	1%	2%
		78%	22% ^a	35% ^d	60%	34%	17%	15% ^e	19% ^e	49%	83%	46%	3%	46%	46%	54% ⁿ	30%	70%
Don't know	18	16	1	2	15	3	2	2	1	5	8	5	3	6	8	11	1	17
	1%	1%	1%	1%	1%	*	1%	1%	1%	*	1%	*	2%	1%	1%	2%	*	2%
		90%	5%	11%	84%	17%	9%	10%	7%	27%	44%	26%	16%	33%	42%	58% ⁿ	7%	93% ^p
Not asked	1526	1384	133	278	1214	921	165	139	186	1037	1296	1013	163	1059	1113	413	667	859
	89%	90%	85%	88%	90%	92%	85%	90%	90%	91%	90%	93%	91%	92%	94%	79%	93%	87%
		91%	9%	18%	80%	60% ^f	11%	9%	12%	68%	85%	66%	11%	69%	73% ^o	27%	44% ^q	56%



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
No negative effect at all	91 5%	27 4% 30%	14 9% 16% ^c	75 5% 83%	2 7% 2%	4 12% 4%	5 13% 5%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	4 * 24%	4 3% 29% ^c	11 1% 71%	- - -	2 5% 12%	- - -
Prevents access to emergency services and information that keeps people safer	4 *	1 * 31%	4 3% 86% ^c	1 * 14%	1 4% 21%	2 7% 51%	2 5% 37%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	6 1% 53%	7 4% 54% ^c	6 * 46%	1 4% 8%	4 11% 30%	2 6% 17%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	4 * 43%	5 3% 52% ^c	4 * 48%	1 4% 10%	2 5% 17%	1 3% 10%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	6 1% 47%	7 4% 52% ^c	6 * 48%	1 4% 7%	4 11% 29%	- - -
Miss out on contact with family/friends	19 1%	7 1% 38%	9 6% 48% ^c	10 1% 52%	3 13% 18%	5 15% 26%	3 9% 17%
Less able to look for work	13 1%	5 1% 40%	6 4% 45% ^c	7 * 55%	- - -	5 16% 38%	2 7% 17%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Less able to carry out work from home	5 *	1 *	1 1%	3 *	- -	- -	- -
		24%	28%	72%	-	-	-
Makes it more difficult to find the cheapest goods/services	12 1%	6 1%	6 4%	6 *	1 4%	3 11%	3 8%
		55%	50% ^c	50%	8%	29%	23%
Difficult to stay organised e.g. online shopping, etc	11 1%	6 1%	8 5%	3 *	2 8%	4 12%	4 13%
		52%	74% ^c	26%	17%	35%	40%
Less entertainment	23 1%	10 1%	14 9%	10 1%	4 15%	5 17%	5 15%
		41%	59% ^c	41%	17%	23%	22%
Lack of support for special needs	4 *	3 *	4 3%	- -	2 7%	2 7%	3 9%
		77%	100% ^c	-	46%	54%	76%
Other	2 *	1 *	1 1%	- -	- -	- -	1 3%
		67%	67% ^c	-	-	-	67%
SUMMARY CODES							
NO NEGATIVE EFFECT	106 6%	31 4%	19 12%	86 6%	2 7%	5 17%	5 13%
		29%	18% ^c	81%	2%	5%	4%
ANY NEGATIVE IMPACT	56 3%	23 3%	28 18%	29 2%	7 27%	13 40%	12 35%
		41%	49% ^c	51%	12%	23%	21%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	13 2%	14 9%	19 1%	3 11%	7 23%	7 19%
		40%	41% ^c	59%	9%	23%	20%
Don't know	18 1%	1 *	2 1%	13 1%	1 4%	- -	- -
		8%	9%	73%	5%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR		
	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Total							
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
Not asked	1526	718	104	1394	16	14	18
	89%	93%	68%	92%	62%	43%	52%
		47%	7%	91%b	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
No negative effect at all	91 5%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32% ^d
Prevents access to emergency services and information that keeps people safer	4 *	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 1%	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%
Miss out on contact with family/friends	19 1%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%
Less able to look for work	13 1%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Less able to carry out work from home	5*	1 4% 20%	1 4% 24%	1 2% 20%	4 10% 76%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 1%	1 2% 5%	2 8% 21%	3 7% 27%	6 14% 47%	2 7% 18%	3 7% 22%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7% 16%	1 3% 8%	2 5% 18%	3 9% 31%	2 7% 17%	4 12% 39%
Less entertainment	23 1%	3 13% 14%	2 7% 9%	6 15% 27%	8 20% 33%	5 18% 22%	5 15% 23%
Lack of support for special needs	4*	1 4% 24%	1 3% 23%	1 2% 23%	1 2% 23%	2 6% 46%	1 2% 23%
Other	2*	1 4% 67%	- - -	- - -	1 1% 33%	- - -	- - -
SUMMARY CODES							
NO NEGATIVE EFFECT	106 6%	14 53% 13%	15 53% 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%
ANY NEGATIVE IMPACT	56 3%	9 35% 16%	9 30% 16%	15 34% 26%	14 36% 24%	11 39% 20%	8 21% 14%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22% 17%	7 23% 20%	8 19% 25%	6 16% 18%	6 21% 18%	3 7% 8%
Don't know	18 1%	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All with some responsibility for communications services

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	
Total							
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
Not asked	1526	-	-	-	-	-	-
	89%	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]										
	Total	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	2136	26	29	46	38	27	37	1507	42	170	133
Weighted Base	2136	26	29	43	38	29	38	1497	38	171	134
No negative effect at all	91 4%	12 45%	14 47%	20 46%	19 49%	15 50%	21 57%	3 *	-	87 51%	66 49%
		13%	15%	22%	21%	16%	23%	4%	-	96%	73%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8%	2 6%	4 9%	-	2 8%	5 13%	2 *	-	13 8%	9 6%
		14%	11%	27%	-	15%	32%	11%	-	89%	57%
Prevents access to emergency services and information that keeps people safer	4 *	-	2 6%	2 4%	1 2%	1 3%	2 7%	1 *	-	4 2%	1 1%
		-	37%	35%	21%	21%	55%	14%	-	86%	31%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4%	3 10%	3 7%	6 14%	2 7%	2 7%	-	-	12 7%	10 7%
		9%	24%	23%	46%	17%	20%	-	-	100%	80%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	-	1 5%	2 5%	3 9%	2 7%	2 7%	1 *	-	8 4%	5 4%
		-	16%	24%	37%	23%	28%	13%	-	87%	59%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 1%	-	1 4%	3 6%	5 13%	-	4 11%	1 *	-	12 7%	8 6%
		-	9%	22%	39%	-	34%	5%	-	95%	61%
Miss out on contact with family/friends	19 1%	1 4%	5 19%	6 15%	6 14%	4 13%	3 8%	2 *	-	17 10%	14 10%
		5%	29%	35%	30%	20%	16%	10%	-	90%	74%
Less able to look for work	13 1%	2 9%	2 7%	5 11%	4 10%	4 13%	-	1 *	-	12 7%	12 9%
		18%	15%	34%	28%	28%	-	10%	-	90%	90%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]										
	Total	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE
Unweighted Base	2136	26	29	46	38	27	37	1507	42	170	133
Weighted Base	2136	26	29	43	38	29	38	1497	38	171	134
Less able to carry out work from home	5 *	1 4%	1 4%	1 2%	4 10%	- -	- -	- -	- -	5 3%	5 4%
		20%	24%	20%	76%	-	-	-	-	100%	100%
Makes it more difficult to find the cheapest goods/services	12 1%	1 2%	2 8%	3 7%	6 14%	2 7%	3 7%	1 *	-	10 6%	8 6%
		5%	21%	27%	47%	18%	22%	11%	-	89%	67%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7%	1 3%	2 5%	3 9%	2 7%	4 12%	2 *	-	9 5%	4 3%
		16%	8%	18%	31%	17%	39%	21%	-	79%	39%
Less entertainment	23 1%	3 13%	2 7%	6 15%	8 20%	5 18%	5 15%	2 *	-	21 12%	16 12%
		14%	9%	27%	33%	22%	23%	10%	-	90%	66%
Lack of support for special needs	4 *	1 4%	1 3%	1 2%	1 2%	2 6%	1 2%	1 *	-	3 2%	2 1%
		24%	23%	23%	23%	46%	23%	31%	-	69%	47%
Other	2 *	1 4%	-	-	1 1%	-	-	-	-	2 1%	2 1%
		67%	-	-	33%	-	-	-	-	100%	100%
SUMMARY CODES											
NO NEGATIVE EFFECT	106 5%	14 53%	15 53%	24 55%	19 49%	17 58%	26 69%	5 *	-	101 59%	75 56%
		13%	14%	22%	18%	16%	25%	5%	-	95%	71%
ANY NEGATIVE IMPACT	56 3%	9 35%	9 30%	15 34%	14 36%	11 39%	8 21%	4 *	-	52 30%	44 33%
		16%	16%	26%	24%	20%	14%	8%	-	92%	78%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22%	7 23%	8 19%	6 16%	6 21%	3 7%	2 *	-	31 18%	28 21%
		17%	20%	25%	18%	18%	8%	6%	-	94%	86%
Don't know	18 1%	3 12%	5 16%	5 11%	5 14%	1 3%	3 9%	-	-	18 11%	15 11%
		16%	26%	27%	29%	5%	19%	-	-	100%	81%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 AND WHICH, IF ANY, OF THE FOLLOWING DO YOU NOT HAVE BECAUSE OF COST? - [PROMPTED - MULTI CODE]										
	Smartphone (i.e. a phone with internet access, access to emails, apps etc)	Mobile phone (that can't access the internet)	Fixed Landline	Fixed broadband	Mobile broadband - Through a dongle or USB stick	Calls using a public payphone	None of these	Don't know	MENTION ANY SERVICE	MENTION ANY SERVICE, EXCLUDING PAYPHONE	
Unweighted Base	2136	26	29	46	38	27	37	1507	42	170	133
Weighted Base	2136	26	29	43	38	29	38	1497	38	171	134
Not asked	1955	-	-	-	-	-	-	1488	38	-	-
	92%	-	-	-	-	-	-	99%	100%	-	-
		-	-	-	-	-	-	76%	2%	-	-

