

Table 1 Region/Nation Base: All Respondents	1
Table 2 Urbanity Base: All Respondents	6
Table 3 Method Base: All respondents	10
Table 4 QZ1. Which of the following are you? Base: All Respondents	14
Table 5 QZ2.What is your age? Base: All Respondents	18
Table 6 QZ3. Which of these best describes the main income earner in your household? Base: All Respondents	26
Table 7 QZ4(V1). What is the total number of people in the household - including yourself and any children? Base: All Respondents	38
Table 8 QZ4(V2). What is the total number of people in the household? - including yourself and any children? Base: All Respondents	42
Table 9 QZ6. And what is the total number of children in the household (Under 18)? Base: All Respondents	46
Table 10 QZ7/QZ7A. What ages are your children? Base: Those with children under 18 in household	50
Table 11 QZ7/QZ7A. What ages are your children? - All Base: All Respondents	54
Table 12 QD1. Which of the following do you, or does anyone in your household, have in your home at the moment? Base: All Respondents	58
Table 13 QD2. And which, if any, do you personally use? Base: Where has at least one device at home	66
Table 14 QD2. And which, if any, do you personally use? - Re-based Base: All Respondents	74
Table 15 QD3. What games consoles do you or members of your household actively use? Base: Where have a games console	82
Table 16 QS1. Do you or does anyone in your household have a smart speaker or smart display which can respond to voice commands like "Alexa", "Hey Google", "Siri" or "Hey Portal"? Base: All Respondents	90

Table 17 QS2. How many smart speakers are in your home? Base: Where have a smartspeaker or smart display	94
Table 18 QS3. Are any of your smart speakers in your household a smart display? Base: Where have a smartspeaker or smart display	98
Table 19 QS5. In which rooms in your house do you have a smart speaker or smart display? Base: Where have a smartspeaker or smart display	102
Table 20 QS6. Which brands or types of smart speakers/smart display do you have in your home? Base: Where have a smartspeaker or smart display	106
Table 21 QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for? Base: Where personally use smart speaker	110
Table 22 QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment? Base: All respondents	118
Table 23 QV1. Does anyone in your household have a car, and if so, do you use it as a driver or passenger? Base: All Respondents	126
Table 24 QV2A. Does any car used by someone in your household have any of these features? Base: Where has car and use it as a driver or passenger	130
Table 25 QV2B. And do you ever use any of these features Base: Where has features	142
Table 26 Summary: QV2B. And do you ever use any of these features Base: Where has features	153
Table 27 QV2B.1. And do you ever use any of these features - A DAB/DAB+ digital radio Base: Where has - A DAB/DAB+ digital radio	155
Table 28 QV2B.2. And do you ever use any of these features - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth Base: Where has - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	159
Table 29 QV2B.3. And do you ever use any of these features - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc Base: Where has - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	163
Table 30 QV2B.4. And do you ever use any of these features - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring Base: Where has - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	167
Table 31 QV2B.5. And do you ever use any of these features - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto Base: Where has - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	171
Table 32 QV2B.6. And do you ever use any of these features - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online Base: Where has - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	175

Table 33	179
QV2B.7. And do you ever use any of these features - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	
Base: Where has - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	
Table 34	183
QV2B.8. And do you ever use any of these features - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	
Base: Where has - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	
Table 35	187
QV2B.9. And do you ever use any of these features - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	
Base: Where has - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	
Table 36	191
QV2B.10. And do you ever use any of these features - Voice assistant for e.g. making calls, playing music or navigation	
Base: Where has - Voice assistant for e.g. making calls, playing music or navigation	
Table 37	195
QL1. Is there a landline phone in your home, and if there is, what can it be used for?	
Base: All Respondents	
Table 38	199
QL2. How frequently do you use this landline phone to make calls?	
Base: Where have a landline that can be used to make calls	
Table 39	203
QL5. Does your household have a landline phone connection/ service that you pay for?	
Base: Where do not have a landline phone or do not know	
Table 40	207
QL3. Which of these is your main supplier for your landline?	
Base: Where have a landline connection for either a landline phone or broadband/TV services	
Table 41	215
Landline Summary	
Base: All respondents	
Table 42	219
QM1. Are there any working mobile phones in your home?	
Base: All Respondents	
Table 43	223
QM2. Are any of the mobile phones in your household a smartphone?	
Base: Where have a mobile phone in the household	
Table 44	227
QM2. Are any of the mobile phones in your household a smartphone? - Re-Based	
Base: All Respondents	
Table 45	231
QM2A. How likely are you to get a smartphone in the next 12 months?	
Base: All without a smartphone they have access to in their household or personally use	
Table 46	235
QM2B. Why do you not use or have a smartphone?	
Base: All without a smartphone they have access to in their household or personally use	
Table 47	243
QM3. Which of the following statements best describes how you acquired your main mobile phone?	
Base: Where personally use a mobile phone	
Table 48	247
QM10A. How long have you had your current main mobile phone for?	
Base: All who personally use a mobile phone	

Table 49 QM4. Which mobile network do you use most often? Base: Where personally use a mobile phone or Smartphone	251
Table 50 QM5. Can you access a 4G or 5G service on your smartphone? Base: Where personally use a smartphone	259
Table 51 QM6. Which of the following best describes the mobile package you personally use most often on your main mobile phone? Base: Where personally use a mobile phone or Smartphone	263
Table 52 QM7. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card? Base: Where have a pay monthly/contract phone	267
Table 53 QM9. Thinking about your main mobile phone, which operating system does it function on? Base: Where have a smartphone	271
Table 54 QM12. What type of SIM does your main mobile phone use to connect your mobile and/or data plan to your network? Base: Where have a monthly contract/SIM-only or prepaid/pay as you go	275
Table 55 QM13A. What do you use your e-SIM for? Base: Where have both physical and eSIM	279
Table 56 QM13B. And what do you use your physical SIM for? Base: Where have both physical and eSIM	283
Table 57 QM14. Which of the following activities - if any - do you use your mobile phone for? Base: All who personally use a mobile phone	287
Table 58 QE1. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc), and if so, do you personally use the internet at home? Base: All Respondents	291
Table 59 QE3. Which of these is your home internet connection used for? Base: Where have internet access at home	295
Table 60 QE4. Do you ever access the internet outside your home in any of the following locations? Base: All Respondents	299
Table 61 Internet Use Base: All Respondents	307
Table 62 QE5. How often do you personally use the internet nowadays either at home or elsewhere? Base: Where use internet at home or elsewhere	311
Table 63 QE7. Which of these methods does your household use to connect to the internet at home? Base: Where have internet access at home	315
Table 64 QE7. Which of these methods does your household use to connect to the internet at home? - Re-based Base: All Respondents	323

Table 65 QE3A. How often does your home fixed broadband speed/home internet connection speed meet the needs of your household? Base: Where have internet access at home	331
Table 66 QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home? Base: Where has fixed broadband	335
Table 67 Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. Base: Where use internet at home or elsewhere	343
Table 68 QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	347
Table 69 QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	351
Table 70 QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	355
Table 71 QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	359
Table 72 QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	363
Table 73 QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	367
Table 74 QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	371
Table 75 QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	375
Table 76 QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	379
Table 77 QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	383
Table 78 QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	387
Table 79 QE9.11. Finding/downloading information for work/school/university, university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	391
Table 80 QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all Base: Where use internet at home or elsewhere	395

Table 81	399
QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 82	403
QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 83	407
QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 84	411
QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 85	415
QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 86	419
QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 87	423
QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 88	427
QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 89	431
QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 90	435
QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 91	439
QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 92	443
QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 93	447
QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 94	451
QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 95	455
QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 96	459
QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	

Table 97	463
QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 98	467
QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 99	471
QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 100	475
QE9.36. Summary: Managing finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 101	479
QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 102	483
QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 103	487
QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 104	491
QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 105	495
QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: Where use internet at home or elsewhere	
Table 106	499
Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.	
Base: All respondents	
Table 107	503
QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 108	507
QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 109	511
QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 110	515
QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 111	519
QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 112	523
QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	

Table 113	527
QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 114	531
QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 115	535
QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 116	539
QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 117	543
QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 118	547
QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 119	551
QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 120	555
QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 121	559
QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 122	563
QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 123	567
QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 124	571
QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 125	575
QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 126	579
QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 127	583
QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 128	587
QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	

Table 129	591
QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 130	595
QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 131	599
QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 132	603
QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 133	607
QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 134	611
QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 135	615
QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 136	619
QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 137	623
QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 138	627
QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 139	631
QE9.36. Summary: Managing finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 140	635
QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 141	639
QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 142	643
QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 143	647
QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	
Table 144	651
QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all	
Base: All respondents	

Table 145	655
QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone	
Base: Where use internet at home at or elsewhere	
Table 146	679
QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device	
Base: Where use internet at home at or elsewhere	
Table 147	703
QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device	
Base: Where use internet at home at or elsewhere	
Table 148	727
QM15. Do you use any of the following types of apps on your smartphone?	
Base: Where personally use a smartphone	
Table 149	737
QM15. Do you use any of the following types of apps on your smartphone? - Re-based	
Base: All Respondents	
Table 150	748
QE20. Which - if any - of the following digital payment methods have you used?	
Base: Where have done purchasing/finance activities on a smartphone or another device (e.g. a PC, laptop computer, tablet computer, smart watch)	
Table 151	752
QE21. Which - if any - of the following cloud storage services have you used?	
Base: Those who use an online cloud storage service on any device	
Table 152	756
QE10. In the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?	
Base: Those who have access to the internet at home or go online elsewhere	
Table 153	764
QE13. Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi)?	
Base: Where have fixed broadband at home	
Table 154	768
QE15. How likely are you to get internet access at home in the next 12 months?	
Base: Where without internet access at home	
Table 155	772
QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?	
Base: Where unlikely to get internet in next 12 months	
Table 156	780
QE15B. How likely are you to get fixed broadband internet at home in the next 12 months?	
Base: Those with internet access at home but without fixed broadband	
Table 157	784
QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?	
Base: Those with internet access at home but without fixed broadband	
Table 158	792
QE18. Which supplier or service does your household use to make voice or video calls using the internet?	
Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)	
Table 159	800
QM18A. Thinking about the communications service(s) you've used in the last 12 months, which - if any - of the following activities have you engaged in when using those services?	
Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)	
Table 160	804
Summary: QE19. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities?	
Base: Those who have engaged in any activities when using a communication service	

Table 161	805
QE19.4. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a voicenote	
Base: Those who have enaged in any activities when using a communication service	
Table 162	809
QE19.5. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Share/receive a web link	
Base: Those who have enaged in any activities when using a communication service	
Table 163	813
QE19.6. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive images and/or video	
Base: Those who have enaged in any activities when using a communication service	
Table 164	817
QE19.7. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a "view once"/disappearing message	
Base: Those who have enaged in any activities when using a communication service	
Table 165	821
QE22. Which of the following - if any - do you use?	
Base: All Respondents	
Table 166	825
QR1. How many radios do you have in your home that you, or someone in your household, listen to?	
Base: All Respondents	
Table 167	829
QR2. How many of these [NUMBER] radios are DAB radio sets?	
Base: Where have at least one radio in household	
Table 168	833
Summary: QR3. How often, if at all, do you do each of these types of activities...?	
Base: All Respondents	
Table 169	834
QR3. How often, if at all, do you do each of these types of activities...Listen to live radio (so at the same time as the show is broadcast)?	
Base: All Respondents	
Table 170	838
QR3. How often, if at all, do you do each of these types of activities...Listen to catch-up radio (so after the show was originally broadcast)?	
Base: All Respondents	
Table 171	842
QR3. How often, if at all, do you do each of these types of activities...Listen to podcasts?	
Base: All Respondents	
Table 172	846
QR3. How often, if at all, do you do each of these types of activities...Listen to music via a paid-for or subscription streaming service - e.g. Spotify Premium or Apple Music?	
Base: All Respondents	
Table 173	850
QR3. How often, if at all, do you do each of these types of activities...Listen to music via a free streaming service - e.g. Spotify Free?	
Base: All Respondents	
Table 174	854
QR3. How often, if at all, do you do each of these types of activities...Listen to an audiobook - e.g. usings apps such as Audible?	
Base: All Respondents	
Table 175	858
QR3. How often, if at all, do you do each of these types of activities...Listen to/watch music videoes online or on TV?	
Base: All Respondents	
Table 176	862
QR3. How often, if at all, do you do each of these types of activities...Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy?	
Base: All Respondents	

Table 177 QR3. How often, if at all, do you do each of these types of activities...Social audio services (e.g. Clubhous)? Base: All Respondents	866
Table 178 QR3. Summary: EVER - How often, if at all, do you do each of these types of activities? Base: All Respondents	870
Table 179 QR4. Which, if any of these ways do you listen to audio content in a car? Base: Where use car as driver or passenger	874
Table 180 QR5. Before today, which, if any, of these ways of listening to digital radio were you aware of? Base: All Respondents	882
Table 181 QR7. Before today, were you aware of DAB+ radio sets? Base: All respondents	886
Table 182 QR8. Are you aware if any of your DAB radio sets are specifically DAB+ enabled radio sets? Base: Where aware of DAB+ and have DAB radio	890
Table 183 DAB Radio Ownership Base: All Respondents	894
Table 184 QT1. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films? Base: All Respondents	898
Table 185 QT1A. Do you personally use any of the TV sets in your home to watch TV programmes or films? Base: Where have a TV	902
Table 186 Summary: TV Set Access Base: All Respondents	906
Table 187 QT2. Which of these best describes the main TV set in your household? Base: Where have a TV	910
Table 188 QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films? Base: All Respondents	914
Table 189 QT4. Does your household have Sky Q, Sky+, Sky Stream or Sky Glass? Sky+ allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q allows users to watch recorded programmes on a Sky box in other rooms in the house and on the move using a smartphone or tablet. Sky Stream is a plug-in broadcast streaming service that offers content via your internet connection. Sky Glass is a streaming TV that does not require a satellite dish or box for it to work, only a home broadband connection. Base: Where have Sky TV	922
Table 190 QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods? Base: Where have a TV and have home internet access	926
Table 191 QT7. You said you or someone in your household uses a streaming box or stick to watch TV, films or other content on your TV set. Which - if any - of the following do they use to do this? Base: Where use streaming boxes/sticks	934
Table 192 Summary: QT8. How frequently, if at all, do you watch each of these channels? Base: Where in Northern Ireland and have a TV	938

Table 193 QT8. How frequently, if at all, do you watch each of these channels? - RTE 1? Base: Where in Northern Ireland and have a TV	939
Table 194 QT8. How frequently, if at all, do you watch each of these channels? - RTE 2? Base: Where in Northern Ireland and have a TV	943
Table 195 QT8. How frequently, if at all, do you watch each of these channels? - Virgin Media One? Base: Where in Northern Ireland and have a TV	947
Table 196 QT8. How frequently, if at all, do you watch each of these channels? - TG4? Base: Where in Northern Ireland and have a TV	951
Table 197 QZ8. Which one of these groups best describes your ethnic group or background? Base: All Respondents	955
Table 198 QZ9. Which of these - if any - impact or limit your daily activities or the work you can do? Base: All Respondents	967
Table 199 QZ10. What is your working status? Base: All Respondents	976
Table 200 QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have? Base: All Respondents	980
Table 201 QZ11. And is your home...? Base: All Respondents	988
Table 202 QZ12. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions? Base: All Respondents	992
Table 203 QZ13. Does anyone in your household - including yourself - receive any of the following benefits? Base: All Respondents	996
Table 204 QZ14. How well would you say your household is managing financially at the moment? Would you say that you are...? Base: All Respondents	1004
Table 205 QZ15. Which of the following phrases describe you? Base: All Respondents	1008
Table 206 Bundling 1 Base: All respondents with a fixed broadband	1012
Table 207 Bundling 1 Base: All Respondents	1016
Table 208 Bundling 2 Base: All respondents with a fixed broadband	1020

Table 209	1024
Bundling 3	
Base: All respondents with a fixed broadband	
Table 210	1029
Summary: Calls Use	
Base: All Respondents	
Table 211	1033
Summary: Use of voice controls	
Base: All Respondents	
Table 212	1037
Household Phone Ownership	
Base: All Respondents	

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
East Midlands	295 7%	240 8%	270 7%	55 6%	25 6%	22 6%	22 10%	256 7%	38 7%
East of England	380 9%	290 9%	344 9%	90 10%	36 9%	44 +13%	17 8%	343 +10% b	34 -6%
London	526 13%	452 +14% cd	496 +14% cd	74 -9%	30 -8%	40 11%	35 17%	274 -8%	246 +43% a
North East	162 4%	115 -4%	143 4%	47 +5% ab	19 5%	14 4%	5 2%	153 +4% b	9 -2%
North West	449 11%	369 +12% c	415 11%	80 -9%	34 9%	28 -8%	19 9%	398 +12%	50 9%
South East	558 14%	427 13%	492 13%	131 15%	66 17%	36 -10%	24 12%	478 14%	80 14%
South West	352 9%	260 -8%	306 -8%	92 +11% ab	46 +12% ab	21 6%	20 9%	337 +10% b	12 -2%
West Midlands	356 9%	258 -8%	307 -8%	98 +11% ab	49 +12% ab	68 +19% b	11 -5%	306 9%	47 8%
Yorkshire and The Humber	332 8%	258 8%	301 8%	74 8%	30 8%	23 7%	21 10%	298 +9% b	32 -6%
Summary: England	3410 84%	2669 84%	3075 84%	741 85%	335 85%	295 85%	174 83%	2844 -83%	547 +95% a
Scotland	336 8%	265 8%	302 8%	71 8%	34 9%	28 8%	21 10%	323 +9% b	10 -2%
Northern Ireland	109 3%	86 3%	99 3%	24 3%	11 3%	8 2%	5 2%	104 +3% b	5 -1%
Wales	190 5%	155 5%	176 5%	36 4%	14 4%	17 5%	11 5%	174 +5% b	14 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
East Midlands	295 7%	232 7%	63 8%	0 -0%	1 62%	1 66%	23 +11%	2 20%	2 13%	1 8%	0 0%	2 5%	5 5%	0 0%
East of England	380 9%	315 +10%	62 -7%	2 -4%	0 0%	0 0%	26 13%	0 0%	1 6%	2 11%	3 17%	1 3%	4 4%	2 17%
London	526 13%	194 -6%	325 +39%	4 8%	0 0%	0 0%	76 +38%	2 16%	3 16%	5 27%	4 20%	20 +61%	45 +47%	4 44%
North East	162 4%	152 +5%	10 -1%	1 2%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	3 18%	0 0%	1 1%	0 0%
North West	449 11%	381 +12%	68 -8%	1 -2%	0 0%	0 0%	17 8%	1 5%	3 16%	1 7%	1 3%	1 4%	6 6%	1 12%
South East	558 14%	454 14%	104 13%	4 -8%	1 38%	0 0%	20 10%	1 9%	7 39%	4 21%	0 0%	2 6%	17 18%	0 0%
South West	352 9%	326 +10%	23 -3%	0 -0%	0 0%	0 0%	12 6%	0 0%	0 0%	0 0%	1 7%	1 3%	2 -2%	1 7%
West Midlands	356 9%	293 9%	61 7%	1 -2%	0 0%	0 0%	13 6%	2 18%	0 0%	0 0%	3 15%	5 16%	9 9%	0 0%
Yorkshire and The Humber	332 8%	293 +9%	37 -4%	0 -0%	0 0%	0 0%	5 -2%	3 23%	0 0%	3 15%	3 15%	0 0%	3 4%	1 12%
Summary: England	3410 84%	2639 -83%	752 +91%	12 -25%	2 100%	1 66%	190 +95%	11 90%	15 90%	16 88%	17 96%	32 +97%	92 +97%	9 92%
Scotland	336 8%	316 +10%	18 -2%	4 8%	0 0%	0 0%	4 -2%	0 0%	1 5%	1 6%	0 0%	* 1%	1 -1%	0 0%
Northern Ireland	109 3%	69 -2%	40 +5%	32 +67%	0 0%	* 12%	3 1%	0 0%	0 0%	* 2%	0 0%	0 0%	* *%	1 8%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Wales	190	169	20	*	0	*	5	1	1	1	1	*	1	0
	5%	+5%	-2%	-*%	0%	23%	2%	10%	5%	5%	4%	1%	1%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 1 (continuation)

Region/Nation

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
East Midlands	295 7%	14 9%	3 5%	3 6%	0 0%	5 8%	1 9%	0 0%	34 -5%	261 +8% a
East of England	380 9%	10 7%	2 3%	4 8%	1 3%	2 3%	* 4%	3 16%	66 9%	314 9%
London	526 13%	65 +43%	24 +37%	25 +55%	12 50%	26 +44%	5 35%	7 39%	63 -9%	463 +14% a
North East	162 4%	1 1%	0 0%	0 0%	0 0%	3 5% a	0 0%	0 0%	37 5%	125 4%
North West	449 11%	4 -3%	17 +26% ace	4 8%	3 12%	4 6%	2 16%	2 14%	71 10%	378 11%
South East	558 14%	24 16% c	5 7%	1 -3%	6 25%	9 15% c	4 27%	1 5%	111 16%	448 13%
South West	352 9%	4 -3%	0 -0%	0 -0%	0 0%	2 4%	1 5%	0 0%	74 10%	278 8%
West Midlands	356 9%	10 7%	5 7%	7 15%	0 0%	5 8%	0 0%	2 11%	47 -7%	309 +9% a
Yorkshire and The Humber	332 8%	11 7% e	8 12% ce	0 0%	0 0%	0 -0%	0 0%	1 7%	67 9%	265 8%
Summary: England	3410 84%	144 +96%	63 +97%	44 95%	22 90%	55 93%	12 94%	15 91%	570 -80%	2840 +85% a
Scotland	336 8%	2 -1%	1 2%	0 0%	2 7%	1 2%	* 2%	1 6%	83 +12% b	253 -8%
Northern Ireland	109 3%	2 1%	0 0%	* *%	* 1%	1 1%	0 0%	1 3%	18 2%	92 3%
Wales	190 5%	3 2%	1 1%	2 4%	1 2%	2 4%	1 4%	0 0%	41 6%	149 4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
East Midlands	295 7%	10 7%	93 +9% eg	9 5%	76 7% g	11 -4%	72 8% eg	4 -3%	21 9% eg
East of England	380 9%	12 8%	91 9%	15 10%	96 9%	29 11%	102 +11% d	11 7%	26 10%
London	526 13%	6 -4%	178 +17% aefgh	19 12% ah	180 +16% aefgh	24 -9%	90 -10% a	15 10%	15 -6%
North East	162 4%	4 3%	27 -3%	10 6% b	47 4% b	18 +7% bdf	36 4%	5 3%	14 6% b
North West	449 11%	18 13%	131 12%	16 10%	117 10%	25 10%	108 12%	12 8%	22 9%
South East	558 14%	25 18%	144 14%	19 12%	150 13%	38 15%	115 13%	28 +19% df	38 15%
South West	352 9%	11 8%	84 8%	17 11%	87 8%	22 8%	85 9%	24 +16% abdefh	22 9%
West Midlands	356 9%	7 5%	74 -7%	11 7%	100 9%	18 7%	98 +11% ab	11 8%	37 +15% abcdeg
Yorkshire and The Humber	332 8%	24 +17% bcdefgh	71 7%	14 9%	86 8%	19 7%	87 10% b	9 6%	21 9%
Summary: England	3410 84%	116 81%	891 85% e	131 82%	940 83% e	204 -78%	793 +87% deg	119 81%	216 88% e
Scotland	336 8%	15 11%	70 -7%	16 10%	103 9% b	34 +13% bdfh	62 7%	17 11% bf	17 7%
Northern Ireland	109 3%	2 2%	32 3%	3 2%	33 3%	7 3%	22 2%	5 4%	5 2%
Wales	190 5%	9 6%	53 5%	10 6%	51 4%	15 6%	38 4%	6 4%	8 3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 2

Urbanity

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Large City	579 14%	493 +16% cd	545 +15% cd	86 -10%	33 -8%	46 13%	42 +20% a	309 -9%	263 +46% a
Smaller City or Large Town	646 16%	555 +17% cd	604 +17% cd	91 -10%	42 -11%	29 -8%	36 17% a	485 -14%	156 +27% a
Medium Town	1131 28%	901 28% d	1045 +29% d	230 26%	85 -22%	96 27%	77 +37% a	1035 +30% b	95 -16%
Small Town within 10 miles from a settlement with 15K+ pop	765 19%	543 -17%	647 -18%	221 +25% ab	118 +30% ab	90 +26% b	30 14%	727 +21% b	35 -6%
Small Town more than 10 miles from a settlement with 15K+ pop	143 4%	112 4%	134 4%	31 4%	9 2%	9 2%	3 1%	135 +4% b	6 -1%
Rural Area within 10 miles from a settlement with 15K+ pop	656 16%	483 -15%	568 -16%	173 +20% ab	87 +22% ab	67 19% b	18 -8%	631 +18% b	22 -4%
Rural Area more than 10 miles from a settlement with 15K+ pop	127 3%	87 -3%	108 3%	40 +5% ab	18 5% a	12 3%	5 2%	125 +4% b	1 -*%
Summary: Urban	3263 81%	2604 +82% cd	2975 +81% cd	658 -76%	288 -73%	269 77%	188 +89% a	2690 -78%	555 +96% a
Summary: Rural	782 19%	570 -18%	677 -19%	213 +24% ab	106 +27% ab	79 23% b	22 -11%	755 +22% b	22 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 2 (continuation)

Urbanity

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Large City	579 14%	228 -7%	344 +42%	4 -8%	0 0%	0 0%	78 +39%	2 16%	3 16%	5 27%	5 27%	20 +62%	44 +47%	4 44%
Smaller City or Large Town	646 16%	448 -14%	192 +23%	5 11%	1 62%	* 12%	30 15%	3 24%	4 26%	5 27%	3 18%	7 21%	33 +35%	2 26%
Medium Town	1131 28%	974 +31%	155 -19%	8 -16%	0 0%	1 88%	51 26%	2 14%	5 32%	5 26%	4 21%	5 17%	14 -15%	3 28%
Small Town within 10 miles from a settlement with 15K+ pop	765 19%	698 +22%	64 -8%	9 20%	1 38%	0 0%	19 -9%	5 36%	* 2%	1 5%	4 23%	0 -0%	1 -1%	0 0%
Small Town more than 10 miles from a settlement with 15K+ pop	143 4%	122 4%	19 -2%	5 +11%	0 0%	0 0%	7 4%	0 0%	0 0%	1 4%	2 11%	0 0%	0 0%	0 0%
Rural Area within 10 miles from a settlement with 15K+ pop	656 16%	607 +19%	46 -6%	8 16%	0 0%	0 0%	16 -8%	1 11%	4 24%	2 11%	0 0%	0 -0%	2 -2%	* 2%
Rural Area more than 10 miles from a settlement with 15K+ pop	127 3%	116 +4%	9 -1%	9 +19%	0 0%	0 0%	0 -0%	0 0%	0 0%	* 2%	0 0%	0 0%	0 0%	0 0%
Summary: Urban	3263 81%	2471 -77%	774 +93%	32 -66%	2 100%	1 100%	185 +92%	11 89%	13 76%	16 88%	18 100%	33 +100%	92 +98%	9 98%
Summary: Rural	782 19%	722 +23%	55 -7%	16 +34%	0 0%	0 0%	16 -8%	1 11%	4 24%	2 12%	0 0%	0 -0%	2 -2%	* 2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 2 (continuation)

Urbanity

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Large City	579 14%	68 +45%	28 +43%	32 +71% abe	12 50%	27 +46%	5 37%	7 43%	75 -11%	504 +15% a
Smaller City or Large Town	646 16%	50 +33%	13 20%	9 19%	8 34%	12 20%	4 28%	2 14%	109 15%	537 16%
Medium Town	1131 28%	11 -8%	17 26% a	5 -10%	4 16%	13 22% a	1 11%	6 33%	196 28%	935 28%
Small Town within 10 miles from a settlement with 15K+ pop	765 19%	13 -9%	6 9%	0 -0%	0 0%	3 -5%	1 4%	1 9%	159 +22% b	606 -18%
Small Town more than 10 miles from a settlement with 15K+ pop	143 4%	3 2%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	33 5%	110 3%
Rural Area within 10 miles from a settlement with 15K+ pop	656 16%	4 -3%	1 -2%	0 -0%	0 0%	4 7%	3 20%	0 0%	108 15%	547 16%
Rural Area more than 10 miles from a settlement with 15K+ pop	127 3%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 1%	32 +4% b	95 -3%
Summary: Urban	3263 81%	146 +97%	64 +98%	46 +100%	24 100%	55 +93%	11 80%	17 99%	571 80%	2692 81%
Summary: Rural	782 19%	4 -3%	1 -2%	0 -0%	0 0%	4 -7%	3 20%	* 1%	140 20%	642 19%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 2 (continuation)

Urbanity

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Large City	579 14%	10 -7%	195 +19% acefgh	18 11%	192 +17% aefh	29 11%	101 -11% h	17 12%	16 -6%
Smaller City or Large Town	646 16%	20 14% h	224 +21% defh	30 19% fh	195 17% fh	35 14% h	99 -11% fh	24 16% fh	19 -8%
Medium Town	1131 28%	49 34% gh	289 28% g	45 28%	317 28% g	72 28%	273 30% gh	30 -20%	56 23%
Small Town within 10 miles from a settlement with 15K+ pop	765 19%	34 24% bd	172 -16%	30 19%	190 -17%	59 22% bd	162 18%	36 24% bdf	82 +33% bcdefg
Small Town more than 10 miles from a settlement with 15K+ pop	143 4%	7 5% d	36 3%	8 5% d	26 -2%	14 5% d	42 +5% d	3 2%	6 2%
Rural Area within 10 miles from a settlement with 15K+ pop	656 16%	13 -9%	113 -11%	25 16%	182 16% ab	41 16% b	194 +21% abde	28 19% ab	59 +24% abcde
Rural Area more than 10 miles from a settlement with 15K+ pop	127 3%	8 6% bd	17 -2%	3 2%	26 2%	11 4% b	43 +5% bd	9 +6% bd	9 4%
Summary: Urban	3263 81%	122 85% fgh	916 +88% cdefgh	131 82% fh	919 82% fgh	209 80% fh	678 -74%	110 -74%	178 -72%
Summary: Rural	782 19%	22 15%	130 -12%	29 18% b	207 18% b	52 20% b	237 +26% abcde	38 +26% abd	68 +28% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Face to Face (CAPI)	3195 79%	2528 +80% c	2872 79%	667 -77%	323 82% c	278 80%	187 +89% a	2661 -77%	518 +90% a
Push to Web	833 21%	643 20% d	773 +21% d	190 22% d	59 -15%	65 19% b	24 -11%	767 +22% b	59 -10%
Postal	18 *%	3 -*%	6 -*%	14 +2% ab	12 +3% ab	4 +1%	0 0%	17 1%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 3 (continuation)

Method

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Face to Face (CAPI)	3195	2451	728	35	2	1	172	7	15	13	8	32	92	9
	79%	-77%	+88%	74%	100%	77%	+85%	55%	87%	74%	45%	+97%	+98%	100%
Push to Web	833	725	101	13	0	*	29	6	2	5	10	1	2	0
	21%	+23%	-12%	26%	0%	23%	-15%	45%	13%	26%	55%	-3%	-2%	0%
Postal	18	17	0	0	0	0	0	0	0	0	0	0	0	0
	*%	+1%	-0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Face to Face (CAPI)	3195 79%	140 +93%	59 +90%	43 +94%	22 88%	54 +91%	9 69%	14 85%	484 -68%	2710 +81% a
Push to Web	833 21%	10 -7%	6 -10%	3 -6%	3 12%	5 -9%	4 31%	3 15%	216 +30% b	616 -18%
Postal	18 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	11 +2% b	7 -*%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 3 (continuation)

Method

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Face to Face (CAPI)	3195 79%	90 -62%	890 +85% acef	96 -60%	934 +83% acef	181 -69% c	682 -75% ac	118 80% ace	205 83% acef
Push to Web	833 21%	54 +38% bdfgh	156 -15%	62 +39% bdfgh	193 -17%	79 +30% bdgh	229 +25% bdgh	21 -14%	38 -16%
Postal	18 *%	0 0%	0 -0%	2 1% bd	0 -0%	1 *%	4 *% d	8 +6% abcdefh	3 +1% bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 4
QZ1. Which of the following are you?
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Man	1958 48%	1523 48%	1763 48%	435 50%	195 50%	152 -44%	84 -40%	1661 48%	288 50%
Woman	2081 51%	1645 52%	1883 52%	436 50%	199 50%	196 +56%	126 +60%	1781 52%	289 50%
Non-Binary	1 *%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%
Prefer to use my own term	* *%	* *%	* *%	0 0%	0 0%	0 0%	0 0%	* *%	0 0%
Prefer not to say	4 *%	4 *%	4 *%	0 0%	0 0%	0 0%	1 *%	1 -*	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 4 (continuation)

QZ1. Which of the following are you?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Man	1958 48%	1539 48%	410 49%	24 50%	1 62%	1 77%	96 48%	6 48%	11 64%	10 55%	4 24%	16 49%	38 41%	5 58%
Woman	2081 51%	1651 52%	419 51%	24 49%	1 38%	* 23%	106 52%	7 52%	6 36%	8 45%	14 76%	17 51%	56 59%	4 42%
Non-Binary	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Prefer to use my own term	* *%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Prefer not to say	4 *%	1 -*%	* *%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 4 (continuation)
QZ1. Which of the following are you?
Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Man	1958 48%	76 51%	39 59%	21 45%	13 52%	30 50%	9 67%	10 61%	283 -40%	1675 +50% a
Woman	2081 51%	73 49%	27 41%	25 55%	12 48%	30 50%	4 33%	7 39%	426 +60% b	1655 -50%
Non-Binary	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +*% b	0 -0%
Prefer to use my own term	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%
Prefer not to say	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	3 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 4 (continuation)

QZ1. Which of the following are you?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Man		1958	41	494	62	565	121	481	59
	48%		-29%	47%	-39%	50%	46%	+52%	-40%
				ac		acg	a	abcg	a
Woman		2081	100	549	98	562	140	434	88
	51%		+70%	52%	+61%	50%	54%	-47%	+60%
			bdefh	fh	bdfh		h		dfh
Non-Binary		1	1	0	*	0	0	0	0
	*%		+1%	0%	*%	0%	0%	0%	0%
			bdf						
Prefer to use my own term		*	0	0	0	0	0	*	0
	*%		0%	0%	0%	0%	0%	*%	0%
Prefer not to say		4	1	3	0	*	0	0	0
	*%		1%	*%	0%	*%	0%	0%	0%
			df						

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 5

Q22.What is your age?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
16 - 17 years	92 2%	92 +3% cd	92 +3% cd	0 -0%	0 -0%	0 -0%	11 +5% a	70 -2%	23 +4% a
18 - 24 years	420 10%	420 +13% bcd	420 +11% cd	0 -0%	0 -0%	0 -0%	82 +39% a	316 -9%	99 +17% a
25 - 34 years	677 17%	677 +21% bcd	677 +19% cd	0 -0%	0 -0%	0 -0%	117 +56% a	502 -15%	165 +29% a
35 - 44 years	706 17%	706 +22% bcd	706 +19% cd	0 -0%	0 -0%	0 -0%	0 -0%	570 -17%	132 +23% a
45 - 54 years	580 14%	580 +18% bcd	580 +16% cd	0 -0%	0 -0%	0 -0%	0 -0%	493 14%	83 14%
55 - 64 years	698 17%	698 +22% bcd	698 +19% cd	0 -0%	0 -0%	0 -0%	0 -0%	651 +19% b	46 -8%
65 - 74 years	478 12%	0 -0%	478 +13% ad	478 +55% abd	0 -0%	179 +52% b	0 -0%	453 +13% b	24 -4%
75 - 84 years	304 8%	0 -0%	0 -0%	304 +35% ab	304 +77% abc	131 +38% b	0 -0%	301 +9% b	3 -1%
85 years or over	90 2%	0 -0%	0 -0%	90 +10% ab	90 +23% abc	38 +11% b	0 -0%	88 +3% b	2 -*%
Summary: 16 - 24	512 13%	512 +16% bcd	512 +14% cd	0 -0%	0 -0%	0 -0%	93 +44% a	386 -11%	122 +21% a
Summary: 25 - 34	677 17%	677 +21% bcd	677 +19% cd	0 -0%	0 -0%	0 -0%	117 +56% a	502 -15%	165 +29% a
Summary: 35 - 54	1286 32%	1286 +41% bcd	1286 +35% cd	0 -0%	0 -0%	0 -0%	0 -0%	1064 -31%	215 +37% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Summary: 55 - 64	698 17%	698 +22% bcd	698 +19% cd	0 -0%	0 -0%	0 -0%	0 -0%	651 +19% b	46 -8%
Summary: 65+	871 22%	0 -0%	478 -13% a	871 +100% ab	393 +100% ab	348 +100% b	0 -0%	842 +24% b	29 -5%
Summary: 75+	393 10%	0 -0%	0 -0%	393 +45% ab	393 +100% abc	168 +48% b	0 -0%	388 +11% b	5 -1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 5 (continuation)

Q22.What is your age?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
16 - 17 years	92 2%	66 2%	27 +3%	1 2%	1 62%	0 0%	2 1%	0 0%	0 0%	1 4%	2 10%	1 4%	4 4%	0 0%
18 - 24 years	420 10%	287 -9%	129 +16%	5 10%	0 0%	0 0%	25 12%	* 2%	6 37%	3 17%	2 9%	5 16%	13 14%	1 14%
25 - 34 years	677 17%	446 -14%	222 +27%	6 13%	0 0%	* 23%	50 +25%	2 17%	7 39%	6 33%	8 45%	4 11%	32 +33%	3 32%
35 - 44 years	706 17%	495 -16%	207 +25%	12 +26%	0 0%	1 77%	61 +31%	4 33%	1 8%	6 35%	4 21%	7 21%	24 25%	3 33%
45 - 54 years	580 14%	455 14%	121 15%	8 17%	0 0%	0 0%	30 15%	5 38%	3 15%	1 5%	1 6%	5 14%	13 13%	2 19%
55 - 64 years	698 17%	629 +20%	68 -8%	5 -10%	0 0%	0 0%	17 -9%	1 10%	* 1%	1 7%	0 0%	4 11%	9 10%	0 0%
65 - 74 years	478 12%	442 +14%	35 -4%	2 -5%	1 38%	0 0%	8 -4%	0 0%	0 0%	0 0%	1 6%	7 21%	0 -0%	* 2%
75 - 84 years	304 8%	286 +9%	18 -2%	7 +15%	0 0%	0 0%	8 4%	0 0%	0 0%	0 0%	1 3%	1 3%	0 -0%	0 0%
85 years or over	90 2%	86 +3%	3 -*%	1 3%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: 16 - 24	512 13%	352 -11%	155 +19%	6 12%	1 62%	0 0%	27 14%	* 2%	6 37%	4 20%	3 19%	6 19%	17 18%	1 14%
Summary: 25 - 34	677 17%	446 -14%	222 +27%	6 13%	0 0%	* 23%	50 +25%	2 17%	7 39%	6 33%	8 45%	4 11%	32 +33%	3 32%
Summary: 35 - 54	1286 32%	951 -30%	328 +40%	21 +43%	0 0%	1 77%	91 +45%	9 71%	4 23%	7 40%	5 27%	11 35%	36 39%	5 52%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Summary: 55 - 64	698 17%	629 +20%	68 -8%	5 -10%	0 0%	0 0%	17 -9%	1 10%	* 1%	1 7%	0 0%	4 11%	9 10%	0 0%
Summary: 65+	871 22%	815 +26%	56 -7%	11 22%	1 38%	0 0%	16 -8%	0 0%	0 0%	0 0%	2 10%	8 24%	0 -0%	* 2%
Summary: 75+	393 10%	372 +12%	21 -3%	8 +17%	0 0%	0 0%	8 -4%	0 0%	0 0%	0 0%	1 3%	1 3%	0 -0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 5 (continuation)

Q22.What is your age?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
16 - 17 years	92 2%	3 2%	3 4%	1 3%	0 0%	* *%	4 31%	4 21%	18 3%	74 2%
18 - 24 years	420 10%	26 +18%	14 +22%	12 +26%	5 21%	8 14%	3 20%	0 0%	46 -6%	374 +11% a
25 - 34 years	677 17%	62 +42% bce	14 21%	11 24%	4 14%	9 15%	2 14%	3 19%	80 -11%	598 +18% a
35 - 44 years	706 17%	31 20%	12 18%	8 16%	5 22%	17 +29%	3 23%	6 38%	77 -11%	629 +19% a
45 - 54 years	580 14%	11 -7%	16 +24% a	11 25% a	3 12%	11 19% a	2 12%	1 4%	82 -12%	498 +15% a
55 - 64 years	698 17%	9 -6%	3 -5%	2 -4%	6 26%	9 15% a	0 0%	2 11%	145 +20% b	554 -17%
65 - 74 years	478 12%	7 -5%	3 5%	0 -0%	1 5%	4 6%	0 0%	1 7%	116 +16% b	362 -11%
75 - 84 years	304 8%	1 -1%	0 -0%	1 1%	0 0%	0 -0%	0 0%	0 0%	103 +14% b	201 -6%
85 years or over	90 2%	1 1%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	45 +6% b	45 -1%
Summary: 16 - 24	512 13%	29 +19%	17 +26%	13 +29%	5 21%	8 14%	7 51%	4 21%	64 -9%	448 +13% a
Summary: 25 - 34	677 17%	62 +42% bce	14 21%	11 24%	4 14%	9 15%	2 14%	3 19%	80 -11%	598 +18% a
Summary: 35 - 54	1286 32%	41 28%	28 43% a	19 41%	8 34%	29 +48% a	5 35%	7 42%	160 -22%	1127 +34% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Summary: 55 - 64	698 17%	9 -6%	3 -5%	2 -4%	6 26%	9 15% a	0 0%	2 11%	145 +20% b	554 -17%
Summary: 65+	871 22%	9 -6%	3 -5%	1 -1%	1 5%	5 -8%	0 0%	1 7%	263 +37% b	608 -18%
Summary: 75+	393 10%	2 -1%	0 -0%	1 1%	0 0%	1 -2%	0 0%	0 0%	148 +21% b	246 -7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 5 (continuation)

Q22.What is your age?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
16 - 17 years	92 2%	18 +13% bcdefgh	74 +7% cdefgh	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%
18 - 24 years	420 10%	46 +32% cdefgh	374 +36% cdefgh	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%
25 - 34 years	677 17%	80 +55% cdefgh	598 +57% cdefgh	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%
35 - 44 years	706 17%	0 -0%	0 -0%	77 +48% abefgh	629 +56% abefgh	0 -0%	0 -0%	0 -0%	0 -0%
45 - 54 years	580 14%	0 -0%	0 -0%	82 +52% abefgh	498 +44% abefgh	0 -0%	0 -0%	0 -0%	0 -0%
55 - 64 years	698 17%	0 -0%	0 -0%	0 -0%	0 -0%	145 +56% abcdgh	554 +60% abcdgh	0 -0%	0 -0%
65 - 74 years	478 12%	0 -0%	0 -0%	0 -0%	0 -0%	116 +44% abcdgh	362 +40% abcdgh	0 -0%	0 -0%
75 - 84 years	304 8%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	103 +70% abcdef	201 +82% abcdefg
85 years or over	90 2%	0 0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	45 +30% abcdefh	45 +18% abcdef
Summary: 16 - 24	512 13%	64 +45% cdefgh	448 +43% cdefgh	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%
Summary: 25 - 34	677 17%	80 +55% cdefgh	598 +57% cdefgh	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%
Summary: 35 - 54	1286 32%	0 -0%	0 -0%	160 +100% abefgh	1127 +100% abefgh	0 -0%	0 -0%	0 -0%	0 -0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Summary: 55 - 64	698 17%	0 -0%	0 -0%	0 -0%	0 -0%	145 +56% abcdgh	554 +60% abcdgh	0 -0%	0 -0%
Summary: 65+	871 22%	0 -0%	0 -0%	0 -0%	0 -0%	116 +44% abcd	362 +40% abcd	148 +100% abcdef	246 +100% abcdef
Summary: 75+	393 10%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	0 -0%	148 +100% abcdef	246 +100% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 6

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Very senior management; doctor, lawyer, company director (50+ people), judge, surgeon, headteacher etc.	161 4%	131 4%	147 4%	30 3%	15 4%	0 -0%	0 -0%	138 4%	19 3%
Senior or middle management in large organisation; school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	751 19%	597 19%	687 19%	154 18%	64 16%	0 -0%	0 -0%	667 +19% b	83 -14%
Junior management or professional; or administrative supervisor, clerical, policeman, nurse, secretary, clerk, self-employed (5+ people), etc.	1201 30%	1000 +31% cd	1107 +30% cd	201 -23%	93 -24%	0 -0%	0 -0%	1008 29%	187 32%
Skilled manual worker - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.	855 21%	728 +23% cd	803 +22% cd	127 -15%	52 -13%	0 -0%	0 -0%	739 21%	113 20%
Semi-skilled or unskilled manual worker - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.	335 8%	287 +9% cd	312 9% c	48 -5%	23 6%	48 +14%	120 +57% a	278 8%	56 10%
Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower									

Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Housewife/househusband	80 2%	69 2%	75 2%	12 1%	5 1%	12 +3%	23 +11% a	57 -2%	22 +4% a
Unemployed	174 4%	168 +5% cd	174 +5% cd	6 -1%	0 -0%	6 -2%	64 +30% a	146 4%	27 5%
Student	106 3%	106 +3% cd	106 +3% cd	0 -0%	0 -0%	0 -0%	0 -0%	65 -2%	38 +7% a
Retired and on state pension ONLY	326 8%	43 -1%	185 -5% a	283 +32% ab	140 +36% ab	283 +81% b	4 -2%	305 +9% b	21 -4%
SEG: A	161 4%	131 4%	147 4%	30 3%	15 4%	0 -0%	0 -0%	138 4%	19 3%
SEG: B	751 19%	597 19%	687 19%	154 18%	64 16%	0 -0%	0 -0%	667 +19% b	83 -14%
SEG: C1	1307 32%	1106 +35% cd	1213 +33% cd	201 -23%	93 -24%	0 -0%	0 -0%	1073 -31%	225 +39% a
SEG: C2	855 21%	728 +23% cd	803 +22% cd	127 -15%	52 -13%	0 -0%	0 -0%	739 21%	113 20%
SEG: D	335 8%	287 +9% cd	312 9% c	48 -5%	23 6%	48 +14%	120 +57% a	278 8%	56 10%
SEG: E	580 14%	280 -9%	435 -12% a	300 +34% ab	145 +37% ab	300 +86% b	91 +43%	509 15%	70 12%
SEG: AB	913 23%	728 23%	834 23%	185 21%	78 20%	0 -0%	0 -0%	805 +23% b	101 -18%
SEG: C1C2	2161 53%	1834 +58% bcd	2017 +55% cd	328 -38%	145 -37%	0 -0%	0 -0%	1812 -53%	338 +59% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 6 (continuation)
Q23. Which of these best describes the main income earner in your household?
 Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
SEG: DE	915 23%	567 -18%	746 -20% a	348 +40% ab	168 +43% ab	348 +100%	211 +100%	786 23%	126 22%
SEG: ABC1	2219 55%	1833 +58% cd	2048 +56% cd	386 -44%	172 -44%	0 -0%	0 -0%	1879 55%	326 57%
SEG: C2DE	1770 44%	1295 -41%	1550 -42%	475 +55% ab	220 +56% ab	348 +100%	211 +100%	1525 44%	239 41%
Prefer not to say	56 1%	46 1%	54 1%	10 1%	2 *%	0 -0%	0 0%	42 -1%	12 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Very senior management; doctor, lawyer, company director (50+ people), judge, surgeon, headteacher etc.	161 4%	133 4%	24 3%	1 2%	0 0%	0 0%	4 2%	2 16%	0 0%	3 19%	0 0%	0 0%	3 4%	0 0%
Senior or middle management in large organisation; school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	751 19%	625 +20%	125 -15%	10 20%	1 62%	1 77%	30 15%	3 21%	3 18%	4 21%	3 16%	6 17%	10 11%	1 7%
Junior management or professional; or administrative supervisor, clerical, policeman, nurse, secretary, clerk, self-employed (5+ people), etc.	1201 30%	933 29%	263 32%	17 35%	0 0%	0 0%	59 29%	2 15%	5 28%	1 6%	6 34%	11 34%	32 34%	5 58%
Skilled manual worker - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.	855 21%	667 21%	185 22%	12 26%	0 0%	0 0%	59 +29%	1 9%	5 27%	4 25%	1 8%	4 12%	26 27%	* 2%
Semi-skilled or unskilled manual worker - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.	335 8%	245 -8%	88 +11%	3 6%	0 0%	0 0%	29 +15%	3 22%	1 7%	1 7%	1 5%	4 14%	7 8%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Housewife/househusband	80 2%	51 -2%	29 +4%	2 3%	0 0%	0 0%	5 3%	1 10%	0 0%	0 0%	0 0%	0 0%	2 2%	* 2%
Unemployed	174 4%	141 4%	32 4%	1 3%	0 0%	0 0%	3 2%	1 7%	* 2%	1 5%	2 13%	4 11%	7 8%	2 19%
Student	106 3%	57 -2%	46 +5%	1 3%	0 0%	0 0%	7 3%	0 0%	3 18%	3 18%	3 15%	0 0%	6 +7%	0 0%
Retired and on state pension ONLY	326 8%	299 +9%	27 -3%	1 -2%	1 38%	0 0%	5 -2%	0 0%	0 0%	0 0%	0 0%	4 12%	0 -0%	0 0%
SEG: A	161 4%	133 4%	24 3%	1 2%	0 0%	0 0%	4 2%	2 16%	0 0%	3 19%	0 0%	0 0%	3 4%	0 0%
SEG: B	751 19%	625 +20%	125 -15%	10 20%	1 62%	1 77%	30 15%	3 21%	3 18%	4 21%	3 16%	6 17%	10 11%	1 7%
SEG: C1	1307 32%	990 -31%	308 +37%	18 38%	0 0%	0 0%	65 33%	2 15%	8 45%	4 24%	9 48%	11 34%	38 40%	5 58%
SEG: C2	855 21%	667 21%	185 22%	12 26%	0 0%	0 0%	59 +29%	1 9%	5 27%	4 25%	1 8%	4 12%	26 27%	* 2%
SEG: D	335 8%	245 -8%	88 +11%	3 6%	0 0%	0 0%	29 +15%	3 22%	1 7%	1 7%	1 5%	4 14%	7 8%	0 0%
SEG: E	580 14%	491 +15%	88 -11%	4 -7%	1 38%	0 0%	13 -7%	2 17%	* 2%	1 5%	2 13%	8 23%	10 10%	2 20%
SEG: AB	913 23%	759 +24%	148 -18%	11 23%	1 62%	1 77%	34 17%	5 38%	3 18%	7 39%	3 16%	6 17%	14 14%	1 7%
SEG: C1C2	2161 53%	1657 -52%	493 +59%	30 +63%	0 0%	0 0%	124 +62%	3 24%	12 72%	9 49%	10 56%	15 47%	64 +68%	6 61%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 6 (continuation)
Q23. Which of these best describes the main income earner in your household?
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
SEG: DE	915 23%	736 23%	176 21%	6 -13%	1 38%	0 0%	43 21%	5 38%	2 10%	2 12%	3 17%	12 36%	17 18%	2 20%
SEG: ABC1	2219 55%	1748 55%	457 55%	29 60%	1 62%	1 77%	99 49%	7 53%	11 63%	11 63%	11 64%	17 51%	52 55%	6 65%
SEG: C2DE	1770 44%	1403 44%	360 43%	19 39%	1 38%	0 0%	102 51%	6 47%	6 37%	7 37%	5 26%	16 49%	43 45%	2 23%
Prefer not to say	56 1%	41 1%	12 1%	* *%	0 0%	* 23%	0 0%	0 0%	0 0%	0 0%	2 11%	0 0%	0 0%	1 12%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Very senior management; doctor, lawyer, company director (50+ people), judge, surgeon, headteacher etc.	161 4%	3 2%	4 6%	0 0%	0 0%	2 3%	0 0%	1 7%	21 3%	141 4%
Senior or middle management in large organisation; school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	751 19%	27 18%	5 -8%	6 14%	4 16%	7 11%	3 25%	2 12%	99 -14%	652 +20% a
Junior management or professional; or administrative supervisor, clerical, policeman, nurse, secretary, clerk, self-employed (5+ people), etc.	1201 30%	57 +38%	16 25%	16 35%	15 63%	15 26%	3 23%	1 8%	176 -25%	1025 +31% a
Skilled manual worker - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.	855 21%	28 18%	13 20%	10 23%	1 5%	15 26%	2 14%	2 15%	130 -18%	725 +22% a
Semi-skilled or unskilled manual worker - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.	335 8%	16 11%	7 10%	3 6%	0 0%	8 13%	1 5%	4 23%	57 8%	278 8%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Housewife/househusband	80 2%	3 2%	8 +13% a	3 6%	1 4%	4 +6%	* 2%	0 0%	17 2%	64 2%
Unemployed	174 4%	2 2%	2 4%	2 4%	* 1%	3 5%	0 0%	* 3%	86 +12% b	88 -3%
Student	106 3%	8 5%	4 6%	4 +8%	1 4%	2 3%	4 31%	0 0%	15 2%	91 3%
Retired and on state pension ONLY	326 8%	5 -3%	4 5%	1 1%	2 8%	4 7%	0 0%	1 7%	102 +14% b	224 -7%
SEG: A	161 4%	3 2%	4 6%	0 0%	0 0%	2 3%	0 0%	1 7%	21 3%	141 4%
SEG: B	751 19%	27 18%	5 -8%	6 14%	4 16%	7 11%	3 25%	2 12%	99 -14%	652 +20% a
SEG: C1	1307 32%	65 +44%	20 31%	20 43%	16 67%	17 29%	7 54%	1 8%	191 -27%	1116 +33% a
SEG: C2	855 21%	28 18%	13 20%	10 23%	1 5%	15 26%	2 14%	2 15%	130 -18%	725 +22% a
SEG: D	335 8%	16 11%	7 10%	3 6%	0 0%	8 13%	1 5%	4 23%	57 8%	278 8%
SEG: E	580 14%	10 -7%	14 22% a	5 12%	3 13%	11 18% a	* 2%	2 10%	204 +29% b	376 -11%
SEG: AB	913 23%	30 20%	9 14%	6 14%	4 16%	9 14%	3 25%	3 19%	119 -17%	793 +24% a
SEG: C1C2	2161 53%	93 62%	34 51%	30 66%	17 71%	32 54%	9 68%	4 23%	320 -45%	1841 +55% a
SEG: DE	915 23%	26 17%	21 32% a	8 18%	3 13%	19 31% a	1 7%	6 33%	261 +37% b	654 -20%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 6 (continuation)
Q23. Which of these best describes the main income earner in your household?
Base: All Respondents

	Total	Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
SEG: ABC1	2219 55%	95 63% be	29 45%	26 57%	20 83%	26 43%	10 79%	5 27%	310 -44%	1909 +57% a
SEG: C2DE	1770 44%	53 36%	34 52% a	19 41%	4 17%	34 +57% a	3 21%	8 48%	390 +55% b	1379 -41%
Prefer not to say	56 1%	1 1%	2 3%	1 2%	0 0%	0 0%	0 0%	4 25%	11 2%	45 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Very senior management; doctor, lawyer, company director (50+ people), judge, surgeon, headteacher etc.	161 4%	3 2%	22 -2%	6 4%	62 +6%	10 4%	43 5%	1 -1%	14 6%
				g	bg	g	bg		bg
Senior or middle management in large organisation; school teacher, office manager, junior doctor, bank manager, police inspector, accountant etc.	751 19%	22 15%	172 16%	26 17%	238 +21%	25 -10%	203 +22%	25 17%	38 16%
			e	e	be		beh	e	e
Junior management or professional; or administrative supervisor, clerical, policeman, nurse, secretary, clerk, self-employed (5+ people), etc.	1201 30%	40 28%	319 31%	37 -23%	402 +36%	53 -20%	258 28%	47 32%	46 -19%
			ceh		bcefh		eh	eh	
Skilled manual worker - e.g. mechanic, paramedic, cook, fitter, plumber, electrician, lorry driver, train driver, hairdresser, beautician, etc.	855 21%	27 19%	256 +25%	25 16%	255 23%	61 23%	179 20%	17 -11%	35 -14%
			cfgh		cgh	cgh	g		
Semi-skilled or unskilled manual worker - e.g. baggage handler, restaurant server, factory worker, receptionist, labourer, gardener etc.	335 8%	9 6%	111 +11%	13 8%	93 8%	26 10%	60 -7%	9 6%	14 6%
			fh						

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Housewife/househusband	80 2%	2 2%	21 2%	7 +5% bfg	24 2%	6 2%	15 2%	1 1%	4 1%
Unemployed	174 4%	23 +16% bdefgh	41 4% fgh	40 +25% bdefgh	35 -3% fgh	23 +9% bdfgh	13 -1%	0 -0%	0 -0%
Student	106 3%	13 +9% cdefgh	88 +8% cdefgh	1 1%	3 -*%	1 -*%	1 -*%	0 -0%	0 -0%
Retired and on state pension ONLY	326 8%	* -*%	3 -*%	0 -0%	2 -*%	54 +21% abcdf	125 +14% abcd	47 +32% abcdef	93 +38% abcdef
SEG: A	161 4%	3 2%	22 -2%	6 4% g	62 +6% bg	10 4% g	43 5% bg	1 -1%	14 6% bg
SEG: B	751 19%	22 15%	172 16% e	26 17% e	238 +21% be	25 -10%	203 +22% beh	25 17% e	38 16% e
SEG: C1	1307 32%	52 36% ceh	407 +39% cefh	38 -24%	404 +36% cefh	54 -21%	259 -28% eh	47 32% eh	46 -19%
SEG: C2	855 21%	27 19%	256 +25% cfg	25 16%	255 23% cgh	61 23% cgh	179 20% g	17 -11%	35 -14%
SEG: D	335 8%	9 6%	111 +11% fh	13 8%	93 8%	26 10%	60 -7%	9 6%	14 6%
SEG: E	580 14%	26 18% bd	65 -6%	47 +30% abdf	62 -5%	82 +32% abdf	152 +17% bd	49 +33% abdf	97 +39% abdf
SEG: AB	913 23%	25 17%	195 -19% e	33 21% e	300 +27% abeg	35 -13%	246 +27% abeg	26 18%	52 21% e
SEG: C1C2	2161 53%	79 55% cegh	663 +63% cdefgh	63 -39%	659 +59% cefh	115 -44% h	438 -48% ch	64 -43% h	81 -33%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 6 (continuation)

Q23. Which of these best describes the main income earner in your household?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
SEG: DE	915 23%	35 24% bd	176 -17%	60 +38% abdf	154 -14%	108 +42% abdf	213 23% bd	57 +39% abdf	111 +45% abdf
SEG: ABC1	2219 55%	77 54% eh	602 58% ceh	71 -44% e	705 +63% bcefg	89 -34%	505 55% ceh	73 50% eh	98 -40%
SEG: C2DE	1770 44%	61 43%	432 41% d	86 +54% bdf	409 -36%	169 +65% abcdfg	392 43% d	74 50% bd	146 +59% abdf
Prefer not to say	56 1%	5 3% dg	12 1%	3 2%	13 1%	3 1%	19 +2%	0 0%	2 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 7

QZ4(V1). What is the total number of people in the household - including yourself and any children?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
1	780 19%	445 -14%	583 -16% a	335 +38% ab	197 +50% abc	159 +46% b	21 -10%	705 +20% b	73 -13%
2	1478 37%	1002 -32%	1298 -36% a	476 +55% abd	180 +46% ab	157 +45% b	55 -26%	1368 +40% b	105 -18%
3	760 19%	717 +23% bcd	747 +20% cd	42 -5%	12 -3%	20 -6%	66 +31% a	641 19%	115 20%
4	668 17%	659 +21% bcd	666 +18% cd	9 -1%	2 -*%	4 -1%	39 19% a	523 -15%	140 +24% a
5+	360 9%	351 +11% cd	357 +10% cd	9 -1%	3 -1%	7 -2%	30 +14% a	209 -6%	143 +25% a
Not Provided	* *%	0 0%	0 0%	* *%	* *%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 7 (continuation)

Q24(V1). What is the total number of people in the household - including yourself and any children?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
1	780 19%	667 +21%	112 -13%	9 19%	1 38%	1 66%	28 14%	3 27%	6 35%	1 7%	2 14%	7 20%	20 21%	0 0%
2	1478 37%	1294 +41%	180 -22%	15 32%	0 0%	* 23%	59 -29%	1 8%	2 11%	8 44%	2 12%	9 29%	18 -20%	1 9%
3	760 19%	593 19%	163 20%	8 17%	0 0%	0 0%	40 20%	3 24%	7 40%	3 16%	4 25%	8 23%	14 15%	4 40%
4	668 17%	461 -14%	202 +24%	9 19%	1 62%	* 12%	52 +26%	1 7%	2 13%	6 31%	5 29%	7 21%	23 25%	4 38%
5+	360 9%	179 -6%	173 +21%	7 +14%	0 0%	0 0%	23 11%	4 33%	0 0%	* 2%	3 20%	2 7%	19 +20%	1 12%
Not Provided	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 7 (continuation)

Q24(V1). What is the total number of people in the household - including yourself and any children?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
1	780 19%	14 -9%	6 9%	3 -6%	4 15%	6 10%	1 5%	1 4%	252 +35% b	528 -16%
2	1478 37%	25 -17% c	7 -10%	1 -2%	11 44%	17 29% bc	* 4%	2 10%	255 36%	1223 37%
3	760 19%	37 25%	11 17%	7 15%	2 8%	8 14%	5 39%	2 12%	91 -13%	669 +20% a
4	668 17%	30 20%	20 +31%	13 +28%	6 26%	14 24%	1 11%	7 39%	64 -9%	603 +18% a
5+	360 9%	43 +29%	21 +32%	23 +49% ae	1 6%	13 +23%	6 42%	6 35%	49 -7%	311 +9% a
Not Provided	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 7 (continuation)

QZ4(V1). What is the total number of people in the household - including yourself and any children?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
1		780 19%	19 14%	94 -9%	44 +27% abd	123 -11%	90 +35% abdf	214 +23% abd	99 +67% abcdefh
2		1478 37%	46 32%	271 -26%	39 -24%	287 -25%	126 +48% abcdg	529 +58% abcdeg	44 30% +55% abcdg
3		760 19%	30 21% efgh	293 +28% cdefgh	27 17% fgh	267 +24% cefg	31 -12% gh	99 -11% gh	3 -2% 10 -4%
4		668 17%	24 17% efgh	230 +22% efgh	29 18% efgh	317 +28% abcefg	10 -4% h	56 -6% gh	2 -1% 0 -0%
5+		360 9%	23 +16% efgh	159 +15% defgh	21 +13% efgh	132 +12% efgh	4 -1%	17 -2%	1 -*% 2 -1%
Not Provided		* *0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0% * +*%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 8
QZ4(V2). What is the total number of people in the household? - including yourself and any children?
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Small (1-2 people)	2258 56%	1447 -46%	1881 -52% a	811 +93% ab	376 +96% ab	316 +91% b	76 -36%	2073 +60% b	178 -31%
Medium (3-4 people)	1427 35%	1376 +43% bcd	1413 +39% cd	51 -6%	14 -4%	24 -7%	105 +50% a	1163 -34%	255 +44% a
Large (5+ people)	360 9%	351 +11% cd	357 +10% cd	9 -1%	3 -1%	7 -2%	30 +14% a	209 -6%	143 +25% a
Not Provided	* *%	0 0%	0 0%	* *%	* *%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
Table 8 (continuation)
QZ4(V2). What is the total number of people in the household? - including yourself and any children?
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Small (1-2 people)	2258 56%	1961 +61%	291 -35%	24 51%	1 38%	1 88%	87 -43%	4 35%	8 47%	9 51%	5 26%	16 49%	38 -41%	1 9%
Medium (3-4 people)	1427 35%	1053 -33%	365 +44%	17 36%	1 62%	* 12%	92 +46%	4 31%	9 53%	8 47%	10 54%	15 44%	37 39%	7 78%
Large (5+ people)	360 9%	179 -6%	173 +21%	7 +14%	0 0%	0 0%	23 11%	4 33%	0 0%	* 2%	3 20%	2 7%	19 +20%	1 12%
Not Provided	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
Table 8 (continuation)
Q24(V2). What is the total number of people in the household? - including yourself and any children?
Base: All Respondents

	Total	Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Small (1-2 people)	2258 56%	39 -26% c	13 -20%	4 -8%	15 60%	24 -40% bc	1 8%	2 14%	507 +71% b	1751 -53%
Medium (3-4 people)	1427 35%	68 +45%	31 +48%	20 43%	8 34%	23 38%	7 50%	9 51%	155 -22%	1272 +38% a
Large (5+ people)	360 9%	43 +29%	21 +32%	23 +49% ae	1 6%	13 +23%	6 42%	6 35%	49 -7%	311 +9% a
Not Provided	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 8 (continuation)

Q24(V2). What is the total number of people in the household? - including yourself and any children?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Small (1-2 people)	2258 56%	66 -46% bd	364 -35%	83 52% bd	410 -36%	216 +83% abcd	743 +81% abcd	143 +97% abcdef	234 +95% abcdef
Medium (3-4 people)	1427 35%	54 38% efgh	522 +50% acefgh	56 35% efgh	585 +52% acefgh	41 -16% gh	155 -17% gh	4 -3%	10 -4%
Large (5+ people)	360 9%	23 +16% efgh	159 +15% defgh	21 +13% efgh	132 +12% efgh	4 -1%	17 -2%	1 -*%	2 -1%
Not Provided	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* +*%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 9

Q26. And what is the total number of children in the household (Under 18)?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
None	2716 67%	1881 -59%	2332 -64% a	835 +96% ab	384 +98% ab	339 +97% b	120 -57%	2419 +70% b	287 -50%
1	604 15%	596 +19% bcd	604 +17% cd	8 -1% d	0 -0%	3 -1%	44 +21% a	466 -14%	132 +23% a
2	493 12%	486 +15% bcd	491 +13% cd	7 -1%	3 -1%	5 -1%	29 14% a	395 -11%	96 +17% a
3	162 4%	162 +5% cd	162 +4% cd	0 -0%	0 -0%	0 -0%	12 6% a	117 -3%	42 +7% a
4	27 1%	27 +1% c	27 1% c	0 -0%	0 0%	0 0%	2 1%	15 -*%	12 +2% a
5+	10 *%	10 *%	10 *%	0 0%	0 0%	0 0%	3 +2% a	5 -*%	6 +1% a
Summary: Any	1297 32%	1281 +40% bcd	1294 +35% cd	16 -2%	3 -1%	7 -2%	91 +43% a	997 -29%	288 +50% a
Prefer not to say	33 1%	12 -*%	25 -1%	20 +2% ab	7 +2% ab	2 1%	0 0%	29 1%	3 *%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 9 (continuation)

Q26. And what is the total number of children in the household (Under 18)?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
None	2716 67%	2267 +71%	438 -53%	31 65%	1 38%	1 88%	119 -59%	5 38%	11 66%	12 70%	6 33%	21 62%	46 -49%	2 16%
1	604 15%	429 -13%	169 +20%	4 9%	1 62%	0 0%	32 16%	2 17%	5 29%	2 10%	5 26%	7 21%	19 20%	5 55%
2	493 12%	350 -11%	141 +17%	9 +19%	0 0%	* 12%	36 +18%	3 23%	1 5%	3 16%	4 22%	3 8%	16 17%	2 16%
3	162 4%	105 -3%	53 +6%	3 7%	0 0%	0 0%	8 4%	1 7%	0 0%	1 5%	1 8%	2 6%	12 +13%	1 12%
4	27 1%	13 -*%	14 +2%	* 1%	0 0%	0 0%	1 1%	2 14%	0 0%	0 0%	0 0%	1 3%	1 1%	0 0%
5+	10 *%	4 -*%	7 +1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	2 11%	0 0%	0 0%	0 0%
Summary: Any	1297 32%	900 -28%	384 +46%	17 35%	1 62%	* 12%	78 +39%	8 62%	6 34%	5 30%	12 67%	12 38%	48 +51%	8 84%
Prefer not to say	33 1%	26 1%	7 1%	0 0%	0 0%	0 0%	4 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 9 (continuation)

Q26. And what is the total number of children in the household (Under 18)?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
None	2716	84	29	14	15	35	5	2	549	2167
	67%	-56%	-45%	-30%	61%	59%	39%	14%	+77%	-65%
		c				c			b	
1	604	38	14	16	6	12	2	1	74	530
	15%	+25%	21%	+35%	24%	20%	16%	6%	-10%	+16%
									a	
2	493	18	15	11	4	5	4	8	47	446
	12%	12%	+23%	+24%	16%	9%	27%	45%	-7%	+13%
				e					a	
3	162	5	7	1	0	7	1	2	27	135
	4%	3%	+10%	2%	0%	+12%	7%	14%	4%	4%
						a				
4	27	2	0	4	0	*	1	1	5	22
	1%	1%	0%	+8%	0%	*%	11%	7%	1%	1%
				abe						
5+	10	0	1	*	0	0	0	2	2	8
	*%	0%	1%	1%	0%	0%	0%	14%	*%	*%
Summary: Any	1297	63	36	32	10	24	8	14	155	1141
	32%	+42%	+55%	+70%	39%	41%	61%	86%	-22%	+34%
				ae					a	
Prefer not to say	33	3	0	0	0	0	0	0	7	25
	1%	2%	0%	0%	0%	0%	0%	0%	1%	1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 9 (continuation)

Q26. And what is the total number of children in the household (Under 18)?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
None	2716 67%	72 -50%	592 -57% d	93 -59% d	494 -44%	239 +92% abcd	843 +92% abcd	145 +98% abcdef	239 +97% abcdef
1	604 15%	32 +22% efgh	231 +22% efgh	27 17% efgh	267 +24% cefg	16 -6% gh	33 -4% gh	0 -0%	0 -0%
2	493 12%	23 16% efgh	142 14% efgh	23 15% efgh	280 +25% abcefg	* -1% e	22 -2% e	1 -1%	2 -1%
3	162 4%	13 +9% efgh	62 +6% efgh	14 +9% efgh	69 +6% efgh	1 -1%	4 -1%	0 -0%	0 -0%
4	27 1%	2 2% ef	13 +1% f	2 2% ef	9 1% f	0 0%	* -1%	0 0%	0 0%
5+	10 *%	2 +1% ef	4 *%	0 0%	4 *%	0 0%	1 *%	0 0%	0 0%
Summary: Any	1297 32%	71 +50% efgh	451 +43% efgh	66 +41% efgh	628 +56% bcefg	17 -6% gh	60 -7% gh	1 -1%	2 -1%
Prefer not to say	33 1%	0 0%	3 -1%	0 0%	5 *%	5 +2% bd	13 +1% bd	2 1% b	5 +2% bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 10

Q27/Q27A. What ages are your children?

Base: Those with children under 18 in household

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	b	a	b
Unweighted Bases	1287	1271	1285	16	2	6	105	1011	267
Effective Weighted Sample	876	865	875	11	2	5	70	666	203
Weighted Bases	1297	1281	1294	16	3	7	91	997	288
0-3	335 26%	335 26%	335 26%	0 0%	0 0%	0 0%	33 +37%	257 26%	74 26%
4-6	343 26%	341 27%	343 27%	2 14%	0 0%	0 0%	32 +36%	266 27%	75 26%
7-9	276 21%	276 22%	276 21%	0 0%	0 0%	0 0%	10 -11%	209 21%	65 23%
10-12	331 26%	326 25%	330 26%	5 33%	1 25%	3 44%	32 +35%	245 25%	83 29%
13-15	328 25%	326 25%	328 25%	2 14%	0 0%	0 0%	17 19%	247 25%	77 27%
16-17	252 19%	247 19%	251 19%	5 29%	1 25%	3 38%	14 15%	186 19%	62 22%
Any: 4-12	733 57%	726 57%	732 57%	7 47%	1 25%	3 44%	58 64%	559 56%	168 58%
Any: 13-17	507 39%	500 39%	506 39%	7 43%	1 25%	3 38%	27 -30%	380 38%	119 42%
Prefer not to say	83 6%	80 6%	81 6%	3 19%	2 75%	2 27%	2 3%	68 7%	16 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 10 (continuation)

Q27/Q27A. What ages are your children?

Base: Those with children under 18 in household

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1287	886	392	55	1	1	68	8	4	6	9	11	41	10
Effective Weighted Sample	876	597	273	37	1	1	49	8	4	6	6	10	34	7
Weighted Bases	1297	900	384	17	1	*	78	8	6	5	12	12	48	8
0-3	335 26%	233 26%	99 26%	6 32%	0 0%	0 0%	19 24%	2 24%	2 39%	0 0%	4 31%	2 15%	12 24%	1 12%
4-6	343 26%	233 26%	107 28%	6 37%	0 0%	0 0%	26 33%	1 12%	1 15%	2 37%	9 74%	2 14%	10 21%	2 24%
7-9	276 21%	182 20%	92 24%	6 +34%	0 0%	* 100%	21 26%	2 28%	1 15%	2 36%	1 9%	5 37%	12 25%	4 46%
10-12	331 26%	217 24%	111 29%	4 26%	0 0%	0 0%	23 29%	4 50%	0 0%	2 36%	7 61%	6 45%	15 30%	1 17%
13-15	328 25%	233 26%	92 24%	3 20%	0 0%	0 0%	11 -15%	2 23%	3 46%	2 33%	2 17%	3 24%	15 31%	1 12%
16-17	252 19%	160 -18%	88 +23%	4 26%	1 100%	0 0%	20 26%	2 26%	0 0%	2 43%	2 15%	4 35%	10 21%	1 12%
Any: 4-12	733 57%	501 56%	226 59%	12 +70%	0 0%	* 100%	46 59%	6 77%	1 15%	4 73%	11 88%	8 67%	28 59%	5 65%
Any: 13-17	507 39%	344 38%	156 41%	7 39%	1 100%	0 0%	29 37%	4 49%	3 46%	3 60%	4 31%	6 50%	19 39%	1 12%
Prefer not to say	83 6%	62 7%	21 5%	* 1%	0 0%	0 0%	5 7%	0 0%	0 0%	0 0%	0 0%	0 0%	4 9%	1 14%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 10 (continuation)

Q27/Q27A. What ages are your children?

Base: Those with children under 18 in household

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1287	60	35	29	10	26	7	11	149	1138
Effective Weighted Sample	876	44	28	22	9	16	5	8	100	777
Weighted Bases	1297	63	36	32	10	24	8	14	155	1141
0-3	335	18	8	7	2	8	0	9	30	305
	26%	28%	21%	21%	26%	34%	0%	61%	20%	27%
4-6	343	18	7	10	1	5	0	8	50	293
	26%	29%	19%	31%	12%	19%	0%	53%	32%	26%
7-9	276	15	7	11	1	2	1	1	34	242
	21%	24%	20%	35%	8%	8%	7%	9%	22%	21%
10-12	331	11	14	6	2	7	3	6	39	292
	26%	18%	38%	18%	20%	29%	38%	41%	25%	26%
13-15	328	11	16	6	1	8	4	3	49	279
	25%	17%	+45%	20%	13%	33%	49%	23%	+32%	-24%
			a						b	
16-17	252	7	9	8	2	5	3	6	44	208
	19%	12%	24%	24%	21%	21%	39%	41%	+28%	-18%
			b							
Any: 4-12	733	33	24	16	3	12	4	13	96	637
	57%	52%	67%	50%	32%	50%	45%	87%	62%	56%
Any: 13-17	507	15	21	14	3	13	6	8	82	425
	39%	-24%	+59%	43%	35%	52%	73%	56%	+53%	-37%
			a						b	
Prefer not to say	83	6	0	2	2	1	0	0	2	81
	6%	9%	0%	6%	20%	2%	0%	0%	-1%	+7%
									a	

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 10 (continuation)

Q27/Q27A. What ages are your children?

Base: Those with children under 18 in household

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	*e	f	*g	*h
Unweighted Bases	1287	64	400	71	678	13	59	1	1
Effective Weighted Sample	876	43	276	49	468	9	39	1	1
Weighted Bases	1297	71	451	66	628	17	60	1	2
0-3	335 26%	17 24% f	197 +44% acdf	13 20% f	106 -17% f	* 2%	3 -4%	0 0%	0 0%
4-6	343 26%	26 36% df	127 28%	21 32%	155 25%	3 15%	10 17%	0 0%	0 0%
7-9	276 21%	12 16%	64 -14%	22 +33% abf	172 +27% bf	1 4%	7 11%	0 0%	0 0%
10-12	331 26%	16 22%	85 -19%	20 30% b	193 +31% b	3 18%	14 23%	1 100%	0 0%
13-15	328 25%	19 26%	81 -18%	23 34% b	174 28% b	8 48%	24 +40% bd	0 0%	0 0%
16-17	252 19%	24 +33% bd	97 21% d	15 22%	90 -14%	5 29%	21 +35% bd	1 100%	0 0%
Any: 4-12	733 57%	46 64% bf	228 -50%	44 67% bf	383 +61% bf	5 30%	27 45%	1 100%	0 0%
Any: 13-17	507 39%	36 50% b	146 -32%	32 49% b	242 38% b	13 77%	38 +63% bd	1 100%	0 0%
Prefer not to say	83 6%	1 2%	17 -4%	1 2%	59 +9% abc	0 0%	3 6%	0 0%	2 100%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 11

QZ7/QZ7A. What ages are your children? - All

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
No Children	2716 67%	1881 -59%	2332 -64% a	835 +96% ab	384 +98% ab	339 +97% b	120 -57%	2419 +70% b	287 -50%
0-3	335 8%	335 +11% cd	335 +9% cd	0 -0%	0 -0%	0 -0%	33 +16% a	257 -7%	74 +13% a
4-6	343 8%	341 +11% cd	343 +9% cd	2 -*%	0 -0%	0 -0%	32 +15% a	266 -8%	75 +13% a
7-9	276 7%	276 +9% cd	276 +8% cd	0 -0%	0 -0%	0 -0%	10 5% a	209 -6%	65 +11% a
10-12	331 8%	326 +10% cd	330 +9% cd	5 -1%	1 -*%	3 -1%	32 +15% a	245 -7%	83 +14% a
13-15	328 8%	326 +10% cd	328 +9% cd	2 -*%	0 -0%	0 -0%	17 8% a	247 -7%	77 +13% a
16-17	252 6%	247 +8% cd	251 +7% cd	5 -1%	1 -*%	3 -1%	14 7% a	186 -5%	62 +11% a
Any: 4-12	733 18%	726 +23% bcd	732 +20% cd	7 -1%	1 -*%	3 -1%	58 +28% a	559 -16%	168 +29% a
Any: 13-17	507 13%	500 +16% bcd	506 +14% cd	7 -1%	1 -*%	3 -1%	27 13% a	380 -11%	119 +21% a
Prefer not to say	116 3%	92 3%	107 3%	23 3%	9 2%	4 -1%	2 1%	97 3%	18 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 11 (continuation)

Q27/Q27A. What ages are your children? - All

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
No Children	2716 67%	2267 +71%	438 -53%	31 65%	1 38%	1 88%	119 -59%	5 38%	11 66%	12 70%	6 33%	21 62%	46 -49%	2 16%
0-3	335 8%	233 -7%	99 +12%	6 11%	0 0%	0 0%	19 9%	2 15%	2 13%	0 0%	4 21%	2 6%	12 12%	1 10%
4-6	343 8%	233 -7%	107 +13%	6 13%	0 0%	0 0%	26 +13%	1 7%	1 5%	2 11%	9 50%	2 5%	10 11%	2 20%
7-9	276 7%	182 -6%	92 +11%	6 +12%	0 0%	* 12%	21 10%	2 17%	1 5%	2 11%	1 6%	5 14%	12 +13%	4 39%
10-12	331 8%	217 -7%	111 +13%	4 9%	0 0%	0 0%	23 11%	4 31%	0 0%	2 11%	7 41%	6 17%	15 +16%	1 14%
13-15	328 8%	233 -7%	92 +11%	3 7%	0 0%	0 0%	11 6%	2 14%	3 16%	2 10%	2 11%	3 9%	15 +16%	1 10%
16-17	252 6%	160 -5%	88 +11%	4 9%	1 62%	0 0%	20 +10%	2 16%	0 0%	2 13%	2 10%	4 13%	10 11%	1 10%
Any: 4-12	733 18%	501 -16%	226 +27%	12 +25%	0 0%	* 12%	46 23%	6 48%	1 5%	4 22%	11 59%	8 25%	28 +30%	5 55%
Any: 13-17	507 13%	344 -11%	156 +19%	7 14%	1 62%	0 0%	29 14%	4 30%	3 16%	3 18%	4 21%	6 19%	19 +20%	1 10%
Prefer not to say	116 3%	88 3%	28 3%	* *%	0 0%	0 0%	9 4%	0 0%	0 0%	0 0%	0 0%	0 0%	4 5%	1 12%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 11 (continuation)

QZ7/QZ7A. What ages are your children? - All

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
No Children	2716 67%	84 -56% c	29 -45%	14 -30%	15 61%	35 59% c	5 39%	2 14%	549 +77% b	2167 -65%
0-3	335 8%	18 12%	8 12%	7 15%	2 10%	8 14%	0 0%	9 52%	30 -4%	305 +9% a
4-6	343 8%	18 12%	7 11%	10 +21%	1 5%	5 8%	0 0%	8 45%	50 7%	293 9%
7-9	276 7%	15 10%	7 11%	11 +25% ae	1 3%	2 3%	1 4%	1 8%	34 -5%	242 +7% a
10-12	331 8%	11 8%	14 +21% a	6 12%	2 8%	7 12%	3 23%	6 35%	39 -5%	292 +9% a
13-15	328 8%	11 7%	16 +25% a	6 14%	1 5%	8 13%	4 30%	3 20%	49 7%	279 8%
16-17	252 6%	7 5%	9 +13%	8 +17% a	2 8%	5 9%	3 24%	6 35%	44 6%	208 6%
Any: 4-12	733 18%	33 22%	24 +37% a	16 +35%	3 12%	12 21%	4 27%	13 75%	96 -13%	637 +19% a
Any: 13-17	507 13%	15 10%	21 +32% a	14 +30% a	3 14%	13 +21% a	6 44%	8 48%	82 12%	425 13%
Prefer not to say	116 3%	9 6%	0 0%	2 4%	2 8%	1 1%	0 0%	0 0%	10 -1%	106 +3% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 11 (continuation)

Q27/Q27A. What ages are your children? - All

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
No Children	2716 67%	72 -50%	592 -57% d	93 -59% d	494 -44%	239 +92% abcd	843 +92% abcd	145 +98% abcdef	239 +97% abcdef
0-3	335 8%	17 12% efgh	197 +19% cdefgh	13 8% efgh	106 9% efgh	* -*% efgh	3 -*% efgh	0 -0% efgh	0 -0% efgh
4-6	343 8%	26 +18% efgh	127 +12% efgh	21 +13% efgh	155 +14% efgh	3 -1% efgh	10 -1% efgh	0 -0% efgh	0 -0% efgh
7-9	276 7%	12 8% efgh	64 6% efgh	22 +14% befgh	172 +15% abefgh	1 -*% efgh	7 -1% efgh	0 -0% efgh	0 -0% efgh
10-12	331 8%	16 11% efgh	85 8% efgh	20 +12% efgh	193 +17% befgh	3 -1% efgh	14 -2% efgh	1 -*% efgh	0 -0% efgh
13-15	328 8%	19 +13% befgh	81 8% efgh	23 +14% befgh	174 +15% befgh	8 -3% gh	24 -3% gh	0 -0% efgh	0 -0% efgh
16-17	252 6%	24 +17% bdefgh	97 +9% efgh	15 9% efgh	90 +8% efgh	5 -2% h	21 -2% h	1 -*% efgh	0 -0% efgh
Any: 4-12	733 18%	46 +32% befgh	228 +22% efgh	44 +28% efgh	383 +34% befgh	5 -2% h	27 -3% h	1 -*% efgh	0 -0% efgh
Any: 13-17	507 13%	36 +25% befgh	146 14% efgh	32 +20% befgh	242 +21% befgh	13 -5% gh	38 -4% gh	1 -*% efgh	0 -0% efgh
Prefer not to say	116 3%	1 1%	20 -2%	1 1%	63 +6% abcefg	5 2%	16 -2%	2 1%	7 3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 12

QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Desktop computer (e.g. PC, iMac etc)	1331 33%	1109 +35% cd	1244 +34% cd	222 -25%	87 -22%	66 -19%	45 -21%	1137 33%	185 32%
Laptop	3004 74%	2524 +80% cd	2833 +78% cd	480 -55% d	171 -43%	165 -48%	125 -59% a	2521 -73%	467 +81% a
Tablet (e.g. iPad, etc.)	2591 64%	2134 +67% cd	2412 +66% cd	457 -52% d	179 -45%	130 -37%	115 -55% a	2222 64%	356 62%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	1464 36%	1415 +45% bcd	1457 +40% cd	49 -6% d	7 -2%	15 -4%	86 41% a	1274 +37% b	177 -31%
Smart TV	2835 70%	2315 +73% cd	2644 +72% cd	520 -60% d	192 -49%	182 -52%	122 -58%	2474 +72% b	342 -59%
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	736 18%	597 +19% cd	699 +19% cd	139 -16% d	37 -9%	35 -10%	15 -7%	685 +20% b	49 -8%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	1332 33%	1202 +38% cd	1308 +36% cd	130 -15% d	24 -6%	30 -8%	51 -24% a	1172 +34% b	150 -26%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%	122 +4% cd	134 +4% cd	14 -2%	2 -1%	0 -0%	1 -1%	119 3%	16 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 12 (continuation)
QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?
 Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	199	192	199	7	1	3	16	188	9
	5%	+6%	+5%	-1%	-*%	-1%	7%	+5%	-2%
		cd	cd				a	b	
Summary; Any device	3778	3046	3475	732	303	269	193	3215	540
	93%	+96%	+95%	-84%	-77%	-77%	92%	93%	94%
		cd	cd	d			a		
None of these	257	119	167	138	90	78	18	221	36
	6%	-4%	-5%	+16%	+23%	+22%	8%	6%	6%
				ab	abc	b			
Don't know	10	9	9	1	1	1	0	9	1
	*%	*%	*%	*%	*%	*%	0%	*%	*%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 12 (continuation)

QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Desktop computer (e.g. PC, iMac etc)	1331 33%	1051 33%	271 33%	15 32%	0 0%	0 0%	70 35%	7 53%	3 16%	6 33%	3 18%	11 34%	24 25%	3 35%
Laptop	3004 74%	2327 -73%	661 +80%	33 69%	1 62%	1 88%	159 79%	7 58%	17 100%	15 87%	13 72%	24 72%	72 77%	9 98%
Tablet (e.g. iPad, etc.)	2591 64%	2071 +65%	507 61%	35 +73%	0 0%	1 66%	115 57%	9 71%	9 53%	12 66%	14 76%	25 76%	55 58%	7 76%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	1464 36%	1192 +37%	259 -31%	20 42%	0 0%	* 23%	61 30%	7 57%	9 53%	10 56%	9 51%	11 32%	22 -23%	6 61%
Smart TV	2835 70%	2305 +72%	511 -62%	40 +84%	1 38%	* 23%	128 64%	8 67%	12 69%	14 78%	15 82%	21 65%	52 -55%	7 77%
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	736 18%	644 +20%	90 -11%	14 +29%	0 0%	0 0%	28 14%	1 10%	4 21%	1 8%	3 14%	2 6%	7 -7%	2 21%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	1332 33%	1096 +34%	226 -27%	20 +42%	0 0%	0 0%	55 28%	8 66%	0 0%	8 46%	13 70%	* -1%	21 23%	1 10%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%	111 3%	25 3%	1 3%	1 62%	0 0%	6 3%	0 0%	1 8%	0 0%	1 7%	3 8%	2 3%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	199 5%	170 +5%	28 -3%	2 5%	0 0%	0 0%	16 8%	2 15%	0 0%	1 5%	0 0%	0 0%	0 -0%	0 0%
Summary; Any device	3778 93%	2971 93%	784 95%	46 95%	2 100%	1 88%	196 +97%	11 88%	17 100%	16 92%	18 100%	28 86%	88 93%	9 100%
None of these	257 6%	213 7%	44 5%	2 5%	0 0%	* 12%	5 -3%	2 12%	0 0%	0 0%	0 0%	5 14%	7 7%	0 0%
Don't know	10 *%	9 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 12 (continuation)

QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Desktop computer (e.g. PC, iMac etc)	1331 33%	54 36%	28 43% c	10 22%	9 36%	19 32%	5 34%	3 20%	191 -27%	1140 +34% a
Laptop	3004 74%	122 82%	56 85%	42 +91%	23 95%	45 75%	11 81%	11 66%	415 -58%	2589 +78% a
Tablet (e.g. iPad, etc.)	2591 64%	86 57%	43 66%	25 54%	18 72%	36 61%	9 66%	11 63%	426 -60%	2164 +65% a
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	1464 36%	38 -26%	21 32% e	12 27%	13 55%	8 -14%	5 34%	6 34%	231 -33%	1233 +37% a
Smart TV	2835 70%	83 -55%	38 58%	22 -48%	14 59%	38 64%	6 48%	11 64%	451 -63%	2385 +72% a
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	736 18%	7 -5%	5 -7%	4 9%	3 11%	8 13% a	0 0%	3 15%	126 18%	610 18%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	1332 33%	34 -22%	24 37% a	11 24%	7 28%	16 27%	3 24%	4 22%	216 30%	1116 33%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%	4 3%	2 3%	3 6%	0 0%	* 1%	0 0%	0 0%	13 -2%	123 +4% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 12 (continuation)

QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	199 5%	1 -1%	1 2%	3 6% a	* 2%	1 2%	0 0%	0 0%	51 +7% b	148 -4%
Summary; Any device	3778 93%	137 91%	63 96%	45 98%	24 99%	55 92%	13 95%	16 97%	620 -87%	3158 +95% a
None of these	257 6%	13 9%	3 4%	1 2%	* 1%	5 8%	1 5%	* 3%	88 +12% b	169 -5%
Don't know	10 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 *%	7 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 12 (continuation)

QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045		127	889	184	1190	305	927	179
Effective Weighted Sample	2669		85	603	124	801	192	610	115
Weighted Bases	4045		143	1046	160	1127	261	915	148
Desktop computer (e.g. PC, iMac etc)	1331 33%		52 36% egh	343 33% egh	48 30% g	411 +37% egh	63 -24% egh	326 +36% egh	28 -19% egh
Laptop	3004 74%		110 77% egh	815 +78% cefg	110 69% egh	970 +86% abcefg	156 -60% g	673 74% egh	39 -27% egh
Tablet (e.g. iPad, etc.)	2591 64%		87 61% gh	657 63% gh	110 69% fgh	832 +74% abefgh	169 65% gh	557 -61% gh	61 -41% gh
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	1464 36%		94 +66% bcdefgh	520 +50% efgh	82 +51% efgh	556 +49% efgh	53 -20% gh	152 -17% gh	2 -2% gh
Smart TV	2835 70%		112 +78% cegh	731 70% cgh	100 -62% gh	854 +76% bcegh	175 67% gh	673 +74% cegh	64 -44% cegh
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	736 18%		23 16% g	142 -14% g	35 22% bgh	224 20% bgh	60 +23% bgh	215 +24% bdgh	8 -5% bdgh
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	1332 33%		67 +47% befgh	384 +37% efgh	71 +45% befgh	469 +42% befgh	73 28% gh	243 -27% gh	5 -3% gh
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%		4 3%	39 4% egh	5 3% h	63 +6% befgh	3 -1% egh	20 -2% egh	1 -1% egh

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 12 (continuation)
QD1. Which of the following do you, or does anyone in your household, have in your home at the moment?
 Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	199 5%	18 +13% bdefgh	44 4% fgh	18 +11% befgh	85 +8% bfggh	14 5% fgh	18 -2% fgh	0 -0% fgh	1 -*% fgh
Summary; Any device	3778 93%	135 94% gh	1010 +97% cefggh	148 92% gh	1093 +97% cefggh	233 -89% gh	856 94% eggh	104 -70% eggh	199 -81% g
None of these	257 6%	5 3%	34 -3%	12 8% bd	30 -3% abdf	27 +11% abdf	59 6% bd	44 +30% abcdeffh	46 +19% abcdeff
Don't know	10 *%	3 +2% bcdeffg	3 *%	0 0%	3 *%	0 0%	0 0%	0 0%	1 *% f

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 13

QD2. And which, if any, do you personally use?