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
No negative effect at all	91 4%	62 3% 68%	23 13% 26%acd	5 5% 6%	1 2% 1%	2 3% 2%	12 5% 14%j	6 3% 7%	9 6% 10%j	6 3% 7%	1 1% 1%	11 4% 12%j	7 2% 8%	6 3% 6%	5 5% 6%j	23 13% 26%efgijk lmp	1 2% 1%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	12 1% 79%	1 1% 7%	- - -	2 4% 14%abc	- - -	- - -	1 1% 8%	1 1% 9%	1 1% 9%	1 * 6%	2 1% 11%	2 1% 14%	3 2% 22%f	- - -	1 1% 7%	2 4% 14%fgijkno
Prevents access to emergency services and information that keeps people safer	4 *	4 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 14%	1 * 17%	1 * 21%	1 * 14%	- - -	2 * 34%	- - -	- - -	- - -	- - -
Prevents access to information, e.g. news, health information, educational content etc	12 1%	12 1% 100%	- - -	- - -	- - -	- - -	- - -	1 1% 10%	3 2% 25%k	2 1% 17%	- - -	- - -	5 2% 41%k	1 1% 8%	- - -	- - -	- - -
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	9 * 100%	- - -	- - -	- - -	- - -	- - -	2 1% 19%	3 2% 29%kl	1 * 10%	- - -	- - -	3 1% 30%	1 1% 11%	- - -	- - -	- - -
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	11 1% 84%	1 1% 8%	1 1% 8%	- - -	- - -	- - -	4 2% 32%f	1 1% 11%	- - -	1 * 5%	1 * 7%	3 1% 21%	1 1% 8%	1 1% 8%	1 1% 8%	- - -
Miss out on contact with family/friends	19 1%	17 1% 90%	1 1% 5%	1 1% 5%	- - -	- - -	3 1% 14%	5 3% 29%jkl	2 2% 12%	3 2% 18%	1 * 3%	1 * 3%	1 * 3%	1 1% 7%	1 1% 5%	1 1% 5%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Less able to look for work	13 1%	9 1%	-	3 3%	1 1%	-	1 *	4 2%	1 1%	1 1%	-	2 1%	-	-	3 3%	-	1 1%
		71%	-	24%ab	5%	-	7%	30%jl	10%	10%	-	13%	-	-	24%ijlmo	-	5%l
Less able to carry out work from home	5 *	4 *	-	1 1%	-	-	-	1 1%	1 1%	-	-	-	1 *	-	1 1%	-	-
		80%	-	20%	-	-	-	28%	29%	-	-	-	24%	-	20%	-	-
Makes it more difficult to find the cheapest goods/services	12 1%	11 1%	1 1%	-	-	-	1 *	1 1%	2 1%	1 *	1 1%	1 *	1 *	2 1%	-	1 1%	-
		92%	8%	-	-	-	8%	10%	18%	8%	9%	9%	10%	19%	-	8%	-
Difficult to stay organised e.g. online shopping, etc	11 1%	9 *	1 1%	1 1%	-	-	-	3 2%	1 1%	-	-	-	2 *	2 1%	1 1%	1 1%	-
		80%	12%	9%	-	-	-	29%fk	12%	8%	-	-	14%	16%	9%	12%	-
Less entertainment	23 1%	17 1%	4 2%	2 2%	-	-	1 1%	4 2%	-	3 2%	3 1%	1 *	4 1%	2 1%	2 2%	4 2%	-
		73%	18%	9%	-	-	6%	16%	-	14%	11%	2%	15%	9%	9%	18%k	-
Lack of support for special needs	4 *	3 *	1 1%	-	-	-	-	1 1%	-	1 *	-	-	-	1 1%	-	1 1%	-
		77%	23%	-	-	-	-	24%	-	23%	-	-	-	31%	-	23%	-
Other	2 *	2 *	-	-	-	-	-	-	-	-	-	-	1 *	1 *	-	-	-
		100%	-	-	-	-	-	-	-	-	-	-	67%	33%	-	-	-
SUMMARY CODES																	
NO NEGATIVE EFFECT	106 5%	73 4%	24 13%	5 5%	3 6%	2 3%	12 5%	8 4%	11 7%	7 4%	2 1%	13 5%	10 3%	9 5%	5 5%	24 13%	3 6%
		69%	23%ac	5%	3%	2%	12%j	7%	10%j	7%	2%	12%j	9%	8%j	5%	23%efgijk lmn	3%j
ANY NEGATIVE IMPACT	56 3%	45 3%	5 3%	5 5%	1 1%	-	4 1%	13 7%	7 5%	4 2%	3 2%	4 2%	6 2%	4 2%	5 5%	5 3%	1 1%
		80%	9%	9%	1%	-	6%	22%efijkl m	13%	8%	6%	8%	11%	6%	9%	9%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	28 2%	1 1%	3 3%	1 1%	-	2 1%	9 5%	7 5%	1 1%	1 *	4 1%	3 1%	2 1%	3 3%	1 1%	1 1%
		85%	3%	10%	2%	-	7%	27% ^{fijklmo}	22% ^{fijlmo}	3%	2%	12%	9%	5%	10%	3%	2%
Don't know	18 1%	14 1%	3 2%	1 1%	-	-	-	8 5%	1 1%	1 *	1 *	2 1%	-	1 1%	1 1%	3 2%	-
		75%	19%	6%	-	-	-	46% ^{fhiijklm}	5%	3%	4%	11%	-	5%	6%	19% ^{li}	-
Not asked	1955 92%	1666 93%	149 82%	95 89%	45 93%	74 97%	234 94%	157 85%	132 88%	175 93%	203 97%	248 93%	290 95%	155 92%	95 89%	149 82%	45 93%
		85% ^b	8%	5%	2% ^b	4% ^{ghno}	12% ^{gho}	8%	7%	9% ^{go}	10% ^{ghmno}	13% ^{go}	15% ^{gho}	8% ^{go}	5%	8%	2% ^{oo}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
No negative effect at all	91 4%	79 4%	12 5%	19 5%	70 4%	52 4%	14 5%	5 3%	7 3%	62 4%	72 4%	37 3%	6 3%	40 3%	29 2%	61 9%	28 3%	63 5%
		87%	13%	21%	77%	57%	15%	6%	8%	68%	79%	41%	7%	45%	32%	68% ⁿ	31%	69% ^p
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	14 1%	1 *	- -	14 1%	8 1%	2 1%	- -	1 *	10 1%	10 1%	12 1%	2 1%	12 1%	6 *	9 1%	4 *	11 1%
		94%	6%	-	92%	55%	11%	-	8%	66%	66%	77%	13%	77%	41%	59% ⁿ	29%	71%
Prevents access to emergency services and information that keeps people safer	4 *	2 *	2 1%	2 1%	2 *	2 *	1 -	1 1%	2 *	4 *	4 *	3 *	2 1%	3 *	1 *	3 *	1 *	4 *
		52%	48% ^a	49%	51%	34%	21%	-	28%	55%	83%	65%	34%	65%	31%	69%	14%	86%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	8 *	4 2%	3 1%	9 1%	3 *	4 2%	2 1%	- -	8 1%	10 1%	7 *	3 1%	8 1%	4 *	8 1%	4 *	8 1%
		68%	32% ^a	25%	75%	28%	34% ^e	20% ^e	-	62%	82%	54%	22%	64%	36%	64% ⁿ	35%	65%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	6 *	3 1%	3 1%	6 *	4 *	2 1%	2 1%	- -	6 *	9 *	4 *	2 1%	4 *	3 *	6 1%	2 *	7 1%
		67%	33%	34%	66%	50%	23%	27%	-	73%	100%	49%	17%	49%	30%	70% ⁿ	26%	74%
Prevents access to other key services (e.g. bank, utilities, doctors\health services)	12 1%	8 *	4 2%	3 1%	9 1%	4 *	3 1%	3 2%	2 1%	7 *	12 1%	5 *	4 2%	6 *	5 *	8 1%	4 *	9 1%
		64%	36% ^a	25%	68%	29%	28% ^e	25% ^e	17%	57%	100%	42%	29% ^{km}	51%	38%	62% ⁿ	30%	70%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Miss out on contact with family/friends	19 1%	14 1%	5 2%	6 2%	12 1%	*	3 1%	1 1%	5 2%	9 1%	15 1%	9 1%	2 1%	10 1%	8 1%	11 2%	5 1%	13 1%
		73%	27%	33%	67%	32%	16%	8%	28%	47%	83%	47%	11%	53%	42%	58%	29%	71%
Less able to look for work	13 1%	12 1%	1 *	2 *	11 1%	6 *	4 2%	1 *	2 1%	9 1%	12 1%	6 *	2 1%	7 *	6 *	7 1%	3 *	11 1%
		93%	7%	12%	81%	42%	29%	7%	17%	65%	89%	42%	16%	50%	48%	52%	20%	80%
Less able to carry out work from home	5 *	3 *	1 1%	- *	5 *	1 *	1 1%	1 *	1 *	2 *	5 *	1 *	- *	1 *	1 *	4 1%	1 *	4 *
		71%	29%	-	100%	24%	28%	29%	20%	51%	100%	24%	-	24%	24%	76%	24%	76%
Makes it more difficult to find the cheapest goods/services	12 1%	9 *	2 1%	6 2%	6 *	3 *	4 2%	3 2%	1 *	7 *	11 1%	5 *	3 1%	6 *	6 *	6 1%	3 *	9 1%
		79%	21%	52%	48%	24%	36%	27%	9%	59%	95%	42%	26%	51%	50%	50%	22%	78%
Difficult to stay organised e.g. online shopping, etc	11 1%	8 *	3 1%	5 1%	6 *	5 *	2 1%	3 1%	2 1%	7 *	11 1%	6 *	3 1%	7 1%	4 *	8 1%	1 *	10 1%
		74%	26%	44%	56%	44%	18%	24%	13%	62%	100%	56%	24%	66%	32%	68%	9%	91%
Less entertainment	23 1%	20 1%	3 1%	5 2%	17 1%	9 1%	5 2%	3 2%	6 2%	14 1%	21 1%	12 1%	4 2%	13 1%	10 1%	13 2%	6 26%	17 74%
		83%	13%	22%	74%	37%	22%	12%	24%	59%	90%	52%	15%	57%	43%	57%	26%	74%
Lack of support for special needs	4 *	4 *	- *	4 1%	- *	1 *	2 1%	- *	1 *	3 *	4 *	3 *	- *	3 *	3 *	1 *	1 *	3 *
		100%	-	100%	-	31%	46%	-	24%	76%	100%	77%	-	77%	77%	23%	23%	77%
Other	2 *	2 *	- *	1 *	1 *	- *	1 *	- *	- *	1 *	1 *	1 *	- *	1 *	1 *	1 *	1 *	1 *
		100%	-	33%	67%	-	33%	-	-	33%	33%	67%	-	67%	67%	33%	67%	33%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
SUMMARY CODES																		
NO NEGATIVE EFFECT	106	93	13	19	84	60	15	5	8	71	81	49	8	52	36	70	32	73
	5%	5%	5%	5%	5%	5%	6%	3%	4%	5%	5%	4%	4%	4%	2%	10%	4%	6%
		88%	12%	18%	79%	57%	15%	5%	8%	67%	77%	46%	7%	49%	34%	66%	31%	69%
ANY NEGATIVE IMPACT	56	45	10	16	37	20	11	8	12	30	48	27	5	28	25	31	16	40
	3%	2%	4%	4%	2%	2%	4%	4%	5%	2%	3%	2%	2%	2%	2%	5%	2%	3%
		80%	18%	29%	66%	35%	19%	14%	21%	53%	86%	49%	8%	51%	45%	55%	28%	72%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33	25	7	11	20	11	6	5	6	16	27	15	1	15	15	18	10	23
	2%	1%	3%	3%	1%	1%	2%	3%	3%	1%	2%	1%	*	1%	1%	3%	1%	2%
		78%	22%	35%	60%	34%	17%	15%	19%	49%	83%	46%	3%	46%	46%	54%	30%	70%
Don't know	18	16	1	2	15	3	2	2	1	5	8	5	3	6	8	11	1	17
	1%	1%	*	1%	1%	*	1%	1%	1%	*	*	*	1%	*	1%	2%	*	1%
		90%	5%	11%	84%	17%	9%	10%	7%	27%	44%	26%	16%	33%	42%	58%	7%	93%
Not asked	1955	1721	220	337	1565	1200	226	169	214	1361	1658	1293	202	1354	1392	563	856	1099
	92%	92%	90%	90%	92%	94%	89%	92%	91%	93%	92%	94%	93%	94%	95%	83%	95%	89%
		88%	11%	17%	80%	61%	12%	9%	11%	70%	85%	66%	10%	69%	71%	29%	44%	56%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
No negative effect at all	91 4%	27 3%	14 9%	75 5%	2 7%	4 12%	5 13%
		30%	16% ^c	83%	2%	4%	5%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	4 *	4 3%	11 1%	- -	2 5%	- -
		24%	29% ^c	71%	-	12%	-
Prevents access to emergency services and information that keeps people safer	4 *	1 *	4 3%	1 *	1 4%	2 7%	2 5%
		31%	86% ^c	14%	21%	51%	37%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	6 1%	7 4%	6 *	1 4%	4 11%	2 6%
		53%	54% ^c	46%	8%	30%	17%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	4 *	5 3%	4 *	1 4%	2 5%	1 3%
		43%	52% ^c	48%	10%	17%	10%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	6 1%	7 4%	6 *	1 4%	4 11%	- -
		47%	52% ^c	48%	7%	29%	-
Miss out on contact with family/friends	19 1%	7 1%	9 6%	10 1%	3 13%	5 15%	3 9%
		38%	48% ^c	52%	18%	26%	17%
Less able to look for work	13 1%	5 1%	6 4%	7 *	- -	5 16%	2 7%
		40%	45% ^c	55%	-	38%	17%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Less able to carry out work from home	5 *	1 *	1 1%	3 *	- -	- -	- -
		24%	28%	72%	-	-	-
Makes it more difficult to find the cheapest goods/services	12 1%	6 1%	6 4%	6 *	1 4%	3 11%	3 8%
		55%	50% ^c	50%	8%	29%	23%
Difficult to stay organised e.g. online shopping, etc	11 1%	6 1%	8 5%	3 *	2 8%	4 12%	4 13%
		52%	74% ^c	26%	17%	35%	40%
Less entertainment	23 1%	10 1%	14 9%	10 1%	4 15%	5 17%	5 15%
		41%	59% ^c	41%	17%	23%	22%
Lack of support for special needs	4 *	3 *	4 3%	- -	2 7%	2 7%	3 9%
		77%	100% ^c	-	46%	54%	76%
Other	2 *	1 *	1 1%	- -	- -	- -	1 3%
		67%	67% ^c	-	-	-	67%
SUMMARY CODES							
NO NEGATIVE EFFECT	106 5%	31 3%	19 12%	86 6%	2 7%	5 17%	5 13%
		29%	18% ^c	81%	2%	5%	4%
ANY NEGATIVE IMPACT	56 3%	23 2%	28 18%	29 2%	7 27%	13 40%	12 35%
		41%	49% ^c	51%	12%	23%	21%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	13 1%	14 9%	19 1%	3 11%	7 23%	7 19%
		40%	41% ^c	59%	9%	23%	20%
Don't know	18 1%	1 *	2 1%	13 1%	1 4%	- -	- -
		8%	9%	73%	5%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR		
	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Total							
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Not asked	1955	880	104	1394	16	14	18
	92%	94%	68%	92%	62%	43%	52%
		45%	5%	71%b	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
No negative effect at all	91 4%	12 45% 13%	14 47% 15%	20 46% 22%	19 49% 21%	15 50% 16%	21 57% 23%
No negative effect because I have alternatives (e.g. other ways to keep in touch, or other ways to access the internet)	15 1%	2 8% 14%	2 6% 11%	4 9% 27%	- - -	2 8% 15%	5 13% 32% ^d
Prevents access to emergency services and information that keeps people safer	4 *	- - -	2 6% 37%	2 4% 35%	1 2% 21%	1 3% 21%	2 7% 55%
Prevents access to information, e.g. news, health information, educational content etc	12 1%	1 4% 9%	3 10% 24%	3 7% 23%	6 14% 46%	2 7% 17%	2 7% 20%
Prevents access to government services (e.g. applying for and keeping benefits, tax, school applications, driving licences, etc.)	9 *	- - -	1 5% 16%	2 5% 24%	3 9% 37%	2 7% 23%	2 7% 28%
Prevents access to other key services (e.g. bank, utilities, doctors/health services)	12 1%	- - -	1 4% 9%	3 6% 22%	5 13% 39%	- - -	4 11% 34%
Miss out on contact with family/friends	19 1%	1 4% 5%	5 19% 29%	6 15% 35%	6 14% 30%	4 13% 20%	3 8% 16%
Less able to look for work	13 1%	2 9% 18%	2 7% 15%	5 11% 34%	4 10% 28%	4 13% 28%	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Less able to carry out work from home	5*	1 4% 20%	1 4% 24%	1 2% 20%	4 10% 76%	- - -	- - -
Makes it more difficult to find the cheapest goods/services	12 1%	1 2% 5%	2 8% 21%	3 7% 27%	6 14% 47%	2 7% 18%	3 7% 22%
Difficult to stay organised e.g. online shopping, etc	11 1%	2 7% 16%	1 3% 8%	2 5% 18%	3 9% 31%	2 7% 17%	4 12% 39%
Less entertainment	23 1%	3 13% 14%	2 7% 9%	6 15% 27%	8 20% 33%	5 18% 22%	5 15% 23%
Lack of support for special needs	4*	1 4% 24%	1 3% 23%	1 2% 23%	1 2% 23%	2 6% 46%	1 2% 23%
Other	2*	1 4% 67%	- - -	- - -	1 1% 33%	- - -	- - -
SUMMARY CODES							
NO NEGATIVE EFFECT	106 5%	14 53% 13%	15 53% 14%	24 55% 22%	19 49% 18%	17 58% 16%	26 69% 25%
ANY NEGATIVE IMPACT	56 3%	9 35% 16%	9 30% 16%	15 34% 26%	14 36% 24%	11 39% 20%	8 21% 14%
ANY NEGATIVE IMPACT, EXCLUDING 'LESS ENTERTAINMENT'	33 2%	6 22% 17%	7 23% 20%	8 19% 25%	6 16% 18%	6 21% 18%	3 7% 8%
Don't know	18 1%	3 12% 16%	5 16% 26%	5 11% 27%	5 14% 29%	1 3% 5%	3 9% 19%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.11 You mentioned that you don't have these services because of cost, or you have cancelled a service because of cost. How does NOT having this service affect you? -

[Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)	
Total							
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Not asked	1955	-	-	-	-	-	-
	92%	-	-	-	-	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Payphone	61 3%	36 3%	25 2%	12 4%	8 2%	10 3%	10 3%	10 3%	6 3%	4 2%	20 3%	30 3%	10 2%	23 2%	38 4%	9 2%	25 2%	27 4%
		59%	41%	20%	13%	16%	17%	16%	9%	7%	34%	49%	17%	38%	62%	15%	41%	45% ^p
Directory enquiries via BT phonebook	72 3%	40 4%	33 3%	4 1%	4 1%	10 3%	15 4%	10 3%	18 8%	11 6%	7 1%	36 4%	29 7%	37 4%	35 3%	19 5%	31 3%	22 3%
		55%	45%	5%	5%	14%	21% ^{cd}	15% ^d	24% ^{cde}	16% ^{cd}	10%	50% ^j	40% ^{jk}	52%	48%	26%	43%	30%
Directory enquiries via phone	123 6%	63 6%	60 5%	10 3%	15 4%	18 5%	29 8%	22 7%	17 7%	13 7%	25 4%	69 7%	29 7%	69 7%	54 5%	23 6%	75 7%	25 4%
		51%	49%	8%	13%	14%	24% ^{cd}	18% ^c	14% ^{cd}	10%	20%	56% ^j	24% ^j	56%	44%	19%	61% ^q	20%
Directory enquiries via internet	222 10%	103 10%	118 11%	28 9%	50 12%	53 16%	33 9%	32 10%	20 9%	6 3%	78 11%	118 12%	25 6%	153 14%	69 6%	66 17%	124 11%	32 5%
		47%	53%	13% ⁱ	23% ⁱ	24% ^{cfh}	15% ⁱ	14% ⁱ	9% ⁱ	3%	35% ^l	53% ^l	11%	69% ⁿ	31%	30% ^{pq}	56% ^q	15%
Itemised billing - that you pay extra for	129 6%	62 6%	67 6%	7 2%	22 5%	20 15% ^c	35 10%	24 8%	15 7%	7 4%	28 4%	79 8%	22 5%	79 7%	50 5%	35 9%	72 6%	22 3%
		48%	52%	5%	17%	15% ^c	27% ^{cdi}	18% ^c	11% ^c	5%	22%	61% ^j	17%	61% ⁿ	39%	27% ^q	56% ^q	17%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	345 16%	168 16%	178 16%	32 11%	61 15%	63 19%	65 18%	54 18%	45 20%	26 14%	93 13%	182 18%	71 17%	216 20%	129 12%	89 23%	190 17%	66 10%
		49%	51%	9%	18%	18% ^c	19% ^c	16% ^c	13% ^c	8%	27%	53% ^j	20%	63% ⁿ	37%	26% ^{pq}	55% ^q	19%
None of these	1633 76%	790 76%	843 77%	250 83%	322 78%	248 73%	266 73%	229 75%	166 74%	151 80%	573 80%	743 74%	317 76%	775 73%	858 80%	268 68%	853 77%	512 81%
		48%	52%	15% ^{efg}	20% ^h	15%	16%	14%	10%	9%	35% ^k	46%	19%	47%	53% ^m	16%	52% ^o	31% ^{op}
Don't know	37 2%	19 2%	19 2%	4 1%	8 2%	7 2%	7 2%	3 1%	4 2%	5 3%	12 2%	16 2%	9 2%	13 1%	24 2%	10 2%	10 1%	17 3%
		50%	50%	10%	21%	19%	18%	7%	11%	14%	31%	44%	25%	36%	64%	25% ^p	28%	47% ^p

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Payphone	61 3%	50 3% 82%	2 1% 3%	5 5% 8%	4 8% 6%ab	1 1% 1%	4 2% 7%	7 4% 11%	7 5% 12%	6 3% 10%	9 4% 14%	4 2% 7%	7 2% 12%	5 3% 8%	5 5% 8%	2 1% 3%	4 8% 6%efklo
Directory enquiries via BT phonebook	72 3%	47 3% 64%	8 4% 11%	11 10% 15%a	7 14% 10%ab	- - -	5 2% 7%	7 4% 10%	3 2% 4%	2 1% 2%	11 5% 15%ik	3 1% 4%	7 2% 10%	9 5% 13%eik	11 10% 15%efhik	8 4% 11%ik	7 14% 10%efghijklmo
Directory enquiries via phone	123 6%	96 5% 78%	12 7% 10%	9 8% 7%	6 13% 5%a	4 6% 4%	17 7% 14%	6 3% 5%	9 6% 8%	13 7% 11%	9 4% 8%	11 4% 9%	13 4% 11%	12 7% 9%	9 8% 7%	12 7% 10%	6 13% 5%gkl
Directory enquiries via internet	222 10%	173 10% 78%	24 13% 11%	16 15% 7%	8 17% 4%a	6 9% 3%	34 13% 15%gk	10 5% 4%	16 10% 7%	14 7% 6%	27 13% 12%gk	15 6% 7%	29 10% 13%	23 14% 10%gk	16 15% 7%gk	24 13% 11%gk	8 17% 4%gk
Itemised billing - that you pay extra for	129 6%	90 5% 70%	22 12% 17%a	14 13% 11%a	3 6% 2%	2 3% 2%	14 6% 11%	10 5% 8%	9 6% 7%	9 5% 7%	12 6% 9%	10 4% 7%	18 6% 14%	6 3% 4%	14 13% 11%efgij	22 12% 17%efgij	3 6% 2%
SUMMARY CODE																	
ANY DIRECTORY ENQUIRIES	345 16%	268 15% 77%	37 20% 11%	24 23% 7%a	17 35% 5%ab	8 11% 2%	49 20% 14%gkl	20 11% 6%	22 15% 6%	26 14% 8%	37 18% 11%k	25 9% 7%	40 13% 11%	40 24% 12%eghi	24 23% 7%gkl	37 20% 11%gkl	17 35% 5%efghijkl
None of these	1633 76%	1409 78% 86%bcd	123 68% 8%	69 65% 4%	31 64% 2%	65 86% 4%mnop	194 78% 12%nop	147 79% 9%mnop	116 77% 7%en	145 78% 9%nop	157 75% 10%	224 84% 14%jmn	245 80% 15%mnop	116 69% 7%	69 65% 4%	123 68% 8%	31 64% 2%
Don't know	37 2%	26 1% 69%	10 6% 27%a	1 1% 2%	1 2% 2%	- - -	1 * 3%	7 4% 17%fhl	- - -	1 1% 4%	3 1% 8%	5 2% 13%	2 1% 6%	7 4% 18%fhl	1 1% 2%	10 6% 27%fhijkl	1 2% 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Payphone	61 3%	55 3%	6 2%	12 3%	48 3%	33 3%	12 5%	8 4%	9 4%	40 3%	55 3%	41 3%	11 5%	42 3%	40 3%	20 3%	23 3%	38 3%
Directory enquiries via BT phonebook	72 3%	68 4%	4 2%	19 5%	50 3%	30 2%	9 4%	8 4%	15 6%	36 2%	58 3%	50 4%	8 4%	50 3%	61 4%	11 2%	35 4%	37 3%
Directory enquiries via phone	123 6%	113 6%	9 4%	23 6%	99 6%	75 6%	20 8%	16 9%	16 7%	85 6%	106 6%	90 7%	23 11%	91 6%	97 7%	26 4%	64 7%	59 5%
Directory enquiries via internet	222 10%	203 11%	19 8%	27 7%	190 11%	169 13%	26 10%	16 9%	20 8%	185 13%	210 12%	178 13%	33 15%	184 13%	166 11%	55 8%	114 13%	107 9%
Itemised billing - that you pay extra for	129 6%	117 6%	10 4%	23 6%	101 6%	87 7%	17 7%	15 8%	21 9%	93 6%	117 6%	104 8%	27 13%	106 7%	101 7%	27 4%	70 8%	59 5%
SUMMARY CODE																		
ANY DIRECTORY ENQUIRIES	345 16%	321 17%	24 10%	62 17%	274 16%	218 17%	43 17%	35 19%	43 18%	248 17%	306 17%	259 19%	45 21%	267 19%	266 18%	79 12%	178 20%	168 14%
None of these	1633 76%	1416 75%	204 83%	286 76%	1312 77%	978 76%	185 73%	124 68%	169 72%	1120 76%	1359 76%	1015 74%	148 68%	1071 74%	1095 75%	538 80%	675 74%	958 78%
Don't know	37 2%	33 2%	4 2%	5 1%	20 1%	14 1%	9 4%	9 5%	4 2%	18 1%	24 1%	15 1%	5 2%	15 1%	20 1%	17 3%	7 1%	30 2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Payphone	61 3%	26 3% 43%	11 7% 19% ^c	42 3% 69%	2 10% 4%	5 15% 8%	4 12% 7%
Directory enquiries via BT phonebook	72 3%	37 4% 51%	8 6% 12%	52 3% 71%	- - -	2 7% 3%	2 7% 3%
Directory enquiries via phone	123 6%	51 5% 41%	15 10% 12%	97 6% 79%	- - -	4 13% 3%	4 12% 3%
Directory enquiries via internet	222 10%	124 13% 56%	24 16% 11% ^c	158 10% 71%	1 5% 1%	8 26% 4%	7 19% 3%
Itemised billing - that you pay extra for	129 6%	69 7% 53%	11 7% 9%	101 7% 78%	2 8% 2%	3 10% 2%	3 10% 3%
SUMMARY CODE							
ANY DIRECTORY ENQUIRIES	345 16%	178 19% 52%	35 23% 10%	256 17% 74%	1 5% *	10 30% 3%	10 31% 3%
None of these	1633 76%	693 74% 42%	103 68% 6%	1160 76% 71% ^b	19 76% 1%	19 58% 1%	21 61% 1%
Don't know	37 2%	6 1% 17%	2 1% 5%	10 1% 27%	1 5% 3%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.12 Which, if any, of the following communications services have you used in the last 12 months? - [Prompted - Multi code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Payphone	61 3%	1 4% 1%	2 8% 4%	3 7% 5%	3 9% 6%	1 3% 2%	1 1% 1%
Directory enquiries via BT phonebook	72 3%	- - -	2 5% 2%	- - -	2 4% 2%	1 4% 2%	1 2% 1%
Directory enquiries via phone	123 6%	6 25% 5%	3 10% 2%	2 6% 2%	2 4% 1%	2 8% 2%	3 7% 2%
Directory enquiries via internet	222 10%	3 12% 1%	4 12% 2%	3 7% 1%	6 16% 3%	7 23% 3%	5 12% 2%
Itemised billing - that you pay extra for	129 6%	2 9% 2%	6 19% 4%	1 1% *	4 12% 3%	1 3% 1%	3 8% 2%
SUMMARY CODE							
ANY DIRECTORY ENQUIRIES	345 16%	8 33% 2%	5 16% 1%	5 11% 1%	8 20% 2%	9 31% 3%	7 17% 2%
None of these	1633 76%	15 58% 1%	16 57% 1%	35 81% 2%	24 63% 1%	18 63% 1%	29 78% 2%
Don't know	37 2%	- - -	2 6% 5%	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	GENDER		AGE						AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Yes	376	172	204	12	32	31	74	82	66	79	44	187	145	125	251	48	144	184
	18%	17%	19%	4%	8%	9%	20%	27%	29%	42%	6%	18%	35%	12%	23%	12%	13%	29%
		46%	54%	3%	9%	8% ^c	20% ^{cde}	22% ^{cde}	18% ^{cde}	21% ^{cde}	12%	50% ^j	39% ^{jk}	33%	67% ^m	13%	38%	49% ^{op}
No	1701	837	865	283	372	296	284	213	150	102	656	793	253	911	791	338	939	425
	80%	81%	79%	94%	91%	88%	78%	70%	67%	54%	92%	79%	61%	86%	74%	86%	84%	67%
		49%	51%	17% ^{efg}	22% ^{fgh}	17% ^{fgh}	17% ^{ghi}	13% ⁱ	9% ⁱ	6%	39% ^{kl}	47% ^l	15%	54% ⁿ	46%	20% ^q	55% ^q	25%
Prefer not to say	47	21	26	3	7	10	7	9	5	6	10	26	11	20	26	5	25	18
	2%	2%	2%	1%	2%	3%	2%	3%	2%	3%	1%	3%	3%	2%	2%	1%	2%	3%
		44%	56%	6%	15%	21%	16%	19%	12%	13%	21%	55%	24%	43%	57%	10%	53%	37%
Don't know	12	7	5	2	-	1	1	2	3	2	2	4	5	5	7	4	5	4
	1%	1%	*	1%	-	*	*	1%	1%	1%	*	*	1%	1%	1%	1%	*	1%
		61%	39%	20%	-	12%	9%	13%	27% ^d	18% ^d	20%	35%	45% ^{jk}	45%	55%	32%	38%	31%