Base: Where has at least one device at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3748	2953	3431	795	317	290	199	3256	471
Effective Weighted Sample	2485	1967	2278	522	208	188	135	2126	345
Weighted Bases	3778	3046	3475	732	303	269	193	3215	540
Desktop computer (e.g. PC, iMac etc)	973 26%	797 26%	904 26%	175 24%	68 23%	52 -19%	29 -15%	833 26%	133 25%
Laptop	2586 68%	2173 +71% cd	2439 +70% cd	413 -56% d	147 -48%	140 -52%	99 -51%	2155 -67%	417 +77% a
Tablet (e.g. iPad, etc.)	2012 53%	1620 53%	1854 53%	392 54%	159 52%	107 -40%	82 -42%	1748 +54% b	253 -47%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 21%	794 +26% bcd	808 +23% cd	17 -2%	3 -1%	8 -3%	60 +31% a	695 22%	109 20%
Smart TV	2601 69%	2116 69% d	2430 +70% cd	484 66% d	171 -56%	166 -62%	118 -61%	2270 +71% b	312 -58%
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 14%	405 13%	485 +14% d	108 15% d	29 -9%	26 -10% b	8 -4%	475 +15% b	37 -7%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 26%	889 +29% cd	974 +28% cd	103 -14% d	18 -6%	25 -9%	42 22% a	877 +27% b	108 -20%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 4%	122 +4% cd	134 +4% cd	14 -2%	2 -1%	0 -0%	1 -1%	119 4%	16 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 13 (continuation)
QD2. And which, if any, do you personally use?
 Base: Where has at least one device at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3748	2953	3431	795	317	290	199	3256	471
Effective Weighted Sample	2485	1967	2278	522	208	188	135	2126	345
Weighted Bases	3778	3046	3475	732	303	269	193	3215	540
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	89 +3% cd	92 +3% cd	3 -*% -	0 -0% -	1 -*% -	10 +5% a	85 +3% b	6 -1% -
None of these	75 2%	53 -2%	63 -2%	23 +3% ab	12 +4% ab	10 +4%	5 3%	60 2%	15 3%
Don't know	1 *%	0 0%	0 -0%	1 *% b	1 +*% ab	* *%	0 0%	1 *%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025 Table 13 (continuation) QD2. And which, if any, do you personally use? Base: Where has at least one device at home														
		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3748	2945	782	143	2	2	164	12	11	16	14	28	71	12
Effective Weighted Sample	2485	1953	519	85	2	2	122	9	7	12	11	25	57	8
Weighted Bases	3778	2971	784	46	2	1	196	11	17	16	18	28	88	9
Desktop computer (e.g. PC, iMac etc)	973 26%	770 26%	196 25%	13 28%	0 0%	0 0%	51 26%	5 47%	3 16%	6 36%	1 6%	7 24%	15 17%	3 28%
Laptop	2586 68%	1980 -67%	592 +76%	29 63%	0 0%	* 26%	146 74%	6 54%	14 83%	14 86%	10 55%	22 79%	67 76%	8 91%
Tablet (e.g. iPad, etc.)	2012 53%	1631 +55%	370 -47%	30 +65%	0 0%	0 0%	87 -44%	7 60%	9 53%	12 72%	8 44%	19 68%	41 47%	7 76%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 21%	644 22%	161 21%	11 24%	0 0%	0 0%	41 21%	3 29%	9 53%	7 44%	8 45%	6 20%	14 16%	3 27%
Smart TV	2601 69%	2116 +71%	466 -59%	39 +86%	1 38%	* 26%	114 -58%	6 56%	9 56%	14 85%	13 74%	20 72%	47 -54%	7 75%
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 14%	447 +15%	64 -8%	10 +21%	0 0%	0 0%	18 9%	0 0%	3 16%	1 5%	3 14%	2 7%	6 6%	2 21%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 26%	820 +28%	165 -21%	14 31%	0 0%	0 0%	43 22%	5 46%	0 0%	6 34%	8 47%	0 0%	15 18%	1 10%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 4%	111 4%	25 3%	1 3%	1 62%	0 0%	6 3%	0 0%	1 8%	0 0%	1 7%	3 10%	2 3%	0 0%
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	75 3%	16 2%	1 3%	0 0%	0 0%	9 5%	1 8%	0 0%	1 5%	0 0%	0 0%	0 0%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025
 Table 13 (continuation)
QD2. And which, if any, do you personally use?
 Base: Where has at least one device at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3748	2945	782	143	2	2	164	12	11	16	14	28	71	12
Effective Weighted Sample	2485	1953	519	85	2	2	122	9	7	12	11	25	57	8
Weighted Bases	3778	2971	784	46	2	1	196	11	17	16	18	28	88	9
None of these	75	50	25	*	0	1	9	0	0	0	0	0	6	0
	2%	-2%	+3%	1%	0%	74%	+4%	0%	0%	0%	0%	0%	+7%	0%
Don't know	1	1	0	0	0	0	0	0	0	0	0	0	0	0
	*%	*%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 13 (continuation)

QD2. And which, if any, do you personally use?

Base: Where has at least one device at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3748	115	51	40	22	53	11	15	681	3067
Effective Weighted Sample	2485	85	38	29	14	37	8	10	443	2045
Weighted Bases	3778	137	63	45	24	55	13	16	620	3158
Desktop computer (e.g. PC, iMac etc)	973 26%	38 28% c	20 32% c	4 -10%	7 28%	16 29% c	5 36%	3 21%	135 -22%	837 +27% a
Laptop	2586 68%	114 +83%	47 74%	32 72%	22 91%	40 74%	11 85%	11 64%	342 -55%	2244 +71% a
Tablet (e.g. iPad, etc.)	2012 53%	66 48% c	22 -36%	11 -23%	12 51%	29 53% c	2 20%	7 44%	314 51%	1698 54%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 21%	21 16%	11 17%	5 12%	10 42%	5 -10%	4 33%	2 14%	123 20%	688 22%
Smart TV	2601 69%	77 -57%	33 -53%	20 -45%	14 60%	34 63%	6 51%	9 54%	410 66%	2191 69%
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 14%	4 -3%	5 8%	4 9%	1 5%	5 9%	0 0%	2 14%	91 15%	422 13%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 26%	22 -16%	20 32% a	9 20%	5 20%	13 24%	2 14%	1 9%	150 24%	842 27%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 4%	4 3%	2 3%	3 6%	0 0%	* 1%	0 0%	0 0%	13 -2%	123 +4% a
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	1 1%	* 1%	3 6%	0 0%	0 0%	0 0%	0 0%	19 3%	72 2%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025
 Table 13 (continuation)
QD2. And which, if any, do you personally use?
 Base: Where has at least one device at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3748	115	51	40	22	53	11	15	681	3067
Effective Weighted Sample	2485	85	38	29	14	37	8	10	443	2045
Weighted Bases	3778	137	63	45	24	55	13	16	620	3158
None of these	75	4	3	3	0	*	0	0	14	61
	2%	3%	5%	6%	0%	1%	0%	0%	2%	2%
Don't know	1	0	0	0	0	0	0	0	1	*
	*%	0%	0%	0%	0%	0%	0%	0%	*%	*%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 13 (continuation)

QD2. And which, if any, do you personally use?

Base: Where has at least one device at home

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3748	123	862	169	1150	265	862	124	193
Effective Weighted Sample	2485	83	585	114	776	170	569	79	130
Weighted Bases	3778	135	1010	148	1093	233	856	104	199
Desktop computer (e.g. PC, iMac etc)	973 26%	39 29% c	243 24%	25 -17%	299 27% ce	47 -20%	250 +29% bce	23 22%	45 23%
Laptop	2586 68%	84 62% g	692 69% egh	92 63% g	852 +78% abcefg	135 -58% g	584 68% egh	31 -30%	115 -58% g
Tablet (e.g. iPad, etc.)	2012 53%	54 -40%	517 51% a	76 51%	620 +57% ab	130 56% a	457 53% a	54 52% a	104 52% a
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 21%	62 +46% bcdefgh	367 +36% defgh	44 +30% efgh	269 +25% efgh	17 -7% gh	49 -6% gh	0 -0%	3 -2%
Smart TV	2601 69%	100 74% cgh	676 67% gh	89 -61%	783 +72% bcgh	162 70% gh	619 +72% bcgh	58 -56%	113 -57%
E-reader - digital book reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 14%	12 9%	85 -8%	28 +19% abgh	161 15% bg	45 +19% abgh	154 +18% abdgh	6 -6%	23 11%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 26%	41 31% fgh	281 28% fgh	52 +35% befgh	361 +33% befgh	52 22% gh	187 -22% gh	4 -4%	14 -7%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 4%	4 3%	39 4% h	5 3%	63 +6% befgh	3 1%	20 -2%	1 1%	1 -1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 13 (continuation)
QD2. And which, if any, do you personally use?
 Base: Where has at least one device at home

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3748	123	862	169	1150	265	862	124	193
Effective Weighted Sample	2485	83	585	114	776	170	569	79	130
Weighted Bases	3778	135	1010	148	1093	233	856	104	199
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	8 +6% efgh	29 3% fh	8 +5% efgh	36 +3% fgh	3 1%	6 -1%	0 0%	0 -0%
None of these	75 2%	1 1%	23 2%	* *%	17 2%	9 +4% cdf	13 2%	4 3% c	9 +4% cdf
Don't know	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +1% bdf	* *%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 14

QD2. And which, if any, do you personally use? - Re-based

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Desktop computer (e.g. PC, iMac etc)	973 24%	797 +25% cd	904 +25% cd	175 -20%	68 -17%	52 -15%	29 -14%	833 24%	133 23%
Laptop	2586 64%	2173 +68% cd	2439 +67% cd	413 -47% d	147 -37%	140 -40%	99 -47%	2155 -63%	417 +72% a
Tablet (e.g. iPad, etc.)	2012 50%	1620 +51% cd	1854 +51% cd	392 -45%	159 -40%	107 -31%	82 -39% a	1748 +51% b	253 -44%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 20%	794 +25% bcd	808 +22% cd	17 -2%	3 -1%	8 -2%	60 +28% a	695 20%	109 19%
Smart TV	2601 64%	2116 +67% cd	2430 +67% cd	484 -56% d	171 -43%	166 -48%	118 -56%	2270 +66% b	312 -54%
E-reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 13%	405 13% d	485 +13% d	108 12% d	29 -7%	26 -7%	8 -4%	475 +14% b	37 -6%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 25%	889 +28% cd	974 +27% cd	103 -12% d	18 -4%	25 -7%	42 20% a	877 +25% b	108 -19%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%	122 +4% cd	134 +4% cd	14 -2%	2 -1%	0 -0%	1 -1%	119 3%	16 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 14 (continuation)
QD2. And which, if any, do you personally use? - Re-based
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	89 +3% cd	92 +3% cd	3 -*% -	0 -0% -	1 -*% -	10 +5% a	85 +2% b	6 -1% -
None of these	332 8%	171 -5%	230 -6%	161 +18% ab	102 +26% abc	88 +25% b	23 11%	280 8%	51 9%
Don't know	11 *%	9 *%	9 *%	2 *%	2 1%	1 *%	0 0%	10 *%	1 *%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 14 (continuation)

QD2. And which, if any, do you personally use? - Re-based

Base: All Respondents

		Ethnicity (Full)												Any other Black/ Black British/ African/ Caribbean background
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Desktop computer (e.g. PC, iMac etc)	973 24%	770 24%	196 24%	13 26%	0 0%	0 0%	51 25%	5 41%	3 16%	6 33%	1 6%	7 21%	15 15%	3 28%
Laptop	2586 64%	1980 -62%	592 +71%	29 60%	0 0%	* 23%	146 +72%	6 47%	14 83%	14 79%	10 55%	22 68%	67 71%	8 91%
Tablet (e.g. iPad, etc.)	2012 50%	1631 +51%	370 -45%	30 +62%	0 0%	0 0%	87 43%	7 53%	9 53%	12 66%	8 44%	19 58%	41 44%	7 76%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 20%	644 20%	161 19%	11 22%	0 0%	0 0%	41 20%	3 25%	9 53%	7 40%	8 45%	6 17%	14 15%	3 27%
Smart TV	2601 64%	2116 +66%	466 -56%	39 +81%	1 38%	* 23%	114 -57%	6 49%	9 56%	14 78%	13 74%	20 62%	47 -50%	7 75%
E-reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 13%	447 +14%	64 -8%	10 +20%	0 0%	0 0%	18 9%	0 0%	3 16%	1 5%	3 14%	2 6%	6 6%	2 21%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 25%	820 +26%	165 -20%	14 29%	0 0%	0 0%	43 21%	5 40%	0 0%	6 31%	8 47%	0 -0%	15 16%	1 10%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%	111 3%	25 3%	1 3%	1 62%	0 0%	6 3%	0 0%	1 8%	0 0%	1 7%	3 8%	2 3%	0 0%
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	75 2%	16 2%	1 3%	0 0%	0 0%	9 +5%	1 7%	0 0%	1 5%	0 0%	0 0%	0 0%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

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Table 14 (continuation)
QD2. And which, if any, do you personally use? - Re-based
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
None of these	332 8%	263 8%	69 8%	3 6%	0 0%	1 77%	14 7%	2 12%	0 0%	0 0%	0 0%	5 14%	12 13%	0 0%
Don't know	11 *%	10 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 14 (continuation)

QD2. And which, if any, do you personally use? - Re-based

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Desktop computer (e.g. PC, iMac etc)	973 24%	38 26% c	20 31% c	4 -9%	7 28%	16 27% c	5 34%	3 20%	135 -19%	837 +25% a
Laptop	2586 64%	114 +76%	47 71%	32 70%	22 90%	40 68%	11 81%	11 62%	342 -48%	2244 +67% a
Tablet (e.g. iPad, etc.)	2012 50%	66 44% c	22 -34%	11 -23%	12 50%	29 49% c	2 19%	7 43%	314 -44%	1698 +51% a
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 20%	21 14%	11 17%	5 12%	10 42%	5 -9%	4 32%	2 14%	123 -17%	688 +21% a
Smart TV	2601 64%	77 -52%	33 -50%	20 -44%	14 59%	34 58%	6 48%	9 52%	410 -58%	2191 +66% a
E-reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 13%	4 -3%	5 7%	4 8%	1 5%	5 9%	0 0%	2 14%	91 13%	422 13%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 25%	22 -15%	20 31% a	9 20%	5 20%	13 22%	2 13%	1 8%	150 -21%	842 +25% a
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%	4 3%	2 3%	3 6%	0 0%	* 1%	0 0%	0 0%	13 -2%	123 +4% a
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	1 1%	* 1%	3 6%	0 0%	0 0%	0 0%	0 0%	19 3%	72 2%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025
 Table 14 (continuation)
QD2. And which, if any, do you personally use? - Re-based
 Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
None of these	332 8%	17 11%	6 8%	4 8%	* 1%	5 9%	1 5%	* 3%	102 +14% b	230 -7%
Don't know	11 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 1%	7 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 14 (continuation)

QD2. And which, if any, do you personally use? - Re-based

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045		127	889	184	1190	305	927	179
Effective Weighted Sample	2669		85	603	124	801	192	610	115
Weighted Bases	4045		143	1046	160	1127	261	915	148
Desktop computer (e.g. PC, iMac etc)	973 24%		39 27% cegh	243 23% cg	25 -16%	299 +27% cegh	47 -18%	250 +27% bcegh	23 -16%
Laptop	2586 64%		84 58% gh	692 66% cegh	92 58% gh	852 +76% abcefg	135 -52% g	584 64% egh	31 -21%
Tablet (e.g. iPad, etc.)	2012 50%		54 -38%	517 49% ag	76 47% g	620 +55% abfgh	130 50% ag	457 50% agh	54 -37%
A games console (e.g. PlayStation, Xbox, Nintendo Switch, etc)	811 20%		62 +43% cdefgh	367 +35% cdefgh	44 +27% efgh	269 +24% efgh	17 -7% gh	49 -5% gh	0 -0%
Smart TV	2601 64%		100 70% cgh	676 65% cgh	89 -56% gh	783 +69% bcegh	162 62% gh	619 +68% cgh	58 -40%
E-reader (e.g. Kindle, Kobo eReader, Nook eReader, etc)	513 13%		12 8%	85 -8%	28 +18% abgh	161 14% bgh	45 +17% abgh	154 +17% abgh	6 -4%
Smart watch or fitness tracker (e.g. Apple Watch, Samsung Galaxy Watch, FitBit, Garmin, etc.)	991 25%		41 29% efgh	281 27% efgh	52 +33% efgh	361 +32% befgh	52 20% gh	187 -20% gh	4 -3%
Smart ring - a ring with digital features and sensors for sleep and fitness tracking	136 3%		4 3%	39 4% egh	5 3% h	63 +6% befgh	3 -1%	20 -2%	1 -1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 14 (continuation)
QD2. And which, if any, do you personally use? - Re-based
Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
VR or virtual reality headsets (e.g. Meta Quest, PS VR/PS VR2, or Apple Vision Pro, etc.)	92 2%	8 +6% efgh	29 3% fgh	8 +5% efgh	36 +3% efgh	3 1%	6 -1%	0 -0%	0 -0%
None of these	332 8%	6 4%	56 -5%	12 8% d	48 -4%	36 +14% abcdf	72 8% bd	48 +32% abcdefh	55 +22% abcdef
Don't know	11 *%	3 +2% bcdef	3 *%	0 0%	3 *%	0 0%	0 0%	1 *% f	1 1% f

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 15

QD3. What games consoles do you or members of your household actively use?

Base: Where have a games console

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	*d	*a	b	a	b
Unweighted Bases	1461	1407	1452	54	9	18	92	1291	159
Effective Weighted Sample	975	939	969	36	6	12	63	850	115
Weighted Bases	1464	1415	1457	49	7	15	86	1274	177
Playstation 5 Disk Edition	272 19%	271 +19% c	272 19% c	1 -2%	0 0%	* 2%	10 11%	227 18%	42 24%
Playstation 5 Digital Edition	189 13%	186 13%	187 13%	3 7%	2 30%	2 16%	10 11%	157 12%	30 17%
PlayStation 5 Pro	97 7%	97 7%	97 7%	* 1%	0 0%	* 3%	5 6%	85 7%	11 7%
PlayStation 3 or PlayStation 4	309 21%	300 21%	308 21%	9 18%	1 16%	3 19%	22 25%	262 21%	43 25%
Xbox Series X	292 20%	284 20%	291 20%	9 17%	1 21%	3 23%	13 15%	271 +21% b	21 -12%
Xbox Series S	166 11%	158 11%	165 11%	8 17%	* 6%	2 15%	18 +21%	150 12%	16 9%
Xbox One or Xbox 360	212 14%	209 15%	212 15%	3 7%	0 0%	2 15%	27 +32%	197 +15% b	14 -8%
Nintendo Switch/Switch OLED (can connect to TV)	350 24%	338 24%	349 24%	12 25%	1 18%	3 22%	18 21%	318 +25% b	31 -17%
Nintendo Wii/Wii U	103 7%	93 -7%	102 7%	9 +19% ab	* 3%	1 9%	10 11%	93 7%	6 3%
Handheld console (e.g SwitchLite, Steam Deck)	58 4%	58 4%	58 4%	* 1%	0 0%	* 2%	2 2%	53 4%	4 2%
Retro consoles/older console models (e.g. Nintendo 64, PlayStation 1, PlayStation 2, Xbox, Evercade, etc)	83 6%	77 5%	82 6%	6 12%	* 4%	5 31%	3 3%	79 +6% b	3 -2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 15 (continuation)
QD3. What games consoles do you or members of your household actively use?
 Base: Where have a games console

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	*d	*a	b	a	b
Unweighted Bases	1461	1407	1452	54	9	18	92	1291	159
Effective Weighted Sample	975	939	969	36	6	12	63	850	115
Weighted Bases	1464	1415	1457	49	7	15	86	1274	177
Summary: Digital Only Console	469 32%	457 32%	465 32%	12 24%	3 52%	6 38%	23 27%	417 33%	49 27%
Other	37 3%	31 -2%	36 2%	7 +14% ab	2 25%	2 11%	0 0%	32 2%	5 3%
Not answered	2 *0%	2 *0%	2 *0%	0 0%	0 0%	0 0%	0 0%	2 *0%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 15 (continuation)

QD3. What games consoles do you or members of your household actively use?

Base: Where have a games console

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1461	1180	270	62	0	1	48	7	5	9	7	10	17	6
Effective Weighted Sample	975	793	172	36	0	1	36	5	4	6	6	9	13	4
Weighted Bases	1464	1192	259	20	0	*	61	7	9	10	9	11	22	6
Playstation 5 Disk Edition	272 19%	211 18%	59 23%	5 24%	0 0%	0 0%	11 18%	3 40%	0 0%	1 9%	2 21%	6 53%	5 23%	1 16%
Playstation 5 Digital Edition	189 13%	152 13%	35 13%	4 20%	0 0%	0 0%	1 -2%	1 13%	2 19%	0 0%	1 12%	1 11%	8 35%	2 33%
PlayStation 5 Pro	97 7%	78 7%	19 7%	2 8%	0 0%	0 0%	6 9%	0 0%	1 15%	0 0%	0 0%	0 0%	1 6%	0 0%
PlayStation 3 or PlayStation 4	309 21%	243 20%	63 24%	3 12%	0 0%	* 100%	17 27%	0 0%	3 36%	5 52%	2 21%	2 16%	3 12%	* 3%
Xbox Series X	292 20%	260 +22%	32 -12%	3 17%	0 0%	0 0%	8 13%	2 25%	0 0%	3 25%	0 0%	2 20%	6 29%	0 0%
Xbox Series S	166 11%	144 12%	22 9%	2 9%	0 0%	0 0%	5 8%	4 55%	3 30%	1 9%	0 0%	0 0%	0 0%	0 0%
Xbox One or Xbox 360	212 14%	186 +16%	25 -10%	2 8%	0 0%	0 0%	9 15%	* 4%	0 0%	2 19%	6 65%	0 0%	1 4%	0 0%
Nintendo Switch/Switch OLED (can connect to TV)	350 24%	306 +26%	42 -16%	4 20%	0 0%	0 0%	8 13%	1 13%	0 0%	2 23%	4 39%	1 11%	1 5%	0 0%
Nintendo Wii/Wii U	103 7%	91 8%	9 -3%	* 2%	0 0%	0 0%	2 4%	0 0%	0 0%	0 0%	0 0%	1 10%	* 1%	1 12%
Handheld console (e.g SwitchLite, Steam Deck)	58 4%	53 4%	5 2%	* 2%	0 0%	0 0%	0 0%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 15 (continuation)

QD3. What games consoles do you or members of your household actively use?

Base: Where have a games console

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1461	1180	270	62	0	1	48	7	5	9	7	10	17	6
Effective Weighted Sample	975	793	172	36	0	1	36	5	4	6	6	9	13	4
Weighted Bases	1464	1192	259	20	0	*	61	7	9	10	9	11	22	6
Retro consoles/older console models (e.g. Nintendo 64, PlayStation 1, PlayStation 2, Xbox, Evercade, etc)	83 6%	73 6%	9 3%	* 2%	0 0%	0 0%	5 9%	0 0%	0 0%	1 6%	0 0%	0 0%	0 0%	1 11%
Summary: Digital Only Console	469 32%	401 +34%	65 -25%	7 35%	0 0%	0 0%	9 -15%	3 38%	2 19%	3 25%	1 12%	3 31%	12 56%	2 33%
Other	37 3%	30 3%	7 3%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 24%
Not answered	2 *%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 15 (continuation)

QD3. What games consoles do you or members of your household actively use?

Base: Where have a games console

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1461	32	18	14	10	12	5	7	234	1227
Effective Weighted Sample	975	24	13	11	6	9	4	5	158	816
Weighted Bases	1464	38	21	12	13	8	5	6	231	1233
Playstation 5 Disk Edition	272 19%	8 20%	7 35%	4 35%	2 15%	4 47%	0 0%	* 3%	41 18%	232 19%
Playstation 5 Digital Edition	189 13%	5 13%	2 8%	1 11%	5 39%	0 0%	2 50%	0 0%	29 12%	161 13%
PlayStation 5 Pro	97 7%	4 10%	3 13%	2 15%	0 0%	* 5%	0 0%	0 0%	13 6%	84 7%
PlayStation 3 or PlayStation 4	309 21%	7 18%	8 39%	6 47%	3 21%	1 11%	1 31%	3 43%	51 22%	258 21%
Xbox Series X	292 20%	3 7%	* 2%	* 2%	0 0%	4 44%	0 0%	1 21%	63 +27% b	229 -19%
Xbox Series S	166 11%	3 7%	3 17%	* 3%	0 0%	* 5%	0 0%	1 19%	30 13%	136 11%
Xbox One or Xbox 360	212 14%	2 5%	0 0%	* 2%	1 5%	1 16%	1 12%	1 14%	46 +20% b	166 -13%
Nintendo Switch/Switch OLED (can connect to TV)	350 24%	7 19%	2 9%	2 14%	4 33%	4 45%	1 20%	2 32%	75 +32% b	276 -22%
Nintendo Wii/Wii U	103 7%	1 2%	3 14%	0 0%	0 0%	0 0%	0 0%	0 0%	31 +13% b	72 -6%
Handheld console (e.g SwitchLite, Steam Deck)	58 4%	0 0%	2 9%	0 0%	1 9%	* 5%	0 0%	0 0%	11 5%	47 4%
Retro consoles/older console models (e.g. Nintendo 64, PlayStation 1, PlayStation 2, Xbox, Evercade, etc)	83 6%	1 2%	0 0%	0 0%	0 0%	1 10%	0 0%	* 3%	22 +10% b	60 -5%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025
 Table 15 (continuation)
QD3. What games consoles do you or members of your household actively use?
 Base: Where have a games console

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1461	32	18	14	10	12	5	7	234	1227
Effective Weighted Sample	975	24	13	11	6	9	4	5	158	816
Weighted Bases	1464	38	21	12	13	8	5	6	231	1233
Summary: Digital Only Console	469 32%	8 20%	2 9%	2 14%	5 39%	4 44%	2 50%	1 21%	89 +38% b	380 -31%
Other	37 3%	3 7%	1 4%	0 0%	0 0%	0 0%	* 7%	0 0%	5 2%	33 3%
Not answered	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%

Columnns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 15 (continuation)

QD3. What games consoles do you or members of your household actively use?

Base: Where have a games console

		Impacting/Limiting Conditions by Age								
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	*g	*h
Unweighted Bases	1461		86	451	92	614	53	156	3	6
Effective Weighted Sample	975		61	309	63	413	33	100	3	3
Weighted Bases	1464		94	520	82	556	53	152	2	4
Playstation 5 Disk Edition	272		14	103	20	112	7	17	0	0
	19%		14%	20% f	24% f	20% f	14%	-11%	0%	0%
Playstation 5 Digital Edition	189		18	78	8	66	3	14	0	2
	13%		19% ef	15%	9%	12%	6%	9%	0%	48%
PlayStation 5 Pro	97		4	36	8	43	*	5	0	0
	7%		5%	7%	10% ef	8%	1%	4%	0%	0%
PlayStation 3 or PlayStation 4	309		20	107	21	123	10	27	1	*
	21%		21%	21%	25%	22%	20%	18%	32%	7%
Xbox Series X	292		23	93	30	103	10	32	1	1
	20%		25%	18%	+37% bdef	19%	18%	21%	32%	15%
Xbox Series S	166		14	65	11	49	5	21	0	*
	11%		15%	13% d	13%	-9%	10%	14%	0%	10%
Xbox One or Xbox 360	212		22	70	14	62	10	33	0	0
	14%		+23% bd	13%	18%	-11%	19%	+22% bd	0%	0%
Nintendo Switch/Switch OLED (can connect to TV)	350		35	94	31	156	9	25	0	1
	24%		+37% bef	-18%	+38% bdef	+28% bf	16%	-16%	0%	29%
Nintendo Wii/Wii U	103		12	28	11	27	7	17	0	*
	7%		+13% bd	5%	+14% bd	-5%	+14% bd	+11% bd	0%	6%
Handheld console (e.g SwitchLite, Steam Deck)	58		6	18	3	23	2	6	0	0
	4%		6%	3%	3%	4%	5%	4%	0%	0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 15 (continuation)

QD3. What games consoles do you or members of your household actively use?

Base: Where have a games console

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	*g	*h
Unweighted Bases	1461	86	451	92	614	53	156	3	6
Effective Weighted Sample	975	61	309	63	413	33	100	3	3
Weighted Bases	1464	94	520	82	556	53	152	2	4
Retro consoles/older console models (e.g. Nintendo 64, PlayStation 1, PlayStation 2, Xbox, Evercade, etc)	83 6%	5 5%	14 -3%	11 +13% bdf	39 7% b	7 +13% b	8 5%	0 0%	* 7%
Summary: Digital Only Console	469 32%	40 +42% de	168 32%	36 +44% bdef	164 29%	13 24%	45 30%	1 32%	3 63%
Other	37 3%	0 0%	11 2%	* *%	15 3%	3 5% a	6 4%	2 68%	0 0%
Not answered	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	2 +1% bd	0 0%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 16

QS1. Do you or does anyone in your household have a smart speaker or smart display which can respond to voice commands like "Alexa", "Hey Google", "Siri" or "Hey Portal"?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes - there is a smart speaker/display in my home and I personally use it	1435 35%	1219 +38% cd	1373 +38% cd	216 -25% d	62 -16%	52 -15%	55 -26% a	1325 +38% b	106 -18%
Yes - There is a smart speaker/display in my home but I do not personally use it	164 4%	135 4%	154 4%	29 3%	10 2%	11 3%	6 3%	150 +4% b	12 -2%
Summary: Any	1599 40%	1354 +43% cd	1527 +42% cd	245 -28% d	72 -18%	63 -18%	62 -29% a	1475 +43% b	119 -21%
No, there is no smart speaker/smart display in my home	2384 59%	1766 -56%	2068 -57%	619 +71% ab	316 +80% abc	282 +81% b	146 +70%	1933 -56%	438 +76% a
Don't know	62 2%	54 2%	57 2%	8 1%	5 1%	3 1%	3 1%	37 -1%	20 +3% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 16 (continuation)

QS1. Do you or does anyone in your household have a smart speaker or smart display which can respond to voice commands like "Alexa", "Hey Google", "Siri" or "Hey Portal"?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes - there is a smart speaker/display in my home and I personally use it	1435 35%	1236 +39%	195 -24%	23 +48%	0 0%	* 23%	66 33%	3 27%	5 32%	4 25%	5 28%	4 -12%	15 -16%	3 31%
Yes - There is a smart speaker/display in my home but I do not personally use it	164 4%	147 +5%	15 -2%	1 2%	0 0%	0 0%	2 -1%	2 14%	0 0%	0 0%	2 12%	* 1%	1 1%	0 0%
Summary: Any	1599 40%	1383 +43%	210 -25%	24 +49%	0 0%	* 23%	68 34%	5 42%	5 32%	4 25%	7 40%	4 -13%	16 -17%	3 31%
No, there is no smart speaker/smart display in my home	2384 59%	1775 -56%	597 +72%	24 -51%	2 100%	1 77%	131 65%	5 44%	8 48%	13 75%	11 60%	29 +87%	78 +83%	6 69%
Don't know	62 2%	35 -1%	23 +3%	0 0%	0 0%	0 0%	3 1%	2 15%	3 20%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 16 (continuation)

QS1. Do you or does anyone in your household have a smart speaker or smart display which can respond to voice commands like "Alexa", "Hey Google", "Siri" or "Hey Portal"?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes - there is a smart speaker/display in my home and I personally use it	1435 35%	28 -19%	10 -15%	10 22%	3 12%	7 -11%	4 29%	3 20%	255 36%	1180 35%
Yes - There is a smart speaker/display in my home but I do not personally use it	164 4%	3 2%	3 4%	1 2%	0 0%	* 1%	0 0%	* 1%	39 +5% b	125 -4%
Summary: Any	1599 40%	31 -21%	13 -20%	11 25%	3 12%	7 -12%	4 29%	4 21%	294 41%	1304 39%
No, there is no smart speaker/smart display in my home	2384 59%	115 +77%	45 68%	33 72%	21 88%	53 +88% bc	8 57%	13 79%	413 58%	1972 59%
Don't know	62 2%	4 3%	8 +12% ae	1 3%	0 0%	0 0%	2 14%	0 0%	4 -1%	58 +2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 16 (continuation)

QS1. Do you or does anyone in your household have a smart speaker or smart display which can respond to voice commands like "Alexa", "Hey Google", "Siri" or "Hey Portal"?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Yes - there is a smart speaker/display in my home and I personally use it	1435 35%	71 +50% befgh	336 -32% gh	70 +44% befgh	483 +43% befgh	90 35% gh	323 35% gh	24 -17%	38 -15%
Yes - There is a smart speaker/display in my home but I do not personally use it	164 4%	12 +8% bdfgh	37 4%	7 5%	48 4%	17 +6% bfg	34 4%	3 2%	7 3%
Summary: Any	1599 40%	83 +58% bdefgh	372 -36% gh	77 +48% bfg	531 +47% bfg	107 41% gh	356 39% gh	27 -19%	44 -18%
No, there is no smart speaker/smart display in my home	2384 59%	59 -41%	641 61% acd	82 -52%	579 -51% a	154 59% ad	553 60% acd	118 +80% abcdef	198 +80% abcdef
Don't know	62 2%	2 1%	32 +3% cdef	1 *%	16 1%	* -*%	6 -1%	2 1%	4 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 17
QS2. How many smart speakers are in your home?
Base: Where have a smartspeaker or smart display

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1632	1348	1550	284	82	82	69	1511	115
Effective Weighted Sample	1059	882	1007	179	53	50	46	974	81
Weighted Bases	1599	1354	1527	245	72	63	62	1475	119
1	840 53%	672 -50%	788 -52%	168 +69% ab	53 +73% ab	50 +80% b	31 50%	760 -52%	78 +65% a
2	369 23%	326 +24% c	356 23% c	43 -18%	13 19%	5 -8%	21 +34% a	345 23%	23 19%
3	175 11%	159 +12% cd	173 +11% cd	16 -7%	2 -2%	5 7%	7 11%	167 11%	7 6%
4	114 7%	100 7%	113 7%	14 6%	2 2%	3 5%	3 4%	110 7%	4 4%
5+	80 5%	77 +6% c	78 5% c	4 -2%	3 4%	0 -0%	* *%	76 5%	4 3%
Don't know	20 1%	20 +1% c	20 1%	0 -0%	0 0%	0 0%	* 1%	16 1%	3 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 17 (continuation)

QS2. How many smart speakers are in your home?

Base: Where have a smartspeaker or smart display

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	1632	1380	246	75	0	1	55	5	4	6	6	6	15	4
Effective Weighted Sample	1059	908	147	45	0	1	40	4	2	5	5	4	12	3
Weighted Bases	1599	1383	210	24	0	*	68	5	5	4	7	4	16	3
1	840 53%	704 -51%	133 +63%	13 56%	0 0%	* 100%	42 63%	* 5%	5 100%	2 42%	4 57%	3 64%	12 75%	2 78%
2	369 23%	327 24%	41 20%	7 29%	0 0%	0 0%	11 17%	2 34%	0 0%	0 0%	1 16%	1 14%	2 13%	0 0%
3	175 11%	162 +12%	12 -6%	2 7%	0 0%	0 0%	4 5%	0 0%	0 0%	1 26%	1 8%	1 22%	1 5%	1 22%
4	114 7%	106 +8%	8 -4%	1 3%	0 0%	0 0%	3 5%	2 43%	0 0%	0 0%	0 0%	0 0%	1 7%	0 0%
5+	80 5%	72 5%	8 4%	1 5%	0 0%	0 0%	3 5%	1 17%	0 0%	1 33%	1 20%	0 0%	0 0%	0 0%
Don't know	20 1%	12 -1%	7 +3%	0 0%	0 0%	0 0%	4 +5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 17 (continuation)

QS2. How many smart speakers are in your home?

Base: Where have a smartspeaker or smart display

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1632	27	12	10	4	9	2	5	298	1334
Effective Weighted Sample	1059	18	9	6	4	8	2	4	196	863
Weighted Bases	1599	31	13	11	3	7	4	4	294	1304
1	840 53%	22 70%	11 83%	9 75%	0 0%	4 60%	1 30%	2 67%	146 50%	694 53%
2	369 23%	6 18%	1 8%	3 25%	2 72%	2 27%	3 70%	1 28%	55 19%	314 24%
3	175 11%	* 1%	1 9%	0 0%	0 0%	1 13%	0 0%	0 0%	34 12%	140 11%
4	114 7%	0 0%	0 0%	0 0%	1 28%	0 0%	0 0%	0 0%	37 +13% b	77 -6%
5+	80 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 5%	12 4%	69 5%
Don't know	20 1%	3 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 +3% b	11 -1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 17 (continuation)

QS2. How many smart speakers are in your home?

Base: Where have a smartspeaker or smart display

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		1632	64	342	83	574	120	367	31
Effective Weighted Sample		1059	46	220	56	379	78	237	21
Weighted Bases		1599	83	372	77	531	107	356	27
1		840	38	212	27	240	62	210	20
	53%		46%	57%	-35%	-45%	58%	+59%	+73%
				cd			cd	acd	abcd
2		369	13	88	19	145	19	71	5
	23%		16%	24%	24%	+27%	18%	20%	17%
						aef			
3		175	10	35	12	56	11	49	1
	11%		12%	9%	16%	11%	10%	14%	4%
			h	h	h	h	h	h	
4		114	9	15	12	45	14	17	2
	7%		11%	-4%	+16%	9%	+13%	-5%	6%
			bfh		bdfh	bfh	bfh		
5+		80	7	15	4	41	0	10	0
	5%		9%	4%	5%	+8%	-0%	-3%	0%
			ef	e	e	bef			
Don't know		20	6	8	3	3	*	0	0
	1%		+7%	2%	4%	1%	*%	-0%	0%
			bdef	df	df				

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 18
QS3. Are any of your smart speakers in your household a smart display?
Base: Where have a smartspeaker or smart display

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1632	1348	1550	284	82	82	69	1511	115
Effective Weighted Sample	1059	882	1007	179	53	50	46	974	81
Weighted Bases	1599	1354	1527	245	72	63	62	1475	119
Yes	617 39%	559 +41% cd	601 +39% cd	58 -24%	16 -22%	16 -25%	25 41% a	575 39%	41 35%
No	945 59%	762 -56%	891 -58%	184 +75% ab	55 +76% ab	47 +75% b	35 57%	870 59%	73 61%
Don't know	36 2%	33 2%	35 2%	3 1%	1 1%	* *%	1 2%	30 2%	4 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 18 (continuation)
QS3. Are any of your smart speakers in your household a smart display?
 Base: Where have a smartspeaker or smart display

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1632	1380	246	75	0	1	55	5	4	6	6	6	15	4
Effective Weighted Sample	1059	908	147	45	0	1	40	4	2	5	5	4	12	3
Weighted Bases	1599	1383	210	24	0	*	68	5	5	4	7	4	16	3
Yes	617 39%	539 39%	77 37%	5 -22%	0 0%	0 0%	31 45%	4 78%	0 0%	1 32%	1 20%	2 53%	7 45%	1 32%
No	945 59%	815 59%	128 61%	18 +78%	0 0%	* 100%	36 53%	1 22%	5 100%	2 53%	6 80%	2 47%	9 55%	2 68%
Don't know	36 2%	29 2%	5 3%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	1 15%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 18 (continuation)
QS3. Are any of your smart speakers in your household a smart display?
 Base: Where have a smartspeaker or smart display

		Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1632	27	12	10	4	9	2	5	298	1334
Effective Weighted Sample	1059	18	9	6	4	8	2	4	196	863
Weighted Bases	1599	31	13	11	3	7	4	4	294	1304
Yes	617 39%	10 31%	3 22%	3 30%	* 14%	5 65%	3 70%	* 5%	108 37%	509 39%
No	945 59%	18 58%	10 78%	8 70%	3 86%	2 29%	1 30%	3 95%	181 62%	764 59%
Don't know	36 2%	3 11%	0 0%	0 0%	0 0%	* 6%	0 0%	0 0%	5 2%	31 2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
 Table 18 (continuation)
QS3. Are any of your smart speakers in your household a smart display?
 Base: Where have a smartspeaker or smart display

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	1632	64	342	83	574	120	367	31	51
Effective Weighted Sample	1059	46	220	56	379	78	237	21	33
Weighted Bases	1599	83	372	77	531	107	356	27	44
Yes	617 39%	34 41% g	157 42% efgh	38 +50% efgh	235 +44% efgh	31 -29%	107 -30%	4 -16%	12 26%
No	945 59%	45 54%	203 -54%	38 49%	288 -54%	75 +71% abcd	241 +68% abcd	23 +83% abcd	32 72% bcd
Don't know	36 2%	4 4% e	13 4%	1 1%	8 2%	* *%	8 2%	* 1%	1 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 19

QS5. In which rooms in your house do you have a smart speaker or smart display?

Base: Where have a smartspeaker or smart display

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1632	1348	1550	284	82	82	69	1511	115
Effective Weighted Sample	1059	882	1007	179	53	50	46	974	81
Weighted Bases	1599	1354	1527	245	72	63	62	1475	119
Living room/lounge	911 57%	746 -55%	853 -56%	165 +67% ab	58 +81% abc	40 64% b	26 -43%	854 +58% b	55 -46%
Kitchen/kitchen-diner/dining room	751 47%	662 +49% cd	733 +48% cd	90 -37%	18 -26%	21 -33%	23 38%	711 +48% b	39 -33%
Hallway/landing	77 5%	71 +5% c	77 5%	6 -3%	* 1%	0 -0%	3 4%	73 5%	5 4%
Bathroom/shower room	32 2%	30 2%	31 2%	2 1%	2 2%	* 1%	2 4%	32 2%	0 0%
Bedroom	601 38%	549 +41% cd	592 +39% cd	52 -21%	9 -13%	7 -10%	27 45% a	543 -37%	55 +47% a
Garage/shed	33 2%	28 2%	31 2%	5 2%	2 3%	2 4%	0 0%	33 2%	0 0%
Study/home office	133 8%	119 9%	128 8%	14 6%	6 8%	0 -0%	2 4%	127 9%	7 6%
Move around as needed/portable	92 6%	75 6%	86 6%	17 7%	7 9%	3 4%	1 2%	85 6%	6 5%
Other	15 1%	10 -1%	13 1%	5 +2% a	2 3% a	3 +5%	2 +4%	14 1%	1 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 19 (continuation)

QS5. In which rooms in your house do you have a smart speaker or smart display?

Base: Where have a smartspeaker or smart display

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	1632	1380	246	75	0	1	55	5	4	6	6	6	15	4
Effective Weighted Sample	1059	908	147	45	0	1	40	4	2	5	5	4	12	3
Weighted Bases	1599	1383	210	24	0	*	68	5	5	4	7	4	16	3
Living room/lounge	911 57%	806 +58%	103 -49%	9 -37%	0 0%	0 0%	39 58%	3 60%	3 47%	2 52%	3 43%	2 42%	13 81%	2 60%
Kitchen/kitchen-diner/dining room	751 47%	671 +48%	79 -38%	15 +63%	0 0%	0 0%	25 37%	3 66%	* 4%	3 79%	4 56%	2 58%	2 12%	1 30%
Hallway/landing	77 5%	69 5%	9 4%	1 5%	0 0%	0 0%	3 4%	0 0%	0 0%	0 0%	1 20%	0 0%	2 12%	1 22%
Bathroom/shower room	32 2%	28 2%	4 2%	1 4%	0 0%	0 0%	3 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Bedroom	601 38%	516 37%	82 39%	6 27%	0 0%	0 0%	20 30%	5 95%	3 49%	3 79%	4 54%	1 27%	3 21%	1 32%
Garage/shed	33 2%	29 2%	4 2%	* 1%	0 0%	0 0%	3 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Study/home office	133 8%	119 9%	15 7%	4 +16%	0 0%	0 0%	4 7%	1 17%	0 0%	1 33%	0 0%	1 31%	1 6%	0 0%
Move around as needed/portable	92 6%	80 6%	11 5%	1 5%	0 0%	* 100%	4 6%	0 0%	0 0%	0 0%	1 17%	1 31%	1 8%	0 0%
Other	15 1%	14 1%	1 1%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 19 (continuation)

Q55. In which rooms in your house do you have a smart speaker or smart display?
 Base: Where have a smartspeaker or smart display

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1632	27	12	10	4	9	2	5	298	1334
Effective Weighted Sample	1059	18	9	6	4	8	2	4	196	863
Weighted Bases	1599	31	13	11	3	7	4	4	294	1304
Living room/lounge	911 57%	8 25%	6 44%	5 40%	3 100%	6 82%	0 0%	* 12%	165 56%	746 57%
Kitchen/kitchen-diner/dining room	751 47%	11 37%	2 15%	1 9%	1 28%	1 16%	4 100%	3 71%	126 43%	625 48%
Hallway/landing	77 5%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	* 5%	8 3%	70 5%
Bathroom/shower room	32 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 1%	29 2%
Bedroom	601 38%	15 47%	6 49%	6 53%	2 63%	2 31%	3 70%	1 28%	129 +44% b	472 -36%
Garage/shed	33 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 1%	30 2%
Study/home office	133 8%	0 0%	1 6%	0 0%	0 0%	0 0%	0 0%	1 33%	27 9%	106 8%
Move around as needed/portable	92 6%	1 4%	0 0%	0 0%	0 0%	1 11%	0 0%	0 0%	15 5%	77 6%
Other	15 1%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%	13 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 19 (continuation)

QS5. In which rooms in your house do you have a smart speaker or smart display?

Base: Where have a smartspeaker or smart display

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	1632	64	342	83	574	120	367	31	51
Effective Weighted Sample	1059	46	220	56	379	78	237	21	33
Weighted Bases	1599	83	372	77	531	107	356	27	44
Living room/lounge	911 57%	34 -41%	174 -47%	44 58% a	310 58% ab	65 60% ab	226 +63% ab	22 +80% abcde	36 +81% abcdef
Kitchen/kitchen-diner/dining room	751 47%	47 57% cegh	180 48% gh	30 40%	278 +52% cefg	42 39%	156 44% gh	7 -24%	12 -27%
Hallway/landing	77 5%	2 3%	27 +7% efh	4 5%	29 6% e	1 -1%	14 4%	* 2%	0 0%
Bathroom/shower room	32 2%	1 2%	6 2%	1 1%	16 +3%	0 0%	6 2%	1 3%	1 2%
Bedroom	601 38%	40 48% fgh	148 40% fgh	41 +54% bdfgh	220 +41% fgh	45 42% fgh	98 -28% gh	3 -10%	6 -14%
Garage/shed	33 2%	0 0%	8 2%	2 2%	11 2%	1 1%	10 3%	0 0%	2 4%
Study/home office	133 8%	16 +19% bef	16 -4%	8 10% be	59 +11% be	2 -2%	27 8% e	2 7%	4 9% e
Move around as needed/portable	92 6%	4 5%	14 4%	5 7%	38 7% b	5 5%	19 5%	1 3%	6 +13% bf
Other	15 1%	0 0%	2 1%	1 1%	1 -*%	1 1%	7 +2% d	0 0%	2 +5% bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 20

QS6. Which brands or types of smart speakers/smart display do you have in your home?

Base: Where have a smartspeaker or smart display

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1632	1348	1550	284	82	82	69	1511	115
Effective Weighted Sample	1059	882	1007	179	53	50	46	974	81
Weighted Bases	1599	1354	1527	245	72	63	62	1475	119
Amazon Echo (with Alexa voice assistant)	1291 81%	1091 81%	1233 81%	200 82%	58 80%	50 79%	51 83%	1214 +82% b	72 -60%
Apple HomePod	50 3%	46 3%	49 3%	4 1%	1 1%	0 0%	0 0%	36 -2%	14 +12% a
Bose	35 2%	25 -2%	32 2%	10 +4% a	2 3%	5 +8% b	0 0%	29 2%	6 +5% a
Google Home/ Google Nest	234 15%	212 +16% c	227 15% c	22 -9%	7 10%	8 13%	12 19%	209 14%	24 20%
Facebook/Meta Portal	11 1%	10 1%	11 1%	2 1%	1 1%	0 0%	0 0%	10 1%	1 1%
Samsung	26 2%	21 2%	25 2%	4 2%	1 1%	* 1%	0 0%	20 -1%	6 +5% a
Sonos	72 5%	62 5%	68 4%	10 4%	4 6%	0 -0%	* 1%	67 5%	5 4%
Sony	11 1%	5 -*%	8 -1%	6 +2% ab	3 +4% ab	2 +4%	1 2%	10 1%	1 1%
Other	16 1%	14 1%	15 1%	2 1%	1 2%	1 2%	* *%	13 1%	3 3%
Don't know	33 2%	24 2%	32 2%	9 4%	1 1%	1 1%	1 2%	30 2%	3 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 20 (continuation)

QS6. Which brands or types of smart speakers/smart display do you have in your home?

Base: Where have a smartspeaker or smart display

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1632	1380	246	75	0	1	55	5	4	6	6	6	15	4
Effective Weighted Sample	1059	908	147	45	0	1	40	4	2	5	5	4	12	3
Weighted Bases	1599	1383	210	24	0	*	68	5	5	4	7	4	16	3
Amazon Echo (with Alexa voice assistant)	1291 81%	1140 +82%	146 -70%	22 +91%	0 0%	* 100%	53 78%	4 84%	* 7%	2 46%	3 44%	3 59%	6 39%	2 70%
Apple HomePod	50 3%	33 -2%	16 +8%	1 3%	0 0%	0 0%	2 3%	3 60%	0 0%	1 33%	2 27%	0 0%	2 12%	0 0%
Bose	35 2%	28 2%	7 3%	* 1%	0 0%	0 0%	1 1%	0 0%	0 0%	1 26%	1 16%	2 41%	0 0%	0 0%
Google Home/ Google Nest	234 15%	194 14%	39 19%	3 11%	0 0%	0 0%	12 18%	0 0%	5 90%	* 6%	1 13%	0 0%	5 29%	0 0%
Facebook/Meta Portal	11 1%	9 1%	3 1%	* 1%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Samsung	26 2%	20 1%	6 3%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	* 10%	* 2%	0 0%
Sonos	72 5%	63 5%	9 4%	2 8%	0 0%	0 0%	2 3%	0 0%	0 0%	0 0%	1 16%	0 0%	2 15%	1 22%
Sony	11 1%	10 1%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 10%	0 0%	0 0%
Other	16 1%	11 -1%	5 +2%	* 1%	0 0%	0 0%	2 3%	0 0%	0 0%	1 15%	0 0%	0 0%	2 11%	0 0%
Don't know	33 2%	28 2%	5 2%	0 0%	0 0%	0 0%	2 3%	0 0%	* 4%	0 0%	0 0%	0 0%	0 0%	* 8%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 20 (continuation)

QS6. Which brands or types of smart speakers/smart display do you have in your home?

Base: Where have a smartspeaker or smart display

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1632	27	12	10	4	9	2	5	298	1334
Effective Weighted Sample	1059	18	9	6	4	8	2	4	196	863
Weighted Bases	1599	31	13	11	3	7	4	4	294	1304
Amazon Echo (with Alexa voice assistant)	1291	23	7	9	3	5	1	2	245	1046
	81%	75%	54%	76%	100%	78%	30%	60%	83%	80%
Apple HomePod	50	0	2	0	0	1	3	0	12	38
	3%	0%	13%	0%	0%	16%	70%	0%	4%	3%
Bose	35	1	1	0	0	0	0	0	5	30
	2%	3%	6%	0%	0%	0%	0%	0%	2%	2%
Google Home/ Google Nest	234	4	4	4	0	1	0	1	43	190
	15%	11%	33%	31%	0%	13%	0%	33%	15%	15%
Facebook/Meta Portal	11	0	1	0	0	0	0	0	1	10
	1%	0%	8%	0%	0%	0%	0%	0%	*%	1%
Samsung	26	3	1	*	0	0	0	0	3	23
	2%	11%	8%	3%	0%	0%	0%	0%	1%	2%
Sonos	72	0	1	0	0	0	0	0	7	65
	5%	0%	6%	0%	0%	0%	0%	0%	2%	5%
Sony	11	1	0	0	0	0	0	0	1	10
	1%	2%	0%	0%	0%	0%	0%	0%	*%	1%
Other	16	0	0	0	0	*	0	*	3	13
	1%	0%	0%	0%	0%	6%	0%	7%	1%	1%
Don't know	33	*	1	1	0	0	0	0	3	30
	2%	1%	7%	12%	0%	0%	0%	0%	1%	2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 20 (continuation)

QS6. Which brands or types of smart speakers/smart display do you have in your home?

Base: Where have a smartspeaker or smart display

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	1632	64	342	83	574	120	367	31	51
Effective Weighted Sample	1059	46	220	56	379	78	237	21	33
Weighted Bases	1599	83	372	77	531	107	356	27	44
Amazon Echo (with Alexa voice assistant)	1291 81%	63 76%	267 -72%	67 87% b	457 +86% abf	92 86% b	288 81% b	23 83%	35 79%
Apple HomePod	50 3%	4 5%	11 3%	3 4%	17 3%	5 4%	10 3%	0 0%	1 1%
Bose	35 2%	1 2%	3 1%	* 1%	14 3%	3 2%	10 3%	0 0%	2 5% b
Google Home/ Google Nest	234 15%	17 20%	77 +21% def	13 17%	67 13%	11 10%	43 12%	3 11%	4 9%
Facebook/Meta Portal	11 1%	0 0%	2 1%	0 0%	7 +1% f	1 1%	* *%	0 0%	1 2% f
Samsung	26 2%	1 1%	7 2%	0 0%	10 2%	1 1%	5 2%	1 3%	0 0%
Sonos	72 5%	1 2%	12 3%	2 2%	29 6%	2 2%	22 6%	2 8%	2 5%
Sony	11 1%	0 0%	1 *%	0 0%	2 *%	0 0%	5 +2% d	1 3% d	2 +4% bde
Other	16 1%	1 2%	4 1%	* *%	4 1%	1 1%	4 1%	1 3%	* 1%
Don't know	33 2%	1 1%	11 3% d	1 2%	6 -1%	1 1%	12 +3% d	0 0%	1 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1476	1220	1403	256	73	71	62	1371	100
Effective Weighted Sample	961	802	915	161	46	43	40	887	70
Weighted Bases	1435	1219	1373	216	62	52	55	1325	106
Listen to live radio (at the same time as the show is broadcast)	899 63%	744 -61%	854 62%	155 +72% ab	45 72%	36 70% b	29 53%	873 +66% b	25 -23%
Listen to catch-up radio (after the show was originally broadcast)	196 14%	164 13%	190 14%	32 15%	6 10%	6 12%	3 5%	188 14%	8 8%
Listen to <input type="checkbox"/> music via a streaming service - e.g. Spotify, Apple Music or Deezer	826 58%	738 +61% cd	805 +59% cd	88 -41%	22 -35%	19 -37%	35 64% a	755 57%	68 64%
Listen to a podcast	239 17%	210 17% d	235 +17% d	28 13%	4 -6%	4 -7%	4 -7%	221 17%	17 16%
Listen to an audiobook	130 9%	113 9%	124 9%	17 8%	6 9%	1 -2%	2 4%	124 9%	6 6%
Play an interactive audio game	54 4%	51 +4% c	53 4%	3 -2%	1 1%	0 0%	4 8% a	47 4%	7 7%
Get news reports	309 22%	257 21%	296 22%	52 24%	13 22%	11 22%	8 14%	291 22%	19 18%
Get weather/travel information/updates/reports	570 40%	473 39%	547 40%	97 45%	22 35%	18 34%	14 -25%	539 +41% b	30 -28%
Searching for information online or asking general questions	616 43%	512 42%	586 43%	104 48%	30 48%	20 38%	21 38%	587 +44% b	29 -27%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21 (continuation)

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1476	1220	1403	256	73	71	62	1371	100
Effective Weighted Sample	961	802	915	161	46	43	40	887	70
Weighted Bases	1435	1219	1373	216	62	52	55	1325	106
As an alarm, personal schedule reminder or to make a shopping list	549 38%	479 +39% cd	536 +39% cd	70 -32% d	12 -20%	13 -24%	13 -24%	515 39%	34 32%
To control smart home devices, such as smart TV, heating or lighting	278 19%	239 20%	268 20%	40 18%	10 16%	9 17%	8 14%	262 20%	16 15%
To make calls, send texts or emails (including pairing with a mobile phone)	93 6%	80 7%	88 6%	13 6%	5 8%	2 3%	2 3%	85 6%	8 8%
To watch videos	38 3%	36 3%	38 3%	3 1%	0 0%	2 4%	3 5%	34 3%	4 4%
Other	65 5%	54 4%	64 5%	11 5%	2 3%	7 +13% b	1 2%	61 5%	5 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21 (continuation)

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1476	1245	226	72	0	1	53	3	4	6	4	5	13	4
Effective Weighted Sample	961	823	134	43	0	1	39	2	2	5	3	4	11	3
Weighted Bases	1435	1236	195	23	0	*	66	3	5	4	5	4	15	3
Listen to live radio (at the same time as the show is broadcast)	899 63%	826 +67%	72 -37%	13 56%	0 0%	0 0%	35 52%	1 26%	1 10%	3 79%	0 0%	3 67%	8 56%	0 0%
Listen to catch-up radio (after the show was originally broadcast)	196 14%	182 +15%	14 -7%	1 -5%	0 0%	0 0%	5 8%	1 26%	0 0%	2 39%	0 0%	1 15%	1 5%	1 22%
Listen to <input type="checkbox"/> music via a streaming service - e.g. Spotify, Apple Music or Deezer	826 58%	695 -56%	128 +66%	17 +77%	0 0%	* 100%	42 64%	1 26%	5 100%	3 79%	5 100%	* 5%	9 57%	1 30%
Listen to a podcast	239 17%	206 17%	31 16%	3 11%	0 0%	0 0%	12 18%	1 26%	2 41%	3 58%	1 11%	2 44%	3 20%	1 22%
Listen to an audiobook	130 9%	118 10%	12 6%	1 3%	0 0%	0 0%	5 8%	1 26%	0 0%	2 52%	0 0%	0 0%	2 11%	1 22%
Play an interactive audio game	54 4%	46 4%	8 4%	1 3%	0 0%	0 0%	0 0%	1 26%	0 0%	0 0%	0 0%	0 0%	0 0%	1 22%
Get news reports	309 22%	275 22%	34 18%	2 -8%	0 0%	0 0%	14 21%	3 92%	1 10%	0 0%	0 0%	2 38%	2 16%	1 22%
Get weather/travel information/ updates/reports	570 40%	514 +42%	55 -28%	7 29%	0 0%	0 0%	18 28%	1 26%	1 10%	1 13%	1 24%	2 62%	2 13%	0 0%
Searching for information online or asking general questions	616 43%	559 +45%	57 -29%	6 -25%	0 0%	0 0%	22 34%	1 26%	1 10%	1 26%	0 0%	4 90%	3 19%	1 38%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21 (continuation)

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1476	1245	226	72	0	1	53	3	4	6	4	5	13	4
Effective Weighted Sample	961	823	134	43	0	1	39	2	2	5	3	4	11	3
Weighted Bases	1435	1236	195	23	0	*	66	3	5	4	5	4	15	3
As an alarm, personal schedule reminder or to make a shopping list	549 38%	486 +39%	62 -32%	7 29%	0 0%	0 0%	22 33%	3 100%	2 41%	1 32%	2 39%	2 56%	3 18%	1 40%
To control smart home devices, such as smart TV, heating or lighting	278 19%	249 20%	29 15%	3 13%	0 0%	0 0%	10 15%	3 92%	0 0%	1 19%	1 28%	1 28%	0 0%	0 0%
To make calls, send texts or emails (including pairing with a mobile phone)	93 6%	79 6%	14 7%	1 2%	0 0%	0 0%	5 8%	1 26%	2 41%	0 0%	0 0%	0 0%	* 2%	1 22%
To watch videos	38 3%	32 3%	7 4%	* 1%	0 0%	0 0%	2 4%	1 26%	0 0%	1 19%	0 0%	0 0%	1 7%	0 0%
Other	65 5%	53 4%	13 6%	3 +12%	0 0%	0 0%	5 7%	0 0%	0 0%	0 0%	0 0%	0 0%	2 13%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21 (continuation)

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1476	25	9	9	4	8	2	4	263	1213
Effective Weighted Sample	961	17	7	6	4	7	2	3	175	786
Weighted Bases	1435	28	10	10	3	7	4	3	255	1180
Listen to live radio (at the same time as the show is broadcast)	899 63%	5 17%	0 0%	0 0%	1 28%	2 31%	1 30%	0 0%	148 58%	751 64%
Listen to catch-up radio (after the show was originally broadcast)	196 14%	1 3%	0 0%	1 13%	0 0%	1 17%	0 0%	0 0%	29 11%	168 14%
Listen to <input type="checkbox"/> music via a streaming service - e.g. Spotify, Apple Music or Deezer	826 58%	20 70%	8 77%	5 46%	2 51%	4 55%	3 70%	3 100%	138 54%	688 58%
Listen to a podcast	239 17%	2 7%	0 0%	1 13%	* 14%	1 17%	0 0%	0 0%	50 20%	189 16%
Listen to an audiobook	130 9%	0 0%	0 0%	0 0%	* 14%	0 0%	0 0%	0 0%	29 11%	101 9%
Play an interactive audio game	54 4%	6 21%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	25 +10% b	30 -3%
Get news reports	309 22%	4 12%	3 27%	3 29%	1 42%	0 0%	0 0%	0 0%	47 18%	263 22%
Get weather/travel information/updates/reports	570 40%	9 31%	4 42%	2 18%	3 86%	3 43%	0 0%	2 60%	106 41%	464 39%
Searching for information online or asking general questions	616 43%	10 34%	3 35%	2 17%	1 21%	1 20%	0 0%	2 60%	109 43%	507 43%
As an alarm, personal schedule reminder or to make a shopping list	549 38%	9 32%	3 30%	3 30%	* 14%	1 19%	0 0%	2 54%	114 +45% b	434 -37%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 21 (continuation)
QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?
 Base: Where personally use smart speaker

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1476	25	9	9	4	8	2	4	263	1213
Effective Weighted Sample	961	17	7	6	4	7	2	3	175	786
Weighted Bases	1435	28	10	10	3	7	4	3	255	1180
To control smart home devices, such as smart TV, heating or lighting	278 19%	1 5%	2 19%	2 17%	1 21%	2 36%	0 0%	2 54%	55 21%	224 19%
To make calls, send texts or emails (including pairing with a mobile phone)	93 6%	3 12%	0 0%	1 5%	0 0%	0 0%	0 0%	0 0%	20 8%	73 6%
To watch videos	38 3%	0 0%	1 11%	* 3%	0 0%	0 0%	0 0%	0 0%	11 4%	28 2%
Other	65 5%	2 6%	1 12%	0 0%	0 0%	0 0%	0 0%	* 6%	15 6%	50 4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21 (continuation)

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	*g	h
Unweighted Bases	1476	57	309	73	526	105	333	28	45
Effective Weighted Sample	961	40	200	49	347	71	216	18	28
Weighted Bases	1435	71	336	70	483	90	323	24	38
Listen to live radio (at the same time as the show is broadcast)	899 63%	34 -48%	156 -46%	40 58%	324 +67% ab	57 63% b	242 +75% abcde	16 67%	29 76% ab
Listen to catch-up radio (after the show was originally broadcast)	196 14%	5 7%	31 -9%	11 16%	77 16% b	10 11%	56 +17% b	2 9%	4 11%
Listen to <input type="checkbox"/> music via a streaming service - e.g. Spotify, Apple Music or Deezer	826 58%	51 +72% cefh	240 +71% cdefh	37 53%	285 59% f	46 51%	147 -45%	4 17%	17 46%
Listen to a podcast	239 17%	19 +27% befh	47 14%	17 24% bfh	95 +20% bf	13 14%	44 14%	1 4%	3 8%
Listen to an audiobook	130 9%	8 12% f	17 -5%	8 12% bf	68 +14% bf	11 12% bf	11 -3%	1 5%	5 12% f
Play an interactive audio game	54 4%	10 +14% bdfh	8 2%	8 +12% bdfh	18 4% f	5 6% f	3 -1%	1 3%	0 0%
Get news reports	309 22%	6 -9%	49 -15%	12 18%	132 +27% ab	24 27% ab	72 22% ab	4 16%	10 25% a
Get weather/travel information/updates/reports	570 40%	27 38%	105 -31%	30 43%	196 40% b	39 43% b	151 +47% b	10 41%	12 32%
Searching for information online or asking general questions	616 43%	22 31%	113 -34%	31 45%	218 45% ab	46 51% ab	157 +49% ab	10 42%	20 53% ab

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 21 (continuation)

QS7. Thinking of your household's smart speaker, which of the following functions do you personally use your smart speaker for?

Base: Where personally use smart speaker

		Impacting/Limiting Conditions by Age							
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	*g	h
Unweighted Bases	1476	57	309	73	526	105	333	28	45
Effective Weighted Sample	961	40	200	49	347	71	216	18	28
Weighted Bases	1435	71	336	70	483	90	323	24	38
As an alarm, personal schedule reminder or to make a shopping list	549 38%	31 44% h	114 34%	37 +54% bdfh	192 40% h	43 47% bh	119 37%	3 14%	9 -24%
To control smart home devices, such as smart TV, heating or lighting	278 19%	11 15%	44 -13%	19 27% b	110 +23% b	22 24% b	64 20% b	4 15%	6 16%
To make calls, send texts or emails (including pairing with a mobile phone)	93 6%	2 3%	17 5%	6 9%	38 8% f	10 +11% bf	15 4%	2 8%	3 7%
To watch videos	38 3%	2 3%	6 2%	3 4%	16 3%	5 +6% bf	6 2%	0 0%	0 0%
Other	65 5%	1 2%	18 5%	3 5%	13 -3%	9 +10% d	19 6% d	2 7%	* 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Smart home video doorbells / security cameras (e.g. Ring, Nest, SimpliSafe)	1075 27%	961 +30% cd	1039 +28% cd	115 -13% d	36 -9%	36 -10%	48 23% a	927 27%	140 24%
Smart home security alarms (e.g. Verisure, ADT, Sky Protect)	184 5%	158 +5% cd	179 +5% cd	26 -3%	5 -1%	2 -*%	2 -1%	162 5%	20 3%
Smart trackers which can be attached to items and allows you to track/find where they are (e.g. Airtag, Tile)	204 5%	186 +6% cd	199 +5% cd	19 -2%	5 -1%	3 -1%	7 3% a	188 +5% b	16 -3%
Smart bathroom scales which work with an app to keep a record of measurements and set goals	149 4%	139 +4% cd	148 +4% cd	10 -1%	1 -*%	1 -*%	3 2%	134 4%	15 3%
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	75 2%	75 +2% cd	75 +2% cd	0 -0%	0 -0%	0 -0%	7 4% a	68 2%	8 1%
Smart lighting/heating/hot water controls (using an app on your mobile phone or smart speaker)	470 12%	404 +13% cd	454 +12% cd	66 -8% d	16 -4%	11 -3%	8 -4%	436 +13% b	33 -6%
Smart smoke alarms which send an alert to your phone	87 2%	77 +2% cd	83 2% c	10 -1%	3 1%	7 2%	3 1%	77 2%	10 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Smart home appliances (e.g. fridge freezer, washing machine, tumble dryer, dishwasher)	232 6%	199 +6% cd	225 +6% cd	33 -4% d	7 -2%	9 -3%	13 6% a	203 6%	28 5%
Smart robots (e.g. lawnmower, vacuum cleaner, moppper)	69 2%	61 +2% cd	69 +2% cd	7 -1%	0 -0%	2 -0%	0 -0%	58 2%	11 2%
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	316 8%	276 +9% cd	308 +8% cd	40 -5% d	8 -2%	11 -3%	7 -4%	296 +9% b	19 -3%
Smart fitness equipment (e.g bikes, treadmills etc) which allow you to exercise virtually with others and access courses and resources	62 2%	60 +2% cd	62 +2% cd	2 -0%	0 -0%	1 -0%	* *%	56 2%	5 1%
Other	2 *%	1 *%	2 *%	1 *%	0 0%	* *%	0 0%	2 *%	0 0%
None of these	2431 60%	1771 -56%	2098 -57%	661 +76% ab	333 +85% abc	288 +83% b	140 +67%	2041 -59%	382 +66% a
Don't know	52 1%	45 1%	48 1%	6 1%	4 1%	1 *%	4 2% a	37 -1%	11 2%
Summary: Any	1562 39%	1358 +43% cd	1505 +41% cd	204 -23% d	57 -14%	59 -17%	66 -32% a	1367 +40% b	185 -32%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Smart home video doorbells / security cameras (e.g. Ring, Nest, SimpliSafe)	1075 27%	866 27%	202 24%	10 22%	0 0%	0 0%	51 25%	9 72%	1 8%	5 29%	6 31%	4 13%	22 23%	2 20%
Smart home security alarms (e.g. Verisure, ADT, Sky Protect)	184 5%	151 5%	31 4%	2 4%	1 62%	0 0%	8 4%	1 5%	0 0%	1 5%	1 7%	0 0%	3 3%	0 0%
Smart trackers which can be attached to items and allows you to track/find where they are (e.g. Airtag, Tile)	204 5%	178 +6%	26 -3%	2 5%	0 0%	0 0%	8 4%	2 18%	0 0%	0 0%	1 5%	0 0%	1 1%	0 0%
Smart bathroom scales which work with an app to keep a record of measurements and set goals	149 4%	127 4%	22 3%	1 3%	0 0%	0 0%	6 3%	2 12%	0 0%	1 5%	3 14%	0 0%	1 1%	1 12%
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	75 2%	57 2%	19 2%	1 1%	0 0%	0 0%	10 +5%	0 0%	2 13%	0 0%	0 0%	0 0%	2 2%	0 0%
Smart lighting/heating/hot water controls (using an app on your mobile phone or smart speaker)	470 12%	407 +13%	63 -8%	4 8%	1 62%	0 0%	24 12%	4 28%	0 0%	1 8%	2 13%	1 4%	0 -0%	1 14%
Smart smoke alarms which send an alert to your phone	87 2%	70 2%	17 2%	1 3%	0 0%	0 0%	6 3%	0 0%	2 14%	1 5%	0 0%	0 0%	1 1%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Smart home appliances (e.g. fridge freezer, washing machine, tumble dryer, dishwasher)	232 6%	188 6%	44 5%	1 2%	1 62%	0 0%	14 7%	1 7%	1 6%	1 5%	1 7%	1 4%	3 3%	1 12%
Smart robots (e.g. lawnmower, vacuum cleaner, mopper)	69 2%	46 -1%	22 +3%	1 2%	0 0%	0 0%	10 +5%	0 0%	0 0%	3 15%	0 0%	0 0%	0 0%	0 0%
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	316 8%	280 +9%	35 -4%	3 7%	1 62%	0 0%	12 6%	3 25%	0 0%	0 0%	1 8%	0 0%	1 -1%	0 0%
Smart fitness equipment (e.g bikes, treadmills etc) which allow you to exercise virtually with others and access courses and resources	62 2%	55 2%	6 -1%	* 1%	0 0%	0 0%	* *%	1 7%	2 13%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	2 *%	2 *%	* *%	* +1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
None of these	2431 60%	1888 -59%	535 +64%	35 +72%	1 38%	1 100%	116 58%	3 23%	12 73%	8 44%	11 63%	28 +84%	67 +71%	5 53%
Don't know	52 1%	35 -1%	13 2%	0 0%	0 0%	0 0%	2 1%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%
Summary: Any	1562 39%	1270 +40%	282 -34%	13 -28%	1 62%	0 0%	83 41%	10 77%	5 27%	8 48%	7 37%	5 -16%	27 29%	4 47%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Smart home video doorbells / security cameras (e.g. Ring, Nest, SimpliSafe)	1075 27%	32 21%	22 33%	8 18%	9 36%	16 27%	4 27%	1 7%	170 24%	905 27%
Smart home security alarms (e.g. Verisure, ADT, Sky Protect)	184 5%	4 3%	3 4%	2 4%	1 5%	3 5%	1 11%	0 0%	26 4%	158 5%
Smart trackers which can be attached to items and allows you to track/find where they are (e.g. Airtag, Tile)	204 5%	5 3%	3 4%	1 1%	0 0%	2 4%	0 0%	1 7%	36 5%	168 5%
Smart bathroom scales which work with an app to keep a record of measurements and set goals	149 4%	3 2%	3 4%	0 0%	1 5%	0 0%	0 0%	1 8%	28 4%	121 4%
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	75 2%	2 1%	1 2%	* 1%	0 0%	0 0%	0 0%	0 0%	2 -*%	73 +2% a
Smart lighting/heating/hot water controls (using an app on your mobile phone or smart speaker)	470 12%	11 7%	6 9%	1 3%	0 0%	3 5%	0 0%	2 12%	80 11%	390 12%
Smart smoke alarms which send an alert to your phone	87 2%	1 1%	1 1%	2 4%	1 5%	0 0%	0 0%	0 0%	10 1%	76 2%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Smart home appliances (e.g. fridge freezer, washing machine, tumble dryer, dishwasher)	232 6%	6 4%	3 4%	0 0%	2 9%	5 8%	0 0%	3 19%	30 -4%	201 +6% a
Smart robots (e.g. lawnmower, vacuum cleaner, mopper)	69 2%	4 2%	2 3%	* 1%	1 5%	2 3%	0 0%	0 0%	6 -1%	63 +2% a
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	316 8%	5 3%	3 4%	0 0%	1 3%	4 6%	0 0%	1 7%	45 6%	271 8%
Smart fitness equipment (e.g bikes, treadmills etc) which allow you to exercise virtually with others and access courses and resources	62 2%	1 1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	9 1%	52 2%
Other	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	2 *%
None of these	2431 60%	104 +69% b	34 52%	37 +81% be	14 59%	36 61%	10 73%	13 75%	449 63%	1982 59%
Don't know	52 1%	4 3%	5 +8% e	0 0%	0 0%	0 0%	0 0%	0 0%	7 1%	44 1%
Summary: Any	1562 39%	42 -28%	26 40% c	9 -19%	10 41%	23 39% c	4 27%	4 25%	255 36%	1307 39%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Smart home video doorbells / security cameras (e.g. Ring, Nest, SimpliSafe)	1075 27%	37 26% gh	283 27% fgh	55 +35% befgh	394 +35% abefgh	67 26% gh	203 -22% gh	12 -8%	25 -10%
Smart home security alarms (e.g. Verisure, ADT, Sky Protect)	184 5%	3 2% g	38 4% g	9 5% g	71 +6% bgh	14 6% gh	44 5% g	0 -0%	5 2%
Smart trackers which can be attached to items and allows you to track/find where they are (e.g. Airtag, Tile)	204 5%	20 +14% bcdefgh	50 5% egh	10 6% egh	78 +7% befgh	5 -2%	36 4% g	1 -1%	4 -2%
Smart bathroom scales which work with an app to keep a record of measurements and set goals	149 4%	10 +7% fgh	38 4% fgh	9 6% fgh	65 +6% bfgh	9 3% gh	17 -2%	0 -0%	1 -1%
Smart baby monitors which you can view and talk through on your mobile phone or smart speaker	75 2%	2 2% efh	44 +4% cdefgh	0 0%	29 +3% cefgh	0 -0%	0 -0%	0 0%	0 -0%
Smart lighting/heating/hot water controls (using an app on your mobile phone or smart speaker)	470 12%	22 15% gh	106 10% gh	22 14% gh	169 +15% bfgh	33 13% gh	103 11% gh	4 -3%	12 -5%
Smart smoke alarms which send an alert to your phone	87 2%	3 2%	25 2%	2 1%	32 3% g	6 2%	17 2%	* *%	3 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 22 (continuation)

QS8. Which of the following smart home technologies, if any, do you, or does anyone in your household, have in your home at the moment?

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Smart home appliances (e.g. fridge freezer, washing machine, tumble dryer, dishwasher)	232 6%	8 6%	64 6%	9 6%	83 +7%	12 5%	49 5%	* -*%	6 -2%
		g	gh	g	gh	g	g		
Smart robots (e.g. lawnmower, vacuum cleaner, moppper)	69 2%	2 1%	20 2%	3 2%	35 +3%	1 *%	9 -1%	0 0%	0 -0%
			h	h	efgh				
Smart plugs which allow you to control home appliances remotely so you can turn them on or off using an app	316 8%	7 5%	70 7%	11 7%	128 +11%	25 10%	67 7%	2 -1%	6 -3%
			gh	gh	abfgh	gh	gh		
Smart fitness equipment (e.g bikes, treadmills etc) which allow you to exercise virtually with others and access courses and resources	62 2%	6 +4%	18 2%	2 1%	24 +2%	1 *%	10 1%	0 0%	0 -0%
		efgh	h		efgh				
Other	2 *%	0 0%	* *%	0 0%	* *%	* *%	1 *%	0 0%	0 0%
None of these	2431 60%	69 -48%	602 58%	88 55%	584 -52%	165 63%	591 +65%	127 +86%	206 +84%
			ad			ad	abcd	abcdef	abcdef
Don't know	52 1%	5 +3%	25 +2%	1 1%	13 1%	0 -0%	5 -1%	2 1%	2 1%
		def	def						
Summary: Any	1562 39%	70 +49%	420 40%	71 44%	530 +47%	96 37%	320 -35%	19 -13%	38 -15%
		efgh	fgh	fgh	befgh	gh	gh		

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 23

QV1. Does anyone in your household have a car, and if so, do you use it as a driver or passenger?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes - and I use the car/cars as a driver	2786 69%	2195 69% d	2557 +70% d	591 68% d	229 -58%	180 -52% b	67 -32%	2492 +72% b	280 -49%
Yes - but I only use the car/cars as a passenger	402 10%	345 +11% cd	374 10% c	57 -7%	29 7%	32 9%	34 +16% a	303 -9%	95 +16% a
Yes - but I don't use the car/cars as a driver or a passenger	31 1%	24 1%	29 1%	7 1%	3 1%	6 +2%	2 1%	26 1%	5 1%
Summary: Use as driver or passenger	3188 79%	2540 +80% cd	2930 +80% cd	648 -74% d	257 -65%	212 -61% b	100 -48%	2795 +81% b	375 -65%
Summary: Any	3219 80%	2564 +81% cd	2959 +81% cd	655 -75% d	260 -66%	218 -63% b	102 -49%	2822 +82% b	381 -66%
No	826 20%	610 -19%	693 -19%	216 +25% ab	133 +34% abc	130 +37%	108 +51% a	623 -18%	196 +34% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 23 (continuation)

QV1. Does anyone in your household have a car, and if so, do you use it as a driver or passenger?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes - and I use the car/cars as a driver	2786 69%	2330 +73%	443 -53%	39 +81%	0 0%	0 0%	123 -61%	10 77%	6 35%	9 48%	9 48%	14 -41%	40 -43%	5 50%
Yes - but I only use the car/cars as a passenger	402 10%	278 -9%	120 +15%	1 -1%	1 62%	0 0%	24 12%	0 0%	3 19%	6 34%	5 26%	3 10%	9 9%	1 9%
Yes - but I don't use the car/cars as a driver or a passenger	31 1%	26 1%	5 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Use as driver or passenger	3188 79%	2608 +82%	563 -68%	40 83%	1 62%	0 0%	147 73%	10 77%	9 55%	15 82%	13 73%	17 -51%	49 -52%	6 59%
Summary: Any	3219 80%	2634 +82%	568 -69%	40 83%	1 62%	0 0%	147 -73%	10 77%	9 55%	15 82%	13 73%	17 -51%	49 -52%	6 59%
No	826 20%	559 -18%	261 +31%	8 17%	1 38%	1 100%	54 +27%	3 23%	8 45%	3 18%	5 27%	16 +49%	45 +48%	4 41%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 23 (continuation)

QV1. Does anyone in your household have a car, and if so, do you use it as a driver or passenger?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes - and I use the car/cars as a driver	2786 69%	61 -41%	43 66% a	21 -47%	14 58%	34 58% a	6 42%	9 51%	422 -59%	2364 +71% a
Yes - but I only use the car/cars as a passenger	402 10%	31 +21%	11 17%	11 +24% e	1 6%	5 9%	4 31%	4 21%	80 11%	322 10%
Yes - but I don't use the car/cars as a driver or a passenger	31 1%	0 0%	1 2%	* 1%	0 0%	1 2%	1 11%	1 7%	8 1%	24 1%
Summary: Use as driver or passenger	3188 79%	93 -62%	54 83% a	33 71%	16 64%	40 -67%	10 74%	12 72%	502 -71%	2686 +81% a
Summary: Any	3219 80%	93 -62%	56 85% a	33 72%	16 64%	41 69%	11 84%	13 79%	510 -72%	2710 +81% a
No	826 20%	57 +38% b	10 15%	13 28%	9 36%	18 31%	2 16%	4 21%	202 +28% b	624 -19%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 23 (continuation)

QV1. Does anyone in your household have a car, and if so, do you use it as a driver or passenger?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Yes - and I use the car/cars as a driver	2786 69%	74 -52%	535 -51%	98 -61%	913 +81%	173 67%	764 +83%	77 -52%	152 -62%
				b	abcegh	abg	abcegh		bg
Yes - but I only use the car/cars as a passenger	402 10%	33 +23%	207 +20%	21 13%	54 -5%	13 -5%	45 -5%	13 9%	16 6%
		cdefgh	cdefgh	defh				df	
Yes - but I don't use the car/cars as a driver or a passenger	31 1%	5 +4%	12 1%	2 1%	4 -*%	1 *%	5 1%	0 0%	3 1%
		bdefg	d						
Summary: Use as driver or passenger	3188 79%	107 75%	742 -71%	118 74%	967 +86%	186 -72%	809 +88%	90 -61%	168 -68%
		g	g	g	abcegh	g	abcegh		
Summary: Any	3219 80%	113 79%	755 -72%	120 75%	971 +86%	187 -72%	814 +89%	90 -61%	170 -69%
		g	g	g	abcegh	g	abcegh		
No	826 20%	31 21%	291 +28%	40 25%	156 -14%	73 +28%	102 -11%	58 +39%	75 +31%
		df	df	df		df		abcdef	df

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3152	2443	2877	709	275	239	99	2800	336
Effective Weighted Sample	2088	1630	1910	461	179	153	69	1824	254
Weighted Bases	3188	2540	2930	648	257	212	100	2795	375
A DAB/DAB+ digital radio	2193 69%	1802 +71% cd	2055 +70% cd	391 -60%	139 -54%	118 -56%	58 -58%	1969 +70% b	213 -57%
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	1734 54%	1443 +57% cd	1635 +56% cd	292 -45%	99 -39%	81 -38%	37 -37%	1560 +56% b	168 -45%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	975 31%	822 +32% cd	920 +31% cd	153 -24%	55 -21%	45 -21%	17 -17%	879 +31% b	94 -25%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	1137 36%	918 36% d	1061 +36% d	219 34%	76 -29%	55 -26%	18 -18%	1018 +36% b	114 -30%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	1068 33%	893 +35% cd	1012 +35% cd	174 -27%	56 -22%	45 -21%	20 -20%	963 +34% b	102 -27%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	503 16%	434 +17% cd	483 +16% cd	68 -11%	19 -8%	14 -6%	8 -8%	443 16%	59 16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3152	2443	2877	709	275	239	99	2800	336
Effective Weighted Sample	2088	1630	1910	461	179	153	69	1824	254
Weighted Bases	3188	2540	2930	648	257	212	100	2795	375
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	480 15%	410 +16% cd	457 +16% cd	70 -11%	22 -9%	14 -7%	11 11%	430 15%	49 13%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	604 19%	509 +20% cd	578 +20% cd	95 -15%	26 -10%	23 -11%	11 -11%	527 19%	73 19%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1374 43%	1116 +44% cd	1287 +44% cd	257 -40%	87 -34%	66 -31%	26 -26%	1250 +45% b	122 -33%
Voice assistant for e.g. making calls, playing music or navigation	749 23%	626 +25% cd	718 +25% cd	123 -19% d	31 -12%	26 -12%	15 15%	684 +24% b	63 -17%
Summary: ANY	2585 81%	2123 +84% cd	2420 +83% cd	461 -71% d	165 -64%	144 -68%	71 -71%	2291 +82% b	283 -75%
Summary: Connected audio in car	1834 58%	1533 +60% cd	1730 +59% cd	301 -46%	104 -41%	83 -39%	40 -40%	1644 +59% b	184 -49%
Summary: Pure audio	1213 38%	1007 +40% cd	1144 +39% cd	205 -32%	68 -27%	58 -28%	27 -27%	1097 +39% b	111 -29%
None of these	494 16%	339 -13%	423 -14%	156 +24% ab	71 +28% ab	56 +26%	20 20%	430 15%	62 16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 24 (continuation)
QV2A. Does any car used by someone in your household have any of these features?
 Base: Where has car and use it as a driver or passenger

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3152	2443	2877	709	275	239	99	2800	336
Effective Weighted Sample	2088	1630	1910	461	179	153	69	1824	254
Weighted Bases	3188	2540	2930	648	257	212	100	2795	375
Don't know	109	78	87	31	22	12	9	75	31
	3%	-3%	-3%	+5%	+8%	6%	+9%	-3%	+8%
				ab	abc				a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3152	2554	582	126	1	0	119	10	6	14	10	17	44	7
Effective Weighted Sample	2088	1693	385	74	1	0	88	8	4	10	8	15	34	5
Weighted Bases	3188	2608	563	40	1	0	147	10	9	15	13	17	49	6
A DAB/DAB+ digital radio	2193 69%	1845 +71%	337 -60%	23 -58%	0 0%	0 0%	101 69%	8 79%	7 76%	10 68%	6 42%	13 77%	28 57%	3 56%
The ability to stream music and make/ receive calls 'hands free' on a mobile phone via Bluetooth	1734 54%	1460 +56%	268 -48%	22 56%	0 0%	0 0%	77 52%	7 75%	4 39%	7 50%	7 50%	8 46%	26 54%	1 18%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	975 31%	810 31%	163 29%	11 27%	1 100%	0 0%	57 38%	6 60%	1 15%	5 34%	4 30%	3 17%	12 25%	0 0%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	1137 36%	960 +37%	172 -30%	13 34%	0 0%	0 0%	44 30%	4 42%	1 15%	5 34%	7 50%	4 22%	22 46%	0 0%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	1068 33%	900 +35%	165 -29%	12 31%	0 0%	0 0%	50 34%	5 47%	2 24%	7 45%	5 38%	3 19%	17 34%	1 11%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	503 16%	404 15%	97 17%	8 20%	0 0%	0 0%	31 21%	1 9%	0 0%	3 22%	2 13%	2 9%	9 18%	2 34%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3152	2554	582	126	1	0	119	10	6	14	10	17	44	7
Effective Weighted Sample	2088	1693	385	74	1	0	88	8	4	10	8	15	34	5
Weighted Bases	3188	2608	563	40	1	0	147	10	9	15	13	17	49	6
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	480 15%	397 15%	83 15%	7 18%	0 0%	0 0%	27 18%	2 24%	0 0%	4 28%	3 20%	2 9%	8 16%	0 0%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	604 19%	477 -18%	123 22%	6 16%	1 100%	0 0%	42 +29%	5 47%	0 0%	5 34%	3 20%	4 25%	8 17%	2 34%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1374 43%	1165 +45%	208 -37%	17 43%	0 0%	0 0%	68 46%	6 61%	7 74%	6 40%	5 41%	4 23%	13 -26%	1 14%
Voice assistant for e.g. making calls, playing music or navigation	749 23%	646 +25%	101 -18%	7 18%	0 0%	0 0%	30 21%	3 34%	4 39%	6 40%	4 32%	2 10%	11 22%	1 11%
Summary: ANY	2585 81%	2139 +82%	435 -77%	30 76%	1 100%	0 0%	121 82%	10 100%	9 100%	11 74%	8 57%	14 86%	39 79%	4 67%
Summary: Connected audio in car	1834 58%	1537 +59%	291 -52%	23 58%	0 0%	0 0%	84 57%	7 75%	4 39%	7 50%	7 50%	8 46%	27 56%	1 18%
Summary: Pure audio	1213 38%	1023 +39%	185 -33%	14 34%	1 100%	0 0%	60 41%	7 69%	4 39%	6 40%	5 41%	3 17%	13 27%	1 11%
None of these	494 16%	398 15%	93 17%	9 +24%	0 0%	0 0%	22 15%	0 0%	0 0%	4 26%	4 31%	2 14%	8 16%	2 33%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3152	2554	582	126	1	0	119	10	6	14	10	17	44	7
Effective Weighted Sample	2088	1693	385	74	1	0	88	8	4	10	8	15	34	5
Weighted Bases	3188	2608	563	40	1	0	147	10	9	15	13	17	49	6
Don't know	109	71	35	*	0	0	4	0	0	0	1	0	2	0
	3%	-3%	+6%	*%	0%	0%	3%	0%	0%	0%	11%	0%	5%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower


Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	e	*f	*g	a	b
Unweighted Bases	3152	82	47	28	14	36	8	13	527	2625
Effective Weighted Sample	2088	64	37	21	10	25	6	10	343	1746
Weighted Bases	3188	93	54	33	16	40	10	12	502	2686
A DAB/DAB+ digital radio	2193 69%	46 -50%	36 66%	16 49%	14 89%	18 -45%	3 31%	6 47%	306 -61%	1887 +70% a
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	1734 54%	40 -44%	26 48%	14 42%	7 43%	13 -33%	2 18%	7 56%	270 54%	1464 55%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/ satnav etc	975 31%	25 27%	17 30%	3 9%	3 20%	10 26%	1 8%	5 38%	135 -27%	840 +31% a
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	1137 36%	24 26%	18 34%	4 12%	5 31%	9 23%	4 37%	7 56%	180 36%	957 36%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	1068 33%	22 24%	18 33%	5 14%	5 30%	8 19%	4 36%	2 19%	178 35%	889 33%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	503 16%	13 14%	14 +27%	4 12%	2 15%	5 14%	0 0%	1 11%	67 13%	436 16%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										



Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	e	*f	*g	a	b
Unweighted Bases	3152	82	47	28	14	36	8	13	527	2625
Effective Weighted Sample	2088	64	37	21	10	25	6	10	343	1746
Weighted Bases	3188	93	54	33	16	40	10	12	502	2686
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	480 15%	10 11%	13 24% e	0 0%	4 22%	2 4%	0 0%	2 19%	80 16%	399 15%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	604 19%	15 16%	19 +35% a	1 2%	5 34%	7 17%	0 0%	* 2%	92 18%	512 19%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1374 43%	34 36%	20 37%	3 10%	5 33%	12 31%	2 22%	3 29%	194 -39%	1179 +44% a
Voice assistant for e.g. making calls, playing music or navigation	749 23%	14 15%	9 17%	1 4%	3 20%	3 -8%	1 8%	1 10%	137 +27% b	612 -23%
Summary: ANY	2585 81%	65 -70%	42 78%	23 69%	15 93%	30 75%	6 64%	8 66%	387 -77%	2198 +82% a
Summary: Connected audio in car	1834 58%	45 48%	26 48%	16 49%	8 50%	17 44%	4 45%	7 56%	286 57%	1548 58%
Summary: Pure audio	1213 38%	30 33%	18 32%	4 13%	4 28%	10 26%	1 8%	5 38%	187 37%	1026 38%
None of these	494 16%	13 14%	8 15%	6 19%	1 7%	7 17%	4 36%	3 27%	98 +19% b	397 -15%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	e	*f	*g	a	b
Unweighted Bases	3152	82	47	28	14	36	8	13	527	2625
Effective Weighted Sample	2088	64	37	21	10	25	6	10	343	1746
Weighted Bases	3188	93	54	33	16	40	10	12	502	2686
Don't know	109	15	4	4	0	3	0	1	18	91
	3%	+16%	7%	12%	0%	9%	0%	7%	4%	3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3152	93	632	124	1014	209	805	101
Effective Weighted Sample		2088	61	431	87	684	132	529	66
Weighted Bases		3188	107	742	118	967	186	809	90
A DAB/DAB+ digital radio		2193	67	484	75	727	118	583	46
	69%		62%	-65%	64%	+75%	63%	+72%	-51%
				gh		abcegh	g	begh	
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth		1734	73	392	74	565	94	437	29
	54%		+68%	53%	63%	+58%	50%	54%	-32%
			befgh	gh	begh	begh	g	gh	
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc		975	26	198	33	344	58	260	17
	31%		24%	-27%	28%	+36%	31%	32%	-19%
						abgh	g	bgh	
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring		1137	42	240	44	346	78	311	17
	36%		39%	-32%	37%	36%	42%	39%	-18%
			g	g	g	g	bg	bg	
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto		1068	52	235	47	346	63	268	16
	33%		+49%	32%	40%	36%	34%	33%	-18%
			bdefgh	gh	gh	gh	gh	gh	
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online		503	10	109	25	179	26	134	5
	16%		10%	15%	21%	+19%	14%	17%	-6%
				gh	agh	abgh	g	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 24 (continuation)

QV2A. Does any car used by someone in your household have any of these features?