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
Yes	376 18%	310 17% 83%	36 20% 10%	23 22% 6%	6 13% 2%	17 23% 5% _{jk}	51 20% 14% _{jk}	41 22% 11% _{jk}	32 21% 8% _{jk}	33 18% 9% _k	25 12% 7%	24 9% 6%	53 17% 14% _k	34 20% 9% _{jk}	23 22% 6% _{jk}	36 20% 10% _{jk}	6 13% 2%
No	1701 80%	1447 80% 85% _b	132 72% 8%	80 75% 5%	43 87% 2% _b	58 76% 3%	193 77% 11%	138 74% 8%	118 78% 7%	151 81% 9%	180 86% 11% _f no	235 88% 14% _{efg} himno	248 81% 15% _o	127 75% 7%	80 75% 5%	132 72% 8%	43 87% 2% _{gmo}
Prefer not to say	47 2%	37 2% 78%	7 4% 14%	3 3% 7%	- - -	1 1% 2%	6 2% 12%	6 3% 13%	2 1% 4%	2 1% 5%	4 2% 8%	7 3% 16%	5 2% 11%	4 2% 8%	3 3% 7%	7 4% 14%	- - -
Don't know	12 1%	5 * 45%	7 4% 55% _{aa}	- - -	- - -	- - -	- - -	1 * 4%	- - -	- - -	1 * 5%	- - -	- - -	4 3% 36% _{fikl}	- - -	7 4% 55% _{fghijk}	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Yes	376	356	15	376	-	138	42	48	75	172	280	204	32	213	277	98	153	222
	18%	19%	6%	100%	-	11%	16%	26%	32%	12%	16%	15%	15%	15%	19%	15%	17%	18%
		95% ^b	4%	100% ^d	-	37%	11% ^e	13% ^{ef}	20% ^{ef}	46%	74% ⁱ	54%	8%	57%	74% ^o	26%	41%	59%
No	1701	1466	225	-	1701	1119	206	129	155	1268	1480	1146	181	1202	1150	551	737	965
	80%	78%	92%	-	100%	87%	81%	70%	66%	86%	82%	83%	83%	83%	79%	82%	81%	78%
		86%	13% ^a	-	100% ^c	66% ^{fgh}	12% ^{gh}	8%	9%	75% ^j	87%	67%	11%	71%	68%	32%	43%	57%
Prefer not to say	47	43	4	-	-	20	4	4	4	23	30	20	1	20	24	23	12	35
	2%	2%	2%	-	-	2%	2%	2%	2%	2%	2%	1%	*	1%	2%	3%	1%	3%
		92%	8%	-	-	44%	10%	9%	9%	49%	64%	42%	2%	44%	51%	49% ⁿ	26%	74% ^p
Don't know	12	12	-	-	-	5	2	3	2	5	7	4	4	4	9	3	4	9
	1%	1%	-	-	-	*	1%	2%	1%	*	*	*	2%	*	1%	*	*	1%
		100%	-	-	-	42%	20%	26% ^{ee}	13%	42%	55%	37%	32% ^{km}	37%	77%	23%	29%	71%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS	Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
Yes	376 18%	168 18% 45%	42 28% 11% ^c	268 18% 71%	12 46% 3%	8 24% 2%	9 26% 2%
No	1701 80%	748 80% 44%	102 67% 6%	1230 81% 72% ^b	11 43% 1%	23 72% 1%	23 68% 1%
Prefer not to say	47 2%	16 2% 34%	6 4% 14% ^c	23 2% 49%	1 6% 3%	1 3% 2%	2 6% 4%
Don't know	12 1%	3 * 26%	1 1% 9%	2 * 17%	1 5% 9%	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q.13 Do you have any long standing physical or mental impairments, illnesses, or disabilities? By 'long standing' I mean anything that has troubled you over a period of at least 12 months or that it is likely to affect you over a period of at least 12 months. - [Unprompted - Single code]

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Yes	376 18%	10 39% 3%	3 10% 1%	14 32% 4%	10 26% 3%	6 19% 1%	10 26% 3%
No	1701 80%	14 56% 1%	26 90% 2%	29 68% 2%	27 70% 2%	22 77% 1%	27 72% 2%
Prefer not to say	47 2%	1 6% 3%	- - -	- - -	2 5% 4%	1 4% 2%	1 2% 2%
Don't know	12 1%	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	GENDER		AGE						AGE			SOCIAL GRADE		SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
GENDER																		
Male	1037	1037	-	152	201	170	173	157	105	78	353	501	183	517	520	200	555	282
	49%	100%	-	51%	49%	50%	47%	52%	47%	41%	50%	50%	44%	49%	48%	51%	50%	45%
		100%b	-	15%i	19%	16%i	17%	15%i	10%	8%	34%	48%l	18%	50%	50%	19%	54%q	27%
Female	1099	-	1099	148	210	168	193	148	120	112	358	509	232	545	555	194	557	349
	51%	-	100%	49%	51%	50%	53%	48%	53%	59%	50%	50%	56%	51%	52%	49%	50%	55%
		-	100%a	13%	19%	15%	18%	13%	11%	10%ceg	33%	46%	21%k	50%	50%	18%	51%	32%p
AGE																		
16-24	300	152	148	300	-	-	-	-	-	-	300	-	-	150	151	31	183	87
	14%	15%	13%	100%	-	-	-	-	-	-	42%	-	-	14%	14%	8%	16%	14%
		51%	49%	100%defg	-	-	-	-	-	-	100%kl	-	-	50%	50%	10%	61%o	29%o
				hi														
25-34	411	201	210	-	411	-	-	-	-	-	411	-	-	214	197	76	220	115
	19%	19%	19%	-	100%	-	-	-	-	-	58%	-	-	20%	18%	19%	20%	18%
		49%	51%	-	100%cefg	-	-	-	-	-	100%kl	-	-	52%	48%	19%	54%	28%
				hi														
35-44	338	170	168	-	-	338	-	-	-	-	-	338	-	190	148	77	190	71
	16%	16%	15%	-	-	100%	-	-	-	-	-	34%	-	18%	14%	20%	17%	11%
		50%	50%	-	-	100%cdfg	-	-	-	-	-	100%jl	-	56%n	44%	23%q	56%q	21%
				hi														
45-54	366	173	193	-	-	-	366	-	-	-	-	366	-	194	172	74	207	85
	17%	17%	18%	-	-	-	100%	-	-	-	-	36%	-	18%	16%	19%	19%	13%
		47%	53%	-	-	-	100%cddeg	-	-	-	-	100%jl	-	53%	47%	20%q	57%q	23%
				hi														
55-64	305	157	148	-	-	-	-	305	-	-	-	305	-	149	156	53	159	93
	14%	15%	13%	-	-	-	-	100%	-	-	-	30%	-	14%	15%	13%	14%	15%
		52%	48%	-	-	-	-	100%cddef	-	-	-	100%jl	-	49%	51%	17%	52%	31%
				hi														
65-74	225	105	120	-	-	-	-	-	225	-	-	-	225	93	132	47	86	92
	11%	10%	11%	-	-	-	-	-	100%	-	-	-	54%	9%	12%	12%	8%	15%
		47%	53%	-	-	-	-	-	100%cddef	-	-	-	100%jk	41%	59%m	21%p	38%	41%p
				gi														
75+	190	78	112	-	-	-	-	-	-	190	-	-	190	72	118	37	66	87
	9%	8%	10%	-	-	-	-	-	-	100%	-	-	46%	7%	11%	9%	6%	14%
		41%	59%a	-	-	-	-	-	-	100%cddef	-	-	100%jk	38%	62%m	19%p	35%	46%op
				gh														