Base: Where has car and use it as a driver or passenger

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3152	93	632	124	1014	209	805	101	174
Effective Weighted Sample	2088	61	431	87	684	132	529	66	113
Weighted Bases	3188	107	742	118	967	186	809	90	168
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	480 15%	12 12%	94 13% g	29 +24% abfgh	170 +18% bgh	34 18% bgh	118 15% g	5 -5%	17 10%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	604 19%	22 20% gh	132 18% gh	29 24% gh	200 21% gh	34 18% gh	162 20% gh	8 -9%	18 -11%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1374 43%	39 37% g	284 -38% g	49 41% g	460 +48% abg	88 47% bg	367 45% bg	19 -21%	68 41% g
Voice assistant for e.g. making calls, playing music or navigation	749 23%	40 +37% bdfgh	153 21% gh	33 28% gh	240 25% gh	56 +30% bgh	196 24% gh	8 -9%	23 -14%
Summary: ANY	2585 81%	94 88% egh	590 79% gh	101 86% egh	832 +86% befgh	140 -75% g	662 82% egh	51 -57%	114 -68%
Summary: Connected audio in car	1834 58%	79 +74% bdefgh	413 56% gh	79 +67% befgh	595 +62% begh	97 52% g	467 58% gh	31 -34%	74 -44%
Summary: Pure audio	1213 38%	47 44% bgh	238 -32% g	45 38% g	401 +41% bgh	75 40% bgh	338 +42% bgh	20 -22%	49 -29%
None of these	494 16%	11 10%	109 15%	14 12%	114 -12%	44 +24% abcdf	132 16% d	29 +33% abcdf	42 +25% abcdf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 24 (continuation)
QV2A. Does any car used by someone in your household have any of these features?
 Base: Where has car and use it as a driver or passenger

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3152	93	632	124	1014	209	805	101	174
Effective Weighted Sample	2088	61	431	87	684	132	529	66	113
Weighted Bases	3188	107	742	118	967	186	809	90	168
Don't know	109	3	43	3	21	3	15	9	12
	3%	2%	+6% def	3%	-2%	1%	-2%	+10% acdef	+7% def

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 25

QV2B. And do you ever use any of these features

Base: Where has features

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	2526	2030	2357	496	169	151	72	2255	259
Effective Weighted Sample	1676	1355	1564	323	112	100	50	1475	194
Weighted Bases	2585	2123	2420	461	165	144	71	2291	283
A DAB/DAB+ digital radio	1979 77%	1635 77%	1859 77%	344 75%	120 73%	104 72%	51 72%	1783 +78% b	190 -67%
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	1441 56%	1235 +58% cd	1379 +57% cd	206 -45%	62 -38%	60 -41%	31 -44%	1300 +57% b	139 -49%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	761 29%	662 +31% cd	729 +30% cd	99 -21%	31 -19%	33 23%	13 -18%	688 30%	71 25%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	841 33%	683 32%	789 33%	158 34%	52 32%	42 29%	12 -18%	750 33%	90 32%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	804 31%	707 +33% cd	777 +32% cd	96 -21%	27 -16%	25 -17%	17 25%	715 31%	86 30%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	327 13%	289 +14% cd	317 +13% cd	38 -8%	10 -6%	7 -5%	4 6%	280 12%	48 +17% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 25 (continuation)

QV2B. And do you ever use any of these features

Base: Where has features

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	2526	2030	2357	496	169	151	72	2255	259
Effective Weighted Sample	1676	1355	1564	323	112	100	50	1475	194
Weighted Bases	2585	2123	2420	461	165	144	71	2291	283
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	364 14%	310 15%	348 14%	54 12%	16 10%	11 -8%	11 15%	326 14%	38 13%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	493 19%	419 20% d	473 +20% d	74 16%	20 -12%	17 -12%	9 12%	428 19%	62 22%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1123 43%	908 43%	1049 43%	215 47%	74 45%	50 -34%	19 -27%	1024 +45% b	98 -35%
Voice assistant for e.g. making calls, playing music or navigation	533 21%	451 21% d	517 +21% d	82 18% d	15 -9%	16 -11%	9 13%	483 21%	47 17%
Summary: ANY	2440 94%	2012 95%	2288 95%	428 93%	152 92%	129 -90%	68 96%	2172 +95% b	258 -91%
Summary: Connected audio in car	1558 60%	1339 +63% cd	1489 +62% cd	219 -48%	70 -42%	63 -43%	35 50%	1399 +61% b	153 -54%
Summary: Pure audio	953 37%	814 +38% cd	914 +38% cd	139 -30%	39 -24%	43 30%	18 -25%	868 +38% b	81 -29%
None of these	132 5%	102 5%	121 5%	31 7%	11 7%	12 8%	3 4%	106 -5%	24 +9% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 25 (continuation)
QV2B. And do you ever use any of these features
Base: Where has features

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	2526	2030	2357	496	169	151	72	2255	259
Effective Weighted Sample	1676	1355	1564	323	112	100	50	1475	194
Weighted Bases	2585	2123	2420	461	165	144	71	2291	283
Don't know	12 *0%	10 *0%	10 *0%	3 1%	2 1%	3 +2%	0 0%	12 1%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 25 (continuation)

QV2B. And do you ever use any of these features

Base: Where has features

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	2526	2059	455	99	1	0	96	10	6	12	7	15	33	5
Effective Weighted Sample	1676	1372	297	64	1	0	70	8	4	10	7	13	26	3
Weighted Bases	2585	2139	435	30	1	0	121	10	9	11	8	14	39	4
A DAB/DAB+ digital radio	1979 77%	1674 +78%	299 -69%	21 71%	0 0%	0 0%	88 72%	6 67%	7 76%	10 92%	4 50%	11 75%	24 63%	3 83%
The ability to stream music and make/ receive calls 'hands free' on a mobile phone via Bluetooth	1441 56%	1216 +57%	222 -51%	20 +67%	0 0%	0 0%	63 52%	6 63%	4 39%	7 68%	6 80%	8 54%	23 60%	1 26%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	761 29%	636 30%	123 28%	6 21%	0 0%	0 0%	46 38%	5 47%	1 15%	5 46%	2 22%	3 18%	10 25%	0 0%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	841 33%	705 33%	135 31%	8 27%	0 0%	0 0%	37 30%	4 38%	1 15%	5 46%	4 48%	4 26%	19 48%	0 0%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	804 31%	663 31%	138 32%	8 27%	0 0%	0 0%	44 36%	5 47%	0 0%	7 60%	5 66%	3 20%	15 39%	1 17%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	327 13%	252 -12%	75 +17%	4 14%	0 0%	0 0%	24 +20%	0 0%	0 0%	3 30%	1 15%	1 9%	9 23%	2 51%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	2526	2059	455	99	1	0	96	10	6	12	7	15	33	5
Effective Weighted Sample	1676	1372	297	64	1	0	70	8	4	10	7	13	26	3
Weighted Bases	2585	2139	435	30	1	0	121	10	9	11	8	14	39	4
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	364 14%	299 14%	64 15%	4 14%	0 0%	0 0%	22 18%	1 15%	0 0%	3 30%	1 19%	1 9%	8 20%	0 0%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	493 19%	384 -18%	106 +24%	4 12%	1 100%	0 0%	40 +33%	4 38%	0 0%	5 46%	2 28%	4 29%	6 15%	2 51%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1123 43%	958 +45%	165 -38%	13 43%	0 0%	0 0%	53 44%	4 38%	5 50%	6 54%	3 34%	4 27%	12 30%	1 17%
Voice assistant for e.g. making calls, playing music or navigation	533 21%	454 21%	76 18%	3 -10%	0 0%	0 0%	26 21%	1 15%	1 15%	4 37%	1 15%	2 11%	11 28%	1 17%
Summary: ANY	2440 94%	2029 +95%	401 -92%	29 98%	1 100%	0 0%	113 93%	8 78%	9 100%	11 100%	8 100%	14 94%	35 90%	4 100%
Summary: Connected audio in car	1558 60%	1308 +61%	244 -56%	21 69%	0 0%	0 0%	70 58%	6 63%	4 39%	7 68%	6 80%	8 54%	24 63%	1 26%
Summary: Pure audio	953 37%	811 +38%	138 -32%	8 -25%	0 0%	0 0%	49 41%	5 47%	1 15%	6 54%	2 22%	3 18%	11 28%	1 17%
None of these	132 5%	97 -5%	33 +8%	1 2%	0 0%	0 0%	8 7%	2 22%	0 0%	0 0%	0 0%	1 6%	4 10%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 25 (continuation)
QV2B. And do you ever use any of these features
Base: Where has features

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	2526	2059	455	99	1	0	96	10	6	12	7	15	33	5
Effective Weighted Sample	1676	1372	297	64	1	0	70	8	4	10	7	13	26	3
Weighted Bases	2585	2139	435	30	1	0	121	10	9	11	8	14	39	4
Don't know	12	12	0	0	0	0	0	0	0	0	0	0	0	0
	*/%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 25 (continuation)

QV2B. And do you ever use any of these features

Base: Where has features

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	2526	60	37	20	13	27	5	9	399	2127
Effective Weighted Sample	1676	48	29	14	9	18	4	6	260	1417
Weighted Bases	2585	65	42	23	15	30	6	8	387	2198
A DAB/DAB+ digital radio	1979	37	33	16	11	18	3	6	267	1712
77%		-58%	78% a	71%	78%	61%	49%	69%	-69%	+78% a
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	1441	29	19	9	5	13	2	7	205	1237
	56%	44%	45%	41%	35%	44%	28%	83%	53%	56%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/ satnav etc	761	18	12	3	2	8	1	2	96	665
	29%	28%	28%	12%	16%	27%	13%	29%	-25%	+30% a
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	841	20	14	2	4	8	0	7	133	708
	33%	30%	33%	9%	25%	26%	0%	83%	34%	32%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	804	18	13	3	5	6	4	2	120	684
	31%	27%	31%	15%	32%	22%	56%	29%	31%	31%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	327	10	10	1	2	5	0	1	37	290
	13%	15%	+25%	6%	16%	18%	0%	17%	-10%	+13%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 25 (continuation)
QV2B. And do you ever use any of these features
Base: Where has features

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	2526	60	37	20	13	27	5	9	399	2127
Effective Weighted Sample	1676	48	29	14	9	18	4	6	260	1417
Weighted Bases	2585	65	42	23	15	30	6	8	387	2198
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	364 14%	8 12%	8 20%	0 0%	2 16%	2 6%	0 0%	2 29%	62 16%	302 14%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	493 19%	9 14%	17 +40% a	1 3%	5 36%	7 23%	0 0%	* 2%	71 18%	422 19%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1123 43%	29 45%	14 33%	2 9%	3 22%	12 41%	1 21%	3 41%	146 -38%	977 +44% a
Voice assistant for e.g. making calls, playing music or navigation	533 21%	13 20%	6 14%	0 0%	2 13%	3 11%	1 13%	1 15%	89 23%	444 20%
Summary: ANY	2440 94%	53 -82%	41 97% a	22 98%	13 90%	28 92%	6 100%	8 98%	364 94%	2076 94%
Summary: Connected audio in car	1558 60%	32 49%	20 47%	11 51%	6 42%	16 55%	4 71%	7 83%	220 57%	1339 61%
Summary: Pure audio	953 37%	25 39%	13 30%	3 12%	2 16%	8 27%	1 13%	2 29%	136 35%	818 37%
None of these	132 5%	12 +18% b	1 3%	1 2%	1 10%	2 8%	0 0%	* 2%	20 5%	112 5%
Don't know	12 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 1%	10 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 25 (continuation)

QV2B. And do you ever use any of these features

Base: Where has features

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	2526	79	506	108	865	157	642	55	114
Effective Weighted Sample	1676	52	343	75	585	99	421	38	75
Weighted Bases	2585	94	590	101	832	140	662	51	114
A DAB/DAB+ digital radio	1979 77%	50 -53%	401 -68% a	70 69% a	689 +83% abch	109 78% ab	541 +82% abch	39 76% a	81 71% a
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	1441 56%	63 +67% efgh	324 55% efgh	64 63% efgh	503 +60% befgh	64 -46% g	362 55% gh	14 -27%	48 -42%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	761 29%	15 -16%	150 -25%	29 28% g	289 +35% abgh	45 32% agh	201 30% ag	7 -14%	24 21%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	841 33%	31 33% g	155 -26%	33 33% g	274 33% bg	60 +43% bdg	235 35% bg	8 -16%	44 39% bg
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	804 31%	45 +48% bdefgh	182 31% gh	37 37% efgh	287 +34% efgh	34 25% g	191 29% g	3 -7%	24 -21% g
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	327 13%	5 6%	73 12% g	15 15% g	115 14% ag	16 11% g	92 14% ag	1 -2%	10 8%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 25 (continuation)

QV2B. And do you ever use any of these features

Base: Where has features

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	2526		79	506	108	865	157	642	55
Effective Weighted Sample	1676		52	343	75	585	99	421	38
Weighted Bases	2585		94	590	101	832	140	662	51
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	364 14%		12 13%	67 -11%	21 20% bg	120 14% g	27 19% bg	101 15% g	2 -4%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	493 19%		20 21% g	94 -16%	24 23% g	173 21% bg	23 17%	138 21% bg	4 -8%
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1123 43%		29 -31%	197 -33%	34 -34%	391 +47% abcg	70 50% abcg	328 +49% abcg	13 -25%
Voice assistant for e.g. making calls, playing music or navigation	533 21%		27 28% bgh	91 -15% g	23 22% gh	180 22% bgh	38 +27% bgh	159 +24% bgh	2 -4%
Summary: ANY	2440 94%		91 97% g	533 -90%	97 95%	805 +97% bg	131 94%	632 95% bg	45 -87%
Summary: Connected audio in car	1558 60%		71 +75% befgh	354 60% egh	66 65% egh	541 +65% efgh	68 -48% g	389 59% egh	15 -29%
Summary: Pure audio	953 37%		33 35% g	175 -30% g	35 35% g	339 +41% bgh	60 43% bgh	273 +41% bgh	8 -15%
None of these	132 5%		3 3%	53 +9% cdf	3 3%	24 -3%	8 6%	31 5%	6 +12% acdf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 25 (continuation)
QV2B. And do you ever use any of these features
 Base: Where has features

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	2526	79	506	108	865	157	642	55	114
Effective Weighted Sample	1676	52	343	75	585	99	421	38	75
Weighted Bases	2585	94	590	101	832	140	662	51	114
Don't know	12 *%	0 0%	4 1% f	2 2% f	4 *%	1 *%	0 -0%	* 1% f	2 2% f

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 26

Summary: QV2B. And do you ever use any of these features

Base: Where has features

	Total	Yes - Use	No - Does not use/Don't know
A DAB/DAB+ digital radio	2193	1979 90%	214 10%
The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth	1734	1441 83%	293 17%
An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc	975	761 78%	214 22%
Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring	1137	841 74%	296 26%
The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto	1068	804 75%	264 25%
In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online	503	327 65%	175 35%
Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked	480	364 76%	116 24%
A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead	604	493 82%	111 18%

Technology Tracker 2025
Table 26 (continuation)
Summary: QV2B. And do you ever use any of these features
Base: Where has features

	Total	Yes - Use	No - Does not use/Don't know
Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet	1374	1123 82%	250 18%
Voice assistant for e.g. making calls, playing music or navigation	749	533 71%	216 29%

Technology Tracker 2025
 Table 27
QV2B.1. And do you ever use any of these features - A DAB/DAB+ digital radio
 Base: Where has - A DAB/DAB+ digital radio

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	2160	1730	2016	430	144	124	59	1950	198
Effective Weighted Sample	1429	1152	1335	279	94	83	41	1273	149
Weighted Bases	2193	1802	2055	391	139	118	58	1969	213
Yes - Use	1979 90%	1635 91%	1859 90%	344 88%	120 86%	104 88%	51 88%	1783 91%	190 89%
No - Does not use/Don't know	214 10%	167 9%	195 10%	47 12%	19 14%	14 12%	7 12%	187 9%	22 11%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 27 (continuation)
QV2B.1. And do you ever use any of these features - A DAB/DAB+ digital radio
 Base: Where has - A DAB/DAB+ digital radio

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	2160	1797	351	74	0	0	79	8	5	10	5	13	25	4
Effective Weighted Sample	1429	1193	228	45	0	0	56	6	3	8	5	11	19	2
Weighted Bases	2193	1845	337	23	0	0	101	8	7	10	6	13	28	3
Yes - Use	1979 90%	1674 91%	299 89%	21 94%	0 0%	0 0%	88 87%	6 85%	7 100%	10 100%	4 68%	11 84%	24 88%	3 100%
No - Does not use/Don't know	214 10%	172 9%	37 11%	1 6%	0 0%	0 0%	13 13%	1 15%	0 0%	0 0%	2 32%	2 16%	3 12%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 27 (continuation)
QV2B.1. And do you ever use any of these features - A DAB/DAB+ digital radio
 Base: Where has - A DAB/DAB+ digital radio

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	2160	43	32	14	12	16	3	8	322	1838
Effective Weighted Sample	1429	36	25	10	8	10	3	6	210	1220
Weighted Bases	2193	46	36	16	14	18	3	6	306	1887
Yes - Use	1979	37	33	16	11	18	3	6	267	1712
	90%	82%	92%	100%	82%	100%	100%	97%	87%	91%
No - Does not use/Don't know	214	8	3	0	3	0	0	*	39	175
	10%	18%	8%	0%	18%	0%	0%	3%	13%	9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
 Table 27 (continuation)
QV2B.1. And do you ever use any of these features - A DAB/DAB+ digital radio
 Base: Where has - A DAB/DAB+ digital radio

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	2160	55	414	83	764	137	563	47	97
Effective Weighted Sample	1429	38	276	58	518	84	373	32	62
Weighted Bases	2193	67	484	75	727	118	583	46	93
Yes - Use	1979 90%	50 -74%	401 -83%	70 93% ab	689 +95% abgh	109 92% ab	541 +93% abh	39 85%	81 87%
No - Does not use/Don't know	214 10%	17 +26% cdef	83 +17% cdef	6 7%	38 -5%	9 8%	42 -7%	7 15% d	12 13% df

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



QV2B.2. And do you ever use any of these features - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

Base: Where has - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1703	1393	1607	310	96	82	39	1537	160
Effective Weighted Sample	1123	924	1059	199	64	54	24	1002	119
Weighted Bases	1734	1443	1635	292	99	81	37	1560	168
Yes - Use	1441 83%	1235 +86% cd	1379 +84% cd	206 -71%	62 -62%	60 -74%	31 85%	1300 83%	139 82%
No - Does not use/Don't know	293 17%	207 -14%	255 -16%	86 +29% ab	38 +38% ab	21 +26%	5 15%	260 17%	30 18%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 28 (continuation)

QV2B.2. And do you ever use any of these features - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

Base: Where has - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	1703	1407	290	71	0	0	59	7	2	9	6	9	21	3
Effective Weighted Sample	1123	936	184	43	0	0	42	5	2	7	6	8	16	2
Weighted Bases	1734	1460	268	22	0	0	77	7	4	7	7	8	26	1
Yes - Use	1441 83%	1216 83%	222 83%	20 90%	0 0%	0 0%	63 82%	6 84%	4 100%	7 100%	6 92%	8 100%	23 88%	1 100%
No - Does not use/Don't know	293 17%	244 17%	46 17%	2 10%	0 0%	0 0%	13 18%	1 16%	0 0%	0 0%	1 8%	0 0%	3 12%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.2. And do you ever use any of these features - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

Base: Where has - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1703	37	25	13	7	12	2	7	281	1422
Effective Weighted Sample	1123	28	18	10	6	8	2	5	184	940
Weighted Bases	1734	40	26	14	7	13	2	7	270	1464
Yes - Use	1441 83%	29 71%	19 72%	9 67%	5 75%	13 100%	2 100%	7 97%	205 -76%	1237 +84% a
No - Does not use/Don't know	293 17%	12 29%	7 28%	5 33%	2 25%	0 0%	0 0%	* 3%	65 +24% b	228 -16%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 28 (continuation)

QV2B.2. And do you ever use any of these features - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

Base: Where has - The ability to stream music and make/receive calls 'hands free' on a mobile phone via Bluetooth

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	1703	64	337	78	600	109	419	30	66
Effective Weighted Sample	1123	41	226	55	403	69	275	21	43
Weighted Bases	1734	73	392	74	565	94	437	29	71
Yes - Use	1441 83%	63 86% egh	324 83% egh	64 86% egh	503 +89% befgh	64 -68% g	362 83% egh	14 -49%	48 -68%
No - Does not use/Don't know	293 17%	10 14%	68 17%	11 14%	62 -11%	30 +32% abcdf	75 17% d	15 +51% abcdef	23 +32% abcdf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025


Table 29

QV2B.3. And do you ever use any of these features - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

Base: Where has - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	b
Unweighted Bases	919	756	867	163	52	45	17	832	85
Effective Weighted Sample	621	517	587	104	33	29	13	554	66
Weighted Bases	975	822	920	153	55	45	17	879	94
Yes - Use	761 78%	662 +81% cd	729 +79% cd	99 -65%	31 -57%	33 72%	13 78%	688 78%	71 75%
No - Does not use/Don't know	214 22%	160 -19%	190 -21%	54 +35% ab	24 +43% ab	13 28%	4 22%	190 22%	23 25%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 29 (continuation)

QV2B.3. And do you ever use any of these features - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc
 Base: Where has - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	919	755	162	36	1	0	40	5	1	5	4	4	8	0
Effective Weighted Sample	621	513	107	26	1	0	30	4	1	4	4	3	6	0
Weighted Bases	975	810	163	11	1	0	57	6	1	5	4	3	12	0
Yes - Use	761 78%	636 78%	123 76%	6 -57%	0 0%	0 0%	46 82%	5 80%	1 100%	5 100%	2 42%	3 92%	10 79%	0 0%
No - Does not use/Don't know	214 22%	174 22%	39 24%	5 +43%	1 100%	0 0%	10 18%	1 20%	0 0%	0 0%	2 58%	* 8%	3 21%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Table 29 (continuation)

OV2B.3. And do you expect

QV2B.3. And do you ever use any of these features - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

Base: Where has - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	919	23	17	3	3	7	1	4	134	785
Effective Weighted Sample	621	21	14	2	2	5	1	3	93	528
Weighted Bases	975	25	17	3	3	10	1	5	135	840
Yes - Use	761	18	12	3	2	8	1	2	96	665
	78%	74%	70%	91%	74%	78%	100%	50%	-71%	+79% a
No - Does not use/Don't know	214	6	5	*	1	2	0	2	39	175
	22%	26%	30%	9%	26%	22%	0%	50%	+29% b	-21%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 29 (continuation)

QV2B.3. And do you ever use any of these features - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

Base: Where has - An in-built 'infotainment system' with a touchscreen that connects to the internet without a phone, and can be used for streaming music/satnav etc

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	c	d	e	f	*g	h
Unweighted Bases	919	25	162	34	348	58	240	17	35
Effective Weighted Sample	621	19	114	23	237	39	159	12	22
Weighted Bases	975	26	198	33	344	58	260	17	38
Yes - Use	761 78%	15 59%	150 76%	29 85% h	289 +84% bfh	45 77%	201 77%	7 41%	24 -64%
No - Does not use/Don't know	214 22%	10 41%	48 24%	5 15%	54 -16%	13 23%	59 23% d	10 59%	14 +36% cd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.4. And do you ever use any of these features - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring

Base: Where has - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	b
Unweighted Bases	1103	871	1027	232	76	55	17	1000	99
Effective Weighted Sample	739	588	690	152	49	36	11	660	77
Weighted Bases	1137	918	1061	219	76	55	18	1018	114
Yes - Use	841 74%	683 74%	789 74%	158 72%	52 69%	42 76%	12 68%	750 74%	90 79%
No - Does not use/Don't know	296 26%	235 26%	272 26%	61 28%	24 31%	13 24%	6 32%	268 26%	24 21%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 30 (continuation)

QV2B.4. And do you ever use any of these features - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring
Base: Where has - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	1103	916	183	49	0	0	35	4	1	5	6	4	15	0
Effective Weighted Sample	739	621	115	36	0	0	24	3	1	4	6	3	12	0
Weighted Bases	1137	960	172	13	0	0	44	4	1	5	7	4	22	0
Yes - Use	841 74%	705 73%	135 78%	8 -60%	0 0%	0 0%	37 83%	4 90%	1 100%	5 100%	4 55%	4 100%	19 83%	0 0%
No - Does not use/Don't know	296 26%	255 27%	37 22%	5 +40%	0 0%	0 0%	7 17%	* 10%	0 0%	0 0%	3 45%	0 0%	4 17%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 30 (continuation)

QV2B.4. And do you ever use any of these features - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring
 Base: Where has - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring

		Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1103	22	17	4	5	7	2	7	181	922
Effective Weighted Sample	739	19	13	3	4	5	2	5	120	619
Weighted Bases	1137	24	18	4	5	9	4	7	180	957
Yes - Use	841	20	14	2	4	8	0	7	133	708
	74%	82%	76%	57%	76%	83%	0%	97%	74%	74%
No - Does not use/Don't know	296	4	4	2	1	2	4	*	47	249
	26%	18%	24%	43%	24%	17%	100%	3%	26%	26%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower


Technology Tracker 2025

Table 30 (continuation)

QV2B.4. And do you ever use any of these features - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring
 Base: Where has - Automated driving features such as adaptive cruise control, collision avoidance, assisted parking or lane centring

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	*g	h
Unweighted Bases	1103	35	195	44	377	81	295	21	55
Effective Weighted Sample	739	23	138	31	257	54	195	14	36
Weighted Bases	1137	42	240	44	346	78	311	17	59
Yes - Use	841 74%	31 75%	155 -65%	33 75%	274 +79% b	60 78% b	235 75% b	8 49%	44 74%
No - Does not use/Don't know	296 26%	10 25%	85 +35% def	11 25%	72 -21%	17 22%	77 25%	8 51%	15 26%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 31

QV2B.5. And do you ever use any of these features - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

Base: Where has - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	b
Unweighted Bases	1017	843	966	174	51	41	20	924	92
Effective Weighted Sample	688	571	653	118	35	29	13	618	70
Weighted Bases	1068	893	1012	174	56	45	20	963	102
Yes - Use	804 75%	707 +79% cd	777 +77% cd	96 -55%	27 -48%	25 -56%	17 85%	715 -74%	86 +84% a
No - Does not use/Don't know	264 25%	186 -21%	235 -23%	78 +45% ab	29 +52% ab	20 +44%	3 15%	248 +26% b	16 -16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 31 (continuation)

QV2B.5. And do you ever use any of these features - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto
 Base: Where has - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	1017	849	167	38	0	0	37	4	1	7	4	4	14	1
Effective Weighted Sample	688	579	108	20	0	0	27	3	1	6	4	3	10	1
Weighted Bases	1068	900	165	12	0	0	50	5	2	7	5	3	17	1
Yes - Use	804 75%	663 -74%	138 +84%	8 67%	0 0%	0 0%	44 87%	5 100%	0 0%	7 100%	5 100%	3 93%	15 90%	1 100%
No - Does not use/Don't know	264 25%	237 +26%	26 -16%	4 33%	0 0%	0 0%	6 13%	0 0%	2 100%	0 0%	0 0%	* 7%	2 10%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 31 (continuation)

QV2B.5. And do you ever use any of these features - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

Base: Where has - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

		Ethnicity (Full)							Impacting/Limiting Conditions		
		Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column			*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases		1017	22	19	4	4	3	2	3	173	844
Effective Weighted Sample		688	19	15	4	3	3	2	2	115	572
Weighted Bases		1068	22	18	5	5	8	4	2	178	889
Yes - Use		804 75%	18 79%	13 74%	3 71%	5 100%	6 86%	4 100%	2 100%	120 -67%	684 +77% a
No - Does not use/Don't know		264 25%	5 21%	5 26%	1 29%	0 0%	1 14%	0 0%	0 0%	58 +33% b	206 -23%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 31 (continuation)

QV2B.5. And do you ever use any of these features - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

Base: Where has - The ability to stream music/ audio and use other apps such as sat nav by connecting your phone to the car's dashboard i.e. Apple CarPlay, Android Auto

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	*g	h
Unweighted Bases	1017	42	194	50	371	64	245	17	34
Effective Weighted Sample	688	28	137	33	251	44	166	12	23
Weighted Bases	1068	52	235	47	346	63	268	16	40
Yes - Use	804 75%	45 87% efh	182 77% eh	37 79% e	287 +83% efh	34 -54%	191 71% e	3 21%	24 -59%
No - Does not use/Don't know	264 25%	7 13%	53 23%	10 21%	59 -17%	29 +46% abcdf	77 29% ad	12 79%	16 +41% abd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Table 32
QV2B.6. And do you ever use any of these features - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online
Base: Where has - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	*d	*a	*b	a	b
Unweighted Bases	484	409	465	75	19	14	9	436	47
Effective Weighted Sample	328	279	316	49	12	10	6	292	36
Weighted Bases	503	434	483	68	19	14	8	443	59
Yes - Use	327 65%	289 67%	317 66%	38 55%	10 53%	7 52%	4 51%	280 -63%	48 +81% a
No - Does not use/Don't know	175 35%	145 33%	166 34%	31 45%	9 47%	7 48%	4 49%	163 +37% b	11 -19%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025


Table 32 (continuation)

QV2B.6. And do you ever use any of these features - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online

Base: Where has - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	484	389	94	24	0	0	23	1	0	3	2	2	5	1
Effective Weighted Sample	328	270	58	16	0	0	15	1	0	2	2	1	4	1
Weighted Bases	503	404	97	8	0	0	31	1	0	3	2	2	9	2
Yes - Use	327 65%	252 -62%	75 +77%	4 52%	0 0%	0 0%	24 77%	0 0%	0 0%	3 100%	1 67%	1 86%	9 100%	2 100%
No - Does not use/Don't know	175 35%	152 +38%	22 -23%	4 48%	0 0%	0 0%	7 23%	1 100%	0 0%	0 0%	1 33%	* 14%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
 Table 32 (continuation)
QV2B.6. And do you ever use any of these features - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online
 Base: Where has - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	484	10	13	3	2	3	0	2	72	412
Effective Weighted Sample	328	9	9	3	1	2	0	1	51	278
Weighted Bases	503	13	14	4	2	5	0	1	67	436
Yes - Use	327	10	10	1	2	5	0	1	37	290
	65%	78%	72%	34%	100%	100%	0%	100%	56%	67%
No - Does not use/Don't know	175	3	4	3	0	0	0	0	30	146
	35%	22%	28%	66%	0%	0%	0%	0%	44%	33%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.6. And do you ever use any of these features - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online

Base: Where has - In-built WiFi 'hotspot' - so that you and others can use the car's own data connection to go online

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	*e	f	*g	*h
Unweighted Bases	484	11	87	28	187	29	123	4	15
Effective Weighted Sample	328	8	63	21	126	20	82	3	10
Weighted Bases	503	10	109	25	179	26	134	5	14
Yes - Use	327 65%	5 53%	73 67%	15 61%	115 64%	16 61%	92 69%	1 14%	10 69%
No - Does not use/Don't know	175 35%	5 47%	35 33%	10 39%	64 36%	10 39%	42 31%	5 86%	4 31%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.7. And do you ever use any of these features - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

Base: Where has - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	*d	*a	*b	a	b
Unweighted Bases	458	380	435	78	23	13	9	412	46
Effective Weighted Sample	307	256	292	52	15	9	6	272	36
Weighted Bases	480	410	457	70	22	14	11	430	49
Yes - Use	364 76%	310 76%	348 76%	54 77%	16 73%	11 83%	11 98%	326 76%	38 77%
No - Does not use/Don't know	116 24%	100 24%	110 24%	16 23%	6 27%	2 17%	* 2%	105 24%	11 23%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.7. And do you ever use any of these features - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

Base: Where has - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	458	373	85	19	0	0	20	3	0	4	2	2	5	0
Effective Weighted Sample	307	252	55	12	0	0	13	3	0	3	2	1	4	0
Weighted Bases	480	397	83	7	0	0	27	2	0	4	3	2	8	0
Yes - Use	364 76%	299 75%	64 78%	4 59%	0 0%	0 0%	22 84%	1 60%	0 0%	3 79%	1 54%	1 86%	8 100%	0 0%
No - Does not use/Don't know	116 24%	97 25%	19 22%	3 41%	0 0%	0 0%	4 16%	1 40%	0 0%	1 21%	1 46%	* 14%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.7. And do you ever use any of these features - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

Base: Where has - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

		Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	458	10	12	0	3	2	0	3	78	380
Effective Weighted Sample	307	8	10	0	2	2	0	2	53	254
Weighted Bases	480	10	13	0	4	2	0	2	80	399
Yes - Use	364 76%	8 78%	8 64%	0 0%	2 67%	2 100%	0 0%	2 100%	62 77%	302 76%
No - Does not use/Don't know	116 24%	2 22%	5 36%	0 0%	1 33%	0 0%	0 0%	0 0%	19 23%	97 24%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 33 (continuation)

QV2B.7. And do you ever use any of these features - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

Base: Where has - Remote monitoring of the car using a smartphone - for example enabling you to identify faults or remind you where you parked

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	e	f	*g	*h
Unweighted Bases	458	10	72	26	177	36	114	6	17
Effective Weighted Sample	307	7	53	19	120	25	72	4	11
Weighted Bases	480	12	94	29	170	34	118	5	17
Yes - Use	364 76%	12 99%	67 71%	21 72%	120 -71%	27 78%	101 +85% bd	2 38%	14 83%
No - Does not use/Don't know	116 24%	* 1%	27 29%	8 28%	50 +29% f	7 22%	18 -15%	3 62%	3 17%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



QV2B.8. And do you ever use any of these features - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

Base: Where has - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	*a	*b	a	b
Unweighted Bases	589	480	559	109	30	27	12	525	61
Effective Weighted Sample	395	327	378	69	18	17	9	345	48
Weighted Bases	604	509	578	95	26	23	11	527	73
Yes - Use	493 82%	419 82%	473 82%	74 78%	20 75%	17 72%	9 83%	428 81%	62 84%
No - Does not use/Don't know	111 18%	91 18%	105 18%	21 22%	7 25%	6 28%	2 17%	99 19%	11 16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 34 (continuation)

QV2B.8. And do you ever use any of these features - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

Base: Where has - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	589	473	113	22	1	0	29	4	0	4	3	4	6	1
Effective Weighted Sample	395	318	76	13	1	0	21	3	0	4	3	4	4	1
Weighted Bases	604	477	123	6	1	0	42	5	0	5	3	4	8	2
Yes - Use	493 82%	384 80%	106 87%	4 57%	1 100%	0 0%	40 94%	4 80%	0 0%	5 100%	2 79%	4 100%	6 72%	2 100%
No - Does not use/Don't know	111 18%	94 20%	17 13%	3 43%	0 0%	0 0%	2 6%	1 20%	0 0%	0 0%	1 21%	0 0%	2 28%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 34 (continuation)
QV2B.8. And do you ever use any of these features - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead
Base: Where has - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

		Ethnicity (Full)							Impacting/Limiting Conditions		
		Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column			*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases		589	13	12	1	5	7	0	1	90	499
Effective Weighted Sample		395	12	10	1	4	6	0	1	62	333
Weighted Bases		604	15	19	1	5	7	0	*	92	512
Yes - Use		493	9	17	1	5	7	0	*	71	422
		82%	62%	89%	100%	100%	100%	0%	100%	77%	82%
No - Does not use/Don't know		111	6	2	0	0	0	0	0	21	90
		18%	38%	11%	0%	0%	0%	0%	0%	23%	18%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 34 (continuation)

QV2B.8. And do you ever use any of these features - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

Base: Where has - A dash cam (dashboard camera) mounted on the car windscreen to record the road ahead

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	*a	b	c	d	e	f	*g	*h
Unweighted Bases	589	17	104	31	204	34	169	8	22
Effective Weighted Sample	395	12	74	22	138	24	111	5	13
Weighted Bases	604	22	132	29	200	34	162	8	18
Yes - Use	493 82%	20 92%	94 -72%	24 82%	173 +87% be	23 69%	138 86% be	4 49%	16 86%
No - Does not use/Don't know	111 18%	2 8%	37 +28% df	5 18%	26 -13%	11 31% df	23 14%	4 51%	3 14%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QV2B.9. And do you ever use any of these features - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

Base: Where has - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	b
Unweighted Bases	1344	1060	1256	284	88	70	26	1232	110
Effective Weighted Sample	889	713	833	177	57	44	20	806	82
Weighted Bases	1374	1116	1287	257	87	66	26	1250	122
Yes - Use	1123 82%	908 81%	1049 82%	215 84%	74 86%	50 75%	19 75%	1024 82%	98 81%
No - Does not use/Don't know	250 18%	208 19%	238 18%	42 16%	12 14%	17 25%	6 25%	226 18%	24 19%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 35 (continuation)

QV2B.9. And do you ever use any of these features - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet
Base: Where has - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	1344	1123	219	58	0	0	51	6	3	6	5	5	9	2
Effective Weighted Sample	889	750	138	41	0	0	38	4	3	5	5	4	7	1
Weighted Bases	1374	1165	208	17	0	0	68	6	7	6	5	4	13	1
Yes - Use	1123 82%	958 82%	165 79%	13 75%	0 0%	0 0%	53 78%	4 62%	5 67%	6 100%	3 47%	4 100%	12 91%	1 80%
No - Does not use/Don't know	250 18%	207 18%	43 21%	4 25%	0 0%	0 0%	15 22%	2 38%	2 33%	0 0%	3 53%	0 0%	1 9%	* 20%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025


Table 35 (continuation)

QV2B.9. And do you ever use any of these features - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

Base: Where has - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

		Ethnicity (Full)							Impacting/Limiting Conditions		
		Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column			a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases		1344	31	19	3	6	8	3	4	198	1146
Effective Weighted Sample		889	26	15	3	4	6	3	3	132	757
Weighted Bases		1374	34	20	3	5	12	2	3	194	1179
Yes - Use		1123 82%	29 87%	14 70%	2 63%	3 62%	12 100%	1 59%	3 95%	146 -75%	977 +83% a
No - Does not use/Don't know		250 18%	4 13%	6 30%	1 37%	2 38%	0 0%	1 41%	* 5%	48 +25% b	202 -17%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 35 (continuation)

QV2B.9. And do you ever use any of these features - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

Base: Where has - Built-in satellite navigation with a screen in the car's dashboard, that uses GPS but does not otherwise connect to the internet

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	*g	h
Unweighted Bases	1344	31	231	54	486	91	363	22	66
Effective Weighted Sample	889	22	157	39	329	60	236	15	42
Weighted Bases	1374	39	284	49	460	88	367	19	68
Yes - Use	1123 82%	29 74%	197 -69%	34 -70%	391 +85% bc	70 80%	328 +89% abce	13 69%	61 90% abc
No - Does not use/Don't know	250 18%	10 26% fh	87 +31% dfh	15 +30% dfh	70 -15%	17 20% f	39 -11%	6 31%	7 10%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 36
QV2B.10. And do you ever use any of these features - Voice assistant for e.g. making calls, playing music or navigation
 Base: Where has - Voice assistant for e.g. making calls, playing music or navigation

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	*a	*b	a	b
Unweighted Bases	710	585	678	125	32	27	14	653	56
Effective Weighted Sample	482	400	462	83	20	18	10	439	42
Weighted Bases	749	626	718	123	31	26	15	684	63
Yes - Use	533 71%	451 72% d	517 +72% d	82 66%	15 -49%	16 64%	9 57%	483 71%	47 75%
No - Does not use/Don't know	216 29%	175 28%	201 -28%	41 34%	16 +51% ab	9 36%	7 43%	201 29%	16 25%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 36 (continuation)
QV2B.10. And do you ever use any of these features - Voice assistant for e.g. making calls, playing music or navigation
 Base: Where has - Voice assistant for e.g. making calls, playing music or navigation

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	710	607	102	23	0	0	23	4	2	6	4	2	8	1
Effective Weighted Sample	482	418	64	16	0	0	15	4	2	5	4	1	5	1
Weighted Bases	749	646	101	7	0	0	30	3	4	6	4	2	11	1
Yes - Use	533 71%	454 70%	76 76%	3 42%	0 0%	0 0%	26 85%	1 43%	1 38%	4 68%	1 27%	2 100%	11 100%	1 100%
No - Does not use/Don't know	216 29%	192 30%	24 24%	4 58%	0 0%	0 0%	4 15%	2 57%	2 62%	2 32%	3 73%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 36 (continuation)
QV2B.10. And do you ever use any of these features - Voice assistant for e.g. making calls, playing music or navigation
 Base: Where has - Voice assistant for e.g. making calls, playing music or navigation

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	710	14	8	1	2	1	1	2	131	579
Effective Weighted Sample	482	12	7	1	2	1	1	1	88	395
Weighted Bases	749	14	9	1	3	3	1	1	137	612
Yes - Use	533	13	6	0	2	3	1	1	89	444
	71%	93%	65%	0%	62%	100%	100%	100%	65%	72%
No - Does not use/Don't know	216	1	3	1	1	0	0	0	48	168
	29%	7%	35%	100%	38%	0%	0%	0%	35%	28%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 36 (continuation)

QV2B.10. And do you ever use any of these features - Voice assistant for e.g. making calls, playing music or navigation

Base: Where has - Voice assistant for e.g. making calls, playing music or navigation

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	*g	*h
Unweighted Bases	710	30	116	36	255	55	186	10	22
Effective Weighted Sample	482	21	81	25	181	38	126	6	14
Weighted Bases	749	40	153	33	240	56	196	8	23
Yes - Use	533 71%	27 66%	91 -60%	23 68%	180 75% b	38 69%	159 +81% be	2 22%	13 59%
No - Does not use/Don't know	216 29%	13 34%	62 +40% df	11 32%	60 25%	18 31% f	37 -19%	6 78%	9 41%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 37

QL1. Is there a landline phone in your home, and if there is, what can it be used for?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes - can use it to make and receive calls	1381 34%	773 -24%	1066 -29% a	608 +70% ab	315 +80% abc	240 +69% b	32 -15%	1275 +37% b	100 -17%
Yes - can receive but not make calls/incoming calls only	166 4%	121 4%	146 4%	45 5%	19 5%	20 6%	6 3%	146 4%	20 3%
Yes, but line not working properly/needs to be repaired	88 2%	81 +3% cd	85 2% c	7 -1%	3 1%	2 -1%	1 1%	79 2%	8 1%
Summary: Yes	1635 40%	975 -31%	1297 -36% a	660 +76% ab	338 +86% abc	263 +76% b	40 -19%	1500 +44% b	127 -22% a
No, do not have a landline phone	2370 59%	2159 +68% bcd	2315 +63% cd	211 -24% d	56 -14%	85 -24%	167 +80% a	1924 -56%	436 +76% a
Don't know	40 1%	40 +1% cd	40 +1% cd	0 -0%	0 -0%	0 -0%	3 2% a	21 -1%	14 +2% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 37 (continuation)

QL1. Is there a landline phone in your home, and if there is, what can it be used for?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes - can use it to make and receive calls	1381 34%	1224 +38%	151 -18%	14 30%	1 38%	0 0%	36 -18%	4 30%	0 0%	3 15%	2 9%	10 30%	14 -15%	2 21%
Yes - can receive but not make calls/ incoming calls only	166 4%	137 4%	28 3%	* -1%	1 62%	0 0%	7 4%	0 0%	0 0%	2 11%	0 0%	1 4%	4 5%	0 0%
Yes, but line not working properly/ needs to be repaired	88 2%	69 2%	17 2%	5 +11%	0 0%	0 0%	5 2%	0 0%	0 0%	1 5%	0 0%	0 0%	1 1%	* 2%
Summary: Yes	1635 40%	1430 +45%	197 -24%	20 42%	2 100%	0 0%	47 -24%	4 30%	0 0%	5 31%	2 9%	11 34%	20 -21%	2 23%
No, do not have a landline phone	2370 59%	1744 -55%	616 +74%	28 57%	0 0%	1 100%	151 +75%	9 70%	17 100%	12 69%	16 91%	22 66%	75 +79%	7 77%
Don't know	40 1%	18 -1%	17 +2%	* 1%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 37 (continuation)

QL1. Is there a landline phone in your home, and if there is, what can it be used for?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes - can use it to make and receive calls	1381 34%	23 -15%	19 29% ae	9 21%	3 12%	6 -11%	3 25%	2 9%	307 +43% b	1074 -32%
Yes - can receive but not make calls/incoming calls only	166 4%	3 2%	1 2%	3 7%	1 3%	5 8% a	0 0%	0 0%	42 +6% b	124 -4%
Yes, but line not working properly/needs to be repaired	88 2%	1 1%	2 3%	1 3%	0 0%	0 0%	0 0%	1 7%	17 2%	71 2%
Summary: Yes	1635 40%	26 -18%	22 34% a	14 30%	4 15%	12 -19%	3 25%	3 16%	366 +51% b	1269 -38%
No, do not have a landline phone	2370 59%	116 +78% b	40 62%	30 65%	21 85%	48 +81% b	10 75%	13 77%	342 -48%	2029 +61% a
Don't know	40 1%	7 +5%	3 +4%	2 +5%	0 0%	0 0%	0 0%	1 7%	4 1%	36 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 37 (continuation)

QL1. Is there a landline phone in your home, and if there is, what can it be used for?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Yes - can use it to make and receive calls		1381	28	134	45	257	122	480	112
	34%		-20%	-13%	28%	-23%	+47%	+52%	+76%
			b		b	b	abcd	abcd	abcdef
Yes - can receive but not make calls/incoming calls only		166	8	34	6	36	21	42	7
	4%		6%	3%	4%	3%	+8%	5%	5%
						bdf			
Yes, but line not working properly/needs to be repaired		88	4	16	4	32	8	20	*
	2%		3%	2%	3%	3%	3%	2%	*%
			g		g	g	g		
Summary: Yes		1635	41	184	55	325	151	542	119
	40%		-28%	-18%	35%	-29%	+58%	+59%	+81%
			b		b	b	abcd	abcd	abcdef
No, do not have a landline phone		2370	99	836	104	792	110	373	29
	59%		+69%	+80%	65%	+70%	-42%	-41%	-19%
			efgh	acdefgh	efgh	efgh	gh	gh	h
Don't know		40	4	26	0	10	0	0	0
	1%		3%	+2%	0%	1%	0%	-0%	0%
			cefg	cdefgh		f			

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 38

QL2. How frequently do you use this landline phone to make calls?

Base: Where have a landline that can be used to make calls

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	b
Unweighted Bases	1434	772	1095	662	339	272	29	1329	99
Effective Weighted Sample	964	526	740	439	225	178	19	885	76
Weighted Bases	1381	773	1066	608	315	240	32	1275	100
I use the landline phone to make all my calls	290 21%	104 -13%	163 -15%	186 +31% ab	127 +40% abc	96 +40%	4 13%	268 21%	21 21%
I often use the landline phone to make calls	252 18%	94 -12%	169 -16% a	158 +26% ab	83 +26% ab	56 +23%	* 1%	235 18%	12 12%
I occasionally use the landline phone to make calls	470 34%	289 +37% cd	393 +37% cd	181 -30%	77 -24%	62 -26%	8 26%	437 34%	33 33%
Summary: Uses	1012 73%	487 -63%	726 -68% a	525 +86% ab	287 +91% abc	214 +89%	13 39%	940 74%	66 66%
Never	365 26%	283 +37% bcd	337 +32% cd	82 -14% d	28 -9%	27 -11%	19 61%	331 26%	34 34%
Don't know	4 *%	3 *%	3 *%	1 *%	1 *%	0 0%	0 0%	4 *%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 38 (continuation)

QL2. How frequently do you use this landline phone to make calls?

Base: Where have a landline that can be used to make calls

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1434	1259	169	40	1	0	29	3	0	3	2	11	11	2
Effective Weighted Sample	964	846	115	22	1	0	23	2	0	3	2	9	8	2
Weighted Bases	1381	1224	151	14	1	0	36	4	0	3	2	10	14	2
I use the landline phone to make all my calls	290 21%	254 21%	35 23%	5 33%	0 0%	0 0%	10 27%	0 0%	0 0%	0 0%	0 0%	5 48%	4 28%	1 44%
I often use the landline phone to make calls	252 18%	229 19%	18 -12%	2 14%	0 0%	0 0%	4 10%	0 0%	0 0%	0 0%	1 67%	0 0%	3 23%	0 0%
I occasionally use the landline phone to make calls	470 34%	421 34%	50 33%	3 20%	1 100%	0 0%	13 37%	3 76%	0 0%	1 56%	1 33%	3 29%	3 17%	0 0%
Summary: Uses	1012 73%	903 74%	103 68%	10 67%	1 100%	0 0%	26 73%	3 76%	0 0%	1 56%	2 100%	8 77%	10 68%	1 44%
Never	365 26%	317 26%	48 32%	5 33%	0 0%	0 0%	10 27%	1 24%	0 0%	1 44%	0 0%	2 23%	5 32%	1 56%
Don't know	4 *%	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 38 (continuation)

QL2. How frequently do you use this landline phone to make calls?

Base: Where have a landline that can be used to make calls

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1434	22	18	12	5	5	2	3	355	1079
Effective Weighted Sample	964	18	15	10	4	4	1	2	227	738
Weighted Bases	1381	23	19	9	3	6	3	2	307	1074
I use the landline phone to make all my calls	290 21%	1 3%	4 21%	3 28%	1 39%	2 35%	0 0%	* 12%	71 23%	219 20%
I often use the landline phone to make calls	252 18%	4 17%	1 3%	1 7%	* 14%	2 35%	0 0%	0 0%	61 20%	191 18%
I occasionally use the landline phone to make calls	470 34%	8 37%	7 38%	4 39%	0 0%	0 0%	3 100%	* 16%	118 38%	353 33%
Summary: Uses	1012 73%	13 57%	12 63%	7 74%	2 53%	5 70%	3 100%	* 28%	250 +81% b	762 -71%
Never	365 26%	10 43%	7 37%	2 26%	1 47%	2 30%	0 0%	1 72%	53 -17%	312 +29% a
Don't know	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 +1% b	0 -0%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 38 (continuation)

QL2. How frequently do you use this landline phone to make calls?

Base: Where have a landline that can be used to make calls

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			*a	b	c	d	e	f	g
Unweighted Bases		1434	21	123	47	280	147	477	140
Effective Weighted Sample		964	14	84	32	201	96	321	91
Weighted Bases		1381	28	134	45	257	122	480	112
I use the landline phone to make all my calls		290	0	25	9	30	19	79	43
	21%		0%	19%	20%	-12%	16%	-17%	+38%
									bcdef
I often use the landline phone to make calls		252	4	15	4	18	27	102	26
	18%		16%	-11%	9%	-7%	22%	+21%	23%
							bcd	bcd	bcd
I occasionally use the landline phone to make calls		470	13	35	17	84	56	188	32
	34%		45%	26%	37%	33%	+46%	+39%	29%
					h	h	bdgh	bgh	
Summary: Uses		1012	17	75	30	132	102	369	101
	73%		61%	-56%	66%	-51%	+84%	+77%	+90%
							bcd	bd	bcdf
Never		365	8	59	15	125	20	110	10
	26%		28%	+44%	34%	+49%	-16%	-23%	-9%
				efgh	efgh	efgh	h	gh	
Don't know		4	3	0	0	0	0	0	1
	*%		12%	0%	0%	0%	0%	0%	1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 39

QL5. Does your household have a landline phone connection/ service that you pay for?

Base: Where do not have a landline phone or do not know

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	2350	2109	2293	241	57	102	175	1959	376
Effective Weighted Sample	1551	1399	1514	154	36	63	117	1271	271
Weighted Bases	2410	2199	2354	211	56	85	171	1945	450
Yes - I pay for line rental in order to receive my broadband and/or TV services	562 23%	525 +24% c	550 23% c	37 -17%	11 20%	16 19%	23 -14%	469 24%	92 20%
Yes - I pay for a landline service as part of a package of services from my broadband/TV provider, but I do not use it or need it to receive my other services	251 10%	231 10%	248 11%	20 10%	4 7%	3 -4%	17 10%	221 +11% b	26 -6%
Summary: Yes	813 34%	756 +34% c	798 34% c	57 -27%	15 27%	19 -23%	40 -24%	690 +35% b	118 -26%
No	1462 61%	1314 -60%	1425 61%	148 +70% ab	37 67%	65 +76%	121 +71%	1167 60%	291 65%
Don't know	135 6%	129 +6% c	131 6%	6 -3%	4 6%	1 1%	10 6%	89 -5%	41 +9% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 39 (continuation)

QL5. Does your household have a landline phone connection/ service that you pay for?

Base: Where do not have a landline phone or do not know

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	2350	1732	603	89	0	3	135	11	11	12	12	20	61	9
Effective Weighted Sample	1551	1140	401	54	0	2	100	10	7	9	9	17	48	6
Weighted Bases	2410	1762	633	28	0	1	154	9	17	12	16	22	75	7
Yes - I pay for line rental in order to receive my broadband and/or TV services	562 23%	451 +26%	110 -17%	4 15%	0 0%	* 12%	14 -9%	3 32%	5 27%	4 32%	1 5%	8 38%	10 13%	2 26%
Yes - I pay for a landline service as part of a package of services from my broadband/TV provider, but I do not use it or need it to receive my other services	251 10%	210 +12%	36 -6%	1 -3%	0 0%	0 0%	10 6%	1 10%	0 0%	0 0%	4 24%	1 6%	5 7%	0 0%
Summary: Yes	813 34%	661 +38%	146 -23%	5 -18%	0 0%	* 12%	23 -15%	4 42%	5 27%	4 32%	5 30%	10 44%	15 -20%	2 26%
No	1462 61%	1022 -58%	435 +69%	22 +79%	0 0%	1 88%	121 +79%	5 58%	12 73%	6 51%	7 43%	11 51%	59 +80%	5 74%
Don't know	135 6%	78 -4%	52 +8%	1 3%	0 0%	0 0%	10 6%	0 0%	0 0%	2 16%	4 27%	1 5%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 39 (continuation)

QL5. Does your household have a landline phone connection/ service that you pay for?

Base: Where do not have a landline phone or do not know

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	e	*f	*g	a	b
Unweighted Bases	2350	97	34	24	16	47	10	12	380	1970
Effective Weighted Sample	1551	70	24	18	11	32	8	8	245	1308
Weighted Bases	2410	124	43	32	21	48	10	14	346	2064
Yes - I pay for line rental in order to receive my broadband and/or TV services	562 23%	23 19%	10 23%	9 30%	5 26%	10 21%	* 5%	1 7%	82 24%	480 23%
Yes - I pay for a landline service as part of a package of services from my broadband/TV provider, but I do not use it or need it to receive my other services	251 10%	7 6%	1 2%	3 10%	0 0%	1 -1%	1 14%	1 9%	45 13%	206 10%
Summary: Yes	813 34%	31 25%	11 25%	12 39%	5 26%	11 22%	2 19%	2 16%	127 37%	687 33%
No	1462 61%	74 60%	27 61%	19 58%	10 49%	36 +75%	8 81%	11 76%	195 56%	1267 61%
Don't know	135 6%	19 +15%	6 +14%	1 3%	5 25%	1 2%	0 0%	1 8%	24 7%	110 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 39 (continuation)

QL5. Does your household have a landline phone connection/ service that you pay for?

Base: Where do not have a landline phone or do not know

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	*h
Unweighted Bases	2350	96	721	125	838	128	385	31	26
Effective Weighted Sample	1551	64	492	85	556	80	253	19	17
Weighted Bases	2410	103	862	104	802	110	373	29	27
Yes - I pay for line rental in order to receive my broadband and/or TV services	562 23%	24 24%	154 -18%	29 28% b	223 +28% b	24 22%	96 26% b	5 16%	7 25%
Yes - I pay for a landline service as part of a package of services from my broadband/TV provider, but I do not use it or need it to receive my other services	251 10%	15 15% b	72 -8%	14 14%	87 11%	13 12%	47 13% b	3 10%	1 3%
Summary: Yes	813 34%	40 39% b	227 -26%	43 41% b	310 +39% b	37 33%	142 +38% b	8 26%	8 28%
No	1462 61%	50 -49%	556 +65% acd	56 53%	469 58%	71 65% a	224 60% a	18 64%	19 69%
Don't know	135 6%	13 +13% def	79 +9% def	6 5% f	23 -3%	2 2%	7 -2%	3 10% def	1 3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 40

QL3. Which of these is your main supplier for your landline?

Base: Where have a landline connection for either a landline phone or broadband/TV services

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1914	1171	1545	743	369	299	51	1754	150
Effective Weighted Sample	1277	789	1035	491	243	195	34	1154	118
Weighted Bases	1886	1206	1545	680	342	266	57	1720	153
BT	780 41%	434 -36%	584 -38%	346 +51% ab	196 +57% abc	143 +54% b	14 -25%	732 +43% b	44 -28%
EE	96 5%	52 -4%	72 5%	45 +7% a	24 7% a	12 5%	5 9%	88 5%	8 5%
KCOM	10 1%	5 *%	6 *%	5 1%	3 1%	1 *%	0 0%	10 1%	0 0%
NOW	14 1%	10 1%	14 1%	4 1%	* *%	2 1%	0 0%	12 1%	3 2%
Plusnet	46 2%	27 2%	33 2%	20 3%	13 4%	7 3%	3 5%	44 3%	3 2%
Post Office/Shell Energy	5 *%	1 -*%	3 *%	4 +1% a	2 1%	2 +1%	0 0%	5 *%	0 0%
Sky	328 17%	245 +20% cd	294 +19% cd	83 -12%	34 -10%	24 -9%	11 19% a	302 18%	24 15%
TalkTalk	136 7%	81 7%	109 7%	55 8%	27 8%	27 +10%	4 8%	118 7%	17 11%
Hyperoptic	4 *%	4 *%	4 *%	0 0%	0 0%	0 0%	0 0%	4 *%	0 0%
Utility Warehouse	27 1%	12 -1%	20 1%	15 +2% a	8 2%	5 2%	0 0%	27 2%	0 0%
Virgin Media	236 13%	187 +15% cd	220 +14% cd	49 -7%	16 -5%	19 -7%	14 +25% a	202 -12%	33 +21% a
Vodafone	94 5%	65 5% d	87 +6% d	29 4%	7 -2%	12 5%	1 1%	90 5%	4 3%
Gigaclear	6 *%	3 *%	6 *%	2 *%	0 0%	0 0%	0 0%	6 *%	0 0%
Community Fibre	7 *%	7 1%	7 *%	1 *%	1 *%	0 0%	0 0%	5 -*%	2 +1% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 40 (continuation)
QL3. Which of these is your main supplier for your landline?
 Base: Where have a landline connection for either a landline phone or broadband/TV services

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1914	1171	1545	743	369	299	51	1754	150
Effective Weighted Sample	1277	789	1035	491	243	195	34	1154	118
Weighted Bases	1886	1206	1545	680	342	266	57	1720	153
Zen	11 1%	5 *%	8 1%	6 1%	3 1%	* *%	0 0%	11 1%	0 0%
Other (please specify)	35 2%	25 2%	32 2%	9 1%	2 1%	5 2%	1 3%	26 -2%	5 4%
Don't know	49 3%	43 +4%	45 3%	7 -1%	4 1%	5 2%	3 6%	38 -2%	11 +7%
		cd	c						a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 40 (continuation)

QL3. Which of these is your main supplier for your landline?

Base: Where have a landline connection for either a landline phone or broadband/TV services

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1914	1645	259	63	2	0	44	4	0	5	4	14	21	3
Effective Weighted Sample	1277	1098	174	37	2	0	33	3	0	4	3	12	17	2
Weighted Bases	1886	1641	233	21	2	0	57	5	0	5	6	12	25	2
BT	780 41%	705 +43%	70 -30%	14 +65%	0 0%	0 0%	13 -23%	2 49%	0 0%	2 36%	2 30%	6 48%	9 36%	1 52%
EE	96 5%	81 5%	15 6%	1 3%	1 62%	0 0%	5 9%	0 0%	0 0%	0 0%	0 0%	1 7%	2 8%	0 0%
KCOM	10 1%	10 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
NOW	14 1%	8 -1%	6 +3%	0 0%	0 0%	0 0%	3 +6%	1 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Plusnet	46 2%	41 3%	5 2%	0 0%	0 0%	0 0%	2 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Post Office/Shell Energy	5 *%	5 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Sky	328 17%	293 18%	33 14%	2 -7%	1 38%	0 0%	7 12%	0 0%	0 0%	* 8%	2 34%	2 16%	2 9%	1 41%
TalkTalk	136 7%	114 7%	21 9%	1 4%	0 0%	0 0%	3 5%	0 0%	0 0%	0 0%	2 36%	1 8%	5 18%	0 0%
Hyperoptic	4 *%	3 *%	1 *%	1 +4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Utility Warehouse	27 1%	27 2%	1 *%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Virgin Media	236 13%	191 -12%	44 +19%	1 5%	0 0%	0 0%	10 18%	1 20%	0 0%	0 0%	0 0%	1 7%	5 18%	0 0%
Vodafone	94 5%	83 5%	11 5%	1 3%	0 0%	0 0%	6 10%	0 0%	0 0%	0 0%	0 0%	1 9%	1 4%	* 8%
Gigaclear	6 *%	5 *%	1 *%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Community Fibre	7 *%	4 -*%	3 +1%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	1 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 40 (continuation)

QL3. Which of these is your main supplier for your landline?
Base: Where have a landline connection for either a landline phone or broadband/TV services

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1914	1645	259	63	2	0	44	4	0	5	4	14	21	3
Effective Weighted Sample	1277	1098	174	37	2	0	33	3	0	4	3	12	17	2
Weighted Bases	1886	1641	233	21	2	0	57	5	0	5	6	12	25	2
Zen	11 1%	11 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other (please specify)	35 2%	22 -1%	10 +4%	2 +8%	0 0%	0 0%	3 5%	0 0%	0 0%	2 34%	0 0%	0 0%	0 0%	0 0%
Don't know	49 3%	36 -2%	13 +6%	* 2%	0 0%	0 0%	1 2%	1 19%	0 0%	1 22%	0 0%	1 5%	1 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 40 (continuation)

QL3. Which of these is your main supplier for your landline?

Base: Where have a landline connection for either a landline phone or broadband/TV services

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1914	32	22	20	7	10	3	5	457	1457
Effective Weighted Sample	1277	26	19	16	6	8	2	4	296	982
Weighted Bases	1886	34	23	17	4	12	5	4	411	1476
BT	780 41%	6 -19%	5 20%	4 21%	2 63%	5 38%	0 0%	* 11%	188 +46% b	592 -40%
EE	96 5%	1 4%	0 0%	3 21%	0 0%	0 0%	0 0%	0 0%	17 4%	79 5%
KCOM	10 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	8 1%
NOW	14 1%	2 +6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	13 1%
Plusnet	46 2%	0 0%	0 0%	0 0%	0 0%	0 0%	3 58%	0 0%	14 3%	32 2%
Post Office/Shell Energy	5 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%	3 *%
Sky	328 17%	9 28%	4 19%	2 11%	0 0%	1 7%	0 0%	0 0%	71 17%	257 17%
TalkTalk	136 7%	1 3%	2 10%	1 4%	1 25%	4 31%	1 12%	0 0%	35 8%	101 7%
Hyperoptic	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%	2 *%
Utility Warehouse	27 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	6 1%	22 1%
Virgin Media	236 13%	10 +29%	9 37%	4 25%	0 0%	1 11%	1 30%	1 29%	37 -9%	199 +13% a
Vodafone	94 5%	2 5%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	13 -3%	81 +5% a
Gigaclear	6 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	5 *%
Community Fibre	7 *%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%	4 +1% b	3 -*%
Zen	11 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 1%	9 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 40 (continuation)

QL3. Which of these is your main supplier for your landline?
Base: Where have a landline connection for either a landline phone or broadband/TV services

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1914	32	22	20	7	10	3	5	457	1457
Effective Weighted Sample	1277	26	19	16	6	8	2	4	296	982
Weighted Bases	1886	34	23	17	4	12	5	4	411	1476
Other (please specify)	35	0	2	*	0	0	0	1	6	29
	2%	0%	9%	2%	0%	0%	0%	28%	1%	2%
Don't know	49	2	1	1	*	2	0	1	8	41
	3%	7%	5%	6%	12%	13%	0%	32%	2%	3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 40 (continuation)

QL3. Which of these is your main supplier for your landline?

Base: Where have a landline connection for either a landline phone or broadband/TV services

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	1914	43	216	74	437	190	585	150	219
Effective Weighted Sample	1277	30	149	51	304	122	388	97	148
Weighted Bases	1886	56	256	70	411	163	589	122	220
BT	780 41%	11 -20%	85 -33%	25 36%	139 -34%	79 +49% abd	245 42% abd	73 +60% abcdef	123 +56% abcd
EE	96 5%	3 5%	10 4%	4 6%	14 4%	6 4%	35 6%	4 3%	20 +9% bdeg
KCOM	10 1%	0 0%	1 *%	1 2%	1 *%	0 0%	3 1%	1 1%	3 1%
NOW	14 1%	0 0%	3 1%	1 1%	3 1%	1 *%	7 1%	* *%	0 0%
Plusnet	46 2%	4 6% d	6 2%	1 1%	6 1%	3 2%	14 2%	7 +6% def	6 3%
Post Office/Shell Energy	5 *%	0 0%	1 *%	0 0%	0 0%	0 0%	2 *%	2 +2% d	0 0%
Sky	328 17%	13 24% h	52 20% gh	12 17%	91 +22% fgh	32 19% h	95 16% h	14 12%	20 -9%
TalkTalk	136 7%	7 12% dg	13 5%	7 10%	20 -5%	16 10% dg	46 8%	5 4%	23 10% bdg
Hyperoptic	4 *%	0 0%	1 *%	1 +1% f	1 *%	1 1% f	0 0%	0 0%	0 0%
Utility Warehouse	27 1%	0 0%	0 0%	* 1%	5 1%	3 2% b	11 2% b	2 2% b	5 2% b
Virgin Media	236 13%	9 15% gh	44 +17% efgh	9 13% gh	79 +19% efgh	13 8%	65 11% gh	6 -5%	10 -4%
Vodafone	94 5%	2 4%	8 3%	4 5%	25 6% gh	6 4%	42 +7% bgh	2 -1%	5 2%
Gigaclear	6 *%	0 0%	0 0%	0 0%	0 0%	1 1%	5 +1%	0 0%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 40 (continuation)

QL3. Which of these is your main supplier for your landline?

Base: Where have a landline connection for either a landline phone or broadband/TV services

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	1914	43	216	74	437	190	585	150	219
Effective Weighted Sample	1277	30	149	51	304	122	388	97	148
Weighted Bases	1886	56	256	70	411	163	589	122	220
Community Fibre	7 *%	1 +3% befh	0 0%	2 +3% befh	3 1% f	0 0%	0 0%	1 1% f	0 0%
Zen	11 1%	0 0%	1 *%	0 0%	4 1%	* *%	3 *%	2 1%	2 1%
Other (please specify)	35 2%	* 1%	11 +4% deh	3 4% eh	6 2%	1 1%	11 2%	2 2%	* *%
Don't know	49 3%	6 +11% cdefgh	20 +8% cdefgh	1 1%	13 3% ef	1 -*%	4 -1%	* *%	4 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 41

Landline Summary

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Have and used to make outgoing calls via a landline phone	1012 25%	487 -15%	726 -20% a	525 +60% ab	287 +73% abc	214 +61% b	13 -6%	940 +27% b	66 -11%
Have but not used to make outgoing calls via a landline phone (excluding unused bundle service)	1432 35%	1241 +39% cd	1366 +37% cd	191 -22% d	66 -17%	68 -20%	67 32% a	1246 +36% b	179 -31%
Have (excluding unused bundle service)	2448 61%	1731 -55%	2095 -57% a	717 +82% ab	353 +90% abc	282 +81% b	80 -38%	2189 +64% b	245 -43%
Don't have	1462 36%	1314 +41% bcd	1425 +39% cd	148 -17% d	37 -9%	65 -19%	121 +57% a	1167 -34%	291 +50% a
Don't know	135 3%	129 +4% cd	131 +4% cd	6 -1%	4 -1%	1 -*%	10 5% a	89 -3%	41 +7% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 41 (continuation)

Landline Summary

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Have and used to make outgoing calls via a landline phone	1012 25%	903 +28%	103 -12%	10 20%	1 38%	0 0%	26 -13%	3 23%	0 0%	1 8%	2 9%	8 23%	10 -10%	1 9%
Have but not used to make outgoing calls via a landline phone (excluding unused bundle service)	1432 35%	1185 +37%	240 -29%	15 32%	1 62%	* 12%	44 -22%	5 36%	5 27%	8 45%	5 27%	13 40%	25 27%	3 34%
Have (excluding unused bundle service)	2448 61%	2092 +66%	343 -41%	25 -52%	2 100%	* 12%	71 -35%	7 59%	5 27%	9 53%	6 36%	21 63%	35 -37%	4 43%
Don't have	1462 36%	1022 -32%	435 +52%	22 +46%	0 0%	1 88%	121 +60%	5 41%	12 73%	6 36%	7 39%	11 34%	59 +63%	5 57%
Don't know	135 3%	78 -2%	52 +6%	1 2%	0 0%	0 0%	10 5%	0 0%	0 0%	2 11%	4 25%	1 3%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 41 (continuation)

Landline Summary

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Have and used to make outgoing calls via a landline phone	1012 25%	13 -9%	12 18%	7 15%	2 6%	5 -8%	3 25%	* 3%	250 +35% b	762 -23%
Have but not used to make outgoing calls via a landline phone (excluding unused bundle service)	1432 35%	44 29%	21 32%	19 42%	8 31%	18 30%	2 14%	4 27%	238 34%	1194 36%
Have (excluding unused bundle service)	2448 61%	57 -38%	33 50%	26 58% a	9 37%	22 -37%	5 39%	5 29%	492 +69% b	1956 -59%
Don't have	1462 36%	74 +49%	27 40%	19 40%	10 42%	36 +61% b	8 61%	11 64%	195 -27%	1267 +38% a
Don't know	135 3%	19 +13% ce	6 +9%	1 2%	5 21%	1 2%	0 0%	1 7%	24 3%	110 3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 41 (continuation)

Landline Summary

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Have and used to make outgoing calls via a landline phone	1012	17	75	30	132	102	369	101	186
	25%	-12%	-7%	-18%	-12%	+39%	+40%	+68%	+76%
				bd	b	abcd	abcd	abcdef	abcdef
Have but not used to make outgoing calls via a landline phone (excluding unused bundle service)	1432	60	336	69	502	85	315	25	41
	35%	42%	-32%	+43%	+45%	33%	34%	-17%	-17%
		bgh	gh	befgh	befgh	gh	gh		
Have (excluding unused bundle service)	2448	80	411	98	635	187	684	126	227
	61%	56%	-39%	62%	-56%	+72%	+75%	+86%	+92%
		b		b	b	abcd	abcd	abcdef	abcdefg
Don't have	1462	50	556	56	469	71	224	18	19
	36%	35%	+53%	35%	+42%	-27%	-24%	-12%	-8%
		fgh	acdefgh	fgh	efgh	gh	gh		
Don't know	135	13	79	6	23	2	7	3	1
	3%	+9%	+8%	4%	-2%	-1%	-1%	2%	-%
		cdefgh	defgh	efh	f				

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 42

QM1. Are there any working mobile phones in your home?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes, and I personally use one	3926 97%	3121 +98% cd	3584 +98% cd	805 -92% d	343 -87%	310 -89%	207 98% a	3357 +97% b	553 96%
Yes, but I don't personally use one	28 1%	7 -*%	13 -*%	21 +2% ab	14 +4% ab	14 +4% b	0 0%	23 1%	5 1%
Summary: Yes	3954 98%	3128 +99% cd	3597 +99% cd	826 -95% d	357 -91%	325 -93%	207 98% a	3380 +98% b	557 97%
No	73 2%	28 -1%	36 -1%	45 +5% ab	37 +9% abc	23 +7% b	2 1%	60 2%	12 2%
Don't know	19 *%	19 +1% c	19 1% c	0 -0%	0 0%	0 0%	2 1%	5 -*%	8 +1% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 42 (continuation)

QM1. Are there any working mobile phones in your home?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes, and I personally use one	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
	97%	+97%	96%	94%	38%	77%	99%	91%	100%	100%	100%	98%	100%	100%
Yes, but I don't personally use one	28	21	7	1	1	0	0	0	0	0	0	1	0	0
	1%	1%	1%	+2%	62%	0%	0%	0%	0%	0%	0%	2%	0%	0%
Summary: Yes	3954	3132	805	46	2	1	199	11	17	18	18	33	94	9
	98%	+98%	97%	97%	100%	77%	99%	91%	100%	100%	100%	100%	100%	100%
No	73	57	15	2	0	*	1	1	0	0	0	0	0	0
	2%	2%	2%	3%	0%	23%	1%	9%	0%	0%	0%	0%	0%	0%
Don't know	19	4	9	0	0	0	1	0	0	0	0	0	0	0
	%	-%	+1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 42 (continuation)

QM1. Are there any working mobile phones in your home?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes, and I personally use one	3926 97%	137 -91%	62 95%	44 96%	23 95%	60 100% a	13 100%	14 81%	678 -95%	3248 +97% a
Yes, but I don't personally use one	28 1%	3 2%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	11 +2% b	17 -*% b
Summary: Yes	3954 98%	140 -93%	63 96%	45 98%	23 95%	60 100% a	13 100%	14 81%	689 97%	3265 98%
No	73 2%	9 +6%	0 0%	1 2%	1 5%	0 0%	0 0%	0 0%	22 +3% b	50 -2% b
Don't know	19 *%	2 1%	3 +4%	0 0%	0 0%	0 0%	0 0%	3 19%	0 -0%	19 +1% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 42 (continuation)

QM1. Are there any working mobile phones in your home?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Yes, and I personally use one		3926	140	1024	158	1113	251	899	130
	97%		98%	98%	99%	+99%	96%	+98%	-88%
			gh	gh	gh	egh	gh	egh	
Yes, but I don't personally use one		28	2	4	0	0	4	3	5
	1%		2%	*%	0%	-0%	+2%	*%	+3%
			d	d			bdf	d	bcd
Summary: Yes		3954	142	1027	158	1113	255	903	134
	98%		99%	98%	99%	+99%	98%	+99%	-91%
			gh	gh	gh	gh	gh	gh	
No		73	1	10	2	5	6	12	13
	2%		1%	-1%	1%	-*%	2%	1%	+9%
							d	d	abcdef
Don't know		19	0	8	0	9	0	1	0
	*%		0%	1%	0%	+1%	0%	*%	0%
				f		f			

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 43

QM2. Are any of the mobile phones in your household a smartphone?

Base: Where have a mobile phone in the household

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3951	3047	3573	904	378	364	209	3441	493
Effective Weighted Sample	2614	2023	2364	596	252	236	139	2244	360
Weighted Bases	3954	3128	3597	826	357	325	207	3380	557
Yes, and I personally use one	3740 95%	3064 +98% bcd	3482 +97% cd	676 -82% d	257 -72%	249 -77%	206 +99% a	3174 -94%	550 +99% a
Yes, but I don't personally use one	57 1%	20 -1%	34 -1%	37 +5% ab	23 +6% ab	25 +8% b	1 *% a	52 2%	5 1%
Summary: Yes	3797 96%	3084 +99% bcd	3516 +98% cd	713 -86% d	280 -79%	274 -84%	207 +100% a	3226 -95%	554 +99% a
No	150 4%	39 -1%	75 -2% a	111 +13% ab	75 +21% abc	50 +15% b	* -*% a	147 +4% b	3 -*% a
Don't know	7 *%	5 *%	6 *%	2 *%	1 *%	1 *%	0 0%	7 *%	* *%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 43 (continuation)

QM2. Are any of the mobile phones in your household a smartphone?

Base: Where have a mobile phone in the household

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3951	3126	808	143	2	2	168	13	11	17	14	32	77	12
Effective Weighted Sample	2614	2067	536	85	2	1	124	10	7	13	11	27	60	8
Weighted Bases	3954	3132	805	46	2	1	199	11	17	18	18	33	94	9
Yes, and I personally use one	3740	2931	792	45	1	*	196	11	17	18	18	31	94	9
	95%	-94%	+98%	98%	38%	15%	+99%	100%	100%	100%	100%	95%	+100%	100%
Yes, but I don't personally use one	57	50	7	0	1	0	1	0	0	0	0	1	0	0
	1%	2%	1%	0%	62%	0%	*%	0%	0%	0%	0%	2%	0%	0%
Summary: Yes	3797	2982	798	45	2	*	197	11	17	18	18	32	94	9
	96%	-95%	+99%	98%	100%	15%	+99%	100%	100%	100%	100%	97%	100%	100%
No	150	144	6	1	0	1	1	0	0	0	0	1	0	0
	4%	+5%	-1%	2%	0%	85%	-1%	0%	0%	0%	0%	2%	0%	0%
Don't know	7	6	1	0	0	0	1	0	0	0	0	*	0	0
	*%	*%	*%	0%	0%	0%	*%	0%	0%	0%	0%	1%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 43 (continuation)
QM2. Are any of the mobile phones in your household a smartphone?
Base: Where have a mobile phone in the household

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3951	118	54	40	22	56	12	15	758	3193
Effective Weighted Sample	2614	87	41	29	13	39	9	11	490	2127
Weighted Bases	3954	140	63	45	23	60	13	14	689	3265
Yes, and I personally use one	3740 95%	136 97%	62 99%	44 99%	23 100%	60 100%	13 100%	13 97%	600 -87%	3139 +96% a
Yes, but I don't personally use one	57 1%	3 2%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	14 2%	43 1%
Summary: Yes	3797 96%	138 99%	63 100%	45 100%	23 100%	60 100%	13 100%	13 97%	615 -89%	3182 +97% a
No	150 4%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	* 3%	72 +10% b	78 -2%
Don't know	7 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	5 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 43 (continuation)

QM2. Are any of the mobile phones in your household a smartphone?

Base: Where have a mobile phone in the household

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3951	126	875	181	1180	297	914	154	224
Effective Weighted Sample	2614	84	594	122	796	188	602	101	151
Weighted Bases	3954	142	1027	158	1113	255	903	134	223
Yes, and I personally use one	3740 95%	140 98% egh	1015 +99% cefg	153 97% egh	1104 +99% cefg	221 -87% gh	850 94% egh	87 -65%	170 -77% g
Yes, but I don't personally use one	57 1%	3 2% bd	4 -*% bd	1 1%	1 -*%	5 2% bd	21 +2% bd	6 +4% bcd	17 +8% abcdef
Summary: Yes	3797 96%	142 +100% efgh	1019 +99% cefg	154 98% egh	1105 +99% cefg	226 -89% g	870 96% egh	93 -69%	187 -84% g
No	150 4%	0 -0%	4 -*%	4 2% bd	6 -1%	28 +11% abcd	32 4% abd	40 +30% abcde	35 +16% abcd
Don't know	7 *%	0 0%	4 *%	0 0%	1 *%	1 *% f	0 0%	1 1% f	* *%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 44

QM2. Are any of the mobile phones in your household a smartphone? - Re-Based

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes, and I personally use one	3740 92%	3064 +97% bcd	3482 +95% cd	676 -78% d	257 -65%	249 -71%	206 +98% a	3174 92%	550 +95% a
Yes, but I don't personally use one	57 1%	20 -1%	34 -1%	37 +4% ab	23 +6% ab	25 +7% b	1 *% a	52 2%	5 1%
Summary: Yes	3797 94%	3084 +97% cd	3516 +96% cd	713 -82% d	280 -71%	274 -79%	207 +98% a	3226 94%	554 +96% a
No	223 6%	67 -2%	110 -3% a	156 +18% ab	112 +29% abc	73 +21% b	2 -1%	207 +6% b	14 -2%
Don't know	26 1%	23 1%	25 1%	2 *%	1 *%	1 *%	2 1%	12 -*%	8 +1% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 44 (continuation)

QM2. Are any of the mobile phones in your household a smartphone? - Re-Based

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes, and I personally use one	3740 92%	2931 -92%	792 +95%	45 94%	1 38%	* 12%	196 +97%	11 91%	17 100%	18 100%	18 100%	31 95%	94 +100%	9 100%
Yes, but I don't personally use one	57 1%	50 2%	7 1%	0 0%	1 62%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%
Summary: Yes	3797 94%	2982 -93%	798 +96%	45 94%	2 100%	* 12%	197 +98%	11 91%	17 100%	18 100%	18 100%	32 97%	94 +100%	9 100%
No	223 6%	201 +6%	21 -3%	3 6%	0 0%	1 88%	3 -1%	1 9%	0 0%	0 0%	0 0%	1 2%	0 -0%	0 0%
Don't know	26 1%	10 -*%	10 +1%	0 0%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	* 1%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 44 (continuation)

QM2. Are any of the mobile phones in your household a smartphone? - Re-Based

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes, and I personally use one	3740 92%	136 90%	62 95%	44 96%	23 95%	60 +100% a	13 100%	13 79%	600 -84%	3139 +94% a
Yes, but I don't personally use one	57 1%	3 2%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	14 2%	43 1%
Summary: Yes	3797 94%	138 92%	63 96%	45 98%	23 95%	60 100% a	13 100%	13 79%	615 -86%	3182 +95% a
No	223 6%	10 7%	0 0%	1 2%	1 5%	0 0%	0 0%	* 3%	94 +13% b	128 -4%
Don't know	26 1%	2 1%	3 +4%	0 0%	0 0%	0 0%	0 0%	3 19%	2 *0%	24 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 44 (continuation)

QM2. Are any of the mobile phones in your household a smartphone? - Re-Based

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Yes, and I personally use one	3740 92%	140 +97% egh	1015 +97% efgh	153 96% egh	1104 +98% cefg	221 -85% gh	850 93% egh	87 -59%	170 -69% g
Yes, but I don't personally use one	57 1%	3 2% bd	4 -*% bd	1 1%	1 -*% bd	5 2% bd	21 +2% bd	6 +4% bd	17 +7% abcdef
Summary: Yes	3797 94%	142 +99% efgh	1019 +97% efgh	154 96% egh	1105 +98% efgh	226 -87% gh	870 95% egh	93 -63%	187 -76% g
No	223 6%	1 -1%	15 -1%	6 4% bd	11 -1%	34 +13% abcdf	44 5% abd	54 +37% abcdfh	58 +24% abcdf
Don't know	26 1%	0 0%	12 +1% f	0 0%	10 1% f	1 *% f	1 -*% f	1 1%	* *% f

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 45

QM2A. How likely are you to get a smartphone in the next 12 months?

Base: All without a smartphone they have access to in their household or personally use

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	291	84	143	207	148	118	4	276	13
Effective Weighted Sample	190	56	96	134	94	74	4	181	9
Weighted Bases	280	87	144	193	135	98	3	259	19
Certain to	8	5	7	2	*	*	0	8	0
	3%	+6% cd	+5% cd	-1%	-*%	-*%	0%	3%	0%
Likely to	9	6	6	4	4	*	0	6	3
	3%	+6% c	4%	-2%	3%	-*%	0%	2%	17%
Unlikely to	92	31	55	61	37	33	2	86	6
	33%	36%	38%	32%	28%	33%	69%	33%	31%
Certain not to	148	31	59	118	89	62	0	141	7
	53%	-35%	-41%	+61% ab	+66% ab	+63%	0%	54%	38%
Don't know	23	14	18	8	5	3	1	19	3
	8%	+16% cd	+12% cd	-4%	-3%	-3%	31%	7%	14%
Summary: Likely	17	11	13	6	4	*	0	14	3
	6%	+13% cd	+9% cd	-3%	-3%	-*%	0%	5%	17%
Summary: Unlikely	240	61	114	179	126	95	2	227	13
	86%	-71%	-79%	+92% ab	+93% ab	+96%	69%	87%	69%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 45 (continuation)

QM2A. How likely are you to get a smartphone in the next 12 months?

Base: All without a smartphone they have access to in their household or personally use

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	291	261	28	8	1	2	4	1	0	0	0	2	0	0
Effective Weighted Sample	190	173	16	4	1	2	3	1	0	0	0	2	0	0
Weighted Bases	280	251	27	3	1	1	4	1	0	0	0	1	0	0
Certain to	8	8	0	0	0	0	0	0	0	0	0	0	0	0
	3%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Likely to	9	5	4	0	1	0	0	0	0	0	0	0	0	0
	3%	-2%	16%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Unlikely to	92	82	10	1	0	*	3	0	0	0	0	1	0	0
	33%	33%	36%	41%	0%	26%	75%	0%	0%	0%	0%	47%	0%	0%
Certain not to	148	139	9	2	0	0	0	0	0	0	0	1	0	0
	53%	+55%	32%	59%	0%	0%	0%	0%	0%	0%	0%	53%	0%	0%
Don't know	23	17	4	0	0	1	1	1	0	0	0	0	0	0
	8%	-7%	16%	0%	0%	74%	25%	100%	0%	0%	0%	0%	0%	0%
Summary: Likely	17	13	4	0	1	0	0	0	0	0	0	0	0	0
	6%	-5%	16%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Summary: Unlikely	240	221	19	3	0	*	3	0	0	0	0	1	0	0
	86%	+88%	68%	100%	0%	26%	75%	0%	0%	0%	0%	100%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 45 (continuation)

QM2A. How likely are you to get a smartphone in the next 12 months?

Base: All without a smartphone they have access to in their household or personally use

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	291	5	1	2	1	0	0	1	137	154
Effective Weighted Sample	190	5	1	2	1	0	0	1	88	105
Weighted Bases	280	13	1	2	1	0	0	*	109	171
Certain to	8	0	0	0	0	0	0	0	2	6
	3%	0%	0%	0%	0%	0%	0%	0%	2%	3%
Likely to	9	3	0	0	0	0	0	0	2	7
	3%	26%	0%	0%	0%	0%	0%	0%	2%	4%
Unlikely to	92	3	0	1	1	0	0	*	33	59
	33%	21%	0%	60%	100%	0%	0%	100%	30%	34%
Certain not to	148	5	1	1	0	0	0	0	64	85
	53%	41%	100%	40%	0%	0%	0%	0%	58%	49%
Don't know	23	1	0	0	0	0	0	0	8	15
	8%	11%	0%	0%	0%	0%	0%	0%	7%	9%
Summary: Likely	17	3	0	0	0	0	0	0	4	13
	6%	26%	0%	0%	0%	0%	0%	0%	4%	8%
Summary: Unlikely	240	8	1	2	1	0	0	*	97	143
	86%	62%	100%	100%	100%	0%	0%	100%	89%	84%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 45 (continuation)

QM2A. How likely are you to get a smartphone in the next 12 months?

Base: All without a smartphone they have access to in their household or personally use

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	*b	*c	*d	e	f	g	h
Unweighted Bases	291	4	12	10	16	44	57	79	69
Effective Weighted Sample	190	3	8	8	11	29	40	49	47
Weighted Bases	280	4	18	7	13	38	65	60	75
Certain to	8 3%	1 33%	0 0%	0 0%	0 0%	0 0%	6 +9% egh	* 1%	0 0%
Likely to	9 3%	1 36%	3 18%	* 5%	1 5%	0 0%	0 0%	1 1%	3 4%
Unlikely to	92 33%	0 0%	8 42%	4 61%	6 44%	12 32%	25 39%	17 28%	21 28%
Certain not to	148 53%	0 0%	0 0%	2 34%	3 26%	22 58%	31 49%	39 +65%	50 +66%
Don't know	23 8%	1 32%	7 40%	0 0%	3 25%	4 10%	2 4%	3 5%	2 -2%
Summary: Likely	17 6%	3 68%	3 18%	* 5%	1 5%	0 0%	6 9% e	1 2%	3 4%
Summary: Unlikely	240 86%	0 0%	8 42%	7 95%	9 70%	34 90%	56 87%	56 +93%	71 +94%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 46

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	291	84	143	207	148	118	4	276	13
Effective Weighted Sample	190	56	96	134	94	74	4	181	9
Weighted Bases	280	87	144	193	135	98	3	259	19
No need for a mobile phone / not interested	62 22%	14 17%	27 19%	47 24%	34 25%	21 21%	1 31%	55 21%	6 33%
Happy with my current mobile phone / no need for a smartphone	136 49%	34 -40%	68 47%	102 +53% a	68 50%	46 47%	1 38%	135 52%	1 6%
Cost of a smartphone handset is too high	42 15%	11 13%	20 14%	31 16%	22 16%	18 18%	1 31%	37 14%	5 25%
Costs for using the phone (e.g. data and calling minutes) are too high	24 9%	11 13%	16 11%	12 6%	8 6%	9 9%	0 0%	19 7%	4 23%
Using a smartphone is too complicated	59 21%	15 17%	31 22%	44 23%	28 21%	30 +30%	0 0%	56 21%	4 21%
Poor or no signal where I live	11 4%	3 4%	6 4%	7 4%	4 3%	3 3%	1 31%	10 4%	0 0%
Concerned about security/ fraud/ privacy	6 2%	2 2%	2 1%	4 2%	4 3%	1 1%	0 0%	5 2%	1 6%
Concerned about harmful/offensive content	1 1%	1 1%	1 1%	* *0%	0 0%	0 0%	0 0%	1 1%	0 0%
I have poor eyesight or another type of condition which makes it difficult to operate a smartphone	15 5%	3 3%	3 -2%	12 6% b	12 +9% b	9 +10%	0 0%	15 6%	0 0%
Other	7 3%	4 5%	5 4%	3 1%	2 1%	1 1%	0 0%	7 3%	0 0%
Summary: Cost	54 19%	20 23%	32 22%	34 17%	22 16%	21 21%	1 31%	46 18%	8 42%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025


Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	291	84	143	207	148	118	4	276	13
Effective Weighted Sample	190	56	96	134	94	74	4	181	9
Weighted Bases	280	87	144	193	135	98	3	259	19
Don't know	7	5	5	2	2	2	0	6	1
	3%	+6%	3%	-1%	1%	2%	0%	2%	6%
		c							

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	291	261	28	8	1	2	4	1	0	0	0	2	0	0
Effective Weighted Sample	190	173	16	4	1	2	3	1	0	0	0	2	0	0
Weighted Bases	280	251	27	3	1	1	4	1	0	0	0	1	0	0
No need for a mobile phone / not interested	62 22%	52 21%	9 33%	2 59%	0 0%	0 0%	1 37%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Happy with my current mobile phone / no need for a smartphone	136 49%	133 +53%	3 12%	0 0%	0 0%	1 74%	1 37%	0 0%	0 0%	0 0%	0 0%	1 47%	0 0%	0 0%
Cost of a smartphone handset is too high	42 15%	36 14%	6 23%	1 25%	0 0%	0 0%	1 27%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Costs for using the phone (e.g. data and calling minutes) are too high	24 9%	19 8%	4 16%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Using a smartphone is too complicated	59 21%	53 21%	6 23%	1 52%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 53%	0 0%	0 0%
Poor or no signal where I live	11 4%	9 4%	* 1%	* 10%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Concerned about security/ fraud/ privacy	6 2%	5 2%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Concerned about harmful/offensive content	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
I have poor eyesight or another type of condition which makes it difficult to operate a smartphone	15 5%	14 6%	1 3%	0 0%	0 0%	0 0%	1 25%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	7 3%	7 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Cost	54 19%	44 -18%	10 35%	1 25%	0 0%	0 0%	1 27%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	291	261	28	8	1	2	4	1	0	0	0	2	0	0
Effective Weighted Sample	190	173	16	4	1	2	3	1	0	0	0	2	0	0
Weighted Bases	280	251	27	3	1	1	4	1	0	0	0	1	0	0
Don't know	7	6	1	0	0	*	0	1	0	0	0	0	0	0
	3%	2%	5%	0%	0%	26%	0%	100%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	291	5	1	2	1	0	0	1	137	154
Effective Weighted Sample	190	5	1	2	1	0	0	1	88	105
Weighted Bases	280	13	1	2	1	0	0	*	109	171
No need for a mobile phone / not interested	62 22%	5 41%	0 0%	1 60%	0 0%	0 0%	0 0%	0 0%	21 19%	40 24%
Happy with my current mobile phone / no need for a smartphone	136 49%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	66 +60% b	71 -41%
Cost of a smartphone handset is too high	42 15%	1 11%	1 100%	1 60%	1 100%	0 0%	0 0%	* 100%	15 14%	27 16%
Costs for using the phone (e.g. data and calling minutes) are too high	24 9%	3 26%	1 100%	0 0%	0 0%	0 0%	0 0%	* 100%	2 -1%	22 +13% a
Using a smartphone is too complicated	59 21%	3 21%	0 0%	1 40%	0 0%	0 0%	0 0%	0 0%	25 23%	35 20%
Poor or no signal where I live	11 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	8 +7% b	3 -2%
Concerned about security/ fraud/ privacy	6 2%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	4 3%	2 1%
Concerned about harmful/offensive content	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	* *%
I have poor eyesight or another type of condition which makes it difficult to operate a smartphone	15 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 8%	6 3%
Other	7 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 3%	4 2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

		Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	291	5	1	2	1	0	0	1	137	154
Effective Weighted Sample	190	5	1	2	1	0	0	1	88	105
Weighted Bases	280	13	1	2	1	0	0	*	109	171
Summary: Cost	54	5	1	1	1	0	0	*	15	38
	19%	38%	100%	60%	100%	0%	0%	100%	14%	23%
Don't know	7	0	0	0	0	0	0	0	2	5
	3%	0%	0%	0%	0%	0%	0%	0%	1%	3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	*b	*c	*d	e	f	g	h
Unweighted Bases	291	4	12	10	16	44	57	79	69
Effective Weighted Sample	190	3	8	8	11	29	40	49	47
Weighted Bases	280	4	18	7	13	38	65	60	75
No need for a mobile phone / not interested	62 22%	0 0%	1 6%	1 17%	3 27%	9 23%	13 20%	11 19%	23 +30%
Happy with my current mobile phone / no need for a smartphone	136 49%	0 0%	3 15%	5 74%	7 54%	24 +63% h	29 46%	36 +61% h	32 42%
Cost of a smartphone handset is too high	42 15%	* 9%	4 20%	* 7%	3 20%	6 16%	7 10%	8 13%	14 19%
Costs for using the phone (e.g. data and calling minutes) are too high	24 9%	0 0%	7 37%	* 7%	1 10%	* 1%	7 11% g	1 -1%	7 10% g
Using a smartphone is too complicated	59 21%	1 26%	4 21%	0 0%	0 0%	11 28%	16 24%	13 22%	15 20%
Poor or no signal where I live	11 4%	1 33%	1 6%	0 0%	1 6%	2 6%	1 1%	4 7% h	* *%
Concerned about security/ fraud/ privacy	6 2%	0 0%	1 6%	0 0%	0 0%	* 1%	* *0%	3 +5%	1 1%
Concerned about harmful/offensive content	1 1%	1 33%	0 0%	0 0%	0 0%	0 0%	* *0%	0 0%	0 0%
I have poor eyesight or another type of condition which makes it difficult to operate a smartphone	15 5%	0 0%	0 0%	1 9%	0 0%	1 2%	1 2%	8 +13% f	5 6%
Other	7 3%	0 0%	0 0%	0 0%	* 2%	3 7%	2 4%	1 1%	1 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 46 (continuation)

QM2B. Why do you not use or have a smartphone?