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
AGE																		
16-34	711 33%	353 34% 50%	358 33% 50%	300 100% 42%efg hi	411 100% 58%efgh i	- - - -	- - - -	- - - -	- - - -	- - - -	711 100% 100%kl	- - -	- - -	364 34% 51%	347 32% 49%	107 27% 15%	403 36% 57%o	202 32% 28%
35-64	1010 47%	501 48% 50%	509 46% 50%	- - -	- - -	338 100% 34%cdh i	366 100% 36%cdh i	305 100% 30%cdhi	- - -	- - -	- - -	1010 100% 100%jl	- - -	533 50% 53%n	477 44% 47%	204 52% 20%q	557 50% 55%q	249 40% 25%
65+	415 19%	183 18% 44%	232 21% 56%	- - -	- - -	- - -	- - -	- - -	225 100% 54%cde fg	190 100% 46%cdef g	- - -	- - -	415 100% 100%jk	165 16% 40%	250 23% 60%m	83 21% 20%p	152 14% 37%	179 28% 43%op
SOCIAL GRADE																		
ABC1	1062 50%	517 50% 49%	545 50% 51%	150 50% 14%hi	214 52% 20%hi	190 56% 18%hi	194 53% 18%hi	149 49% 14%i	93 41% 9%	72 38% 7%	364 51% 34%l	533 53% 50%l	165 40% 16%	1062 100% 100%n	- - -	394 100% 37%pq	667 60% 63%q	- - -
C2DE	1074 50%	520 50% 48%	555 50% 52%	151 50% 14%	197 48% 18%	148 44% 14%	172 47% 16%	156 51% 15%	132 59% 12%cde f	118 62% 11%cde fg	347 49% 32%	477 47% 44%	250 60% 23%jk	- 100% 100%k	1074 - 100%m	- - -	444 40% 41%o	630 100% 59%op
SOCIAL GRADE																		
AB	394 18%	200 19% 51%	194 18% 49%	31 10% 8%	76 19% 19%bc	77 23% 20%bc	74 20% 19%bc	53 13% 13%bc	47 21% 12%bc	37 19% 9%bc	107 15% 27%	204 20% 52%j	83 20% 21%j	394 37% 100%n	- - -	394 100% 100%pq	- - -	- - -
C1C2	1112 52%	555 54% 50%	557 51% 50%	183 61% 16%hi	220 54% 20%hi	190 56% 17%hi	207 57% 19%hi	159 52% 14%hi	86 38% 8%	66 35% 6%	403 57% 36%l	557 55% 50%l	152 37% 14%	667 63% 60%n	444 41% 40%	- - -	1112 100% 100%oq	- - -
DE	630 30%	282 27% 45%	349 32% 55%a	87 29% 14%e	115 28% 18%e	71 21% 11%	85 23% 13%	93 31% 15%e	92 41% 15%cde fg	87 46% 14%cde fg	202 28% 32%	249 25% 40%	179 43% 28%jk	- 59% 100%m	630 - -	- - -	- - -	630 100% 100%op
COUNTRY																		
England	1799 84%	872 84% 48%	927 84% 52%	253 84% 14%	353 86% 20%ch	299 88% 17%gh	308 84% 17%	248 81% 14%	178 79% 10%	160 84% 9%	606 85% 34%	855 85% 48%	338 81% 19%	917 86% 51%n	882 82% 49%	346 88% 19%q	930 84% 52%	523 83% 29%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
Scotland	182	92	90	27	30	18	30	41	20	15	57	89	35	93	89	35	103	43
	9%	9%	8%	9%	7%	5%	8%	13%	9%	8%	8%	9%	8%	9%	8%	9%	9%	7%
		51%	49%	15%	17%	10%	17%	23%dei	11%	8%	32%	49%	19%	51%	49%	19%	57%	24%
Wales	107	49	57	12	16	13	22	11	22	11	28	45	33	40	66	13	60	34
	5%	5%	5%	4%	4%	4%	6%	3%	10%	6%	4%	4%	8%	4%	6%	3%	5%	5%
		46%	54%	11%	15%	12%	21%	10%	20%cde	10%	27%	43%	31%jk	38%	62%lm	12%	56%	32%
Northern Ireland	49	23	25	9	11	9	5	6	5	4	20	20	9	12	37	-	18	31
	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	2%	1%	3%	-	2%	5%
		48%	52%	17%	23%	18%	11%	12%	11%	9%	41%	40%	19%	24%	76%lm	-	37%no	63%op
GOVERNMENT REGIONS																		
North East	76	34	42	9	6	16	9	18	8	10	15	42	18	27	49	19	28	29
	4%	3%	4%	3%	2%	5%	2%	6%	4%	5%	2%	4%	4%	3%	5%	5%	3%	5%
		44%	56%	12%	8%	21%cd	12%	23%df	11%	13%cd	20%	56%j	24%j	36%	64%lm	25%p	37%	38%op
North West	250	122	128	40	38	44	40	32	24	33	77	116	57	123	127	50	124	75
	12%	12%	12%	13%	9%	13%	11%	11%	11%	17%	11%	11%	14%	12%	12%	13%	11%	12%
		49%	51%	16%	15%	18%	16%	13%	10%	13%dfg	31%	46%	23%	49%	51%	20%	50%	30%
Yorkshire and The Humber	185	86	99	26	49	28	35	22	16	9	75	85	25	75	110	35	78	72
	9%	8%	9%	9%	12%	8%	10%	7%	7%	5%	11%	8%	6%	7%	10%	9%	7%	11%
		47%	53%	14%	27%ghi	15%	19%i	12%	9%	5%	40%kl	46%	13%	41%	59%lm	19%	42%	39%op
East Midlands	151	69	82	26	34	19	19	24	16	13	60	62	28	57	94	17	67	67
	7%	7%	7%	9%	8%	6%	5%	8%	7%	7%	8%	6%	7%	5%	9%	4%	6%	11%
		45%	55%	17%	23%	13%	13%	16%	10%	8%	40%	41%	19%	38%	62%lm	11%	45%	44%op
West Midlands	187	93	94	29	39	21	38	27	19	14	68	85	33	88	99	31	97	60
	9%	9%	9%	10%	9%	6%	10%	9%	8%	8%	10%	8%	8%	8%	9%	8%	9%	9%
		50%	50%	16%	21%	11%	20%	14%	10%	8%	36%	46%	18%	47%	53%	17%	52%	32%
East of England	209	107	102	22	40	38	45	25	24	15	62	108	39	126	83	56	117	36
	10%	10%	9%	7%	10%	11%	12%	8%	11%	8%	9%	11%	9%	12%	8%	14%	11%	6%
		51%	49%	10%	19%	18%	21%	12%	11%	7%	30%	52%	19%	60%n	40%	27%q	56%q	17%
London	267	132	135	57	63	49	43	26	15	12	121	119	27	155	112	55	148	64
	12%	13%	12%	19%	15%	15%	12%	9%	7%	6%	17%	12%	7%	15%	10%	14%	13%	10%
		49%	51%	22%lgh	24%ghi	18%ghi	16%hi	10%	6%	4%	45%kl	45%l	10%	58%n	42%	21%	55%	24%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
South East	306	143	163	33	55	56	58	47	31	26	88	161	57	175	131	50	184	73
	14%	14%	15%	11%	13%	16%	16%	16%	14%	14%	12%	16%	14%	16%	12%	13%	17%	12%
		47%	53%	11%	18%	18%	19%	15%	10%	8%	29%	53%	19%	57% ⁿ	43%	16%	60% ^q	24%
South West	169	87	82	10	29	28	21	26	25	28	40	76	54	90	79	34	87	47
	8%	8%	7%	3%	7%	8%	6%	9%	11%	15%	6%	7%	13%	8%	7%	9%	8%	8%
		52%	48%	6%	17%	16% ^c	13%	16% ^c	15% ^{cf}	17% ^{cde}	23%	45%	32% ^{jk}	53%	47%	20%	52%	28%
Wales	107	49	57	12	16	13	22	11	22	11	28	45	33	40	66	13	60	34
	5%	5%	5%	4%	4%	4%	6%	3%	10%	6%	4%	4%	8%	4%	6%	3%	5%	5%
		46%	54%	11%	15%	12%	21%	10%	20% ^{cde}	10%	27%	43%	31% ^{jk}	38%	62% ^m	12%	56%	32%
Scotland	182	92	90	27	30	18	30	41	20	15	57	89	35	93	89	35	103	43
	9%	9%	8%	9%	7%	5%	8%	13%	9%	8%	8%	9%	8%	9%	8%	9%	9%	7%
		51%	49%	15%	17%	10%	17%	23% ^{dei}	11%	8%	32%	49%	19%	51%	49%	19%	57%	24%
Northern Ireland	49	23	25	9	11	9	5	6	5	4	20	20	9	12	37	-	18	31
	2%	2%	2%	3%	3%	3%	1%	2%	2%	2%	3%	2%	2%	1%	3%	-	2%	5%
		48%	52%	17%	23%	18%	11%	12%	11%	9%	41%	40%	19%	24%	76% ^m	-	37% ^o	63% ^{op}
ETHNIC ORIGIN																		
White	1877	906	971	226	343	287	333	284	216	188	569	904	404	915	961	341	973	562
	88%	87%	88%	75%	83%	85%	91%	93%	96%	99%	80%	90%	97%	86%	89%	87%	88%	89%
		48%	52%	12%	18% ^c	15% ^c	18% ^{cde}	15% ^{cde}	12% ^{cde}	10% ^{cde}	30%	48% ^j	22% ^{jk}	49%	51% ^m	18%	52%	30%
Minority Ethnic	244	120	124	71	65	50	29	19	8	2	136	98	10	138	106	51	131	62
	11%	12%	11%	24%	16%	15%	8%	6%	4%	1%	19%	10%	2%	13%	10%	13%	12%	10%
		49%	51%	29% ^{def}	27% ^{efgh}	21% ^{efgh}	12% ^{hi}	8% ⁱ	3% ⁱ	1%	56% ^{kl}	40% ^l	4%	56% ⁿ	44%	21%	54%	25%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
GENDER																	
Male	1037	872	92	49	23	34	122	86	69	93	107	132	143	87	49	92	23
	49%	48%	51%	46%	48%	44%	49%	47%	45%	50%	51%	49%	47%	52%	46%	51%	48%
		84%	9%	5%	2%	3%	12%	8%	7%	9%	10%	13%	14%	8%	5%	9%	2%
Female	1099	927	90	57	25	42	128	99	82	94	102	135	163	82	57	90	25
	51%	52%	49%	54%	52%	56%	51%	53%	55%	50%	49%	51%	53%	48%	54%	49%	52%
		84%	8%	5%	2%	4%	12%	9%	7%	9%	9%	12%	15%	7%	5%	8%	2%
AGE																	
16-24	300	253	27	12	9	9	40	26	26	29	22	57	33	10	12	27	9
	14%	14%	15%	11%	17%	12%	16%	14%	17%	16%	10%	22%	11%	6%	11%	15%	17%
		84%	9%	4%	3%	3%	13% ^m	9% ^m	9% ^m	10% ^m	7%	19% ^{jl} ^m	11%	3%	4%	9% ^m	3% ^m
25-34	411	353	30	16	11	6	38	49	34	39	40	63	55	29	16	30	11
	19%	20%	17%	15%	23%	8%	15%	27%	23%	21%	19%	24%	18%	17%	15%	17%	23%
		86%	7%	4%	3%	2%	9%	12% ^{eflmno}	8% ^e	9% ^e	10% ^e	15% ^{ef}	13%	7%	4%	7%	3% ^e
35-44	338	299	18	13	9	16	44	28	19	21	38	49	56	28	13	18	9
	16%	17%	10%	12%	18%	21%	18%	15%	13%	11%	18%	18%	18%	16%	12%	10%	18%
		88% ^b	5%	4%	3%	5% ^{io}	13% ^o	8%	6%	6%	11% ^o	15% ^{io}	16% ^{io}	8%	4%	5%	3%
45-54	366	308	30	22	5	9	40	35	19	38	45	43	58	21	22	30	5
	17%	17%	17%	21%	11%	12%	16%	19%	13%	20%	21%	16%	19%	13%	21%	17%	11%
		84%	8%	6%	1%	2%	11%	10%	5%	10%	12% ^{hm}	12%	16%	6%	6%	8%	1%
55-64	305	248	41	11	6	18	32	22	24	27	25	26	47	26	11	41	6
	14%	14%	23%	10%	12%	23%	13%	12%	16%	14%	12%	10%	15%	16%	10%	23%	12%
		81%	13% ^{ac}	3%	2%	6% ^{fgjkn}	11%	7%	8%	9%	8%	9%	16%	9%	3%	13% ^{fgjkn}	2%
65-74	225	178	20	22	5	8	24	16	16	19	24	15	31	25	22	20	5
	11%	10%	11%	20%	11%	11%	10%	9%	10%	10%	11%	6%	10%	15%	20%	11%	11%
		79%	9%	10% ^{ab}	2%	4%	11%	7%	7%	8%	11% ^k	7%	14%	11% ^k	10% ^{fg} ^{hijkl}	9%	2%
75+	190	160	15	11	4	10	33	9	13	14	15	12	26	28	11	15	4
	9%	9%	8%	10%	9%	13%	13%	5%	8%	8%	7%	4%	8%	17%	10%	8%	9%
		84%	8%	6%	2%	5% ^{gk}	17% ^{gk}	5%	7%	8%	8%	6%	14%	15% ^{ghij} ^{klo}	6% ^k	8%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
 * small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
AGE																	
16-34	711 33%	606 34% 85%	57 32% 8%	28 27% 4%	20 41% 3%	15 20% 2%	77 31% 11%	75 40% 11% eijlmn	60 40% 8% elmn	68 36% 10% em	62 30% 9%	121 45% 17% efj lmno	88 29% 12%	40 23% 6%	28 27% 4%	57 32% 8%	20 41% 3% em
35-64	1010 47%	855 48% 85%	89 49% 9%	45 43% 4%	20 40% 2%	42 56% 4% h	116 46% 11%	85 46% 8%	62 41% 6%	85 46% 8%	108 52% 11%	119 45% 12%	161 53% 16% h	76 45% 7%	45 43% 4%	89 49% 9%	20 40% 2%
65+	415 19%	338 19% 81%	35 19% 8%	33 31% 8% ab	9 19% 2%	18 24% 4% k	57 23% 14% gk	25 13% 6%	28 19% 7% k	33 18% 8% k	39 19% 9% k	27 10% 7%	57 19% 14% k	54 32% 13% fghi jklo	33 31% 8% ghijkl o	35 19% 8% k	9 19% 2% k
SOCIAL GRADE																	
ABC1	1062 50%	917 51% 86% cd	93 51% 9% cd	40 38% 4%	12 24% 1%	27 36% 3%	123 49% 12% hp	75 41% 7% p	57 38% 5%	88 47% 8% p	126 60% 12% efg hinp	155 58% 15% egh inp	175 57% 16% eghi np	90 53% 8% eghn p	40 38% 4%	93 51% 9% ehnp	12 24% 1%
C2DE	1074 50%	882 49% 82%	89 49% 8%	66 62% 6% ab	37 76% 3% ab	49 64% 5% jkl mo	127 51% 12% j	110 59% 10% ijklm	94 62% 9% fjklmo	99 53% 9% jkl	83 40% 8%	112 42% 10% p	131 43% 12% p	79 47% 7%	66 62% 6% jklmo	89 49% 8%	37 76% 3% fgijklmo
SOCIAL GRADE																	
AB	394 18%	346 19% 88% d	35 19% 9% d	13 12% 3% d	- - -	19 25% 5% hnp	50 20% 13% hp	35 19% 9% p	17 11% 4% p	31 17% 8% p	56 27% 14% hil np	55 21% 14% hp	50 16% 13% p	34 20% 9% hp	13 12% 3% p	35 19% 9% hp	- - -
C1C2	1112 52%	930 52% 84% d	103 57% 9% d	60 56% 5% d	18 37% 2%	28 37% 3%	124 50% 11%	78 42% 7%	67 45% 6%	97 52% 9% ep	117 56% 11% egh p	148 55% 13% egh p	184 60% 17% efgh p	87 52% 8% ep	60 56% 5% egp	103 57% 9% eghp	18 37% 2%
DE	630 30%	523 29% 83%	43 24% 7%	34 32% 5%	31 63% 5% abc	29 38% 5% jkl o	75 30% 12% j	72 39% 11% ijklmo	67 44% 11% fijklm no	60 32% 9% j	36 17% 6%	64 24% 10% p	73 24% 12% p	47 28% 8% j	34 32% 5% j	43 24% 7%	31 63% 5% efghijklmo