Base: All without a smartphone they have access to in their household or personally use

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	*b	*c	*d	e	f	g	h
Unweighted Bases	291	4	12	10	16	44	57	79	69
Effective Weighted Sample	190	3	8	8	11	29	40	49	47
Weighted Bases	280	4	18	7	13	38	65	60	75
Summary: Cost	54	*	10	*	3	7	11	8	14
	19%	9%	57%	7%	20%	17%	18%	13%	19%
Don't know	7	1	*	0	0	0	4	*	2
	3%	32%	2%	0%	0%	0%	5%	1%	2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 47

QM3.Which of the following statements best describes how you acquired your main mobile phone?

Base: Where personally use a mobile phone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3927	3042	3564	885	363	352	209	3421	489
Effective Weighted Sample	2597	2020	2356	583	242	228	139	2229	358
Weighted Bases	3926	3121	3584	805	343	310	207	3357	553
It was bought as a brand new phone - as part of a contract including calls, texts and data	2226 57%	1880 +60% cd	2089 +58% cd	346 -43%	136 -40%	131 -42%	104 -50%	1921 57%	296 54%
It was bought as a brand new phone - not as part of a contract, just the phone itself	1060 27%	788 -25%	932 -26%	272 +34% ab	128 +37% ab	73 24%	53 26%	900 27%	153 28%
It was bought as a refurbished/ used phone	397 10%	304 10%	358 10%	93 12%	39 11%	47 +15%	41 +20%	325 -10%	72 +13% a
Summary: Bought	3682 94%	2971 +95% cd	3379 +94% cd	711 -88%	303 -88%	251 -81%	198 96% a	3146 94%	520 94%
It was passed on to me/given to me as a hand-me-down	184 5%	101 -3%	152 -4% a	83 +10% ab	32 +9% ab	51 +16% b	7 4%	165 5%	19 3%
Something else	14 *%	11 *%	13 *%	2 *%	1 *%	0 0%	0 0%	12 *%	1 *%
Don't know	46 1%	37 1%	40 1%	9 1%	7 2%	8 +3%	2 1%	33 -1%	12 +2% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 47 (continuation)

QM3. Which of the following statements best describes how you acquired your main mobile phone?

Base: Where personally use a mobile phone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3927	3108	802	142	1	2	168	13	11	17	14	31	77	12
Effective Weighted Sample	2597	2055	532	85	1	1	124	10	7	13	11	27	60	8
Weighted Bases	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
It was bought as a brand new phone - as part of a contract including calls, texts and data	2226 57%	1768 57%	448 56%	23 50%	1 100%	1 100%	128 +64%	6 54%	8 45%	10 59%	13 71%	17 53%	46 49%	8 82%
It was bought as a brand new phone - not as part of a contract, just the phone itself	1060 27%	840 27%	213 27%	16 +36%	0 0%	0 0%	44 22%	5 41%	6 35%	6 32%	1 7%	4 14%	35 +38%	1 16%
It was bought as a refurbished/ used phone	397 10%	303 10%	94 12%	3 6%	0 0%	0 0%	20 10%	0 0%	0 0%	1 5%	2 13%	8 +26%	9 10%	* 2%
Summary: Bought	3682 94%	2911 94%	755 95%	42 92%	1 100%	1 100%	192 96%	11 94%	14 80%	17 96%	16 91%	30 93%	91 96%	9 100%
It was passed on to me/given to me as a hand- me-down	184 5%	157 +5%	27 -3%	3 7%	0 0%	0 0%	5 2%	0 0%	3 20%	0 0%	1 3%	2 5%	1 1%	0 0%
Something else	14 *%	12 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	0 0%
Don't know	46 1%	31 -1%	15 +2%	1 1%	0 0%	0 0%	2 1%	1 6%	0 0%	1 4%	0 0%	* 1%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 47 (continuation)

QM3. Which of the following statements best describes how you acquired your main mobile phone?

Base: Where personally use a mobile phone

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3927	117	53	39	22	56	12	15	748	3179
Effective Weighted Sample	2597	87	40	28	13	39	9	11	483	2117
Weighted Bases	3926	137	62	44	23	60	13	14	678	3248
It was bought as a brand new phone - as part of a contract including calls, texts and data	2226 57%	72 53%	33 54%	22 50%	18 76%	29 48%	5 34%	9 68%	325 -48%	1901 +59% a
It was bought as a brand new phone - not as part of a contract, just the phone itself	1060 27%	38 28%	18 29%	12 27%	3 14%	16 27%	5 39%	2 13%	188 28%	872 27%
It was bought as a refurbished/ used phone	397 10%	16 12%	10 16%	9 +21%	2 10%	9 16%	2 16%	2 12%	92 +14% b	305 -9%
Summary: Bought	3682 94%	127 92%	61 98%	43 98%	23 100%	54 91%	12 89%	13 93%	606 -89%	3077 +95% a
It was passed on to me/given to me as a hand-me-down	184 5%	5 3%	1 2%	1 2%	0 0%	4 6%	1 11%	0 0%	63 +9% b	121 -4%
Something else	14 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	14 *%
Don't know	46 1%	6 +4%	0 0%	0 0%	0 0%	2 3%	0 0%	1 7%	10 1%	37 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 47 (continuation)

QM3. Which of the following statements best describes how you acquired your main mobile phone?

Base: Where personally use a mobile phone

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3927	124	873	181	1180	295	911	148	215
Effective Weighted Sample	2597	82	592	122	796	187	600	98	145
Weighted Bases	3926	140	1024	158	1113	251	899	130	213
It was bought as a brand new phone - as part of a contract including calls, texts and data	2226 57%	79 57% efgh	623 +61% efgh	87 55% efgh	712 +64% ceefgh	110 -44%	478 -53% efgh	49 -38%	88 -41%
It was bought as a brand new phone - not as part of a contract, just the phone itself	1060 27%	35 25%	254 25%	35 22%	262 -24%	69 28%	278 +31% bcd	50 +38% abcde	78 +37% abcde
It was bought as a refurbished/ used phone	397 10%	12 9%	102 10%	29 +18% abdf	100 9%	37 +15% bdf	79 9%	15 11%	24 11%
Summary: Bought	3682 94%	126 90%	979 +96% aeefgh	151 96% efgh	1073 +96% aeefgh	215 -86%	835 93% eg	113 -87%	190 -89%
It was passed on to me/given to me as a hand-me-down	184 5%	9 6% d	30 -3%	7 4%	21 -2%	34 +13% abcdf	52 6% bd	14 +11% bcdf	18 +8% bd
Something else	14 *%	0 0%	0 -0%	0 0%	6 1% b	0 0%	6 +1% b	0 0%	1 *%
Don't know	46 1%	5 +4% cdef	14 1%	* *%	12 1%	2 1%	7 1%	3 2%	4 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 48

QM10A. How long have you had your current main mobile phone for?

Base: All who personally use a mobile phone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3927	3042	3564	885	363	352	209	3421	489
Effective Weighted Sample	2597	2020	2356	583	242	228	139	2229	358
Weighted Bases	3926	3121	3584	805	343	310	207	3357	553
Less than 1 year	696 18%	596 +19% cd	665 +19% cd	100 -12%	31 -9%	31 -10%	39 19% a	604 18%	89 16%
1-2 years	1832 47%	1530 +49% cd	1711 +48% cd	302 -38%	121 -35%	117 -38%	107 52% a	1541 -46%	282 +51% a
3-4 years	990 25%	742 -24%	889 25%	247 +31% ab	100 29% a	93 +30%	56 27%	847 25%	140 25%
5+ years	366 9%	222 -7%	284 -8%	144 +18% ab	82 +24% abc	62 +20% b	5 -2%	331 +10% b	34 -6%
Summary: 0-2 years	2528 64%	2126 +68% cd	2376 +66% cd	402 -50%	152 -44%	148 -48%	146 70% a	2145 64%	372 67%
Summary: 3+ years	1356 35%	964 -31%	1174 -33%	391 +49% ab	182 +53% ab	155 +50% b	60 29%	1178 35%	173 31%
Don't know	42 1%	30 1%	34 -1%	12 1%	8 +2% ab	8 +3%	1 *%	34 1%	7 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 48 (continuation)

QM10A. How long have you had your current main mobile phone for?

Base: All who personally use a mobile phone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3927	3108	802	142	1	2	168	13	11	17	14	31	77	12
Effective Weighted Sample	2597	2055	532	85	1	1	124	10	7	13	11	27	60	8
Weighted Bases	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
Less than 1 year	696 18%	564 18%	129 16%	8 18%	0 0%	1 85%	31 16%	2 16%	* 2%	3 19%	7 37%	4 12%	23 24%	2 22%
1-2 years	1832 47%	1429 46%	395 49%	17 -36%	0 0%	* 15%	95 48%	7 61%	15 91%	8 43%	6 36%	14 43%	41 44%	4 45%
3-4 years	990 25%	777 25%	210 26%	15 +33%	1 100%	0 0%	55 28%	2 14%	1 6%	5 30%	5 27%	9 29%	29 31%	2 23%
5+ years	366 9%	312 +10%	53 -7%	6 12%	0 0%	0 0%	13 7%	1 10%	0 0%	1 8%	0 0%	5 15%	1 -2%	1 10%
Summary: 0-2 years	2528 64%	1993 64%	524 66%	25 -55%	0 0%	1 100%	126 64%	9 76%	16 94%	11 62%	13 73%	18 55%	64 68%	6 67%
Summary: 3+ years	1356 35%	1088 35%	263 33%	21 +45%	1 100%	0 0%	68 34%	3 24%	1 6%	7 38%	5 27%	14 45%	31 32%	3 33%
Don't know	42 1%	30 1%	11 1%	0 0%	0 0%	0 0%	4 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 48 (continuation)

QM10A. How long have you had your current main mobile phone for?

Base: All who personally use a mobile phone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3927	117	53	39	22	56	12	15	748	3179
Effective Weighted Sample	2597	87	40	28	13	39	9	11	483	2117
Weighted Bases	3926	137	62	44	23	60	13	14	678	3248
Less than 1 year	696 18%	18 13%	12 19%	9 19%	2 7%	5 9%	1 11%	2 15%	131 19%	565 17%
1-2 years	1832 47%	72 53%	31 51%	22 51%	14 62%	34 57%	4 33%	8 59%	268 -40%	1564 +48% a
3-4 years	990 25%	35 26%	11 18%	10 23%	7 31%	14 24%	5 36%	4 25%	194 +29% b	795 -24%
5+ years	366 9%	9 7%	5 9%	2 4%	0 0%	5 8%	3 20%	0 0%	79 +12% b	288 -9%
Summary: 0-2 years	2528 64%	90 66%	43 69%	31 70%	16 69%	39 66%	6 43%	10 75%	399 -59%	2129 +66% a
Summary: 3+ years	1356 35%	45 33%	17 27%	12 27%	7 31%	19 31%	7 57%	4 25%	273 +40% b	1083 -33%
Don't know	42 1%	2 2%	2 4%	1 3%	0 0%	2 3%	0 0%	0 0%	6 1%	36 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 48 (continuation)

QM10A. How long have you had your current main mobile phone for?

Base: All who personally use a mobile phone

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3927	124	873	181	1180	295	911	148	215
Effective Weighted Sample	2597	82	592	122	796	187	600	98	145
Weighted Bases	3926	140	1024	158	1113	251	899	130	213
Less than 1 year	696 18%	44 +31% defgh	239 +23% defgh	40 +25% defgh	186 17% fgh	35 14%	122 -14%	13 -10%	19 -9%
1-2 years	1832 47%	54 38%	515 +50% aefgh	75 48% g	579 +52% aefgh	101 -40% g	388 -43% g	38 -29%	83 -39%
3-4 years	990 25%	37 26%	221 -22%	33 21%	249 -22%	84 +34% bcd	264 +29% bcd	40 31% bcd	60 28% b
5+ years	366 9%	6 -4%	40 -4%	9 6%	83 -7% b	27 11% ab	121 +13% abcd	37 +29% abcdef	45 +21% abcdef
Summary: 0-2 years	2528 64%	97 69% efgh	754 +74% defgh	115 +73% efgh	764 +69% efgh	137 -55% g	510 -57% gh	51 -39%	102 -48%
Summary: 3+ years	1356 35%	42 30%	261 -26%	43 -27%	332 -30% b	111 +44% abcd	385 +43% abcd	77 +59% abcdef	105 +49% abcd
Don't know	42 1%	* *%	9 1%	1 *%	16 1% f	3 1%	5 1%	2 2%	6 +3% bcf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3927	3042	3564	885	363	352	209	3421	489
Effective Weighted Sample	2597	2020	2356	583	242	228	139	2229	358
Weighted Bases	3926	3121	3584	805	343	310	207	3357	553
Asda Mobile	16 *%	8 -*%	12 -*%	8 +1% ab	4 +1% ab	2 1%	0 0%	15 *%	1 *%
BT	71 2%	29 -1%	47 -1%	42 +5% ab	25 +7% ab	17 +5% b	0 -0%	67 2%	4 1%
EE	909 23%	732 23%	831 23%	177 22%	78 23%	70 23%	38 19%	820 +24% b	87 -16%
Giffgaff	155 4%	130 4%	147 4%	26 3%	9 3%	10 3%	12 6%	130 4%	25 5%
iD Mobile (Carphone Warehouse)	102 3%	89 3%	98 3%	14 2%	4 1%	3 -1%	7 3% a	86 3%	17 3%
Lebara	98 3%	81 3%	91 3%	18 2%	8 2%	6 2%	12 +6% a	48 -1%	50 +9% a
Lycamobile	26 1%	25 +1% c	25 1% c	1 -*%	1 *%	0 0%	2 1%	8 -*%	18 +3% a
O2	718 18%	592 +19% c	667 19% c	126 -16%	51 15%	38 -12%	32 15%	640 +19% b	78 -14%
Plusnet	7 *%	6 *%	6 *%	1 *%	1 *%	0 0%	0 0%	7 *%	0 0%
Sky Mobile	218 6%	159 -5%	202 6%	60 +7% ab	16 5%	21 7%	11 6%	203 +6% b	15 -3%
Smarty	43 1%	39 +1% c	42 1% c	3 -*%	* *%	* *%	* *%	40 1%	3 1%
Talk Mobile	23 1%	17 1%	21 1%	6 1%	2 *%	5 +1%	0 0%	19 1%	4 1%
TalkTalk	46 1%	33 1%	36 -1%	13 2%	10 +3% ab	8 +3%	4 2%	40 1%	6 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3927	3042	3564	885	363	352	209	3421	489
Effective Weighted Sample	2597	2020	2356	583	242	228	139	2229	358
Weighted Bases	3926	3121	3584	805	343	310	207	3357	553
Tesco	304 8%	210 -7%	275 8%	94 +12% ab	29 9%	32 10%	12 6%	285 +8% b	16 -3%
Three/3	360 9%	323 +10% cd	347 +10% cd	37 -5%	13 -4%	15 -5%	30 +15% a	249 -7%	104 +19% a
Utility Warehouse/1p Mobile	33 1%	18 -1%	26 -1%	15 +2% ab	7 +2% ab	7 +2% b	0 0%	33 +1% b	* -*
Virgin Mobile/ Any Virgin	59 2%	47 1%	51 1%	13 2%	8 2%	9 +3%	6 3%	40 -1%	18 +3% a
Vodafone	625 16%	513 16%	577 16%	112 14%	49 14%	47 15%	39 19%	539 16%	83 15%
Voxi	29 1%	27 1%	29 1%	2 *%	0 0%	0 0%	0 0%	18 -1%	11 +2% a
Other	15 *%	11 *%	13 *%	4 1%	2 1%	3 1%	1 1%	13 *%	2 *%
Don't know	68 2%	34 -1%	41 -1%	34 +4% ab	27 +8% abc	18 +6% b	* *%	59 2%	9 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3927	3108	802	142	1	2	168	13	11	17	14	31	77	12
Effective Weighted Sample	2597	2055	532	85	1	1	124	10	7	13	11	27	60	8
Weighted Bases	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
Asda Mobile	16 *%	12 *%	4 1%	0 0%	0 0%	0 0%	3 +1%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%
BT	71 2%	65 +2%	7 -1%	3 +6%	0 0%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	1 1%	0 0%
EE	909 23%	766 +25%	141 -18%	11 24%	0 0%	0 0%	43 22%	2 16%	* 1%	1 6%	1 6%	6 20%	20 21%	6 65%
Giffgaff	155 4%	119 4%	36 4%	2 4%	0 0%	0 0%	9 5%	0 0%	0 0%	1 8%	0 0%	1 4%	1 2%	0 0%
iD Mobile (Carphone Warehouse)	102 3%	83 3%	20 2%	1 2%	0 0%	0 0%	3 1%	1 8%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%
Lebara	98 3%	37 -1%	61 +8%	* *%	0 0%	0 0%	11 +5%	0 0%	0 0%	0 0%	1 5%	0 0%	9 +10%	* 4%
Lycamobile	26 1%	3 -*%	23 +3%	1 +3%	0 0%	0 0%	4 +2%	0 0%	1 6%	0 0%	0 0%	1 3%	6 +6%	0 0%
O2	718 18%	587 19%	130 16%	15 +33%	0 0%	* 15%	37 19%	3 23%	3 16%	4 24%	4 20%	7 22%	11 12%	1 12%
Plusnet	7 *%	7 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Sky Mobile	218 6%	197 +6%	21 -3%	1 2%	1 100%	0 0%	4 -2%	0 0%	0 0%	2 11%	* 1%	0 0%	4 4%	0 0%
Smarty	43 1%	40 +1%	3 -*%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Talk Mobile	23 1%	17 1%	5 1%	0 0%	0 0%	0 0%	1 1%	2 20%	0 0%	0 0%	1 5%	0 0%	0 0%	0 0%
TalkTalk	46 1%	35 1%	11 1%	1 3%	0 0%	0 0%	4 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3927	3108	802	142	1	2	168	13	11	17	14	31	77	12
Effective Weighted Sample	2597	2055	532	85	1	1	124	10	7	13	11	27	60	8
Weighted Bases	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
Tesco	304 8%	272 +9%	29 -4%	2 4%	0 0%	0 0%	11 6%	0 0%	3 19%	0 0%	3 18%	2 6%	0 -0%	0 0%
Three/3	360 9%	223 -7%	130 +16%	* -1%	0 0%	1 85%	25 13%	1 5%	8 50%	1 6%	3 18%	9 +28%	22 +24%	1 10%
Utility Warehouse/1p Mobile	33 1%	32 +1%	1 -*%	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	0 0%
Virgin Mobile/ Any Virgin	59 2%	35 -1%	23 +3%	1 2%	0 0%	0 0%	4 2%	1 5%	0 0%	0 0%	0 0%	1 4%	6 +7%	0 0%
Vodafone	625 16%	498 16%	125 16%	6 14%	0 0%	0 0%	35 18%	2 16%	1 7%	5 31%	1 6%	4 13%	12 12%	1 9%
Voxi	29 1%	17 -1%	12 +2%	* 1%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%
Other	15 *%	12 *%	2 *%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	0 0%
Don't know	68 2%	55 2%	13 2%	* 1%	0 0%	0 0%	4 2%	1 8%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3927	117	53	39	22	56	12	15	748	3179
Effective Weighted Sample	2597	87	40	28	13	39	9	11	483	2117
Weighted Bases	3926	137	62	44	23	60	13	14	678	3248
Asda Mobile	16 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	8 +1% b	9 -*%
BT	71 2%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	1 5%	12 2%	59 2%
EE	909 23%	22 16%	5 -9%	11 24% be	6 24%	5 -9%	1 9%	* 1%	141 21%	768 24%
Giffgaff	155 4%	5 3%	1 1%	2 4%	6 27%	6 +10% b	0 0%	1 8%	34 5%	122 4%
iD Mobile (Carphone Warehouse)	102 3%	3 3%	3 5%	2 6%	0 0%	4 +7%	0 0%	1 7%	16 2%	86 3%
Lebara	98 3%	32 +24% bce	1 1%	0 0%	4 16%	2 4%	0 0%	0 0%	6 -1%	93 +3% a
Lycamobile	26 1%	7 +5%	0 0%	2 +5%	0 0%	0 0%	1 11%	0 0%	2 *%	24 1%
O2	718 18%	20 14%	9 14%	4 10%	1 4%	7 12%	2 15%	3 18%	149 +22% b	569 -18%
Plusnet	7 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	7 *%
Sky Mobile	218 6%	3 3%	2 4%	1 3%	0 0%	1 2%	0 0%	1 6%	41 6%	177 5%
Smarty	43 1%	1 1%	0 0%	2 4%	0 0%	0 0%	0 0%	0 0%	8 1%	35 1%
Talk Mobile	23 1%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	4 1%	18 1%
TalkTalk	46 1%	2 1%	0 0%	1 3%	* 1%	2 4%	0 0%	0 0%	13 +2% b	32 -1%
Tesco	304 8%	* -*%	1 2%	* 1%	0 0%	3 5% a	3 25%	0 0%	76 +11% b	228 -7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3927	117	53	39	22	56	12	15	748	3179
Effective Weighted Sample	2597	87	40	28	13	39	9	11	483	2117
Weighted Bases	3926	137	62	44	23	60	13	14	678	3248
Three/3	360	15	18	5	1	13	2	3	44	316
	9%	11%	+29% a	12%	5%	+22% a	17%	24%	-6%	+10% a
Utility Warehouse/1p Mobile	33	0	0	0	0	0	0	0	6	27
	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%
Virgin Mobile/ Any Virgin	59	1	1	6	0	2	0	0	6	53
	2%	1%	2%	+13% ab	0%	4%	0%	0%	1%	2%
Vodafone	625	19	12	7	5	7	2	4	93	533
	16%	14%	20%	16%	20%	11%	19%	30%	14%	16%
Voxi	29	2	5	0	0	2	1	0	5	25
	1%	2%	+8%	0%	0%	+4%	4%	0%	1%	1%
Other	15	*	0	0	1	1	0	0	2	13
	*%	*%	0%	0%	4%	2%	0%	0%	*%	*%
Don't know	68	3	3	0	0	1	0	0	12	56
	2%	2%	5%	0%	0%	2%	0%	0%	2%	2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3927	124	873	181	1180	295	911	148	215
Effective Weighted Sample	2597	82	592	122	796	187	600	98	145
Weighted Bases	3926	140	1024	158	1113	251	899	130	213
Asda Mobile	16 *%	0 0%	3 *%	3 +2% bdf	2 *%	3 +1% bdf	2 *%	2 1% bdf	2 1% df
BT	71 2%	0 0%	11 1%	1 *%	5 -*%	3 1%	26 +3% bcd	8 +6% abcdef	17 +8% abcdef
EE	909 23%	24 17%	223 22%	33 21%	270 24%	57 23%	224 25%	27 21%	51 24%
Giffgaff	155 4%	10 7% d	51 5% d	10 7% df	35 3%	11 4%	31 3%	3 2%	6 3%
iD Mobile (Carphone Warehouse)	102 3%	6 5%	37 +4% d	5 3%	24 2%	4 1%	22 2%	1 1%	3 2%
Lebara	98 3%	1 1%	52 +5% acdefg	2 1%	19 -2%	1 -1%	16 2%	2 1%	6 3% e
Lycamobile	26 1%	1 1%	7 1%	1 1%	13 +1% f	0 0%	3 *%	0 0%	1 *%
O2	718 18%	38 +27% bdfh	167 16%	41 +26% bdefh	210 19% h	46 18%	165 18% h	24 19%	27 -13%
Plusnet	7 *%	0 0%	3 *%	0 0%	1 *%	0 0%	2 *%	0 0%	1 *%
Sky Mobile	218 6%	6 4%	44 4%	9 6%	67 6%	19 8% b	57 6%	7 5%	9 4%
Smarty	43 1%	0 0%	11 1%	5 +3% abfgh	17 2%	3 1%	6 1%	0 0%	* *%
Talk Mobile	23 1%	1 1%	2 *%	* *%	8 1%	1 *%	8 1% b	2 1% b	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 49 (continuation)

QM4. Which mobile network do you use most often?

Base: Where personally use a mobile phone or Smartphone

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3927	124	873	181	1180	295	911	148	215
Effective Weighted Sample	2597	82	592	122	796	187	600	98	145
Weighted Bases	3926	140	1024	158	1113	251	899	130	213
TalkTalk	46 1%	1 1%	9 1%	2 1%	6 -1%	7 +3% bd	11 1%	3 2% d	7 +3% bdf
Tesco	304 8%	14 10% bd	55 -5%	16 10% bd	52 -5%	32 +13% bdh	106 +12% bdh	15 11% bd	15 7%
Three/3	360 9%	15 10% efh	136 +13% cefg	10 7%	130 +12% cefg	12 -5%	43 -5%	7 5%	6 -3%
Utility Warehouse/1p Mobile	33 1%	0 0%	4 *%	* *%	6 1%	4 1%	12 1%	2 2%	5 +2% bd
Virgin Mobile/ Any Virgin	59 2%	2 1%	14 1%	* *%	22 2%	3 1%	10 1%	1 1%	7 +3% bcf
Vodafone	625 16%	20 14%	167 16%	17 11%	194 17% c	40 16%	139 15%	16 13%	32 15%
Voxi	29 1%	1 1%	11 1% f	1 1%	12 1% f	3 1%	2 -*%	0 0%	0 0%
Other	15 *%	1 1%	1 *%	0 0%	7 1%	1 *%	3 *%	0 0%	2 1%
Don't know	68 2%	0 0%	16 2%	0 0%	13 1%	1 1%	12 1%	10 +8% abcdef	17 +8% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 50

QM5. Can you access a 4G or 5G service on your smartphone?

Base: Where personally use a smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3731	2982	3458	749	273	277	207	3230	485
Effective Weighted Sample	2464	1978	2283	491	182	180	138	2099	355
Weighted Bases	3740	3064	3482	676	257	249	206	3174	550
Yes - 5G	2176 58%	1935 +63% bcd	2106 +60% cd	241 -36% d	71 -28%	76 -30%	109 53% a	1780 -56%	384 +70% a
Yes - 4G	1320 35%	1007 -33%	1201 -34%	313 +46% ab	119 +46% ab	121 +49%	90 +44%	1176 +37% b	141 -26%
Summary: Yes	3496 93%	2942 +96% bcd	3306 +95% cd	554 -82% d	189 -74%	196 -79%	199 97% a	2956 93%	525 95%
No, neither	43 1%	26 -1%	35 -1%	17 +3% ab	9 +3% ab	3 1%	1 *%	37 1%	6 1%
Don't know	200 5%	95 -3%	141 -4% a	105 +16% ab	59 +23% abc	49 +20% b	6 3%	180 +6% b	19 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 50 (continuation)

QM5. Can you access a 4G or 5G service on your smartphone?

Base: Where personally use a smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3731	2922	793	142	1	1	164	13	11	17	14	29	77	12
Effective Weighted Sample	2464	1928	526	85	1	1	121	10	7	13	11	25	60	8
Weighted Bases	3740	2931	792	45	1	*	196	11	17	18	18	31	94	9
Yes - 5G	2176 58%	1628 -56%	535 +68%	27 60%	0 0%	* 100%	124 63%	9 76%	13 77%	14 77%	15 84%	27 87%	62 66%	8 82%
Yes - 4G	1320 35%	1102 +38%	214 -27%	13 29%	1 100%	0 0%	60 31%	2 18%	4 21%	3 17%	2 13%	4 12%	28 30%	2 18%
Summary: Yes	3496 93%	2731 93%	750 95%	40 -89%	1 100%	* 100%	184 94%	11 94%	17 99%	17 94%	17 97%	31 99%	90 96%	9 100%
No, neither	43 1%	34 1%	9 1%	2 +4%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	1 3%	0 0%	* *%	0 0%
Don't know	200 5%	167 6%	33 4%	3 6%	0 0%	0 0%	11 5%	1 6%	* 1%	1 6%	0 0%	* 1%	4 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 50 (continuation)

QM5. Can you access a 4G or 5G service on your smartphone?

Base: Where personally use a smartphone

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3731	116	53	39	22	56	12	14	655	3076
Effective Weighted Sample	2464	86	40	28	13	39	9	11	422	2044
Weighted Bases	3740	136	62	44	23	60	13	13	600	3139
Yes - 5G	2176 58%	93 +69%	41 66%	33 +76%	20 86%	34 57%	9 66%	6 42%	315 -52%	1862 +59% a
Yes - 4G	1320 35%	36 -26%	18 30%	9 21%	3 12%	22 37%	2 13%	6 46%	221 37%	1098 35%
Summary: Yes	3496 93%	129 95%	60 96%	43 97%	23 98%	56 94%	11 80%	12 88%	536 -89%	2960 +94% a
No, neither	43 1%	1 *%	0 0%	1 2%	0 0%	1 2%	3 20%	0 0%	13 +2% b	30 -1%
Don't know	200 5%	6 4%	2 4%	1 1%	* 2%	2 4%	0 0%	2 12%	51 +9% b	149 -5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 50 (continuation)

QM5. Can you access a 4G or 5G service on your smartphone?

Base: Where personally use a smartphone

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3731	123	866	174	1167	259	869	99	174
Effective Weighted Sample	2464	82	587	117	787	162	569	65	117
Weighted Bases	3740	140	1015	153	1104	221	850	87	170
Yes - 5G	2176 58%	97 +70% cefg	717 +71% cdefgh	82 53% gh	706 +64% cefg	109 -49% gh	396 -47% gh	27 -32%	43 -25%
Yes - 4G	1320 35%	36 -26%	279 -27%	63 41% abd	355 -32% b	85 39% ab	383 +45% abd	37 43% abd	81 +48% abd
Summary: Yes	3496 93%	133 95% egh	996 +98% cdefgh	144 95% egh	1061 +96% efgh	194 -88% gh	778 -92% egh	65 -74%	125 -73%
No, neither	43 1%	4 3% bd	1 -*% b	3 2% b	7 -1% b	4 2% bd	17 +2% bd	3 3% bd	6 +3% bd
Don't know	200 5%	2 2%	19 -2%	6 4%	36 -3%	23 +11% abcdf	55 6% abd	20 +23% abcdef	40 +23% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 51
QM6. Which of the following best describes the mobile package you personally use most often on your main mobile phone?
 Base: Where personally use a mobile phone or Smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3927	3042	3564	885	363	352	209	3421	489
Effective Weighted Sample	2597	2020	2356	583	242	228	139	2229	358
Weighted Bases	3926	3121	3584	805	343	310	207	3357	553
Prepay/ pay as you go - using top-ups	468 12%	307 -10%	386 -11%	161 +20% ab	82 +24% ab	81 +26% b	36 +17%	374 -11%	94 +17% a
Monthly contract/ SIM-only - paying monthly	3406 87%	2775 +89% cd	3154 +88% cd	631 -78%	251 -73%	219 -71%	168 -81% a	2938 +88% b	455 -82%
Other	6 *%	5 *%	5 *%	1 *%	1 *%	1 *%	* *%	5 *%	1 *%
Don't know	47 1%	35 1%	38 -1%	12 2%	9 +3% ab	10 +3%	4 2%	40 1%	3 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 51 (continuation)

QM6. Which of the following best describes the mobile package you personally use most often on your main mobile phone?

Base: Where personally use a mobile phone or Smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3927	3108	802	142	1	2	168	13	11	17	14	31	77	12
Effective Weighted Sample	2597	2055	532	85	1	1	124	10	7	13	11	27	60	8
Weighted Bases	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
Prepay/ pay as you go - using top-ups	468 12%	334 -11%	134 +17%	6 12%	0 0%	* 15%	34 +17%	1 6%	3 19%	1 6%	2 11%	8 +26%	24 +25%	0 0%
Monthly contract/ SIM-only - paying monthly	3406 87%	2737 +88%	656 -82%	39 87%	1 100%	1 85%	161 -81%	11 94%	14 81%	15 82%	15 82%	24 -74%	70 -74%	9 100%
Other	6 *%	5 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	* *%	0 0%
Don't know	47 1%	36 1%	7 1%	1 1%	0 0%	0 0%	4 2%	0 0%	0 0%	2 12%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 51 (continuation)
QM6. Which of the following best describes the mobile package you personally use most often on your main mobile phone?
 Base: Where personally use a mobile phone or Smartphone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3927	117	53	39	22	56	12	15	748	3179
Effective Weighted Sample	2597	87	40	28	13	39	9	11	483	2117
Weighted Bases	3926	137	62	44	23	60	13	14	678	3248
Prepay/ pay as you go - using top-ups	468 12%	23 16%	5 8%	8 17%	7 31%	7 12%	3 20%	2 16%	133 +20% b	335 -10%
Monthly contract/ SIM-only - paying monthly	3406 87%	114 84%	57 92%	37 83%	16 69%	52 88%	11 80%	10 76%	534 -79%	2871 +88% a
Other	6 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	6 *%
Don't know	47 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	11 2%	36 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 51 (continuation)
QM6. Which of the following best describes the mobile package you personally use most often on your main mobile phone?
 Base: Where personally use a mobile phone or Smartphone

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3927	124	873	181	1180	295	911	148	215
Effective Weighted Sample	2597	82	592	122	796	187	600	98	145
Weighted Bases	3926	140	1024	158	1113	251	899	130	213
Prepay/ pay as you go - using top-ups	468 12%	15 11%	96 -9%	29 +19% bd	80 -7%	49 +20% abdf	117 13% bd	39 +30% abcdefh	42 +20% abdf
Monthly contract/ SIM-only - paying monthly	3406 87%	118 84% g	909 +89% cegh	128 -81% g	1027 +92% abcefg	200 -80% g	773 86% egh	88 -68%	163 -77%
Other	6 *%	0 0%	* *%	0 0%	2 *%	* *%	2 *%	0 0%	1 *%
Don't know	47 1%	7 +5% bcdef	19 +2% d	* *%	4 -*%	2 1%	7 1%	2 1%	7 +3% cdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
 Table 52
QM7. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card?
 Base: Where have a pay monthly/contract phone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3372	2684	3112	688	260	238	168	2950	408
Effective Weighted Sample	2249	1796	2070	458	180	156	113	1934	306
Weighted Bases	3406	2775	3154	631	251	219	168	2938	455
Handset and contract	1866 55%	1572 +57% cd	1744 +55% cd	294 -47%	122 -49%	113 51%	93 55%	1619 55%	242 53%
SIM only deal	1450 43%	1139 -41%	1335 42%	312 +49% ab	116 46%	86 39%	73 44%	1246 42%	197 43%
Don't know	89 3%	64 -2%	76 -2%	26 +4% ab	14 +5% ab	20 +9% b	2 1%	73 2%	16 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 52 (continuation)

QM7. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card?

Base: Where have a pay monthly/contract phone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	3372	2692	666	120	1	1	136	12	10	14	12	23	61	12
Effective Weighted Sample	2249	1790	451	70	1	1	101	9	6	10	9	19	52	8
Weighted Bases	3406	2737	656	39	1	1	161	11	14	15	15	24	70	9
Handset and contract	1866 55%	1507 55%	354 54%	16 -41%	0 0%	0 0%	96 60%	5 42%	4 26%	8 57%	9 60%	19 77%	40 57%	8 84%
SIM only deal	1450 43%	1162 42%	281 43%	22 +56%	1 100%	1 100%	60 37%	6 58%	10 74%	6 43%	6 40%	4 18%	29 42%	2 16%
Don't know	89 3%	68 2%	22 3%	1 3%	0 0%	0 0%	5 3%	0 0%	0 0%	0 0%	0 0%	1 5%	1 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 52 (continuation)

QM7. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card?

Base: Where have a pay monthly/contract phone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3372	100	48	32	17	46	11	10	582	2790
Effective Weighted Sample	2249	74	36	23	13	33	9	8	379	1872
Weighted Bases	3406	114	57	37	16	52	11	10	534	2871
Handset and contract	1866 55%	55 48%	28 49%	19 52%	9 53%	28 53%	3 33%	8 80%	250 -47%	1616 +56% a
SIM only deal	1450 43%	51 45%	26 45%	16 45%	6 40%	24 47%	7 67%	2 20%	263 +49% b	1187 -41%
Don't know	89 3%	8 +7%	3 5%	1 3%	1 7%	0 0%	0 0%	0 0%	21 +4% b	68 -2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 52 (continuation)

QM7. When you signed up for your current mobile contract did you get a handset with the contract or did you only get a SIM card?

Base: Where have a pay monthly/contract phone

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3372	105	770	148	1077	231	781	98	162
Effective Weighted Sample	2249	68	526	103	732	145	516	69	112
Weighted Bases	3406	118	909	128	1027	200	773	88	163
Handset and contract	1866 55%	57 48%	516 57% efg	67 52%	630 +61% acefgh	87 -44%	387 -50%	39 -44%	83 51%
SIM only deal	1450 43%	48 41%	362 40%	60 47% d	386 -38%	108 +54% abdh	370 +48% bd	47 +53% bd	69 42%
Don't know	89 3%	13 +11% bcdefg	31 3% d	1 1%	11 -1%	4 2%	15 2%	3 3%	11 +7% bcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025


Table 53

QM9. Thinking about your main mobile phone, which operating system does it function on?

Base: Where have a smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3731	2982	3458	749	273	277	207	3230	485
Effective Weighted Sample	2464	1978	2283	491	182	180	138	2099	355
Weighted Bases	3740	3064	3482	676	257	249	206	3174	550
Apple (iOS)	2019 54%	1741 +57% cd	1914 +55% cd	278 -41%	105 -41%	103 -41%	112 55% a	1691 -53%	315 57%
Android	1685 45%	1302 -43%	1541 -44%	382 +57% ab	144 +56% ab	139 +56% b	93 45%	1453 +46%	230 42%
Other	1 *%	* *%	1 *%	1 *%	* *%	* *%	0 0%	1 *%	0 0%
Don't know	34 1%	20 -1%	27 -1%	14 +2% ab	8 +3% ab	7 +3% b	0 0%	29 1%	5 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 53 (continuation)

QM9. Thinking about your main mobile phone, which operating system does it function on?

Base: Where have a smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3731	2922	793	142	1	1	164	13	11	17	14	29	77	12
Effective Weighted Sample	2464	1928	526	85	1	1	121	10	7	13	11	25	60	8
Weighted Bases	3740	2931	792	45	1	*	196	11	17	18	18	31	94	9
Apple (iOS)	2019 54%	1554 -53%	452 +57%	29 +63%	0 0%	* 100%	108 55%	7 60%	13 80%	9 53%	16 87%	14 46%	50 53%	5 49%
Android	1685 45%	1349 +46%	333 42%	16 -36%	1 100%	0 0%	87 44%	4 35%	3 19%	8 47%	2 13%	17 54%	44 47%	5 51%
Other	1 *%	1 *%	* *%	* +1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	34 1%	28 1%	6 1%	* 1%	0 0%	0 0%	1 *%	1 6%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 53 (continuation)

QM9. Thinking about your main mobile phone, which operating system does it function on?
 Base: Where have a smartphone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3731	116	53	39	22	56	12	14	655	3076
Effective Weighted Sample	2464	86	40	28	13	39	9	11	422	2044
Weighted Bases	3740	136	62	44	23	60	13	13	600	3139
Apple (iOS)	2019 54%	69 51%	43 +69% a	32 +72% a	12 53%	32 53%	8 58%	6 45%	286 -48%	1733 +55% a
Android	1685 45%	63 46% c	19 -31%	12 -28%	11 47%	28 47%	6 42%	7 55%	307 +51% b	1378 -44%
Other	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	1 *%
Don't know	34 1%	4 +3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	7 1%	28 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 53 (continuation)

QM9. Thinking about your main mobile phone, which operating system does it function on?

Base: Where have a smartphone

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3731	123	866	174	1167	259	869	99	174
Effective Weighted Sample	2464	82	587	117	787	162	569	65	117
Weighted Bases	3740	140	1015	153	1104	221	850	87	170
Apple (iOS)	2019 54%	92 +66% cdefgh	653 +64% cdefgh	61 -40%	595 54% cefg	97 -44%	415 -49% ch	36 -41%	69 -40%
Android	1685 45%	47 -34%	351 -35%	90 +59% abdf	504 46% ab	121 +55% abd	427 +50% abd	49 +56% abd	95 +56% abd
Other	1 *%	0 0%	0 0%	0 0%	* *%	0 0%	* *%	* +*% b	0 0%
Don't know	34 1%	0 0%	11 1%	2 1%	4 -*%	3 1%	7 1%	2 2%	6 +4% abdf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 54

QM12. What type of SIM does your main mobile phone use to connect your mobile and/or data plan to your network?

Base: Where have a monthly contract/SIM-only or prepaid/pay as you go

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3872	3002	3520	870	352	340	204	3374	484
Effective Weighted Sample	2561	1993	2327	573	235	220	135	2198	354
Weighted Bases	3873	3081	3540	792	333	300	203	3312	548
Physical SIM card (i.e. one that can be inserted and removed by you)	3266 84%	2589 84%	2980 84%	677 86%	287 86%	250 83%	179 88%	2803 85%	452 82%
eSIM (a digital sim card, first introduced to some phones in 2016)	273 7%	241 +8% cd	267 +8% cd	33 -4%	6 -2%	9 -3%	11 5%	228 7%	45 8%
Both physical and eSIM	83 2%	79 +3% cd	81 +2% cd	4 -*%	2 -*%	1 -*%	2 1%	65 2%	18 3%
Don't know	244 6%	166 -5%	206 -6%	78 +10% ab	38 +11% ab	39 +13% b	11 6%	209 6%	33 6%
Not answered	7 *%	7 *%	7 *%	1 *%	1 *%	* *%	0 0%	7 *%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 54 (continuation)

QM12. What type of SIM does your main mobile phone use to connect your mobile and/or data plan to your network?

Base: Where have a monthly contract/SIM-only or prepay/pay as you go

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3872	3066	792	140	1	2	165	13	11	15	13	31	76	12
Effective Weighted Sample	2561	2027	525	83	1	1	121	10	7	11	10	27	60	8
Weighted Bases	3873	3071	790	45	1	1	195	11	17	16	17	32	94	9
Physical SIM card (i.e. one that can be inserted and removed by you)	3266 84%	2605 85%	650 82%	33 -74%	1 100%	1 100%	163 83%	9 75%	12 71%	13 84%	15 86%	30 92%	83 88%	6 68%
eSIM (a digital sim card, first introduced to some phones in 2016)	273 7%	214 7%	60 8%	5 11%	0 0%	0 0%	10 5%	1 11%	3 20%	* 2%	1 5%	0 0%	5 5%	2 20%
Both physical and eSIM	83 2%	56 -2%	27 +3%	1 2%	0 0%	0 0%	8 4%	0 0%	0 0%	0 0%	1 9%	1 4%	2 2%	1 12%
Don't know	244 6%	190 6%	52 7%	5 +12%	0 0%	0 0%	14 7%	1 13%	2 9%	2 14%	0 0%	1 3%	4 5%	0 0%
Not answered	7 *%	6 *%	1 *%	* +1%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 54 (continuation)

QM12. What type of SIM does your main mobile phone use to connect your mobile and/or data plan to your network?

Base: Where have a monthly contract/SIM-only or prepaid/pay as you go

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3872	117	53	39	22	56	12	14	734	3138
Effective Weighted Sample	2561	87	40	28	13	39	9	10	475	2089
Weighted Bases	3873	137	62	44	23	60	13	13	667	3206
Physical SIM card (i.e. one that can be inserted and removed by you)	3266 84%	109 80%	48 77%	35 79%	22 96%	51 86%	8 60%	12 93%	535 -80%	2732 +85% a
eSIM (a digital sim card, first introduced to some phones in 2016)	273 7%	13 10%	8 12% e	4 9%	1 4%	1 2%	5 40%	0 0%	46 7%	227 7%
Both physical and eSIM	83 2%	5 4%	4 +7%	1 3%	0 0%	1 2%	0 0%	0 0%	11 2%	72 2%
Don't know	244 6%	9 7%	2 3%	4 8%	* 1%	6 10%	0 0%	1 7%	72 +11% b	172 -5%
Not answered	7 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 +1% b	4 -*%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 54 (continuation)

QM12. What type of SIM does your main mobile phone use to connect your mobile and/or data plan to your network?

Base: Where have a monthly contract/SIM-only or prepaid/pay as you go

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3872	119	856	180	1172	291	902	144
Effective Weighted Sample		2561	78	581	122	790	184	593	95
Weighted Bases		3873	133	1005	158	1107	249	890	128
Physical SIM card (i.e. one that can be inserted and removed by you)		3266	100	833	124	923	209	791	103
	84%		-75%	83%	-78%	83%	84%	+89%	80%
			a	a	a	a	abcdeg		abcdg
eSIM (a digital sim card, first introduced to some phones in 2016)		273	16	87	15	106	13	31	3
	7%		+12%	+9%	10%	+10%	5%	-3%	-2%
			efgh	efgh	fgh	efgh			
Both physical and eSIM		83	5	37	3	24	2	11	1
	2%		4%	+4%	2%	2%	1%	-1%	1%
			efh	defh					
Don't know		244	9	45	16	53	26	56	21
	6%		7%	-4%	+10%	-5%	+10%	6%	+17%
					bd		bdf		abdfh
Not answered		7	3	2	1	1	0	*	1
	*%		+2%	*%	*%	*%	0%	*%	*%
			bdefh						

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 55
QM13A. What do you use your e-SIM for?
Base: Where have both physical and eSIM

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	*b	a	*b
Unweighted Bases	81	76	79	5	2	1	3	67	14
Effective Weighted Sample	58	55	57	5	2	1	2	46	12
Weighted Bases	83	79	81	4	2	1	2	65	18
International calls	18 21%	17 21%	18 22%	1 25%	0 0%	0 0%	0 0%	13 20%	5 26%
Additional data in the UK	10 12%	9 11%	9 11%	1 18%	1 42%	0 0%	0 0%	5 8%	4 25%
To give me better connectivity in busy or remote areas of the UK	12 14%	10 12%	11 14%	2 59%	1 42%	1 100%	* 21%	8 13%	3 18%
As a separate contact method, for example, for business purposes	15 18%	15 19%	15 19%	0 0%	0 0%	0 0%	0 0%	9 14%	6 34%
To use when abroad for calls or data	24 28%	23 29%	24 29%	1 16%	0 0%	1 100%	0 0%	18 28%	6 32%
Everyday phone usage	29 35%	26 33%	28 35%	3 75%	1 42%	1 100%	1 79%	24 37%	5 29%
Other	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	11 13%	10 12%	10 12%	1 25%	1 58%	0 0%	0 0%	10 15%	1 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 55 (continuation)

QM13A. What do you use your e-SIM for?

Base: Where have both physical and eSIM

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	81	59	22	2	0	0	6	0	0	0	1	1	2	1
Effective Weighted Sample	58	39	19	1	0	0	6	0	0	0	1	1	2	1
Weighted Bases	83	56	27	1	0	0	8	0	0	0	1	1	2	1
International calls	18 21%	11 19%	7 25%	1 82%	0 0%	0 0%	1 15%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%
Additional data in the UK	10 12%	5 9%	4 17%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	2 100%	0 0%
To give me better connectivity in busy or remote areas of the UK	12 14%	8 13%	4 16%	1 82%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 50%	0 0%
As a separate contact method, for example, for business purposes	15 18%	5 9%	10 37%	0 0%	0 0%	0 0%	4 49%	0 0%	0 0%	0 0%	0 0%	1 100%	2 100%	0 0%
To use when abroad for calls or data	24 28%	17 30%	7 25%	1 82%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Everyday phone usage	29 35%	18 32%	11 41%	1 82%	0 0%	0 0%	5 61%	0 0%	0 0%	0 0%	1 100%	0 0%	0 0%	1 100%
Other	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	11 13%	10 17%	1 4%	* 18%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 55 (continuation)

QM13A. What do you use your e-SIM for?

Base: Where have both physical and eSIM

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	*a	b
Unweighted Bases	81	4	3	1	0	1	0	0	12	69
Effective Weighted Sample	58	4	2	1	0	1	0	0	8	51
Weighted Bases	83	5	4	1	0	1	0	0	11	72
International calls	18	3	1	0	0	0	0	0	3	15
	21%	55%	18%	0%	0%	0%	0%	0%	24%	21%
Additional data in the UK	10	1	0	0	0	0	0	0	*	9
	12%	18%	0%	0%	0%	0%	0%	0%	2%	13%
To give me better connectivity in busy or remote areas of the UK	12	1	1	0	0	0	0	0	1	10
	14%	27%	18%	0%	0%	0%	0%	0%	14%	14%
As a separate contact method, for example, for business purposes	15	0	3	0	0	0	0	0	1	14
	18%	0%	61%	0%	0%	0%	0%	0%	7%	20%
To use when abroad for calls or data	24	1	3	1	0	0	0	0	5	19
	28%	18%	79%	100%	0%	0%	0%	0%	42%	26%
Everyday phone usage	29	0	2	0	0	1	0	0	5	24
	35%	0%	39%	0%	0%	100%	0%	0%	48%	33%
Other	0	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	11	1	0	0	0	0	0	0	2	9
	13%	18%	0%	0%	0%	0%	0%	0%	19%	12%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 55 (continuation)

QM13A. What do you use your e-SIM for?

Base: Where have both physical and eSIM

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			*a	b	*c	*d	*e	*f	*g
Unweighted Bases	81	3	31	4	27	4	10	1	1
Effective Weighted Sample	58	3	23	3	22	3	7	1	1
Weighted Bases	83	5	37	3	24	2	11	1	1
International calls	18	1	4	1	6	*	5	0	0
	21%	27%	-10%	32%	26%	12%	49%	0%	0%
Additional data in the UK	10	0	2	0	6	*	1	0	1
	12%	0%	5%	0%	25%	12%	8%	0%	100%
To give me better connectivity in busy or remote areas of the UK	12	0	5	1	4	1	1	0	1
	14%	0%	14%	32%	15%	36%	9%	0%	100%
As a separate contact method, for example, for business purposes	15	0	7	1	8	0	0	0	0
	18%	0%	18%	27%	33%	0%	0%	0%	0%
To use when abroad for calls or data	24	1	10	2	5	1	4	0	0
	28%	27%	26%	88%	23%	36%	36%	0%	0%
Everyday phone usage	29	3	13	1	9	1	2	0	1
	35%	51%	34%	32%	38%	88%	15%	0%	100%
Other	0	0	0	0	0	0	0	0	0
	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	11	1	5	0	1	0	2	1	0
	13%	21%	14%	0%	4%	0%	22%	100%	0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 56
QM13B. And what do you use your physical SIM for?
Base: Where have both physical and eSIM

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	*b	a	*b
Unweighted Bases	81	76	79	5	2	1	3	67	14
Effective Weighted Sample	58	55	57	5	2	1	2	46	12
Weighted Bases	83	79	81	4	2	1	2	65	18
International calls	3 4%	3 4%	3 4%	0 0%	0 0%	0 0%	0 0%	2 3%	1 4%
Additional data in the UK	9 11%	9 11%	9 11%	1 18%	1 42%	0 0%	0 0%	7 11%	2 11%
To give me better connectivity in busy or remote areas of the UK	10 13%	10 12%	10 12%	1 18%	1 42%	0 0%	* 21%	8 13%	2 12%
As a separate contact method, for example, for business purposes	9 11%	9 12%	9 11%	0 0%	0 0%	0 0%	0 0%	8 13%	1 5%
To use when abroad for calls or data	13 15%	12 15%	13 15%	1 16%	0 0%	1 100%	* 21%	9 15%	3 17%
Everyday phone usage	54 65%	52 65%	53 65%	2 50%	1 42%	1 100%	1 59%	42 65%	12 65%
Other (SPECIFY)	1 1%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Don't know	10 12%	8 10%	9 11%	2 50%	1 58%	0 0%	0 0%	7 11%	2 13%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 56 (continuation)

QM13B. And what do you use your physical SIM for?

Base: Where have both physical and eSIM

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	81	59	22	2	0	0	6	0	0	0	1	1	2	1
Effective Weighted Sample	58	39	19	1	0	0	6	0	0	0	1	1	2	1
Weighted Bases	83	56	27	1	0	0	8	0	0	0	1	1	2	1
International calls	3	2	1	0	0	0	0	0	0	0	0	0	0	0
	4%	4%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Additional data in the UK	9	7	2	0	0	0	0	0	0	0	0	0	1	0
	11%	13%	7%	0%	0%	0%	0%	0%	0%	0%	0%	0%	50%	0%
To give me better connectivity in busy or remote areas of the UK	10	8	2	0	0	0	0	0	0	0	0	0	0	0
	13%	15%	8%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
As a separate contact method, for example, for business purposes	9	8	1	0	0	0	0	0	0	0	0	0	0	0
	11%	15%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
To use when abroad for calls or data	13	8	4	0	0	0	1	0	0	0	0	0	2	0
	15%	15%	16%	0%	0%	0%	17%	0%	0%	0%	0%	0%	100%	0%
Everyday phone usage	54	35	18	*	0	0	6	0	0	0	1	1	0	1
	65%	63%	68%	18%	0%	0%	83%	0%	0%	0%	100%	100%	0%	100%
Other (SPECIFY)	1	1	0	0	0	0	0	0	0	0	0	0	0	0
	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't know	10	6	3	1	0	0	0	0	0	0	0	0	0	0
	12%	11%	12%	82%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 56 (continuation)

QM13B. And what do you use your physical SIM for?

Base: Where have both physical and eSIM

	Total	Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	*a	b
Unweighted Bases	81	4	3	1	0	1	0	0	12	69
Effective Weighted Sample	58	4	2	1	0	1	0	0	8	51
Weighted Bases	83	5	4	1	0	1	0	0	11	72
International calls	3	0	1	0	0	0	0	0	*	3
	4%	0%	18%	0%	0%	0%	0%	0%	4%	4%
Additional data in the UK	9	0	1	0	0	0	0	0	3	7
	11%	0%	21%	0%	0%	0%	0%	0%	24%	9%
To give me better connectivity in busy or remote areas of the UK	10	1	1	0	0	0	0	0	1	9
	13%	27%	18%	0%	0%	0%	0%	0%	11%	13%
As a separate contact method, for example, for business purposes	9	1	0	0	0	0	0	0	0	9
	11%	18%	0%	0%	0%	0%	0%	0%	0%	13%
To use when abroad for calls or data	13	0	1	0	0	0	0	0	2	10
	15%	0%	18%	0%	0%	0%	0%	0%	19%	15%
Everyday phone usage	54	3	3	0	0	1	0	0	8	45
	65%	64%	79%	0%	0%	100%	0%	0%	79%	63%
Other (SPECIFY)	1	0	0	0	0	0	0	0	*	*
	1%	0%	0%	0%	0%	0%	0%	0%	3%	1%
Don't know	10	1	0	1	0	0	0	0	2	8
	12%	18%	0%	100%	0%	0%	0%	0%	17%	11%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 56 (continuation)

QM13B. And what do you use your physical SIM for?

Base: Where have both physical and eSIM

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			*a	b	*c	*d	*e	*f	*g
Unweighted Bases		81	3	31	4	27	4	10	1
Effective Weighted Sample		58	3	23	3	22	3	7	1
Weighted Bases		83	5	37	3	24	2	11	1
International calls		3	0	*	0	2	*	0	0
		4%	0%	1%	0%	9%	29%	0%	0%
Additional data in the UK		9	3	2	0	4	0	0	1
		11%	49%	6%	0%	16%	0%	0%	100%
To give me better connectivity in busy or remote areas of the UK		10	1	6	0	3	0	0	1
		13%	21%	15%	0%	13%	0%	0%	100%
As a separate contact method, for example, for business purposes		9	0	2	0	4	0	4	0
		11%	0%	5%	0%	15%	0%	35%	0%
To use when abroad for calls or data		13	1	4	0	6	1	0	0
		15%	21%	11%	0%	27%	53%	0%	0%
Everyday phone usage		54	5	26	2	13	1	6	1
		65%	100%	69%	68%	54%	71%	57%	100%
Other (SPECIFY)		1	0	0	*	*	0	0	0
		1%	0%	0%	12%	2%	0%	0%	0%
Don't know		10	0	6	1	1	0	1	0
		12%	0%	16%	32%	4%	0%	9%	0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 57

QM14. Which of the following activities - if any - do you use your mobile phone for?

Base: All who personally use a mobile phone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3927	3042	3564	885	363	352	209	3421	489
Effective Weighted Sample	2597	2020	2356	583	242	228	139	2229	358
Weighted Bases	3926	3121	3584	805	343	310	207	3357	553
Sending/receiving text messages (SMS)	3752 96%	3032 +97% cd	3475 +97% cd	720 -89% d	277 -81%	271 -87%	203 98% a	3201 95%	534 97%
Making voice calls via your mobile network (not using Wi-Fi)	3338 85%	2660 85%	3054 85%	678 84%	284 83%	237 -76%	157 -76%	2864 85%	461 83%
Don't know	13 *%	12 *%	12 *%	1 *%	* *%	1 *%	1 *%	6 -*%	7 +1% a
None of the above	31 1%	15 -*%	19 -1%	16 +2% ab	12 +3% ab	8 +3%	1 *%	30 1%	1 *%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 57 (continuation)

QM14. Which of the following activities - if any - do you use your mobile phone for?

Base: All who personally use a mobile phone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3927	3108	802	142	1	2	168	13	11	17	14	31	77	12
Effective Weighted Sample	2597	2055	532	85	1	1	124	10	7	13	11	27	60	8
Weighted Bases	3926	3111	799	45	1	1	199	11	17	18	18	32	94	9
Sending/receiving text messages (SMS)	3752 96%	2963 -95%	773 97%	43 94%	1 100%	1 100%	194 98%	11 100%	16 94%	16 92%	18 100%	32 98%	94 100%	9 100%
Making voice calls via your mobile network (not using Wi-Fi)	3338 85%	2657 85%	667 84%	41 90%	1 100%	1 100%	164 83%	8 69%	14 81%	13 75%	15 84%	22 -67%	83 88%	9 93%
Don't know	13 *%	6 -*%	7 +1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%
None of the above	31 1%	29 +1%	2 -*%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 57 (continuation)

QM14. Which of the following activities - if any - do you use your mobile phone for?

Base: All who personally use a mobile phone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3927	117	53	39	22	56	12	15	748	3179
Effective Weighted Sample	2597	87	40	28	13	39	9	11	483	2117
Weighted Bases	3926	137	62	44	23	60	13	14	678	3248
Sending/receiving text messages (SMS)	3752 96%	134 98%	59 96%	41 92%	23 99%	56 94%	11 80%	14 100%	604 -89%	3148 +97% a
Making voice calls via your mobile network (not using Wi-Fi)	3338 85%	120 88%	56 90%	34 77%	17 74%	48 81%	8 61%	14 100%	562 83%	2776 85%
Don't know	13 *%	0 0%	0 0%	0 0%	0 0%	3 +5% a	3 20%	0 0%	4 1%	9 *%
None of the above	31 1%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	9 +1% b	21 -1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 57 (continuation)

QM14. Which of the following activities - if any - do you use your mobile phone for?

Base: All who personally use a mobile phone

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3927	124	873	181	1180	295	911	148
Effective Weighted Sample		2597	82	592	122	796	187	600	98
Weighted Bases		3926	140	1024	158	1113	251	899	130
Sending/receiving text messages (SMS)		3752	128	998	152	1089	234	875	91
	96%		-91%	+98%	96%	+98%	93%	+97%	-70%
			g	aegh	gh	aegh	gh	aegh	g
Making voice calls via your mobile network (not using Wi-Fi)		3338	108	868	129	963	214	771	110
	85%		-77%	85%	82%	87%	85%	86%	85%
			a	a	ah	a	a	a	a
Don't know		13	3	5	0	3	1	*	*
	*%		+2%	*%	0%	*%	*%	*%	*%
			bcdhf						
None of the above		31	5	4	0	5	*	4	4
	1%		+4%	*%	0%	*%	*%	*%	+3%
			bcdhf					bcdhf	bcdhf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 58

QE1. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc), and if so, do you personally use the internet at home?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes - have access and use at home	3791 94%	3055 +96% cd	3492 +96% cd	736 -84% d	298 -76%	268 -77%	198 94% a	3233 94%	539 93%
Yes - have access but don't use at home	36 1%	10 -*%	21 -1%	26 +3% ab	15 +4% ab	22 +6% b	1 1%	34 1%	2 *%
Summary: Yes	3827 95%	3065 +97% cd	3513 +96% cd	762 -87% d	314 -80%	291 -84%	199 95% a	3268 95%	541 94%
No - do not have access at home	200 5%	91 -3%	121 -3%	109 +13% ab	79 +20% abc	57 +16% b	10 5%	171 5%	29 5%
Don't know	18 *%	18 +1% c	18 *% c	* -*%	* *%	* *%	1 1%	6 -*%	8 +1% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 58 (continuation)

QE1. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc), and if so, do you personally use the internet at home?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes - have access and use at home	3791 94%	2996 94%	776 94%	45 93%	1 38%	* 34%	192 95%	10 78%	17 100%	18 100%	18 100%	27 -82%	93 99%	9 100%
Yes - have access but don't use at home	36 1%	32 1%	5 1%	* *%	1 62%	0 0%	1 1%	1 5%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%
Summary: Yes	3827 95%	3027 95%	781 94%	45 93%	2 100%	* 34%	194 96%	10 84%	17 100%	18 100%	18 100%	28 -84%	93 99%	9 100%
No - do not have access at home	200 5%	161 5%	39 5%	3 7%	0 0%	1 66%	7 3%	1 7%	0 0%	0 0%	0 0%	5 +15%	1 1%	0 0%
Don't know	18 *%	5 -*%	9 +1%	0 0%	0 0%	0 0%	1 1%	1 9%	0 0%	0 0%	0 0%	* 1%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 58 (continuation)

QE1. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc), and if so, do you personally use the internet at home?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes - have access and use at home	3791 94%	133 -89%	61 92%	45 98%	24 99%	55 93%	12 93%	16 97%	614 -86%	3177 +95% a
Yes - have access but don't use at home	36 1%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	13 +2% b	23 -1%
Summary: Yes	3827 95%	133 -89%	61 92%	46 100% a	24 99%	55 93%	12 93%	16 97%	627 -88%	3200 +96% a
No - do not have access at home	200 5%	13 +9%	2 3%	* *%	* 1%	4 7%	1 7%	* 3%	81 +11% b	119 -4%
Don't know	18 *%	3 +2%	3 +4%	0 0%	0 0%	0 0%	0 0%	0 0%	3 *%	15 *% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 58 (continuation)

QE1. Do you or does anyone in your household have access to the internet at HOME (via any device, e.g. PC, mobile phone etc), and if so, do you personally use the internet at home?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Yes - have access and use at home		3791	137	1004	152	1097	228	874	97
	94%		96%	+96%	96%	+97%	-87%	+96%	-65%
			egh	egh	egh	efgh	g	egh	g
Yes - have access but don't use at home		36	2	5	0	1	6	5	4
	1%		2%	1%	0%	-*%	+2%	1%	+3%
			d				bcd		bcd
Summary: Yes		3827	139	1009	152	1098	234	880	101
	95%		97%	+96%	96%	+97%	-90%	+96%	-68%
			egh	egh	egh	egh	g	egh	g
No - do not have access at home		200	1	26	7	25	26	36	46
	5%		-1%	-2%	4%	-2%	+10%	4%	+31%
							abcd	d	abcd
Don't know		18	3	11	0	4	0	0	*
	*%		+2%	+1%	0%	*%	0%	-0%	*%
			defh	df					

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 59

QE3. Which of these is your home internet connection used for?

Base: Where have internet access at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3796	2971	3471	825	325	314	203	3306	471
Effective Weighted Sample	2516	1975	2299	545	217	206	134	2158	346
Weighted Bases	3827	3065	3513	762	314	291	199	3268	541
Working from home	1536 40%	1459 +48% bcd	1516 +43% cd	77 -10%	21 -7%	10 -3%	29 -15% a	1304 40%	221 41%
Personal schoolwork/study/homework	1048 27%	994 +32% bcd	1034 +29% cd	54 -7%	14 -5%	28 -10%	61 30% a	784 -24%	256 +47% a
University/college work	387 10%	378 +12% cd	382 +11% cd	10 -1%	5 -2%	5 -2%	8 -4%	283 -9%	102 +19% a
Virtual school lessons or university lectures/seminars	169 4%	163 +5% cd	165 +5% cd	6 -1%	3 -1%	3 -1%	3 2%	120 -4%	49 +9% a
None of these	1695 44%	1053 -34%	1414 -40% a	642 +84% ab	281 +90% abc	253 +87% b	118 +59%	1565 +48% b	126 -23%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 59 (continuation)

QE3. Which of these is your home internet connection used for?

Base: Where have internet access at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3796	3001	776	140	2	2	161	12	11	17	14	27	76	12
Effective Weighted Sample	2516	1988	515	83	2	2	120	9	7	13	11	24	59	8
Weighted Bases	3827	3027	781	45	2	*	194	10	17	18	18	28	93	9
Working from home	1536 40%	1213 40%	312 40%	22 48%	0 0%	* 100%	69 36%	7 66%	7 40%	8 46%	6 32%	11 41%	30 32%	6 64%
Personal schoolwork/study/homework	1048 27%	700 -23%	339 +43%	12 26%	0 0%	0 0%	72 +37%	7 66%	5 27%	6 31%	8 43%	17 63%	37 +39%	5 58%
University/college work	387 10%	256 -8%	129 +17%	6 14%	1 62%	* 66%	19 10%	1 11%	5 31%	7 37%	3 15%	3 10%	16 +17%	2 21%
Virtual school lessons or university lectures/seminars	169 4%	109 -4%	60 +8%	2 5%	0 0%	0 0%	8 4%	2 18%	1 8%	2 11%	1 7%	0 0%	10 +11%	0 0%
None of these	1695 44%	1472 +49%	220 -28%	20 44%	1 38%	0 0%	73 38%	1 6%	6 36%	3 18%	7 37%	5 17%	25 -27%	1 14%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 59 (continuation)

QE3. Which of these is your home internet connection used for?

Base: Where have internet access at home

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3796	112	51	40	22	52	10	15	686	3110
Effective Weighted Sample	2516	82	39	29	14	37	8	10	446	2073
Weighted Bases	3827	133	61	46	24	55	12	16	627	3200
Working from home	1536 40%	71 +53% be	15 -25%	17 38%	15 64%	19 35%	5 42%	3 21%	165 -26%	1371 +43% a
Personal schoolwork/study/homework	1048 27%	62 +46%	28 +47%	26 +58%	18 74%	23 +42%	5 45%	8 50%	167 27%	881 28%
University/college work	387 10%	20 15%	12 +19%	13 +27%	2 10%	14 +25%	5 38%	1 7%	71 11%	317 10%
Virtual school lessons or university lectures/seminars	169 4%	11 +8%	3 5%	6 +13%	2 10%	7 +13%	3 26%	0 0%	28 4%	141 4%
None of these	1695 44%	24 -18%	18 -30%	8 -19%	3 11%	18 33% a	2 13%	6 36%	353 +56% b	1342 -42%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 59 (continuation)

QE3. Which of these is your home internet connection used for?

Base: Where have internet access at home

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3796	123	860	178	1151	267	892	118	207
Effective Weighted Sample	2516	82	582	120	777	172	588	78	140
Weighted Bases	3827	139	1009	152	1098	234	880	101	213
Working from home	1536 40%	51 37% efgh	428 42% efgh	64 42% efgh	659 +60% abcefg	47 -20% gh	266 -30% efgh	2 -2%	18 -9% g
Personal schoolwork/study/homework	1048 27%	73 +52% bcdefgh	336 +33% efgh	60 +40% efgh	420 +38% befgh	26 -11% h	119 -13% h	8 -8% h	6 -3%
University/college work	387 10%	42 +30% bcdefgh	174 +17% defgh	23 +15% defgh	108 10% efgh	5 -2%	30 -3%	1 -1%	4 -2%
Virtual school lessons or university lectures/seminars	169 4%	14 +10% bdefgh	56 +6% efgh	9 6% efgh	64 +6% efgh	4 -2%	18 -2%	1 -1%	3 -1%
None of these	1695 44%	36 -26%	320 -32% d	56 -37% d	286 -26%	169 +72% abcdf	547 +62% abcd	92 +91% abcdef	189 +89% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60

QE4. Do you ever access the internet outside your home in any of the following locations?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Your workplace	1648 41%	1601 +50% bcd	1637 +45% cd	47 -5% d	11 -3%	4 -1%	56 -27% a	1413 41%	225 39%
School/ college/ university	374 9%	371 +12% bcd	372 +10% cd	3 -*% d	3 -1%	0 -0%	16 8% a	271 -8%	98 +17% a
Library	365 9%	324 +10% cd	354 +10% cd	41 -5%	12 -3%	15 -4%	16 8%	264 -8%	100 +17% a
UK culture centre/ Learn Direct/ other online learning centres	139 3%	130 +4% cd	135 +4% cd	9 -1%	4 -1%	* -*%	3 1% a	106 -3%	33 +6% a
Internet cafe	353 9%	318 +10% cd	340 +9% cd	35 -4%	13 -3%	9 -3%	18 8% a	282 -8%	69 +12% a
In someone else's home	1873 46%	1562 +49% cd	1767 +48% cd	312 -36% d	106 -27%	94 -27%	92 44% a	1618 47%	246 43%
While travelling (e.g. on-board trains, from airport departure lounges, etc)	1946 48%	1680 +53% cd	1866 +51% cd	265 -30% d	79 -20%	56 -16%	71 -34% a	1664 48%	272 47%
In cafes/ restaurants/ pubs/ bars	1805 45%	1551 +49% cd	1733 +47% cd	253 -29% d	71 -18%	67 -19%	77 -37% a	1591 +46% b	210 -36%
In shops or shopping centres	1623 40%	1394 +44% cd	1553 +43% cd	229 -26% d	70 -18%	47 -14%	89 42% a	1406 +41%	210 36%
In leisure centres/ gyms/ sports grounds	1003 25%	917 +29% cd	988 +27% cd	86 -10% d	15 -4%	12 -3%	43 20% a	843 24%	156 27%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Outdoor areas such as parks	1183 29%	1007 +32% cd	1131 +31% cd	176 -20% d	52 -13%	41 -12%	53 25% a	1022 30%	156 27%
Other (Please write in)	19 *%	6 -*%	14 -*%	13 +2% ab	5 +1% ab	4 +1%	0 0%	16 *%	3 1%
No, do not	980 24%	541 -17%	725 -20% a	438 +50% ab	255 +65% abc	204 +59% b	61 29%	849 25%	125 22%
Summary: Any	3065 76%	2633 +83% bcd	2927 +80% cd	433 -50% d	139 -35%	144 -41%	149 71% a	2596 75%	452 78%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Your workplace	1648 41%	1293 40%	345 42%	19 41%	0 0%	1 100%	99 +49%	8 62%	10 58%	7 39%	8 43%	10 31%	48 51%	4 45%
School/ college/ university	374 9%	249 -8%	120 +15%	6 12%	0 0%	0 0%	17 8%	3 24%	4 24%	5 26%	3 18%	1 4%	13 14%	1 12%
Library	365 9%	238 -7%	126 +15%	12 +25%	0 0%	* 23%	14 7%	2 14%	1 7%	3 18%	2 10%	8 +24%	18 +19%	3 29%
UK culture centre/ Learn Direct/ other online learning centres	139 3%	90 -3%	49 +6%	7 +14%	0 0%	0 0%	9 5%	0 0%	0 0%	0 0%	0 0%	1 4%	9 +9%	* 2%
Internet cafe	353 9%	250 -8%	101 +12%	4 7%	1 62%	0 0%	28 +14%	1 7%	0 0%	1 4%	3 15%	6 18%	12 12%	* 2%
In someone else's home	1873 46%	1501 47%	364 44%	24 49%	0 0%	* 23%	94 46%	5 41%	5 29%	6 36%	14 80%	18 55%	35 38%	3 37%
While travelling (e.g. on-board trains, from airport departure lounges, etc)	1946 48%	1536 48%	400 48%	25 52%	0 0%	* 12%	103 51%	6 51%	8 49%	7 41%	11 62%	12 35%	48 51%	5 58%
In cafes/ restaurants/ pubs/ bars	1805 45%	1470 +46%	331 -40%	26 +55%	0 0%	* 34%	94 47%	5 41%	11 65%	7 41%	15 81%	10 31%	35 38%	6 63%
In shops or shopping centres	1623 40%	1300 41%	317 38%	21 43%	0 0%	0 0%	86 43%	6 48%	5 32%	5 29%	12 64%	10 30%	39 42%	5 51%
In leisure centres/ gyms/ sports grounds	1003 25%	772 24%	226 27%	14 29%	0 0%	0 0%	57 28%	3 23%	4 24%	4 24%	5 27%	8 23%	27 28%	6 66%
Outdoor areas such as parks	1183 29%	931 29%	247 30%	17 35%	0 0%	0 0%	74 +37%	5 41%	4 26%	1 8%	4 24%	8 24%	31 33%	3 34%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?
 Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Other (Please write in)	19 *%	16 *%	4 *%	0 0%	0 0%	0 0%	* 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
No, do not	980 24%	795 25%	179 -22%	14 30%	1 38%	0 0%	39 19%	2 17%	1 8%	6 31%	1 3%	11 34%	12 -13%	2 20%
Summary: Any	3065 76%	2398 75%	651 +78%	34 70%	1 62%	1 100%	162 81%	10 83%	16 92%	12 69%	17 97%	22 66%	82 +87%	7 80%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Your workplace	1648 41%	56 37%	16 -24%	18 38%	10 39%	22 36%	1 11%	9 52%	173 -24%	1476 +44% a
School/ college/ university	374 9%	23 +16%	11 +17%	9 +20%	5 20%	11 +18%	2 17%	6 34%	46 -6%	328 +10% a
Library	365 9%	25 +16%	4 7%	13 +28% be	10 41%	7 12%	2 17%	2 13%	48 -7%	317 +10% a
UK culture centre/ Learn Direct/ other online learning centres	139 3%	9 6%	4 6%	3 7%	1 5%	4 7%	1 4%	* 1%	15 -2%	124 +4% a
Internet cafe	353 9%	22 +15%	6 9%	5 11%	2 9%	7 11%	4 31%	1 7%	41 -6%	312 +9% a
In someone else's home	1873 46%	65 43%	26 40%	17 37%	12 51%	25 41%	5 35%	10 58%	314 44%	1559 47%
While travelling (e.g. on-board trains, from airport departure lounges, etc)	1946 48%	69 46%	25 39%	19 40%	10 42%	33 55%	7 50%	11 67%	262 -37%	1683 +50% a
In cafes/ restaurants/ pubs/ bars	1805 45%	48 -32%	19 -29%	16 35%	10 42%	17 -28%	2 16%	9 52%	273 -38%	1532 +46% a
In shops or shopping centres	1623 40%	43 -29%	22 33%	14 31%	12 51%	22 38%	2 16%	12 73%	254 -36%	1369 +41% a
In leisure centres/ gyms/ sports grounds	1003 25%	36 24%	18 28%	11 24%	8 33%	13 22%	3 23%	10 59%	111 -16%	892 +27% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?
 Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Outdoor areas such as parks	1183 29%	32 22%	19 29%	9 19%	9 35%	17 29%	3 26%	10 58%	173 -24%	1010 +30% a
Other (Please write in)	19 *%	0 0%	2 +4% a	* 1%	0 0%	* 1%	0 0%	0 0%	9 +1% b	10 -*%
No, do not	980 24%	40 27%	16 25%	7 14%	6 23%	15 25%	5 37%	2 10%	263 +37% b	716 -21%
Summary: Any	3065 76%	110 73%	49 75%	39 86%	19 77%	45 75%	8 63%	15 90%	448 -63%	2617 +79% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Your workplace	1648 41%	64 44% efgh	532 +51% cefg	61 38% efgh	695 +62% abcefg	47 -18% gh	238 -26% efgh	1 -1%	10 -4% g
School/ college/ university	374 9%	30 +21% cdefgh	220 +21% cdefgh	14 9% efgh	86 -8% efgh	2 -1%	19 -2%	0 -0%	3 -1%
Library	365 9%	18 13% efgh	148 +14% defgh	17 11% efgh	93 8% efgh	10 -4%	68 7% efgh	3 -2%	9 -4%
UK culture centre/ Learn Direct/ other online learning centres	139 3%	4 3%	56 +5% efgh	6 3%	46 4% efgh	4 2%	19 -2%	1 -1%	3 -1%
Internet cafe	353 9%	17 12% efgh	112 +11% efgh	10 6%	120 +11% efgh	9 -4%	72 8% efgh	4 -3%	9 -4%
In someone else's home	1873 46%	80 +56% efgh	516 +49% gh	81 51% gh	535 48% gh	116 45% gh	437 48% gh	36 -24%	70 -29%
While travelling (e.g. on-board trains, from airport departure lounges, etc)	1946 48%	74 52% efgh	587 +56% cefg	73 46% efgh	612 +54% cefg	91 -35% gh	429 47% efgh	24 -16%	56 -23%
In cafes/ restaurants/ pubs/ bars	1805 45%	72 50% efgh	508 +49% efgh	77 48% gh	568 +50% efgh	102 -39% gh	408 45% gh	23 -15%	49 -20%
In shops or shopping centres	1623 40%	77 +54% cdefgh	496 +47% cefg	60 38% gh	486 +43% efgh	92 35% gh	342 -37% gh	25 -17%	45 -18%
In leisure centres/ gyms/ sports grounds	1003 25%	38 27% efgh	369 +35% cdefgh	32 20% efgh	338 +30% cefg	34 -13% gh	176 -19% efgh	7 -5%	9 -4%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 60 (continuation)

QE4. Do you ever access the internet outside your home in any of the following locations?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Outdoor areas such as parks	1183 29%	41 28% gh	371 +35% defgh	52 32% egh	344 31% egh	61 -23% gh	263 29% gh	20 -13%	32 -13%
Other (Please write in)	19 *%	0 0%	0 -0%	1 1% b	2 *%	5 +2% bdf	6 1% b	3 +2% bd	2 1% b
No, do not	980 24%	18 -12%	139 -13%	39 24% abd	167 -15%	105 +40% abcdf	257 +28% abd	102 +69% abcdef	153 +62% abcdef
Summary: Any	3065 76%	126 +88% cefg	907 +87% cefg	121 76% eg	960 +85% cefg	156 -60% gh	658 -72% eg	45 -31%	93 -38%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 61

Internet Use

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Use at home only	781 19%	469 -15%	617 -17% a	312 +36% ab	164 +42% abc	129 +37% b	54 +26%	679 20%	99 17%
Use elsewhere only	56 1%	47 1%	51 1%	8 1%	4 1%	4 1%	5 3%	42 -1%	13 2%
Use both at home and elsewhere	3010 74%	2586 +81% bcd	2875 +79% cd	424 -49% d	134 -34%	139 -40%	144 -68% a	2554 74%	440 76%
Use at home and/or elsewhere	3846 95%	3102 +98% cd	3544 +97% cd	744 -85% d	302 -77%	273 -78%	203 97% a	3275 95%	551 96%
Do not use anywhere	199 5%	72 -2%	108 -3%	127 +15% ab	91 +23% abc	75 +22% b	7 3%	170 5%	26 4%
Don't know/Not answered (@ E1)	18 *%	18 +1% c	18 *% c	* -*%	* *%	* *%	1 1%	6 -*%	8 +1% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 61 (continuation)

Internet Use

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Use at home only	781 19%	636 20%	142 17%	11 23%	1 38%	0 0%	32 16%	1 12%	1 8%	6 31%	1 3%	5 16%	11 11%	2 20%
Use elsewhere only	56 1%	38 -1%	16 2%	* *%	1 62%	1 66%	2 1%	2 16%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Use both at home and elsewhere	3010 74%	2360 74%	634 76%	34 70%	0 0%	* 34%	160 80%	8 67%	16 92%	12 69%	17 97%	22 66%	82 +87%	7 80%
Use at home and/or elsewhere	3846 95%	3033 95%	793 96%	45 94%	2 100%	1 100%	194 96%	12 95%	17 100%	18 100%	18 100%	27 -82%	93 99%	9 100%
Do not use anywhere	199 5%	160 5%	36 4%	3 6%	0 0%	0 0%	7 4%	1 5%	0 0%	0 0%	0 0%	6 +18%	1 1%	0 0%
Don't know/Not answered (@ E1)	18 *%	5 -*%	9 +1%	0 0%	0 0%	0 0%	1 1%	1 9%	0 0%	0 0%	0 0%	* 1%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 61 (continuation)

Internet Use

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Use at home only	781 19%	31 21%	13 19%	6 13%	6 23%	11 18%	4 33%	1 7%	183 +26% b	598 -18%
Use elsewhere only	56 1%	8 +5%	1 2%	* *%	* 1%	* 1%	* 2%	0 0%	16 +2% b	39 -1%
Use both at home and elsewhere	3010 74%	102 68%	48 73%	39 85% a	19 77%	44 75%	8 60%	15 90%	431 -61%	2578 +77% a
Use at home and/or elsewhere	3846 95%	141 94%	62 95%	45 99%	24 100%	56 93%	13 95%	16 97%	631 -89%	3216 +96% a
Do not use anywhere	199 5%	9 6%	4 5%	1 1%	0 0%	4 7%	1 5%	* 3%	81 +11% b	118 -4%
Don't know/Not answered (@ E1)	18 *%	3 +2%	3 +4%	0 0%	0 0%	0 0%	0 0%	0 0%	3 *%	15 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 61 (continuation)

Internet Use

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Use at home only	781 19%	18 -12%	121 -12%	35 22% abd	150 -13%	75 +29% abd	218 +24% abd	54 +37% abcdf	109 +45% abcdef
Use elsewhere only	56 1%	6 +4% dfh	24 +2% dfh	3 2% f	13 1% f	3 1% f	2 -*% f	3 2% f	1 -*% f
Use both at home and elsewhere	3010 74%	119 +83% cefg	883 +84% cefg	117 73% egh	947 +84% cefg	153 -59% gh	656 -72% egh	42 -29%	92 -38%
Use at home and/or elsewhere	3846 95%	143 +100% efgh	1028 +98% efgh	156 98% efgh	1110 +98% efgh	231 -89% gh	876 96% efgh	100 -68%	203 -82% g
Do not use anywhere	199 5%	0 -0%	18 -2%	4 2%	17 -2%	29 +11% abcdf	39 4% abd	48 +32% abcdefh	43 +18% abcdef
Don't know/Not answered (@ E1)	18 *%	3 +2% defh	11 +1% df	0 0%	4 *%	0 0%	0 -0%	* *%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 62

QE5. How often do you personally use the internet nowadays either at home or elsewhere?

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I am almost always on the internet	990 26%	951 +31% bcd	977 +28% cd	39 -5%	12 -4%	15 -5%	80 +40% a	735 -22%	246 +45% a
Most of the day	886 23%	808 +26% cd	865 +24% cd	78 -11%	22 -7%	34 -12%	35 -17%	732 -22%	153 +28% a
Several times a day	1067 28%	804 -26%	979 28%	263 +35% abd	88 29%	71 26%	41 -20%	963 +29% b	99 -18%
A few times a day	482 13%	323 -10%	407 -11%	159 +21% ab	75 +25% ab	62 +23% b	26 13%	450 +14% b	31 -6%
About once a day	170 4%	109 -4%	135 -4%	61 +8% ab	35 +12% ab	29 +10% b	11 5%	164 +5% b	6 -1%
Several times a week	116 3%	63 -2%	94 -3%	52 +7% ab	22 +7% ab	24 +9% b	7 4%	108 +3% b	8 -1%
At least once a week	58 1%	17 -1%	36 -1% a	40 +5% ab	22 +7% ab	17 +6% b	1 1%	55 +2% b	3 -*%
Less often	39 1%	12 -*%	24 -1%	28 +4% ab	15 +5% ab	11 +4% b	* *%	34 1%	5 1%
Never	29 1%	6 -*%	17 -*%	22 +3% ab	11 +4% ab	10 +4% b	1 *%	28 1%	1 *%
Don't know	10 *%	9 *%	10 *%	2 *%	0 0%	* *%	0 0%	8 *%	* *%
Summary: Daily	3595 93%	2995 +97% bcd	3363 +95% cd	600 -81%	232 -77%	211 -77%	193 95% a	3043 -93%	534 +97% a
Summary: At least weekly	3768 98%	3075 +99% bcd	3492 +99% cd	693 -93%	276 -91%	252 -92%	202 99% a	3205 98%	544 99%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 62 (continuation)

QE5. How often do you personally use the internet nowadays either at home or elsewhere?

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I am almost always on the internet	990 26%	645 -21%	335 +42%	18 +40%	0 0%	1 66%	71 +36%	4 38%	6 38%	8 45%	6 36%	17 62%	40 +43%	5 51%
Most of the day	886 23%	663 -22%	222 +28%	7 -15%	1 62%	0 0%	61 +31%	5 42%	5 32%	5 27%	5 26%	2 7%	31 +33%	2 19%
Several times a day	1067 28%	909 +30%	153 -19%	10 22%	0 0%	0 0%	44 23%	2 21%	* 2%	5 28%	6 35%	9 32%	16 -17%	2 23%
A few times a day	482 13%	432 +14%	48 -6%	5 11%	1 38%	* 34%	11 -6%	0 0%	5 27%	0 0%	0 0%	0 0%	3 -3%	1 7%
About once a day	170 4%	158 +5%	11 -1%	3 6%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Several times a week	116 3%	106 +3%	10 -1%	* 1%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	1 3%	0 0%	1 1%	0 0%
At least once a week	58 1%	55 +2%	3 -*%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Less often	39 1%	33 1%	6 1%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Never	29 1%	25 1%	4 *%	1 2%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	10 *%	7 *%	1 *%	* 1%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Daily	3595 93%	2808 -93%	769 +97%	43 95%	2 100%	1 100%	190 +98%	12 100%	17 100%	18 100%	17 97%	27 100%	91 98%	9 100%
Summary: At least weekly	3768 98%	2968 98%	782 99%	43 96%	2 100%	1 100%	192 99%	12 100%	17 100%	18 100%	18 100%	27 100%	93 100%	9 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 62 (continuation)

QE5. How often do you personally use the internet nowadays either at home or elsewhere?

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I am almost always on the internet	990 26%	59 +42%	34 +55% e	21 +46%	14 59%	15 27%	5 39%	12 71%	130 -21%	860 +27% a
Most of the day	886 23%	38 27%	12 20%	18 +39% b	6 23%	20 +36%	3 20%	2 12%	136 22%	751 23%
Several times a day	1067 28%	27 -19% c	10 16%	2 -5%	4 15%	13 24% c	0 0%	2 12%	171 27%	896 28%
A few times a day	482 13%	10 7%	2 -3%	4 9%	* 1%	5 9%	1 11%	0 0%	100 +16% b	382 -12%
About once a day	170 4%	1 -1%	1 2%	0 0%	0 0%	1 2%	1 6%	0 0%	23 4%	146 5%
Several times a week	116 3%	2 1%	0 0%	0 0%	* 1%	* 1%	3 21%	1 4%	35 +6% b	81 -3%
At least once a week	58 1%	0 0%	1 2%	0 0%	* 1%	* 1%	0 0%	* 1%	15 +2% b	42 -1%
Less often	39 1%	4 +3%	1 1%	0 0%	0 0%	* *9%	0 0%	0 0%	10 2%	30 1%
Never	29 1%	0 0%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	10 +2% b	19 -1%
Don't know	10 *%	0 0%	0 0%	0 0%	0 0%	0 0%	* 2%	0 0%	* *%	10 *%
Summary: Daily	3595 93%	135 95%	60 96%	45 99%	24 99%	54 98%	10 76%	16 95%	560 -89%	3034 +94% a
Summary: At least weekly	3768 98%	137 97%	61 98%	45 99%	24 100%	55 100%	12 98%	16 100%	611 -97%	3157 +98% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 62 (continuation)

QE5. How often do you personally use the internet nowadays either at home or elsewhere?

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I am almost always on the internet	990 26%	65 +45% cdefgh	380 +37% cdefgh	36 23% efgh	362 +33% cefg	29 -13% gh	105 -12% gh	* -*% g	12 -6% g
Most of the day	886 23%	39 27% efgh	285 +28% efgh	55 +36% bdefgh	292 +26% efgh	34 -15% gh	160 -18% gh	7 -7% g	15 -7% g
Several times a day	1067 28%	22 -15% a	250 -24% a	35 22% a	287 26% a	77 +33% abcd	309 +35% abcdh	37 +37% abcdh	51 25% a
A few times a day	482 13%	10 7% a	72 -7% a	15 10% a	101 -9% a	46 +20% abcd	163 +19% abcd	29 +29% abcdf	46 +23% abcd
About once a day	170 4%	1 -1% b	23 -2% b	3 2% b	43 4% b	10 4% b	54 +6% abcd	9 +9% abcd	26 +13% abcdef
Several times a week	116 3%	5 3% bd	10 -1% bd	9 +6% bd	11 -1% bd	17 +7% bd	41 +5% bd	4 4% bd	18 +9% bdf
At least once a week	58 1%	0 0% a	1 -*% a	3 2% b	5 -*% a	8 +4% abd	18 2% bd	5 +5% abd	18 +9% abcdf
Less often	39 1%	0 0% a	4 -*% a	0 0% a	3 -*% a	6 +3% bcd	11 1% d	4 +4% abcdf	11 +6% abcdf
Never	29 1%	1 1% bd	0 -0% bd	* *% bd	* -*% bd	3 1% bd	13 +1% bd	5 +5% abcdef	6 +3% bcd
Don't know	10 *%	0 0% a	2 *% a	0 0% a	5 *% a	* *% a	3 *% a	0 0% a	0 0% a
Summary: Daily	3595 93%	137 96% efgh	1010 +98% cefg	144 92% efgh	1084 +98% cefg	196 -85% h	790 -90% efgh	82 -83% g	149 -74% g
Summary: At least weekly	3768 98%	142 99% gh	1021 +99% efgh	156 100% efgh	1101 +99% efgh	222 -96% h	850 -97% gh	91 -91% g	185 -91% g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 63

QE7. Which of these methods does your household use to connect to the internet at home?


Base: Where have internet access at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3796	2971	3471	825	325	314	203	3306	471
Effective Weighted Sample	2516	1975	2299	545	217	206	134	2158	346
Weighted Bases	3827	3065	3513	762	314	291	199	3268	541
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 94%	2867 -94%	3294 -94%	732 +96% ab	304 +97% ab	279 96% b	172 -86%	3084 +94% b	497 -92%
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 35%	1150 +38% cd	1266 +36% cd	189 -25%	73 -23%	50 -17%	72 36% a	1140 35%	195 36%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 4%	116 4%	129 4%	24 3%	12 4%	4 -2%	11 6% a	128 4% b	11 -2%
Other	1 *%	1 *%	1 *%	0 0%	0 0%	0 0%	1 +1%	0 -0%	1 +*% a
Summary: Fixed broadband only	2381 62%	1829 -60%	2150 -61%	551 +72% ab	231 +74% ab	234 +81% b	122 61%	2038 62%	330 61%
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	143 +5% cd	157 +4% cd	17 -2%	3 -1%	6 2%	23 +11% a	126 -4%	32 +6% a
Summary: Mobile phone network data only	116 3%	105 +3% cd	115 +3% cd	11 -1%	2 -1%	6 2%	18 +9% a	87 -3%	29 +5% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025 Table 63 (continuation) QE7. Which of these methods does your household use to connect to the internet at home? Base: Where have internet access at home									
	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3796	2971	3471	825	325	314	203	3306	471
Effective Weighted Sample	2516	1975	2299	545	217	206	134	2158	346
Weighted Bases	3827	3065	3513	762	314	291	199	3268	541
Don't know	68	55	61	13	7	6	3	57	10
	2%	2%	2%	2%	2%	2%	2%	2%	2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 63 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home?

Base: Where have internet access at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3796	3001	776	140	2	2	161	12	11	17	14	27	76	12
Effective Weighted Sample	2516	1988	515	83	2	2	120	9	7	13	11	24	59	8
Weighted Bases	3827	3027	781	45	2	*	194	10	17	18	18	28	93	9
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 94%	2863 +95%	719 -92%	42 93%	1 38%	* 66%	179 92%	10 94%	16 94%	18 100%	15 82%	27 97%	84 91%	9 100%
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 35%	1058 35%	277 36%	29 +66%	0 0%	* 34%	53 -27%	3 29%	4 25%	3 15%	5 30%	8 27%	43 +46%	2 24%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 4%	121 +4%	18 -2%	2 4%	1 62%	0 0%	4 2%	1 9%	0 0%	0 0%	0 0%	1 4%	* *%	0 0%
Other	1 *%	0 -0%	1 +*%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +1%	0 0%
Summary: Fixed broadband only	2381 62%	1882 62%	486 62%	14 -31%	1 38%	* 66%	141 +73%	7 65%	13 75%	15 85%	9 51%	19 68%	49 53%	7 76%
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	108 -4%	51 +7%	3 7%	1 62%	* 34%	15 +8%	0 0%	1 6%	0 0%	0 0%	1 3%	7 8%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 63 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home?

Base: Where have internet access at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3796	3001	776	140	2	2	161	12	11	17	14	27	76	12
Effective Weighted Sample	2516	1988	515	83	2	2	120	9	7	13	11	24	59	8
Weighted Bases	3827	3027	781	45	2	*	194	10	17	18	18	28	93	9
Summary: Mobile phone network data only	116 3%	71 -2%	46 +6%	3 6%	0 0%	* 34%	14 +7%	0 0%	1 6%	0 0%	0 0%	1 3%	7 +8%	0 0%
Don't know	68 2%	57 2%	10 1%	* *%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	3 18%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 63 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home?

Base: Where have internet access at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3796	112	51	40	22	52	10	15	686	3110
Effective Weighted Sample	2516	82	39	29	14	37	8	10	446	2073
Weighted Bases	3827	133	61	46	24	55	12	16	627	3200
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 94%	120 90%	57 94%	44 96%	23 96%	52 95%	8 63%	14 86%	573 -91%	3025 +95% a
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 35%	53 40%	22 36%	18 40%	5 22%	19 35%	5 37%	5 33%	242 +39% b	1098 -34%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 4%	3 2%	1 2%	1 3%	0 0%	0 0%	4 33%	0 0%	31 5%	110 3%
Other	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +*% b	0 -0%
Summary: Fixed broadband only	2381 62%	76 57%	38 62%	26 57%	19 78%	36 65%	6 52%	11 67%	354 -56%	2027 +63% a
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	9 7%	2 4%	1 3%	1 4%	3 5%	5 37%	2 14%	34 5%	127 4%
Summary: Mobile phone network data only	116 3%	9 +6%	2 4%	1 3%	1 4%	3 5%	2 15%	2 14%	21 3%	95 3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 63 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home?
Base: Where have internet access at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3796	112	51	40	22	52	10	15	686	3110
Effective Weighted Sample	2516	82	39	29	14	37	8	10	446	2073
Weighted Bases	3827	133	61	46	24	55	12	16	627	3200
Don't know	68 2%	4 3%	1 2%	* 1%	0 0%	0 0%	0 0%	0 0%	19 +3% b	48 -2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 63 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home?

Base: Where have internet access at home

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3796	123	860	178	1151	267	892	118	207
Effective Weighted Sample	2516	82	582	120	777	172	588	78	140
Weighted Bases	3827	139	1009	152	1098	234	880	101	213
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 94%	110 -79%	920 -91% a	143 94% a	1050 +96% ab	226 96% ab	845 +96% ab	94 93% a	210 +99% abcdg
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 35%	66 +47% defgh	388 +38% fgh	67 +44% defgh	384 35% h	80 34% h	282 -32% h	29 29%	44 -21%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 4%	11 +8% bdh	36 4%	4 3%	34 3%	10 4%	34 4%	6 6%	6 3%
Other	1 *%	1 +1% bdf	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Fixed broadband only	2381 62%	58 -42%	580 -57% a	82 -54% a	702 64% abc	149 64% ac	578 +66% abc	64 63% a	167 +79% abcdefg
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	17 +12% bcdefgh	57 +6% fh	8 5% h	42 4% h	7 3% h	27 3% h	2 2%	1 -*%
Summary: Mobile phone network data only	116 3%	10 +7% defgh	47 +5% dfh	5 3% h	32 3% h	5 2%	15 -2%	1 1%	1 -*%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower


Technology Tracker 2025

Table 63 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home?
 Base: Where have internet access at home

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3796	123	860	178	1151	267	892	118	207
Effective Weighted Sample	2516	82	582	120	777	172	588	78	140
Weighted Bases	3827	139	1009	152	1098	234	880	101	213
Don't know	68	11	33	2	6	1	8	5	2
	2%	+8%	+3%	1%	-1%	*%	-1%	+5%	1%
		bcdefh	def					defh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 64

QE7. Which of these methods does your household use to connect to the internet at home? - Re-based

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 89%	2867 +90% cd	3294 +90% cd	732 -84% d	304 -77%	279 -80%	172 -82%	3084 +90% b	497 -86%
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 33%	1150 +36% cd	1266 +35% cd	189 -22%	73 -19%	50 -14%	72 34% a	1140 33%	195 34%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 3%	116 4%	129 4%	24 3%	12 3%	4 -1%	11 5% a	128 4% b	11 -2%
Other	1 *%	1 *%	1 *%	0 0%	0 0%	0 0%	1 +1%	0 -0%	1 +*% a
Summary: Fixed broadband only	2381 59%	1829 -58%	2150 59%	551 +63% ab	231 59%	234 +67% b	122 58%	2038 59%	330 57%
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	143 +5% cd	157 +4% cd	17 -2%	3 -1%	6 -2%	23 +11% a	126 -4%	32 +6% a
Summary: Mobile phone network data only	116 3%	105 +3% cd	115 +3% cd	11 -1%	2 -*%	6 2%	18 +9% a	87 -3%	29 +5% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 64 (continuation)
QE7. Which of these methods does your household use to connect to the internet at home? - Re-based
 Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
No - do not have access at home	200 5%	91 -3%	121 -3%	109 +13% ab	79 +20% abc	57 +16% b	10 5%	171 5%	29 5%
Don't know	85 2%	72 2%	78 2%	13 2%	7 2%	6 2%	5 2%	63 -2%	17 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 64 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home? - Re-based

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 89%	2863 +90%	719 -87%	42 87%	1 38%	* 23%	179 89%	10 78%	16 94%	18 100%	15 82%	27 81%	84 90%	9 100%
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 33%	1058 33%	277 33%	29 +61%	0 0%	* 12%	53 -26%	3 24%	4 25%	3 15%	5 30%	8 23%	43 +45%	2 24%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 3%	121 +4%	18 -2%	2 4%	1 62%	0 0%	4 2%	1 7%	0 0%	0 0%	0 0%	1 3%	* *%	0 0%
Other	1 *%	0 -0%	1 +*%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +1%	0 0%
Summary: Fixed broadband only	2381 59%	1882 59%	486 59%	14 -29%	1 38%	* 23%	141 +70%	7 54%	13 75%	15 85%	9 51%	19 58%	49 52%	7 76%
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	108 -3%	51 +6%	3 6%	1 62%	* 12%	15 +7%	0 0%	1 6%	0 0%	0 0%	1 3%	7 8%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 64 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home? - Re-based

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Summary: Mobile phone network data only	116 3%	71 -2%	46 +5%	3 5%	0 0%	* 12%	14 +7%	0 0%	1 6%	0 0%	0 0%	1 3%	7 +7%	0 0%
No - do not have access at home	200 5%	161 5%	39 5%	3 7%	0 0%	1 66%	7 3%	1 7%	0 0%	0 0%	0 0%	5 +15%	1 1%	0 0%
Don't know	85 2%	62 2%	19 2%	* *%	0 0%	0 0%	1 1%	2 15%	0 0%	0 0%	3 18%	* 1%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 64 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home? - Re-based

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 89%	120 -80%	57 87%	44 96% a	23 95%	52 88%	8 59%	14 84%	573 -81%	3025 +91% a
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 33%	53 35%	22 33%	18 40%	5 22%	19 32%	5 34%	5 32%	242 34%	1098 33%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 3%	3 2%	1 1%	1 3%	0 0%	0 0%	4 31%	0 0%	31 4%	110 3%
Other	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +*% b	0 -0%
Summary: Fixed broadband only	2381 59%	76 51%	38 58%	26 56%	19 78%	36 60%	6 48%	11 65%	354 -50%	2027 +61% a
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	9 6%	2 4%	1 3%	1 4%	3 5%	5 34%	2 14%	34 5%	127 4%
Summary: Mobile phone network data only	116 3%	9 6%	2 4%	1 3%	1 4%	3 5%	2 14%	2 14%	21 3%	95 3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
No - do not have access at home	200 5%	13 +9%	2 3%	* *%	* 1%	4 7%	1 7%	* 3%	81 +11% b	119 -4%
Don't know	85 2%	8 +5%	4 +6%	* 1%	0 0%	0 0%	0 0%	0 0%	22 +3% b	63 -2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 64 (continuation)

QE7. Which of these methods does your household use to connect to the internet at home? - Re-based

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Fixed Broadband through a phone line or cable service - perhaps using a Wi-Fi router to go online, via any device	3598 89%	110 -77% g	920 88% ag	143 89% ag	1050 +93% abegh	226 87% ag	845 +92% abegh	94 -64%	210 85% ag
Mobile phone network data (either on your mobile phone or another device) - using your phone's 3G, 4G or 5G mobile network	1339 33%	66 +46% defgh	388 +37% efgh	67 +42% defgh	384 34% gh	80 31% gh	282 31% gh	29 -20%	44 -18%
Broadband from a mobile network - connecting via a USB stick or dongle or a mobile Wi-Fi router, or built-in connectivity in a laptop or network or tablet computer with a SIM card	140 3%	11 +7% bdh	36 3%	4 3%	34 3%	10 4%	34 4%	6 4%	6 2%
Other	1 *%	1 +1% bdf	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Fixed broadband only	2381 59%	58 -41%	580 -55% ag	82 -51%	702 +62% abcg	149 57% ag	578 +63% abcg	64 -43%	167 +68% abceg
Summary: Mobile only (mobile broadband and/or mobile phone network data)	160 4%	17 +12% bcdefgh	57 +5% fgh	8 5% gh	42 4% h	7 3% h	27 3% h	2 1%	1 -*%
Summary: Mobile phone network data only	116 3%	10 +7% defgh	47 +5% defgh	5 3% h	32 3% h	5 2%	15 -2%	1 1%	1 -*%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 64 (continuation)
QE7. Which of these methods does your household use to connect to the internet at home? - Re-based
 Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
No - do not have access at home	200 5%	1 -1%	26 -2%	7 4%	25 -2%	26 +10% abcdf	36 4% d	46 +31% abcdefh	33 +13% abcdf
Don't know	85 2%	14 +10% bcdefgh	44 +4% defh	2 1%	10 -1%	1 -*%	8 -1%	5 4% defh	2 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 65

QE3A. How often does your home fixed broadband speed/home internet connection speed meet the needs of your household?

Base: Where have internet access at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3796	2971	3471	825	325	314	203	3306	471
Effective Weighted Sample	2516	1975	2299	545	217	206	134	2158	346
Weighted Bases	3827	3065	3513	762	314	291	199	3268	541
1 - All of the time	1548 40%	1206 -39%	1400 -40%	342 +45% ab	148 +47% ab	109 38%	72 36%	1359 +42% b	178 -33%
2	1340 35%	1134 +37% cd	1266 +36% cd	206 -27%	74 -24%	76 -26%	75 38% a	1120 -34%	215 +40% a
3	667 17%	540 18%	618 18%	127 17%	49 16%	64 +22%	35 18%	558 17%	108 20%
4	141 4%	110 4%	127 4%	31 4%	14 5%	13 4%	8 4%	119 4%	22 4%
5 - None of the time	30 1%	23 1%	28 1%	6 1%	2 1%	1 *%	3 2%	28 1%	1 *%
Don't know	101 3%	51 -2%	74 -2%	50 +7% ab	27 +9% ab	28 +9% b	5 3%	84 3%	16 3%
Summary: Not all the time	2178 57%	1808 +59% cd	2039 +58% cd	370 -49%	139 -44%	153 53%	122 61%	1824 -56%	347 +64% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 65 (continuation)

QE3A. How often does your home fixed broadband speed/home internet connection speed meet the needs of your household?

Base: Where have internet access at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3796	3001	776	140	2	2	161	12	11	17	14	27	76	12
Effective Weighted Sample	2516	1988	515	83	2	2	120	9	7	13	11	24	59	8
Weighted Bases	3827	3027	781	45	2	*	194	10	17	18	18	28	93	9
1 - All of the time	1548 40%	1260 +42%	277 -35%	24 +53%	1 38%	* 34%	75 38%	1 10%	4 22%	6 35%	6 34%	17 60%	37 39%	2 22%
2	1340 35%	1036 -34%	299 +38%	12 27%	0 0%	* 66%	72 37%	5 44%	7 44%	9 48%	7 38%	7 26%	31 34%	5 53%
3	667 17%	514 17%	152 19%	4 -9%	1 62%	0 0%	38 20%	4 36%	0 0%	3 17%	5 28%	3 10%	20 22%	2 21%
4	141 4%	110 4%	31 4%	3 +7%	0 0%	0 0%	5 3%	* 4%	3 20%	0 0%	0 0%	1 4%	3 3%	* 4%
5 - None of the time	30 1%	26 1%	3 *%	1 +3%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	101 3%	81 3%	19 2%	1 2%	0 0%	0 0%	3 1%	1 6%	2 14%	0 0%	0 0%	0 0%	2 2%	0 0%
Summary: Not all the time	2178 57%	1686 -56%	485 +62%	20 -46%	1 62%	* 66%	116 60%	9 83%	11 64%	12 65%	12 66%	11 40%	54 58%	7 78%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 65 (continuation)
QE3A. How often does your home fixed broadband speed/home internet connection speed meet the needs of your household?
 Base: Where have internet access at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3796	112	51	40	22	52	10	15	686	3110
Effective Weighted Sample	2516	82	39	29	14	37	8	10	446	2073
Weighted Bases	3827	133	61	46	24	55	12	16	627	3200
1 - All of the time	1548 40%	48 36%	19 32%	17 36%	4 15%	13 -23%	3 22%	4 23%	252 40%	1296 40%
2	1340 35%	51 38%	22 36%	15 33%	14 57%	30 +54% c	4 35%	8 51%	176 -28%	1165 +36% a
3	667 17%	25 19%	10 17%	12 26%	7 29%	10 18%	4 31%	4 21%	136 +22% b	531 -17%
4	141 4%	4 3%	7 +12% ac	0 0%	0 0%	2 4%	1 11%	0 0%	35 +6% b	106 -3%
5 - None of the time	30 1%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	7 1%	23 1%
Don't know	101 3%	4 3%	3 4%	2 4%	0 0%	* 1%	0 0%	1 5%	21 3%	80 2%
Summary: Not all the time	2178 57%	81 61%	39 64%	27 59%	21 85%	42 +76%	10 78%	12 72%	354 56%	1824 57%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 65 (continuation)

QE3A. How often does your home fixed broadband speed/home internet connection speed meet the needs of your household?

Base: Where have internet access at home

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3796	123	860	178	1151	267	892	118	207
Effective Weighted Sample	2516	82	582	120	777	172	588	78	140
Weighted Bases	3827	139	1009	152	1098	234	880	101	213
1 - All of the time	1548 40%	39 -28%	407 40% a	60 40% a	450 41% a	106 45% af	337 38% a	47 46% a	101 +48% af
2	1340 35%	38 27%	376 37% aegh	54 35% gh	404 37% aegh	65 -28%	331 38% aegh	20 -19%	55 -26%
3	667 17%	48 +34% bcdefgh	160 16%	28 18%	178 16%	42 18%	163 19%	19 19%	30 14%
4	141 4%	9 7% df	46 5% f	7 5% f	36 3% f	14 6% f	15 -2%	5 5% f	10 5% f
5 - None of the time	30 1%	3 2% b	3 -*% b	1 1%	12 1% b	3 1%	7 1%	1 1%	1 1%
Don't know	101 3%	2 2%	18 2%	2 1%	18 -2%	7 3%	28 3% d	11 +11% abcdef	16 +8% abcdef
Summary: Not all the time	2178 57%	98 +70% bdefgh	584 58% gh	90 59% gh	630 57% gh	122 52%	515 59% gh	44 -43%	96 -45%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3573	2784	3262	789	311	300	178	3124	433
Effective Weighted Sample	2370	1851	2161	523	209	197	118	2039	321
Weighted Bases	3598	2867	3294	732	304	279	172	3084	497
BT	725 20%	506 -18%	624 -19%	219 +30% ab	101 +33% ab	84 +30% b	24 -14%	665 +22% b	58 -12%
Community Fibre	71 2%	68 +2% cd	69 2% c	4 -1%	2 1%	* -*%	4 2% a	44 -1%	26 +5% a
EE	316 9%	231 -8%	278 -8%	86 +12% ab	39 +13% ab	20 7%	16 9%	287 +9% b	29 -6%
Gigaclear	31 1%	29 1%	31 1%	2 *%	0 0%	0 0%	0 0%	30 1%	1 *%
Hyperoptic	9 *%	7 *%	7 *%	2 *%	2 1%	0 0%	0 0%	8 *%	1 *%
KCOM	23 1%	19 1%	20 1%	4 1%	3 1%	1 *%	0 0%	23 1%	0 0%
NOW	38 1%	30 1%	38 1%	8 1%	0 0%	4 2%	4 2%	29 1%	10 2%
Plusnet	115 3%	83 3%	101 3%	31 4%	14 5%	7 2%	3 2%	102 3%	12 2%
Shell Energy/Post Office	6 *%	3 -*%	6 *%	3 +*% a	* *%	2 +1%	2 +1%	5 *%	1 *%
Sky	682 19%	563 +20% c	633 19%	119 -16%	49 16%	44 16%	26 15%	617 +20% b	63 -13%
TalkTalk	238 7%	170 -6%	210 6%	67 +9% ab	28 9% a	37 +13%	20 +12%	211 7%	26 5%
Three Broadband	33 1%	29 1%	30 1%	4 1%	3 1%	1 *%	4 +2% a	22 -1%	11 +2% a
Utility Warehouse	46 1%	29 -1%	36 -1%	17 +2% ab	10 +3% ab	8 +3%	1 1%	44 1%	3 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66 (continuation)

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3573	2784	3262	789	311	300	178	3124	433
Effective Weighted Sample	2370	1851	2161	523	209	197	118	2039	321
Weighted Bases	3598	2867	3294	732	304	279	172	3084	497
Virgin Media	668 19%	600 +21% cd	648 +20% cd	67 -9%	20 -7%	26 -9%	39 23% a	520 -17%	144 +29% a
Vodafone	230 6%	191 7% d	221 +7% d	39 5%	9 -3%	16 6%	11 6%	201 7%	29 6%
Zen	23 1%	13 -*%	18 -1%	10 +1% ab	5 +2% ab	4 1%	0 0%	21 1%	2 *%
Other	186 5%	168 +6% cd	182 +6% cd	17 -2%	4 -1%	7 -2%	9 5%	143 -5%	40 +8% a
Don't know	159 4%	127 4%	142 4%	31 4%	17 6%	18 6%	9 5%	113 -4%	43 +9% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66 (continuation)

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3573	2839	718	133	1	1	150	11	10	17	13	26	66	12
Effective Weighted Sample	2370	1882	478	86	1	1	111	8	7	13	11	24	53	8
Weighted Bases	3598	2863	719	42	1	*	179	10	16	18	15	27	84	9
BT	725 20%	632 +22%	91 -13%	12 +28%	0 0%	0 0%	21 -12%	3 27%	1 8%	3 16%	3 18%	9 33%	10 12%	2 26%
Community Fibre	71 2%	39 -1%	31 +4%	* 1%	0 0%	0 0%	5 3%	0 0%	1 8%	0 0%	0 0%	0 0%	7 +9%	0 0%
EE	316 9%	263 9%	53 7%	7 +16%	0 0%	0 0%	17 10%	0 0%	0 0%	0 0%	0 0%	3 11%	10 12%	1 14%
Gigaclear	31 1%	29 1%	2 *%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%
Hyperoptic	9 *%	7 *%	3 *%	1 +2%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
KCOM	23 1%	23 +1%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
NOW	38 1%	24 -1%	14 +2%	0 0%	0 0%	0 0%	5 3%	1 6%	* 2%	0 0%	0 0%	0 0%	1 2%	0 0%
Plusnet	115 3%	92 3%	23 3%	2 4%	0 0%	0 0%	9 5%	0 0%	3 21%	1 8%	0 0%	0 0%	0 0%	0 0%
Shell Energy/Post Office	6 *%	5 *%	1 *%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Sky	682 19%	588 +21%	91 -13%	5 -12%	1 100%	0 0%	23 -13%	2 25%	* 1%	3 16%	3 21%	2 7%	7 -8%	1 9%
TalkTalk	238 7%	197 7%	39 5%	2 4%	0 0%	0 0%	12 7%	0 0%	0 0%	0 0%	2 14%	2 7%	5 6%	* 2%
Three Broadband	33 1%	20 -1%	12 +2%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	2 3%	1 10%
Utility Warehouse	46 1%	42 +1%	4 -1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66 (continuation)

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3573	2839	718	133	1	1	150	11	10	17	13	26	66	12
Effective Weighted Sample	2370	1882	478	86	1	1	111	8	7	13	11	24	53	8
Weighted Bases	3598	2863	719	42	1	*	179	10	16	18	15	27	84	9
Virgin Media	668 19%	472 -16%	192 +27%	3 -8%	0 0%	* 100%	44 +25%	3 30%	* 2%	6 33%	3 20%	9 35%	25 +30%	3 28%
Vodafone	230 6%	182 6%	48 7%	3 7%	0 0%	0 0%	16 9%	0 0%	1 6%	0 0%	0 0%	1 4%	3 4%	* 2%
Zen	23 1%	21 1%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	186 5%	126 -4%	57 +8%	5 +11%	0 0%	0 0%	12 7%	1 10%	3 17%	2 12%	1 6%	0 0%	9 +11%	1 7%
Don't know	159 4%	101 -4%	55 +8%	2 6%	0 0%	0 0%	10 6%	* 3%	6 35%	1 7%	3 22%	1 2%	5 5%	* 2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66 (continuation)

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3573	102	48	37	20	49	8	14	632	2941
Effective Weighted Sample	2370	76	36	28	13	35	7	9	411	1962
Weighted Bases	3598	120	57	44	23	52	8	14	573	3025
BT	725 20%	10 -8%	5 9%	4 10%	1 3%	6 11%	2 22%	* 2%	142 +25% b	583 -19%
Community Fibre	71 2%	3 2%	1 2%	6 +14% ab	4 17%	2 4%	1 17%	0 0%	16 3%	56 2%
EE	316 9%	6 5%	* -*%	3 7%	* 1%	1 1%	0 0%	5 33%	41 7%	276 9%
Gigaclear	31 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	29 1%
Hyperoptic	9 *%	0 0%	0 0%	1 +3%	0 0%	0 0%	0 0%	0 0%	3 1%	6 *%
KCOM	23 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 1%	18 1%
NOW	38 1%	7 +6%	0 0%	* 1%	0 0%	0 0%	0 0%	0 0%	3 1%	35 1%
Plusnet	115 3%	4 3%	2 4%	0 0%	1 4%	0 0%	0 0%	1 8%	15 3%	99 3%
Shell Energy/Post Office	6 *%	0 0%	0 0%	0 0%	1 5%	0 0%	0 0%	0 0%	1 *%	5 *%
Sky	682 19%	17 14%	12 21% e	6 14%	4 16%	3 -6%	0 0%	2 15%	110 19%	572 19%
TalkTalk	238 7%	4 3%	2 4%	2 4%	1 3%	7 14% a	1 7%	0 0%	50 +9% b	188 -6%
Three Broadband	33 1%	6 +5%	0 0%	2 +4%	0 0%	* *%	0 0%	0 0%	6 1%	27 1%
Utility Warehouse	46 1%	0 0%	0 0%	0 0%	0 0%	3 +5% a	0 0%	0 0%	6 1%	40 1%
Virgin Media	668 19%	36 +30%	23 +40%	12 26%	5 23%	14 27%	4 47%	1 7%	84 -15%	584 +19% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 66 (continuation)
QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?
 Base: Where has fixed broadband

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3573	102	48	37	20	49	8	14	632	2941
Effective Weighted Sample	2370	76	36	28	13	35	7	9	411	1962
Weighted Bases	3598	120	57	44	23	52	8	14	573	3025
Vodafone	230 6%	8 7%	4 8%	4 10%	3 13%	3 6%	* 6%	0 0%	37 7%	193 6%
Zen	23 1%	0 0%	0 0%	0 0%	0 0%	2 +3%	0 0%	0 0%	4 1%	19 1%
Other	186 5%	9 7%	6 10%	3 7%	0 0%	5 9%	0 0%	2 12%	30 5%	155 5%
Don't know	159 4%	12 +10%	1 2%	* 1%	4 15%	7 +13% bc	0 0%	3 23%	19 3%	140 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66 (continuation)

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3573	104	787	164	1100	255	852	109	202
Effective Weighted Sample	2370	67	532	110	744	164	561	72	138
Weighted Bases	3598	110	920	143	1050	226	845	94	210
BT	725 20%	16 14%	127 -14%	29 20% b	183 -17% b	69 +31% abcdf	201 +24% abd	28 +30% abd	73 +35% abcdf
Community Fibre	71 2%	3 2% h	22 2% fh	5 4% fh	25 2% fh	6 3% h	9 -1%	2 2% h	0 -0%
EE	316 9%	3 -3%	74 8%	10 7%	82 8%	16 7%	93 +11% abd	12 13% a	26 +13% abde
Gigaclear	31 1%	0 0%	11 1%	1 1%	10 1%	1 *%	9 1%	0 0%	0 0%
Hyperoptic	9 *%	1 1% f	3 *%	1 1% df	1 *%	1 1% f	0 0%	0 0%	2 1% df
KCOM	23 1%	3 +2% bef	4 *%	2 1%	7 1%	0 0%	4 1%	0 0%	3 1%
NOW	38 1%	0 0%	14 2%	2 2%	9 1%	1 *%	12 1%	0 0%	0 0%
Plusnet	115 3%	* *%	31 3%	7 5% a	25 2%	4 2%	34 4% d	4 5% a	9 4% a
Shell Energy/Post Office	6 *%	0 0%	2 *%	1 *%	* *%	0 0%	3 *%	* *%	0 0%
Sky	682 19%	27 25% bch	152 -17%	18 -12%	219 21% bch	47 21% c	170 20% c	18 19%	31 15%
TalkTalk	238 7%	8 7%	52 6%	14 10% bd	49 -5%	21 9% bd	66 8% d	6 7%	22 +10% bd
Three Broadband	33 1%	1 1% f	14 +1% f	1 1%	12 1% f	* *%	1 -*%	3 +3% efh	0 0%
Utility Warehouse	46 1%	0 0%	8 1%	* *%	12 1%	4 2%	13 2%	2 2%	8 +4% bcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 66 (continuation)

QE8. Which internet service provider (ISP) does your household currently use as its MAIN supplier at home?

Base: Where has fixed broadband

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3573	104	787	164	1100	255	852	109
Effective Weighted Sample		2370	67	532	110	744	164	561	72
Weighted Bases		3598	110	920	143	1050	226	845	94
Virgin Media		668	29	218	25	242	25	109	6
	19%		+26%	+24%	17%	+23%	-11%	-13%	-6%
			efgh	efgh	gh	efgh		gh	
Vodafone		230	5	52	15	71	13	66	5
	6%		4%	6%	+10%	7%	6%	8%	5%
				h	bh	h	h	h	
Zen		23	0	3	0	8	*	7	4
	1%		0%	*%	0%	1%	*%	1%	+4%
									abcdefh
Other		186	8	59	8	65	13	28	1
	5%		7%	6%	5%	6%	6%	-3%	-1%
			fgh	fgh	gh	fgh	gh		
Don't know		159	7	76	5	30	5	20	3
	4%		6%	+8%	3%	-3%	2%	-2%	3%
			f	cdef					def

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 67

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: Where use internet at home or elsewhere

			I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)					
	Total	I do this on a smartphone		I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Online shopping of items or food deliveries	3846	2539 66%	1446 38%	754 20%	3093 80%	1647 43%	554 14%	0 0%
Online shopping for services	3846	2193 57%	1578 41%	871 23%	2976 77%	1397 36%	783 20%	0 0%
Managing personal or household finances	3846	2658 69%	1330 35%	635 17%	3212 83%	1882 49%	554 14%	0 0%
Digital payments at a point of sale	3846	2407 63%	504 13%	1271 33%	2575 67%	2071 54%	168 4%	0 0%
Selling or trading items online	3846	1570 41%	630 16%	1995 52%	1852 48%	1222 32%	282 7%	0 0%
Send/ receive e-mails	3846	3262 85%	2003 52%	181 5%	3665 95%	1662 43%	403 10%	0 0%
Communicating via instant messaging	3846	3310 86%	952 25%	349 9%	3497 91%	2545 66%	188 5%	0 0%
Make/receive voice calls over the internet	3846	3111 81%	1007 26%	477 12%	3370 88%	2363 61%	259 7%	0 0%
Make/receive video calls over the internet	3846	2905 76%	1271 33%	585 15%	3261 85%	1990 52%	357 9%	0 0%
Creating content	3846	845 22%	426 11%	2792 73%	1054 27%	629 16%	210 5%	0 0%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards	3846	2275 59%	268 7%	1476 38%	2371 62%	2103 55%	96 2%	0 0%
Finding/downloading information for work/ school/university,university	3846	1579 41%	1474 38%	1509 39%	2337 61%	863 22%	758 20%	0 0%

Technology Tracker 2025

Table 67 (continuation)

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: Where use internet at home or elsewhere

	Total	I do this on a smartphone	I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Using local council/ Government sites, contact, to find information	3846	1950 51%	1695 44%	924 24%	2922 76%	1227 32%	972 25%	0 0%
Accessing news/weather/sports	3846	2891 75%	947 25%	693 18%	3153 82%	2207 57%	262 7%	0 0%
Scanning QR codes	3846	2873 75%	222 6%	904 23%	2943 77%	2720 71%	69 2%	0 0%
Maps/ Directions/navigation/travel planning	3846	3027 79%	754 20%	606 16%	3240 84%	2486 65%	213 6%	0 0%
Using generative AI sites or tools	3846	1141 30%	591 15%	2427 63%	1420 37%	829 22%	279 7%	0 0%
Storing/sending or receiving files through a cloud service	3846	1388 36%	1137 30%	1848 48%	1999 52%	862 22%	610 16%	0 0%
Personal/household organisation tools such as calendar management/task planning	3846	1896 49%	792 21%	1647 43%	2199 57%	1407 37%	304 8%	0 0%
Using apps or websites to book and/or access healthcare services	3846	2256 59%	884 23%	1231 32%	2616 68%	1732 45%	360 9%	0 0%
Using services or sites for personal health or fitness or lifestyle monitoring	3846	1891 49%	440 11%	1780 46%	2066 54%	1627 42%	176 5%	0 0%
Finding information or applying for benefits/ tax credits/ other government or charitable support	3846	1356 35%	976 25%	1891 49%	1956 51%	980 25%	600 16%	0 0%

Technology Tracker 2025

Table 67 (continuation)

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: Where use internet at home or elsewhere

			I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)					
	Total	I do this on a smartphone		I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Watching or downloading TV programmes/films/sport content	3846	1521 40%	1546 40%	1445 38%	2401 62%	855 22%	880 23%	0 0%
Watching or downloading short video clips	3846	2472 64%	1054 27%	1016 26%	2831 74%	1777 46%	359 9%	0 0%
Listening to radio	3846	1161 30%	753 20%	2241 58%	1605 42%	853 22%	445 12%	0 0%
Listening to or downloading audio on a streaming service	3846	1940 50%	749 19%	1606 42%	2241 58%	1492 39%	300 8%	0 0%
Listen to an audiobook or read an e-book	3846	1025 27%	538 14%	2500 65%	1346 35%	808 21%	322 8%	0 0%
Playing or downloading games	3846	1346 35%	738 19%	2124 55%	1723 45%	985 26%	377 10%	0 0%
Using social media sites or apps to post, comment or interact with content or other users	3846	2817 73%	766 20%	812 21%	3035 79%	2268 59%	218 6%	0 0%
Other	3846	59 2%	15 *0%	969 25%	63 2%	48 1%	4 *0%	2815 73%
Summary: Online shopping	3846	2732 71%	1825 47%	530 14%	3316 86%	1491 39%	584 15%	0 0%
Summary: Communication	3846	3547 92%	2269 59%	111 3%	3736 97%	1467 38%	189 5%	0 0%
Summary: Managing finances	3846	2623 68%	1212 32%	896 23%	2950 77%	1738 45%	328 9%	0 0%
Summary: Finding information	3846	3348 87%	2185 57%	297 8%	3549 92%	1364 35%	201 5%	0 0%
Summary: Health & wellness	3846	2673 69%	1280 33%	871 23%	2975 77%	1695 44%	302 8%	0 0%

Technology Tracker 2025

Table 67 (continuation)

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: Where use internet at home or elsewhere

	Total	I do this on a smartphone	I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Summary: Entertainment	3846	2898 75%	2074 54%	603 16%	3243 84%	1169 30%	345 9%	0 0%
Summary: Content creation & social media	3846	1644 43%	960 25%	1807 47%	2040 53%	1079 28%	396 10%	0 0%
Summary: Other (not grouped)	3846	2840 74%	1621 42%	758 20%	3088 80%	1467 38%	248 6%	0 0%

Technology Tracker 2025

Table 68

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2539 66%	2306 +74% bcd	2479 +70% cd	233 -31% d	60 -20%	83 -30%	154 +76% a	2105 -64%	421 +76% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 38%	1123 -36%	1326 37%	323 +43% ab	120 40%	100 37% b	31 -15%	1278 +39% b	163 -30%
I do not do this online at all	754 20%	464 -15%	605 -17% a	289 +39% ab	148 +49% abc	122 +45% b	40 20%	662 +20% b	87 -16%
Summary: Do activity at all	3093 80%	2638 +85% bcd	2939 +83% cd	455 -61% d	154 -51%	151 -55%	163 80% a	2614 -80%	464 +84% a
Summary: Mobile phone Only	1647 43%	1515 +49% bcd	1613 +46% cd	132 -18% d	34 -11%	51 -19%	133 +65% a	1335 -41%	302 +55% a
Summary: Another device only	554 14%	332 -11%	460 -13% a	222 +30% ab	94 +31% ab	68 +25% b	10 -5%	508 +16% b	43 -8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 68 (continuation)

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2539 66%	1908 -63%	618 +78%	30 66%	0 0%	* 12%	167 +86%	6 54%	17 100%	17 93%	13 72%	24 88%	72 +78%	8 84%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 38%	1192 +39%	248 -31%	14 32%	1 62%	1 88%	69 36%	5 45%	7 42%	8 46%	7 42%	8 28%	26 28%	2 20%
I do not do this online at all	754 20%	636 +21%	112 -14%	8 18%	1 38%	0 0%	17 -9%	1 10%	0 0%	0 0%	2 11%	3 12%	16 17%	1 14%
Summary: Do activity at all	3093 80%	2397 -79%	681 +86%	37 82%	1 62%	1 100%	177 +91%	11 90%	17 100%	18 100%	16 89%	24 88%	77 83%	8 86%
Summary: Mobile phone Only	1647 43%	1205 -40%	432 +55%	22 50%	0 0%	* 12%	108 +56%	5 45%	10 58%	10 54%	8 47%	16 60%	51 +55%	6 65%
Summary: Another device only	554 14%	489 +16%	63 -8%	7 15%	1 62%	1 88%	10 -5%	4 36%	0 0%	1 7%	3 17%	0 0%	5 -5%	* 2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 68 (continuation)

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2539 66%	98 69%	48 77%	40 +90% ae	19 80%	39 69%	10 77%	10 63%	349 -55%	2189 +68% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 38%	41 29% c	14 -23%	6 -12%	6 25%	17 31% c	3 21%	11 69%	228 36%	1218 38%
I do not do this online at all	754 20%	29 20%	13 22%	4 8%	* 2%	12 22%	3 23%	2 11%	187 +30% b	566 -18%
Summary: Do activity at all	3093 80%	112 80%	49 78%	41 92%	24 98%	44 78%	10 77%	15 89%	443 -70%	2649 +82% a
Summary: Mobile phone Only	1647 43%	71 51%	34 55%	36 +80% abe	18 73%	26 47%	7 55%	3 20%	216 -34%	1431 +44% a
Summary: Another device only	554 14%	14 10% b	1 -1%	1 -2%	4 18%	5 9%	0 0%	4 26%	94 15%	460 14%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 68 (continuation)

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	2539 66%	112 +78% efgh	822 +80% cefg	107 69% efgh	881 +79% cefg	114 -49% gh	443 -51% gh	17 -17%	43 -21%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 38%	38 -27%	302 -29%	54 34%	422 38% ab	97 42% ab	413 +47% abcd	38 38% b	82 40% ab
I do not do this online at all	754 20%	22 15%	128 -12%	34 22% bd	124 -11%	81 +35% abcdf	217 +25% abd	50 +50% abcdef	98 +48% abcdef
Summary: Do activity at all	3093 80%	122 85% efgh	900 +88% cefg	122 78% efgh	986 +89% cefg	150 -65% gh	659 -75% efgh	50 -50%	104 -52%
Summary: Mobile phone Only	1647 43%	83 +58% cefg	598 +58% cdefgh	68 44% efgh	564 +51% efgh	53 -23% gh	246 -28% gh	11 -11%	23 -11%
Summary: Another device only	554 14%	10 -7%	78 -8%	15 10%	105 -9%	36 16% abd	216 +25% abcde	33 +33% abcde	61 +30% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 69

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2193 57%	2010 +65% bcd	2145 +61% cd	183 -25% d	48 -16%	68 -25%	112 55% a	1807 -55%	373 +68% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 41%	1249 -40%	1466 41%	330 +44% ad	112 37%	92 -34% b	29 -14%	1422 +43% b	151 -27%
I do not do this online at all	871 23%	561 -18%	708 -20%	310 +42% ab	163 +54% abc	132 +48% b	73 +36%	748 23%	120 22%
Summary: Do activity at all	2976 77%	2541 +82% cd	2836 +80% cd	435 -58% d	140 -46%	140 -52%	130 -64% a	2527 77%	431 78%
Summary: Mobile phone Only	1397 36%	1292 +42% bcd	1370 +39% cd	105 -14% d	27 -9%	48 -18%	102 +50% a	1105 -34%	280 +51% a
Summary: Another device only	783 20%	532 -17%	691 -19% a	251 +34% ab	92 +30% ab	72 +27% b	18 -9%	721 +22% b	58 -11%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 69 (continuation)

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2193 57%	1630 -54%	549 +69%	27 60%	0 0%	* 12%	149 +77%	7 57%	15 90%	13 74%	14 77%	18 67%	64 +69%	5 58%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 41%	1336 +44%	237 -30%	13 -29%	0 0%	1 88%	72 37%	6 53%	6 34%	8 48%	4 25%	7 25%	23 -25%	3 35%
I do not do this online at all	871 23%	714 +24%	154 -19%	11 24%	2 100%	0 0%	22 -11%	1 7%	2 10%	1 4%	2 13%	5 19%	23 25%	1 14%
Summary: Do activity at all	2976 77%	2320 -76%	639 +81%	34 76%	0 0%	1 100%	172 +89%	11 93%	15 90%	17 96%	16 87%	22 81%	70 75%	8 86%
Summary: Mobile phone Only	1397 36%	984 -32%	402 +51%	21 +46%	0 0%	* 12%	100 +52%	5 40%	9 56%	9 49%	11 63%	15 56%	47 +50%	5 51%
Summary: Another device only	783 20%	690 +23%	89 -11%	7 15%	0 0%	1 88%	23 -12%	4 36%	0 0%	4 22%	2 11%	4 13%	6 -6%	3 28%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 69 (continuation)

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2193 57%	81 58%	46 +74% a	35 +77% a	19 77%	34 62%	10 80%	11 67%	299 -47%	1894 +59% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 41%	35 -25% c	15 -24%	4 -10%	8 33%	21 38% c	3 21%	7 45%	256 41%	1322 41%
I do not do this online at all	871 23%	45 +32%	13 21%	7 16%	* 2%	13 24%	2 20%	4 25%	196 +31% b	674 -21%
Summary: Do activity at all	2976 77%	96 -68%	49 79%	38 84%	24 98%	42 76%	10 80%	12 75%	434 -69%	2541 +79% a
Summary: Mobile phone Only	1397 36%	62 44%	34 +56%	34 +74% ae	16 66%	22 39%	7 59%	5 31%	178 -28%	1219 +38% a
Summary: Another device only	783 20%	15 -11%	3 -5%	3 -6%	5 21%	8 15%	0 0%	1 8%	136 22%	647 20%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 69 (continuation)

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		2193	94	692	95	772	98	395	12
	57%		+66%	+67%	61%	+70%	-42%	-45%	-12%
			efgh	efgh	efgh	cefg	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1578	61	295	58	487	103	463	34
	41%		42%	-29%	37%	+44%	44%	+53%	35%
			b		b	b	b	abcdegh	b
I do not do this online at all		871	23	216	39	148	78	204	57
	23%		16%	21%	25%	-13%	+34%	23%	+57%
				d	d		abcdf	d	abcde
Summary: Do activity at all		2976	121	812	117	961	153	672	43
	77%		84%	79%	75%	+87%	-66%	77%	-43%
			efgh	efgh	efgh	bcefg	gh	efgh	
Summary: Mobile phone Only		1397	60	517	59	474	50	210	9
	36%		42%	+50%	38%	+43%	-22%	-24%	-9%
			efgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		783	27	120	23	190	55	277	31
	20%		19%	-12%	-15%	-17%	24%	+32%	+31%
			b			b	bcd	abcde	abcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 70

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2658 69%	2390 +77% bcd	2581 +73% cd	268 -36% d	77 -25%	91 -33%	166 +82% a	2210 -67%	434 +79% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 35%	1017 -33%	1199 -34%	313 +42% ab	130 +43% ab	78 -29% b	21 -11%	1190 +36% b	135 -24%
I do not do this online at all	635 17%	377 -12%	499 -14% a	258 +35% ab	136 +45% abc	123 +45% b	29 14%	558 +17% b	74 -13%
Summary: Do activity at all	3212 83%	2725 +88% bcd	3045 +86% cd	487 -65% d	167 -55%	149 -55%	175 86% a	2717 -83%	478 +87% a
Summary: Mobile phone Only	1882 49%	1708 +55% bcd	1845 +52% cd	174 -23% d	37 -12%	72 -26%	153 +75% a	1526 -47%	343 +62% a
Summary: Another device only	554 14%	335 -11%	464 -13% a	218 +29% ab	90 +30% ab	59 +22% b	8 -4%	507 +15% b	44 -8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 70 (continuation)

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2658 69%	2013 -66%	631 +80%	32 72%	0 0%	* 12%	165 +85%	7 57%	17 100%	14 79%	16 89%	22 82%	80 +86%	7 72%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 35%	1116 +37%	209 -26%	12 -27%	0 0%	1 88%	61 32%	5 43%	5 29%	9 48%	1 6%	5 19%	18 -19%	4 40%
I do not do this online at all	635 17%	535 +18%	97 -12%	7 16%	2 100%	0 0%	15 -8%	2 17%	0 0%	1 4%	2 11%	4 14%	11 12%	* 2%
Summary: Do activity at all	3212 83%	2498 -82%	696 +88%	38 84%	0 0%	1 100%	179 +92%	10 83%	17 100%	17 96%	16 89%	23 86%	82 88%	9 98%
Summary: Mobile phone Only	1882 49%	1382 -46%	487 +61%	26 +58%	0 0%	* 12%	118 +61%	5 40%	12 71%	9 49%	15 82%	18 67%	64 +69%	5 58%
Summary: Another device only	554 14%	485 +16%	65 -8%	6 12%	0 0%	1 88%	15 -8%	3 26%	0 0%	3 18%	0 0%	1 4%	2 -2%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 70 (continuation)

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2658 69%	97 69%	51 +83%	34 75%	23 93%	44 78%	10 83%	12 75%	387 -61%	2271 +71% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 35%	34 -24%	14 23%	6 -14%	5 22%	17 30%	3 21%	9 54%	197 -31%	1132 +35% a
I do not do this online at all	635 17%	25 18%	11 17%	7 16%	* 2%	8 14%	2 17%	1 5%	152 +24% b	483 -15%
Summary: Do activity at all	3212 83%	116 82%	51 83%	38 84%	24 98%	48 86%	10 83%	16 95%	479 -76%	2733 +85% a
Summary: Mobile phone Only	1882 49%	82 +58%	37 60%	32 +71%	19 76%	31 56%	8 61%	7 40%	281 -45%	1601 +50% a
Summary: Another device only	554 14%	19 13% b	0 -0%	4 9% b	1 5%	4 8% b	0 0%	3 19%	92 15%	462 14%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 70 (continuation)

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	2658 69%	119 +83% efgh	848 +83% cdefgh	116 75% efgh	870 +78% efgh	131 -57% gh	497 -57% gh	21 -21%	56 -28%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 35%	31 -21%	228 -22%	44 28%	420 +38% abc	90 39% abc	387 +44% abcdg	33 33% ab	97 +48% abcdeg
I do not do this online at all	635 17%	16 11%	120 -12%	23 15% d	107 -10%	58 +25% abcd	175 +20% abd	54 +54% abcdefh	81 +40% abcdef
Summary: Do activity at all	3212 83%	127 89% efgh	908 +88% efgh	132 85% efgh	1003 +90% cefg	174 -75% gh	701 -80% gh	46 -46%	121 -60% g
Summary: Mobile phone Only	1882 49%	96 +67% defgh	679 +66% cdefgh	88 +57% efgh	583 +53% efgh	84 -36% gh	314 -36% gh	13 -13%	24 -12%
Summary: Another device only	554 14%	8 -6%	59 -6%	16 10% b	133 -12% ab	43 18% abcd	204 +23% abcd	25 +25% abcd	65 +32% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 71

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2407 63%	2222 +72% bcd	2359 +67% cd	186 -25% d	48 -16%	61 -22%	154 +76% a	1996 -61%	397 +72% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 13%	403 13%	467 13%	101 14%	37 12%	44 16% b	9 -5%	436 13%	66 12%
I do not do this online at all	1271 33%	778 -25%	1046 -30% a	493 +66% ab	225 +74% abc	175 +64% b	47 -23%	1136 +35% b	131 -24%
Summary: Do activity at all	2575 67%	2324 +75% bcd	2498 +70% cd	252 -34% d	77 -26%	98 -36%	157 +77% a	2139 -65%	420 +76% a
Summary: Mobile phone Only	2071 54%	1921 +62% bcd	2031 +57% cd	150 -20% d	40 -13%	54 -20%	147 +72% a	1703 -52%	354 +64% a
Summary: Another device only	168 4%	102 -3%	139 -4%	66 +9% ab	29 +10% ab	37 +14% b	2 -1%	143 4%	24 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 71 (continuation)

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2407 63%	1834 -60%	559 +70%	31 69%	0 0%	0 0%	131 68%	10 83%	15 89%	13 72%	16 87%	20 74%	65 70%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 13%	399 13%	103 13%	7 15%	1 62%	1 100%	27 14%	1 9%	3 16%	3 20%	1 8%	1 5%	7 8%	1 12%
I do not do this online at all	1271 33%	1065 +35%	202 -25%	12 27%	1 38%	0 0%	58 30%	2 17%	2 11%	4 21%	2 13%	7 26%	25 27%	0 0%
Summary: Do activity at all	2575 67%	1968 -65%	591 +75%	33 73%	1 62%	1 100%	136 70%	10 83%	15 89%	14 79%	16 87%	20 74%	68 73%	9 100%
Summary: Mobile phone Only	2071 54%	1569 -52%	488 +62%	26 58%	0 0%	0 0%	108 56%	9 73%	12 73%	11 59%	14 80%	19 69%	61 +65%	8 88%
Summary: Another device only	168 4%	135 4%	32 4%	2 4%	1 62%	1 100%	4 2%	0 0%	0 0%	1 7%	0 0%	0 0%	3 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 71 (continuation)

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2407 63%	88 63%	44 71%	39 +87% ae	23 93%	35 64%	9 72%	10 63%	322 -51%	2085 +65% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 13%	16 11%	5 8%	6 13%	2 10%	7 12%	3 21%	9 57%	72 11%	431 13%
I do not do this online at all	1271 33%	42 30% c	18 29% c	5 -11%	* 2%	18 32% c	3 28%	3 16%	291 +46% b	980 -30%
Summary: Do activity at all	2575 67%	100 70%	44 71%	40 +89% abe	24 98%	38 68%	9 72%	14 84%	339 -54%	2236 +70% a
Summary: Mobile phone Only	2071 54%	84 59%	39 62%	35 +77% ae	22 88%	31 56%	6 51%	4 27%	267 -42%	1805 +56% a
Summary: Another device only	168 4%	11 8% b	0 0%	1 2%	1 5%	3 5%	0 0%	3 21%	17 -3%	151 +5% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 71 (continuation)

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		2407	115	836	90	830	108	380	10
	63%		+80%	+81%	57%	+75%	-47%	-43%	-10%
			cefg	cdefgh	efgh	cefg	gh	gh	g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		504	16	101	15	171	34	131	8
	13%		11%	-10%	10%	+15%	14%	15%	8%
						bg	b	bg	
I do not do this online at all		1271	26	168	62	242	118	429	85
	33%		-18%	-16%	+40%	-22%	+51%	+49%	+85%
					abd	b	abcd	abcd	abcdefh
Summary: Do activity at all		2575	117	860	93	867	114	447	15
	67%		+82%	+84%	-60%	+78%	-49%	-51%	-15%
			cefg	cdefgh	efgh	cefg	gh	gh	g
Summary: Mobile phone Only		2071	101	759	78	697	80	316	7
	54%		+71%	+74%	50%	+63%	-35%	-36%	-7%
			cefg	cdefgh	efgh	cefg	gh	gh	g
Summary: Another device only		168	2	24	4	37	6	67	5
	4%		2%	-2%	3%	-3%	2%	+8%	5%
								abcde	abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 72

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1570 41%	1479 +48% bcd	1548 +44% cd	91 -12% d	23 -8%	33 -12%	102 +50% a	1301 -40%	260 +47% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630 16%	533 +17% cd	596 +17% cd	97 -13%	33 -11%	33 -12%	16 -8%	572 +17% b	56 -10%
I do not do this online at all	1995 52%	1413 -46%	1741 -49% a	581 +78% ab	254 +84% abc	211 +77% b	95 47%	1712 52%	273 50%
Summary: Do activity at all	1852 48%	1689 +54% bcd	1803 +51% cd	163 -22% d	49 -16%	62 -23%	108 53% a	1564 48%	278 50%
Summary: Mobile phone Only	1222 32%	1156 +37% bcd	1207 +34% cd	66 -9% d	15 -5%	29 -11%	92 +45% a	992 -30%	222 +40% a
Summary: Another device only	282 7%	210 -7%	256 7%	72 +10% ab	26 9%	29 +11% b	6 -3%	262 +8% b	18 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 72 (continuation)

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1570 41%	1184 -39%	377 +48%	22 48%	0 0%	* 12%	96 +49%	4 32%	11 64%	6 35%	15 82%	16 58%	43 46%	3 34%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630 16%	535 +18%	93 -12%	8 18%	0 0%	1 88%	28 14%	2 17%	5 29%	2 9%	1 6%	2 9%	2 -2%	2 16%
I do not do this online at all	1995 52%	1604 +53%	380 -48%	20 45%	2 100%	0 0%	86 -44%	6 51%	6 36%	12 65%	3 18%	11 42%	50 54%	5 50%
Summary: Do activity at all	1852 48%	1429 -47%	413 +52%	25 55%	0 0%	1 100%	108 +56%	6 49%	11 64%	6 35%	15 82%	16 58%	43 46%	5 50%
Summary: Mobile phone Only	1222 32%	894 -29%	320 +40%	17 38%	0 0%	* 12%	81 +41%	4 32%	6 35%	5 26%	14 76%	13 49%	41 +44%	3 34%
Summary: Another device only	282 7%	245 +8%	35 -4%	3 7%	0 0%	1 88%	12 6%	2 17%	0 0%	0 0%	0 0%	0 0%	* -1%	2 16%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 72 (continuation)

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1570	55	31	26	15	21	6	9	221	1349
	41%	39%	50%	+57%	62%	37%	47%	54%	-35%	+42% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630	14	6	2	4	4	3	8	91	539
	16%	10%	10%	-5%	14%	8%	21%	46%	14%	17%
I do not do this online at all	1995	79	29	19	8	34	7	4	360	1635
	52%	56%	47%	41%	33%	61%	53%	27%	+57% b	-51%
Summary: Do activity at all	1852	62	33	27	16	22	6	12	271	1581
	48%	44%	53%	59%	67%	39%	47%	73%	-43%	+49% a
Summary: Mobile phone Only	1222	48	26	24	13	18	3	4	180	1042
	32%	34%	43%	+54% ae	53%	32%	25%	27%	-29%	+32% a
Summary: Another device only	282	7	1	1	1	1	0	3	50	232
	7%	5%	2%	2%	5%	2%	0%	19%	8%	7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 72 (continuation)

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1570 41%	91 +63% cdefgh	558 +54% efgh	74 47% efgh	565 +51% efgh	51 -22% gh	209 -24% gh	5 -5%	18 -9%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630 16%	14 -10%	146 -14%	23 15%	203 +18% abh	42 18% ah	169 +19% abh	13 13%	21 -10%
I do not do this online at all	1995 52%	49 -34%	425 -41%	66 -43%	478 -43%	159 +69% abcd	563 +64% abcd	85 +85% abcdef	168 +83% abcdef
Summary: Do activity at all	1852 48%	94 +66% efgh	603 +59% efgh	89 +57% efgh	631 +57% efgh	72 -31% gh	313 -36% gh	15 -15%	34 -17%
Summary: Mobile phone Only	1222 32%	81 +56% bcdefgh	457 +44% defgh	66 +43% efgh	428 +39% efgh	31 -13% gh	144 -16% gh	2 -2%	13 -7%
Summary: Another device only	282 7%	4 -2%	45 -4%	16 10% abd	66 -6%	21 9% ab	104 +12% abd	9 10% ab	17 8% ab

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 73

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	3262 85%	2801 +90% bcd	3109 +88% cd	461 -62% d	153 -51%	155 -57%	188 +92% a	2752 -84%	496 +90% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 52%	1550 -50%	1812 -51%	453 +61% ab	191 +63% ab	138 51% b	46 -22%	1761 +54% b	234 -42%
I do not do this online at all	181 5%	83 -3%	131 -4% a	98 +13% ab	51 +17% ab	52 +19% b	8 4%	162 5%	18 3%
Summary: Do activity at all	3665 95%	3019 +97% bcd	3413 +96% cd	646 -87%	252 -83%	220 -81%	195 96% a	3113 95%	534 97%
Summary: Mobile phone Only	1662 43%	1469 +47% cd	1601 +45% cd	193 -26% d	61 -20%	83 -30%	150 +74% a	1353 -41%	299 +54% a
Summary: Another device only	403 10%	218 -7%	304 -9% a	185 +25% ab	99 +33% abc	65 +24% b	7 -4%	362 +11% b	37 -7%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 73 (continuation)

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	3262 85%	2534 -84%	714 +90%	37 83%	0 0%	* 12%	180 +93%	8 68%	13 79%	17 93%	17 97%	27 100%	86 +93%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 52%	1648 +54%	347 -44%	21 46%	1 62%	1 88%	90 46%	7 57%	10 62%	13 71%	3 19%	9 35%	39 42%	3 32%
I do not do this online at all	181 5%	153 5%	27 -3%	4 +9%	1 38%	0 0%	4 2%	* 3%	* 1%	0 0%	1 3%	0 0%	1 1%	0 0%
Summary: Do activity at all	3665 95%	2880 95%	766 +97%	41 -91%	1 62%	1 100%	190 98%	11 97%	17 99%	18 100%	17 97%	27 100%	91 99%	9 100%
Summary: Mobile phone Only	1662 43%	1232 -41%	420 +53%	20 45%	0 0%	* 12%	100 +51%	5 39%	6 37%	5 29%	14 77%	18 65%	53 +57%	6 68%
Summary: Another device only	403 10%	347 +11%	52 -7%	3 8%	1 62%	1 88%	9 -5%	3 29%	3 20%	1 7%	0 0%	0 0%	5 6%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 73 (continuation)

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	3262 85%	119 85%	59 +95%	41 91%	23 94%	52 94%	13 100%	11 67%	491 -78%	2771 +86% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 52%	59 -42%	24 39%	13 -29%	11 44%	27 48%	5 37%	11 69%	311 49%	1692 53%
I do not do this online at all	181 5%	7 5%	3 5%	3 7%	0 0%	* 1%	0 0%	1 7%	62 +10% b	120 -4%
Summary: Do activity at all	3665 95%	134 95%	59 95%	42 93%	24 100%	55 99%	13 100%	15 93%	569 -90%	3096 +96% a
Summary: Mobile phone Only	1662 43%	75 +53%	35 56%	29 +65%	14 56%	29 51%	8 63%	4 24%	258 41%	1404 44%
Summary: Another device only	403 10%	14 10% b	0 -0%	1 2%	1 6%	3 5%	0 0%	4 26%	78 12%	325 10%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 73 (continuation)

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	3262 85%	133 +93% efgh	941 +92% cefg	135 87% efgh	1032 +93% cefg	176 -76% gh	693 -79% gh	47 -47%	105 -52%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 52%	57 -40%	439 -43%	73 47%	570 51% ab	127 55% ab	546 +62% abcde	54 54% ab	137 +68% abcdeg
I do not do this online at all	181 5%	3 2%	24 -2%	8 5% d	17 -2%	28 +12% abcdf	51 6% bd	23 +23% abcdefh	27 +13% abcdf
Summary: Do activity at all	3665 95%	141 98% efgh	1004 +98% efgh	148 95% efgh	1092 +98% cefg	204 -88% g	824 94% efgh	77 -77%	175 -87% g
Summary: Mobile phone Only	1662 43%	83 +58% defgh	565 +55% defgh	75 48% efgh	522 +47% efgh	77 -33% gh	279 -32% gh	23 -23%	38 -19%
Summary: Another device only	403 10%	8 5%	63 -6%	13 9%	60 -5%	28 12% abd	131 +15% abcd	29 +29% abcdef	70 +34% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 74

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	3310 86%	2826 +91% bcd	3140 +89% cd	483 -65% d	170 -56%	164 -60%	188 +92% a	2799 -85%	497 +90% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 25%	760 25%	879 25%	192 26%	73 24%	66 24% b	25 -12%	808 25%	138 25%
I do not do this online at all	349 9%	154 -5%	249 -7% a	195 +26% ab	100 +33% abc	72 +27% b	10 -5%	319 +10% b	28 -5%
Summary: Do activity at all	3497 91%	2948 +95% bcd	3295 +93% cd	549 -74% d	202 -67%	200 -73%	194 +95% a	2956 -90%	524 +95% a
Summary: Mobile phone Only	2545 66%	2188 +71% bcd	2416 +68% cd	358 -48%	129 -43%	134 -49%	169 +83% a	2149 66%	386 70%
Summary: Another device only	188 5%	122 -4%	156 -4%	66 +9% ab	32 +11% ab	36 +13% b	6 3%	158 5%	27 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 74 (continuation)

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	3310 86%	2579 -85%	717 +90%	38 84%	1 38%	* 12%	182 +94%	10 87%	13 79%	17 93%	17 97%	23 85%	87 94%	7 80%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 25%	759 25%	186 23%	8 -18%	0 0%	1 88%	40 20%	5 38%	10 57%	9 49%	3 14%	5 20%	18 19%	3 32%
I do not do this online at all	349 9%	306 +10%	41 -5%	5 10%	1 62%	0 0%	7 -4%	* 3%	* 1%	0 0%	1 3%	4 15%	5 5%	0 0%
Summary: Do activity at all	3497 91%	2727 -90%	752 +95%	40 90%	1 38%	1 100%	187 +96%	11 97%	17 99%	18 100%	17 97%	23 85%	88 95%	9 100%
Summary: Mobile phone Only	2545 66%	1969 -65%	566 +71%	32 72%	1 38%	* 12%	147 +76%	7 58%	7 42%	9 51%	15 83%	18 65%	70 76%	6 68%
Summary: Another device only	188 5%	149 5%	35 4%	2 6%	0 0%	1 88%	5 3%	1 10%	3 20%	1 7%	0 0%	0 0%	1 1%	2 20%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 74 (continuation)

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	3310 86%	123 87%	61 +98% a	42 93%	22 91%	52 94%	10 79%	12 74%	501 -79%	2809 +87% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 25%	30 21%	14 22%	12 27%	6 26%	11 20%	3 20%	10 61%	151 24%	801 25%
I do not do this online at all	349 9%	11 8%	1 2%	2 5%	* 1%	* -1%	3 21%	0 0%	99 +16% b	250 -8%
Summary: Do activity at all	3497 91%	130 92%	61 98%	43 95%	24 99%	55 +99%	10 79%	16 100%	532 -84%	2965 +92% a
Summary: Mobile phone Only	2545 66%	100 71%	47 76%	31 68%	18 73%	44 +79%	7 58%	6 39%	381 -60%	2165 +67% a
Summary: Another device only	188 5%	7 5%	0 0%	1 2%	2 8%	3 5%	0 0%	4 26%	31 5%	156 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 74 (continuation)

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	3310 86%	130 91% efgh	959 +93% cefg	135 86% efgh	1039 +94% cefg	179 -77% gh	698 -80% gh	58 -58%	112 -55%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 25%	28 20%	234 23%	41 26%	274 25%	65 28% g	238 27% bg	18 18%	56 27% g
I do not do this online at all	349 9%	7 5%	32 -3%	12 8% bd	36 -3%	44 +19% abcdf	118 +13% abcd	35 +35% abcdef	65 +32% abcdef
Summary: Do activity at all	3497 91%	136 95% efgh	996 +97% cefg	144 92% efgh	1074 +97% cefg	187 -81% gh	758 -87% efgh	65 -65%	137 -68%
Summary: Mobile phone Only	2545 66%	108 +75% efgh	762 +74% cefg	103 66% efgh	800 +72% efgh	122 -53% h	520 -59% gh	47 -47%	82 -40%
Summary: Another device only	188 5%	6 4%	37 -4%	9 6%	35 -3%	9 4%	60 +7% bd	7 7% d	25 +12% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 75

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	3111 81%	2671 +86% bcd	2954 +83% cd	440 -59% d	157 -52%	140 -51%	179 +88% a	2608 -80%	489 +89% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 26%	845 +27% cd	941 27% c	162 -22%	65 22%	50 -18% b	22 -11%	868 27%	136 25%
I do not do this online at all	477 12%	245 -8%	360 -10% a	231 +31% ab	116 +38% abc	101 +37% b	19 9%	440 +13% b	33 -6%
Summary: Do activity at all	3370 88%	2857 +92% bcd	3183 +90% cd	513 -69% d	186 -62%	172 -63%	185 91% a	2835 -87%	518 +94% a
Summary: Mobile phone Only	2363 61%	2012 +65% cd	2242 +63% cd	351 -47% d	121 -40%	122 -45%	162 +80% a	1967 -60%	382 +69% a
Summary: Another device only	259 7%	186 -6%	229 -6%	73 +10% ab	29 +10% ab	32 +12% b	6 -3%	227 7%	29 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 75 (continuation)

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	3111 81%	2397 -79%	700 +88%	35 78%	0 0%	* 12%	176 +91%	7 60%	17 100%	15 82%	16 89%	24 90%	86 +93%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 26%	815 27%	188 24%	12 26%	0 0%	1 88%	40 20%	6 53%	6 37%	8 43%	4 22%	4 16%	15 -16%	3 31%
I do not do this online at all	477 12%	422 +14%	50 -6%	5 11%	2 100%	0 0%	11 -6%	1 11%	0 0%	2 11%	1 3%	2 7%	4 -5%	0 0%
Summary: Do activity at all	3370 88%	2611 -86%	743 +94%	40 89%	0 0%	1 100%	183 +94%	11 89%	17 100%	16 89%	17 97%	25 93%	88 +95%	9 100%
Summary: Mobile phone Only	2363 61%	1795 -59%	554 +70%	28 63%	0 0%	* 12%	144 +74%	4 36%	11 63%	8 46%	13 75%	21 77%	74 +80%	6 69%
Summary: Another device only	259 7%	214 7%	42 5%	5 11%	0 0%	1 88%	7 4%	3 29%	0 0%	1 7%	1 8%	1 2%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 75 (continuation)

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	3111 81%	116 82%	61 +98% a	41 91%	23 94%	52 +93%	10 76%	12 73%	461 -73%	2650 +82% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 26%	36 26%	15 24%	8 17%	5 21%	15 26%	1 9%	10 61%	125 -20%	882 +27% a
I do not do this online at all	477 12%	16 12% be	1 -1%	2 4%	0 0%	1 -2%	3 24%	* 1%	135 +21% b	342 -11%
Summary: Do activity at all	3370 88%	125 88%	61 +99% a	44 96%	24 100%	54 +98% a	10 76%	16 99%	496 -79%	2874 +89% a
Summary: Mobile phone Only	2363 61%	89 63%	47 +75%	36 +79%	19 79%	40 72%	8 67%	6 37%	371 59%	1992 62%
Summary: Another device only	259 7%	9 6%	1 1%	2 5%	1 6%	3 5%	0 0%	4 26%	35 6%	224 7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 75 (continuation)

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	3111 81%	126 +88% efgh	939 +91% cdefgh	126 81% efgh	967 +87% cefg	154 -66% gh	643 -73% efgh	56 -56%	101 -50%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 26%	28 19%	243 -24% g	34 22%	372 +34% abcefg	49 -21%	215 25% g	14 -14%	51 25% g
I do not do this online at all	477 12%	13 9% b	45 -4%	18 12% bd	62 -6%	63 +27% abcdf	159 +18% abcd	41 +41% abcdef	76 +37% abcdef
Summary: Do activity at all	3370 88%	131 91% efgh	983 +96% acefg	138 88% efgh	1048 +94% cefg	168 -73% gh	717 -82% efgh	59 -59%	127 -63%
Summary: Mobile phone Only	2363 61%	103 +72% defgh	739 +72% defgh	103 66% efgh	675 61% efgh	119 -52% h	502 -57% gh	45 -45%	76 -37%
Summary: Another device only	259 7%	5 4%	43 -4%	12 8% b	81 7% b	14 6%	74 +8% b	4 4%	26 +13% abdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 76

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2905 76%	2543 +82% bcd	2781 +78% cd	361 -49% d	124 -41%	122 -45%	176 +86% a	2421 -74%	470 +85% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 33%	1064 +34% cd	1190 +34% cd	207 -28%	81 -27%	65 -24% b	29 -14%	1117 +34% b	151 -27%
I do not do this online at all	585 15%	301 -10%	454 -13% a	284 +38% ab	131 +43% ab	113 +41% b	20 -10%	529 +16% b	53 -10%
Summary: Do activity at all	3261 85%	2801 +90% bcd	3090 +87% cd	461 -62%	171 -57%	160 -59%	184 +90% a	2746 -84%	498 +90% a
Summary: Mobile phone Only	1990 52%	1737 +56% cd	1900 +54% cd	254 -34%	90 -30%	95 -35%	154 +76% a	1630 -50%	347 +63% a
Summary: Another device only	357 9%	257 -8%	309 -9%	99 +13% ab	48 +16% ab	38 +14% b	8 -4%	325 +10% b	28 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 76 (continuation)

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2905 76%	2217 -73%	674 +85%	34 75%	0 0%	* 12%	170 +88%	7 60%	17 100%	15 82%	16 89%	24 88%	80 +86%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 33%	1059 +35%	208 -26%	12 26%	0 0%	1 88%	45 -23%	6 48%	6 34%	9 48%	4 22%	4 16%	22 24%	2 24%
I do not do this online at all	585 15%	508 +17%	74 -9%	5 11%	2 100%	0 0%	15 -8%	2 21%	0 0%	2 11%	1 3%	2 7%	9 9%	0 0%
Summary: Do activity at all	3261 85%	2526 -83%	719 +91%	40 89%	0 0%	1 100%	179 +92%	9 79%	17 100%	16 89%	17 97%	25 93%	84 91%	9 100%
Summary: Mobile phone Only	1990 52%	1467 -48%	510 +64%	29 +64%	0 0%	* 12%	134 +69%	4 31%	11 66%	7 41%	13 75%	21 77%	62 +67%	7 76%
Summary: Another device only	357 9%	308 +10%	45 -6%	6 +14%	0 0%	1 88%	9 -5%	2 19%	0 0%	1 7%	1 8%	1 4%	4 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 76 (continuation)

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2905 76%	116 82%	54 87%	41 +91%	23 94%	48 86%	10 83%	10 63%	416 -66%	2489 +77% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 33%	38 27%	17 27%	7 -15%	6 24%	13 24%	6 45%	11 67%	177 -28%	1094 +34% a
I do not do this online at all	585 15%	20 14%	6 9%	3 7%	* 1%	6 11%	* 2%	2 11%	163 +26% b	422 -13%
Summary: Do activity at all	3261 85%	121 86%	56 91%	42 93%	24 99%	49 89%	12 98%	15 89%	468 -74%	2794 +87% a
Summary: Mobile phone Only	1990 52%	82 58%	39 63%	35 +78% a	18 75%	36 +65%	7 53%	4 22%	290 -46%	1700 +53% a
Summary: Another device only	357 9%	5 -3%	3 4%	1 2%	1 5%	2 3%	2 15%	4 26%	52 8%	305 9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 76 (continuation)

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		2905	125	910	114	929	137	566	40
	76%		+87%	+89%	73%	+84%	-59%	-65%	-40%
			cefg	cdefgh	efgh	cefg	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1271	44	295	57	447	60	288	17
	33%		31%	-29%	37%	+40%	-26%	33%	-17%
			g	g	beg	abefgh	eg	eg	g
I do not do this online at all		585	11	65	26	75	75	203	51
	15%		-8%	-6%	17%	-7%	+32%	+23%	+51%
					abd		abcdf	abd	abcdefh
Summary: Do activity at all		3261	132	963	130	1035	157	673	49
	85%		+92%	+94%	83%	+93%	-68%	-77%	-49%
			cefg	cefg	efgh	cefg	g	efgh	g
Summary: Mobile phone Only		1990	88	669	73	588	97	385	32
	52%		+62%	+65%	47%	53%	-42%	-44%	-32%
			cefg	cdefgh	gh	efgh	h	gh	
Summary: Another device only		357	7	53	16	106	20	107	9
	9%		5%	-5%	10%	10%	8%	+12%	9%
					b	b	ab	ab	abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 77
QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	845 22%	803 +26% bcd	836 +24% cd	41 -6%	9 -3%	17 -6%	57 +28% a	664 -20%	172 +31% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	374 +12% cd	407 +11% cd	52 -7%	19 -6%	22 8%	9 -4%	370 11%	52 9%
I do not do this online at all	2792 73%	2131 -69%	2513 -71%	662 +89% ab	279 +92% ab	239 +88% b	142 70%	2416 +74% b	366 -66%
Summary: Do activity at all	1054 27%	971 +31% cd	1031 +29% cd	83 -11%	23 -8%	33 -12%	62 30% a	859 -26%	185 +34% a
Summary: Mobile phone Only	629 16%	598 +19% cd	624 +18% cd	31 -4% d	5 -2%	12 -4%	53 +26% a	489 -15%	133 +24% a
Summary: Another device only	210 5%	168 5%	195 5%	41 6%	15 5%	16 6% b	4 -2%	195 +6% b	12 -2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 77 (continuation)

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	845 22%	607 -20%	229 +29%	8 17%	0 0%	* 12%	49 25%	1 12%	10 59%	5 29%	5 28%	12 44%	24 26%	3 30%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	344 11%	79 10%	5 11%	1 62%	1 88%	19 10%	0 0%	3 18%	2 12%	4 25%	2 9%	7 8%	0 0%
I do not do this online at all	2792 73%	2241 +74%	541 -68%	33 72%	1 38%	0 0%	142 73%	10 88%	7 41%	11 60%	9 53%	14 52%	69 74%	7 70%
Summary: Do activity at all	1054 27%	792 -26%	252 +32%	12 28%	1 62%	1 100%	52 27%	1 12%	10 59%	7 40%	8 47%	13 48%	24 26%	3 30%
Summary: Mobile phone Only	629 16%	448 -15%	173 +22%	7 16%	0 0%	* 12%	33 17%	1 12%	7 41%	5 27%	4 23%	10 39%	17 18%	3 30%
Summary: Another device only	210 5%	185 +6%	23 -3%	5 +10%	1 62%	1 88%	3 -2%	0 0%	0 0%	2 11%	3 19%	1 4%	* -*	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 77 (continuation)

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	845 22%	28 20%	25 +41% a	19 +42% a	10 41%	18 +33%	3 26%	8 48%	128 20%	717 22%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	8 -5%	4 6%	6 13%	6 24%	4 8%	3 26%	2 15%	68 11%	358 11%
I do not do this online at all	2792 73%	109 77% bc	37 -59%	26 -58%	13 54%	37 66%	9 74%	8 52%	467 74%	2325 72%
Summary: Do activity at all	1054 27%	33 23%	25 +41% a	19 +42% a	11 46%	19 34%	3 26%	8 48%	164 26%	890 28%
Summary: Mobile phone Only	629 16%	25 18%	22 +35% a	13 +29%	5 22%	14 26%	0 0%	6 34%	96 15%	533 17%
Summary: Another device only	210 5%	4 3%	0 0%	0 0%	1 5%	* *%	0 0%	0 0%	36 6%	174 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 77 (continuation)

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		845	61	331	40	272	28	105	*
	22%		+42%	+32%	25%	+24%	-12%	-12%	-*%
			bcdefgh	defgh	efgh	efgh	gh	gh	g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		426	26	113	20	135	19	94	3
	11%		+18%	11%	13%	12%	8%	11%	-3%
			befgh	g	g	g	g	g	
I do not do this online at all		2792	72	657	104	786	194	700	97
	73%		-50%	-64%	66%	71%	+84%	+80%	+97%
				a	a	ab	abcd	abcd	abcdefh
Summary: Do activity at all		1054	71	371	52	324	37	176	3
	27%		+50%	+36%	34%	29%	-16%	-20%	-3%
			bcdefgh	defgh	efgh	efgh	g	gh	g
Summary: Mobile phone Only		629	45	257	32	189	18	82	*
	16%		+32%	+25%	21%	17%	-8%	-9%	-*%
			cdefgh	defgh	efgh	efgh	gh	gh	
Summary: Another device only		210	10	39	13	52	10	71	3
	5%		7%	-4%	8%	5%	4%	+8%	3%
					bd			bdeg	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 78

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2275 59%	2094 +67% bcd	2231 +63% cd	181 -24% d	44 -14%	56 -21%	154 +76% a	1887 -58%	376 +68% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268 7%	223 7%	252 7%	44 6%	16 5%	29 +10% b	6 -3%	226 7%	37 7%
I do not do this online at all	1476 38%	949 -31%	1233 -35% a	527 +71% ab	243 +80% abc	193 +71% b	47 -23%	1313 +40% b	158 -29%
Summary: Do activity at all	2371 62%	2153 +69% bcd	2311 +65% cd	217 -29% d	59 -20%	80 -29%	156 +77% a	1962 -60%	393 +71% a
Summary: Mobile phone Only	2103 55%	1930 +62% bcd	2059 +58% cd	173 -23% d	44 -14%	51 -19%	150 +74% a	1736 -53%	356 +65% a
Summary: Another device only	96 2%	59 -2%	80 -2%	36 +5% ab	16 +5% ab	24 +9% b	2 1%	75 2%	17 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 78 (continuation)

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2275 59%	1726 -57%	537 +68%	29 64%	0 0%	* 12%	132 +68%	9 79%	16 94%	14 76%	17 92%	19 69%	60 64%	8 86%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268 7%	203 7%	60 8%	2 6%	1 62%	1 88%	19 10%	1 9%	3 16%	2 11%	1 5%	0 0%	3 3%	0 0%
I do not do this online at all	1476 38%	1241 +41%	231 -29%	15 34%	1 38%	0 0%	57 -29%	2 21%	1 6%	3 17%	1 3%	8 31%	31 33%	1 14%
Summary: Do activity at all	2371 62%	1793 -59%	562 +71%	30 66%	1 62%	1 100%	137 +71%	9 79%	16 94%	15 83%	17 97%	19 69%	62 67%	8 86%
Summary: Mobile phone Only	2103 55%	1590 -52%	502 +63%	27 61%	0 0%	* 12%	119 61%	8 70%	13 78%	13 71%	17 92%	19 69%	59 64%	8 86%
Summary: Another device only	96 2%	66 -2%	26 3%	1 3%	1 62%	1 88%	6 3%	0 0%	0 0%	1 7%	1 5%	0 0%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 78 (continuation)

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2275	84	39	35	23	37	8	8	290	1985
59%		60%	64%	+77%	93%	67%	62%	51%	-46%	+62% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268	7	6	0	4	2	1	8	28	240
7%		5%	10% c	0%	14%	4%	9%	50%	-4%	+7% a
I do not do this online at all	1476	52	22	11	*	16	5	5	330	1146
38%		37%	35%	-23%	2%	29%	38%	30%	+52% b	-36%
Summary: Do activity at all	2371	90	40	35	24	39	8	12	300	2070
62%		63%	65%	+77%	98%	71%	62%	70%	-48%	+64% a
Summary: Mobile phone Only	2103	83	34	35	20	37	7	3	272	1831
55%		59%	55%	+77% ab	84%	67%	53%	21%	-43%	+57% a
Summary: Another device only	96	5	1	0	1	2	0	3	11	85
2%		4%	1%	0%	5%	4%	0%	19%	2%	3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 78 (continuation)

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	2275 59%	108 +76% cefg	831 +81% cdefgh	83 53% efgh	761 +69% cefg	88 -38% gh	360 -41% gh	10 -10%	34 -17%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268 7%	9 6% g	66 6% g	8 5% g	99 +9% beg	10 4%	59 7% g	1 -1%	15 7% g
I do not do this online at all	1476 38%	33 -23%	185 -18%	69 44% abd	319 -29% b	140 +60% abcd	488 +56% abcd	89 +89% abcdeh	154 +76% abcdeh
Summary: Do activity at all	2371 62%	111 +77% cefg	843 +82% cdefgh	87 56% efgh	791 +71% cefg	92 -40% gh	388 -44% gh	11 -11%	49 -24% g
Summary: Mobile phone Only	2103 55%	101 +71% cefg	777 +76% cdefgh	79 51% efgh	691 +62% cefg	81 -35% gh	329 -38% gh	10 -10%	34 -17%
Summary: Another device only	96 2%	3 2%	12 -1%	4 3%	30 3% b	4 2%	27 3% b	1 1%	15 +7% abcdeh

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 79

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1579 41%	1496 +48% bcd	1552 +44% cd	83 -11%	27 -9%	16 -6%	101 +50% a	1288 -39%	282 +51% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 38%	1326 +43% bcd	1424 +40% cd	148 -20%	50 -17%	38 -14%	43 -21% a	1280 +39% b	183 -33%
I do not do this online at all	1509 39%	953 -31%	1272 -36% a	556 +75% ab	237 +78% ab	223 +82% b	82 40%	1329 +41% b	175 -32%
Summary: Do activity at all	2337 61%	2149 +69% bcd	2272 +64% cd	189 -25%	65 -22%	50 -18%	121 60% a	1946 -59%	376 +68% a
Summary: Mobile phone Only	863 22%	823 +27% bcd	848 +24% cd	41 -5%	15 -5%	12 -5%	79 +39% a	666 -20%	192 +35% a
Summary: Another device only	758 20%	653 +21% cd	720 +20% cd	105 -14%	38 -13%	34 -13%	20 -10%	657 20%	94 17%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 79 (continuation)

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1579 41%	1165 -38%	405 +51%	21 46%	0 0%	* 12%	102 +53%	5 41%	11 64%	12 67%	7 38%	13 49%	48 51%	6 65%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 38%	1184 39%	279 -35%	19 43%	1 62%	1 88%	74 38%	7 55%	10 62%	12 69%	5 29%	4 15%	31 33%	4 47%
I do not do this online at all	1509 39%	1254 +41%	250 -32%	13 -29%	1 38%	0 0%	61 -32%	3 28%	1 3%	2 13%	9 50%	11 40%	31 33%	1 7%
Summary: Do activity at all	2337 61%	1779 -59%	542 +68%	32 +71%	1 62%	1 100%	133 +68%	9 72%	16 97%	16 87%	9 50%	16 60%	62 67%	9 93%
Summary: Mobile phone Only	863 22%	595 -20%	263 +33%	12 28%	0 0%	* 12%	58 +30%	2 17%	6 35%	3 18%	4 22%	12 45%	31 +34%	4 46%
Summary: Another device only	758 20%	614 20%	137 17%	11 24%	1 62%	1 88%	31 16%	4 31%	6 33%	4 21%	2 13%	3 11%	15 16%	3 28%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 79 (continuation)

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1579 41%	62 44%	33 53%	28 +62%	16 66%	23 42%	11 90%	7 45%	212 -34%	1367 +42% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 38%	46 33%	21 34%	10 -22%	10 39%	14 -24%	3 26%	6 38%	187 -30%	1287 +40% a
I do not do this online at all	1509 39%	49 34%	21 34%	12 26%	3 11%	26 47% c	1 10%	7 41%	336 +53% b	1173 -36%
Summary: Do activity at all	2337 61%	92 66%	41 66%	33 74% e	22 89%	30 53%	11 90%	10 59%	295 -47%	2043 +64% a
Summary: Mobile phone Only	863 22%	47 +33%	20 33%	23 +51% ae	12 50%	16 29%	8 64%	3 21%	108 -17%	755 +23% a
Summary: Another device only	758 20%	31 22%	8 13%	5 12%	5 22%	6 12%	0 0%	2 14%	82 -13%	676 +21% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 79 (continuation)

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1579 41%	97 +67% bcdefgh	575 +56% cdefgh	61 39% efgh	538 +49% cefg	47 -20% gh	234 -27% efgh	8 -8%	19 -10%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 38%	59 41% efgh	418 41% efgh	60 39% efgh	541 +49% bcefg	56 -24% g	291 -33% efgh	13 -13%	38 -19%
I do not do this online at all	1509 39%	27 -19%	260 -25%	65 42% abd	279 -25%	159 +69% abcdf	481 +55% abcd	84 +84% abcdef	153 +76% abcdf
Summary: Do activity at all	2337 61%	116 +81% cefg	768 +75% cefg	90 58% efgh	830 +75% cefg	72 -31% g	395 -45% efgh	16 -16%	49 -24%
Summary: Mobile phone Only	863 22%	58 +40% cdefgh	350 +34% cdefgh	30 19% efgh	289 +26% efgh	17 -7%	104 -12% efgh	3 -3%	12 -6%
Summary: Another device only	758 20%	20 14%	193 19%	29 19% eg	292 +26% abcefg	25 -11%	161 18% eg	8 -8%	30 15%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 80

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1950 51%	1758 +57% bcd	1891 +53% cd	192 -26% d	58 -19%	46 -17%	121 +60% a	1632 -50%	305 +55% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1695 44%	1334 -43%	1555 44%	361 +48% ab	140 46%	98 -36% b	38 -19%	1518 +46% b	166 -30%
I do not do this online at all	924 24%	641 -21%	793 -22%	283 +38% ab	132 +44% ab	143 +53% b	63 +31%	768 23%	155 +28% a
Summary: Do activity at all	2922 76%	2461 +79% cd	2751 +78% cd	461 -62%	171 -56%	129 -47%	140 -69% a	2507 77% b	396 -72%
Summary: Mobile phone Only	1227 32%	1127 +36% bcd	1196 +34% cd	100 -13%	31 -10%	31 -11%	102 +50% a	989 -30%	230 +42% a
Summary: Another device only	972 25%	703 -23%	860 -24%	269 +36% ab	112 +37% ab	83 +31% b	19 -10%	875 +27% b	91 -16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 80 (continuation)

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1950 51%	1491 -49%	446 +56%	25 56%	0 0%	* 12%	116 +60%	5 46%	9 53%	8 46%	12 65%	15 57%	53 57%	7 72%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1695 44%	1436 +47%	248 -31%	23 51%	1 62%	1 88%	57 -30%	5 45%	8 49%	8 46%	7 38%	3 11%	29 -31%	4 40%
I do not do this online at all	924 24%	712 23%	211 27%	7 -15%	1 38%	0 0%	48 25%	4 30%	3 19%	5 27%	2 10%	10 39%	24 26%	0 0%
Summary: Do activity at all	2922 76%	2321 77%	582 73%	38 +85%	1 62%	1 100%	146 75%	8 70%	14 81%	13 73%	16 90%	17 61%	68 74%	9 100%
Summary: Mobile phone Only	1227 32%	885 -29%	334 +42%	16 35%	0 0%	* 12%	88 +45%	3 25%	5 32%	5 28%	9 52%	14 51%	39 +43%	6 60%
Summary: Another device only	972 25%	830 +27%	136 -17%	13 29%	1 62%	1 88%	30 -15%	3 24%	5 28%	5 27%	5 25%	1 4%	15 17%	3 28%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 80 (continuation)

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1950	67	38	27	15	31	10	7	295	1655
	51%	47%	62%	61%	62%	56%	78%	44%	-47%	+51% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1695	38	16	14	10	17	3	5	259	1436
	44%	-27%	-25%	31%	39%	-30%	26%	32%	41%	45%
I do not do this online at all	924	48	19	11	3	16	2	8	192	732
	24%	+34%	31%	24%	12%	28%	17%	47%	+31% b	-23%
Summary: Do activity at all	2922	93	43	34	21	40	10	9	438	2484
	76%	-66%	69%	76%	88%	72%	83%	53%	-69%	+77% a
Summary: Mobile phone Only	1227	55	27	21	12	23	7	3	179	1048
	32%	39%	44%	46%	49%	42%	57%	21%	-28%	+33% a
Summary: Another device only	972	26	4	7	6	9	1	1	143	829
	25%	18%	-7%	16%	26%	16%	4%	9%	23%	26%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 80 (continuation)

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		1950	90	631	86	648	100	336	19
	51%		+63%	+61%	55%	+58%	-43%	-38%	-19%
			efgh	efgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1695	46	338	64	526	108	472	40
	44%		-32%	-33%	41%	+47%	47%	+54%	40%
					b	ab	ab	abcdeg	ab
I do not do this online at all		924	33	233	36	186	75	230	48
	24%		23%	23%	23%	-17%	+33%	26%	+49%
				d	d		abcdf	d	abcdef
Summary: Do activity at all		2922	111	795	120	924	156	646	51
	76%		77%	77%	77%	+83%	-67%	74%	-51%
			efgh	efgh	efgh	bcefg	g	efgh	
Summary: Mobile phone Only		1227	64	457	56	397	48	174	11
	32%		+45%	+44%	36%	+36%	-21%	-20%	-11%
			defgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		972	21	164	35	275	56	310	32
	25%		-14%	-16%	22%	25%	24%	+35%	32%
					b	ab	ab	abcde	ab

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 81

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2891 75%	2509 +81% bcd	2780 +78% cd	383 -51% d	111 -37%	122 -45%	156 77% a	2456 75%	422 77%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 25%	683 -22%	842 -24%	263 +35% ab	105 +35% ab	78 28% b	13 -6%	861 +26% b	78 -14%
I do not do this online at all	693 18%	457 -15%	569 -16%	236 +32% ab	124 +41% abc	102 +38% b	46 22%	581 18%	109 20%
Summary: Do activity at all	3153 82%	2645 +85% cd	2975 +84% cd	508 -68% d	179 -59%	170 -62%	158 78% a	2694 82%	442 80%
Summary: Mobile phone Only	2207 57%	1962 +63% bcd	2133 +60% cd	245 -33% d	74 -24%	93 -34%	145 +71% a	1833 -56%	365 +66% a
Summary: Another device only	262 7%	137 -4%	195 -5% a	125 +17% ab	67 +22% abc	48 +18% b	2 -1%	238 +7% b	20 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 81 (continuation)

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2891 75%	2259 74%	619 +78%	35 77%	0 0%	* 12%	162 +83%	7 60%	14 80%	15 85%	15 84%	22 81%	75 81%	9 93%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 25%	812 +27%	126 -16%	11 24%	1 62%	1 88%	35 18%	5 46%	6 35%	4 25%	3 18%	2 7%	13 -14%	* 2%
I do not do this online at all	693 18%	550 18%	140 18%	7 16%	1 38%	0 0%	23 -12%	1 11%	0 0%	2 9%	3 16%	5 19%	12 13%	1 7%
Summary: Do activity at all	3153 82%	2483 82%	653 82%	38 84%	1 62%	1 100%	171 +88%	11 89%	17 100%	16 91%	15 84%	22 81%	80 87%	9 93%
Summary: Mobile phone Only	2207 57%	1671 -55%	527 +66%	27 60%	0 0%	* 12%	135 +70%	5 44%	11 65%	12 66%	12 66%	20 74%	67 +72%	9 91%
Summary: Another device only	262 7%	224 +7%	34 -4%	3 6%	1 62%	1 88%	9 5%	3 29%	3 20%	1 7%	0 0%	0 0%	5 6%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 81 (continuation)

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2891 75%	97 69%	49 79%	29 63%	21 85%	48 86% ac	11 90%	11 65%	438 -70%	2453 +76% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 25%	12 -8%	11 17% c	1 -1%	4 17%	7 -12% c	3 21%	7 41%	154 24%	793 25%
I do not do this online at all	693 18%	41 +29% e	12 20%	17 +37% e	3 10%	6 10%	1 10%	6 35%	153 +24% b	541 -17%
Summary: Do activity at all	3153 82%	101 -71%	50 80%	29 -63%	22 90%	50 90% ac	11 90%	11 65%	478 -76%	2675 +83% a
Summary: Mobile phone Only	2207 57%	89 63%	39 63%	28 62%	18 73%	43 +77%	9 68%	4 25%	324 -51%	1883 +59% a
Summary: Another device only	262 7%	4 3%	1 1%	0 0%	1 5%	2 3%	0 0%	0 0%	40 6%	222 7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 81 (continuation)

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		2891	123	828	113	948	161	607	40
	75%		+86%	+81%	73%	+85%	-70%	-69%	-41%
			cefg	cefg	gh	bcefg	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		947	20	164	33	239	70	317	32
	25%		-14%	-16%	21%	-22%	+30%	+36%	32%
						ab	abcd	abcd	abcd
I do not do this online at all		693	15	164	37	129	57	167	44
	18%		-10%	16%	+24%	-12%	+25%	19%	+44%
				d	abd		abd	ad	abcdef
Summary: Do activity at all		3153	128	864	119	980	175	709	56
	82%		+90%	84%	-76%	+88%	-75%	81%	-56%
			cefg	cefg	gh	bcefg	gh	gh	
Summary: Mobile phone Only		2207	109	700	86	741	105	392	25
	57%		+76%	+68%	55%	+67%	-45%	-45%	-25%
			cdefg	cefg	efgh	cefg	gh	gh	
Summary: Another device only		262	5	36	5	32	14	102	16
	7%		3%	-4%	3%	-3%	6%	+12%	+16%
						d	abcde	abcde	abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 82
QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2873 75%	2547 +82% bcd	2788 +79% cd	327 -44% d	85 -28%	102 -37%	172 +85% a	2428 74%	431 78%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 6%	160 -5%	203 6%	63 +8% ab	19 6%	27 +10% b	5 -3%	185 6%	34 6%
I do not do this online at all	904 23%	511 -16%	692 -20% a	392 +53% ab	212 +70% abc	158 +58% b	28 -14%	793 +24% b	109 -20%
Summary: Do activity at all	2943 77%	2591 +84% bcd	2852 +80% cd	352 -47% d	91 -30%	115 -42%	175 +86% a	2482 -76%	442 +80% a
Summary: Mobile phone Only	2720 71%	2431 +78% bcd	2649 +75% cd	289 -39% d	72 -24%	88 -32%	170 +84% a	2297 70%	408 74%
Summary: Another device only	69 2%	44 -1%	64 2%	25 +3% ab	5 2%	13 +5% b	3 2%	55 2%	11 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 82 (continuation)

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2873 75%	2235 -74%	624 +79%	32 71%	0 0%	* 12%	161 +83%	9 79%	17 99%	16 88%	16 89%	22 81%	72 78%	9 98%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 6%	175 6%	43 5%	1 3%	0 0%	1 88%	7 3%	0 0%	3 16%	1 7%	2 11%	3 11%	9 10%	0 0%
I do not do this online at all	904 23%	749 +25%	154 -19%	12 27%	2 100%	0 0%	31 -16%	2 21%	* 1%	1 5%	2 11%	5 19%	15 16%	* 2%
Summary: Do activity at all	2943 77%	2285 -75%	639 +81%	33 73%	0 0%	1 100%	163 +84%	9 79%	17 99%	17 95%	16 89%	22 81%	78 84%	9 98%
Summary: Mobile phone Only	2720 71%	2109 -70%	596 +75%	32 71%	0 0%	* 12%	156 +81%	9 79%	14 83%	16 88%	14 78%	19 70%	68 74%	9 98%
Summary: Another device only	69 2%	50 2%	15 2%	1 3%	0 0%	1 88%	2 1%	0 0%	0 0%	1 7%	0 0%	0 0%	5 +6%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 82 (continuation)

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2873 75%	105 74%	51 82%	30 67%	21 84%	43 77%	10 81%	11 64%	390 -62%	2483 +77% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 6%	4 3%	6 10% ce	0 0%	2 6%	0 0%	3 21%	1 8%	25 -4%	198 +6% a
I do not do this online at all	904 23%	33 23%	11 18%	15 33%	3 11%	13 23%	2 19%	6 36%	235 +37% b	668 -21%
Summary: Do activity at all	2943 77%	108 77%	51 82%	30 67%	22 89%	43 77%	10 81%	11 64%	395 -63%	2547 +79% a
Summary: Mobile phone Only	2720 71%	104 74%	45 72%	30 67%	20 83%	43 77%	7 59%	9 56%	371 -59%	2350 +73% a
Summary: Another device only	69 2%	3 2%	0 0%	0 0%	1 5%	0 0%	0 0%	0 0%	5 -1%	64 +2% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 82 (continuation)

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	2873 75%	125 +87% cefg	906 +88% cefg	114 73% efg	958 +86% cefg	134 -58% gh	551 -63% gh	17 -17%	68 -34% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 6%	5 4%	47 5% g	5 3%	57 5% g	14 6% g	74 +9% bcdg	* -*%	19 +9% bcdg
I do not do this online at all	904 23%	18 -13%	105 -10%	41 26% abd	136 -12%	94 +40% abcd	298 +34% abcd	83 +83% abcdfh	129 +64% abcdf
Summary: Do activity at all	2943 77%	125 +87% cefg	922 +90% cefg	115 74% efg	974 +88% cefg	138 -60% gh	578 -66% gh	17 -17%	73 -36% g
Summary: Mobile phone Only	2720 71%	120 +84% cefg	875 +85% cefg	110 71% efg	916 +83% cefg	124 -54% gh	503 -57% gh	17 -17%	55 -27% g
Summary: Another device only	69 2%	0 0%	16 2%	1 1%	16 1%	4 2%	27 +3% abd	0 0%	5 3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 83