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
 * small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
COUNTRY																	
England	1799	1799	-	-	-	76	250	185	151	187	209	267	306	169	-	-	-
	84%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-
		100%bcd	-	-	-	4%nop	14%nop	10%nop	8%nop	10%nop	12%nop	15%nop	17%nop	9%nop	-	-	-
Scotland	182	-	182	-	-	-	-	-	-	-	-	-	-	-	-	182	-
	9%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-
		-	100%acd	-	-	-	-	-	-	-	-	-	-	-	-	100%efghij	-
																klmnp	
Wales	107	-	-	107	-	-	-	-	-	-	-	-	-	-	107	-	-
	5%	-	-	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-
		-	-	100%abd	-	-	-	-	-	-	-	-	-	-	100%efghij	-	-
															klmop		
Northern Ireland	49	-	-	-	49	-	-	-	-	-	-	-	-	-	-	-	49
	2%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%
		-	-	-	100%abc	-	-	-	-	-	-	-	-	-	-	-	100%efghijklmno
GOVERNMENT REGIONS																	
North East	76	76	-	-	-	76	-	-	-	-	-	-	-	-	-	-	-
	4%	4%	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
		100%bc	-	-	-	100%fghi	-	-	-	-	-	-	-	-	-	-	-
						ijklmnop											
North West	250	250	-	-	-	-	250	-	-	-	-	-	-	-	-	-	-
	12%	14%	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	100%efghijkl	-	-	-	-	-	-	-	-	-	-
							mnp										
Yorkshire and The Humber	185	185	-	-	-	-	-	185	-	-	-	-	-	-	-	-	-
	9%	10%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	100%efhijk	-	-	-	-	-	-	-	-	-
								lmnop									
East Midlands	151	151	-	-	-	-	-	-	151	-	-	-	-	-	-	-	-
	7%	8%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-
		100%bcd	-	-	-	-	-	100%efgijk	-	-	-	-	-	-	-	-	-
								lmnop									

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	Total	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
West Midlands	187 9%	187 10% 100%bcd	-	-	-	-	-	-	-	187 100%efghj klmnop	-	-	-	-	-	-	-
East of England	209 10%	209 12% 100%bcd	-	-	-	-	-	-	-	-	209 100%efgh ijklmnop	-	-	-	-	-	-
London	267 12%	267 15% 100%bcd	-	-	-	-	-	-	-	-	-	267 100%efgh ijklmnop	-	-	-	-	-
South East	306 14%	306 17% 100%bcd	-	-	-	-	-	-	-	-	-	-	306 100%efgh ijklmnop	-	-	-	-
South West	169 8%	169 9% 100%bcd	-	-	-	-	-	-	-	-	-	-	-	169 100%efgh ijklnop	-	-	-
Wales	107 5%	-	-	107 100% 100%abd	-	-	-	-	-	-	-	-	-	-	107 100% 100%efghj klmnop	-	-
Scotland	182 9%	-	182 100% 100%acd	-	-	-	-	-	-	-	-	-	-	-	-	182 100% 100%efghj klmnop	-
Northern Ireland	49 2%	-	-	-	49 100% 100%abc	-	-	-	-	-	-	-	-	-	-	-	49 100% 100%efghijklmno

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p
 * small base



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
ETHNIC ORIGIN																	
White	1877	1548	177	104	48	71	227	178	132	167	194	143	271	166	104	177	48
	88%	86%	97%	97%	99%	93%	91%	96%	87%	89%	93%	53%	89%	98%	97%	97%	99%
		82%	9%a	6%a	3%a	4%k	12%k	10%fhikl	7%k	9%k	10%k	8%	14%k	9%fhij kl	6%fhikl	9%fhikl	3%fhikl
Minority Ethnic	244	235	5	3	1	5	20	4	19	20	14	116	33	3	3	5	1
	11%	13%	3%	3%	1%	7%	8%	2%	13%	11%	7%	44%	11%	2%	3%	3%	1%
		97%bcd	2%	1%	*	2%	8%gmo	2%	8%gmnop	8%gmnop	6%m	48%efg hijlmn op	13%gmno p	1%	1%	2%	*

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
GENDER																		
Male	1037	906	120	172	837	644	140	92	114	738	892	680	119	710	704	333	457	579
	49%	48%	49%	46%	49%	50%	55%	50%	48%	50%	50%	49%	55%	49%	48%	49%	50%	47%
		87%	12%	17%	81%	62%	13%	9%	11%	71%	86%	66%	11%	68%	68%	32%	44%	56%
Female	1099	971	124	204	865	639	115	92	122	729	905	694	98	731	757	342	448	651
	51%	52%	51%	54%	51%	50%	45%	50%	52%	50%	50%	51%	45%	51%	52%	51%	50%	53%
		88%	11%	19%	79%	58%	10%	8%	11%	66%	82%	63%	9%	66%	69%	31%	41%	59%
AGE																		
16-24	300	226	71	12	283	245	47	8	8	280	288	206	40	221	137	163	133	168
	14%	12%	29%	3%	17%	19%	18%	4%	4%	19%	16%	15%	18%	15%	9%	24%	15%	14%
		75%	24%a	4%	94%c	81%gh	16%gh	3%	3%	93%j	96%	69%	13%	73%	46%	54%en	44%	56%
25-34	411	343	65	32	372	321	59	14	18	362	379	277	44	294	234	177	184	227
	19%	18%	27%	9%	22%	25%	23%	7%	8%	25%	21%	20%	20%	20%	16%	26%	20%	18%
		83%	16%a	8%	91%c	78%gh	14%gh	3%	4%	88%j	92%	67%	11%	72%	57%	43%en	45%	55%
35-44	338	287	50	31	296	258	53	15	14	295	308	235	37	248	242	97	154	185
	16%	15%	21%	8%	17%	20%	21%	8%	6%	20%	17%	17%	17%	17%	17%	14%	17%	15%
		85%	15%a	9%	88%c	76%gh	16%gh	5%	4%	87%j	91%	69%	11%	73%	71%	29%	45%	55%
45-54	366	333	29	74	284	238	45	42	30	272	320	271	51	280	285	81	181	185
	17%	18%	12%	20%	17%	19%	18%	23%	13%	19%	18%	20%	24%	19%	20%	12%	20%	15%
		91%b	8%	20%	78%	65%h	12%	12%h	8%	74%	87%	74%	14%	77%	78%o	22%	50%q	50%
55-64	305	284	19	82	213	157	27	41	49	176	249	201	26	209	229	76	134	171
	14%	15%	8%	22%	13%	12%	11%	22%	21%	12%	14%	15%	12%	15%	16%	11%	15%	14%
		93%b	6%	27%d	70%	51%	9%	13%ef	16%ef	58%	82%	66%	9%	69%	75%o	25%	44%	56%
65-74	225	216	8	66	150	51	17	40	60	64	156	128	17	132	180	45	81	145
	11%	12%	3%	18%	9%	4%	7%	21%	26%	4%	9%	9%	8%	9%	12%	7%	9%	12%
		96%b	4%	29%d	67%	23%	8%	18%ef	27%ef	28%	69%l	57%	8%	59%	80%o	20%	36%	64%p