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	3027 79%	2661 +86% bcd	2925 +83% cd	366 -49% d	102 -34%	121 -44%	176 +87% a	2549 -78%	462 +84% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 20%	534 -17%	675 -19%	219 +29% ab	79 +26% ab	55 20% b	12 -6%	683 +21% b	65 -12%
I do not do this online at all	606 16%	325 -10%	454 -13% a	281 +38% ab	153 +50% abc	119 +43% b	24 12%	538 +16% b	67 -12%
Summary: Do activity at all	3240 84%	2777 +90% bcd	3090 +87% cd	463 -62% d	150 -50%	154 -57%	180 88% a	2737 -84%	484 +88% a
Summary: Mobile phone Only	2486 65%	2242 +72% bcd	2415 +68% cd	244 -33% d	71 -23%	99 -36%	168 +83% a	2054 -63%	419 +76% a
Summary: Another device only	213 6%	116 -4%	165 -5%	97 +13% ab	48 +16% ab	33 +12% b	4 -2%	188 6%	22 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 83 (continuation)

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	3027 79%	2341 -77%	671 +85%	37 82%	0 0%	* 12%	171 +88%	6 48%	17 100%	17 93%	16 89%	24 88%	81 87%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 20%	648 +21%	101 -13%	5 -11%	1 62%	1 88%	29 15%	3 24%	3 16%	2 13%	4 25%	2 7%	7 -8%	1 7%
I do not do this online at all	606 16%	515 +17%	90 -11%	6 14%	1 38%	0 0%	16 -8%	3 28%	0 0%	0 0%	2 11%	3 12%	9 10%	0 0%
Summary: Do activity at all	3240 84%	2518 -83%	703 +89%	39 86%	1 62%	1 100%	178 +92%	9 72%	17 100%	18 100%	16 89%	24 88%	84 90%	9 100%
Summary: Mobile phone Only	2486 65%	1870 -62%	602 +76%	34 +75%	0 0%	* 12%	150 +77%	6 48%	14 84%	16 87%	11 64%	22 82%	76 +82%	9 93%
Summary: Another device only	213 6%	177 6%	33 4%	2 4%	1 62%	1 88%	7 4%	3 24%	0 0%	1 7%	0 0%	0 0%	3 3%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 83 (continuation)

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	3027 79%	119 84%	50 80%	34 75%	22 91%	48 87%	9 72%	11 68%	431 -68%	2596 +81% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 20%	13 -10%	11 18%	3 -6%	7 27%	4 -7%	0 0%	5 31%	126 20%	627 20%
I do not do this online at all	606 16%	16 12%	12 19%	9 19%	1 3%	6 11%	4 28%	2 13%	169 +27% b	437 -14%
Summary: Do activity at all	3240 84%	125 88%	50 81%	36 81%	24 97%	50 89%	9 72%	14 87%	462 -73%	2779 +86% a
Summary: Mobile phone Only	2486 65%	111 +79% b	39 63%	34 75%	17 70%	46 +82% b	9 72%	9 56%	335 -53%	2151 +67% a
Summary: Another device only	213 6%	6 4%	1 1%	3 6%	1 6%	1 2%	0 0%	3 19%	30 5%	183 6%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 83 (continuation)

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	3027 79%	128 +89% cefg	921 +90% cefg	122 78% eg	973 +88% cefg	151 -65% gh	630 -72% eg	30 -30%	72 -35%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 20%	19 13%	115 -11%	28 18% b	205 18% b	57 +25% abd	251 +29% abcd	23 23% b	56 +28% abcd
I do not do this online at all	606 16%	12 -8%	77 -7%	29 18% abd	101 -9%	68 +30% abcdf	167 +19% abd	60 +60% abcdfgh	93 +46% abcdf
Summary: Do activity at all	3240 84%	131 +92% cefg	951 +93% cefg	127 82% eg	1009 +91% cefg	163 -70% gh	709 -81% eg	40 -40%	110 -54% g
Summary: Mobile phone Only	2486 65%	113 +79% cefg	836 +81% cdefg	99 64% efg	804 +72% cefg	106 -46% gh	458 -52% gh	17 -17%	54 -26%
Summary: Another device only	213 6%	3 2%	30 -3%	6 4%	36 -3%	12 5%	78 +9% abcde	10 +10% abcd	38 +19% abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 84

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1141 30%	1086 +35% bcd	1126 +32% cd	55 -7%	15 -5%	24 -9%	64 31% a	890 -27%	244 +44% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	547 +18% cd	581 +16% cd	44 -6%	10 -3%	15 -5%	8 -4%	476 -15%	109 +20% a
I do not do this online at all	2427 63%	1767 -57%	2147 -61% a	660 +89% ab	280 +93% ab	236 +87% b	134 66%	2158 +66% b	260 -47%
Summary: Do activity at all	1420 37%	1335 +43% bcd	1397 +39% cd	85 -11%	23 -7%	36 -13%	70 34% a	1117 -34%	291 +53% a
Summary: Mobile phone Only	829 22%	789 +25% bcd	817 +23% cd	40 -5%	12 -4%	22 -8%	61 +30% a	642 -20%	182 +33% a
Summary: Another device only	279 7%	249 +8% cd	271 +8% cd	30 -4%	8 -3%	13 5%	6 -3%	228 7%	47 8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 84 (continuation)

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1141 30%	804 -27%	330 +42%	8 -18%	0 0%	* 12%	77 +40%	6 53%	11 64%	5 29%	2 9%	14 52%	42 +45%	4 42%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	429 -14%	155 +20%	8 17%	0 0%	1 88%	38 19%	3 24%	3 16%	9 52%	7 37%	7 24%	16 17%	2 26%
I do not do this online at all	2427 63%	2022 +67%	396 -50%	31 70%	2 100%	0 0%	103 -53%	6 47%	6 36%	6 32%	10 57%	12 43%	45 -49%	4 43%
Summary: Do activity at all	1420 37%	1011 -33%	397 +50%	13 30%	0 0%	1 100%	91 +47%	6 53%	11 64%	12 68%	8 43%	15 57%	47 +51%	5 57%
Summary: Mobile phone Only	829 22%	582 -19%	242 +31%	6 -13%	0 0%	* 12%	54 +28%	3 29%	8 48%	3 16%	1 6%	9 32%	31 +34%	3 30%
Summary: Another device only	279 7%	207 7%	67 8%	5 +12%	0 0%	1 88%	14 7%	0 0%	0 0%	7 39%	6 34%	1 4%	6 6%	1 14%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 84 (continuation)

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1141 30%	57 +40%	35 +56% e	23 +51%	15 62%	19 33%	3 20%	9 57%	143 -23%	998 +31% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	29 21% c	10 16%	2 -4%	7 27%	9 16%	1 4%	5 31%	74 -12%	517 +16% a
I do not do this online at all	2427 63%	69 -49%	25 -41%	21 -46%	5 20%	35 62% b	10 75%	7 43%	451 +72% b	1976 -61%
Summary: Do activity at all	1420 37%	72 +51%	37 +59% e	24 +54%	20 80%	21 38%	3 25%	9 57%	180 -28%	1240 +39% a
Summary: Mobile phone Only	829 22%	43 +30%	27 +43% e	22 +50% ae	13 53%	12 22%	3 20%	4 26%	106 -17%	723 +22% a
Summary: Another device only	279 7%	15 11%	2 3%	1 2%	4 18%	2 4%	1 4%	0 0%	37 6%	242 8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 84 (continuation)

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1141 30%	63 +44% cefg	456 +44% cdefgh	47 30% efgh	400 +36% efgh	31 -13% gh	129 -15% gh	2 -2%	13 -6%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	22 16% efgh	204 +20% efgh	30 19% efgh	215 +19% efgh	19 -8% gh	91 -10% gh	3 -3%	8 -4%
I do not do this online at all	2427 63%	67 -47%	481 -47%	94 60% ab	609 -55% b	193 +83% abcd	703 +80% abcd	97 +97% abcdefh	183 +90% abcdef
Summary: Do activity at all	1420 37%	76 +53% cefg	547 +53% cdefgh	62 40% efgh	500 +45% efgh	39 -17% gh	173 -20% gh	3 -3%	20 -10% g
Summary: Mobile phone Only	829 22%	54 +38% cdefgh	343 +33% cdefgh	32 21% efgh	285 +26% efgh	19 -8% g	82 -9% g	* -1%	12 -6% g
Summary: Another device only	279 7%	13 9% efgh	91 +9% efgh	14 9% efgh	100 +9% efgh	8 -3%	45 -5% g	1 -1%	7 -3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 85

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1388 36%	1306 +42% bcd	1369 +39% cd	83 -11% d	20 -6%	28 -10%	71 35% a	1117 -34%	265 +48% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 30%	1005 +32% cd	1097 +31% cd	132 -18%	40 -13%	36 -13%	31 -15%	973 30%	157 28%
I do not do this online at all	1848 48%	1287 -41%	1599 -45% a	561 +75% ab	249 +82% abc	215 +79% b	108 53%	1633 +50% b	207 -38%
Summary: Do activity at all	1999 52%	1815 +59% bcd	1945 +55% cd	183 -25% d	53 -18%	58 -21%	96 47% a	1643 -50%	344 +62% a
Summary: Mobile phone Only	862 22%	810 +26% bcd	849 +24% cd	52 -7%	13 -4%	22 -8%	65 +32% a	669 -20%	188 +34% a
Summary: Another device only	610 16%	510 +16% cd	576 +16% d	101 -14%	34 -11%	30 -11%	25 12%	525 16%	79 14%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 85 (continuation)

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1388 36%	1015 -33%	367 +46%	17 38%	0 0%	0 0%	85 +44%	5 46%	8 50%	8 44%	7 40%	17 63%	47 +51%	5 51%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 30%	895 30%	235 30%	14 32%	1 62%	1 100%	62 32%	6 50%	8 49%	11 61%	9 51%	6 23%	23 25%	2 23%
I do not do this online at all	1848 48%	1535 +51%	304 -38%	20 45%	1 38%	0 0%	77 -40%	3 25%	4 23%	3 16%	6 33%	7 27%	36 39%	3 33%
Summary: Do activity at all	1999 52%	1498 -49%	489 +62%	25 55%	1 62%	1 100%	117 +60%	9 75%	13 77%	15 84%	12 67%	20 73%	57 61%	6 67%
Summary: Mobile phone Only	862 22%	603 -20%	254 +32%	11 24%	0 0%	0 0%	55 29%	3 25%	5 29%	4 23%	3 16%	13 49%	34 +37%	4 44%
Summary: Another device only	610 16%	483 16%	122 15%	8 17%	1 62%	1 100%	32 17%	3 29%	5 28%	7 41%	5 27%	3 10%	10 10%	2 16%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 85 (continuation)

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1388 36%	57 41%	32 +52%	25 +55%	17 71%	20 35%	7 54%	9 57%	218 34%	1171 36%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 30%	40 28%	13 22%	7 -15%	7 30%	16 29%	3 26%	5 30%	168 27%	969 30%
I do not do this online at all	1848 48%	59 42%	27 43%	17 38%	5 21%	26 46%	5 41%	6 36%	336 +53% b	1512 -47%
Summary: Do activity at all	1999 52%	82 58%	35 57%	28 62%	19 79%	30 54%	7 59%	11 64%	295 -47%	1704 +53% a
Summary: Mobile phone Only	862 22%	42 +30%	22 +36%	21 +47% e	12 50%	14 25%	4 33%	6 34%	127 20%	735 23%
Summary: Another device only	610 16%	25 18% b	3 -5%	3 7%	2 8%	10 18% b	1 4%	1 7%	77 -12%	533 +17% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 85 (continuation)

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1388 36%	96 +67% bcdefgh	506 +49% cdefgh	58 37% efgh	478 +43% efgh	58 -25% gh	173 -20% gh	6 -6%	14 -7%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 30%	50 35% egh	297 29% gh	50 32% efgh	411 +37% befgh	53 -23% h	236 27% gh	15 -15%	25 -12%
I do not do this online at all	1848 48%	34 -24%	372 -36% a	75 48% abd	433 -39% a	145 +63% abcd	540 +62% abcd	81 +81% abcdef	168 +83% abcdef
Summary: Do activity at all	1999 52%	109 +76% bcdefgh	656 +64% cefg	81 52% efgh	676 +61% cefg	86 -37% gh	336 -38% gh	19 -19%	35 -17%
Summary: Mobile phone Only	862 22%	60 +42% cdefgh	360 +35% cdefgh	31 20% fgh	265 24% efgh	33 -14% gh	100 -11% gh	4 -4%	10 -5%
Summary: Another device only	610 16%	13 -9%	151 15%	23 15%	198 +18% aeh	28 12%	164 +19% abeh	13 13%	21 -10%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 86

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1896 49%	1725 +56% bcd	1852 +52% cd	171 -23% d	44 -14%	53 -20%	98 48% a	1559 -48%	322 +58% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 21%	683 +22% cd	757 +21% cd	109 -15%	35 -11%	36 -13% b	9 -4%	680 21%	110 20%
I do not do this online at all	1647 43%	1132 -36%	1405 -40% a	515 +69% ab	242 +80% abc	196 +72% b	102 +50%	1458 +45% b	185 -33%
Summary: Do activity at all	2199 57%	1970 +64% bcd	2139 +60% cd	229 -31% d	60 -20%	76 -28%	101 -50% a	1817 -55%	367 +67% a
Summary: Mobile phone Only	1407 37%	1287 +41% bcd	1382 +39% cd	120 -16% d	26 -8%	41 -15%	92 +45% a	1137 -35%	257 +47% a
Summary: Another device only	304 8%	245 8%	287 8%	58 8%	17 6%	23 8% b	4 -2%	258 8%	44 8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 86 (continuation)

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1896 49%	1425 -47%	456 +58%	25 57%	0 0%	* 12%	108 56%	7 60%	12 69%	10 55%	12 64%	17 63%	53 57%	6 66%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 21%	635 21%	155 20%	7 17%	1 62%	1 88%	35 18%	5 38%	4 24%	8 46%	4 25%	4 13%	18 20%	2 26%
I do not do this online at all	1647 43%	1370 +45%	273 -34%	16 37%	1 38%	0 0%	71 37%	1 11%	4 23%	4 25%	5 29%	7 27%	34 37%	1 7%
Summary: Do activity at all	2199 57%	1664 -55%	520 +66%	28 63%	1 62%	1 100%	123 63%	11 89%	13 77%	13 75%	13 71%	20 73%	58 63%	9 93%
Summary: Mobile phone Only	1407 37%	1028 -34%	365 +46%	21 +47%	0 0%	* 12%	88 +45%	6 51%	9 54%	5 30%	8 46%	16 59%	40 43%	6 66%
Summary: Another device only	304 8%	239 8%	64 8%	3 7%	1 62%	1 88%	14 7%	3 29%	1 8%	4 21%	1 6%	2 9%	6 6%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 86 (continuation)

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1896 49%	78 55%	38 62%	24 54%	15 63%	31 56%	10 76%	9 57%	286 -45%	1610 +50% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 21%	24 17%	16 26%	7 16%	4 18%	7 12%	3 26%	2 13%	97 -15%	695 +22% a
I do not do this online at all	1647 43%	47 -33%	21 34%	18 41%	8 32%	24 42%	2 20%	7 43%	319 +51% b	1328 -41%
Summary: Do activity at all	2199 57%	95 +67%	41 66%	27 59%	17 68%	32 58%	10 80%	9 57%	312 -49%	1887 +59% a
Summary: Mobile phone Only	1407 37%	70 +50%	25 40%	20 43%	12 50%	25 45%	7 54%	7 44%	215 34%	1193 37%
Summary: Another device only	304 8%	16 12% e	3 4%	3 6%	1 5%	1 2%	1 4%	0 0%	26 -4%	278 +9% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 86 (continuation)

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1896 49%	107 +75% bcdefgh	615 +60% cefg	80 51% efgh	635 +57% efgh	88 -38% gh	328 -37% gh	11 -11%	33 -16%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 21%	20 14%	181 -18% g	29 18% g	285 +26% abcegh	41 18% g	202 +23% abgh	8 -8%	27 -13%
I do not do this online at all	1647 43%	31 -22%	346 -34% a	68 43% abd	373 -34% a	134 +58% abcd	454 +52% abcd	87 +87% abcdefh	156 +77% abcdef
Summary: Do activity at all	2199 57%	112 +78% bcdefgh	682 +66% cefg	88 57% efgh	737 +66% cefg	98 -42% gh	422 -48% gh	13 -13%	47 -23% g
Summary: Mobile phone Only	1407 37%	92 +64% bcdefgh	501 +49% cdefgh	60 38% efgh	452 +41% efgh	57 -25% gh	220 -25% gh	6 -6%	20 -10%
Summary: Another device only	304 8%	5 3%	67 7%	8 5%	102 9% abeg	10 -4%	94 +11% abceg	2 -2%	14 7%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 87

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2256 59%	1949 +63% cd	2157 +61% cd	307 -41% d	99 -33%	93 -34%	120 59% a	1907 58%	338 61%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884 23%	659 -21%	794 -22%	225 +30% ab	90 +30% ab	72 27% b	8 -4%	794 +24% b	86 -16%
I do not do this online at all	1231 32%	910 -29%	1085 -31%	321 +43% ab	145 +48% ab	131 +48%	80 +39%	1048 32%	176 32%
Summary: Do activity at all	2616 68%	2192 +71% cd	2459 +69% cd	423 -57%	157 -52%	142 -52%	123 -61%	2227 68%	375 68%
Summary: Mobile phone Only	1732 45%	1533 +49% bcd	1665 +47% cd	198 -27%	67 -22%	70 -25%	115 +57% a	1433 -44%	289 +52% a
Summary: Another device only	360 9%	243 -8%	302 -9%	116 +16% ab	58 +19% ab	49 +18% b	3 -2%	320 +10% b	37 -7%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 87 (continuation)

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2256 59%	1758 58%	487 61%	16 -36%	1 38%	* 12%	132 +68%	6 53%	10 61%	11 59%	6 34%	19 72%	64 68%	6 59%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884 23%	753 +25%	127 -16%	6 -13%	1 62%	1 88%	33 17%	5 44%	6 35%	3 19%	4 22%	2 7%	11 -12%	2 26%
I do not do this online at all	1231 32%	972 32%	252 32%	25 +55%	0 0%	0 0%	51 26%	2 21%	3 19%	5 28%	10 54%	8 28%	26 28%	1 15%
Summary: Do activity at all	2616 68%	2061 68%	541 68%	20 -45%	2 100%	1 100%	143 74%	9 79%	14 81%	13 72%	8 46%	19 72%	67 72%	8 85%
Summary: Mobile phone Only	1732 45%	1309 -43%	414 +52%	14 -32%	1 38%	* 12%	110 +57%	4 35%	8 45%	9 53%	4 24%	18 65%	56 +60%	6 59%
Summary: Another device only	360 9%	303 +10%	54 -7%	4 8%	1 62%	1 88%	11 6%	3 26%	3 20%	2 13%	2 11%	0 0%	4 4%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 87 (continuation)

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2256	82	45	26	14	31	9	9	360	1896
	59%	58%	+73%	58%	59%	55%	70%	56%	57%	59%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884	17	14	2	6	6	3	3	150	734
	23%	-12%	22%	-5%	25%	-12%	26%	19%	24%	23%
			c							
I do not do this online at all	1231	49	16	17	6	23	3	7	218	1012
	32%	35%	26%	38%	23%	41%	25%	44%	35%	31%
Summary: Do activity at all	2616	92	46	28	19	33	9	9	412	2204
	68%	65%	74%	62%	77%	59%	75%	56%	65%	69%
Summary: Mobile phone Only	1732	75	32	26	13	26	6	6	262	1469
	45%	53%	51%	58%	52%	47%	49%	37%	42%	46%
Summary: Another device only	360	10	1	2	4	2	1	0	52	307
	9%	7%	-1%	4%	18%	4%	4%	0%	8%	10%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 87 (continuation)

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	2256 59%	109 +76% bcdefgh	631 61% efgh	94 60% gh	737 +66% befgh	125 54% gh	462 -53% gh	32 -32%	67 -33%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884 23%	23 16%	153 -15%	43 27% ab	256 23% b	62 27% ab	258 +29% abd	23 23% b	68 +33% abdg
I do not do this online at all	1231 32%	31 -22%	330 32% ad	44 29%	288 -26%	86 37% ad	306 +35% ad	57 +57% abcdefh	88 +44% abcdf
Summary: Do activity at all	2616 68%	112 +78% befgh	698 68% gh	111 71% gh	822 +74% befgh	146 63% g	570 -65% gh	43 -43%	114 -56% g
Summary: Mobile phone Only	1732 45%	89 +62% cdefgh	545 +53% cefg	69 44% fgh	565 +51% efgh	84 -36% gh	312 -36% gh	20 -20%	47 -23%
Summary: Another device only	360 9%	3 -2%	67 -7%	18 11% ab	85 -8% a	20 9% a	109 +12% abd	11 11% a	47 +23% abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 88

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1891 49%	1739 +56% bcd	1852 +52% cd	152 -20% d	38 -13%	44 -16%	101 50% a	1585 -48%	292 53%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	374 +12% cd	415 12% c	66 -9%	24 8%	30 11% b	10 -5%	376 11%	58 11%
I do not do this online at all	1780 46%	1230 -40%	1535 -43% a	550 +74% ab	245 +81% abc	202 +74% b	97 48%	1536 47%	240 44%
Summary: Do activity at all	2066 54%	1872 +60% bcd	2009 +57% cd	195 -26% d	57 -19%	71 -26%	107 52% a	1739 53%	311 56%
Summary: Mobile phone Only	1627 42%	1498 +48% bcd	1594 +45% cd	129 -17% d	33 -11%	41 -15%	97 48% a	1363 42%	253 46%
Summary: Another device only	176 5%	133 4%	157 4%	43 6%	19 6%	27 +10% b	5 3%	155 5%	19 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 88 (continuation)

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1891 49%	1445 -48%	432 +55%	28 +63%	0 0%	* 12%	112 +58%	7 55%	13 74%	8 46%	11 60%	16 58%	47 51%	5 54%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	350 12%	85 11%	2 -4%	1 62%	1 88%	23 12%	1 9%	3 16%	4 22%	3 15%	2 8%	14 15%	0 0%
I do not do this online at all	1780 46%	1444 +48%	332 -42%	15 -34%	1 38%	0 0%	76 39%	5 45%	4 26%	7 41%	6 36%	10 37%	39 42%	4 46%
Summary: Do activity at all	2066 54%	1589 -52%	461 +58%	30 +66%	1 62%	1 100%	118 61%	7 55%	13 74%	11 59%	12 64%	17 63%	54 58%	5 54%
Summary: Mobile phone Only	1627 42%	1240 -41%	377 +47%	28 +62%	0 0%	* 12%	95 49%	5 46%	10 58%	7 37%	9 49%	15 54%	40 43%	5 54%
Summary: Another device only	176 5%	145 5%	29 4%	1 3%	1 62%	1 88%	6 3%	0 0%	0 0%	2 13%	1 5%	1 4%	7 7%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 88 (continuation)

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1891 49%	70 50%	35 56%	26 58%	15 61%	26 47%	6 45%	8 51%	254 -40%	1637 +51% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	9 6%	14 +22% ace	3 6%	3 12%	1 -2%	1 4%	1 5%	58 -9%	382 +12% a
I do not do this online at all	1780 46%	66 47%	26 42%	18 40%	8 34%	29 53%	6 50%	8 49%	355 +56% b	1425 -44%
Summary: Do activity at all	2066 54%	75 53%	36 58%	27 60%	16 66%	26 47%	6 50%	8 51%	276 -44%	1791 +56% a
Summary: Mobile phone Only	1627 42%	66 47%	22 35%	24 54%	13 54%	25 45%	6 45%	8 46%	218 -35%	1409 +44% a
Summary: Another device only	176 5%	5 3%	1 1%	1 2%	1 5%	0 0%	1 4%	0 0%	22 3%	154 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 88 (continuation)

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		1891	95	655	73	645	76	308	10
	49%		+67%	+64%	47%	+58%	-33%	-35%	-10%
			cefg	cdefgh	efgh	cefg	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		440	8	104	18	144	26	114	5
	11%		-6%	10%	12%	13%	11%	13%	-5%
					ag	ag	ag	ag	10%
I do not do this online at all		1780	44	337	73	419	149	514	89
	46%		-31%	-33%	47%	-38%	+64%	+59%	+89%
					abd	b	abcd	abcd	abcdefh
Summary: Do activity at all		2066	99	691	83	691	83	362	11
	54%		+69%	+67%	53%	+62%	-36%	-41%	-11%
			cefg	cdefgh	efgh	cefg	gh	gh	g
Summary: Mobile phone Only		1627	91	587	64	547	57	248	6
	42%		+63%	+57%	41%	+49%	-25%	-28%	-6%
			cdefgh	cdefgh	efgh	cefg	gh	gh	g
Summary: Another device only		176	4	37	10	45	7	54	1
	5%		3%	4%	7%	4%	3%	+6%	1%
					g			bdeg	abdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 89

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1356 35%	1249 +40% bcd	1323 +37% cd	107 -14%	33 -11%	40 -15%	107 +53% a	1127 -34%	222 +40% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 25%	792 26%	911 26%	184 25%	65 22%	58 21% b	23 -11%	867 +26% b	105 -19%
I do not do this online at all	1891 49%	1405 -45%	1679 -47%	486 +65% ab	212 +70% ab	182 +67% b	85 -42%	1607 49%	272 49%
Summary: Do activity at all	1956 51%	1697 +55% cd	1865 +53% cd	259 -35%	91 -30%	90 -33%	118 +58% a	1668 51%	279 51%
Summary: Mobile phone Only	980 25%	905 +29% bcd	954 +27% cd	74 -10%	25 -8%	32 -12%	95 +47% a	801 -24%	174 +32% a
Summary: Another device only	600 16%	448 -14%	542 15%	152 +20% ab	58 19% a	50 19% b	11 -5%	541 +17% b	57 -10%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 89 (continuation)

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1356 35%	1018 -34%	331 +42%	17 38%	0 0%	0 0%	92 +47%	5 39%	8 46%	5 27%	11 63%	14 53%	35 38%	4 42%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 25%	810 +27%	162 -20%	16 +35%	1 62%	1 100%	39 20%	5 44%	7 43%	5 30%	2 11%	2 9%	16 18%	2 26%
I do not do this online at all	1891 49%	1504 50%	375 47%	18 41%	1 38%	0 0%	84 43%	4 35%	4 26%	9 50%	7 37%	11 42%	50 54%	3 33%
Summary: Do activity at all	1956 51%	1530 50%	418 53%	26 59%	1 62%	1 100%	110 57%	8 65%	12 74%	9 50%	11 63%	16 58%	42 46%	6 67%
Summary: Mobile phone Only	980 25%	719 -24%	256 +32%	11 24%	0 0%	0 0%	71 +37%	2 21%	5 30%	4 20%	9 52%	13 49%	26 28%	4 42%
Summary: Another device only	600 16%	512 +17%	86 -11%	9 21%	1 62%	1 100%	18 -9%	3 26%	5 28%	4 24%	0 0%	1 5%	8 8%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 89 (continuation)

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1356 35%	41 29%	30 +49% a	24 +53% a	11 47%	18 33%	6 46%	9 56%	239 38%	1117 35%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 25%	21 -15%	10 16%	6 12%	8 32%	12 22%	3 26%	5 28%	170 27%	806 25%
I do not do this online at all	1891 49%	84 +59%	31 50%	19 42%	7 27%	29 53%	6 50%	7 42%	290 46%	1600 50%
Summary: Do activity at all	1956 51%	57 -41%	31 50%	26 58%	18 73%	26 47%	6 50%	9 58%	340 54%	1616 50%
Summary: Mobile phone Only	980 25%	37 26%	21 34%	21 +45% ae	10 41%	14 25%	3 24%	5 29%	170 27%	810 25%
Summary: Another device only	600 16%	16 11% b	1 -1%	2 5%	6 26%	8 14% b	1 4%	* 1%	101 16%	499 16%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 89 (continuation)

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1356 35%	85 +59% bcdefgh	428 +42% efgh	65 42% efgh	474 +43% efgh	72 31% fgh	199 -23% h	17 -17% h	16 -8%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 25%	34 23%	192 -19%	54 +34% abgh	316 +28% bg	67 29% bg	248 +28% bg	16 -16%	49 24%
I do not do this online at all	1891 49%	42 -29%	499 49% acd	57 -37%	459 -41% a	122 53% acd	500 +57% abcd	70 +70% abcdef	142 +70% abcdef
Summary: Do activity at all	1956 51%	102 +71% bdefgh	529 51% fgh	99 +63% befgh	650 +59% befgh	110 47% gh	376 -43% gh	30 -30%	61 -30%
Summary: Mobile phone Only	980 25%	68 +47% bcdefgh	336 +33% efgh	45 29% efgh	335 +30% efgh	42 -18% h	128 -15% h	14 -14% h	11 -6%
Summary: Another device only	600 16%	17 12%	101 -10%	33 +21% ab	176 16% b	38 16% b	177 +20% abd	13 13%	45 +22% abdg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 90

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1521 40%	1441 +46% bcd	1502 +42% cd	80 -11% d	19 -6%	24 -9%	115 +56% a	1231 -38%	284 +51% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546 40%	1313 +42% cd	1461 +41% cd	233 -31%	85 -28%	77 -28%	51 -25%	1370 +42% b	167 -30%
I do not do this online at all	1445 38%	979 -32%	1239 -35% a	467 +63% ab	206 +68% ab	181 +66% b	64 31%	1246 38%	194 35%
Summary: Do activity at all	2401 62%	2123 +68% bcd	2305 +65% cd	278 -37%	96 -32%	92 -34%	140 69% a	2029 62%	357 65%
Summary: Mobile phone Only	855 22%	811 +26% bcd	843 +24% cd	44 -6%	12 -4%	15 -6%	89 +44% a	659 -20%	189 +34% a
Summary: Another device only	880 23%	682 -22%	803 23%	198 +27% ab	77 26%	68 25% b	25 -12%	798 +24% b	73 -13%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 90 (continuation)

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1521 40%	1121 -37%	394 +50%	17 37%	0 0%	* 12%	94 +48%	5 46%	11 66%	11 59%	9 48%	16 60%	44 48%	5 51%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546 40%	1287 +42%	250 -32%	17 38%	1 62%	1 88%	63 -33%	7 58%	4 21%	9 48%	6 35%	8 28%	21 -23%	2 22%
I do not do this online at all	1445 38%	1162 38%	279 35%	17 38%	1 38%	0 0%	67 35%	2 13%	5 29%	3 15%	4 20%	8 29%	40 43%	4 45%
Summary: Do activity at all	2401 62%	1872 62%	514 65%	28 62%	1 62%	1 100%	127 65%	10 87%	12 71%	15 85%	14 80%	19 71%	53 57%	5 55%
Summary: Mobile phone Only	855 22%	584 -19%	264 +33%	11 24%	0 0%	* 12%	64 +33%	3 29%	8 50%	7 37%	8 45%	12 44%	32 +35%	3 32%
Summary: Another device only	880 23%	751 +25%	120 -15%	11 25%	1 62%	1 88%	33 17%	5 41%	1 5%	5 26%	6 32%	3 11%	9 -10%	* 4%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 90 (continuation)

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1521	57	40	28	18	23	9	8	221	1300
	40%	40%	+65% ae	+63% ae	72%	42%	70%	48%	-35%	+40% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546	42	23	10	9	18	4	6	248	1298
	40%	-29%	37%	-22%	36%	32%	35%	36%	39%	40%
I do not do this online at all	1445	61	16	16	5	23	3	7	267	1178
	38%	43% b	25%	35%	22%	41%	21%	43%	+42% b	-37%
Summary: Do activity at all	2401	80	46	30	19	33	10	9	364	2038
	62%	57%	75% a	65%	78%	59%	79%	57%	-58%	+63% a
Summary: Mobile phone Only	855	38	24	19	10	15	6	3	115	740
	22%	27%	+38%	+43%	43%	27%	44%	21%	-18%	+23% a
Summary: Another device only	880	23	6	1	2	10	1	1	142	738
	23%	17% c	-10%	-3%	6%	18% c	9%	9%	23%	23%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 90 (continuation)

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1521 40%	90 +63% cdefgh	605 +59% cdefgh	74 +48% efgh	499 +45% efgh	53 -23% gh	180 -21% gh	5 -5%	15 -7%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546 40%	73 +51% befgh	413 40% gh	74 +47% efgh	482 +43% efgh	79 -34% g	340 39% gh	22 -22%	62 -31%
I do not do this online at all	1445 38%	23 -16%	244 -24%	45 -29% a	355 -32% ab	125 +54% abcd	448 +51% abcd	75 +75% abcdef	131 +65% abcdef
Summary: Do activity at all	2401 62%	120 +84% cdefgh	784 +76% defgh	111 +71% efgh	754 +68% efgh	107 -46% gh	428 -49% gh	25 -25%	71 -35%
Summary: Mobile phone Only	855 22%	48 +33% defgh	371 +36% cdefgh	37 24% efgh	272 +25% efgh	28 -12% gh	88 -10% gh	3 -3%	9 -4%
Summary: Another device only	880 23%	30 21%	179 -17%	37 24% b	255 23% b	54 24% b	247 +28% bd	21 21%	57 28% b

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 91

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	2472 64%	2252 +73% bcd	2397 +68% cd	220 -30%	75 -25%	71 -26%	162 +80% a	2041 -62%	421 +76% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054 27%	858 28% d	988 +28% d	196 26%	66 -22%	65 24%	35 -17%	937 +29% b	110 -20%
I do not do this online at all	1016 26%	609 -20%	831 -23% a	406 +55% ab	184 +61% ab	153 +56% b	30 -15%	912 +28% b	98 -18%
Summary: Do activity at all	2831 74%	2493 +80% bcd	2713 +77% cd	338 -45%	118 -39%	120 -44%	174 +85% a	2363 -72%	453 +82% a
Summary: Mobile phone Only	1777 46%	1635 +53% bcd	1725 +49% cd	142 -19%	52 -17%	55 -20%	138 +68% a	1426 -44%	343 +62% a
Summary: Another device only	359 9%	241 -8%	315 -9%	118 +16% ab	43 +14% ab	49 +18% b	12 6%	322 +10% b	33 -6%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 91 (continuation)

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	2472 64%	1867 -62%	594 +75%	31 69%	1 38%	* 12%	142 +73%	6 53%	17 98%	14 79%	15 83%	19 70%	69 74%	6 69%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054 27%	890 +29%	157 -20%	8 -18%	1 62%	1 88%	36 -19%	5 40%	3 16%	5 31%	4 20%	3 12%	9 -10%	1 10%
I do not do this online at all	1016 26%	860 +28%	149 -19%	11 25%	0 0%	0 0%	41 21%	3 23%	* 2%	1 5%	3 17%	7 26%	20 22%	3 31%
Summary: Do activity at all	2831 74%	2173 -72%	644 +81%	34 75%	2 100%	1 100%	153 79%	9 77%	17 98%	17 95%	15 83%	20 74%	73 78%	6 69%
Summary: Mobile phone Only	1777 46%	1283 -42%	487 +61%	26 +57%	1 38%	* 12%	117 +60%	4 37%	14 82%	11 64%	11 63%	17 62%	64 +68%	5 58%
Summary: Another device only	359 9%	306 +10%	49 -6%	3 6%	1 62%	1 88%	12 6%	3 24%	0 0%	3 16%	0 0%	1 4%	4 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 91 (continuation)

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	2472 64%	107 +75%	55 +88%	34 74%	21 85%	41 73%	10 83%	8 49%	381 -60%	2091 +65% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054 27%	22 -16%	16 25%	9 19%	7 28%	15 27%	5 36%	7 42%	180 29%	874 27%
I do not do this online at all	1016 26%	31 22% b	5 -9%	9 21%	3 10%	8 -14%	1 6%	4 24%	193 +31% b	823 -26%
Summary: Do activity at all	2831 74%	110 78%	57 +91% a	36 79%	22 90%	48 +86%	12 94%	13 76%	438 -69%	2393 +74% a
Summary: Mobile phone Only	1777 46%	88 +63%	41 +66%	27 60%	15 61%	32 58%	7 57%	6 34%	258 -41%	1519 +47% a
Summary: Another device only	359 9%	4 -3%	2 3%	2 5%	1 5%	7 13% a	1 11%	4 27%	57 9%	302 9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 91 (continuation)

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	2472 64%	118 +82% efgh	827 +80% cdefgh	114 +73% efgh	831 +75% efgh	121 -52% fgh	386 -44% gh	28 -28%	47 -23%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054 27%	46 32% g	246 -24%	50 32% bg	306 28%	64 28%	276 +31% bgh	20 20%	46 23%
I do not do this online at all	1016 26%	13 -9%	147 -14%	30 -19% a	197 -18% ab	91 +39% abcd	354 +40% abcd	59 +60% abcdef	125 +62% abcdef
Summary: Do activity at all	2831 74%	131 +91% cdefgh	881 +86% defgh	126 +81% efgh	912 +82% efgh	141 -61% gh	522 -60% gh	40 -40%	78 -38%
Summary: Mobile phone Only	1777 46%	85 +59% efgh	635 +62% cdefgh	77 49% efgh	606 +55% efgh	76 -33% gh	246 -28% h	20 -20%	31 -15%
Summary: Another device only	359 9%	13 9%	54 -5%	12 7%	81 -7%	20 9% b	136 +16% abcde	12 12% b	31 +15% bcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 92
QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1161 30%	1053 +34% cd	1129 +32% cd	108 -15%	31 -10%	30 -11%	57 28% a	1008 31%	146 27%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753 20%	598 19%	690 19%	154 21%	62 21%	56 21% b	23 -11%	686 +21% b	60 -11%
I do not do this online at all	2241 58%	1732 -56%	2023 -57%	509 +68% ab	218 +72% ab	192 +70%	134 +66%	1857 -57%	374 +68% a
Summary: Do activity at all	1605 42%	1370 +44% cd	1521 +43% cd	235 -32%	84 -28%	81 -30%	69 -34%	1418 +43% b	177 -32%
Summary: Mobile phone Only	853 22%	772 +25% cd	831 +23% cd	81 -11%	22 -7%	25 -9%	46 23% a	732 22%	117 21%
Summary: Another device only	445 12%	318 -10%	392 -11%	127 +17% ab	53 +17% ab	51 +19% b	12 -6%	410 +13% b	30 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 92 (continuation)

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1161 30%	942 +31%	212 -27%	18 +41%	0 0%	* 12%	47 24%	4 37%	12 70%	4 20%	4 21%	9 32%	22 23%	1 7%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753 20%	653 +22%	93 -12%	4 -9%	1 62%	1 88%	27 14%	4 34%	3 16%	2 13%	3 17%	3 13%	10 11%	1 7%
I do not do this online at all	2241 58%	1695 -56%	536 +68%	25 55%	1 38%	0 0%	137 +70%	6 53%	5 30%	13 72%	14 79%	15 55%	63 68%	9 93%
Summary: Do activity at all	1605 42%	1338 +44%	257 -32%	20 45%	1 62%	1 100%	57 -30%	6 47%	12 70%	5 28%	4 21%	12 45%	30 32%	1 7%
Summary: Mobile phone Only	853 22%	685 23%	164 21%	16 +36%	0 0%	* 12%	31 -16%	1 12%	9 54%	3 15%	1 4%	9 32%	19 21%	0 0%
Summary: Another device only	445 12%	396 +13%	45 -6%	2 -4%	1 62%	1 88%	11 -6%	1 10%	0 0%	1 8%	0 0%	3 13%	8 9%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 92 (continuation)

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1161	29	19	11	8	12	6	7	173	987
	30%	-20%	31%	24%	33%	21%	49%	44%	27%	31%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753	12	6	3	3	5	3	2	118	635
	20%	-9%	9%	-6%	11%	9%	21%	13%	19%	20%
I do not do this online at all	2241	106	41	32	16	39	6	9	380	1861
	58%	+75%	67%	70%	66%	70%	51%	56%	60%	58%
Summary: Do activity at all	1605	35	21	13	8	17	6	7	251	1354
	42%	-25%	33%	30%	34%	30%	49%	44%	40%	42%
Summary: Mobile phone Only	853	23	15	11	6	11	3	5	133	720
	22%	17%	24%	24%	23%	21%	27%	31%	21%	22%
Summary: Another device only	445	7	2	3	*	5	0	0	78	367
	12%	-5%	-2%	6%	2%	8%	0%	0%	12%	11%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 92 (continuation)

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1161 30%	55 +39% efgh	337 +33% efgh	51 32% gh	397 +36% efgh	59 26% gh	230 -26% gh	8 -8%	23 -12%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753 20%	29 20% b	136 -13%	37 24% be	252 +23% be	34 -15%	201 +23% be	17 17%	45 22% be
I do not do this online at all	2241 58%	73 51%	621 60% acd	80 51%	583 -53%	150 +65% acd	515 59% d	77 +77% abcdef	142 +70% abcdf
Summary: Do activity at all	1605 42%	70 49% begh	407 40% gh	76 49% begh	526 +47% befgh	82 -35% g	361 41% gh	23 -23%	61 -30%
Summary: Mobile phone Only	853 22%	41 28% fgh	270 +26% fgh	38 25% fgh	274 +25% fgh	48 21% gh	159 -18% gh	6 -6%	16 -8%
Summary: Another device only	445 12%	15 10%	69 -7%	25 +16% be	130 12% b	22 10%	131 +15% bde	15 15% b	37 +18% abde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 93

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1940 50%	1824 +59% bcd	1913 +54% cd	117 -16% d	27 -9%	39 -14%	120 +59% a	1625 -50%	306 +56% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	749 19%	629 +20% c	698 20% c	120 -16%	51 17%	46 17%	28 -14%	675 +21% b	71 -13%
I do not do this online at all	1606 42%	1072 -35%	1373 -39% a	534 +72% ab	233 +77% ab	195 +72% b	71 -35%	1375 42%	222 40%
Summary: Do activity at all	2241 58%	2030 +65% bcd	2171 +61% cd	211 -28%	70 -23%	78 -28%	132 +65% a	1900 58%	329 60%
Summary: Mobile phone Only	1492 39%	1401 +45% bcd	1473 +42% cd	91 -12% d	19 -6%	31 -11%	104 +51% a	1225 -37%	258 +47% a
Summary: Another device only	300 8%	206 -7%	258 -7%	94 +13% ab	42 +14% ab	39 +14% b	13 6%	275 +8% b	23 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 93 (continuation)

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1940 50%	1481 -49%	450 +57%	29 +65%	0 0%	* 12%	114 +59%	6 53%	14 83%	12 66%	11 62%	17 64%	50 54%	5 55%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	749 19%	630 +21%	116 -15%	8 18%	1 62%	1 88%	34 18%	2 17%	4 24%	5 27%	2 10%	1 4%	8 -9%	2 21%
I do not do this online at all	1606 42%	1291 +43%	306 -39%	14 -30%	1 38%	0 0%	70 36%	6 47%	2 9%	5 27%	7 38%	8 31%	38 40%	4 45%
Summary: Do activity at all	2241 58%	1742 -57%	487 +61%	31 +70%	1 62%	1 100%	124 64%	6 53%	15 91%	13 73%	11 62%	19 69%	55 60%	5 55%
Summary: Mobile phone Only	1492 39%	1112 -37%	371 +47%	23 +52%	0 0%	* 12%	90 +46%	4 36%	11 67%	8 46%	9 52%	17 64%	47 +51%	3 34%
Summary: Another device only	300 8%	261 +9%	37 -5%	2 5%	1 62%	1 88%	10 5%	0 0%	1 8%	1 7%	0 0%	1 4%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 93 (continuation)

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1940	68	38	23	17	30	7	8	275	1665
	50%	48%	61%	50%	72%	54%	53%	50%	-44%	+52% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	749	14	7	1	8	9	3	6	115	634
	19%	-10%	11%	-1%	33%	17% c	21%	36%	18%	20%
I do not do this online at all	1606	68	22	23	5	23	6	7	317	1289
	42%	48%	35%	50%	19%	42%	47%	42%	+50% b	-40%
Summary: Do activity at all	2241	73	40	23	20	32	7	10	314	1927
	58%	52%	65%	50%	81%	58%	53%	58%	-50%	+60% a
Summary: Mobile phone Only	1492	59	33	22	12	23	4	4	199	1293
	39%	42%	+54%	49%	48%	42%	32%	22%	-32%	+40% a
Summary: Another device only	300	5	2	0	2	3	0	1	39	262
	8%	4%	4%	0%	10%	5%	0%	8%	6%	8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 93 (continuation)

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a smartphone		1940	112	737	81	635	74	274	8
	50%		+78%	+72%	52%	+57%	-32%	-31%	-8%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		749	41	185	31	231	32	179	12
	19%		+28%	18%	20%	21%	-14%	20%	-12%
			bdefgh			eg		eg	
I do not do this online at all		1606	25	248	63	392	145	499	83
	42%		-18%	-24%	41%	-35%	+63%	+57%	+83%
					ab	ab	abcd	abcd	abcdef
Summary: Do activity at all		2241	118	780	93	717	86	377	17
	58%		+82%	+76%	59%	+65%	-37%	-43%	-17%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Mobile phone Only		1492	77	595	62	486	54	198	5
	39%		+54%	+58%	40%	+44%	-24%	-23%	-5%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		300	6	43	11	83	13	103	9
	8%		4%	-4%	7%	7%	5%	+12%	9%
					b		abde		b

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 94

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1025 27%	972 +31% bcd	1011 +29% cd	53 -7%	13 -4%	14 -5%	41 -20% a	835 -25%	184 +33% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538 14%	420 14%	502 14%	118 16%	36 12%	36 13%	17 -9%	482 +15% b	54 -10%
I do not do this online at all	2500 65%	1908 -62%	2245 -63%	592 +80% ab	256 +85% ab	226 +83% b	151 +74%	2148 66%	341 62%
Summary: Do activity at all	1346 35%	1194 +38% cd	1299 +37% cd	152 -20%	47 -15%	47 -17%	53 -26% a	1127 34%	211 38%
Summary: Mobile phone Only	808 21%	774 +25% bcd	797 +22% cd	34 -5%	11 -4%	11 -4%	35 17% a	646 -20%	157 +28% a
Summary: Another device only	322 8%	222 -7%	288 8%	99 +13% ab	34 11% a	33 +12% b	11 6%	292 +9% b	27 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 94 (continuation)

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1025 27%	768 -25%	251 +32%	14 32%	0 0%	* 12%	53 27%	6 48%	11 68%	6 32%	6 31%	8 29%	28 31%	3 34%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538 14%	451 +15%	84 -11%	5 12%	1 62%	1 88%	23 12%	1 12%	5 29%	2 13%	1 7%	4 14%	7 8%	1 9%
I do not do this online at all	2500 65%	1989 66%	499 63%	27 60%	1 38%	0 0%	131 68%	6 47%	4 24%	11 61%	12 69%	17 62%	59 63%	6 59%
Summary: Do activity at all	1346 35%	1044 34%	294 37%	18 40%	1 62%	1 100%	63 32%	6 53%	13 76%	7 39%	6 31%	10 38%	34 37%	4 41%
Summary: Mobile phone Only	808 21%	593 -20%	209 +26%	13 +28%	0 0%	* 12%	40 20%	5 40%	8 47%	5 26%	4 24%	6 24%	27 29%	3 32%
Summary: Another device only	322 8%	277 +9%	43 -5%	4 8%	1 62%	1 88%	10 5%	1 5%	1 8%	1 7%	0 0%	2 9%	6 6%	1 7%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 94 (continuation)

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1025	33	28	20	11	9	8	7	155	870
	27%	23%	+45% ae	+44% ae	46%	16%	63%	43%	25%	27%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538	15	6	0	2	4	3	3	97	441
	14%	11% c	9% c	-0%	10%	7%	21%	16%	15%	14%
I do not do this online at all	2500	99	33	25	12	46	5	8	422	2078
	65%	70% b	52%	56%	47%	+82% bc	37%	49%	67%	65%
Summary: Do activity at all	1346	42	30	20	13	10	8	8	209	1138
	35%	30%	48% ae	44% e	53%	-18%	63%	51%	33%	35%
Summary: Mobile phone Only	808	27	24	20	10	6	5	6	111	697
	21%	19%	+38% ae	+44% ae	43%	12%	42%	35%	-18%	+22% a
Summary: Another device only	322	9	2	0	2	1	0	1	54	268
	8%	7%	3%	0%	6%	2%	0%	8%	9%	8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 94 (continuation)

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1025 27%	62 +43% bdefgh	353 +34% efgh	55 +35% efgh	369 +33% efgh	35 -15% gh	136 -16% gh	2 -2%	11 -5%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538 14%	24 17% b	93 -9%	29 19% bg	163 15% b	35 15% b	158 +18% bdg	9 9%	27 13%
I do not do this online at all	2500 65%	71 -50%	626 -61% a	86 -55%	651 -59%	176 +76% abcd	635 +72% abcd	89 +89% abcdef	166 +82% abcdf
Summary: Do activity at all	1346 35%	72 +50% befgh	401 +39% efgh	70 +45% efgh	458 +41% efgh	56 -24% g	241 -28% gh	11 -11%	36 -18%
Summary: Mobile phone Only	808 21%	48 +34% efgh	309 +30% efgh	41 26% efgh	296 +27% efgh	20 -9% g	84 -10% gh	2 -2%	9 -5%
Summary: Another device only	322 8%	10 7%	48 -5%	15 10% b	89 8% b	21 9% b	105 +12% bd	9 9%	25 +12% bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 95

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a smartphone	1346 35%	1252 +40% bcd	1327 +37% cd	94 -13% d	19 -6%	29 -11%	100 +49% a	1100 -34%	243 +44% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738 19%	622 +20% cd	695 +20% cd	116 -16%	43 -14%	43 16%	32 16%	660 +20% b	70 -13%
I do not do this online at all	2124 55%	1558 -50%	1878 -53% a	566 +76% ab	246 +81% ab	210 +77% b	91 -45%	1828 56%	286 52%
Summary: Do activity at all	1723 45%	1544 +50% bcd	1666 +47% cd	178 -24%	57 -19%	63 -23%	113 +55% a	1447 44%	265 48%
Summary: Mobile phone Only	985 26%	923 +30% bcd	971 +27% cd	62 -8% d	14 -5%	20 -7%	81 +40% a	787 -24%	195 +35% a
Summary: Another device only	377 10%	292 9%	339 10%	84 11%	38 12%	33 12% b	13 6%	348 +11% b	23 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 95 (continuation)

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a smartphone	1346 35%	1015 -33%	327 +41%	17 38%	0 0%	0 0%	68 35%	4 34%	11 62%	6 34%	10 58%	12 45%	40 43%	3 36%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738 19%	612 +20%	118 -15%	7 15%	1 62%	1 88%	39 20%	5 46%	4 24%	5 26%	5 26%	3 12%	7 -8%	2 20%
I do not do this online at all	2124 55%	1699 56%	415 52%	24 53%	1 38%	* 12%	104 54%	4 38%	5 30%	11 59%	7 37%	12 46%	48 52%	6 64%
Summary: Do activity at all	1723 45%	1334 44%	378 48%	21 47%	1 62%	1 88%	90 46%	7 62%	12 70%	7 41%	11 63%	15 54%	44 48%	3 36%
Summary: Mobile phone Only	985 26%	722 -24%	260 +33%	14 32%	0 0%	0 0%	50 26%	2 17%	8 47%	3 15%	7 37%	11 41%	37 +40%	1 16%
Summary: Another device only	377 10%	320 +11%	51 -6%	4 9%	1 62%	1 88%	22 11%	3 29%	1 8%	1 7%	1 5%	2 9%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 95 (continuation)

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a smartphone	1346	60	29	23	12	20	4	9	241	1105
	35%	43%	47%	+50%	47%	36%	33%	53%	38%	34%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738	14	12	1	5	4	0	3	135	603
	19%	-10%	20% c	-1%	20%	-7%	0%	20%	21%	19%
I do not do this online at all	2124	77	30	22	12	36	8	6	329	1794
	55%	55%	48%	50%	48%	64%	67%	39%	52%	56%
Summary: Do activity at all	1723	64	32	23	13	20	4	10	301	1422
	45%	45%	52%	50%	52%	36%	33%	61%	48%	44%
Summary: Mobile phone Only	985	50	20	22	8	16	4	7	167	818
	26%	+35%	32%	+49% e	32%	29%	33%	41%	26%	25%
Summary: Another device only	377	4	3	0	1	0	0	1	60	317
	10%	-3%	5%	-0%	5%	-0%	0%	8%	10%	10%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 95 (continuation)

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a smartphone	1346 35%	95 +67% bcdefgh	529 +51% defgh	70 +45% efgh	420 +38% efgh	65 -28% fgh	148 -17% h	11 -11% h	8 -4%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738 19%	51 +35% bcdefgh	222 +22% efgh	38 25% efgh	224 20% efg	33 -14%	128 -15%	13 13%	30 15%
I do not do this online at all	2124 55%	29 -20%	411 -40% a	67 -43% a	578 -52% abc	154 +66% abcd	640 +73% abcde	80 +80% abcde	166 +82% abcdef
Summary: Do activity at all	1723 45%	115 +80% bcdefgh	617 +60% defgh	89 +57% defgh	531 +48% efgh	78 -34% fgh	236 -27% h	20 -20%	37 -18%
Summary: Mobile phone Only	985 26%	64 +45% cdefgh	395 +38% defgh	51 +32% efgh	307 28% efgh	44 -19% fgh	109 -12% h	8 -8%	7 -3%
Summary: Another device only	377 10%	19 14% e	88 9%	19 12% e	112 10% e	13 -6%	88 10% e	9 9%	29 +14% be

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 96

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	2817 73%	2552 +82% bcd	2744 +77% cd	264 -36% d	73 -24%	93 -34%	179 +88% a	2335 -71%	468 +85% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 20%	602 19%	705 20%	164 22%	61 20%	53 19% b	20 -10%	673 +21% b	88 -16%
I do not do this online at all	812 21%	414 -13%	619 -17% a	398 +53% ab	192 +64% abc	142 +52% b	16 -8%	744 +23% b	64 -12%
Summary: Do activity at all	3035 79%	2688 +87% bcd	2925 +83% cd	347 -47% d	110 -36%	131 -48%	188 +92% a	2531 -77%	487 +88% a
Summary: Mobile phone Only	2268 59%	2086 +67% bcd	2219 +63% cd	183 -25% d	49 -16%	78 -29%	168 +83% a	1858 -57%	399 +72% a
Summary: Another device only	218 6%	135 -4%	181 -5%	82 +11% ab	37 +12% ab	38 +14% b	9 5%	196 +6% b	19 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 96 (continuation)

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	2817 73%	2133 -70%	669 +84%	33 74%	1 38%	* 12%	167 +86%	9 79%	17 99%	16 90%	16 87%	21 79%	81 +87%	7 76%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 20%	632 +21%	129 -16%	12 27%	1 62%	1 88%	28 14%	5 38%	3 16%	1 5%	1 7%	4 15%	16 17%	1 14%
I do not do this online at all	812 21%	713 +24%	95 -12%	9 20%	0 0%	0 0%	22 -11%	1 11%	* 1%	2 10%	2 13%	6 21%	10 -11%	2 24%
Summary: Do activity at all	3035 79%	2320 -76%	698 +88%	36 80%	2 100%	1 100%	172 +89%	11 89%	17 99%	16 90%	16 87%	21 79%	83 +89%	7 76%
Summary: Mobile phone Only	2268 59%	1689 -56%	568 +72%	24 53%	1 38%	* 12%	144 +74%	6 51%	14 83%	15 85%	14 80%	17 64%	67 +72%	6 63%
Summary: Another device only	218 6%	187 +6%	28 -4%	3 6%	1 62%	1 88%	5 2%	1 10%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 96 (continuation)

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	2817 73%	111 79%	60 +96% ac	38 84%	23 94%	49 +88%	12 94%	8 49%	416 -66%	2401 +75% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 20%	19 13%	9 15%	6 13%	3 12%	12 22%	4 32%	4 25%	133 21%	633 20%
I do not do this online at all	812 21%	22 15% b	2 -4%	6 13%	* 1%	5 -8%	1 6%	5 32%	180 +29% b	632 -20%
Summary: Do activity at all	3035 79%	120 85%	60 +96% a	39 87%	24 99%	51 +92%	12 94%	11 68%	451 -71%	2584 +80% a
Summary: Mobile phone Only	2268 59%	101 +72%	51 +81%	33 74%	21 87%	39 70%	8 61%	7 43%	318 -50%	1950 +61% a
Summary: Another device only	218 6%	8 6%	0 0%	1 2%	1 5%	2 4%	0 0%	3 19%	34 5%	183 6%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 96 (continuation)

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	2817 73%	136 +95% cdefgh	923 +90% cdefgh	117 75% efgh	944 +85% cefg	136 -59% gh	488 -56% gh	27 -27%	46 -23%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 20%	28 20%	167 -16%	39 25% b	208 19%	48 21%	216 +25% bd	19 19%	42 21%
I do not do this online at all	812 21%	2 -1%	79 -8% a	31 20% abd	126 -11% ab	83 +36% abcd	299 +34% abcd	64 +64% abcdef	128 +63% abcdef
Summary: Do activity at all	3035 79%	141 +99% bcdefgh	949 +92% cdefgh	125 80% efgh	984 +89% cefg	149 -64% gh	576 -66% gh	36 -36%	74 -37%
Summary: Mobile phone Only	2268 59%	113 +79% cdefgh	782 +76% cdefgh	86 55% efgh	776 +70% cefg	101 -44% gh	360 -41% gh	17 -17%	32 -16%
Summary: Another device only	218 6%	5 3%	26 -3%	8 5%	40 -4%	13 6% b	89 +10% abcde	8 8% bd	28 +14% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 97

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	59 2%	51 2%	57 2%	8 1%	1 *%	4 1%	5 3%	43 -1%	15 +3% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	15 *%	12 *%	13 *%	3 *%	2 1%	* *%	0 0%	12 *%	3 1%
I do not do this online at all	969 25%	720 -23%	851 -24%	248 +33% ab	118 +39% ab	104 +38% b	42 20%	827 25%	140 25%
Summary: Do activity at all	63 2%	54 2%	60 2%	9 1%	3 1%	4 1%	5 3%	47 -1%	15 +3% a
Summary: Mobile phone Only	48 1%	42 1%	47 1%	6 1%	1 *%	4 1%	5 3%	35 -1%	12 2%
Summary: Another device only	4 *%	3 *%	3 *%	1 *%	1 *%	* *%	0 0%	4 *%	0 0%
Not applicable	2815 73%	2328 +75% cd	2633 +74% cd	487 -65%	182 -60%	165 -61%	156 77% a	2402 73%	396 72%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 97 (continuation)

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	59 2%	43 1%	15 2%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	15 *%	12 *%	3 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
I do not do this online at all	969 25%	748 25%	218 28%	19 +42%	1 62%	1 88%	58 30%	4 33%	2 12%	3 14%	2 11%	7 26%	30 33%	4 39%
Summary: Do activity at all	63 2%	46 2%	15 2%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
Summary: Mobile phone Only	48 1%	35 1%	12 1%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
Summary: Another device only	4 *%	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Not applicable	2815 73%	2238 74%	559 71%	26 -58%	1 38%	* 12%	136 70%	8 67%	14 82%	15 86%	15 84%	20 74%	61 66%	6 61%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 97 (continuation)

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	59 2%	3 2%	3 +5%	1 3%	1 3%	0 0%	3 21%	0 0%	22 +3% b	37 -1%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	15 *%	0 0%	0 0%	0 0%	1 3%	0 0%	3 21%	0 0%	10 +2% b	5 -*%
I do not do this online at all	969 25%	39 28%	9 15%	13 28%	2 9%	16 29%	1 11%	8 47%	142 23%	827 26%
Summary: Do activity at all	63 2%	3 2%	3 +5%	1 3%	1 3%	0 0%	3 21%	0 0%	24 +4% b	39 -1%
Summary: Mobile phone Only	48 1%	3 2%	3 +5%	1 3%	0 0%	0 0%	0 0%	0 0%	14 +2% b	34 -1%
Summary: Another device only	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 +*% b	1 -*%
Not applicable	2815 73%	98 70%	50 80%	31 69%	22 88%	40 71%	8 67%	9 53%	464 74%	2350 73%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 97 (continuation)

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a mobile phone		59	11	17	6	11	4	10	1
	2%		+7%	2%	+4%	1%	2%	1%	1%
			bdefgh		bdfh				
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		15	4	1	3	2	2	2	2
	*%		+3%	*%	+2%	*%	1%	*%	+2%
			bdfh		bdfh		b		bdf
I do not do this online at all		969	22	212	35	282	47	252	38
	25%		-16%	-21%	22%	25%	20%	+29%	+38%
					ab		abe	abcdef	abcdef
Summary: Do activity at all		63	11	18	7	11	4	10	3
	2%		+7%	2%	+4%	-1%	2%	1%	3%
			bdefh		bdfh			h	
Summary: Mobile phone Only		48	7	17	4	8	3	9	1
	1%		+5%	2%	2%	1%	1%	1%	1%
			bdefh		dh				
Summary: Another device only		4	0	1	1	0	1	1	1
	*%		0%	*%	*%	0%	*%	*%	+1%
					d			bdf	
Not applicable		2815	110	798	114	817	180	613	60
	73%		77%	+78%	73%	74%	78%	-70%	-60%
			gh	d fgh	gh	gh	fgh	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 98

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	2732 71%	2477 +80% bcd	2666 +75% cd	255 -34% d	66 -22%	88 -32%	162 +80% a	2279 -70%	438 +79% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 47%	1449 -47%	1687 48%	376 +51% a	137 45%	112 -41% b	41 -20%	1622 +50% b	195 -35%
I do not do this online at all	530 14%	281 -9%	395 -11% a	249 +33% ab	135 +45% abc	112 +41% b	32 16%	461 14%	67 12%
Summary: Do activity at all	3316 86%	2821 +91% bcd	3149 +89% cd	496 -67% d	168 -55%	160 -59%	171 84% a	2814 86%	485 88%
Summary: Mobile phone Only	1491 39%	1372 +44% bcd	1461 +41% cd	119 -16% d	30 -10%	48 -18%	131 +64% a	1192 -36%	290 +53% a
Summary: Another device only	584 15%	343 -11%	483 -14% a	241 +32% ab	101 +33% ab	72 +26% b	10 -5%	535 +16% b	46 -8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 98 (continuation)

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	2732 71%	2075 -68%	642 +81%	32 71%	0 0%	* 12%	172 +89%	7 57%	17 100%	17 93%	16 89%	24 88%	75 81%	8 84%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 47%	1518 +50%	298 -38%	17 -39%	1 62%	1 88%	84 44%	6 53%	7 42%	9 51%	7 42%	8 28%	30 -32%	3 35%
I do not do this online at all	530 14%	444 +15%	83 -11%	6 14%	1 38%	0 0%	10 -5%	1 7%	0 0%	0 0%	2 11%	3 12%	13 14%	0 0%
Summary: Do activity at all	3316 86%	2589 -85%	710 +89%	39 86%	1 62%	1 100%	184 +95%	11 93%	17 100%	18 100%	16 89%	24 88%	80 86%	9 100%
Summary: Mobile phone Only	1491 39%	1071 -35%	411 +52%	21 +48%	0 0%	* 12%	99 +51%	5 40%	10 58%	9 49%	8 47%	16 60%	51 +55%	6 65%
Summary: Another device only	584 15%	514 +17%	67 -9%	7 16%	1 62%	1 88%	12 -6%	4 36%	0 0%	1 7%	0 0%	0 0%	5 -6%	2 16%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 98 (continuation)

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	2732 71%	102 72%	51 82%	40 +90% ae	19 80%	40 73%	10 80%	12 74%	387 -61%	2345 +73% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 47%	50 -35%	16 -26%	10 -21%	8 33%	26 46% bc	3 21%	12 70%	301 48%	1523 47%
I do not do this online at all	530 14%	26 18% c	8 13%	2 5%	* 2%	8 14%	2 20%	1 5%	134 +21% b	396 -12%
Summary: Do activity at all	3316 86%	115 82%	54 87%	43 95% a	24 98%	48 86%	10 80%	16 95%	497 -79%	2820 +88% a
Summary: Mobile phone Only	1491 39%	65 46%	37 +60% e	33 +73% ae	16 66%	22 40%	7 59%	4 24%	195 -31%	1296 +40% a
Summary: Another device only	584 15%	14 10%	3 -5%	2 5%	4 18%	7 13%	0 0%	3 21%	110 17%	475 15%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 98 (continuation)

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	2732 71%	122 +85% cefg	871 +85% cefg	118 76% efgh	933 +84% cefg	127 -55% gh	494 -56% gh	19 -19%	47 -23%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 47%	67 47% b	378 -37% b	74 47% b	542 49% b	119 51% b	509 +58% abcdgh	42 42%	96 47% b
I do not do this online at all	530 14%	10 -7%	80 -8%	21 13% bd	76 -7%	57 +25% abcdf	151 +17% abd	46 +46% abcdef	89 +44% abcdef
Summary: Do activity at all	3316 86%	133 +93% efgh	948 +92% cefg	135 87% efgh	1033 +93% cefg	174 -75% gh	725 -83% efgh	54 -54%	114 -56%
Summary: Mobile phone Only	1491 39%	67 46% efgh	570 +55% cdefgh	61 39% efgh	492 +44% efgh	55 -24% gh	216 -25% gh	12 -12%	18 -9%
Summary: Another device only	584 15%	11 -8%	77 -7%	17 11%	100 -9%	47 +20% abcd	231 +26% abcde	35 +35% abcde	67 +33% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 99

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	3547 92%	2971 +96% bcd	3335 +94% cd	576 -77% d	212 -70%	203 -74%	195 +96% a	3008 92%	523 +95% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 59%	1775 -57%	2063 -58%	494 +66% ab	205 +68% ab	155 57% b	55 -27%	1977 +60% b	281 -51%
I do not do this online at all	111 3%	42 -1%	76 -2% a	69 +9% ab	35 +11% ab	28 +10% b	2 1%	99 3%	10 2%
Summary: Do activity at all	3736 97%	3060 +99% bcd	3468 +98% cd	676 -91%	268 -89%	245 -90%	201 99% a	3176 97%	541 98%
Summary: Mobile phone Only	1467 38%	1286 +41% cd	1405 +40% cd	181 -24%	62 -21%	90 33%	146 +72% a	1199 -37%	260 +47% a
Summary: Another device only	189 5%	89 -3%	133 -4% a	100 +13% ab	56 +18% abc	42 +16% b	6 3%	168 5%	19 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 99 (continuation)

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	3547 92%	2779 -92%	752 +95%	41 91%	1 38%	* 12%	188 +97%	10 87%	17 100%	17 93%	17 97%	27 100%	90 97%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 59%	1855 +61%	404 -51%	22 -49%	1 62%	1 88%	98 -51%	8 65%	10 62%	14 79%	5 28%	11 39%	46 50%	5 53%
I do not do this online at all	111 3%	94 3%	15 -2%	2 4%	0 0%	0 0%	3 2%	* 3%	0 0%	0 0%	1 3%	0 0%	1 1%	0 0%
Summary: Do activity at all	3736 97%	2939 97%	778 +98%	43 96%	2 100%	1 100%	191 98%	11 97%	17 100%	18 100%	17 97%	27 100%	91 99%	9 100%
Summary: Mobile phone Only	1467 38%	1084 -36%	375 +47%	21 +46%	1 38%	* 12%	93 +48%	4 32%	6 38%	4 21%	12 69%	16 61%	45 +49%	4 47%
Summary: Another device only	189 5%	160 +5%	26 -3%	2 5%	1 62%	1 88%	3 -1%	1 10%	0 0%	1 7%	0 0%	0 0%	1 1%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 99 (continuation)

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	3547 92%	125 89%	61 99% a	44 96%	23 95%	56 +100% a	13 100%	13 81%	551 -87%	2995 +93% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 59%	70 -50%	27 -44%	18 -39%	14 56%	34 61% c	8 60%	12 75%	345 -55%	1924 +60% a
I do not do this online at all	111 3%	6 4%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	47 +7% b	64 -2%
Summary: Do activity at all	3736 97%	135 96%	61 99%	45 99%	24 100%	56 100%	13 100%	16 100%	584 -93%	3152 +98% a
Summary: Mobile phone Only	1467 38%	65 46%	34 +55%	27 +59%	11 44%	22 39%	5 40%	4 25%	239 38%	1228 38%
Summary: Another device only	189 5%	10 7% be	0 0%	1 2%	1 5%	0 0%	0 0%	3 19%	33 5%	156 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 99 (continuation)

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	3547 92%	138 96% efgh	996 +97% cefg	145 93% efgh	1073 +97% cefg	197 -85% gh	786 -90% efgh	72 -72%	140 -69%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 59%	68 -48%	524 -51%	86 55%	664 60% ab	136 59% ab	585 +67% abcdeg	55 55%	151 +74% abcdeg
I do not do this online at all	111 3%	2 1%	10 -1%	7 4% bd	10 -1%	19 +8% abdf	28 3% bd	19 +19% abcdeh	16 +8% abdf
Summary: Do activity at all	3736 97%	141 99% efgh	1018 +99% cefg	149 96% g	1099 +99% cefg	212 -92% g	848 97% efgh	81 -81%	186 -92% g
Summary: Mobile phone Only	1467 38%	73 +51% defgh	494 +48% defgh	64 41% efgh	435 39% efgh	76 33% h	262 -30% h	27 -27%	36 -18%
Summary: Another device only	189 5%	4 3%	22 -2%	5 3%	27 -2%	15 6% bd	62 +7% bcd	10 +10% abcd	46 +23% abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 100

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	2623 68%	2386 +77% bcd	2553 +72% cd	236 -32% d	70 -23%	77 -28%	163 +80% a	2197 -67%	411 +75% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 32%	980 32%	1131 32%	232 31%	81 27%	79 29% b	25 -12%	1068 +33% b	139 -25%
I do not do this online at all	896 23%	523 -17%	720 -20% a	373 +50% ab	176 +58% abc	140 +51% b	35 -17%	779 24%	114 21%
Summary: Do activity at all	2950 77%	2579 +83% bcd	2824 +80% cd	371 -50% d	127 -42%	133 -49%	168 +83% a	2496 76%	437 79%
Summary: Mobile phone Only	1738 45%	1599 +52% bcd	1693 +48% cd	139 -19%	45 -15%	54 -20%	143 +70% a	1428 -44%	298 +54% a
Summary: Another device only	328 9%	193 -6%	271 -8% a	135 +18% ab	57 +19% ab	56 +20% b	5 -3%	299 +9% b	26 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 100 (continuation)

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	2623 68%	2017 -66%	591 +75%	33 73%	0 0%	0 0%	147 +76%	10 83%	16 95%	13 72%	16 89%	21 78%	67 72%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 32%	998 +33%	209 -26%	18 +40%	1 62%	1 100%	50 26%	5 44%	7 43%	7 38%	3 18%	4 14%	19 -20%	2 26%
I do not do this online at all	896 23%	734 +24%	159 -20%	8 18%	1 38%	0 0%	36 19%	2 17%	1 5%	4 21%	2 11%	6 22%	22 24%	0 0%
Summary: Do activity at all	2950 77%	2299 -76%	634 +80%	37 82%	1 62%	1 100%	158 81%	10 83%	16 95%	14 79%	16 89%	21 78%	70 76%	9 100%
Summary: Mobile phone Only	1738 45%	1301 -43%	425 +54%	19 42%	0 0%	0 0%	108 +56%	5 38%	9 51%	7 41%	13 70%	17 64%	52 56%	7 74%
Summary: Another device only	328 9%	283 +9%	43 -5%	4 8%	1 62%	1 100%	10 5%	0 0%	0 0%	1 7%	0 0%	0 0%	3 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 100 (continuation)

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	2623 68%	94 67%	44 72%	39 +87% ae	23 93%	37 66%	11 85%	10 63%	391 -62%	2232 +69% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 32%	34 24%	10 -16%	9 20%	8 32%	18 33% b	3 26%	9 57%	194 31%	1018 32%
I do not do this online at all	896 23%	36 25%	18 28% c	5 11%	* 1%	14 26%	1 10%	3 16%	188 +30% b	709 -22%
Summary: Do activity at all	2950 77%	106 75%	44 72%	40 89% b	24 99%	41 74%	11 90%	14 84%	443 -70%	2507 +78% a
Summary: Mobile phone Only	1738 45%	71 51%	35 56%	31 +69% ae	16 67%	23 41%	8 64%	4 27%	249 -40%	1489 +46% a
Summary: Another device only	328 9%	11 8% b	0 -0%	1 2%	1 6%	4 8% b	1 4%	3 21%	52 8%	276 9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 100 (continuation)

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	2623 68%	122 +85% cefg	867 +84% cdefgh	108 69% efgh	885 +80% cefg	134 -58% fgh	435 -50% gh	26 -26%	44 -22%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 32%	39 27%	238 -23%	58 37% bg	402 +36% abg	77 33% bg	317 +36% bg	20 -20%	61 30% b
I do not do this online at all	896 23%	16 -11%	135 -13%	36 23% abd	163 -15%	75 +33% abcd	296 +34% abcd	61 +61% abcdef	115 +57% abcdef
Summary: Do activity at all	2950 77%	127 +89% cefg	893 +87% cefg	120 77% efgh	947 +85% cefg	156 -67% gh	580 -66% gh	39 -39%	88 -43%
Summary: Mobile phone Only	1738 45%	88 +61% cdefgh	655 +64% cdefgh	63 40% fgh	545 +49% cefg	79 -34% gh	263 -30% gh	19 -19%	26 -13%
Summary: Another device only	328 9%	5 -3%	26 -3%	12 8% b	62 -6% b	22 9% abd	145 +17% abcde	14 +14% abd	43 +21% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 101

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	3348 87%	2867 +92% bcd	3191 +90% cd	481 -65% d	157 -52%	162 -59%	189 +93% a	2836 87%	497 +90% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185 57%	1753 57%	2011 57%	432 58%	174 57%	123 -45% b	58 -29%	1926 +59% b	247 -45%
I do not do this online at all	297 8%	146 -5%	221 -6% a	152 +20% ab	76 +25% ab	69 +25% b	8 -4%	263 8%	33 6%
Summary: Do activity at all	3549 92%	2956 +95% bcd	3323 +94% cd	593 -80%	227 -75%	204 -75%	195 +96% a	3012 92%	518 94%
Summary: Mobile phone Only	1364 35%	1203 +39% cd	1311 +37% cd	161 -22%	53 -18%	82 -30%	137 +67% a	1086 -33%	271 +49% a
Summary: Another device only	201 5%	89 -3%	131 -4%	112 +15% ab	70 +23% abc	42 +15% b	6 3%	176 5%	21 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 101 (continuation)

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	3348 87%	2612 -86%	721 +91%	40 88%	0 0%	* 12%	184 +95%	9 79%	17 100%	17 93%	17 97%	24 89%	84 91%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185 57%	1804 +59%	369 -46%	25 56%	1 62%	1 88%	94 -48%	8 65%	10 62%	14 77%	10 54%	6 22%	44 47%	4 47%
I do not do this online at all	297 8%	256 +8%	41 -5%	3 6%	1 38%	0 0%	4 -2%	1 11%	0 0%	0 0%	1 3%	3 11%	6 7%	0 0%
Summary: Do activity at all	3549 92%	2778 -92%	752 +95%	42 94%	1 62%	1 100%	190 +98%	11 89%	17 100%	18 100%	17 97%	24 89%	87 93%	9 100%
Summary: Mobile phone Only	1364 35%	973 -32%	384 +48%	17 38%	0 0%	* 12%	96 +49%	3 24%	6 38%	4 23%	8 43%	18 68%	43 +46%	5 53%
Summary: Another device only	201 5%	166 5%	31 4%	3 6%	1 62%	1 88%	5 3%	1 10%	0 0%	1 7%	0 0%	0 0%	3 3%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 101 (continuation)

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	3348	122	56	41	23	52	12	12	508	2841
	87%	87%	91%	91%	93%	94%	94%	75%	-80%	+88% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185	59	24	19	10	24	3	12	329	1856
	57%	-42%	-39%	43%	39%	-43%	26%	70%	-52%	+58% a
I do not do this online at all	297	11	5	3	*	1	1	1	82	216
	8%	8%	8%	7%	1%	2%	6%	6%	+13% b	-7%
Summary: Do activity at all	3549	130	57	42	24	54	12	15	549	3000
	92%	92%	92%	93%	99%	98%	94%	94%	-87%	+93% a
Summary: Mobile phone Only	1364	71	33	23	15	30	9	4	220	1144
	35%	+50%	+53%	+50%	60%	+55%	68%	24%	35%	36%
Summary: Another device only	201	8	1	1	1	2	0	3	42	159
	5%	5%	2%	2%	6%	3%	0%	19%	7%	5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 101 (continuation)

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	3348 87%	135 +94% efgh	971 +94% cefg	140 90% efgh	1045 +94% cefg	180 -78% gh	720 -82% gh	52 -52%	104 -52%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185 57%	76 53%	507 -49%	79 51%	672 +61% bceg	124 54%	554 +63% abceg	50 50%	124 61% bc
I do not do this online at all	297 8%	4 -3%	34 -3%	12 8% bd	43 -4%	36 +15% abcdf	92 +10% abd	29 +29% abcdef	47 +23% abcdef
Summary: Do activity at all	3549 92%	139 +97% efgh	993 +97% cefg	144 92% efgh	1067 +96% cefg	196 -85% gh	784 -90% efgh	71 -71%	156 -77%
Summary: Mobile phone Only	1364 35%	63 +44% efgh	487 +47% defgh	65 41% efgh	395 36% efgh	72 31% gh	230 -26% h	21 -21%	32 -16%
Summary: Another device only	201 5%	4 3%	22 -2%	3 2%	21 -2%	16 7% bcd	64 +7% abcd	19 +19% abcdef	51 +25% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 102
QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	2673 69%	2323 +75% bcd	2559 +72% cd	350 -47% d	114 -38%	108 -40%	139 68% a	2271 69%	388 70%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1280 33%	1006 -32%	1176 33%	274 +37% ab	104 35%	89 33% b	17 -8%	1119 +34% b	153 -28%
I do not do this online at all	871 23%	586 -19%	739 -21%	285 +38% ab	132 +44% ab	119 +44% b	61 +30%	747 23%	120 22%
Summary: Do activity at all	2975 77%	2516 +81% cd	2805 +79% cd	460 -62%	170 -56%	154 -56%	143 -70% a	2528 77%	431 78%
Summary: Mobile phone Only	1695 44%	1509 +49% bcd	1629 +46% cd	186 -25%	66 -22%	64 -24%	125 +62% a	1408 -43%	278 +50% a
Summary: Another device only	302 8%	193 -6%	246 -7%	109 +15% ab	57 +19% ab	45 +17% b	4 -2%	257 8%	43 8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 102 (continuation)

QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	2673 69%	2086 69%	572 72%	32 72%	1 38%	* 12%	151 +78%	7 60%	14 81%	14 81%	13 71%	21 76%	66 71%	7 74%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1280 33%	1053 +35%	219 -28%	9 -21%	1 62%	1 88%	54 28%	6 54%	7 43%	9 49%	6 36%	5 20%	26 28%	2 26%
I do not do this online at all	871 23%	706 23%	162 20%	10 23%	0 0%	0 0%	31 -16%	1 11%	3 19%	1 6%	4 23%	5 20%	20 22%	0 0%
Summary: Do activity at all	2975 77%	2328 77%	631 80%	35 77%	2 100%	1 100%	163 +84%	11 89%	14 81%	17 94%	14 77%	22 80%	73 78%	9 100%
Summary: Mobile phone Only	1695 44%	1274 -42%	412 +52%	25 +56%	1 38%	* 12%	108 +56%	4 35%	6 37%	8 45%	7 41%	16 60%	47 50%	7 74%
Summary: Another device only	302 8%	241 8%	59 7%	2 5%	1 62%	1 88%	11 6%	3 29%	0 0%	2 13%	1 7%	1 4%	7 7%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 102 (continuation)

QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	2673	97	47	28	19	35	10	10	405	2268
	69%	69%	76%	63%	76%	64%	80%	58%	-64%	+71% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1280	33	20	12	8	10	3	4	199	1081
	33%	-23%	32%	26%	32%	-19%	26%	27%	32%	34%
I do not do this online at all	871	30	14	13	1	17	2	7	182	689
	23%	21%	23%	29%	6%	31%	16%	42%	+29% b	-21%
Summary: Do activity at all	2975	111	48	32	23	38	11	10	449	2526
	77%	79%	77%	71%	94%	69%	84%	58%	-71%	+79% a
Summary: Mobile phone Only	1695	78	28	20	15	28	7	5	250	1446
	44%	+55%	45%	45%	62%	50%	58%	31%	-40%	+45% a
Summary: Another device only	302	14	1	4	4	3	1	0	44	259
	8%	10% b	1%	8%	18%	6%	4%	0%	7%	8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 102 (continuation)

QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
I do this on a mobile phone		2673	117	807	109	842	143	541	36
	69%		+82%	+78%	70%	+76%	-62%	-62%	-36%
			cefg	cefg	fgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1280	32	266	57	387	84	349	26
	33%		-23%	-26%	36%	35%	36%	+40%	26%
					ab	abg	abg	abdg	
I do not do this online at all		871	21	178	34	199	73	233	53
	23%		-15%	-17%	22%	-18%	+32%	+27%	+53%
							abcd	abd	abcdfh
Summary: Do activity at all		2975	122	850	122	911	158	643	47
	77%		+85%	+83%	78%	+82%	-68%	-73%	-47%
			efgh	efgh	efgh	efgh	g	gh	g
Summary: Mobile phone Only		1695	90	584	65	524	74	294	21
	44%		+63%	+57%	42%	+47%	-32%	-34%	-21%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		302	5	43	13	68	15	101	11
	8%		3%	-4%	8%	-6%	7%	+12%	11%
					b	b	abde	ab	abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 103

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	2898 75%	2582 +83% bcd	2795 +79% cd	316 -42% d	103 -34%	104 -38%	176 +87% a	2421 -74%	463 +84% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074 54%	1691 55% d	1927 54%	383 51%	147 49%	128 -47% b	70 -35%	1830 +56% b	232 -42%
I do not do this online at all	603 16%	343 -11%	479 -14% a	261 +35% ab	125 +41% ab	98 +36% b	21 -10%	538 +16% b	62 -11%
Summary: Do activity at all	3243 84%	2759 +89% bcd	3065 +86% cd	484 -65%	178 -59%	175 -64%	183 +90% a	2737 -84%	489 +89% a
Summary: Mobile phone Only	1169 30%	1068 +34% bcd	1138 +32% cd	101 -14%	31 -10%	46 -17%	112 +55% a	906 -28%	257 +47% a
Summary: Another device only	345 9%	177 -6%	270 -8% a	168 +23% ab	75 +25% ab	70 +26% b	7 -3%	316 +10% b	27 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 103 (continuation)

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	2898 75%	2217 -73%	667 +84%	37 +83%	1 38%	* 12%	166 +86%	9 72%	17 100%	17 93%	16 89%	22 81%	81 +88%	6 69%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074 54%	1719 +57%	344 -43%	24 53%	1 62%	1 88%	86 -44%	8 65%	6 37%	11 60%	8 47%	11 40%	34 -37%	4 43%
I do not do this online at all	603 16%	508 +17%	92 -12%	6 12%	0 0%	0 0%	25 13%	2 13%	0 0%	0 0%	1 3%	5 19%	8 9%	3 31%
Summary: Do activity at all	3243 84%	2525 -83%	701 +88%	39 88%	2 100%	1 100%	169 87%	10 87%	17 100%	18 100%	17 97%	22 81%	85 91%	6 69%
Summary: Mobile phone Only	1169 30%	806 -27%	357 +45%	16 35%	1 38%	* 12%	84 +43%	3 21%	11 63%	7 40%	9 50%	11 41%	51 +55%	2 26%
Summary: Another device only	345 9%	309 +10%	34 -4%	2 5%	1 62%	1 88%	3 -2%	2 15%	0 0%	1 7%	1 8%	0 0%	4 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 103 (continuation)

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	2898	111	57	37	23	47	10	11	451	2448
75%		79%	+91% a	81%	93%	84%	83%	64%	-71%	+76% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074	52	28	13	13	29	6	10	333	1741
54%		-37%	46%	-29%	52%	52% c	45%	63%	53%	54%
I do not do this online at all	603	22	4	7	1	6	1	3	121	482
16%		15%	7%	16%	2%	11%	6%	16%	+19% b	-15%
Summary: Do activity at all	3243	119	58	38	24	50	12	14	510	2734
84%		85%	93%	84%	98%	89%	94%	84%	-81%	+85% a
Summary: Mobile phone Only	1169	68	30	25	11	21	6	3	176	993
30%		+48%	+48%	+55%	46%	37%	48%	20%	28%	31%
Summary: Another device only	345	8	1	1	1	3	1	3	59	286
9%		6%	2%	2%	5%	5%	11%	19%	9%	9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 103 (continuation)

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	2898 75%	133 +93% cdefgh	922 +90% cdefgh	127 +82% efgh	940 +85% efgh	154 -66% fgh	519 -59% gh	37 -37%	66 -33%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074 54%	85 59% eg	524 -51% -51%	94 60% beg	615 55% beg	110 -48%	499 +57% beg	44 -44%	103 51%
I do not do this online at all	603 16%	5 -4%	71 -7%	18 11% ab	121 -11% ab	55 +24% abcd	209 +24% abcd	43 +43% abcdef	82 +40% abcdef
Summary: Do activity at all	3243 84%	138 +96% cdefgh	957 +93% cdefgh	138 89% efgh	989 +89% efgh	176 -76% gh	667 -76% gh	57 -57%	121 -60%
Summary: Mobile phone Only	1169 30%	53 37% fgh	433 +42% cdefgh	44 28% fgh	373 +34% fgh	66 28% fgh	169 -19% h	13 -13%	18 -9%
Summary: Another device only	345 9%	5 -4%	35 -3%	11 7% b	48 -4%	22 10% abd	148 +17% abcde	20 +20% abcde	55 +27% abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 104

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	1644 43%	1520 +49% bcd	1616 +46% cd	124 -17% d	27 -9%	40 -15%	111 +54% a	1347 -41%	288 +52% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960 25%	804 +26% cd	904 +26% cd	156 -21%	56 -18%	57 21%	34 -17%	857 +26% b	95 -17%
I do not do this online at all	1807 47%	1296 -42%	1578 -45% a	511 +69% ab	229 +76% abc	190 +70% b	85 42%	1558 48%	243 44%
Summary: Do activity at all	2040 53%	1806 +58% bcd	1966 +55% cd	234 -31% d	73 -24%	82 -30%	119 58% a	1717 52%	308 56%
Summary: Mobile phone Only	1079 28%	1002 +32% bcd	1062 +30% cd	77 -10% d	18 -6%	26 -9%	84 +41% a	861 -26%	214 +39% a
Summary: Another device only	396 10%	286 -9%	350 -10%	110 +15% ab	46 +15% ab	42 +15% b	8 -4%	370 +11% b	20 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 104 (continuation)

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	1644 43%	1244 -41%	392 +49%	19 43%	0 0%	* 12%	84 43%	5 38%	12 72%	9 51%	11 63%	15 55%	41 44%	4 45%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960 25%	799 +26%	152 -19%	10 21%	1 62%	1 88%	46 24%	5 46%	4 25%	5 27%	7 38%	3 12%	13 -14%	2 20%
I do not do this online at all	1807 47%	1446 48%	355 45%	21 47%	1 38%	0 0%	90 47%	4 33%	5 28%	8 42%	5 31%	11 41%	47 51%	5 55%
Summary: Do activity at all	2040 53%	1588 52%	438 55%	24 53%	1 62%	1 100%	104 53%	8 67%	12 72%	10 58%	12 69%	16 59%	46 49%	4 45%
Summary: Mobile phone Only	1079 28%	789 -26%	285 +36%	14 32%	0 0%	* 12%	57 30%	3 21%	8 47%	5 31%	6 31%	13 46%	32 35%	2 25%
Summary: Another device only	396 10%	344 +11%	46 -6%	5 11%	1 62%	1 88%	19 10%	3 29%	0 0%	1 7%	1 6%	1 4%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 104 (continuation)

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	1644	67	35	28	14	29	7	11	282	1362
	43%	47%	+57%	+62%	56%	52%	59%	68%	45%	42%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960	17	12	6	6	5	3	4	166	794
	25%	-12%	20%	14%	25%	-10%	26%	27%	26%	25%
I do not do this online at all	1807	70	24	17	10	27	5	5	296	1511
	47%	49%	39%	38%	39%	48%	41%	32%	47%	47%
Summary: Do activity at all	2040	72	38	28	15	29	7	11	335	1705
	53%	51%	61%	62%	61%	52%	59%	68%	53%	53%
Summary: Mobile phone Only	1079	55	25	22	9	24	4	7	168	911
	28%	+39%	+41%	+48%	36%	+42%	33%	41%	27%	28%
Summary: Another device only	396	5	2	0	1	*	0	0	53	343
	10%	-3%	3%	-0%	5%	-*%	0%	0%	8%	11%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 104 (continuation)

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	1644 43%	117 +81% bcdefgh	606 +59% cdefgh	79 +51% efgh	517 +47% efgh	76 -33% fgh	223 -25% gh	11 -11%	16 -8%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960 25%	61 +43% bcdefgh	263 26% g	45 29% eg	291 26% eg	46 -20%	199 23% g	14 -14%	41 20%
I do not do this online at all	1807 47%	17 -12%	345 -34% a	61 -39% a	491 -44% ab	140 +60% abcd	525 +60% abcd	79 +79% abcdef	150 +74% abcdef
Summary: Do activity at all	2040 53%	127 +88% bcdefgh	683 +66% defgh	95 +61% efgh	619 +56% efgh	92 -40% gh	351 -40% gh	21 -21%	52 -26%
Summary: Mobile phone Only	1079 28%	66 +46% cdefgh	420 +41% cdefgh	50 32% efgh	328 30% efgh	46 -20% gh	152 -17% gh	7 -7%	11 -5%
Summary: Another device only	396 10%	10 7%	77 -7%	16 10%	102 9%	16 7%	129 +15% abde	10 10%	36 +18% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 105
QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: Where use internet at home or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
I do this on a mobile phone	2840 74%	2561 +83% bcd	2765 +78% cd	279 -38% d	76 -25%	91 -33%	176 +87% a	2380 -73%	446 +81% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621 42%	1381 +45% cd	1542 +44% cd	241 -32% d	79 -26%	82 -30% b	42 -21%	1384 42%	228 41%
I do not do this online at all	758 20%	388 -12%	572 -16% a	370 +50% ab	186 +61% abc	140 +51% b	21 -10%	677 +21% b	79 -14%
Summary: Do activity at all	3088 80%	2714 +88% bcd	2972 +84% cd	374 -50% d	117 -39%	132 -49%	183 +90% a	2598 -79%	472 +86% a
Summary: Mobile phone Only	1467 38%	1334 +43% bcd	1430 +40% cd	134 -18% d	37 -12%	50 -18%	140 +69% a	1214 -37%	244 +44% a
Summary: Another device only	248 6%	153 -5%	207 -6%	95 +13% ab	41 +13% ab	41 +15% b	7 3%	218 7%	26 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 105 (continuation)

QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
I do this on a mobile phone	2840	2183	643	34	0	*	163	10	17	17	17	22	72	9
	74%	-72%	+81%	77%	0%	12%	+84%	83%	100%	93%	97%	83%	77%	100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621	1287	325	20	1	1	75	7	10	14	11	11	33	3
	42%	42%	41%	44%	62%	100%	39%	57%	62%	80%	59%	39%	36%	35%
I do not do this online at all	758	646	110	9	1	0	22	1	0	0	1	4	20	0
	20%	+21%	-14%	19%	38%	0%	-11%	7%	0%	0%	3%	14%	22%	0%
Summary: Do activity at all	3088	2387	683	36	1	1	172	11	17	18	17	23	73	9
	80%	-79%	+86%	81%	62%	100%	+89%	93%	100%	100%	97%	86%	78%	100%
Summary: Mobile phone Only	1467	1100	358	17	0	0	97	4	6	4	7	13	39	6
	38%	-36%	+45%	37%	0%	0%	+50%	35%	38%	20%	38%	47%	42%	65%
Summary: Another device only	248	204	40	2	1	1	10	1	0	1	0	1	1	0
	6%	7%	5%	4%	62%	88%	5%	10%	0%	7%	0%	3%	1%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 105 (continuation)

QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
I do this on a mobile phone	2840 74%	102 72%	50 80%	41 +90% a	23 93%	44 79%	10 83%	12 70%	409 -65%	2432 +76% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621 42%	58 41%	17 -28%	12 27%	11 47%	24 44%	4 35%	10 64%	242 -38%	1379 +43% a
I do not do this online at all	758 20%	28 20%	11 18%	3 -7%	* 2%	8 15%	2 13%	2 10%	186 +29% b	572 -18%
Summary: Do activity at all	3088 80%	114 80%	51 82%	42 +93%	24 98%	47 85%	11 87%	15 90%	445 -71%	2644 +82% a
Summary: Mobile phone Only	1467 38%	56 39%	33 +54%	30 +66% ae	13 51%	23 41%	7 53%	4 27%	203 -32%	1264 +39% a
Summary: Another device only	248 6%	11 8%	1 2%	1 2%	1 5%	3 6%	1 4%	3 21%	36 6%	212 7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 105 (continuation)

QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: Where use internet at home or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
I do this on a mobile phone	2840 74%	129 +90% cefg	933 +91% cdefgh	120 77% efgh	938 +85% cefg	138 -60% gh	506 -58% gh	21 -21%	54 -27%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621 42%	65 45% gh	412 40% gh	67 43% gh	536 +48% befgh	87 38% gh	375 43% gh	23 -23%	56 -28%
I do not do this online at all	758 20%	10 -7%	62 -6%	28 18% abd	125 -11% b	78 +34% abcd	268 +31% abcd	69 +69% abcdefh	117 +58% abcdef
Summary: Do activity at all	3088 80%	133 +93% cefg	965 +94% cdefgh	128 82% efgh	985 +89% cefg	153 -66% gh	608 -69% gh	31 -31%	86 -42% g
Summary: Mobile phone Only	1467 38%	68 +48% efgh	554 +54% cdefgh	61 39% efgh	449 40% efgh	66 -29% gh	233 -27% gh	8 -8%	30 -15%
Summary: Another device only	248 6%	4 3%	32 -3%	7 5%	46 -4%	15 6% b	102 +12% abcde	9 9% abd	31 +15% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 106

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: All respondents

			I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)					
	Total	I do this on a smartphone		I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Online shopping of items or food deliveries	4045	2539 63%	1446 36%	952 24%	3093 76%	1647 41%	554 14%	0 0%
Online shopping for services	4045	2193 54%	1578 39%	1069 26%	2976 74%	1397 35%	783 19%	0 0%
Managing personal or household finances	4045	2658 66%	1330 33%	833 21%	3212 79%	1882 47%	554 14%	0 0%
Digital payments at a point of sale	4045	2407 60%	504 12%	1470 36%	2575 64%	2071 51%	168 4%	0 0%
Selling or trading items online	4045	1570 39%	630 16%	2193 54%	1852 46%	1222 30%	282 7%	0 0%
Send/ receive e-mails	4045	3262 81%	2003 50%	380 9%	3665 91%	1662 41%	403 10%	0 0%
Communicating via instant messaging	4045	3310 82%	952 24%	548 14%	3497 86%	2545 63%	188 5%	0 0%
Make/receive voice calls over the internet	4045	3111 77%	1007 25%	675 17%	3370 83%	2363 58%	259 6%	0 0%
Make/receive video calls over the internet	4045	2905 72%	1271 31%	784 19%	3261 81%	1990 49%	357 9%	0 0%
Creating content	4045	845 21%	426 11%	2991 74%	1054 26%	629 16%	210 5%	0 0%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards	4045	2275 56%	268 7%	1674 41%	2371 59%	2103 52%	96 2%	0 0%
Finding/downloading information for work/ school/university,university	4045	1579 39%	1474 36%	1708 42%	2337 58%	863 21%	758 19%	0 0%

Technology Tracker 2025

Table 106 (continuation)

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: All respondents

	Total	I do this on a smartphone	I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Using local council/ Government sites, contact, to find information	4045	1950 48%	1695 42%	1123 28%	2922 72%	1227 30%	972 24%	0 0%
Accessing news/weather/sports	4045	2891 71%	947 23%	892 22%	3153 78%	2207 55%	262 6%	0 0%
Scanning QR codes	4045	2873 71%	222 5%	1102 27%	2943 73%	2720 67%	69 2%	0 0%
Maps/ Directions/navigation/travel planning	4045	3027 75%	754 19%	805 20%	3240 80%	2486 61%	213 5%	0 0%
Using generative AI sites or tools	4045	1141 28%	591 15%	2625 65%	1420 35%	829 20%	279 7%	0 0%
Storing/sending or receiving files through a cloud service	4045	1388 34%	1137 28%	2046 51%	1999 49%	862 21%	610 15%	0 0%
Personal/household organisation tools such as calendar management/task planning	4045	1896 47%	792 20%	1846 46%	2199 54%	1407 35%	304 8%	0 0%
Using apps or websites to book and/or access healthcare services	4045	2256 56%	884 22%	1429 35%	2616 65%	1732 43%	360 9%	0 0%
Using services or sites for personal health or fitness or lifestyle monitoring	4045	1891 47%	440 11%	1979 49%	2066 51%	1627 40%	176 4%	0 0%
Finding information or applying for benefits/ tax credits/ other government or charitable support	4045	1356 34%	976 24%	2089 52%	1956 48%	980 24%	600 15%	0 0%

Technology Tracker 2025

Table 106 (continuation)

Summary: QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all.