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
75+	190	188	2	79	102	13	6	24	56	18	95	56	2	57	154	36	39	150
	9%	10%	1%	21%	6%	1%	2%	13%	24%	1%	5%	4%	1%	4%	11%	5%	4%	12%
		99% ^b	1%	42% ^d	54%	7%	3%	13% ^{ef}	30% ^{efg}	10%	50% ⁱ	30% ^l	1%	30%	81% ^o	19%	21%	79% ^p
AGE																		
16-34	711	569	136	44	656	566	106	22	26	642	668	483	83	515	371	341	316	395
	33%	30%	56%	12%	39%	44%	42%	12%	11%	44%	37%	35%	38%	36%	25%	50%	35%	32%
		80%	19% ^a	6%	92% ^c	80% ^{gh}	15% ^{gh}	3%	4%	90% ^j	94%	68%	12%	72%	52%	48% ⁿ	44%	56%
35-64	1010	904	98	187	793	653	125	99	93	743	878	707	114	737	756	254	469	540
	47%	48%	40%	50%	47%	51%	49%	54%	39%	51%	49%	51%	53%	51%	52%	38%	52%	44%
		90% ^b	10%	18%	79%	65% ^h	12% ^h	10% ^h	9%	74%	87%	70%	11%	73%	75% ^o	25%	46% ^q	54%
65+	415	404	10	145	253	64	24	63	116	82	251	184	19	188	334	81	120	295
	19%	22%	4%	39%	15%	5%	9%	34%	49%	6%	14%	13%	9%	13%	23%	12%	13%	24%
		97% ^b	2%	35% ^d	61%	15%	6% ^e	15% ^{ef}	28% ^{efg}	20%	61% ⁱ	44%	5%	45%	81% ^o	19%	29%	71% ^p
SOCIAL GRADE																		
ABC1	1062	915	138	125	911	763	113	83	87	835	954	770	130	807	753	308	510	552
	50%	49%	56%	33%	54%	59%	45%	45%	37%	57%	53%	56%	60%	56%	52%	46%	56%	45%
		86%	13% ^a	12%	86% ^c	72% ^{fgh}	11%	8%	8%	79% ^j	90%	73%	11%	76%	71% ^o	29%	48% ^q	52%
C2DE	1074	961	106	251	791	520	141	101	149	633	842	604	87	634	707	367	396	678
	50%	51%	44%	67%	46%	41%	55%	55%	63%	43%	47%	44%	40%	44%	48%	54%	44%	55%
		89% ^b	10%	23% ^d	74%	48%	13% ^e	9% ^e	14% ^e	59%	78% ⁱ	56%	8%	59%	66%	34% ⁿ	37%	63% ^p
SOCIAL GRADE																		
AB	394	341	51	48	338	280	42	31	30	301	344	282	59	301	302	92	187	208
	18%	18%	21%	13%	20%	22%	17%	17%	13%	20%	19%	21%	27%	21%	21%	14%	21%	17%
		87%	13%	12%	86% ^c	71% ^h	11%	8%	7%	76%	87%	71%	15% ^k	76%	77% ^o	23%	47% ^q	53%
C1C2	1112	973	131	144	939	741	121	83	111	830	972	778	121	811	771	341	518	594
	52%	52%	54%	38%	55%	58%	48%	45%	47%	57%	54%	57%	56%	56%	53%	50%	57%	48%
		88%	12%	13%	84% ^c	67% ^{fgh}	11%	7%	10%	75%	87%	70%	11%	73%	69%	31%	47% ^q	53%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
DE	630	562	62	184	425	262	91	70	95	337	480	314	38	328	388	243	201	429
	30%	30%	25%	49%	25%	20%	36%	38%	40%	23%	27%	23%	17%	23%	27%	36%	22%	35%
		89%	10%	29% ^d	67%	42%	14% ^e	11% ^e	15% ^e	53%	76% ⁱ	50%	6%	52%	62%	38% ⁿ	32%	68% ^p
COUNTRY																		
England	1799	1548	235	310	1447	1109	212	149	185	1266	1530	1164	177	1223	1222	577	750	1050
	84%	82%	97%	83%	85%	86%	83%	81%	79%	86%	85%	85%	82%	85%	84%	85%	83%	85%
		86%	13% ^a	17%	80%	62% ^h	12%	8%	10%	70%	85%	65%	10%	68%	68%	32%	42%	58%
Scotland	182	177	5	36	132	98	21	20	22	110	139	105	21	109	120	62	79	103
	9%	9%	2%	10%	8%	8%	8%	11%	9%	8%	8%	8%	10%	8%	8%	9%	9%	8%
		97% ^b	3%	20%	72%	54%	12%	11%	12%	61%	77%	58%	12%	60%	66%	34%	43%	57%
Wales	107	104	3	23	80	50	14	14	19	58	84	67	18	71	81	25	52	54
	5%	6%	1%	6%	5%	4%	6%	8%	8%	4%	5%	5%	8%	5%	6%	4%	6%	4%
		97% ^b	3%	22%	75%	47%	13%	13% ^{ee}	18% ^{ee}	54%	79%	63%	17%	66%	76%	24%	49%	51%
Northern Ireland	49	48	1	6	43	26	7	1	10	33	43	37	1	38	38	11	25	23
	2%	3%	*	2%	2%	2%	3%	*	4%	2%	2%	3%	*	3%	3%	2%	3%	2%
		99% ^b	1%	13%	87%	54%	15%	2%	20% ^g	67%	89%	76%	2%	78%	78%	22%	52%	48%
GOVERNMENT REGIONS																		
North East	76	71	5	17	58	47	4	4	12	49	62	41	6	43	42	34	25	51
	4%	4%	2%	5%	3%	4%	1%	2%	5%	3%	3%	3%	3%	3%	3%	5%	3%	4%
		93%	7%	23%	76%	61%	5%	6%	16% ^l	64%	82%	54%	8%	57%	55%	45% ⁿ	33%	67%
North West	250	227	20	51	193	157	28	24	32	179	227	179	38	182	189	61	125	125
	12%	12%	8%	14%	11%	12%	11%	13%	14%	12%	13%	13%	18%	13%	13%	9%	14%	10%
		91%	8%	20%	77%	63%	11%	10%	13%	72%	91%	72%	15%	73%	76% ^o	24%	50% ^q	50%
Yorkshire and The Humber	185	178	4	41	138	98	34	10	15	129	147	91	32	114	109	76	56	130
	9%	10%	2%	11%	8%	8%	14%	5%	6%	9%	8%	7%	15%	8%	7%	11%	6%	11%
		96% ^b	2%	22%	74%	53%	19% ^{egh}	5%	8%	69%	79%	49%	17% ^{km}	62%	59%	41% ⁿ	30%	70% ^p
East Midlands	151	132	19	32	118	93	15	8	11	104	119	93	12	96	106	45	61	89
	7%	7%	8%	8%	7%	7%	6%	4%	5%	7%	7%	7%	5%	7%	7%	7%	7%	7%
		87%	13%	21%	78%	62%	10%	5%	7%	69%	79%	61%	8%	64%	70%	30%	41%	59%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
West Midlands	187	167	20	33	151	106	26	19	25	127	163	127	17	130	125	62	88	99
	9%	9%	8%	9%	9%	8%	10%	10%	10%	9%	9%	9%	8%	9%	9%	9%	10%	8%
		89%	11%	18%	81%	57%	14%	10%	13%	68%	87%	68%	9%	70%	67%	33%	47%	53%
East of England	209	194	14	25	180	141	16	12	15	151	171	140	20	148	155	54	95	114
	10%	10%	6%	7%	11%	11%	6%	6%	6%	10%	10%	10%	9%	10%	11%	8%	10%	9%
		93%b	7%	12%	86%c	67%fh	8%	6%	7%	72%	82%	67%	9%	71%	74%	26%	45%	55%
London	267	143	116	24	235	190	33	17	7	214	228	164	17	170	148	119	83	184
	12%	8%	48%	6%	14%	15%	13%	9%	3%	15%	13%	12%	8%	12%	10%	18%	9%	15%
		53%	44%a	9%	88%c	71%gh	12%h	6%h	2%	80%	85%	61%	6%	64%	56%	44%n	31%	69%p
South East	306	271	33	53	248	200	40	30	44	225	280	242	28	248	236	70	147	159
	14%	14%	13%	14%	15%	16%	16%	16%	19%	15%	16%	18%	13%	17%	16%	10%	16%	13%
		89%	11%	17%	81%	65%	13%	10%	14%	73%	92%	79%	9%	81%	77%o	23%	48%q	52%
South West	169	166	3	34	127	78	16	25	24	89	132	87	8	91	112	57	71	98
	8%	9%	1%	9%	7%	6%	6%	13%	10%	6%	7%	6%	4%	6%	8%	8%	8%	8%
		98%b	2%	20%	75%	46%	9%	15%ef	15%e	53%	78%	52%	5%	54%	66%	34%	42%	58%
Wales	107	104	3	23	80	50	14	14	19	58	84	67	18	71	81	25	52	54
	5%	6%	1%	6%	5%	4%	6%	8%	8%	4%	5%	5%	8%	5%	6%	4%	6%	4%
		97%b	3%	22%	75%	47%	13%	13%e	18%e	54%	79%	63%	17%	66%	76%	24%	49%	51%
Scotland	182	177	5	36	132	98	21	20	22	110	139	105	21	109	120	62	79	103
	9%	9%	2%	10%	8%	8%	8%	11%	9%	8%	8%	8%	10%	8%	8%	9%	9%	8%
		97%b	3%	20%	72%	54%	12%	11%	12%	61%	77%	58%	12%	60%	66%	34%	43%	57%
Northern Ireland	49	48	1	6	43	26	7	1	10	33	43	37	1	38	38	11	25	23
	2%	3%	*	2%	2%	2%	3%	*	4%	2%	2%	3%	*	3%	3%	2%	3%	2%
		99%b	1%	13%	87%	54%	15%	2%	20%g	67%	89%	76%	2%	78%	78%	22%	52%	48%
ETHNIC ORIGIN																		
White	1877	1877	-	356	1466	1096	217	172	224	1253	1571	1213	194	1270	1318	558	807	1069
	88%	100%	-	95%	86%	85%	85%	93%	95%	85%	87%	88%	89%	88%	90%	83%	89%	87%
		100%b	-	19%d	78%	58%	12%	9%ef	12%ef	67%	84%	65%	10%	68%	70%o	30%	43%	57%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
Minority Ethnic	244	-	244	15	225	178	33	12	11	201	212	151	23	160	134	110	92	152
	11%	-	100%	4%	13%	14%	13%	7%	5%	14%	12%	11%	10%	11%	9%	16%	10%	12%
		-	100% ^a	6%	92% ^c	73% ^{gh}	14% ^{gh}	5%	5%	82%	87%	62%	9%	66%	55%	45% ⁿ	38%	62%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	2136	911	150	1535	27	32	34	
Weighted Base	2136	936	152	1522	25**	32*	34*	
GENDER								
Male	1037	451	70	775	11	14	20	
	49%	48%	46%	51%	42%	42%	59%	
		44%	7%	75%	1%	1%	2%	
Female	1099	484	82	747	15	18	14	
	51%	52%	54%	49%	58%	58%	41%	
		44%	7%	68%	1%	2%	1%	
AGE								
16-24	300	100	20	125	2	10	-	
	14%	11%	13%	8%	7%	30%	-	
		33%	7%	42%	1%	3% ^f	-	
25-34	411	184	34	284	3	9	8	
	19%	20%	22%	19%	11%	27%	24%	
		45%	8%	69%	1%	2%	2%	
35-44	338	180	24	270	4	7	12	
	16%	19%	16%	18%	15%	23%	35%	
		53%	7%	80%	1%	2%	4%	
45-54	366	181	33	277	8	3	3	
	17%	19%	22%	18%	34%	9%	9%	
		49%	9%	76%	2%	1%	1%	
55-64	305	147	24	221	6	3	10	
	14%	16%	16%	15%	22%	10%	29%	
		48%	8%	73%	2%	1%	3%	
65-74	225	94	12	184	2	-	1	
	11%	10%	8%	12%	10%	-	3%	
		42%	5%	82%	1%	-	*	
75+	190	50	5	161	1	-	-	
	9%	5%	3%	11%	2%	-	-	
		26%	3%	85% ^b	*	-	-	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)	
Unweighted Base	2136	911	150	1535	27	32	34	
Weighted Base	2136	936	152	1522	25**	32*	34*	
AGE								
16-34	711 33%	284 30% 40%	53 35% 8% ^c	409 27% 58%	4 17% 1%	18 57% 3% ^f	8 24% 1%	
35-64	1010 47%	508 54% 50%	81 53% 8%	769 50% 76%	18 71% 2%	14 43% 1%	25 73% 2% ^e	
65+	415 19%	144 15% 35%	17 11% 4%	345 23% 83% ^b	3 12% 1%	- - -	1 3% *	
SOCIAL GRADE								
ABC1	1062 50%	506 54% 48%	65 43% 6%	791 52% 75% ^b	7 28% 1%	10 30% 1%	9 26% 1%	
C2DE	1074 50%	429 46% 40%	86 57% 8% ^c	731 48% 68%	18 72% 2%	22 70% 2%	25 74% 2%	
SOCIAL GRADE								
AB	394 18%	179 19% 45%	15 10% 4%	310 20% 79% ^b	2 7% *	- - -	1 4% *	
C1C2	1112 52%	527 56% 47%	73 48% 7%	808 53% 73%	7 28% 1%	14 45% 1%	14 41% 1%	
DE	630 30%	229 24% 36%	64 42% 10% ^c	404 27% 64%	17 66% 3%	18 55% 3%	19 55% 3%	
COUNTRY								
England	1799 84%	796 85% 44%	123 81% 7%	1295 85% 72%	19 76% 1%	25 78% 1%	27 78% 1%	
Scotland	182 9%	65 7% 36%	15 10% 8%	113 7% 62%	4 17% 2%	3 10% 2%	5 15% 3%	

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
		Yes (a)		Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911		150	1535	27	32	34
Weighted Base	2136	936		152	1522	25**	32*	34*
Wales	107	46		10	74	2	1	2
	5%	5%		7%	5%	7%	3%	7%
		43%		9%	69%	2%	1%	2%
Northern Ireland	49	29		4	40	-	3	-
	2%	3%		2%	3%	-	9%	-
		60%		7%	82%	-	6%	-
GOVERNMENT REGIONS								
North East	76	23		-	55	-	-	-
	4%	3%		-	4%	-	-	-
		31%		-	73%b	-	-	-
North West	250	117		10	196	1	2	3
	12%	13%		7%	13%	4%	6%	8%
		47%		4%	78%b	*	1%	1%
Yorkshire and The Humber	185	87		19	127	2	5	3
	9%	9%		12%	8%	8%	16%	8%
		47%		10%	69%	1%	3%	2%
East Midlands	151	67		8	118	-	5	3
	7%	7%		5%	8%	-	15%	9%
		45%		5%	78%	-	3%	2%
West Midlands	187	81		16	139	4	3	3
	9%	9%		11%	9%	17%	10%	10%
		43%		9%	74%	2%	2%	2%
East of England	209	84		6	157	2	-	2
	10%	9%		4%	10%	9%	-	7%
		40%		3%	75%b	1%	-	1%
London	267	101		20	163	2	4	5
	12%	11%		13%	11%	9%	12%	15%
		38%		8%	61%	1%	1%	2%
South East	306	167		24	220	2	3	3
	14%	18%		16%	14%	8%	11%	7%
		55%		8%	72%	1%	1%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)**Q. Break by Break****Base: All Adults 16+ in the UK**

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
South West	169	67	20	120	5	3	4
	8%	7%	13%	8%	21%	8%	13%
		40%	12% ^c	71%	3%	1%	3%
Wales	107	46	10	74	2	1	2
	5%	5%	7%	5%	7%	3%	7%
		43%	9%	69%	2%	1%	2%
Scotland	182	65	15	113	4	3	5
	9%	7%	10%	7%	17%	10%	15%
		36%	8%	62%	2%	2%	3%
Northern Ireland	49	29	4	40	-	3	-
	2%	3%	2%	3%	-	9%	-
		60%	7%	82%	-	6%	-
ETHNIC ORIGIN							
White	1877	844	130	1380	22	25	28
	88%	90%	86%	91%	87%	77%	82%
		45%	7%	74%	1%	1%	1%
Minority Ethnic	244	85	18	136	3	7	6
	11%	9%	12%	9%	13%	20%	18%
		35%	7%	56%	1%	3%	2%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Total	Q.10 DON'T HAVE SERVICE BECAUSE OF COST					Calls via public payphones (f)
		Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
GENDER							
Male	1037	12	12	21	18	19	23
	49%	48%	43%	49%	48%	65%	61%
		1%	1%	2%	2%	2%	2%
Female	1099	13	16	22	20	10	15
	51%	52%	57%	51%	52%	35%	39%
		1%	1%	2%	2%	1%	1%
AGE							
16-24	300	5	4	9	4	2	3
	14%	18%	15%	22%	10%	5%	9%
		2%	1%	3%	1%	1%	1%
25-34	411	3	7	8	4	6	15
	19%	12%	26%	18%	12%	19%	40%
		1%	2%	2%	1%	1%	4%cd
35-44	338	1	5	7	6	7	7
	16%	5%	16%	16%	16%	24%	18%
		*	1%	2%	2%	2%	2%
45-54	366	5	5	6	10	5	2
	17%	20%	16%	14%	26%	19%	5%
		1%	1%	2%	3%f	1%	1%
55-64	305	6	4	6	10	8	6
	14%	24%	13%	14%	26%	29%	17%
		2%	1%	2%	3%	3%	2%
65-74	225	5	2	5	3	1	4
	11%	19%	8%	11%	8%	4%	11%
		2%	1%	2%	1%	*	2%
75+	190	1	2	2	1	-	-
	9%	2%	6%	5%	3%	-	-
		*	1%	1%	1%	-	-