Base: All respondents

	Total	I do this on a smartphone	I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Watching or downloading TV programmes/films/sport content	4045	1521 38%	1546 38%	1644 41%	2401 59%	855 21%	880 22%	0 0%
Watching or downloading short video clips	4045	2472 61%	1054 26%	1214 30%	2831 70%	1777 44%	359 9%	0 0%
Listening to radio	4045	1161 29%	753 19%	2440 60%	1605 40%	853 21%	445 11%	0 0%
Listening to or downloading audio on a streaming service	4045	1940 48%	749 19%	1804 45%	2241 55%	1492 37%	300 7%	0 0%
Listen to an audiobook or read an e-book	4045	1025 25%	538 13%	2699 67%	1346 33%	808 20%	322 8%	0 0%
Playing or downloading games	4045	1346 33%	738 18%	2322 57%	1723 43%	985 24%	377 9%	0 0%
Using social media sites or apps to post, comment or interact with content or other users	4045	2817 70%	766 19%	1010 25%	3035 75%	2268 56%	218 5%	0 0%
Other	4045	59 1%	15 *0%	1168 29%	63 2%	48 1%	4 *0%	2815 70%
Summary: Online shopping	4045	2732 68%	1825 45%	729 18%	3316 82%	1491 37%	584 14%	0 0%
Summary: Communication	4045	3547 88%	2269 56%	309 8%	3736 92%	1467 36%	189 5%	0 0%
Summary: Managing finances	4045	2623 65%	1212 30%	1095 27%	2950 73%	1738 43%	328 8%	0 0%
Summary: Finding information	4045	3348 83%	2185 54%	496 12%	3549 88%	1364 34%	201 5%	0 0%
Summary: Health & wellness	4045	2673 66%	1280 32%	1070 26%	2975 74%	1695 42%	302 7%	0 0%

			I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)					
	Total	I do this on a smartphone		I do not do this online at all	Summary: Do activity at all	Summary: Mobile phone Only	Summary: Another device only	Not applicable
Summary: Entertainment	4045	2898 72%	2074 51%	802 20%	3243 80%	1169 29%	345 9%	0 0%
Summary: Content creation & social media	4045	1644 41%	960 24%	2005 50%	2040 50%	1079 27%	396 10%	0 0%
Summary: Other (not grouped)	4045	2840 70%	1621 40%	957 24%	3088 76%	1467 36%	248 6%	0 0%

Technology Tracker 2025

Table 107

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2539 63%	2306 +73% bcd	2479 +68% cd	233 -27% d	60 -15%	83 -24%	154 +73% a	2105 -61%	421 +73% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 36%	1123 35% d	1326 +36% d	323 37% d	120 -30%	100 -29% b	31 -14%	1278 +37% b	163 -28%
I do not do this online at all	952 24%	536 -17%	713 -20% a	416 +48% ab	239 +61% abc	197 +57% b	47 22%	831 +24% b	113 -20%
Summary: Do activity at all	3093 76%	2638 +83% bcd	2939 +80% cd	455 -52% d	154 -39%	151 -43%	163 78% a	2614 -76%	464 +80% a
Summary: Mobile phone Only	1647 41%	1515 +48% bcd	1613 +44% cd	132 -15% d	34 -9%	51 -15%	133 +63% a	1335 -39%	302 +52% a
Summary: Another device only	554 14%	332 -10%	460 -13% a	222 +26% ab	94 +24% ab	68 +20% b	10 -5%	508 +15% b	43 -7%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 107 (continuation)

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2539 63%	1908 -60%	618 +75%	30 62%	0 0%	* 12%	167 +83%	6 51%	17 100%	17 93%	13 72%	24 72%	72 +77%	8 84%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 36%	1192 +37%	248 -30%	14 30%	1 62%	1 88%	69 35%	5 43%	7 42%	8 46%	7 42%	8 23%	26 28%	2 20%
I do not do this online at all	952 24%	795 +25%	149 -18%	11 24%	1 38%	0 0%	24 -12%	2 14%	0 0%	0 0%	2 11%	9 28%	17 18%	1 14%
Summary: Do activity at all	3093 76%	2397 -75%	681 +82%	37 76%	1 62%	1 100%	177 +88%	11 86%	17 100%	18 100%	16 89%	24 72%	77 82%	8 86%
Summary: Mobile phone Only	1647 41%	1205 -38%	432 +52%	22 47%	0 0%	* 12%	108 +54%	5 43%	10 58%	10 54%	8 47%	16 49%	51 +54%	6 65%
Summary: Another device only	554 14%	489 +15%	63 -8%	7 14%	1 62%	1 88%	10 -5%	4 34%	0 0%	1 7%	3 17%	0 -0%	5 -5%	* 2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 107 (continuation)

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2539 63%	98 65%	48 73%	40 +88% ae	19 80%	39 65%	10 73%	10 61%	349 -49%	2189 +66% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 36%	41 -27% c	14 -22%	6 -12%	6 25%	17 29% c	3 20%	11 67%	228 -32%	1218 +37% a
I do not do this online at all	952 24%	37 25% c	17 26% c	4 -9%	* 2%	16 27% c	4 27%	2 13%	268 +38% b	684 -21%
Summary: Do activity at all	3093 76%	112 75%	49 74%	41 +91% abe	24 98%	44 73%	10 73%	15 87%	443 -62%	2649 +79% a
Summary: Mobile phone Only	1647 41%	71 48%	34 52%	36 +78% abe	18 73%	26 44%	7 53%	3 20%	216 -30%	1431 +43% a
Summary: Another device only	554 14%	14 10% b	1 -1%	1 -2%	4 18%	5 8%	0 0%	4 25%	94 13%	460 14%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 107 (continuation)

QE9.1. Online shopping of items or food deliveries - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2539 63%	112 +78% cefg	822 +79% cefg	107 67% efgh	881 +78% cefg	114 -44% gh	443 -48% gh	17 -11%	43 -18%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1446 36%	38 -27%	302 -29%	54 34%	422 37% abg	97 37% abg	413 +45% abcdegh	38 -26%	82 33%
I do not do this online at all	952 24%	22 -15%	146 -14%	38 24% bd	141 -12%	111 +42% abcdf	256 +28% abd	98 +66% abcdef	142 +58% abcdef
Summary: Do activity at all	3093 76%	122 +85% efgh	900 +86% cefg	122 76% efgh	986 +88% cefg	150 -58% gh	659 -72% efgh	50 -34%	104 -42%
Summary: Mobile phone Only	1647 41%	83 +58% cefg	598 +57% cdefgh	68 43% efgh	564 +50% efgh	53 -20% gh	246 -27% efgh	11 -8%	23 -9%
Summary: Another device only	554 14%	10 -7%	78 -7%	15 9%	105 -9%	36 14% abd	216 +24% abcde	33 +22% abcde	61 +25% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 108
QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2193 54%	2010 +63% bcd	2145 +59% cd	183 -21% d	48 -12%	68 -20%	112 53% a	1807 -52%	373 +65% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 39%	1249 39% d	1466 +40% d	330 38% d	112 -29%	92 -26% b	29 -14%	1422 +41% b	151 -26%
I do not do this online at all	1069 26%	633 -20%	815 -22% a	436 +50% ab	254 +65% abc	207 +60% b	80 +38%	918 27%	146 25%
Summary: Do activity at all	2976 74%	2541 +80% bcd	2836 +78% cd	435 -50% d	140 -35%	140 -40%	130 -62% a	2527 73%	431 75%
Summary: Mobile phone Only	1397 35%	1292 +41% bcd	1370 +38% cd	105 -12% d	27 -7%	48 -14%	102 +48% a	1105 -32%	280 +49% a
Summary: Another device only	783 19%	532 -17%	691 -19% a	251 +29% abd	92 +23% ab	72 21% b	18 -9%	721 +21% b	58 -10%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 108 (continuation)

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2193 54%	1630 -51%	549 +66%	27 57%	0 0%	* 12%	149 +74%	7 54%	15 90%	13 74%	14 77%	18 55%	64 +68%	5 58%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 39%	1336 +42%	237 -29%	13 -28%	0 0%	1 88%	72 36%	6 50%	6 34%	8 48%	4 25%	7 -20%	23 -24%	3 35%
I do not do this online at all	1069 26%	873 +27%	191 -23%	14 29%	2 100%	0 0%	29 -14%	2 12%	2 10%	1 4%	2 13%	11 34%	25 26%	1 14%
Summary: Do activity at all	2976 74%	2320 -73%	639 +77%	34 71%	0 0%	1 100%	172 +86%	11 88%	15 90%	17 96%	16 87%	22 66%	70 74%	8 86%
Summary: Mobile phone Only	1397 35%	984 -31%	402 +48%	21 +43%	0 0%	* 12%	100 +50%	5 38%	9 56%	9 49%	11 63%	15 46%	47 +50%	5 51%
Summary: Another device only	783 19%	690 +22%	89 -11%	7 14%	0 0%	1 88%	23 -12%	4 34%	0 0%	4 22%	2 11%	4 11%	6 -6%	3 28%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 108 (continuation)

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2193 54%	81 54%	46 +70% a	35 +76% a	19 77%	34 58%	10 77%	11 65%	299 -42%	1894 +57% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 39%	35 -23%	15 -23%	4 -10%	8 33%	21 35% c	3 20%	7 43%	256 36%	1322 40%
I do not do this online at all	1069 26%	53 +36% c	16 25%	8 17%	* 2%	17 29%	3 23%	5 27%	277 +39% b	792 -24%
Summary: Do activity at all	2976 74%	96 -64%	49 75%	38 83% a	24 98%	42 71%	10 77%	12 73%	434 -61%	2541 +76% a
Summary: Mobile phone Only	1397 35%	62 41%	34 +53%	34 +73% abe	16 66%	22 36%	7 56%	5 30%	178 -25%	1219 +37% a
Summary: Another device only	783 19%	15 -10%	3 -5%	3 -6%	5 21%	8 14%	0 0%	1 8%	136 19%	647 19%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 108 (continuation)

QE9.2. Online shopping for services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2193 54%	94 +66% efgh	692 +66% efgh	95 59% efgh	772 +68% cefg	98 -38% gh	395 -43% gh	12 -8%	35 -14%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1578 39%	61 42% bgh	295 -28%	58 37% bg	487 +43% bgh	103 39% bg	463 +51% bcdegh	34 -23%	78 -32%
I do not do this online at all	1069 26%	23 -16%	234 -22% d	42 27% ad	165 -15%	107 +41% abcdf	243 27% abd	104 +71% abcdefh	150 +61% abcdef
Summary: Do activity at all	2976 74%	121 +84% cefg	812 +78% efgh	117 73% efgh	961 +85% bcefg	153 -59% gh	672 73% efgh	43 -29%	96 -39% g
Summary: Mobile phone Only	1397 35%	60 42% efgh	517 +49% cdefgh	59 37% efgh	474 +42% efgh	50 -19% gh	210 -23% gh	9 -6%	18 -7%
Summary: Another device only	783 19%	27 19% b	120 -11%	23 14%	190 -17% b	55 21% b	277 +30% abcdeg	31 21% b	61 +25% bcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 109

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2658 66%	2390 +75% bcd	2581 +71% cd	268 -31% d	77 -20%	91 -26%	166 +79% a	2210 -64%	434 +75% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 33%	1017 -32%	1199 33%	313 +36% a	130 33%	78 -22% b	21 -10%	1190 +35% b	135 -23%
I do not do this online at all	833 21%	449 -14%	607 -17% a	384 +44% ab	227 +58% abc	199 +57% b	36 17%	728 21% b	100 -17%
Summary: Do activity at all	3212 79%	2725 +86% bcd	3045 +83% cd	487 -56% d	167 -42%	149 -43%	175 83% a	2717 79%	478 +83% a
Summary: Mobile phone Only	1882 47%	1708 +54% bcd	1845 +51% cd	174 -20% d	37 -9%	72 -21%	153 +73% a	1526 -44%	343 +59% a
Summary: Another device only	554 14%	335 -11%	464 -13% a	218 +25% ab	90 +23% ab	59 17% b	8 -4%	507 +15% b	44 -8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 109 (continuation)

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2658 66%	2013 -63%	631 +76%	32 67%	0 0%	* 12%	165 +82%	7 54%	17 100%	14 79%	16 89%	22 67%	80 +85%	7 72%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 33%	1116 +35%	209 -25%	12 -25%	0 0%	1 88%	61 30%	5 41%	5 29%	9 48%	1 6%	5 -16%	18 -19%	4 40%
I do not do this online at all	833 21%	695 +22%	133 -16%	10 21%	2 100%	0 0%	22 -11%	3 22%	0 0%	1 4%	2 11%	10 29%	12 13%	* 2%
Summary: Do activity at all	3212 79%	2498 -78%	696 +84%	38 79%	0 0%	1 100%	179 +89%	10 78%	17 100%	17 96%	16 89%	23 71%	82 87%	9 98%
Summary: Mobile phone Only	1882 47%	1382 -43%	487 +59%	26 54%	0 0%	* 12%	118 +59%	5 38%	12 71%	9 49%	15 82%	18 55%	64 +68%	5 58%
Summary: Another device only	554 14%	485 +15%	65 -8%	6 11%	0 0%	1 88%	15 -7%	3 25%	0 0%	3 18%	0 0%	1 3%	2 -2%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 109 (continuation)

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2658 66%	97 65%	51 +78%	34 74%	23 93%	44 73%	10 79%	12 73%	387 -54%	2271 +68% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 33%	34 -23%	14 22%	6 -14%	5 22%	17 28%	3 20%	9 53%	197 -28%	1132 +34% a
I do not do this online at all	833 21%	34 23%	14 22%	8 17%	* 2%	12 19%	3 21%	1 8%	233 +33% b	601 -18%
Summary: Do activity at all	3212 79%	116 77%	51 78%	38 83%	24 98%	48 81%	10 79%	16 92%	479 -67%	2733 +82% a
Summary: Mobile phone Only	1882 47%	82 54%	37 57%	32 +70%	19 76%	31 53%	8 59%	7 39%	281 -40%	1601 +48% a
Summary: Another device only	554 14%	19 13% b	0 -0%	4 9% b	1 5%	4 7% b	0 0%	3 19%	92 13%	462 14%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 109 (continuation)

QE9.5. Managing personal or household finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2658 66%	119 +83% cefg	848 +81% cdefgh	116 +73% efgh	870 +77% efgh	131 -50% gh	497 -54% gh	21 -14%	56 -23% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1330 33%	31 -21%	228 -22%	44 28%	420 +37% abcg	90 34% abg	387 +42% abcdeg	33 -22%	97 +40% abcg
I do not do this online at all	833 21%	16 -11%	138 -13%	27 17% d	124 -11%	87 +33% abcdf	214 +23% abd	102 +69% abcdefh	125 +51% abcdef
Summary: Do activity at all	3212 79%	127 +89% efgh	908 +87% efgh	132 83% efgh	1003 +89% cefg	174 -67% gh	701 -77% efgh	46 -31%	121 -49% g
Summary: Mobile phone Only	1882 47%	96 +67% cdefgh	679 +65% cdefgh	88 +55% efgh	583 +52% efgh	84 -32% gh	314 -34% gh	13 -9%	24 -10%
Summary: Another device only	554 14%	8 -6%	59 -6%	16 10% b	133 -12% ab	43 16% abd	204 +22% abcde	25 17% ab	65 +27% abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 110

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2407 60%	2222 +70% bcd	2359 +65% cd	186 -21% d	48 -12%	61 -18%	154 +73% a	1996 -58%	397 +69% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 12%	403 13% d	467 +13% d	101 12%	37 -9%	44 13% b	9 -4%	436 13%	66 12%
I do not do this online at all	1470 36%	850 -27%	1154 -32% a	619 +71% ab	316 +80% abc	250 +72% b	54 -26%	1306 +38% b	157 -27%
Summary: Do activity at all	2575 64%	2324 +73% bcd	2498 +68% cd	252 -29% d	77 -20%	98 -28%	157 +74% a	2139 -62%	420 +73% a
Summary: Mobile phone Only	2071 51%	1921 +61% bcd	2031 +56% cd	150 -17% d	40 -10%	54 -16%	147 +70% a	1703 -49%	354 +61% a
Summary: Another device only	168 4%	102 -3%	139 -4%	66 +8% ab	29 +7% ab	37 +11% b	2 -1%	143 4%	24 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 110 (continuation)

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2407 60%	1834 -57%	559 +67%	31 65%	0 0%	0 0%	131 65%	10 78%	15 89%	13 72%	16 87%	20 61%	65 69%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 12%	399 13%	103 12%	7 14%	1 62%	1 100%	27 14%	1 9%	3 16%	3 20%	1 8%	1 4%	7 8%	1 12%
I do not do this online at all	1470 36%	1225 +38%	238 -29%	15 32%	1 38%	0 0%	66 33%	3 22%	2 11%	4 21%	2 13%	13 39%	26 28%	0 0%
Summary: Do activity at all	2575 64%	1968 -62%	591 +71%	33 68%	1 62%	1 100%	136 67%	10 78%	15 89%	14 79%	16 87%	20 61%	68 72%	9 100%
Summary: Mobile phone Only	2071 51%	1569 -49%	488 +59%	26 54%	0 0%	0 0%	108 54%	9 70%	12 73%	11 59%	14 80%	19 57%	61 +65%	8 88%
Summary: Another device only	168 4%	135 4%	32 4%	2 4%	1 62%	1 100%	4 2%	0 0%	0 0%	1 7%	0 0%	0 0%	3 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 110 (continuation)

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2407 60%	88 59%	44 67%	39 +86% abe	23 93%	35 59%	9 69%	10 61%	322 -45%	2085 +63% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 12%	16 10%	5 8%	6 12%	2 10%	7 11%	3 20%	9 55%	72 -10%	431 +13% a
I do not do this online at all	1470 36%	50 34% c	22 33% c	5 -12%	* 2%	22 36% c	4 31%	3 19%	372 +52% b	1098 -33%
Summary: Do activity at all	2575 64%	100 66%	44 67%	40 +88% abe	24 98%	38 64%	9 69%	14 81%	339 -48%	2236 +67% a
Summary: Mobile phone Only	2071 51%	84 56%	39 59%	35 +76% ae	22 88%	31 52%	6 49%	4 26%	267 -38%	1805 +54% a
Summary: Another device only	168 4%	11 7% b	0 0%	1 2%	1 5%	3 4%	0 0%	3 20%	17 -2%	151 +5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 110 (continuation)

QE9.3. Digital payments at a point of sale - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2407 60%	115 +80% cefg	836 +80% cdefgh	90 56% efgh	830 +74% cefg	108 -41% gh	380 -42% gh	10 -7%	39 -16% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	504 12%	16 11%	101 -10%	15 10%	171 +15% bcg	34 13% g	131 14% bg	8 -5%	29 12% g
I do not do this online at all	1470 36%	26 -18%	186 -18%	66 41% abd	260 -23% b	147 +56% abcd	469 +51% abcd	133 +90% abcdefh	184 +75% abcdef
Summary: Do activity at all	2575 64%	117 +82% cefg	860 +82% cdefgh	93 59% efgh	867 +77% cefg	114 -44% gh	447 -49% gh	15 -10%	62 -25% g
Summary: Mobile phone Only	2071 51%	101 +71% cdefgh	759 +73% cdefgh	78 49% efgh	697 +62% cefg	80 -31% gh	316 -35% gh	7 -5%	33 -13% g
Summary: Another device only	168 4%	2 2%	24 -2%	4 2%	37 3%	6 2%	67 +7% abcde	5 4%	23 +10% abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 111
QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1570 39%	1479 +47% bcd	1548 +42% cd	91 -11% d	23 -6%	33 -9%	102 +48% a	1301 -38%	260 +45% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630 16%	533 +17% cd	596 +16% cd	97 -11%	33 -9%	33 -9%	16 -8%	572 +17% b	56 -10%
I do not do this online at all	2193 54%	1485 -47%	1849 -51% a	708 +81% ab	345 +88% abc	286 +82% b	103 49%	1881 55%	299 52%
Summary: Do activity at all	1852 46%	1689 +53% bcd	1803 +49% cd	163 -19% d	49 -12%	62 -18%	108 51% a	1564 45%	278 48%
Summary: Mobile phone Only	1222 30%	1156 +36% bcd	1207 +33% cd	66 -8% d	15 -4%	29 -8%	92 +44% a	992 -29%	222 +38% a
Summary: Another device only	282 7%	210 7%	256 7%	72 8%	26 7%	29 8% b	6 -3%	262 +8% b	18 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 111 (continuation)

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1570 39%	1184 -37%	377 +45%	22 45%	0 0%	* 12%	96 +48%	4 31%	11 64%	6 35%	15 82%	16 48%	43 45%	3 34%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630 16%	535 +17%	93 -11%	8 16%	0 0%	1 88%	28 14%	2 16%	5 29%	2 9%	1 6%	2 8%	2 -2%	2 16%
I do not do this online at all	2193 54%	1764 +55%	417 -50%	23 48%	2 100%	0 0%	93 -46%	7 53%	6 36%	12 65%	3 18%	17 52%	51 55%	5 50%
Summary: Do activity at all	1852 46%	1429 -45%	413 +50%	25 52%	0 0%	1 100%	108 +54%	6 47%	11 64%	6 35%	15 82%	16 48%	43 45%	5 50%
Summary: Mobile phone Only	1222 30%	894 -28%	320 +39%	17 35%	0 0%	* 12%	81 +40%	4 31%	6 35%	5 26%	14 76%	13 40%	41 +43%	3 34%
Summary: Another device only	282 7%	245 +8%	35 -4%	3 7%	0 0%	1 88%	12 6%	2 16%	0 0%	0 0%	0 0%	0 0%	* -*	2 16%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 111 (continuation)

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1570	55	31	26	15	21	6	9	221	1349
39%		37%	48%	+56% ae	62%	34%	44%	52%	-31%	+40% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630	14	6	2	4	4	3	8	91	539
	16%	9%	9%	5%	14%	7%	20%	45%	-13%	+16% a
I do not do this online at all	2193	88	33	19	8	38	7	5	440	1753
54%		59%	50%	42%	33%	63% c	56%	29%	+62% b	-53%
Summary: Do activity at all	1852	62	33	27	16	22	6	12	271	1581
	46%	41%	50%	58% e	67%	37%	44%	71%	-38%	+47% a
Summary: Mobile phone Only	1222	48	26	24	13	18	3	4	180	1042
30%		32%	40%	+53% ae	53%	30%	24%	26%	-25%	+31% a
Summary: Another device only	282	7	1	1	1	1	0	3	50	232
7%		4%	2%	2%	5%	2%	0%	19%	7%	7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 111 (continuation)

QE9.6. Selling or trading items online - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	1570 39%	91 +63% bcdefgh	558 +53% efgh	74 +46% efgh	565 +50% efgh	51 -20% gh	209 -23% gh	5 -4%	18 -7%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	630 16%	14 10%	146 14% gh	23 14%	203 +18% abgh	42 16% gh	169 +18% abgh	13 -9%	21 -8%
I do not do this online at all	2193 54%	49 -34%	443 -42%	70 -44%	496 -44% a	188 +72% abcdf	603 +66% abcd	133 +90% abcdef	212 +86% abcdef
Summary: Do activity at all	1852 46%	94 +66% defgh	603 +58% efgh	89 +56% efgh	631 +56% efgh	72 -28% gh	313 -34% efgh	15 -10%	34 -14%
Summary: Mobile phone Only	1222 30%	81 +56% bcdefgh	457 +44% defgh	66 +42% efgh	428 +38% efgh	31 -12% gh	144 -16% gh	2 -1%	13 -5% g
Summary: Another device only	282 7%	4 -2%	45 -4%	16 10% abd	66 6%	21 8% ab	104 +11% abdh	9 6%	17 7%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 112

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	3262 81%	2801 +88% bcd	3109 +85% cd	461 -53% d	153 -39%	155 -44%	188 +89% a	2752 -80%	496 +86% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 50%	1550 49%	1812 50%	453 52%	191 49%	138 -40% b	46 -22%	1761 +51% b	234 -41%
I do not do this online at all	380 9%	155 -5%	238 -7% a	225 +26% ab	142 +36% abc	128 +37% b	15 7%	332 10%	44 8%
Summary: Do activity at all	3665 91%	3019 +95% bcd	3413 +93% cd	646 -74% d	252 -64%	220 -63%	195 93% a	3113 90%	534 92%
Summary: Mobile phone Only	1662 41%	1469 +46% bcd	1601 +44% cd	193 -22% d	61 -15%	83 -24%	150 +71% a	1353 -39%	299 +52% a
Summary: Another device only	403 10%	218 -7%	304 -8% a	185 +21% ab	99 +25% ab	65 +19% b	7 -3%	362 +10% b	37 -6%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 112 (continuation)

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	3262 81%	2534 -79%	714 +86%	37 78%	0 0%	* 12%	180 +90%	8 64%	13 79%	17 93%	17 97%	27 82%	86 +92%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 50%	1648 +52%	347 -42%	21 43%	1 62%	1 88%	90 45%	7 54%	10 62%	13 71%	3 19%	9 -29%	39 41%	3 32%
I do not do this online at all	380 9%	312 10%	63 -8%	7 +15%	1 38%	0 0%	12 6%	1 8%	* 1%	0 0%	1 3%	6 18%	3 -3%	0 0%
Summary: Do activity at all	3665 91%	2880 90%	766 +92%	41 -85%	1 62%	1 100%	190 94%	11 92%	17 99%	18 100%	17 97%	27 82%	91 +97%	9 100%
Summary: Mobile phone Only	1662 41%	1232 -39%	420 +51%	20 42%	0 0%	* 12%	100 +50%	5 37%	6 37%	5 29%	14 77%	18 53%	53 +56%	6 68%
Summary: Another device only	403 10%	347 +11%	52 -6%	3 7%	1 62%	1 88%	9 -5%	3 27%	3 20%	1 7%	0 0%	0 0%	5 6%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 112 (continuation)

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	3262 81%	119 80%	59 90%	41 90%	23 94%	52 88%	13 95%	11 65%	491 -69%	2771 +83% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 50%	59 -39%	24 37%	13 -28%	11 44%	27 45%	5 35%	11 67%	311 -44%	1692 +51% a
I do not do this online at all	380 9%	16 11%	7 10%	4 8%	0 0%	4 7%	1 5%	2 10%	142 +20% b	238 -7%
Summary: Do activity at all	3665 91%	134 89%	59 90%	42 92%	24 100%	55 93%	13 95%	15 90%	569 -80%	3096 +93% a
Summary: Mobile phone Only	1662 41%	75 +50%	35 53%	29 +64%	14 56%	29 48%	8 60%	4 23%	258 -36%	1404 +42% a
Summary: Another device only	403 10%	14 10% b	0 -0%	1 2%	1 6%	3 5%	0 0%	4 25%	78 11%	325 10%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 112 (continuation)

QE9.7. Send/ receive e-mails - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	3262 81%	133 +93% cefg	941 +90% cefg	135 84% efgh	1032 +92% cefg	176 -67% gh	693 -76% efgh	47 -32%	105 -43% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2003 50%	57 -40%	439 -42%	73 46%	570 51% abg	127 49% bg	546 +60% abcdeg	54 -37%	137 +56% abcg
I do not do this online at all	380 9%	3 -2%	42 -4%	11 7% ad	34 -3%	57 +22% abcdf	91 10% abd	71 +48% abcdfh	71 +29% abcdf
Summary: Do activity at all	3665 91%	141 +98% cefg	1004 +96% efgh	148 93% efgh	1092 +97% cefg	204 -78% g	824 90% efgh	77 -52%	175 -71% g
Summary: Mobile phone Only	1662 41%	83 +58% defgh	565 +54% defgh	75 47% efgh	522 +46% efgh	77 -30% gh	279 -30% gh	23 -15%	38 -16%
Summary: Another device only	403 10%	8 5%	63 -6%	13 8%	60 -5%	28 11% bd	131 +14% abcd	29 +20% abcde	70 +28% abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 113

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	3310 82%	2826 +89% bcd	3140 +86% cd	483 -56% d	170 -43%	164 -47%	188 +89% a	2799 -81%	497 +86% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 24%	760 24% d	879 +24% d	192 22%	73 -19%	66 -19% b	25 -12%	808 23%	138 24%
I do not do this online at all	548 14%	226 -7%	356 -10% a	322 +37% ab	191 +49% abc	148 +42% b	17 -8%	489 +14% b	54 -9%
Summary: Do activity at all	3497 86%	2948 +93% bcd	3295 +90% cd	549 -63% d	202 -51%	200 -58%	194 +92% a	2956 -86%	524 +91% a
Summary: Mobile phone Only	2545 63%	2188 +69% bcd	2416 +66% cd	358 -41% d	129 -33%	134 -39%	169 +80% a	2149 62%	386 +67% a
Summary: Another device only	188 5%	122 -4%	156 -4%	66 +8% ab	32 +8% ab	36 +10% b	6 3%	158 5%	27 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 113 (continuation)

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	3310 82%	2579 -81%	717 +86%	38 79%	1 38%	* 12%	182 +90%	10 82%	13 79%	17 93%	17 97%	23 70%	87 +92%	7 80%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 24%	759 24%	186 22%	8 -16%	0 0%	1 88%	40 20%	5 36%	10 57%	9 49%	3 14%	5 17%	18 19%	3 32%
I do not do this online at all	548 14%	465 +15%	77 -9%	8 16%	1 62%	0 0%	15 -7%	1 8%	* 1%	0 0%	1 3%	10 +30%	6 6%	0 0%
Summary: Do activity at all	3497 86%	2727 -85%	752 +91%	40 84%	1 38%	1 100%	187 +93%	11 92%	17 99%	18 100%	17 97%	23 -70%	88 94%	9 100%
Summary: Mobile phone Only	2545 63%	1969 -62%	566 +68%	32 67%	1 38%	* 12%	147 +73%	7 55%	7 42%	9 51%	15 83%	18 53%	70 +75%	6 68%
Summary: Another device only	188 5%	149 5%	35 4%	2 5%	0 0%	1 88%	5 3%	1 9%	3 20%	1 7%	0 0%	0 0%	1 1%	2 20%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 113 (continuation)

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	3310 82%	123 82%	61 +93%	42 92%	22 91%	52 87%	10 75%	12 72%	501 -70%	2809 +84% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	952 24%	30 20%	14 21%	12 27%	6 26%	11 18%	3 19%	10 60%	151 21%	801 24%
I do not do this online at all	548 14%	20 13%	5 7%	3 6%	* 1%	4 7%	3 25%	* 3%	179 +25% b	368 -11%
Summary: Do activity at all	3497 86%	130 87%	61 93%	43 94%	24 99%	55 93%	10 75%	16 97%	532 -75%	2965 +89% a
Summary: Mobile phone Only	2545 63%	100 67%	47 72%	31 67%	18 73%	44 74%	7 56%	6 38%	381 -54%	2165 +65% a
Summary: Another device only	188 5%	7 5%	0 0%	1 2%	2 8%	3 5%	0 0%	4 25%	31 4%	156 5% 20%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 113 (continuation)

QE9.8. Communicating via instant messaging - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		3310	130	959	135	1039	179	698	58
	82%		+91%	+92%	84%	+92%	-68%	-76%	-39%
			efgh	cefg	efgh	cefg	gh	efgh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		952	28	234	41	274	65	238	18
	24%		20%	22%	26%	24%	25%	+26%	-12%
				g	g	g	g	g	
I do not do this online at all		548	7	50	16	53	73	157	83
	14%		-5%	-5%	10%	-5%	+28%	+17%	+56%
					bd		abcdf	abcd	abcdfh
Summary: Do activity at all		3497	136	996	144	1074	187	758	65
	86%		+95%	+95%	90%	+95%	-72%	-83%	-44%
			efgh	cefg	efgh	cefg	gh	efgh	g
Summary: Mobile phone Only		2545	108	762	103	800	122	520	47
	63%		+75%	+73%	65%	+71%	-47%	-57%	-32%
			cefg	cefg	efgh	efgh	gh	efgh	
Summary: Another device only		188	6	37	9	35	9	60	7
	5%		4%	4%	6%	-3%	3%	+7%	5%
							bde		bdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 114

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	3111 77%	2671 +84% bcd	2954 +81% cd	440 -51% d	157 -40%	140 -40%	179 +85% a	2608 -76%	489 +85% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 25%	845 +27% cd	941 +26% cd	162 -19%	65 -17%	50 -14%	22 -11%	868 25%	136 24%
I do not do this online at all	675 17%	317 -10%	468 -13% a	358 +41% ab	207 +53% abc	176 +51% b	26 12%	610 +18% b	59 -10%
Summary: Do activity at all	3370 83%	2857 +90% bcd	3183 +87% cd	513 -59% d	186 -47%	172 -49%	185 88% a	2835 -82%	518 +90% a
Summary: Mobile phone Only	2363 58%	2012 +63% cd	2242 +61% cd	351 -40% d	121 -31%	122 -35%	162 +77% a	1967 -57%	382 +66% a
Summary: Another device only	259 6%	186 -6%	229 6%	73 +8% ab	29 7%	32 +9% b	6 -3%	227 7%	29 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 114 (continuation)

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	3111 77%	2397 -75%	700 +84%	35 73%	0 0%	* 12%	176 +87%	7 57%	17 100%	15 82%	16 89%	24 74%	86 +92%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 25%	815 26%	188 23%	12 24%	0 0%	1 88%	40 20%	6 51%	6 37%	8 43%	4 22%	4 13%	15 15%	3 31%
I do not do this online at all	675 17%	582 +18%	87 -10%	8 17%	2 100%	0 0%	18 -9%	2 15%	0 0%	2 11%	1 3%	8 24%	6 -6%	0 0%
Summary: Do activity at all	3370 83%	2611 -82%	743 +90%	40 83%	0 0%	1 100%	183 +91%	11 85%	17 100%	16 89%	17 97%	25 76%	88 +94%	9 100%
Summary: Mobile phone Only	2363 58%	1795 -56%	554 +67%	28 59%	0 0%	* 12%	144 +71%	4 34%	11 63%	8 46%	13 75%	21 63%	74 +78%	6 69%
Summary: Another device only	259 6%	214 7%	42 5%	5 10%	0 0%	1 88%	7 4%	3 27%	0 0%	1 7%	1 8%	1 2%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 114 (continuation)

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	3111 77%	116 77%	61 +92% a	41 90%	23 94%	52 87%	10 73%	12 70%	461 -65%	2650 +79% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 25%	36 24%	15 22%	8 17%	5 21%	15 25%	1 9%	10 59%	125 -18%	882 +26% a
I do not do this online at all	675 17%	25 17%	4 -6%	2 -5%	0 0%	5 8%	4 27%	1 4%	215 +30% b	460 -14%
Summary: Do activity at all	3370 83%	125 83%	61 +94%	44 +95%	24 100%	54 92%	10 73%	16 96%	496 -70%	2874 +86% a
Summary: Mobile phone Only	2363 58%	89 59%	47 71%	36 +78% a	19 79%	40 67%	8 64%	6 36%	371 -52%	1992 +60% a
Summary: Another device only	259 6%	9 6%	1 1%	2 5%	1 6%	3 5%	0 0%	4 25%	35 5%	224 7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 114 (continuation)

QE9.9. Make/receive voice calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	3111 77%	126 +88% cefg	939 +90% cdefgh	126 79% efgh	967 +86% cefg	154 -59% gh	643 -70% efgh	56 -38%	101 -41%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1007 25%	28 19% g	243 23% g	34 22% g	372 +33% abcefg	49 -19% g	215 23% g	14 -10%	51 21% g
I do not do this online at all	675 17%	13 -9%	63 -6%	22 14% bd	79 -7%	93 +36% abcdf	199 +22% abcd	88 +60% abcdefh	119 +48% abcdef
Summary: Do activity at all	3370 83%	131 +91% efgh	983 +94% cefg	138 86% efgh	1048 +93% cefg	168 -64% gh	717 -78% efgh	59 -40%	127 -52% g
Summary: Mobile phone Only	2363 58%	103 +72% defgh	739 +71% defgh	103 65% efgh	675 60% efgh	119 -46% gh	502 -55% efgh	45 -31%	76 -31%
Summary: Another device only	259 6%	5 4%	43 -4%	12 7% g	81 7% bg	14 5%	74 +8% bg	4 -3%	26 +10% abeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 115

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2905 72%	2543 +80% bcd	2781 +76% cd	361 -41% d	124 -31%	122 -35%	176 +83% a	2421 -70%	470 +81% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 31%	1064 +34% cd	1190 +33% cd	207 -24%	81 -21%	65 -19%	29 -14%	1117 +32% b	151 -26%
I do not do this online at all	784 19%	373 -12%	561 -15% a	410 +47% ab	222 +56% abc	188 +54% b	27 -13%	699 +20% b	79 -14%
Summary: Do activity at all	3261 81%	2801 +88% bcd	3090 +85% cd	461 -53% d	171 -44%	160 -46%	184 +87% a	2746 -80%	498 +86% a
Summary: Mobile phone Only	1990 49%	1737 +55% bcd	1900 +52% cd	254 -29% d	90 -23%	95 -27%	154 +73% a	1630 -47%	347 +60% a
Summary: Another device only	357 9%	257 -8%	309 -8%	99 +11% ab	48 +12% ab	38 11% b	8 -4%	325 +9% b	28 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 115 (continuation)

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2905 72%	2217 -69%	674 +81%	34 70%	0 0%	* 12%	170 +84%	7 57%	17 100%	15 82%	16 89%	24 73%	80 +85%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 31%	1059 +33%	208 -25%	12 24%	0 0%	1 88%	45 -22%	6 45%	6 34%	9 48%	4 22%	4 -13%	22 23%	2 24%
I do not do this online at all	784 19%	667 +21%	111 -13%	8 16%	2 100%	0 0%	22 -11%	3 25%	0 0%	2 11%	1 3%	8 24%	10 11%	0 0%
Summary: Do activity at all	3261 81%	2526 -79%	719 +87%	40 84%	0 0%	1 100%	179 +89%	9 75%	17 100%	16 89%	17 97%	25 76%	84 89%	9 100%
Summary: Mobile phone Only	1990 49%	1467 -46%	510 +62%	29 +60%	0 0%	* 12%	134 +67%	4 30%	11 66%	7 41%	13 75%	21 63%	62 +66%	7 76%
Summary: Another device only	357 9%	308 +10%	45 -5%	6 13%	0 0%	1 88%	9 -5%	2 18%	0 0%	1 7%	1 8%	1 3%	4 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 115 (continuation)

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2905 72%	116 77%	54 82%	41 +90%	23 94%	48 80%	10 79%	10 61%	416 -58%	2489 +75% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 31%	38 26%	17 26%	7 -15%	6 24%	13 22%	6 43%	11 65%	177 -25%	1094 +33% a
I do not do this online at all	784 19%	29 19%	9 14%	4 8%	* 1%	10 17%	1 7%	2 13%	244 +34% b	540 -16%
Summary: Do activity at all	3261 81%	121 81%	56 86%	42 92%	24 99%	49 83%	12 93%	15 87%	468 -66%	2794 +84% a
Summary: Mobile phone Only	1990 49%	82 55%	39 60%	35 +77% a	18 75%	36 61%	7 50%	4 21%	290 -41%	1700 +51% a
Summary: Another device only	357 9%	5 -3%	3 4%	1 2%	1 5%	2 3%	2 14%	4 25%	52 7%	305 9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 115 (continuation)

QE9.10. Make/receive video calls over the internet - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2905 72%	125 +87% cefg	910 +87% cdefgh	114 72% efgh	929 +82% cefg	137 -53% gh	566 -62% efgh	40 -27%	84 -34%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1271 31%	44 31% g	295 -28% g	57 36% beg	447 +40% abefgh	60 -23% g	288 31% eg	17 -11%	65 26% g
I do not do this online at all	784 19%	11 -8%	83 -8%	30 18% abd	92 -8%	104 +40% abcdf	242 +26% abcd	99 +67% abcdefh	123 +50% abcdef
Summary: Do activity at all	3261 81%	132 +92% cefg	963 +92% cefg	130 82% efgh	1035 +92% cefg	157 -60% gh	673 -74% efgh	49 -33%	123 -50% g
Summary: Mobile phone Only	1990 49%	88 +62% cdefgh	669 +64% cdefgh	73 46% gh	588 +52% efgh	97 -37% gh	385 -42% gh	32 -22%	58 -24%
Summary: Another device only	357 9%	7 5%	53 -5%	16 10% b	106 9% b	20 8%	107 +12% abeg	9 6%	39 +16% abdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 116

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	845 21%	803 +25% bcd	836 +23% cd	41 -5% d	9 -2%	17 -5%	57 +27% a	664 -19%	172 +30% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	374 +12% cd	407 +11% cd	52 -6%	19 -5%	22 -6%	9 -4%	370 11%	52 9%
I do not do this online at all	2991 74%	2203 -69%	2621 -72% a	788 +91% ab	370 +94% abc	315 +90% b	149 71%	2586 +75% b	392 -68%
Summary: Do activity at all	1054 26%	971 +31% bcd	1031 +28% cd	83 -9% d	23 -6%	33 -10%	62 29% a	859 -25%	185 +32% a
Summary: Mobile phone Only	629 16%	598 +19% cd	624 +17% cd	31 -4% d	5 -1%	12 -3%	53 +25% a	489 -14%	133 +23% a
Summary: Another device only	210 5%	168 5%	195 5%	41 5%	15 4%	16 5%	4 -2%	195 +6% b	12 -2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 116 (continuation)

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	845 21%	607 -19%	229 +28%	8 16%	0 0%	* 12%	49 24%	1 12%	10 59%	5 29%	5 28%	12 +36%	24 25%	3 30%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	344 11%	79 10%	5 11%	1 62%	1 88%	19 10%	0 0%	3 18%	2 12%	4 25%	2 8%	7 8%	0 0%
I do not do this online at all	2991 74%	2401 +75%	577 -70%	36 74%	1 38%	0 0%	149 74%	11 88%	7 41%	11 60%	9 53%	20 61%	70 74%	7 70%
Summary: Do activity at all	1054 26%	792 -25%	252 +30%	12 26%	1 62%	1 100%	52 26%	1 12%	10 59%	7 40%	8 47%	13 39%	24 26%	3 30%
Summary: Mobile phone Only	629 16%	448 -14%	173 +21%	7 15%	0 0%	* 12%	33 16%	1 12%	7 41%	5 27%	4 23%	10 +32%	17 18%	3 30%
Summary: Another device only	210 5%	185 +6%	23 -3%	5 +9%	1 62%	1 88%	3 -2%	0 0%	0 0%	2 11%	3 19%	1 3%	* -*	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 116 (continuation)

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	845 21%	28 19%	25 +39% a	19 +42% a	10 41%	18 31%	3 25%	8 47%	128 -18%	717 +21% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	8 -5%	4 6%	6 13%	6 24%	4 7%	3 25%	2 14%	68 10%	358 11%
I do not do this online at all	2991 74%	117 78% bc	40 -61%	27 -58%	13 54%	41 69%	10 75%	9 53%	547 +77% b	2443 -73%
Summary: Do activity at all	1054 26%	33 22%	25 +39% a	19 +42% a	11 46%	19 31%	3 25%	8 47%	164 -23%	890 +27% a
Summary: Mobile phone Only	629 16%	25 17%	22 +33% a	13 +28%	5 22%	14 24%	0 0%	6 33%	96 13%	533 16%
Summary: Another device only	210 5%	4 3%	0 0%	0 0%	1 5%	* *%	0 0%	0 0%	36 5%	174 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 116 (continuation)

QE9.30. Creating content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	845 21%	61 +42% bcdefgh	331 +32% defgh	40 25% efgh	272 +24% efgh	28 -11% gh	105 -11% gh	*	8 -3% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	426 11%	26 +18% befgh	113 11% gh	20 12% gh	135 12% efgh	19 7% g	94 10% g	3 -2%	16 -6% g
I do not do this online at all	2991 74%	72 -50%	675 -65% a	107 -67% a	803 -71% ab	223 +86% abcd	740 +81% abcd	145 +98% abcdefh	226 +92% abcdef
Summary: Do activity at all	1054 26%	71 +50% bcdefgh	371 +35% defgh	52 +33% efgh	324 +29% efgh	37 -14% gh	176 -19% gh	3 -2%	20 -8% g
Summary: Mobile phone Only	629 16%	45 +32% cdefgh	257 +25% defgh	32 20% efgh	189 17% efgh	18 -7% gh	82 -9% gh	*	4 -2%
Summary: Another device only	210 5%	10 7% g	39 -4%	13 8% bdeg	52 5%	10 4%	71 +8% bdeg	3 -2%	12 5%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 117

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2275	2094	2231	181	44	56	154	1887	376
	56%	+66%	+61%	-21%	-11%	-16%	+73%	-55%	+65%
		bcd	cd	d			a		a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268	223	252	44	16	29	6	226	37
	7%	+7%	+7%	-5%	-4%	8%	-3%	7%	6%
		cd	cd			b			
I do not do this online at all	1674	1021	1340	653	334	268	54	1483	184
	41%	-32%	-37%	+75%	+85%	+77%	-26%	+43%	-32%
		a	a	ab	abc	b	b	b	
Summary: Do activity at all	2371	2153	2311	217	59	80	156	1962	393
	59%	+68%	+63%	-25%	-15%	-23%	+74%	-57%	+68%
		bcd	cd	d			a		a
Summary: Mobile phone Only	2103	1930	2059	173	44	51	150	1736	356
	52%	+61%	+56%	-20%	-11%	-15%	+71%	-50%	+62%
		bcd	cd	d			a		a
Summary: Another device only	96	59	80	36	16	24	2	75	17
	2%	-2%	-2%	+4%	+4%	+7%	1%	2%	3%
				ab	ab	b			

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 117 (continuation)

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2275 56%	1726 -54%	537 +65%	29 60%	0 0%	* 12%	132 +65%	9 75%	16 94%	14 76%	17 92%	19 57%	60 63%	8 86%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268 7%	203 6%	60 7%	2 5%	1 62%	1 88%	19 9%	1 9%	3 16%	2 11%	1 5%	0 0%	3 3%	0 0%
I do not do this online at all	1674 41%	1400 +44%	267 -32%	18 38%	1 38%	0 0%	64 -32%	3 25%	1 6%	3 17%	1 3%	14 43%	32 34%	1 14%
Summary: Do activity at all	2371 59%	1793 -56%	562 +68%	30 62%	1 62%	1 100%	137 +68%	9 75%	16 94%	15 83%	17 97%	19 57%	62 66%	8 86%
Summary: Mobile phone Only	2103 52%	1590 -50%	502 +61%	27 57%	0 0%	* 12%	119 59%	8 66%	13 78%	13 71%	17 92%	19 57%	59 63%	8 86%
Summary: Another device only	96 2%	66 -2%	26 3%	1 2%	1 62%	1 88%	6 3%	0 0%	0 0%	1 7%	1 5%	0 0%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 117 (continuation)

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2275	84	39	35	23	37	8	8	290	1985
56%	56%	56%	60%	+76% a	93%	63%	59%	50%	-41%	+60% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268	7	6	0	4	2	1	8	28	240
7%	4%	9%	0%	14%	3%	9%	48%	-4%	+7% a	
I do not do this online at all	1674	60	25	11	*	20	5	5	411	1264
41%	40%	39%	-24%	2%	34%	41%	32%	+58% b	-38%	
Summary: Do activity at all	2371	90	40	35	24	39	8	12	300	2070
59%	60%	61%	+76%	98%	66%	59%	68%	-42%	+62% a	
Summary: Mobile phone Only	2103	83	34	35	20	37	7	3	272	1831
52%	55%	52%	+76% ab	84%	63%	50%	20%	-38%	+55% a	
Summary: Another device only	96	5	1	0	1	2	0	3	11	85
2%	4%	1%	0%	5%	3%	0%	19%	2%	3%	

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 117 (continuation)

QE9.26. Using a 'wallet', to store other personal information such as tickets, covid pass or store cards - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2275 56%	108 +76% cefg	831 +79% cdefgh	83 52% efgh	761 +68% cefg	88 -34% gh	360 -39% gh	10 -7%	34 -14% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	268 7%	9 6% g	66 6% g	8 5% g	99 +9% befg	10 4% g	59 6% g	1 -*%	15 6% g
I do not do this online at all	1674 41%	33 -23%	203 -19%	72 45% abd	336 -30% b	169 +65% abcdn	528 +58% abcd	137 +93% abcdeh	197 +80% abcde
Summary: Do activity at all	2371 59%	111 +77% cefg	843 +81% cdefgh	87 55% efgh	791 +70% cefg	92 -35% gh	388 -42% egh	11 -7%	49 -20% g
Summary: Mobile phone Only	2103 52%	101 +71% cdefgh	777 +74% cdefgh	79 50% efgh	691 +61% cefg	81 -31% gh	329 -36% gh	10 -7%	34 -14% g
Summary: Another device only	96 2%	3 2%	12 -1%	4 2%	30 3% b	4 1%	27 3% bg	1 *%	15 +6% bde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 118

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1579 39%	1496 +47% bcd	1552 +43% cd	83 -10%	27 -7%	16 -5%	101 +48% a	1288 -37%	282 +49% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 36%	1326 +42% bcd	1424 +39% cd	148 -17% d	50 -13%	38 -11%	43 -20% a	1280 +37% b	183 -32%
I do not do this online at all	1708 42%	1025 -32%	1379 -38% a	682 +78% ab	328 +83% abc	298 +86% b	89 42%	1499 +44% b	201 -35%
Summary: Do activity at all	2337 58%	2149 +68% bcd	2272 +62% cd	189 -22% d	65 -17%	50 -14%	121 58% a	1946 -56%	376 +65% a
Summary: Mobile phone Only	863 21%	823 +26% bcd	848 +23% cd	41 -5%	15 -4%	12 -4%	79 +37% a	666 -19%	192 +33% a
Summary: Another device only	758 19%	653 +21% cd	720 +20% cd	105 -12%	38 -10%	34 -10%	20 -9%	657 19%	94 16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 118 (continuation)

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1579 39%	1165 -36%	405 +49%	21 43%	0 0%	* 12%	102 +51%	5 39%	11 64%	12 67%	7 38%	13 40%	48 +50%	6 65%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 36%	1184 37%	279 34%	19 40%	1 62%	1 88%	74 37%	7 52%	10 62%	12 69%	5 29%	4 -12%	31 33%	4 47%
I do not do this online at all	1708 42%	1414 +44%	287 -35%	16 -34%	1 38%	0 0%	69 -34%	4 32%	1 3%	2 13%	9 50%	17 51%	32 34%	1 7%
Summary: Do activity at all	2337 58%	1779 -56%	542 +65%	32 +66%	1 62%	1 100%	133 +66%	9 68%	16 97%	16 87%	9 50%	16 49%	62 66%	9 93%
Summary: Mobile phone Only	863 21%	595 -19%	263 +32%	12 26%	0 0%	* 12%	58 +29%	2 16%	6 35%	3 18%	4 22%	12 +37%	31 +33%	4 46%
Summary: Another device only	758 19%	614 19%	137 17%	11 23%	1 62%	1 88%	31 15%	4 29%	6 33%	4 21%	2 13%	3 9%	15 16%	3 28%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 118 (continuation)

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1579 39%	62 41%	33 50%	28 +61% ae	16 66%	23 39%	11 86%	7 44%	212 -30%	1367 +41% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1474 36%	46 31%	21 32%	10 22%	10 39%	14 -23%	3 25%	6 37%	187 -26%	1287 +39% a
I do not do this online at all	1708 42%	57 38%	24 37%	13 27%	3 11%	30 50% c	2 14%	7 43%	416 +59% b	1291 -39%
Summary: Do activity at all	2337 58%	92 62%	41 63%	33 73% e	22 89%	30 50%	11 86%	10 57%	295 -41%	2043 +61% a
Summary: Mobile phone Only	863 21%	47 +31%	20 31%	23 +51% ae	12 50%	16 27%	8 61%	3 20%	108 -15%	755 +23% a
Summary: Another device only	758 19%	31 20%	8 12%	5 12%	5 22%	6 11%	0 0%	2 14%	82 -12%	676 +20% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 118 (continuation)

QE9.11. Finding/downloading information for work/school/university,university - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1579	97	575	61	538	47	234	8
	39%		+67%	+55%	38%	+48%	-18%	-26%	-5%
			bcdefgh	cdefgh	efgh	cefg	gh	egh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1474	59	418	60	541	56	291	13
	36%		41%	+40%	38%	+48%	-21%	-32%	-8%
			efgh	efgh	efgh	bcefg	g	egh	
I do not do this online at all		1708	27	278	69	297	189	520	132
	42%		-19%	-27%	43%	-26%	+72%	+57%	+89%
					abd		abdcf	abcd	abcdfh
Summary: Do activity at all		2337	116	768	90	830	72	395	16
	58%		+81%	+73%	57%	+74%	-28%	-43%	-11%
			cefg	cefg	efgh	cefg	gh	egh	g
Summary: Mobile phone Only		863	58	350	30	289	17	104	3
	21%		+40%	+33%	19%	+26%	-6%	-11%	-2%
			cdefgh	cdefgh	efgh	cefg	g	egh	
Summary: Another device only		758	20	193	29	292	25	161	8
	19%		14%	18%	18%	+26%	-10%	18%	-5%
			g	efgh	eg	abcefg		efgh	g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 119

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1950 48%	1758 +55% bcd	1891 +52% cd	192 -22% d	58 -15%	46 -13%	121 +58% a	1632 -47%	305 +53% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1695 42%	1334 42% d	1555 +43% d	361 41% d	140 -36%	98 -28% b	38 -18%	1518 +44% b	166 -29%
I do not do this online at all	1123 28%	713 -22%	900 -25% a	410 +47% ab	223 +57% abc	219 +63% b	70 33%	938 27%	181 +31%
Summary: Do activity at all	2922 72%	2461 +78% bcd	2751 +75% cd	461 -53% d	171 -43%	129 -37%	140 67% a	2507 73%	396 -69%
Summary: Mobile phone Only	1227 30%	1127 +36% bcd	1196 +33% cd	100 -12% d	31 -8%	31 -9%	102 +49% a	989 -29%	230 +40% a
Summary: Another device only	972 24%	703 -22%	860 -24%	269 +31% ab	112 +29% ab	83 24% b	19 -9%	875 +25% b	91 -16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 119 (continuation)

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1950 48%	1491 -47%	446 +54%	25 52%	0 0%	* 12%	116 +57%	5 43%	9 53%	8 46%	12 65%	15 47%	53 56%	7 72%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1695 42%	1436 +45%	248 -30%	23 47%	1 62%	1 88%	57 -29%	5 43%	8 49%	8 46%	7 38%	3 -9%	29 -31%	4 40%
I do not do this online at all	1123 28%	872 27%	247 30%	10 -20%	1 38%	0 0%	56 28%	4 34%	3 19%	5 27%	2 10%	16 +50%	26 27%	0 0%
Summary: Do activity at all	2922 72%	2321 73%	582 70%	38 +80%	1 62%	1 100%	146 72%	8 66%	14 81%	13 73%	16 90%	17 -50%	68 73%	9 100%
Summary: Mobile phone Only	1227 30%	885 -28%	334 +40%	16 32%	0 0%	* 12%	88 +44%	3 23%	5 32%	5 28%	9 52%	14 42%	39 +42%	6 60%
Summary: Another device only	972 24%	830 +26%	136 -16%	13 28%	1 62%	1 88%	30 -15%	3 23%	5 28%	5 27%	5 25%	1 -3%	15 16%	3 28%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 119 (continuation)

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1950 48%	67 45%	38 58%	27 60%	15 62%	31 52%	10 75%	7 43%	295 -42%	1655 +50% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1695 42%	38 -25%	16 -24%	14 30%	10 39%	17 -28%	3 25%	5 31%	259 -36%	1436 +43% a
I do not do this online at all	1123 28%	57 +38%	23 35%	11 25%	3 12%	19 33%	3 21%	8 48%	273 +38% b	850 -25%
Summary: Do activity at all	2922 72%	93 -62%	43 65%	34 75%	21 88%	40 67%	10 79%	9 52%	438 -62%	2484 +75% a
Summary: Mobile phone Only	1227 30%	55 37%	27 41%	21 +45%	12 49%	23 39%	7 54%	3 20%	179 -25%	1048 +31% a
Summary: Another device only	972 24%	26 17%	4 -6%	7 16%	6 26%	9 15%	1 4%	1 9%	143 -20%	829 +25% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 119 (continuation)

QE9.12. Using local council/ Government sites, contact, to find information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1950	90	631	86	648	100	336	19
	48%		+63%	+60%	54%	+58%	-39%	-37%	-13%
			efgh	efgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1695	46	338	64	526	108	472	40
	42%		-32%	-32%	40%	+47%	41%	+52%	-27%
					bg	abg	bg	abcdegh	bg
I do not do this online at all		1123	33	251	40	203	105	269	96
	28%		23%	-24%	25%	-18%	+40%	29%	+65%
				d	d		abcdf	bd	abcdefh
Summary: Do activity at all		2922	111	795	120	924	156	646	51
	72%		77%	+76%	75%	+82%	-60%	71%	-35%
			efgh	efgh	efgh	bcefg	gh	efgh	g
Summary: Mobile phone Only		1227	64	457	56	397	48	174	11
	30%		+45%	+44%	35%	+35%	-18%	-19%	-8%
			defgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		972	21	164	35	275	56	310	32
	24%		-14%	-16%	22%	24%	21%	+34%	22%
					b	ab	b	abcdeg	b

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 120

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2891 71%	2509 +79% bcd	2780 +76% cd	383 -44% d	111 -28%	122 -35%	156 74% a	2456 71%	422 73%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 23%	683 -22%	842 23%	263 +30% ab	105 27% a	78 22% b	13 -6%	861 +25% b	78 -14%
I do not do this online at all	892 22%	529 -17%	677 -19% a	363 +42% ab	215 +55% abc	178 +51% b	53 25%	751 22%	135 23%
Summary: Do activity at all	3153 78%	2645 +83% bcd	2975 +81% cd	508 -58% d	179 -45%	170 -49%	158 75% a	2694 78%	442 77%
Summary: Mobile phone Only	2207 55%	1962 +62% bcd	2133 +58% cd	245 -28% d	74 -19%	93 -27%	145 +69% a	1833 -53%	365 +63% a
Summary: Another device only	262 6%	137 -4%	195 -5%	125 +14% ab	67 +17% ab	48 +14% b	2 -1%	238 +7% b	20 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 120 (continuation)

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2891 71%	2259 -71%	619 +75%	35 72%	0 0%	* 12%	162 +80%	7 57%	14 80%	15 85%	15 84%	22 66%	75 80%	9 93%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 23%	812 +25%	126 -15%	11 22%	1 62%	1 88%	35 18%	5 43%	6 35%	4 25%	3 18%	2 -5%	13 14%	* 2%
I do not do this online at all	892 22%	710 22%	176 21%	10 21%	1 38%	0 0%	31 -15%	2 15%	0 0%	2 9%	3 16%	11 34%	14 15%	1 7%
Summary: Do activity at all	3153 78%	2483 78%	653 79%	38 79%	1 62%	1 100%	171 +85%	11 85%	17 100%	16 91%	15 84%	22 66%	80 85%	9 93%
Summary: Mobile phone Only	2207 55%	1671 -52%	527 +64%	27 56%	0 0%	* 12%	135 +67%	5 41%	11 65%	12 66%	12 66%	20 61%	67 +71%	9 91%
Summary: Another device only	262 6%	224 +7%	34 -4%	3 6%	1 62%	1 88%	9 4%	3 27%	3 20%	1 7%	0 0%	0 0%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 120 (continuation)

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2891 71%	97 65%	49 75%	29 63%	21 85%	48 81% ac	11 86%	11 64%	438 -62%	2453 +74% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 23%	12 -8%	11 16% c	1 -1%	4 17%	7 -11%	3 20%	7 40%	154 22%	793 24%
I do not do this online at all	892 22%	49 +33% e	16 24%	17 +37% e	3 10%	10 16%	2 14%	6 36%	233 +33% b	658 -20%
Summary: Do activity at all	3153 78%	101 -67%	50 76%	29 -63%	22 90%	50 84% ac	11 86%	11 64%	478 -67%	2675 +80% a
Summary: Mobile phone Only	2207 55%	89 59%	39 60%	28 61%	18 73%	43 +72%	9 65%	4 24%	324 -46%	1883 +56% a
Summary: Another device only	262 6%	4 3%	1 1%	0 0%	1 5%	2 3%	0 0%	0 0%	40 6%	222 7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 120 (continuation)

QE9.13. Accessing news/weather/sports - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2891 71%	123 +86% cefg	828 +79% cefg	113 71% eg	948 +84% bcefg	161 -62% gh	607 -66% gh	40 -27%	71 -29%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	947 23%	20 -14%	164 -16%	33 21%	239 -21% b	70 27% abd	317 +35% abcdeg	32 21%	73 +30% abcd
I do not do this online at all	892 22%	15 -10%	182 -17% ad	41 26% abd	146 -13%	86 +33% abdf	206 23% abd	91 +62% abcdeh	124 +50% abcde
Summary: Do activity at all	3153 78%	128 +90% bcefg	864 +83% cefg	119 74% gh	980 +87% bcefg	175 -67% gh	709 77% eg	56 -38%	122 -50% g
Summary: Mobile phone Only	2207 55%	109 +76% bcdegh	700 +67% cefg	86 54% efgh	741 +66% cefg	105 -40% gh	392 -43% gh	25 -17%	49 -20%
Summary: Another device only	262 6%	5 3%	36 -3%	5 3%	32 -3%	14 5% d	102 +11% abcde	16 +11% abcde	51 +21% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 121

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2873 71%	2547 +80% bcd	2788 +76% cd	327 -38% d	85 -22%	102 -29%	172 +82% a	2428 70%	431 75%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 5%	160 -5%	203 6%	63 +7% a	19 5%	27 +8% b	5 3%	185 5%	34 6%
I do not do this online at all	1102 27%	583 -18%	800 -22% a	519 +60% ab	303 +77% abc	233 +67% b	35 -17%	963 +28% b	135 -23%
Summary: Do activity at all	2943 73%	2591 +82% bcd	2852 +78% cd	352 -40% d	91 -23%	115 -33%	175 +83% a	2482 -72%	442 +77% a
Summary: Mobile phone Only	2720 67%	2431 +77% bcd	2649 +73% cd	289 -33% d	72 -18%	88 -25%	170 +81% a	2297 67%	408 71%
Summary: Another device only	69 2%	44 -1%	64 2%	25 +3% ab	5 1%	13 +4%	3 1%	55 2%	11 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 121 (continuation)

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2873 71%	2235 -70%	624 +75%	32 66%	0 0%	* 12%	161 +80%	9 75%	17 99%	16 88%	16 89%	22 67%	72 77%	9 98%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 5%	175 5%	43 5%	1 2%	0 0%	1 88%	7 3%	0 0%	3 16%	1 7%	2 11%	3 9%	9 10%	0 0%
I do not do this online at all	1102 27%	908 +28%	190 -23%	15 31%	2 100%	0 0%	38 -19%	3 25%	* 1%	1 5%	2 11%	11 33%	17 18%	* 2%
Summary: Do activity at all	2943 73%	2285 -72%	639 +77%	33 69%	0 0%	1 100%	163 +81%	9 75%	17 99%	17 95%	16 89%	22 67%	78 82%	9 98%
Summary: Mobile phone Only	2720 67%	2109 -66%	596 +72%	32 66%	0 0%	* 12%	156 +78%	9 75%	14 83%	16 88%	14 78%	19 58%	68 73%	9 98%
Summary: Another device only	69 2%	50 2%	15 2%	1 2%	0 0%	1 88%	2 1%	0 0%	0 0%	1 7%	0 0%	0 0%	5 +6%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 121 (continuation)

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2873 71%	105 70%	51 77%	30 66%	21 84%	43 72%	10 77%	11 62%	390 -55%	2483 +74% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 5%	4 3%	6 9% e	0 0%	2 6%	0 0%	3 20%	1 8%	25 -3%	198 +6% a
I do not do this online at all	1102 27%	42 28%	15 23%	16 34%	3 11%	17 28%	3 23%	6 38%	316 +44% b	786 -24%
Summary: Do activity at all	2943 73%	108 72%	51 77%	30 66%	22 89%	43 72%	10 77%	11 62%	395 -56%	2547 +76% a
Summary: Mobile phone Only	2720 67%	104 69%	45 68%	30 66%	20 83%	43 72%	7 57%	9 54%	371 -52%	2350 +70% a
Summary: Another device only	69 2%	3 2%	0 0%	0 0%	1 5%	0 0%	0 0%	0 0%	5 -1%	64 +2% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 121 (continuation)

QE9.27. Scanning QR codes - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	2873 71%	125 +87% cefg	906 +87% cefg	114 71% efgh	958 +85% cefg	134 -51% gh	551 -60% efgh	17 -12%	68 -28% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	222 5%	5 4% g	47 5% g	5 3% g	57 5% g	14 5% g	74 +8% bcdg	* -*%	19 8% g
I do not do this online at all	1102 27%	18 -13%	123 -12%	44 28% abd	153 -14%	123 +47% abdcf	337 +37% abcd	130 +88% abcdfh	173 +70% abcdf
Summary: Do activity at all	2943 73%	125 +87% cefg	922 +88% cefg	115 72% efgh	974 +86% cefg	138 -53% gh	578 -63% efgh	17 -12%	73 -30% g
Summary: Mobile phone Only	2720 67%	120 +84% cefg	875 +84% cefg	110 69% efgh	916 +81% cefg	124 -48% gh	503 -55% efgh	17 -12%	55 -22% g
Summary: Another device only	69 2%	0 0%	16 2%	1 1%	16 1%	4 1%	27 +3% abdg	0 0%	5 2% g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 122

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	3027 75%	2661 +84% bcd	2925 +80% cd	366 -42% d	102 -26%	121 -35%	176 +83% a	2549 -74%	462 +80% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 19%	534 -17%	675 18%	219 +25% abd	79 20%	55 16% b	12 -6%	683 +20% b	65 -11%
I do not do this online at all	805 20%	397 -13%	561 -15% a	408 +47% ab	244 +62% abc	194 +56% b	31 15%	708 +21% b	93 -16%
Summary: Do activity at all	3240 80%	2777 +87% bcd	3090 +85% cd	463 -53% d	150 -38%	154 -44%	180 85% a	2737 -79%	484 +84% a
Summary: Mobile phone Only	2486 61%	2242 +71% bcd	2415 +66% cd	244 -28% d	71 -18%	99 -28%	168 +80% a	2054 -60%	419 +73% a
Summary: Another device only	213 5%	116 -4%	165 -5%	97 +11% ab	48 +12% ab	33 +10% b	4 -2%	188 5%	22 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 122 (continuation)

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	3027 75%	2341 -73%	671 +81%	37 77%	0 0%	* 12%	171 +85%	6 46%	17 100%	17 93%	16 89%	24 73%	81 +86%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 19%	648 +20%	101 -12%	5 -10%	1 62%	1 88%	29 14%	3 23%	3 16%	2 13%	4 25%	2 5%	7 -8%	1 7%
I do not do this online at all	805 20%	675 +21%	126 -15%	9 19%	1 38%	0 0%	23 -11%	4 32%	0 0%	0 0%	2 11%	9 27%	11 11%	0 0%
Summary: Do activity at all	3240 80%	2518 -79%	703 +85%	39 81%	1 62%	1 100%	178 +89%	9 68%	17 100%	18 100%	16 89%	24 73%	84 89%	9 100%
Summary: Mobile phone Only	2486 61%	1870 -59%	602 +73%	34 +70%	0 0%	* 12%	150 +74%	6 46%	14 84%	16 87%	11 64%	22 67%	76 +81%	9 93%
Summary: Another device only	213 5%	177 6%	33 4%	2 4%	1 62%	1 88%	7 4%	3 23%	0 0%	1 7%	0 0%	0 0%	3 3%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 122 (continuation)

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	3027	119	50	34	22	48	9	11	431	2596
	75%	79%	76%	74%	91%	81%	69%	66%	-61%	+78% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754	13	11	3	7	4	0	5	126	627
	19%	-9%	17%	-6%	27%	-6%	0%	30%	18%	19%
I do not do this online at all	805	25	15	9	1	10	4	3	250	555
	20%	17%	23%	21%	3%	17%	31%	15%	+35% b	-17%
Summary: Do activity at all	3240	125	50	36	24	50	9	14	462	2779
	80%	83%	77%	79%	97%	83%	69%	85%	-65%	+83% a
Summary: Mobile phone Only	2486	111	39	34	17	46	9	9	335	2151
	61%	+74% b	59%	74%	70%	+77% b	69%	54%	-47%	+65% a
Summary: Another device only	213	6	1	3	1	1	0	3	30	183
	5%	4%	1%	6%	6%	2%	0%	19%	4%	5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 122 (continuation)

QE9.14. Maps/ Directions/navigation/travel planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	3027 75%	128 +89% cefg	921 +88% cefg	122 76% efg	973 +86% cefg	151 -58% gh	630 -69% efg	30 -20%	72 -29% g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	754 19%	19 13%	115 -11%	28 18% b	205 18% b	57 22% ab	251 +27% abc	23 15%	56 23% abg
I do not do this online at all	805 20%	12 -8%	95 -9%	32 20% abd	118 -10%	98 +37% abcdf	207 +23% abd	108 +73% abcdfgh	136 +55% abcdf
Summary: Do activity at all	3240 80%	131 +92% cefg	951 +91% cefg	127 80% efg	1009 +90% cefg	163 -63% gh	709 -77% efg	40 -27%	110 -45% g
Summary: Mobile phone Only	2486 61%	113 +79% cefg	836 +80% cdefg	99 62% efg	804 +71% cefg	106 -41% gh	458 -50% efg	17 -12%	54 -22% g
Summary: Another device only	213 5%	3 2%	30 -3%	6 3%	36 -3%	12 5%	78 +9% abcde	10 7% bd	38 +16% abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 123

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1141 28%	1086 +34% bcd	1126 +31% cd	55 -6%	15 -4%	24 -7%	64 30% a	890 -26%	244 +42% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	547 +17% cd	581 +16% cd	44 -5% d	10 -3%	15 -4%	8 -4%	476 -14%	109 +19% a
I do not do this online at all	2625 65%	1839 -58%	2254 -62% a	786 +90% ab	371 +94% abc	312 +90% b	141 67%	2328 +68% b	286 -50%
Summary: Do activity at all	1420 35%	1335 +42% bcd	1397 +38% cd	85 -10% d	23 -6%	36 -10%	70 33% a	1117 -32%	291 +50% a
Summary: Mobile phone Only	829 20%	789 +25% bcd	817 +22% cd	40 -5%	12 -3%	22 -6%	61 +29% a	642 -19%	182 +32% a
Summary: Another device only	279 7%	249 +8% cd	271 +7% cd	30 -3%	8 -2%	13 -4%	6 -3%	228 7%	47 8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 123 (continuation)

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1141 28%	804 -25%	330 +40%	8 -17%	0 0%	* 12%	77 +38%	6 50%	11 64%	5 29%	2 9%	14 43%	42 +44%	4 42%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	429 -13%	155 +19%	8 16%	0 0%	1 88%	38 19%	3 23%	3 16%	9 52%	7 37%	7 20%	16 17%	2 26%
I do not do this online at all	2625 65%	2182 +68%	432 -52%	35 72%	2 100%	0 0%	110 -55%	6 50%	6 36%	6 32%	10 57%	18 54%	47 -50%	4 43%
Summary: Do activity at all	1420 35%	1011 -32%	397 +48%	13 28%	0 0%	1 100%	91 +45%	6 50%	11 64%	12 68%	8 43%	15 46%	47 +50%	5 57%
Summary: Mobile phone Only	829 20%	582 -18%	242 +29%	6 -12%	0 0%	* 12%	54 +27%	3 28%	8 48%	3 16%	1 6%	9 26%	31 +33%	3 30%
Summary: Another device only	279 7%	207 6%	67 8%	5 +11%	0 0%	1 88%	14 7%	0 0%	0 0%	7 39%	6 34%	1 3%	6 6%	1 14%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 123 (continuation)

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1141 28%	57 +38%	35 +53% e	23 +51%	15 62%	19 31%	3 19%	9 55%	143 -20%	998 +30% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	591 15%	29 19% c	10 15%	2 4%	7 27%	9 15%	1 4%	5 30%	74 -10%	517 +16% a
I do not do this online at all	2625 65%	78 -52%	29 -44%	22 -47%	5 20%	39 65% b	10 77%	8 45%	532 +75% b	2094 -63%
Summary: Do activity at all	1420 35%	72 +48%	37 +56% e	24 +53%	20 80%	21 35%	3 23%	9 55%	180 -25%	1240 +37% a
Summary: Mobile phone Only	829 20%	43 +29%	27 +41% e	22 +49% ae	13 53%	12 21%	3 19%	4 25%	106 -15%	723 +22% a
Summary: Another device only	279 7%	15 10%	2 3%	1 2%	4 18%	2 4%	1 4%	0 0%	37 -5%	242 +7% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 123 (continuation)

QE9.16. Using generative AI sites or tools - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1141	63	456	47	400	31	129	2
	28%		+44%	+44%	30%	+36%	-12%	-14%	-1%
			cefg	cefg	efg	efg	gh	gh	g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		591	22	204	30	215	19	91	3
	15%		16%	+19%	19%	+19%	-7%	-10%	-2%
			efg	efg	efg	efg	gh	gh	g
I do not do this online at all		2625	67	499	98	627	222	742	145
	65%		-47%	-48%	61%	-56%	+85%	+81%	+98%
					ab	b	abcd	abcd	abcde
Summary: Do activity at all		1420	76	547	62	500	39	173	3
	35%		+53%	+52%	39%	+44%	-15%	-19%	-2%
			cefg	cefg	efg	efg	gh	gh	g
Summary: Mobile phone Only		829	54	343	32	285	19	82	*
	20%		+38%	+33%	20%	+25%	-7%	-9%	-*%
			cefg	cefg	efg	efg	g	gh	g
Summary: Another device only		279	13	91	14	100	8	45	1
	7%		9%	+9%	9%	+9%	-3%	-5%	-1%
			efg	efg	efg	efg		g	g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 124

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1388 34%	1306 +41% bcd	1369 +37% cd	83 -10% d	20 -5%	28 -8%	71 34% a	1117 -32%	265 +46% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 28%	1005 +32% cd	1097 +30% cd	132 -15% d	40 -10%	36 -10%	31 -15%	973 28%	157 27%
I do not do this online at all	2046 51%	1359 -43%	1706 -47% a	688 +79% ab	340 +86% abc	290 +83% b	115 55%	1802 +52% b	233 -40%
Summary: Do activity at all	1999 49%	1815 +57% bcd	1945 +53% cd	183 -21% d	53 -14%	58 -17%	96 45% a	1643 -48%	344 +60% a
Summary: Mobile phone Only	862 21%	810 +26% bcd	849 +23% cd	52 -6%	13 -3%	22 -6%	65 +31% a	669 -19%	188 +33% a
Summary: Another device only	610 15%	510 +16% cd	576 +16% cd	101 -12%	34 -9%	30 -9%	25 12%	525 15%	79 14%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 124 (continuation)

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1388 34%	1015 -32%	367 +44%	17 36%	0 0%	0 0%	85 +42%	5 43%	8 50%	8 44%	7 40%	17 +51%	47 +50%	5 51%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 28%	895 28%	235 28%	14 30%	1 62%	1 100%	62 31%	6 47%	8 49%	11 61%	9 51%	6 19%	23 24%	2 23%
I do not do this online at all	2046 51%	1695 +53%	341 -41%	23 48%	1 38%	0 0%	84 -42%	4 29%	4 23%	3 16%	6 33%	13 40%	37 40%	3 33%
Summary: Do activity at all	1999 49%	1498 -47%	489 +59%	25 52%	1 62%	1 100%	117 +58%	9 71%	13 77%	15 84%	12 67%	20 60%	57 60%	6 67%
Summary: Mobile phone Only	862 21%	603 -19%	254 +31%	11 22%	0 0%	0 0%	55 +28%	3 23%	5 29%	4 23%	3 16%	13 +40%	34 +36%	4 44%
Summary: Another device only	610 15%	483 15%	122 15%	8 16%	1 62%	1 100%	32 16%	3 27%	5 28%	7 41%	5 27%	3 8%	10 10%	2 16%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 124 (continuation)

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1388 34%	57 38%	32 +49%	25 +54% e	17 71%	20 33%	7 52%	9 55%	218 -31%	1171 +35% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1137 28%	40 26%	13 20%	7 15%	7 30%	16 27%	3 25%	5 29%	168 -24%	969 +29% a
I do not do this online at all	2046 51%	68 45%	30 46%	18 39%	5 21%	30 50%	6 44%	6 38%	416 +59% b	1630 -49%
Summary: Do activity at all	1999 49%	82 55%	35 54%	28 61%	19 79%	30 50%	7 56%	11 62%	295 -41%	1704 +51% a
Summary: Mobile phone Only	862 21%	42 28%	22 +34%	21 +47% ae	12 50%	14 23%	4 31%	6 33%	127 -18%	735 +22% a
Summary: Another device only	610 15%	25 17% b	3 -5%	3 7%	2 8%	10 17% b	1 4%	1 7%	77 -11%	533 +16% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 124 (continuation)

QE9.15. Storing/sending or receiving files through a cloud service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	244
Effective Weighted Sample		2669	85	603	124	801	192	610	164
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1388	96	506	58	478	58	173	6
	34%		+67%	+48%	36%	+42%	-22%	-19%	-4%
			bcdefgh	cdefgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1137	50	297	50	411	53	236	15
	28%		35%	28%	31%	+37%	-20%	26%	-10%
			efgh	efgh	efgh	befgh	gh	gh	
I do not do this online at all		2046	34	390	79	450	175	579	129
	51%		-24%	-37%	49%	-40%	+67%	+63%	+87%
			a	a	abd	a	abcd	abcd	abcdef
Summary: Do activity at all		1999	109	656	81	676	86	336	19
	49%		+76%	+63%	51%	+60%	-33%	-37%	-13%
			bcdefgh	cefg	efgh	cefg	gh	gh	
Summary: Mobile phone Only		862	60	360	31	265	33	100	4
	21%		+42%	+34%	19%	+24%	-13%	-11%	-3%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		610	13	151	23	198	28	164	13
	15%		9%	14%	14%	+18%	-11%	+18%	-9%
			gh	gh	aegh	aegh	abegh	abegh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 125

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1896 47%	1725 +54% bcd	1852 +51% cd	171 -20% d	44 -11%	53 -15%	98 46% a	1559 -45%	322 +56% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 20%	683 +22% cd	757 +21% cd	109 -13% d	35 -9%	36 -10% b	9 -4%	680 20%	110 19%
I do not do this online at all	1846 46%	1204 -38%	1513 -41% a	642 +74% ab	333 +85% abc	272 +78% b	109 52%	1628 +47% b	210 -36%
Summary: Do activity at all	2199 54%	1970 +62% bcd	2139 +59% cd	229 -26% d	60 -15%	76 -22%	101 48% a	1817 -53%	367 +64% a
Summary: Mobile phone Only	1407 35%	1287 +41% bcd	1382 +38% cd	120 -14% d	26 -7%	41 -12%	92 +44% a	1137 -33%	257 +44% a
Summary: Another device only	304 8%	245 8% d	287 +8% d	58 7%	17 -4%	23 7% b	4 -2%	258 7%	44 8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 125 (continuation)

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1896 47%	1425 -45%	456 +55%	25 53%	0 0%	* 12%	108 54%	7 57%	12 69%	10 55%	12 64%	17 52%	53 56%	6 66%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 20%	635 20%	155 19%	7 16%	1 62%	1 88%	35 17%	5 36%	4 24%	8 46%	4 25%	4 11%	18 20%	2 26%
I do not do this online at all	1846 46%	1529 +48%	309 -37%	20 41%	1 38%	0 0%	79 39%	2 15%	4 23%	4 25%	5 29%	13 40%	36 38%	1 7%
Summary: Do activity at all	2199 54%	1664 -52%	520 +63%	28 59%	1 62%	1 100%	123 61%	11 85%	13 77%	13 75%	13 71%	20 60%	58 62%	9 93%
Summary: Mobile phone Only	1407 35%	1028 -32%	365 +44%	21 +44%	0 0%	* 12%	88 +44%	6 48%	9 54%	5 30%	8 46%	16 49%	40 42%	6 66%
Summary: Another device only	304 8%	239 7%	64 8%	3 6%	1 62%	1 88%	14 7%	3 27%	1 8%	4 21%	1 6%	2 7%	6 6%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 125 (continuation)

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1896 47%	78 52%	38 58%	24 53%	15 63%	31 52%	10 72%	9 55%	286 -40%	1610 +48% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	792 20%	24 16%	16 25%	7 16%	4 18%	7 11%	3 25%	2 13%	97 -14%	695 +21% a
I do not do this online at all	1846 46%	55 -37%	25 38%	19 42%	8 32%	28 46%	3 23%	8 45%	399 +56% b	1446 -43%
Summary: Do activity at all	2199 54%	95 +63%	41 62%	27 58%	17 68%	32 54%	10 77%	9 55%	312 -44%	1887 +57% a
Summary: Mobile phone Only	1407 35%	70 +47%	25 38%	20 43%	12 50%	25 42%	7 52%	7 43%	215 -30%	1193 +36% a
Summary: Another device only	304 8%	16 11% e	3 4%	3 6%	1 5%	1 2%	1 4%	0 0%	26 -4%	278 +8% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 125 (continuation)

QE9.23. Personal/household organisation tools such as calendar management/task planning - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1896	107	615	80	635	88	328	11
	47%		+75%	+59%	50%	+56%	-34%	-36%	-7%
			bcdefgh	cefg	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		792	20	181	29	285	41	202	8
	20%		14%	-17%	18%	+25%	16%	+22%	-5%
			g	gh	gh	abcegh	g	abegh	g
I do not do this online at all		1846	31	364	71	390	163	493	134
	46%		-22%	-35%	45%	-35%	+62%	+54%	+91%
			a	a	abd	a	abcdf	abcd	abcdefh
Summary: Do activity at all		2199	112	682	88	737	98	422	13
	54%		+78%	+65%	55%	+65%	-38%	-46%	-9%
			bcdefgh	cefg	efgh	cefg	gh	egh	g
Summary: Mobile phone Only		1407	92	501	60	452	57	220	6
	35%		+64%	+48%	37%	+40%	-22%	-24%	-4%
			bcdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		304	5	67	8	102	10	94	2
	8%		3%	6%	5%	+9%	-4%	+10%	-2%
			g	g	abeg	abeg	abcegh	abcegh	g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 126

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2256 56%	1949 +61% cd	2157 +59% cd	307 -35% d	99 -25%	93 -27%	120 57% a	1907 55%	338 59%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884 22%	659 -21%	794 22%	225 +26% ab	90 23%	72 21% b	8 -4%	794 +23% b	86 -15%
I do not do this online at all	1429 35%	982 -31%	1193 -33%	448 +51% ab	236 +60% abc	206 +59% b	87 41%	1218 35%	202 35%
Summary: Do activity at all	2616 65%	2192 +69% cd	2459 +67% cd	423 -49% d	157 -40%	142 -41%	123 59% a	2227 65%	375 65%
Summary: Mobile phone Only	1732 43%	1533 +48% bcd	1665 +46% cd	198 -23% d	67 -17%	70 -20%	115 +55% a	1433 -42%	289 +50% a
Summary: Another device only	360 9%	243 -8%	302 -8%	116 +13% ab	58 +15% ab	49 +14% b	3 -2%	320 +9% b	37 -6%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 126 (continuation)

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2256 56%	1758 55%	487 59%	16 -34%	1 38%	* 12%	132 +65%	6 50%	10 61%	11 59%	6 34%	19 59%	64 +67%	6 59%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884 22%	753 +24%	127 -15%	6 -12%	1 62%	1 88%	33 16%	5 42%	6 35%	3 19%	4 22%	2 -5%	11 -12%	2 26%
I do not do this online at all	1429 35%	1132 35%	289 35%	28 +58%	0 0%	0 0%	58 29%	3 25%	3 19%	5 28%	10 54%	14 41%	27 29%	1 15%
Summary: Do activity at all	2616 65%	2061 65%	541 65%	20 -42%	2 100%	1 100%	143 71%	9 75%	14 81%	13 72%	8 46%	19 59%	67 71%	8 85%
Summary: Mobile phone Only	1732 43%	1309 -41%	414 +50%	14 -30%	1 38%	* 12%	110 +55%	4 33%	8 45%	9 53%	4 24%	18 53%	56 +59%	6 59%
Summary: Another device only	360 9%	303 +9%	54 -7%	4 8%	1 62%	1 88%	11 6%	3 25%	3 20%	2 13%	2 11%	0 0%	4 4%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 126 (continuation)

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2256 56%	82 54%	45 +69%	26 57%	14 59%	31 51%	9 67%	9 54%	360 -51%	1896 +57% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	884 22%	17 -11%	14 21% c	2 -5%	6 25%	6 -11%	3 25%	3 19%	150 21%	734 22%
I do not do this online at all	1429 35%	58 39%	20 30%	18 38%	6 23%	27 45%	4 29%	8 46%	299 +42% b	1130 -34%
Summary: Do activity at all	2616 65%	92 61%	46 70%	28 62%	19 77%	33 55%	9 71%	9 54%	412 -58%	2204 +66% a
Summary: Mobile phone Only	1732 43%	75 50%	32 49%	26 57%	13 52%	26 44%	6 47%	6 36%	262 -37%	1469 +44% a
Summary: Another device only	360 9%	10 7%	1 -1%	2 4%	4 18%	2 3%	1 4%	0 0%	52 7%	307 9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 126 (continuation)

QE9.17. Using apps or websites to book and/or access healthcare services - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		2256	109	631	94	737	125	462	32
	56%		+76%	+60%	59%	+65%	-48%	-50%	-21%
			bcdefgh	efgh	efgh	befgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		884	23	153	43	256	62	258	23
	22%		16%	-15%	27%	23%	24%	+28%	-15%
					abg	bg	bg	abdg	
I do not do this online at all		1429	31	348	48	305	115	345	105
	35%		-22%	33%	30%	-27%	+44%	38%	+71%
				ad			abcdf	abd	abcdfh
Summary: Do activity at all		2616	112	698	111	822	146	570	43
	65%		+78%	67%	70%	+73%	-56%	62%	-29%
			befgh	efgh	efgh	befgh	gh	efgh	g
Summary: Mobile phone Only		1732	89	545	69	565	84	312	20
	43%		+62%	+52%	43%	+50%	-32%	-34%	-14%
			bcdefgh	cefg	efgh	efgh	gh	gh	
Summary: Another device only		360	3	67	18	85	20	109	11
	9%		-2%	-6%	11%	8%	8%	+12%	8%
					ab	a	a	abd	a

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 127

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1891 47%	1739 +55% bcd	1852 +51% cd	152 -17% d	38 -10%	44 -13%	101 48% a	1585 -46%	292 51% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	374 +12% cd	415 +11% cd	66 -8%	24 -6%	30 9%	10 -5%	376 11%	58 10%
I do not do this online at all	1979 49%	1302 -41%	1642 -45% a	676 +78% ab	336 +85% abc	277 +80% b	104 49%	1706 50%	266 46%
Summary: Do activity at all	2066 51%	1872 +59% bcd	2009 +55% cd	195 -22% d	57 -15%	71 -20%	107 51% a	1739 50%	311 54%
Summary: Mobile phone Only	1627 40%	1498 +47% bcd	1594 +44% cd	129 -15% d	33 -8%	41 -12%	97 46% a	1363 40%	253 44%
Summary: Another device only	176 4%	133 4%	157 4%	43 5%	19 5%	27 +8% b	5 3%	155 4%	19 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 127 (continuation)

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1891 47%	1445 -45%	432 +52%	28 +59%	0 0%	* 12%	112 +55%	7 52%	13 74%	8 46%	11 60%	16 48%	47 50%	5 54%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	350 11%	85 10%	2 -4%	1 62%	1 88%	23 11%	1 9%	3 16%	4 22%	3 15%	2 7%	14 15%	0 0%
I do not do this online at all	1979 49%	1603 +50%	368 -44%	18 -38%	1 38%	0 0%	83 -41%	6 48%	4 26%	7 41%	6 36%	16 49%	41 43%	4 46%
Summary: Do activity at all	2066 51%	1589 -50%	461 +56%	30 +62%	1 62%	1 100%	118 +59%	7 52%	13 74%	11 59%	12 64%	17 51%	54 57%	5 54%
Summary: Mobile phone Only	1627 40%	1240 -39%	377 +45%	28 +58%	0 0%	* 12%	95 +47%	5 44%	10 58%	7 37%	9 49%	15 44%	40 42%	5 54%
Summary: Another device only	176 4%	145 5%	29 3%	1 3%	1 62%	1 88%	6 3%	0 0%	0 0%	2 13%	1 5%	1 3%	7 7%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 127 (continuation)