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
AGE							
16-34	711	8	12	17	8	7	18
	33%	30%	41%	40%	22%	25%	49%
		1%	2%	2%	1%	1%	3% ^d
35-64	1010	12	13	19	26	21	15
	47%	49%	45%	44%	67%	71%	40%
		1%	1%	2%	3% ^{cf}	2%	1%
65+	415	5	4	7	4	1	4
	19%	21%	14%	16%	11%	4%	11%
		1%	1%	2%	1%	*	1%
SOCIAL GRADE							
ABC1	1062	8	12	13	16	9	16
	50%	30%	42%	31%	42%	31%	44%
		1%	1%	1%	2%	1%	2%
C2DE	1074	18	17	30	22	20	21
	50%	70%	58%	69%	58%	69%	56%
		2%	2%	3%	2%	2%	2%
SOCIAL GRADE							
AB	394	1	6	1	8	3	3
	18%	2%	20%	3%	21%	9%	8%
		*	1%	*	2% ^c	1%	1%
C1C2	1112	14	13	18	14	13	18
	52%	56%	45%	41%	36%	45%	48%
		1%	1%	2%	1%	1%	2%
DE	630	11	10	24	16	13	16
	30%	41%	35%	56%	43%	46%	44%
		2%	2%	4%	3%	2%	3%
COUNTRY							
England	1799	19	24	33	25	21	28
	84%	72%	85%	76%	65%	72%	76%
		1%	1%	2%	1%	1%	2%
Scotland	182	4	3	6	11	5	7
	9%	16%	12%	13%	28%	16%	18%
		2%	2%	3%	6%	3%	4%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
Wales	107	3	1	2	2	3	2
	5%	12%	4%	4%	5%	10%	7%
		3%	1%	2%	2%	3%	2%
Northern Ireland	49	-	-	3	1	1	-
	2%	-	-	7%	2%	2%	-
		-	-	6%	1%	1%	-
GOVERNMENT REGIONS							
North East	76	-	1	-	1	-	-
	4%	-	3%	-	3%	-	-
		-	1%	-	1%	-	-
North West	250	2	3	6	2	2	5
	12%	7%	9%	14%	5%	8%	13%
		1%	1%	2%	1%	1%	2%
Yorkshire and The Humber	185	3	7	5	4	2	7
	9%	11%	24%	12%	10%	7%	19%
		2%	4%	3%	2%	1%	4%
East Midlands	151	2	3	2	2	2	6
	7%	9%	12%	4%	6%	8%	15%
		1%	2%	1%	2%	2%	4%
West Midlands	187	1	4	4	3	3	2
	9%	4%	13%	9%	9%	12%	6%
		1%	2%	2%	2%	2%	1%
East of England	209	1	-	3	2	-	1
	10%	4%	-	7%	6%	-	2%
		*	-	1%	1%	-	*
London	267	2	4	7	2	2	4
	12%	9%	14%	16%	5%	6%	12%
		1%	1%	3%	1%	1%	2%
South East	306	4	2	2	4	5	3
	14%	15%	6%	5%	11%	17%	7%
		1%	1%	1%	1%	2%	1%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Break by Break

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
South West	169	3	1	4	4	4	1
	8%	14%	4%	10%	10%	14%	2%
		2%	1%	2%	2%	2%	*
Wales	107	3	1	2	2	3	2
	5%	12%	4%	4%	5%	10%	7%
		3%	1%	2%	2%	3%	2%
Scotland	182	4	3	6	11	5	7
	9%	16%	12%	13%	28%	16%	18%
		2%	2%	3%	6%	3%	4%
Northern Ireland	49	-	-	3	1	1	-
	2%	-	-	7%	2%	2%	-
		-	-	6%	1%	1%	-
ETHNIC ORIGIN							
White	1877	21	22	37	35	28	30
	88%	80%	75%	85%	92%	97%	80%
		1%	1%	2%	2%	1%	2%
Minority Ethnic	244	5	6	5	2	1	7
	11%	20%	22%	13%	6%	3%	20%
		2%	3%	2%	1%	*	3%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All Adults 16+ in the UK

	Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)
Unweighted Base	2136	997	1139	271	393	317	309	265	316	265	664	891	581	934	1202	363	1016	757
Weighted Base	2136	1037	1099	300	411	338	366	305	225	190	711	1010	415	1062	1074	394	1112	630
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 2%	17 2%	26 2%	10 3%	11 3%	10 3%	7 2%	5 2%	- -	- -	20 3%	23 2%	- -	18 2%	25 2%	1 *	22 2%	19 3%
		39%	61%	22%hi	25%hi	23%hi	17%hi	13%h	-	-	47%l	53%l	-	41%	59%	3%	52%o	45%o
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	63 3%	29 3%	34 3%	10 3%	15 4%	17 5%	9 3%	12 4%	1 *	-	24 3%	38 4%	1 *	23 2%	41 4%	3 1%	30 3%	30 5%
		46%	54%	15%hi	23%hi	27%hi	15%i	18%hi	2%	-	38%l	60%l	2%	36%	64% ^m	5%	47% ^o	48% ^{op}

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All Adults 16+ in the UK

	COUNTRY				GOVERNMENT REGIONS												
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	2136	1782	180	106	68	78	255	180	153	186	196	262	297	175	106	180	68
Weighted Base	2136	1799	182	107*	49*	76*	250	185	151	187	209	267	306	169	107*	182	49*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 2%	35 2%	4 2%	1 1%	3 6%	- -	2 1%	7 4%	5 3%	4 2%	- -	5 2%	8 3%	3 2%	1 1%	4 2%	3 6%
		81%	10%	2%	6%a	-	4%	17%fj	11%j	10%j	-	12%	18%j	8%j	2%	10%j	6%efj
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 3%	51 3%	6 3%	3 3%	3 6%	- -	4 1%	8 4%	5 3%	6 3%	2 1%	9 3%	10 3%	6 4%	3 3%	6 3%	3 6%
		80%	10%	5%	4%	-	6%	13%	8%	10%	4%	14%	16%	10%	5%	10%	4%efj

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table
Base: All Adults 16+ in the UK

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	2136	1892	229	422	1654	1176	242	200	274	1356	1744	1316	193	1376	1471	665	864	1272
Weighted Base	2136	1877	244	376	1701	1283	255	184	236	1468	1797	1374	217	1441	1461	675	906	1230
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 2%	36 2% 83%	7 3% 15%	10 3% 24%	32 2% 74%	29 2% 67%	8 3% 19%	5 3% 13%	3 1% 7%	36 2% 83%	41 2% 96%	33 2% 76%	5 2% 11%	34 2% 78%	24 2% 55%	19 3% 45%	17 2% 40%	26 2% 60%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	63 3%	53 3% 83%	10 4% 16%	16 4% 25%	46 3% 72%	40 3% 63%	12 5% 18%	6 3% 9%	6 2% 9%	50 3% 79%	59 3% 93%	44 3% 70%	10 5% 16%	45 3% 72%	37 3% 58%	27 4% 42%	29 3% 46%	34 3% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All Adults 16+ in the UK**

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	2136	911	150	1535	27	32	34
Weighted Base	2136	936	152	1522	25**	32*	34*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 2%	28 3% 65%	43 28% 100% ^c	- - -	9 38% 22%	32 100% 74% ^f	14 40% 32%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 3%	37 4% 59%	63 42% 100% ^c	- - -	13 52% 21%	32 100% 50%	34 100% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All Adults 16+ in the UK

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	2136	26	29	46	38	27	37
Weighted Base	2136	26**	29**	43*	38*	29**	38*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 2%	3 13% 8%	3 9% 6%	8 18% 18%	4 9% 8%	3 9% 6%	3 7% 6%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 3%	7 27% 11%	4 12% 6%	11 24% 17%	6 16% 10%	6 21% 10%	6 17% 10%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All with some responsibility for communications services

Total	GENDER		AGE							AGE			SOCIAL GRADE		SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35-64 (k)	65+ (l)	ABC1 (m)	C2DE (n)	AB (o)	C1C2 (p)	DE (q)	
Unweighted Base	1719	829	890	133	306	274	263	221	283	239	439	758	522	773	946	306	826	587
Weighted Base	1706	857	850	146	325	296	314	255	201	169	471	865	370	867	839	328	894	484
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	17 2% 39%	26 3% 61%	10 7% 22% i	11 3% 25% hi	10 3% 23% hi	7 2% 17% hi	5 2% 13% hi	- - -	- -	20 4% 47% l	23 3% 53% l	- -	18 2% 41%	25 3% 59%	1 *	22 2% 52% o	19 4% 45% o
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	29 3% 46%	34 4% 54%	10 7% 15% hi	15 4% 23% hi	17 6% 27% hi	9 3% 15% i	12 5% 18% hi	1 1% 2%	- -	24 5% 38% l	38 4% 60% l	1 *	23 3% 36%	41 5% 64% m	3 1% 5%	30 3% 47% o	30 6% 48% op

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l - m/n - o/p/q

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All with some responsibility for communications services

	COUNTRY				GOVERNMENT REGIONS												
	England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	1719	1440	133	85	61	58	215	152	127	156	160	183	239	150	85	133	61
Weighted Base	1706	1447	130	86*	43*	56*	206	154	125	157	168	191	244	146	86*	130	43*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	35 2%	4 3%	1 1%	3 6%	- -	2 1%	7 5%	5 4%	4 3%	- -	5 3%	8 3%	3 2%	1 1%	4 3%	3 6%
		81%	10%	2%	6%	-	4%	17% ^{fj}	11% ^j	10% ^j	-	12% ^j	18% ^j	8%	2%	10% ^j	6% ^{efj}
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	51 4%	6 5%	3 4%	3 6%	- -	4 2%	8 5%	5 4%	6 4%	2 1%	9 5%	10 4%	6 4%	3 4%	6 5%	3 6%
		80%	10%	5%	4%	-	6%	13%	8%	10%	4%	14%	16%	10%	5%	10%	4% ^{ej}

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p

* small base

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All with some responsibility for communications services

	ETHNIC ORIGIN		Q.13 LONG TERM DISABILITY ILLNESS		Q.1 PHONE OWNERSHIP						Q.1 INTERNET			Q.1 LANDLINE		Q.1 PAY TV SERVICE		
	Total	White (a)	Minority Ethnic (b)	Yes (c)	No (d)	Smartphone on contract (e)	Smartphone pay as you go (f)	Standard mobile on contract (g)	Standard mobile pay as you go (h)	ANY SMARTPHONE (i)	ANY SMARTPHONE/STANDARD MOBILE (j)	Fixed Broadband (k)	Mobile Broadband (l)	Any internet (m)	Yes (n)	No (o)	Yes (p)	No (q)
Unweighted Base	1719	1561	147	361	1318	918	183	172	245	1053	1402	1050	157	1096	1204	515	688	1031
Weighted Base	1706	1539	156	316	1350	1004	194	154	207	1143	1434	1093	178	1146	1181	525	716	990
All with any 'serious affordability issue' (EXCLUDING gas/water/elec)	43 3%	36 2% 83%	7 4% 15%	10 3% 24%	32 2% 74%	29 3% 67%	8 4% 19%	5 3% 13%	3 1% 7%	36 3% 83%	41 3% 96%	33 3% 76%	5 3% 11%	34 3% 78%	24 2% 55%	19 4% 45%	17 2% 40%	26 3% 60%
All with any 'serious affordability issue' (INCLUDING gas/water/elece)	63 4%	53 3% 83%	10 6% 16%	16 5% 25%	46 3% 72%	40 4% 63%	12 6% 18%	6 4% 9%	6 3% 9%	50 4% 79%	59 4% 93%	44 4% 70%	10 6% 16%	45 4% 72%	37 3% 58%	27 5% 42%	29 4% 46%	34 3% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d - e/f/g/h - i/j - k/l/m - n/o - p/q



Affordability of Communications Services Measures (QS9890 - 731243)**Q. Summary table****Base: All with some responsibility for communications services**

	Q.2 BUNDLERS		Q.5 HAVE ANY DIFFICULTIES AFFORDING COMMS			Q.7 HAVE BEEN DEBT IN LAST YEAR	
	Total	Yes (a)	Any Difficulties (b)	No Difficulties (c)	Frequent Difficulties (d)	Any COMMUNICATIONS service (e)	Gas/Elec or Water (f)
Unweighted Base	1719	755	150	1535	27	32	34
Weighted Base	1706	773	152	1522	25**	32*	34*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	28 4% 65%	43 28% 100% ^c	- - -	9 38% 22%	32 100% 74% ^f	14 40% 32%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	37 5% 59%	63 42% 100% ^c	- - -	13 52% 21%	32 100% 50%	34 100% 54%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/a - b/c/d - e/f

* small base; ** very small base (under 30) ineligible for sig testing

Affordability of Communications Services Measures (QS9890 - 731243)

Q. Summary table

Base: All with some responsibility for communications services

	Q.10 DON'T HAVE SERVICE BECAUSE OF COST						
	Total	Smartphone (a)	Standard mobile (b)	Fixed landline (c)	Fixed BB (d)	Mobile BB (e)	Calls via public payphones (f)
Unweighted Base	1719	26	29	46	38	27	37
Weighted Base	1706	26**	29**	43*	38*	29**	38*
All with any 'serious affordability issue' (EXCLUDING gas/water/ elec)	43 3%	3 13% 8%	3 9% 6%	8 18% 18%	4 9% 8%	3 9% 6%	3 7% 6%
All with any 'serious affordability issue' (INCLUDING gas/water/ elece)	63 4%	7 27% 11%	4 12% 6%	11 24% 17%	6 16% 10%	6 21% 10%	6 17% 10%

Fieldwork : 23/10/2015 - 27/10/2015 (Week 43)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f
* small base; ** very small base (under 30) ineligible for sig testing