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1891 47%	70 47%	35 53%	26 57%	15 61%	26 44%	6 43%	8 49%	254 -36%	1637 +49% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	9 6%	14 +21% ace	3 6%	3 12%	1 -2%	1 4%	1 5%	58 -8%	382 +11% a
I do not do this online at all	1979 49%	75 50%	30 45%	19 41%	8 34%	33 56%	7 53%	9 51%	435 +61% b	1543 -46%
Summary: Do activity at all	2066 51%	75 50%	36 55%	27 59%	16 66%	26 44%	6 47%	8 49%	276 -39%	1791 +54% a
Summary: Mobile phone Only	1627 40%	66 44%	22 33%	24 53%	13 54%	25 42%	6 43%	8 45%	218 -31%	1409 +42% a
Summary: Another device only	176 4%	5 3%	1 1%	1 2%	1 5%	0 0%	1 4%	0 0%	22 3%	154 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 127 (continuation)

QE9.18. Using services or sites for personal health or fitness or lifestyle monitoring - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	1891 47%	95 +67% cdefgh	655 +63% cdefgh	73 45% efgh	645 +57% cefg	76 -29% gh	308 -34% gh	10 -7%	28 -12%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	440 11%	8 6%	104 10% g	18 12% g	144 +13% abgh	26 10% g	114 12% agh	5 -3%	19 8%
I do not do this online at all	1979 49%	44 -31%	355 -34%	77 48% abd	436 -39% b	178 +68% abcdf	553 +60% abcd	137 +93% abcdfh	200 +81% abcdf
Summary: Do activity at all	2066 51%	99 +69% cefg	691 +66% cdefgh	83 52% efgh	691 +61% cefg	83 -32% gh	362 -40% egh	11 -7%	46 -19% g
Summary: Mobile phone Only	1627 40%	91 +63% cdefgh	587 +56% cdefgh	64 40% efgh	547 +49% cefg	57 -22% gh	248 -27% gh	6 -4%	27 -11% g
Summary: Another device only	176 4%	4 3%	37 4%	10 6% eg	45 4%	7 3%	54 +6% bdeg	1 -1%	18 +7% bdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 128

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1356 34%	1249 +39% bcd	1323 +36% cd	107 -12% d	33 -8%	40 -11%	107 +51% a	1127 -33%	222 +38% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 24%	792 +25% cd	911 +25% cd	184 -21%	65 -17%	58 -17%	23 -11%	867 +25% b	105 -18%
I do not do this online at all	2089 52%	1477 -47%	1787 -49% a	612 +70% ab	303 +77% abc	258 +74% b	93 -44%	1777 52%	298 52%
Summary: Do activity at all	1956 48%	1697 +53% bcd	1865 +51% cd	259 -30% d	91 -23%	90 -26%	118 +56% a	1668 48%	279 48%
Summary: Mobile phone Only	980 24%	905 +29% bcd	954 +26% cd	74 -9%	25 -6%	32 -9%	95 +45% a	801 -23%	174 +30% a
Summary: Another device only	600 15%	448 -14%	542 15%	152 +17% ab	58 15%	50 15% b	11 -5%	541 +16% b	57 -10%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 128 (continuation)

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1356 34%	1018 -32%	331 +40%	17 36%	0 0%	0 0%	92 +46%	5 37%	8 46%	5 27%	11 63%	14 44%	35 37%	4 42%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 24%	810 +25%	162 -20%	16 +33%	1 62%	1 100%	39 19%	5 42%	7 43%	5 30%	2 11%	2 -8%	16 17%	2 26%
I do not do this online at all	2089 52%	1663 52%	412 50%	22 45%	1 38%	0 0%	92 46%	5 38%	4 26%	9 50%	7 37%	17 52%	52 55%	3 33%
Summary: Do activity at all	1956 48%	1530 48%	418 50%	26 55%	1 62%	1 100%	110 54%	8 62%	12 74%	9 50%	11 63%	16 48%	42 45%	6 67%
Summary: Mobile phone Only	980 24%	719 -23%	256 +31%	11 22%	0 0%	0 0%	71 +35%	2 20%	5 30%	4 20%	9 52%	13 +40%	26 28%	4 42%
Summary: Another device only	600 15%	512 +16%	86 -10%	9 19%	1 62%	1 100%	18 -9%	3 25%	5 28%	4 24%	0 0%	1 4%	8 8%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 128 (continuation)

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1356 34%	41 28%	30 +46% a	24 +52% ae	11 47%	18 31%	6 43%	9 54%	239 34%	1117 33%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 24%	21 -14%	10 15%	6 12%	8 32%	12 21%	3 25%	5 28%	170 24%	806 24%
I do not do this online at all	2089 52%	93 +62% c	35 53%	20 43%	7 27%	33 56%	7 52%	7 44%	371 52%	1718 52%
Summary: Do activity at all	1956 48%	57 -38%	31 47%	26 57% a	18 73%	26 44%	6 48%	9 56%	340 48%	1616 48%
Summary: Mobile phone Only	980 24%	37 24%	21 32%	21 +45% ae	10 41%	14 23%	3 23%	5 28%	170 24%	810 24%
Summary: Another device only	600 15%	16 11% b	1 -1%	2 5%	6 26%	8 13% b	1 4%	* 1%	101 14%	499 15%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 128 (continuation)

QE9.31. Finding information or applying for benefits/ tax credits/ other government or charitable support - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	1356 34%	85 +59% bcdefgh	428 +41% efgh	65 +41% efgh	474 +42% efgh	72 -27% fgh	199 -22% gh	17 -12%	16 -6%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	976 24%	34 23% g	192 -18% g	54 +34% bgh	316 +28% bgh	67 26% bg	248 +27% bgh	16 -11%	49 20% g
I do not do this online at all	2089 52%	42 -29%	517 49% acd	61 -38%	476 -42% a	151 +58% abcd	539 +59% abcd	117 +80% abcdef	185 +75% abcdef
Summary: Do activity at all	1956 48%	102 +71% bdefgh	529 51% efgh	99 +62% befgh	650 +58% befgh	110 -42% gh	376 -41% gh	30 -20%	61 -25%
Summary: Mobile phone Only	980 24%	68 +47% bcdefgh	336 +32% efgh	45 28% efgh	335 +30% efgh	42 -16% gh	128 -14% h	14 -10% h	11 -5%
Summary: Another device only	600 15%	17 12%	101 -10%	33 +21% abg	176 16% bg	38 15% b	177 +19% abdg	13 -9%	45 18% bg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 129

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1521 38%	1441 +45% bcd	1502 +41% cd	80 -9% d	19 -5%	24 -7%	115 +54% a	1231 -36%	284 +49% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546 38%	1313 +41% cd	1461 +40% cd	233 -27% d	85 -22%	77 -22%	51 -24%	1370 +40% b	167 -29%
I do not do this online at all	1644 41%	1051 -33%	1347 -37% a	593 +68% ab	297 +75% abc	256 +74% b	71 -34%	1416 41%	220 38%
Summary: Do activity at all	2401 59%	2123 +67% bcd	2305 +63% cd	278 -32% d	96 -25%	92 -26%	140 +66% a	2029 59%	357 62%
Summary: Mobile phone Only	855 21%	811 +26% bcd	843 +23% cd	44 -5%	12 -3%	15 -4%	89 +42% a	659 -19%	189 +33% a
Summary: Another device only	880 22%	682 21%	803 22%	198 23%	77 20%	68 20% b	25 -12%	798 +23% b	73 -13%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 129 (continuation)

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1521 38%	1121 -35%	394 +47%	17 34%	0 0%	* 12%	94 +46%	5 43%	11 66%	11 59%	9 48%	16 50%	44 47%	5 51%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546 38%	1287 +40%	250 -30%	17 36%	1 62%	1 88%	63 31%	7 55%	4 21%	9 48%	6 35%	8 23%	21 -22%	2 22%
I do not do this online at all	1644 41%	1321 41%	315 38%	20 42%	1 38%	0 0%	74 37%	2 18%	5 29%	3 15%	4 20%	14 41%	41 44%	4 45%
Summary: Do activity at all	2401 59%	1872 59%	514 62%	28 58%	1 62%	1 100%	127 63%	10 82%	12 71%	15 85%	14 80%	19 59%	53 56%	5 55%
Summary: Mobile phone Only	855 21%	584 -18%	264 +32%	11 22%	0 0%	* 12%	64 +32%	3 28%	8 50%	7 37%	8 45%	12 +36%	32 +34%	3 32%
Summary: Another device only	880 22%	751 +24%	120 -14%	11 24%	1 62%	1 88%	33 17%	5 39%	1 5%	5 26%	6 32%	3 9%	9 -10%	* 4%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 129 (continuation)

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1521 38%	57 38%	40 +61% ae	28 +62% ae	18 72%	23 39%	9 67%	8 47%	221 -31%	1300 +39% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1546 38%	42 -28%	23 35%	10 -22%	9 36%	18 30%	4 33%	6 35%	248 -35%	1298 +39% a
I do not do this online at all	1644 41%	70 47% b	19 29%	16 36%	5 22%	26 45%	3 25%	8 45%	348 +49% b	1296 -39%
Summary: Do activity at all	2401 59%	80 53%	46 71% a	30 64%	19 78%	33 55%	10 75%	9 55%	364 -51%	2038 +61% a
Summary: Mobile phone Only	855 21%	38 26%	24 +36%	19 +42% a	10 43%	15 25%	6 42%	3 20%	115 -16%	740 +22% a
Summary: Another device only	880 22%	23 16% c	6 -9%	1 -3%	2 6%	10 17% c	1 9%	1 8%	142 20%	738 22%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 129 (continuation)

QE9.19. Watching or downloading TV programmes/films/sport content - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1521	90	605	74	499	53	180	5
	38%		+63%	+58%	+46%	+44%	-20%	-20%	-3%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1546	73	413	74	482	79	340	22
	38%		+51%	40%	+46%	+43%	-30%	37%	-15%
			befgh	efgh	efgh	efgh	g	efgh	g
I do not do this online at all		1644	23	262	49	372	154	488	122
	41%		-16%	-25%	-31%	-33%	+59%	+53%	+83%
				a	a	ab	abcd	abcd	abcdefh
Summary: Do activity at all		2401	120	784	111	754	107	428	25
	59%		+84%	+75%	+69%	+67%	-41%	-47%	-17%
			bcdefgh	defgh	efgh	efgh	gh	gh	g
Summary: Mobile phone Only		855	48	371	37	272	28	88	3
	21%		+33%	+35%	23%	+24%	-11%	-10%	-2%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		880	30	179	37	255	54	247	21
	22%		21%	-17%	23%	23%	21%	+27%	-14%
					g	bg		bdeg	bg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 130

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	2472 61%	2252 +71% bcd	2397 +66% cd	220 -25% d	75 -19%	71 -20%	162 +77% a	2041 -59%	421 +73% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054 26%	858 +27% cd	988 +27% cd	196 -23% d	66 -17%	65 -19%	35 -17%	937 +27% b	110 -19%
I do not do this online at all	1214 30%	681 -21%	939 -26% a	533 +61% ab	275 +70% abc	228 +66% b	37 -18%	1082 +31% b	124 -21%
Summary: Do activity at all	2831 70%	2493 +79% bcd	2713 +74% cd	338 -39% d	118 -30%	120 -34%	174 +82% a	2363 -69%	453 +79% a
Summary: Mobile phone Only	1777 44%	1635 +52% bcd	1725 +47% cd	142 -16%	52 -13%	55 -16%	138 +66% a	1426 -41%	343 +59% a
Summary: Another device only	359 9%	241 -8%	315 9%	118 +14% ab	43 11% a	49 +14% b	12 6%	322 +9% b	33 -6%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 130 (continuation)

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	2472 61%	1867 -58%	594 +72%	31 65%	1 38%	* 12%	142 +70%	6 50%	17 98%	14 79%	15 83%	19 57%	69 +73%	6 69%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054 26%	890 +28%	157 -19%	8 -17%	1 62%	1 88%	36 -18%	5 38%	3 16%	5 31%	4 20%	3 -10%	9 -10%	1 10%
I do not do this online at all	1214 30%	1020 +32%	186 -22%	14 30%	0 0%	0 0%	48 24%	3 27%	* 2%	1 5%	3 17%	13 39%	21 23%	3 31%
Summary: Do activity at all	2831 70%	2173 -68%	644 +78%	34 70%	2 100%	1 100%	153 76%	9 73%	17 98%	17 95%	15 83%	20 61%	73 77%	6 69%
Summary: Mobile phone Only	1777 44%	1283 -40%	487 +59%	26 +54%	1 38%	* 12%	117 +58%	4 35%	14 82%	11 64%	11 63%	17 51%	64 +67%	5 58%
Summary: Another device only	359 9%	306 +10%	49 -6%	3 6%	1 62%	1 88%	12 6%	3 23%	0 0%	3 16%	0 0%	1 3%	4 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 130 (continuation)

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	2472	107	55	34	21	41	10	8	381	2091
61%		+71%	+83%	73%	85%	68%	79%	48%	-54%	+63% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1054	22	16	9	7	15	5	7	180	874
26%		-15%	24%	19%	28%	26%	35%	41%	25%	26%
I do not do this online at all	1214	39	9	10	3	12	1	4	273	941
30%		26%	-14%	22%	10%	20%	11%	26%	+38% b	-28%
Summary: Do activity at all	2831	110	57	36	22	48	12	13	438	2393
70%		74%	+86%	78%	90%	80%	89%	74%	-62%	+72% a
Summary: Mobile phone Only	1777	88	41	27	15	32	7	6	258	1519
44%		+59%	+63%	59%	61%	54%	54%	33%	-36%	+46% a
Summary: Another device only	359	4	2	2	1	7	1	4	57	302
9%		-3%	3%	5%	5%	12% a	10%	26%	8%	9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 130 (continuation)

QE9.20. Watching or downloading short video clips - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		2472	118	827	114	831	121	386	28
	61%		+82%	+79%	+72%	+74%	-46%	-42%	-19%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1054	46	246	50	306	64	276	20
	26%		32%	-24%	31%	27%	25%	+30%	-14%
			bgh	g	bgh	gh	g	bgh	
I do not do this online at all		1214	13	165	34	214	120	393	107
	30%		-9%	-16%	-21%	-19%	+46%	+43%	+73%
			a	a	a	a	abcd	abcd	abcdef
Summary: Do activity at all		2831	131	881	126	912	141	522	40
	70%		+91%	+84%	+79%	+81%	-54%	-57%	-27%
			bcdefgh	efgh	efgh	efgh	gh	gh	
Summary: Mobile phone Only		1777	85	635	77	606	76	246	20
	44%		+59%	+61%	48%	+54%	-29%	-27%	-14%
			efgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		359	13	54	12	81	20	136	12
	9%		9%	-5%	7%	-7%	8%	+15%	8%
								bcdeg	bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 131

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1161 29%	1053 +33% bcd	1129 +31% cd	108 -12% d	31 -8%	30 -9%	57 27% a	1008 29%	146 25%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753 19%	598 19%	690 19%	154 18%	62 16%	56 16%	23 -11%	686 +20% b	60 -10%
I do not do this online at all	2440 60%	1804 -57%	2131 -58%	636 +73% ab	309 +79% abc	267 +77% b	142 +67%	2027 -59%	400 +69% a
Summary: Do activity at all	1605 40%	1370 +43% cd	1521 +42% cd	235 -27% d	84 -21%	81 -23%	69 -33% a	1418 +41% b	177 -31%
Summary: Mobile phone Only	853 21%	772 +24% cd	831 +23% cd	81 -9% d	22 -6%	25 -7%	46 22% a	732 21%	117 20%
Summary: Another device only	445 11%	318 -10%	392 11%	127 +15% ab	53 13% a	51 +15% b	12 -6%	410 +12% b	30 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 131 (continuation)

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1161 29%	942 +30%	212 -26%	18 +38%	0 0%	* 12%	47 23%	4 35%	12 70%	4 20%	4 21%	9 26%	22 23%	1 7%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753 19%	653 +20%	93 -11%	4 -9%	1 62%	1 88%	27 13%	4 33%	3 16%	2 13%	3 17%	3 10%	10 11%	1 7%
I do not do this online at all	2440 60%	1855 -58%	573 +69%	28 58%	1 38%	0 0%	144 +71%	7 56%	5 30%	13 72%	14 79%	21 63%	64 68%	9 93%
Summary: Do activity at all	1605 40%	1338 +42%	257 -31%	20 42%	1 62%	1 100%	57 -29%	6 44%	12 70%	5 28%	4 21%	12 37%	30 32%	1 7%
Summary: Mobile phone Only	853 21%	685 21%	164 20%	16 +33%	0 0%	* 12%	31 15%	1 12%	9 54%	3 15%	1 4%	9 26%	19 21%	0 0%
Summary: Another device only	445 11%	396 +12%	45 -5%	2 -4%	1 62%	1 88%	11 -5%	1 9%	0 0%	1 8%	0 0%	3 10%	8 9%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 131 (continuation)

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1161	29	19	11	8	12	6	7	173	987
	29%	-19%	29%	24%	33%	20%	47%	43%	-24%	+30% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753	12	6	3	3	5	3	2	118	635
	19%	-8%	9%	-6%	11%	9%	20%	13%	17%	19%
I do not do this online at all	2440	114	45	32	16	43	7	10	461	1979
	60%	+76%	69%	71%	66%	72%	53%	57%	+65% b	-59%
Summary: Do activity at all	1605	35	21	13	8	17	6	7	251	1354
	40%	-24%	31%	29%	34%	28%	47%	43%	-35%	+41% a
Summary: Mobile phone Only	853	23	15	11	6	11	3	5	133	720
	21%	16%	23%	24%	23%	19%	26%	30%	19%	22%
Summary: Another device only	445	7	2	3	*	5	0	0	78	367
	11%	-4%	-2%	6%	2%	8%	0%	0%	11%	11%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 131 (continuation)

QE9.21. Listening to radio - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a smartphone	1161 29%	55 +39% efgh	337 +32% efgh	51 32% efgh	397 +35% efgh	59 -23% gh	230 -25% gh	8 -5%	23 -10%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	753 19%	29 20% beg	136 -13%	37 23% beg	252 +22% beg	34 -13%	201 +22% beg	17 -12%	45 18% b
I do not do this online at all	2440 60%	73 -51%	639 61% acd	84 -53%	600 -53%	179 +69% abcdf	554 61% acd	124 +84% abcdefh	185 +75% abcdf
Summary: Do activity at all	1605 40%	70 +49% befgh	407 39% efgh	76 +47% befgh	526 +47% befgh	82 -31% g	361 39% efgh	23 -16%	61 -25% g
Summary: Mobile phone Only	853 21%	41 +28% efgh	270 +26% efgh	38 24% fgh	274 +24% efgh	48 18% gh	159 -17% gh	6 -4%	16 -7%
Summary: Another device only	445 11%	15 10%	69 -7%	25 +16% be	130 12% b	22 9%	131 +14% be	15 10%	37 +15% be

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 132

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1940 48%	1824 +57% bcd	1913 +52% cd	117 -13% d	27 -7%	39 -11%	120 +57% a	1625 -47%	306 +53% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	749 19%	629 +20% cd	698 +19% cd	120 -14%	51 -13%	46 -13%	28 -13%	675 +20% b	71 -12%
I do not do this online at all	1804 45%	1144 -36%	1480 -41% a	660 +76% ab	324 +82% abc	270 +78% b	79 -37%	1545 45%	248 43%
Summary: Do activity at all	2241 55%	2030 +64% bcd	2171 +59% cd	211 -24% d	70 -18%	78 -22%	132 +63% a	1900 55%	329 57%
Summary: Mobile phone Only	1492 37%	1401 +44% bcd	1473 +40% cd	91 -10% d	19 -5%	31 -9%	104 +49% a	1225 -36%	258 +45% a
Summary: Another device only	300 7%	206 -6%	258 -7%	94 +11% ab	42 +11% ab	39 +11% b	13 6%	275 +8% b	23 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 132 (continuation)

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1940 48%	1481 -46%	450 +54%	29 +61%	0 0%	* 12%	114 +57%	6 50%	14 83%	12 66%	11 62%	17 53%	50 54%	5 55%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	749 19%	630 +20%	116 -14%	8 17%	1 62%	1 88%	34 17%	2 16%	4 24%	5 27%	2 10%	1 -3%	8 -9%	2 21%
I do not do this online at all	1804 45%	1451 +45%	342 -41%	17 -35%	1 38%	0 0%	77 38%	6 50%	2 9%	5 27%	7 38%	14 44%	39 41%	4 45%
Summary: Do activity at all	2241 55%	1742 -55%	487 +59%	31 +65%	1 62%	1 100%	124 62%	6 50%	15 91%	13 73%	11 62%	19 56%	55 59%	5 55%
Summary: Mobile phone Only	1492 37%	1112 -35%	371 +45%	23 +48%	0 0%	* 12%	90 +45%	4 34%	11 67%	8 46%	9 52%	17 53%	47 +50%	3 34%
Summary: Another device only	300 7%	261 +8%	37 -4%	2 4%	1 62%	1 88%	10 5%	0 0%	1 8%	1 7%	0 0%	1 3%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 132 (continuation)

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1940 48%	68 45%	38 57%	23 49%	17 72%	30 50%	7 51%	8 49%	275 -39%	1665 +50% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	749 19%	14 -9%	7 10%	1 -1%	8 33%	9 15% c	3 20%	6 35%	115 16%	634 19%
I do not do this online at all	1804 45%	77 51%	25 39%	23 51%	5 19%	27 45%	7 49%	7 43%	397 +56% b	1407 -42%
Summary: Do activity at all	2241 55%	73 49%	40 61%	23 49%	20 81%	32 55%	7 51%	10 57%	314 -44%	1927 +58% a
Summary: Mobile phone Only	1492 37%	59 39%	33 +51%	22 48%	12 48%	23 39%	4 30%	4 22%	199 -28%	1293 +39% a
Summary: Another device only	300 7%	5 4%	2 4%	0 0%	2 10%	3 5%	0 0%	1 8%	39 -5%	262 +8% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 132 (continuation)

QE9.28. Listening to or downloading audio on a streaming service - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1940	112	737	81	635	74	274	8
	48%		+78%	+70%	51%	+56%	-28%	-30%	-6%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		749	41	185	31	231	32	179	12
	19%		+28%	18%	19%	+21%	-12%	20%	-8%
			bdefgh	eg	eg	eg	eg	eg	
I do not do this online at all		1804	25	266	67	409	175	538	130
	45%		-18%	-25%	42%	-36%	+67%	+59%	+88%
					ab	ab	abcdf	abcd	abcdefh
Summary: Do activity at all		2241	118	780	93	717	86	377	17
	55%		+82%	+75%	58%	+64%	-33%	-41%	-12%
			cdefgh	cdefgh	efgh	efgh	gh	efgh	g
Summary: Mobile phone Only		1492	77	595	62	486	54	198	5
	37%		+54%	+57%	39%	+43%	-21%	-22%	-4%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		300	6	43	11	83	13	103	9
	7%		4%	-4%	7%	7%	5%	+11%	6%
					b		abdeg		abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 133

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1025 25%	972 +31% bcd	1011 +28% cd	53 -6% d	13 -3%	14 -4%	41 -20% a	835 -24%	184 +32% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538 13%	420 13% d	502 +14% d	118 14% d	36 -9%	36 10%	17 -8%	482 +14% b	54 -9%
I do not do this online at all	2699 67%	1980 -62%	2352 -64%	719 +83% ab	347 +88% abc	301 +86% b	158 +75%	2318 67%	366 64%
Summary: Do activity at all	1346 33%	1194 +38% cd	1299 +36% cd	152 -17% d	47 -12%	47 -14%	53 -25% a	1127 33%	211 36%
Summary: Mobile phone Only	808 20%	774 +24% bcd	797 +22% cd	34 -4%	11 -3%	11 -3%	35 17% a	646 -19%	157 +27% a
Summary: Another device only	322 8%	222 -7%	288 8%	99 +11% ab	34 9%	33 10%	11 5%	292 +8% b	27 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 133 (continuation)

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1025 25%	768 -24%	251 +30%	14 30%	0 0%	* 12%	53 26%	6 45%	11 68%	6 32%	6 31%	8 24%	28 30%	3 34%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538 13%	451 +14%	84 -10%	5 11%	1 62%	1 88%	23 11%	1 12%	5 29%	2 13%	1 7%	4 12%	7 8%	1 9%
I do not do this online at all	2699 67%	2148 67%	536 65%	30 63%	1 38%	0 0%	139 69%	6 50%	4 24%	11 61%	12 69%	23 69%	60 64%	6 59%
Summary: Do activity at all	1346 33%	1044 33%	294 35%	18 37%	1 62%	1 100%	63 31%	6 50%	13 76%	7 39%	6 31%	10 31%	34 36%	4 41%
Summary: Mobile phone Only	808 20%	593 -19%	209 +25%	13 26%	0 0%	* 12%	40 20%	5 38%	8 47%	5 26%	4 24%	6 19%	27 29%	3 32%
Summary: Another device only	322 8%	277 +9%	43 -5%	4 7%	1 62%	1 88%	10 5%	1 5%	1 8%	1 7%	0 0%	2 7%	6 6%	1 7%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 133 (continuation)

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1025	33	28	20	11	9	8	7	155	870
	25%	22%	+42% ae	+44% ae	46%	15%	60%	42%	-22%	+26% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	538	15	6	0	2	4	3	3	97	441
	13%	10% c	9%	-0%	10%	6%	20%	16%	14%	13%
I do not do this online at all	2699	108	36	26	12	49	5	9	503	2196
	67%	72% b	55%	56%	47%	+83% bc	40%	50%	+71% b	-66%
Summary: Do activity at all	1346	42	30	20	13	10	8	8	209	1138
	33%	28%	45% ae	44% e	53%	-17%	60%	50%	-29%	+34% a
Summary: Mobile phone Only	808	27	24	20	10	6	5	6	111	697
	20%	18%	+36% ae	+44% ae	43%	11%	40%	34%	-16%	+21% a
Summary: Another device only	322	9	2	0	2	1	0	1	54	268
	8%	6%	3%	0%	6%	2%	0%	8%	8%	8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 133 (continuation)

QE9.29. Listen to an audiobook or read an e-book - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1025	62	353	55	369	35	136	2
	25%		+43%	+34%	+35%	+33%	-13%	-15%	-1%
			bdefgh	efgh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		538	24	93	29	163	35	158	9
	13%		17%	-9%	+18%	14%	14%	+17%	-6%
			bg		bgh	bg	bg	bgh	
I do not do this online at all		2699	71	644	89	668	205	674	137
	67%		-50%	-62%	-56%	-59%	+79%	+74%	+93%
				a		a	abcd	abcd	abcdefh
Summary: Do activity at all		1346	72	401	70	458	56	241	11
	33%		+50%	+38%	+44%	+41%	-21%	-26%	-7%
			bdefgh	efgh	efgh	efgh	gh	gh	g
Summary: Mobile phone Only		808	48	309	41	296	20	84	2
	20%		+34%	+30%	26%	+26%	-8%	-9%	-1%
			efgh	efgh	efgh	efgh	gh	gh	
Summary: Another device only		322	10	48	15	89	21	105	9
	8%		7%	-5%	9%	8%	8%	+11%	6%
					b	b	bdg		b

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 134

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a smartphone	1346 33%	1252 +39% bcd	1327 +36% cd	94 -11% d	19 -5%	29 -8%	100 +47% a	1100 -32%	243 +42% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738 18%	622 +20% cd	695 +19% cd	116 -13%	43 -11%	43 -12%	32 15%	660 +19% b	70 -12%
I do not do this online at all	2322 57%	1630 -51%	1986 -54% a	693 +80% ab	337 +86% abc	285 +82% b	98 -46%	1998 58%	312 54%
Summary: Do activity at all	1723 43%	1544 +49% bcd	1666 +46% cd	178 -20% d	57 -14%	63 -18%	113 +54% a	1447 42%	265 46%
Summary: Mobile phone Only	985 24%	923 +29% bcd	971 +27% cd	62 -7% d	14 -4%	20 -6%	81 +38% a	787 -23%	195 +34% a
Summary: Another device only	377 9%	292 9%	339 9%	84 10%	38 10%	33 10%	13 6%	348 +10% b	23 -4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 134 (continuation)

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a smartphone	1346 33%	1015 -32%	327 +39%	17 35%	0 0%	0 0%	68 34%	4 32%	11 62%	6 34%	10 58%	12 37%	40 42%	3 36%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738 18%	612 +19%	118 -14%	7 14%	1 62%	1 88%	39 19%	5 43%	4 24%	5 26%	5 26%	3 10%	7 -8%	2 20%
I do not do this online at all	2322 57%	1858 +58%	451 -54%	27 56%	1 38%	* 12%	112 56%	5 41%	5 30%	11 59%	7 37%	18 56%	50 53%	6 64%
Summary: Do activity at all	1723 43%	1334 -42%	378 +46%	21 44%	1 62%	1 88%	90 44%	7 59%	12 70%	7 41%	11 63%	15 44%	44 47%	3 36%
Summary: Mobile phone Only	985 24%	722 -23%	260 +31%	14 30%	0 0%	0 0%	50 25%	2 16%	8 47%	3 15%	7 37%	11 34%	37 +39%	1 16%
Summary: Another device only	377 9%	320 +10%	51 -6%	4 9%	1 62%	1 88%	22 11%	3 27%	1 8%	1 7%	1 5%	2 8%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 134 (continuation)

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a smartphone	1346	60	29	23	12	20	4	9	241	1105
	33%	40%	45%	+50%	47%	33%	31%	52%	34%	33%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	738	14	12	1	5	4	0	3	135	603
	18%	-9%	18% c	-1%	20%	-7%	0%	19%	19%	18%
I do not do this online at all	2322	86	33	23	12	40	9	7	410	1912
	57%	57%	51%	50%	48%	67%	69%	41%	58%	57%
Summary: Do activity at all	1723	64	32	23	13	20	4	10	301	1422
	43%	43%	49%	50%	52%	33%	31%	59%	42%	43%
Summary: Mobile phone Only	985	50	20	22	8	16	4	7	167	818
	24%	+33%	31%	+48% e	32%	27%	31%	40%	23%	25%
Summary: Another device only	377	4	3	0	1	0	0	1	60	317
	9%	-2%	4%	-0%	5%	-0%	0%	7%	8%	9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 134 (continuation)

QE9.22. Playing or downloading games - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a smartphone		1346	95	529	70	420	65	148	11
	33%		+67%	+51%	+44%	+37%	-25%	-16%	-8%
			bcdefgh	defgh	efgh	efgh	fgh	gh	h
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		738	51	222	38	224	33	128	13
	18%		+35%	+21%	+24%	20%	-13%	-14%	-9%
			bcdefgh	efgh	efgh	efgh		g	
I do not do this online at all		2322	29	429	71	595	183	679	127
	57%		-20%	-41%	-44%	-53%	+70%	+74%	+86%
				a	a	abc	abcd	abcd	abcdef
Summary: Do activity at all		1723	115	617	89	531	78	236	20
	43%		+80%	+59%	+56%	+47%	-30%	-26%	-14%
			bcdefgh	defgh	defgh	efgh	gh	gh	
Summary: Mobile phone Only		985	64	395	51	307	44	109	8
	24%		+45%	+38%	+32%	+27%	-17%	-12%	-5%
			cdefgh	defgh	efgh	efgh	fgh	gh	
Summary: Another device only		377	19	88	19	112	13	88	9
	9%		14%	8%	12%	10%	-5%	10%	6%
			eg	e	e	e		e	e

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 135

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	2817 70%	2552 +80% bcd	2744 +75% cd	264 -30% d	73 -19%	93 -27%	179 +85% a	2335 -68%	468 +81% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 19%	602 19%	705 19%	164 19%	61 16%	53 15% b	20 -9%	673 +20% b	88 -15%
I do not do this online at all	1010 25%	486 -15%	727 -20% a	524 +60% ab	283 +72% abc	217 +62% b	23 -11%	914 +27% b	90 -16%
Summary: Do activity at all	3035 75%	2688 +85% bcd	2925 +80% cd	347 -40% d	110 -28%	131 -38%	188 +89% a	2531 -73%	487 +84% a
Summary: Mobile phone Only	2268 56%	2086 +66% bcd	2219 +61% cd	183 -21% d	49 -12%	78 -22%	168 +80% a	1858 -54%	399 +69% a
Summary: Another device only	218 5%	135 -4%	181 -5%	82 +9% ab	37 +9% ab	38 +11% b	9 4%	196 +6% b	19 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 135 (continuation)

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	2817 70%	2133 -67%	669 +81%	33 69%	1 38%	* 12%	167 +83%	9 75%	17 99%	16 90%	16 87%	21 65%	81 +86%	7 76%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 19%	632 +20%	129 -16%	12 25%	1 62%	1 88%	28 14%	5 36%	3 16%	1 5%	1 7%	4 12%	16 17%	1 14%
I do not do this online at all	1010 25%	872 +27%	132 -16%	12 26%	0 0%	0 0%	29 -15%	2 15%	* 1%	2 10%	2 13%	12 35%	11 -12%	2 24%
Summary: Do activity at all	3035 75%	2320 -73%	698 +84%	36 74%	2 100%	1 100%	172 +85%	11 85%	17 99%	16 90%	16 87%	21 65%	83 +88%	7 76%
Summary: Mobile phone Only	2268 56%	1689 -53%	568 +69%	24 50%	1 38%	* 12%	144 +72%	6 48%	14 83%	15 85%	14 80%	17 52%	67 +71%	6 63%
Summary: Another device only	218 5%	187 +6%	28 -3%	3 6%	1 62%	1 88%	5 2%	1 9%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 135 (continuation)

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	2817 70%	111 74%	60 +91% a	38 83%	23 94%	49 +82%	12 90%	8 48%	416 -59%	2401 +72% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 19%	19 12%	9 14%	6 13%	3 12%	12 20%	4 31%	4 25%	133 19%	633 19%
I do not do this online at all	1010 25%	30 20%	6 -9%	7 15%	* 1%	8 14%	1 10%	6 33%	260 +37% b	750 -22%
Summary: Do activity at all	3035 75%	120 80%	60 +91%	39 85%	24 99%	51 86%	12 90%	11 67%	451 -63%	2584 +78% a
Summary: Mobile phone Only	2268 56%	101 +67%	51 +77%	33 +73%	21 87%	39 65%	8 59%	7 42%	318 -45%	1950 +59% a
Summary: Another device only	218 5%	8 6%	0 0%	1 2%	1 5%	2 3%	0 0%	3 19%	34 5%	183 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 135 (continuation)

QE9.24. Using social media sites or apps to post, comment or interact with content or other users - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a mobile phone	2817 70%	136 +95% bcdefgh	923 +88% cdefgh	117 73% efgh	944 +84% cefg	136 -52% gh	488 -53% gh	27 -19%	46 -19%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	766 19%	28 20%	167 -16%	39 24% bg	208 18%	48 18%	216 +24% bdgh	19 -13%	42 17%
I do not do this online at all	1010 25%	2 -1%	97 -9% a	35 22% abd	143 -13% ab	112 +43% abcd	339 +37% abcd	112 +76% abcdef	172 +70% abcdef
Summary: Do activity at all	3035 75%	141 +99% bcdefgh	949 +91% cdefgh	125 78% efgh	984 +87% cefg	149 -57% gh	576 -63% gh	36 -24%	74 -30%
Summary: Mobile phone Only	2268 56%	113 +79% cdefgh	782 +75% cdefgh	86 54% efgh	776 +69% cefg	101 -39% gh	360 -39% gh	17 -12%	32 -13%
Summary: Another device only	218 5%	5 3%	26 -3%	8 5%	40 -4%	13 5% b	89 +10% abcde	8 6% b	28 +12% abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 136

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	59 1%	51 2% d	57 +2% d	8 1%	1 -*%	4 1%	5 2%	43 -1%	15 +3% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	15 *%	12 *%	13 *%	3 *%	2 *%	* *%	0 0%	12 *%	3 1%
I do not do this online at all	1168 29%	792 -25%	959 -26%	375 +43% ab	209 +53% abc	179 +51% b	49 23%	997 29%	166 29%
Summary: Do activity at all	63 2%	54 2%	60 2%	9 1%	3 1%	4 1%	5 2%	47 -1%	15 +3% a
Summary: Mobile phone Only	48 1%	42 1% d	47 +1% d	6 1%	1 -*%	4 1%	5 2%	35 -1%	12 2%
Summary: Another device only	4 *%	3 *%	3 *%	1 *%	1 *%	* *%	0 0%	4 *%	0 0%
Not applicable	2815 70%	2328 +73% cd	2633 +72% cd	487 -56% d	182 -46%	165 -47%	156 74% a	2402 70%	396 69%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 136 (continuation)

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	59 1%	43 1%	15 2%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	15 *%	12 *%	3 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
I do not do this online at all	1168 29%	908 28%	255 31%	22 +45%	1 62%	1 88%	65 32%	5 36%	2 12%	3 14%	2 11%	13 40%	32 34%	4 39%
Summary: Do activity at all	63 2%	46 1%	15 2%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
Summary: Mobile phone Only	48 1%	35 1%	12 1%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
Summary: Another device only	4 *%	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Not applicable	2815 70%	2238 70%	559 67%	26 -54%	1 38%	* 12%	136 68%	8 64%	14 82%	15 86%	15 84%	20 60%	61 65%	6 61%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 136 (continuation)

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	59 1%	3 2%	3 +5%	1 3%	1 3%	0 0%	3 20%	0 0%	22 +3% b	37 -1%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	15 *%	0 0%	0 0%	0 0%	1 3%	0 0%	3 20%	0 0%	10 +1% b	5 -*%
I do not do this online at all	1168 29%	48 32%	13 19%	13 29%	2 9%	20 33%	2 16%	8 49%	223 31%	945 28%
Summary: Do activity at all	63 2%	3 2%	3 +5%	1 3%	1 3%	0 0%	3 20%	0 0%	24 +3% b	39 -1%
Summary: Mobile phone Only	48 1%	3 2%	3 +5%	1 3%	0 0%	0 0%	0 0%	0 0%	14 +2% b	34 -1%
Summary: Another device only	4 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 +*% b	1 -*%
Not applicable	2815 70%	98 66%	50 76%	31 68%	22 88%	40 67%	8 64%	9 51%	464 -65%	2350 +70% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 136 (continuation)

QE9.25. Other - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a mobile phone		59	11	17	6	11	4	10	1
	1%		+7%	2%	+4%	1%	1%	1%	1%
			bdefgh	h	bdfh				
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		15	4	1	3	2	2	2	2
	*%		+3%	*%	+2%	*%	1%	*%	1%
			bdfh		bdfh			bdf	
I do not do this online at all		1168	22	230	38	299	76	292	85
	29%		-16%	-22%	24%	-27%	29%	+32%	+58%
					ab	ab	abcd	abcdef	abcdef
Summary: Do activity at all		63	11	18	7	11	4	10	3
	2%		+7%	2%	+4%	-1%	2%	1%	2%
			bdefgh	h	bdfh		h	h	
Summary: Mobile phone Only		48	7	17	4	8	3	9	1
	1%		+5%	2%	2%	1%	1%	1%	*%
			bdefgh	h	dh				
Summary: Another device only		4	0	1	1	0	1	1	1
	*%		0%	*%	*%	0%	*%	*%	+1%
					d			bd	
Not applicable		2815	110	798	114	817	180	613	60
	70%		77%	+76%	72%	+73%	69%	-67%	-40%
			fgh	efgh	gh	fgh	gh	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 137
QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	2732 68%	2477 +78% bcd	2666 +73% cd	255 -29% d	66 -17%	88 -25%	162 +77% a	2279 -66%	438 +76% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 45%	1449 46% d	1687 +46% d	376 43% d	137 -35%	112 -32% b	41 -19%	1622 +47% b	195 -34%
I do not do this online at all	729 18%	353 -11%	503 -14% a	375 +43% ab	226 +57% abc	188 +54% b	39 19%	631 18%	93 16%
Summary: Do activity at all	3316 82%	2821 +89% bcd	3149 +86% cd	496 -57% d	168 -43%	160 -46%	171 81% a	2814 82%	485 84%
Summary: Mobile phone Only	1491 37%	1372 +43% bcd	1461 +40% cd	119 -14% d	30 -8%	48 -14%	131 +62% a	1192 -35%	290 +50% a
Summary: Another device only	584 14%	343 -11%	483 -13% a	241 +28% ab	101 +26% ab	72 +21% b	10 -5%	535 +16% b	46 -8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 137 (continuation)

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	2732 68%	2075 -65%	642 +77%	32 66%	0 0%	* 12%	172 +86%	7 54%	17 100%	17 93%	16 89%	24 72%	75 +80%	8 84%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 45%	1518 +48%	298 -36%	17 -36%	1 62%	1 88%	84 42%	6 50%	7 42%	9 51%	7 42%	8 -23%	30 -31%	3 35%
I do not do this online at all	729 18%	604 +19%	120 -14%	9 19%	1 38%	0 0%	17 -9%	2 12%	0 0%	0 0%	2 11%	9 28%	14 15%	0 0%
Summary: Do activity at all	3316 82%	2589 -81%	710 +86%	39 81%	1 62%	1 100%	184 +91%	11 88%	17 100%	18 100%	16 89%	24 72%	80 85%	9 100%
Summary: Mobile phone Only	1491 37%	1071 -34%	411 +50%	21 +45%	0 0%	* 12%	99 +49%	5 38%	10 58%	9 49%	8 47%	16 49%	51 +54%	6 65%
Summary: Another device only	584 14%	514 +16%	67 -8%	7 15%	1 62%	1 88%	12 -6%	4 34%	0 0%	1 7%	0 0%	0 -0%	5 -5%	2 16%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 137 (continuation)

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	2732 68%	102 68%	51 78%	40 +88% ae	19 80%	40 68%	10 77%	12 72%	387 -54%	2345 +70% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 45%	50 -33%	16 -25%	10 -21%	8 33%	26 43% bc	3 20%	12 68%	301 42%	1523 46%
I do not do this online at all	729 18%	35 23% c	12 18%	3 6%	* 2%	12 19%	3 23%	1 8%	215 +30% b	514 -15%
Summary: Do activity at all	3316 82%	115 77%	54 82%	43 94% a	24 98%	48 81%	10 77%	16 92%	497 -70%	2820 +85% a
Summary: Mobile phone Only	1491 37%	65 43%	37 +57% e	33 +72% ae	16 66%	22 37%	7 56%	4 23%	195 -27%	1296 +39% a
Summary: Another device only	584 14%	14 9%	3 -5%	2 5%	4 18%	7 13%	0 0%	3 20%	110 15%	475 14%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 137 (continuation)

QE9.34. Summary: Online shopping - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a mobile phone	2732 68%	122 +85% cefg	871 +83% cefg	118 74% efg	933 +83% cefg	127 -49% gh	494 -54% gh	19 -13%	47 -19%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1825 45%	67 47% bg	378 -36% g	74 46% bg	542 +48% bgh	119 46% bg	509 +56% bcdegh	42 -28%	96 -39% g
I do not do this online at all	729 18%	10 -7%	98 -9%	24 15% abd	93 -8%	87 +33% abcdf	190 +21% abd	94 +63% abcdfh	132 +54% abcdf
Summary: Do activity at all	3316 82%	133 +93% cefg	948 +91% cefg	135 85% egh	1033 +92% cefg	174 -67% gh	725 -79% egh	54 -37%	114 -46% g
Summary: Mobile phone Only	1491 37%	67 +46% efgh	570 +55% cdefgh	61 38% efgh	492 +44% efgh	55 -21% gh	216 -24% gh	12 -8%	18 -7%
Summary: Another device only	584 14%	11 -8%	77 -7%	17 11%	100 -9%	47 18% abcd	231 +25% abcde	35 +23% abcd	67 +27% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 138
QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	3547 88%	2971 +94% bcd	3335 +91% cd	576 -66% d	212 -54%	203 -58%	195 +93% a	3008 87%	523 +91% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 56%	1775 56%	2063 57%	494 57%	205 52%	155 -45% b	55 -26%	1977 +57% b	281 -49%
I do not do this online at all	309 8%	114 -4%	184 -5% a	195 +22% ab	126 +32% abc	103 +30% b	10 5%	269 8%	36 6%
Summary: Do activity at all	3736 92%	3060 +96% bcd	3468 +95% cd	676 -78% d	268 -68%	245 -70%	201 95% a	3176 92%	541 94%
Summary: Mobile phone Only	1467 36%	1286 +41% cd	1405 +38% cd	181 -21% d	62 -16%	90 -26%	146 +69% a	1199 -35%	260 +45% a
Summary: Another device only	189 5%	89 -3%	133 -4%	100 +11% ab	56 +14% ab	42 +12% b	6 3%	168 5%	19 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 138 (continuation)

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	3547 88%	2779 -87%	752 +91%	41 85%	1 38%	* 12%	188 +93%	10 82%	17 100%	17 93%	17 97%	27 82%	90 +96%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 56%	1855 +58%	404 -49%	22 -46%	1 62%	1 88%	98 -49%	8 62%	10 62%	14 79%	5 28%	11 -32%	46 49%	5 53%
I do not do this online at all	309 8%	254 8%	51 6%	5 10%	0 0%	0 0%	10 5%	1 8%	0 0%	0 0%	1 3%	6 +18%	3 3%	0 0%
Summary: Do activity at all	3736 92%	2939 92%	778 94%	43 90%	2 100%	1 100%	191 95%	11 92%	17 100%	18 100%	17 97%	27 -82%	91 97%	9 100%
Summary: Mobile phone Only	1467 36%	1084 -34%	375 +45%	21 43%	1 38%	* 12%	93 +46%	4 30%	6 38%	4 21%	12 69%	16 50%	45 +48%	4 47%
Summary: Another device only	189 5%	160 +5%	26 -3%	2 5%	1 62%	1 88%	3 -1%	1 9%	0 0%	1 7%	0 0%	0 0%	1 1%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 138 (continuation)

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	3547 88%	125 83%	61 94%	44 95%	23 95%	56 93%	13 95%	13 79%	551 -78%	2995 +90% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 56%	70 -47%	27 -41%	18 -39%	14 56%	34 57%	8 58%	12 73%	345 -49%	1924 +58% a
I do not do this online at all	309 8%	15 10%	4 6%	1 3%	0 0%	4 7%	1 5%	* 3%	127 +18% b	182 -5%
Summary: Do activity at all	3736 92%	135 90%	61 94%	45 97%	24 100%	56 93%	13 95%	16 97%	584 -82%	3152 +95% a
Summary: Mobile phone Only	1467 36%	65 43%	34 +52%	27 +59% e	11 44%	22 37%	5 38%	4 24%	239 34%	1228 37%
Summary: Another device only	189 5%	10 7% e	0 0%	1 2%	1 5%	0 0%	0 0%	3 19%	33 5%	156 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 138 (continuation)

QE9.35. Summary: Communication - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a mobile phone	3547 88%	138 +96% efgh	996 +95% cefg	145 91% efgh	1073 +95% cefg	197 -76% gh	786 86% efgh	72 -49%	140 -57%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2269 56%	68 48%	524 -50% g	86 54% g	664 +59% abeg	136 52% g	585 +64% abcdeg	55 -37%	151 61% abeg
I do not do this online at all	309 8%	2 -1%	28 -3%	10 7% abd	27 -2%	49 +19% abcdf	68 7% abd	66 +45% abcdfh	59 +24% abcdf
Summary: Do activity at all	3736 92%	141 +99% cefg	1018 +97% cefg	149 93% efgh	1099 +98% cefg	212 -81% g	848 93% efgh	81 -55%	186 -76% g
Summary: Mobile phone Only	1467 36%	73 +51% defgh	494 +47% defgh	64 40% efgh	435 +39% efgh	76 -29% gh	262 -29% gh	27 -18%	36 -15%
Summary: Another device only	189 5%	4 3%	22 -2%	5 3%	27 -2%	15 6% bd	62 +7% bcd	10 7% bd	46 +19% abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 139

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	2623 65%	2386 +75% bcd	2553 +70% cd	236 -27% d	70 -18%	77 -22%	163 +77% a	2197 -64%	411 +71% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 30%	980 +31% cd	1131 +31% cd	232 -27% d	81 -21%	79 -23% b	25 -12%	1068 +31% b	139 -24%
I do not do this online at all	1095 27%	595 -19%	828 -23% a	500 +57% ab	267 +68% abc	215 +62% b	43 -20%	949 28%	140 24%
Summary: Do activity at all	2950 73%	2579 +81% bcd	2824 +77% cd	371 -43% d	127 -32%	133 -38%	168 +80% a	2496 72%	437 76%
Summary: Mobile phone Only	1738 43%	1599 +50% bcd	1693 +46% cd	139 -16% d	45 -12%	54 -16%	143 +68% a	1428 -41%	298 +52% a
Summary: Another device only	328 8%	193 -6%	271 -7% a	135 +16% ab	57 +15% ab	56 +16% b	5 -3%	299 +9% b	26 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 139 (continuation)

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	2623 65%	2017 -63%	591 +71%	33 69%	0 0%	0 0%	147 +73%	10 78%	16 95%	13 72%	16 89%	21 64%	67 71%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 30%	998 +31%	209 -25%	18 37%	1 62%	1 100%	50 25%	5 42%	7 43%	7 38%	3 18%	4 -12%	19 -20%	2 26%
I do not do this online at all	1095 27%	893 +28%	195 -24%	11 24%	1 38%	0 0%	44 22%	3 22%	1 5%	4 21%	2 11%	12 36%	24 25%	0 0%
Summary: Do activity at all	2950 73%	2299 -72%	634 +76%	37 76%	1 62%	1 100%	158 78%	10 78%	16 95%	14 79%	16 89%	21 64%	70 75%	9 100%
Summary: Mobile phone Only	1738 43%	1301 -41%	425 +51%	19 39%	0 0%	0 0%	108 +54%	5 36%	9 51%	7 41%	13 70%	17 53%	52 +55%	7 74%
Summary: Another device only	328 8%	283 +9%	43 -5%	4 8%	1 62%	1 100%	10 5%	0 0%	0 0%	1 7%	0 0%	0 0%	3 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 139 (continuation)

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	2623 65%	94 63%	44 68%	39 +86% abe	23 93%	37 62%	11 81%	10 61%	391 -55%	2232 +67% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1212 30%	34 23%	10 -15%	9 20%	8 32%	18 31% b	3 25%	9 55%	194 27%	1018 31%
I do not do this online at all	1095 27%	44 30% c	21 32% c	5 -12%	* 1%	18 31% c	2 14%	3 19%	268 +38% b	826 -25%
Summary: Do activity at all	2950 73%	106 70%	44 68%	40 +88% abe	24 99%	41 69%	11 86%	14 81%	443 -62%	2507 +75% a
Summary: Mobile phone Only	1738 43%	71 48%	35 53%	31 +68% ae	16 67%	23 38%	8 61%	4 26%	249 -35%	1489 +45% a
Summary: Another device only	328 8%	11 8% b	0 -0%	1 2%	1 6%	4 7% b	1 4%	3 20%	52 7%	276 8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 139 (continuation)

QE9.36. Summary: Manging finances - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a mobile phone		2623	122	867	108	885	134	435	26
	65%		+85%	+83%	68%	+79%	-51%	-48%	-17%
			cefg	cdefgh	efgh	cefg	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1212	39	238	58	402	77	317	20
	30%		27%	-23%	36%	+36%	29%	+35%	-14%
			g	g	bgh	begh	bg	bgh	
I do not do this online at all		1095	16	153	39	180	104	335	108
	27%		-11%	-15%	25%	-16%	+40%	+37%	+73%
					abd		abcd	abcd	abcdef
Summary: Do activity at all		2950	127	893	120	947	156	580	39
	73%		+89%	+85%	75%	+84%	-60%	-63%	-27%
			cefg	cefg	efgh	cefg	gh	gh	
Summary: Mobile phone Only		1738	88	655	63	545	79	263	19
	43%		+61%	+63%	39%	+48%	-30%	-29%	-13%
			cdefgh	cdefgh	efgh	cefg	gh	gh	
Summary: Another device only		328	5	26	12	62	22	145	14
	8%		-3%	-2%	8%	-5%	8%	+16%	9%
					b	b	abcdeg	abd	abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 140

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	3348 83%	2867 +90% bcd	3191 +87% cd	481 -55% d	157 -40%	162 -47%	189 +90% a	2836 82%	497 +86% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185 54%	1753 +55% cd	2011 +55% cd	432 -50%	174 -44%	123 -35%	58 -28%	1926 +56% b	247 -43%
I do not do this online at all	496 12%	218 -7%	329 -9% a	278 +32% ab	167 +42% abc	144 +41% b	16 -8%	433 13%	59 10%
Summary: Do activity at all	3549 88%	2956 +93% bcd	3323 +91% cd	593 -68% d	227 -58%	204 -59%	195 +92% a	3012 87%	518 90%
Summary: Mobile phone Only	1364 34%	1203 +38% cd	1311 +36% cd	161 -18% d	53 -13%	82 -23%	137 +65% a	1086 -32%	271 +47% a
Summary: Another device only	201 5%	89 -3%	131 -4%	112 +13% ab	70 +18% abc	42 +12% b	6 3%	176 5%	21 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 140 (continuation)

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	3348 83%	2612 -82%	721 +87%	40 82%	0 0%	* 12%	184 +92%	9 75%	17 100%	17 93%	17 97%	24 73%	84 89%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185 54%	1804 +57%	369 -44%	25 52%	1 62%	1 88%	94 -47%	8 62%	10 62%	14 77%	10 54%	6 -18%	44 46%	4 47%
I do not do this online at all	496 12%	415 +13%	77 -9%	6 12%	1 38%	0 0%	12 -6%	2 15%	0 0%	0 0%	1 3%	9 +27%	8 8%	0 0%
Summary: Do activity at all	3549 88%	2778 -87%	752 +91%	42 88%	1 62%	1 100%	190 +94%	11 85%	17 100%	18 100%	17 97%	24 -73%	87 92%	9 100%
Summary: Mobile phone Only	1364 34%	973 -30%	384 +46%	17 35%	0 0%	* 12%	96 +48%	3 23%	6 38%	4 23%	8 43%	18 +56%	43 +46%	5 53%
Summary: Another device only	201 5%	166 5%	31 4%	3 5%	1 62%	1 88%	5 3%	1 9%	0 0%	1 7%	0 0%	0 0%	3 3%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 140 (continuation)

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	3348	122	56	41	23	52	12	12	508	2841
	83%	82%	86%	90%	93%	88%	89%	73%	-71%	+85% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185	59	24	19	10	24	3	12	329	1856
	54%	-40%	-37%	42%	39%	-40%	25%	68%	-46%	+56% a
I do not do this online at all	496	20	8	4	*	5	1	1	162	334
	12%	13%	13%	8%	1%	9%	11%	9%	+23% b	-10%
Summary: Do activity at all	3549	130	57	42	24	54	12	15	549	3000
	88%	87%	87%	92%	99%	91%	89%	91%	-77%	+90% a
Summary: Mobile phone Only	1364	71	33	23	15	30	9	4	220	1144
	34%	+47%	+50%	+50%	60%	+51%	65%	23%	31%	34%
Summary: Another device only	201	8	1	1	1	2	0	3	42	159
	5%	5%	2%	2%	6%	3%	0%	19%	6%	5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 140 (continuation)

QE9.37. Summary: Finding information - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a mobile phone	3348 83%	135 +94% efgh	971 +93% cefg	140 88% efgh	1045 +93% cefg	180 -69% gh	720 -79% efgh	52 -35%	104 -42%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2185 54%	76 53% g	507 -48% g	79 49% g	672 +60% bcegh	124 -48% g	554 +60% bcegh	50 -34%	124 50% g
I do not do this online at all	496 12%	4 -3%	53 -5%	16 10% abd	60 -5%	65 +25% abcdf	131 +14% abd	77 +52% abcdfgh	90 +37% abcdf
Summary: Do activity at all	3549 88%	139 +97% cefg	993 +95% cefg	144 90% efgh	1067 +95% cefg	196 -75% gh	784 -86% efgh	71 -48%	156 -63% g
Summary: Mobile phone Only	1364 34%	63 +44% defgh	487 +47% defgh	65 +41% efgh	395 35% efgh	72 -28% gh	230 -25% gh	21 -14%	32 -13%
Summary: Another device only	201 5%	4 3%	22 -2%	3 2%	21 -2%	16 6% bcd	64 +7% bcd	19 +13% abcdf	51 +21% abcdfg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 141
QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	2673 66%	2323 +73% bcd	2559 +70% cd	350 -40% d	114 -29%	108 -31%	139 66% a	2271 66%	388 67%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1280 32%	1006 32% d	1176 +32% d	274 31%	104 -27%	89 -26% b	17 -8%	1119 +32% b	153 -27%
I do not do this online at all	1070 26%	658 -21%	846 -23% a	411 +47% ab	223 +57% abc	194 +56% b	68 +32%	917 27%	146 25%
Summary: Do activity at all	2975 74%	2516 +79% bcd	2805 +77% cd	460 -53% d	170 -43%	154 -44%	143 -68% a	2528 73%	431 75%
Summary: Mobile phone Only	1695 42%	1509 +48% bcd	1629 +45% cd	186 -21% d	66 -17%	64 -18%	125 +60% a	1408 -41%	278 +48% a
Summary: Another device only	302 7%	193 -6%	246 -7%	109 +13% ab	57 +14% ab	45 +13% b	4 -2%	257 7%	43 7%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 141 (continuation)

QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	2673 66%	2086 65%	572 +69%	32 67%	1 38%	* 12%	151 +75%	7 57%	14 81%	14 81%	13 71%	21 62%	66 70%	7 74%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1280 32%	1053 +33%	219 -26%	9 -20%	1 62%	1 88%	54 27%	6 51%	7 43%	9 49%	6 36%	5 16%	26 28%	2 26%
I do not do this online at all	1070 26%	865 27%	198 24%	13 28%	0 0%	0 0%	39 -19%	2 15%	3 19%	1 6%	4 23%	11 34%	22 23%	0 0%
Summary: Do activity at all	2975 74%	2328 73%	631 76%	35 72%	2 100%	1 100%	163 +81%	11 85%	14 81%	17 94%	14 77%	22 66%	73 77%	9 100%
Summary: Mobile phone Only	1695 42%	1274 -40%	412 +50%	25 +52%	1 38%	* 12%	108 +54%	4 33%	6 37%	8 45%	7 41%	16 50%	47 50%	7 74%
Summary: Another device only	302 7%	241 8%	59 7%	2 5%	1 62%	1 88%	11 6%	3 27%	0 0%	2 13%	1 7%	1 3%	7 7%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 141 (continuation)

QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	2673 66%	97 65%	47 72%	28 62%	19 76%	35 59%	10 76%	10 57%	405 -57%	2268 +68% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1280 32%	33 -22%	20 30%	12 25%	8 32%	10 -18%	3 25%	4 26%	199 -28%	1081 +32% a
I do not do this online at all	1070 26%	39 26%	18 27%	14 30%	1 6%	21 35%	3 20%	7 43%	262 +37% b	807 -24%
Summary: Do activity at all	2975 74%	111 74%	48 73%	32 70%	23 94%	38 65%	11 80%	10 57%	449 -63%	2526 +76% a
Summary: Mobile phone Only	1695 42%	78 +52%	28 43%	20 45%	15 62%	28 47%	7 55%	5 31%	250 -35%	1446 +43% a
Summary: Another device only	302 7%	14 9% b	1 1%	4 8%	4 18%	3 5%	1 4%	0 0%	44 6%	259 8%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 141 (continuation)

QE9.38. Summary: Health & wellness - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a mobile phone		2673	117	807	109	842	143	541	36
	66%		+82%	+77%	68%	+75%	-55%	-59%	-25%
			cegh	cegh	efgh	efgh	gh	gh	
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1280	32	266	57	387	84	349	26
	32%		-23%	-25%	36%	+34%	32%	+38%	-17%
				g	abg	abg	abg	abg	bg
I do not do this online at all		1070	21	196	38	216	103	273	101
	26%		-15%	-19%	24%	-19%	+39%	+30%	+68%
						abcdf	abd	abcdfh	abcdf
Summary: Do activity at all		2975	122	850	122	911	158	643	47
	74%		+85%	+81%	76%	+81%	-61%	-70%	-32%
			efgh	efgh	efgh	efgh	gh	efgh	g
Summary: Mobile phone Only		1695	90	584	65	524	74	294	21
	42%		+63%	+56%	41%	+46%	-28%	-32%	-14%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: Another device only		302	5	43	13	68	15	101	11
	7%		3%	-4%	8%	-6%	6%	+11%	7%
					b	b	abde	abde	abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 142

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	2898 72%	2582 +81% bcd	2795 +77% cd	316 -36% d	103 -26%	104 -30%	176 +84% a	2421 -70%	463 +80% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074 51%	1691 +53% cd	1927 +53% cd	383 -44% d	147 -37%	128 -37%	70 -33%	1830 +53% b	232 -40%
I do not do this online at all	802 20%	415 -13%	586 -16% a	387 +44% ab	216 +55% abc	173 +50% b	28 -13%	708 +21% b	88 -15%
Summary: Do activity at all	3243 80%	2759 +87% bcd	3065 +84% cd	484 -56% d	178 -45%	175 -50%	183 +87% a	2737 -79%	489 +85% a
Summary: Mobile phone Only	1169 29%	1068 +34% bcd	1138 +31% cd	101 -12% d	31 -8%	46 -13%	112 +53% a	906 -26%	257 +45% a
Summary: Another device only	345 9%	177 -6%	270 -7% a	168 +19% ab	75 +19% ab	70 +20% b	7 -3%	316 +9% b	27 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 142 (continuation)

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	2898 72%	2217 -69%	667 +80%	37 77%	1 38%	* 12%	166 +83%	9 68%	17 100%	17 93%	16 89%	22 66%	81 +86%	6 69%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074 51%	1719 +54%	344 -41%	24 49%	1 62%	1 88%	86 -43%	8 62%	6 37%	11 60%	8 47%	11 -33%	34 -36%	4 43%
I do not do this online at all	802 20%	668 +21%	128 -15%	9 18%	0 0%	0 0%	32 16%	2 18%	0 0%	0 0%	1 3%	11 +34%	9 -10%	3 31%
Summary: Do activity at all	3243 80%	2525 -79%	701 +85%	39 82%	2 100%	1 100%	169 84%	10 82%	17 100%	18 100%	17 97%	22 -66%	85 +90%	6 69%
Summary: Mobile phone Only	1169 29%	806 -25%	357 +43%	16 33%	1 38%	* 12%	84 +42%	3 20%	11 63%	7 40%	9 50%	11 33%	51 +54%	2 26%
Summary: Another device only	345 9%	309 +10%	34 -4%	2 4%	1 62%	1 88%	3 -2%	2 14%	0 0%	1 7%	1 8%	0 0%	4 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 142 (continuation)

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	2898	111	57	37	23	47	10	11	451	2448
	72%	74%	+86%	80%	93%	79%	79%	63%	-63%	+73% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074	52	28	13	13	29	6	10	333	1741
	51%	-34%	43%	-28%	52%	48%	43%	62%	-47%	+52% a
I do not do this online at all	802	30	8	8	1	10	1	3	202	600
	20%	20%	12%	18%	2%	17%	11%	19%	+28% b	-18%
Summary: Do activity at all	3243	119	58	38	24	50	12	14	510	2734
	80%	80%	88%	82%	98%	83%	89%	81%	-72%	+82% a
Summary: Mobile phone Only	1169	68	30	25	11	21	6	3	176	993
	29%	+45%	+45%	+54%	46%	35%	46%	20%	-25%	+30% a
Summary: Another device only	345	8	1	1	1	3	1	3	59	286
	9%	5%	2%	2%	5%	5%	10%	19%	8%	9%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 142 (continuation)

QE9.39. Summary: Entertainment - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a mobile phone	2898 72%	133 +93% cdefgh	922 +88% cdefgh	127 +80% efgh	940 +83% efgh	154 -59% gh	519 -57% gh	37 -25%	66 -27%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	2074 51%	85 59% efgh	524 50% efgh	94 +59% begh	615 +55% begh	110 -42% g	499 +54% efgh	44 -30%	103 -42% g
I do not do this online at all	802 20%	5 -4%	89 -9%	21 -13% ab	138 -12% ab	85 +33% abcd	248 +27% abcd	90 +61% abcdefh	125 +51% abcdef
Summary: Do activity at all	3243 80%	138 +96% cdefgh	957 +91% cdefgh	138 +87% efgh	989 +88% efgh	176 -67% gh	667 -73% gh	57 -39%	121 -49% g
Summary: Mobile phone Only	1169 29%	53 +37% efgh	433 +41% cdefgh	44 28% fgh	373 +33% efgh	66 25% fgh	169 -18% gh	13 -9%	18 -7%
Summary: Another device only	345 9%	5 4%	35 -3%	11 7% b	48 -4%	22 9% bd	148 +16% abcde	20 +14% abcd	55 +22% abcdefg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 143

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	1644 41%	1520 +48% bcd	1616 +44% cd	124 -14% d	27 -7%	40 -12%	111 +52% a	1347 -39%	288 +50% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960 24%	804 +25% cd	904 +25% cd	156 -18%	56 -14%	57 -16%	34 -16%	857 +25% b	95 -16%
I do not do this online at all	2005 50%	1368 -43%	1685 -46% a	637 +73% ab	320 +81% abc	266 +76% b	92 44%	1728 50%	269 47%
Summary: Do activity at all	2040 50%	1806 +57% bcd	1966 +54% cd	234 -27% d	73 -19%	82 -24%	119 56% a	1717 50%	308 53%
Summary: Mobile phone Only	1079 27%	1002 +32% bcd	1062 +29% cd	77 -9% d	18 -4%	26 -7%	84 +40% a	861 -25%	214 +37% a
Summary: Another device only	396 10%	286 -9%	350 10%	110 +13% ab	46 12%	42 12% b	8 -4%	370 +11% b	20 -3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 143 (continuation)

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	1644 41%	1244 -39%	392 +47%	19 40%	0 0%	* 12%	84 42%	5 36%	12 72%	9 51%	11 63%	15 45%	41 43%	4 45%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960 24%	799 +25%	152 -18%	10 20%	1 62%	1 88%	46 23%	5 43%	4 25%	5 27%	7 38%	3 10%	13 -14%	2 20%
I do not do this online at all	2005 50%	1605 50%	391 47%	24 50%	1 38%	0 0%	98 49%	5 37%	5 28%	8 42%	5 31%	17 52%	49 52%	5 55%
Summary: Do activity at all	2040 50%	1588 50%	438 53%	24 50%	1 62%	1 100%	104 51%	8 63%	12 72%	10 58%	12 69%	16 48%	46 48%	4 45%
Summary: Mobile phone Only	1079 27%	789 -25%	285 +34%	14 30%	0 0%	* 12%	57 29%	3 20%	8 47%	5 31%	6 31%	13 38%	32 34%	2 25%
Summary: Another device only	396 10%	344 +11%	46 -6%	5 10%	1 62%	1 88%	19 10%	3 27%	0 0%	1 7%	1 6%	1 3%	5 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 143 (continuation)

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	1644	67	35	28	14	29	7	11	282	1362
	41%	45%	+54%	+61%	56%	48%	56%	66%	40%	41%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960	17	12	6	6	5	3	4	166	794
	24%	-11%	18%	14%	25%	-9%	25%	26%	23%	24%
I do not do this online at all	2005	78	28	18	10	31	6	6	377	1629
	50%	52%	43%	39%	39%	51%	44%	34%	+53% b	-49%
Summary: Do activity at all	2040	72	38	28	15	29	7	11	335	1705
	50%	48%	57%	61%	61%	49%	56%	66%	-47%	+51% a
Summary: Mobile phone Only	1079	55	25	22	9	24	4	7	168	911
	27%	+36%	+39%	+47%	36%	+40%	31%	40%	-24%	+27% a
Summary: Another device only	396	5	2	0	1	*	0	0	53	343
	10%	-3%	3%	-0%	5%	-*%	0%	0%	-7%	+10%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 143 (continuation)

QE9.40. Summary: Content creation & social media - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I do this on a mobile phone	1644 41%	117 +81% bcdefgh	606 +58% cdefgh	79 +49% efgh	517 +46% efgh	76 -29% gh	223 -24% gh	11 -8%	16 -7%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	960 24%	61 +43% bcdefgh	263 25% efgh	45 28% efgh	291 26% efgh	46 -17% g	199 22% g	14 -10%	41 -17% g
I do not do this online at all	2005 50%	17 -12%	363 -35% a	65 -41% a	508 -45% ab	169 +65% abcd	564 +62% abcd	126 +86% abcdef	194 +79% abcdef
Summary: Do activity at all	2040 50%	127 +88% bcdefgh	683 +65% defgh	95 +59% efgh	619 +55% efgh	92 -35% gh	351 -38% gh	21 -14%	52 -21%
Summary: Mobile phone Only	1079 27%	66 +46% cdefgh	420 +40% cdefgh	50 31% efgh	328 +29% efgh	46 -18% gh	152 -17% gh	7 -5%	11 -4%
Summary: Another device only	396 10%	10 7%	77 -7%	16 10%	102 9%	16 -6%	129 +14% abdeg	10 7%	36 +15% abdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 144
QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all
 Base: All respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I do this on a mobile phone	2840 70%	2561 +81% bcd	2765 +76% cd	279 -32% d	76 -19%	91 -26%	176 +84% a	2380 -69%	446 +77% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621 40%	1381 +43% cd	1542 +42% cd	241 -28% d	79 -20%	82 -24%	42 -20%	1384 40%	228 39%
I do not do this online at all	957 24%	460 -14%	680 -19% a	497 +57% ab	277 +70% abc	216 +62% b	28 -13%	847 +25% b	105 -18%
Summary: Do activity at all	3088 76%	2714 +86% bcd	2972 +81% cd	374 -43% d	117 -30%	132 -38%	183 +87% a	2598 -75%	472 +82% a
Summary: Mobile phone Only	1467 36%	1334 +42% bcd	1430 +39% cd	134 -15% d	37 -9%	50 -14%	140 +67% a	1214 -35%	244 +42% a
Summary: Another device only	248 6%	153 -5%	207 -6%	95 +11% ab	41 +10% ab	41 +12% b	7 3%	218 6%	26 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 144 (continuation)

QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I do this on a mobile phone	2840 70%	2183 -68%	643 +78%	34 72%	0 0%	* 12%	163 +81%	10 78%	17 100%	17 93%	17 97%	22 68%	72 76%	9 100%
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621 40%	1287 40%	325 39%	20 41%	1 62%	1 100%	75 37%	7 54%	10 62%	14 80%	11 59%	11 32%	33 35%	3 35%
I do not do this online at all	957 24%	806 +25%	147 -18%	12 25%	1 38%	0 0%	29 -14%	2 12%	0 0%	0 0%	1 3%	10 29%	22 23%	0 0%
Summary: Do activity at all	3088 76%	2387 -75%	683 +82%	36 75%	1 62%	1 100%	172 +86%	11 88%	17 100%	18 100%	17 97%	23 71%	73 77%	9 100%
Summary: Mobile phone Only	1467 36%	1100 -34%	358 +43%	17 35%	0 0%	0 0%	97 +48%	4 34%	6 38%	4 20%	7 38%	13 38%	39 42%	6 65%
Summary: Another device only	248 6%	204 6%	40 5%	2 4%	1 62%	1 88%	10 5%	1 9%	0 0%	1 7%	0 0%	1 3%	1 1%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 144 (continuation)

QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I do this on a mobile phone	2840	102	50	41	23	44	10	12	409	2432
	70%	68%	76%	+89% a	93%	74%	79%	68%	-57%	+73% a
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)	1621	58	17	12	11	24	4	10	242	1379
	40%	39%	-27%	27%	47%	41%	33%	62%	-34%	+41% a
I do not do this online at all	957	36	15	4	*	12	2	2	266	690
	24%	24% c	22%	-9%	2%	20%	17%	12%	+37% b	-21%
Summary: Do activity at all	3088	114	51	42	24	47	11	15	445	2644
	76%	76%	78%	+91% a	98%	80%	83%	88%	-63%	+79% a
Summary: Mobile phone Only	1467	56	33	30	13	23	7	4	203	1264
	36%	37%	+51%	+65% ae	51%	38%	50%	26%	-29%	+38% a
Summary: Another device only	248	11	1	1	1	3	1	3	36	212
	6%	7%	2%	2%	5%	6%	4%	20%	5%	6%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 144 (continuation)

QE9.41. Summary: Other (not grouped) - For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all

Base: All respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
I do this on a mobile phone		2840	129	933	120	938	138	506	21
	70%		+90%	+89%	75%	+83%	-53%	-55%	-15%
			cefg	cdefgh	efgh	cefg	gh	gh	g
I do this on another device (e.g. a PC, laptop computer, tablet computer, smart watch)		1621	65	412	67	536	87	375	23
	40%		45%	39%	42%	+48%	-33%	41%	-16%
			efgh	gh	gh	befgh	gh	efgh	
I do not do this online at all		957	10	80	32	142	107	307	117
	24%		-7%	-8%	20%	-13%	+41%	+34%	+79%
					abd	b	abcdf	abcd	abcdefh
Summary: Do activity at all		3088	133	965	128	985	153	608	31
	76%		+93%	+92%	80%	+87%	-59%	-66%	-21%
			cefg	cdefgh	efgh	cefg	gh	efgh	g
Summary: Mobile phone Only		1467	68	554	61	449	66	233	8
	36%		+48%	+53%	38%	+40%	-25%	-25%	-5%
			efgh	cdefgh	efgh	efgh	gh	gh	g
Summary: Another device only		248	4	32	7	46	15	102	9
	6%		3%	-3%	5%	-4%	6%	+11%	6%
						b	abcde	b	abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	2539 66%	2306 +74% bcd	2479 +70% cd	233 -31% d	60 -20%	83 -30%	154 +76% a	2105 -64%	421 +76% a
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2193 57%	2010 +65% bcd	2145 +61% cd	183 -25% d	48 -16%	68 -25%	112 55% a	1807 -55%	373 +68% a
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	2658 69%	2390 +77% bcd	2581 +73% cd	268 -36% d	77 -25%	91 -33%	166 +82% a	2210 -67%	434 +79% a
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2407 63%	2222 +72% bcd	2359 +67% cd	186 -25% d	48 -16%	61 -22%	154 +76% a	1996 -61%	397 +72% a
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1570 41%	1479 +48% bcd	1548 +44% cd	91 -12% d	23 -8%	33 -12%	102 +50% a	1301 -40%	260 +47% a
Send/ receive e-mails	3262 85%	2801 +90% bcd	3109 +88% cd	461 -62% d	153 -51%	155 -57%	188 +92% a	2752 -84%	496 +90% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3310 86%	2826 +91% bcd	3140 +89% cd	483 -65% d	170 -56%	164 -60%	188 +92% a	2799 -85%	497 +90% a
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3111 81%	2671 +86% bcd	2954 +83% cd	440 -59% d	157 -52%	140 -51%	179 +88% a	2608 -80%	489 +89% a
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	2905 76%	2543 +82% bcd	2781 +78% cd	361 -49% d	124 -41%	122 -45%	176 +86% a	2421 -74%	470 +85% a
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	845 22%	803 +26% bcd	836 +24% cd	41 -6%	9 -3%	17 -6%	57 +28% a	664 -20%	172 +31% a
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2275 59%	2094 +67% bcd	2231 +63% cd	181 -24% d	44 -14%	56 -21%	154 +76% a	1887 -58%	376 +68% a
Finding/downloading information for work/school/university	1579 41%	1496 +48% bcd	1552 +44% cd	83 -11%	27 -9%	16 -6%	101 +50% a	1288 -39%	282 +51% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1950 51%	1758 +57% bcd	1891 +53% cd	192 -26% d	58 -19%	46 -17%	121 +60% a	1632 -50%	305 +55% a
Accessing news/weather/sports	2891 75%	2509 +81% bcd	2780 +78% cd	383 -51% d	111 -37%	122 -45%	156 77% a	2456 75%	422 77%
Scanning QR codes	2873 75%	2547 +82% bcd	2788 +79% cd	327 -44% d	85 -28%	102 -37%	172 +85% a	2428 74%	431 78%
Maps/ Directions/navigation/travel planning	3027 79%	2661 +86% bcd	2925 +83% cd	366 -49% d	102 -34%	121 -44%	176 +87% a	2549 -78%	462 +84% a
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1141 30%	1086 +35% bcd	1126 +32% cd	55 -7%	15 -5%	24 -9%	64 31% a	890 -27%	244 +44% a
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1388 36%	1306 +42% bcd	1369 +39% cd	83 -11% d	20 -6%	28 -10%	71 35% a	1117 -34%	265 +48% a
Personal/household organisation tools such as calendar management/task planning etc	1896 49%	1725 +56% bcd	1852 +52% cd	171 -23% d	44 -14%	53 -20%	98 48% a	1559 -48%	322 +58% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2256 59%	1949 +63% cd	2157 +61% cd	307 -41% d	99 -33%	93 -34%	120 59% a	1907 58%	338 61%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	1891 49%	1739 +56% bcd	1852 +52% cd	152 -20% d	38 -13%	44 -16%	101 50% a	1585 -48%	292 53%
Finding information or applying for benefits/ tax credits/ other government or charitable support	1356 35%	1249 +40% bcd	1323 +37% cd	107 -14%	33 -11%	40 -15%	107 +53% a	1127 -34%	222 +40% a
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1521 40%	1441 +46% bcd	1502 +42% cd	80 -11% d	19 -6%	24 -9%	115 +56% a	1231 -38%	284 +51% a
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2472 64%	2252 +73% bcd	2397 +68% cd	220 -30%	75 -25%	71 -26%	162 +80% a	2041 -62%	421 +76% a
Listening to radio	1161 30%	1053 +34% cd	1129 +32% cd	108 -15%	31 -10%	30 -11%	57 28% a	1008 31%	146 27%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	1940 50%	1824 +59% bcd	1913 +54% cd	117 -16% d	27 -9%	39 -14%	120 +59% a	1625 -50%	306 +56% a
Listen to an audiobook or read an e-book	1025 27%	972 +31% bcd	1011 +29% cd	53 -7%	13 -4%	14 -5%	41 -20% a	835 -25%	184 +33% a
Playing or downloading games	1346 35%	1252 +40% bcd	1327 +37% cd	94 -13% d	19 -6%	29 -11%	100 +49% a	1100 -34%	243 +44% a
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	2817 73%	2552 +82% bcd	2744 +77% cd	264 -36% d	73 -24%	93 -34%	179 +88% a	2335 -71%	468 +85% a
Other	59 2%	51 2%	57 2%	8 1%	1 *%	4 1%	5 3%	43 -1%	15 +3% a
Summary: Online shopping	2732 71%	2477 +80% bcd	2666 +75% cd	255 -34% d	66 -22%	88 -32%	162 +80% a	2279 -70%	438 +79% a
Summary: Communication	3547 92%	2971 +96% bcd	3335 +94% cd	576 -77% d	212 -70%	203 -74%	195 +96% a	3008 92%	523 +95% a
Summary: Managing finances	2781 72%	2482 +80% bcd	2691 +76% cd	298 -40% d	89 -30%	99 -36%	167 +82% a	2326 -71%	440 +80% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Summary: Finding information	3348 87%	2867 +92% bcd	3191 +90% cd	481 -65% d	157 -52%	162 -59%	189 +93% a	2836 87%	497 +90% a
Summary: Health & wellness	2673 69%	2323 +75% bcd	2559 +72% cd	350 -47% d	114 -38%	108 -40%	139 68% a	2271 69%	388 70%
Summary: Entertainment	2898 75%	2582 +83% bcd	2795 +79% cd	316 -42% d	103 -34%	104 -38%	176 +87% a	2421 -74%	463 +84% a
Summary: Content creation & social media	1644 43%	1520 +49% bcd	1616 +46% cd	124 -17% d	27 -9%	40 -15%	111 +54% a	1347 -41%	288 +52% a
Summary: Other (not grouped)	2840 74%	2561 +83% bcd	2765 +78% cd	279 -38% d	76 -25%	91 -33%	176 +87% a	2380 -73%	446 +81% a
Base for stats	4045	3174	3652	871	393	348	211	3445	577
Mean Number of Activities	15.24	+17.51 bcd	+16.39 cd	-7.00 d	-4.59	-5.70	+17.54 a	-14.89	+17.40 a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	2539 66%	1908 -63%	618 +78%	30 66%	0 0%	* 12%	167 +86%	6 54%	17 100%	17 93%	13 72%	24 88%	72 +78%	8 84%
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2193 57%	1630 -54%	549 +69%	27 60%	0 0%	* 12%	149 +77%	7 57%	15 90%	13 74%	14 77%	18 67%	64 +69%	5 58%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	2658 69%	2013 -66%	631 +80%	32 72%	0 0%	* 12%	165 +85%	7 57%	17 100%	14 79%	16 89%	22 82%	80 +86%	7 72%
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2407 63%	1834 -60%	559 +70%	31 69%	0 0%	0 0%	131 68%	10 83%	15 89%	13 72%	16 87%	20 74%	65 70%	9 100%
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1570 41%	1184 -39%	377 +48%	22 48%	0 0%	* 12%	96 +49%	4 32%	11 64%	6 35%	15 82%	16 58%	43 46%	3 34%
Send/ receive e-mails	3262 85%	2534 -84%	714 +90%	37 83%	0 0%	* 12%	180 +93%	8 68%	13 79%	17 93%	17 97%	27 100%	86 +93%	9 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3310 86%	2579 -85%	717 +90%	38 84%	1 38%	* 12%	182 +94%	10 87%	13 79%	17 93%	17 97%	23 85%	87 94%	7 80%
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3111 81%	2397 -79%	700 +88%	35 78%	0 0%	* 12%	176 +91%	7 60%	17 100%	15 82%	16 89%	24 90%	86 +93%	9 100%
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	2905 76%	2217 -73%	674 +85%	34 75%	0 0%	* 12%	170 +88%	7 60%	17 100%	15 82%	16 89%	24 88%	80 +86%	9 100%
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	845 22%	607 -20%	229 +29%	8 17%	0 0%	* 12%	49 25%	1 12%	10 59%	5 29%	5 28%	12 44%	24 26%	3 30%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2275 59%	1726 -57%	537 +68%	29 64%	0 0%	* 12%	132 +68%	9 79%	16 94%	14 76%	17 92%	19 69%	60 64%	8 86%
Finding/downloading information for work/school/university	1579 41%	1165 -38%	405 +51%	21 46%	0 0%	* 12%	102 +53%	5 41%	11 64%	12 67%	7 38%	13 49%	48 51%	6 65%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1950 51%	1491 -49%	446 +56%	25 56%	0 0%	* 12%	116 +60%	5 46%	9 53%	8 46%	12 65%	15 57%	53 57%	7 72%
Accessing news/weather/sports	2891 75%	2259 74%	619 +78%	35 77%	0 0%	* 12%	162 +83%	7 60%	14 80%	15 85%	15 84%	22 81%	75 81%	9 93%
Scanning QR codes	2873 75%	2235 -74%	624 +79%	32 71%	0 0%	* 12%	161 +83%	9 79%	17 99%	16 88%	16 89%	22 81%	72 78%	9 98%
Maps/ Directions/navigation/travel planning	3027 79%	2341 -77%	671 +85%	37 82%	0 0%	* 12%	171 +88%	6 48%	17 100%	17 93%	16 89%	24 88%	81 87%	9 100%
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1141 30%	804 -27%	330 +42%	8 -18%	0 0%	* 12%	77 +40%	6 53%	11 64%	5 29%	2 9%	14 52%	42 +45%	4 42%
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1388 36%	1015 -33%	367 +46%	17 38%	0 0%	0 0%	85 +44%	5 46%	8 50%	8 44%	7 40%	17 63%	47 +51%	5 51%
Personal/household organisation tools such as calendar management/task planning etc	1896 49%	1425 -47%	456 +58%	25 57%	0 0%	* 12%	108 56%	7 60%	12 69%	10 55%	12 64%	17 63%	53 57%	6 66%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2256 59%	1758 58%	487 61%	16 -36%	1 38%	* 12%	132 +68%	6 53%	10 61%	11 59%	6 34%	19 72%	64 68%	6 59%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	1891 49%	1445 -48%	432 +55%	28 +63%	0 0%	* 12%	112 +58%	7 55%	13 74%	8 46%	11 60%	16 58%	47 51%	5 54%
Finding information or applying for benefits/ tax credits/ other government or charitable support	1356 35%	1018 -34%	331 +42%	17 38%	0 0%	0 0%	92 +47%	5 39%	8 46%	5 27%	11 63%	14 53%	35 38%	4 42%
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1521 40%	1121 -37%	394 +50%	17 37%	0 0%	* 12%	94 +48%	5 46%	11 66%	11 59%	9 48%	16 60%	44 48%	5 51%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2472 64%	1867 -62%	594 +75%	31 69%	1 38%	* 12%	142 +73%	6 53%	17 98%	14 79%	15 83%	19 70%	69 74%	6 69%
Listening to radio	1161 30%	942 +31%	212 -27%	18 +41%	0 0%	* 12%	47 24%	4 37%	12 70%	4 20%	4 21%	9 32%	22 23%	1 7%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	1940 50%	1481 -49%	450 +57%	29 +65%	0 0%	* 12%	114 +59%	6 53%	14 83%	12 66%	11 62%	17 64%	50 54%	5 55%
Listen to an audiobook or read an e-book	1025 27%	768 -25%	251 +32%	14 32%	0 0%	* 12%	53 27%	6 48%	11 68%	6 32%	6 31%	8 29%	28 31%	3 34%
Playing or downloading games	1346 35%	1015 -33%	327 +41%	17 38%	0 0%	0 0%	68 35%	4 34%	11 62%	6 34%	10 58%	12 45%	40 43%	3 36%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	2817 73%	2133 -70%	669 +84%	33 74%	1 38%	* 12%	167 +86%	9 79%	17 99%	16 90%	16 87%	21 79%	81 +87%	7 76%
Other	59 2%	43 1%	15 2%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
Summary: Online shopping	2732 71%	2075 -68%	642 +81%	32 71%	0 0%	* 12%	172 +89%	7 57%	17 100%	17 93%	16 89%	24 88%	75 81%	8 84%
Summary: Communication	3547 92%	2779 -92%	752 +95%	41 91%	1 38%	* 12%	188 +97%	10 87%	17 100%	17 93%	17 97%	27 100%	90 97%	9 100%
Summary: Managing finances	2781 72%	2122 -70%	645 +81%	33 73%	0 0%	* 12%	171 +88%	7 57%	17 100%	14 79%	16 89%	23 86%	80 +86%	7 74%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Summary: Finding information	3348 87%	2612 -86%	721 +91%	40 88%	0 0%	* 12%	184 +95%	9 79%	17 100%	17 93%	17 97%	24 89%	84 91%	9 100%
Summary: Health & wellness	2673 69%	2086 69%	572 72%	32 72%	1 38%	* 12%	151 +78%	7 60%	14 81%	14 81%	13 71%	21 76%	66 71%	7 74%
Summary: Entertainment	2898 75%	2217 -73%	667 +84%	37 +83%	1 38%	* 12%	166 +86%	9 72%	17 100%	17 93%	16 89%	22 81%	81 +88%	6 69%
Summary: Content creation & social media	1644 43%	1244 -41%	392 +49%	19 43%	0 0%	* 12%	84 43%	5 38%	12 72%	9 51%	11 63%	15 55%	41 44%	4 45%
Summary: Other (not grouped)	2840 74%	2183 -72%	643 +81%	34 77%	0 0%	* 12%	163 +84%	10 83%	17 100%	17 93%	17 97%	22 83%	72 77%	9 100%
Base for stats	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Mean Number of Activities	15.24	-14.71	+17.35	15.49	1.52	2.88	+17.87	14.96	22.67	18.29	19.28	15.96	+18.02	19.14

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	2539 66%	98 69%	48 77%	40 +90% ae	19 80%	39 69%	10 77%	10 63%	349 -55%	2189 +68% a
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2193 57%	81 58%	46 +74% a	35 +77% a	19 77%	34 62%	10 80%	11 67%	299 -47%	1894 +59% a
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	2658 69%	97 69%	51 +83%	34 75%	23 93%	44 78%	10 83%	12 75%	387 -61%	2271 +71% a
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2407 63%	88 63%	44 71%	39 +87% ae	23 93%	35 64%	9 72%	10 63%	322 -51%	2085 +65% a
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1570 41%	55 39%	31 50%	26 +57%	15 62%	21 37%	6 47%	9 54%	221 -35%	1349 +42% a
Send/ receive e-mails	3262 85%	119 85%	59 +95%	41 91%	23 94%	52 94%	13 100%	11 67%	491 -78%	2771 +86% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3310 86%	123 87%	61 +98% a	42 93%	22 91%	52 94%	10 79%	12 74%	501 -79%	2809 +87% a
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3111 81%	116 82%	61 +98% a	41 91%	23 94%	52 +93%	10 76%	12 73%	461 -73%	2650 +82% a
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	2905 76%	116 82%	54 87%	41 +91%	23 94%	48 86%	10 83%	10 63%	416 -66%	2489 +77% a
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	845 22%	28 20%	25 +41% a	19 +42% a	10 41%	18 +33%	3 26%	8 48%	128 20%	717 22%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2275 59%	84 60%	39 64%	35 +77%	23 93%	37 67%	8 62%	8 51%	290 -46%	1985 +62% a
Finding/downloading information for work/school/university	1579 41%	62 44%	33 53%	28 +62%	16 66%	23 42%	11 90%	7 45%	212 -34%	1367 +42% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1950 51%	67 47%	38 62%	27 61%	15 62%	31 56%	10 78%	7 44%	295 -47%	1655 +51% a
Accessing news/weather/sports	2891 75%	97 69%	49 79%	29 63%	21 85%	48 86% ac	11 90%	11 65%	438 -70%	2453 +76% a
Scanning QR codes	2873 75%	105 74%	51 82%	30 67%	21 84%	43 77%	10 81%	11 64%	390 -62%	2483 +77% a
Maps/ Directions/navigation/travel planning	3027 79%	119 84%	50 80%	34 75%	22 91%	48 87%	9 72%	11 68%	431 -68%	2596 +81% a
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1141 30%	57 +40%	35 +56% e	23 +51%	15 62%	19 33%	3 20%	9 57%	143 -23%	998 +31% a
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1388 36%	57 41%	32 +52%	25 +55%	17 71%	20 35%	7 54%	9 57%	218 34%	1171 36%
Personal/household organisation tools such as calendar management/task planning etc	1896 49%	78 55%	38 62%	24 54%	15 63%	31 56%	10 76%	9 57%	286 -45%	1610 +50% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2256 59%	82 58%	45 +73%	26 58%	14 59%	31 55%	9 70%	9 56%	360 57%	1896 59%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	1891 49%	70 50%	35 56%	26 58%	15 61%	26 47%	6 45%	8 51%	254 -40%	1637 +51% a
Finding information or applying for benefits/ tax credits/ other government or charitable support	1356 35%	41 29%	30 +49% a	24 +53% a	11 47%	18 33%	6 46%	9 56%	239 38%	1117 35%
Watching or downloading TV programmes/ films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1521 40%	57 40%	40 +65% ae	28 +63% ae	18 72%	23 42%	9 70%	8 48%	221 -35%	1300 +40% a
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2472 64%	107 +75%	55 +88%	34 74%	21 85%	41 73%	10 83%	8 49%	381 -60%	2091 +65% a
Listening to radio	1161 30%	29 -20%	19 31%	11 24%	8 33%	12 21%	6 49%	7 44%	173 27%	987 31%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	1940 50%	68 48%	38 61%	23 50%	17 72%	30 54%	7 53%	8 50%	275 -44%	1665 +52% a
Listen to an audiobook or read an e-book	1025 27%	33 23%	28 +45% ae	20 +44% ae	11 46%	9 16%	8 63%	7 43%	155 25%	870 27%
Playing or downloading games	1346 35%	60 43%	29 47%	23 +50%	12 47%	20 36%	4 33%	9 53%	241 38%	1105 34%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	2817 73%	111 79%	60 +96% ac	38 84%	23 94%	49 +88%	12 94%	8 49%	416 -66%	2401 +75% a
Other	59 2%	3 2%	3 +5%	1 3%	1 3%	0 0%	3 21%	0 0%	22 +3% b	37 -1%
Summary: Online shopping	2732 71%	102 72%	51 82%	40 +90% ae	19 80%	40 73%	10 80%	12 74%	387 -61%	2345 +73% a
Summary: Communication	3547 92%	125 89%	61 99% a	44 96%	23 95%	56 +100% a	13 100%	13 81%	551 -87%	2995 +93% a
Summary: Managing finances	2781 72%	100 71%	51 83%	34 75%	23 93%	45 80%	12 94%	12 75%	418 -66%	2363 +73% a
Summary: Finding information	3348 87%	122 87%	56 91%	41 91%	23 93%	52 94%	12 94%	12 75%	508 -80%	2841 +88% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Summary: Health & wellness	2673	97	47	28	19	35	10	10	405	2268
69%		69%	76%	63%	76%	64%	80%	58%	-64%	+71% a
Summary: Entertainment	2898	111	57	37	23	47	10	11	451	2448
75%		79%	+91% a	81%	93%	84%	83%	64%	-71%	+76% a
Summary: Content creation & social media	1644	67	35	28	14	29	7	11	282	1362
43%		47%	+57%	+62%	56%	52%	59%	68%	45%	42%
Summary: Other (not grouped)	2840	102	50	41	23	44	10	12	409	2432
74%		72%	80%	+90% a	93%	79%	83%	70%	-65%	+76% a
Base for stats	4045	150	66	46	24	60	13	17	711	3334
Mean Number of Activities	15.24	15.40	+18.71 a	+18.93 a	21.17	16.00	18.82	16.11	-12.68	+15.79 a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	2539 66%	112 +78% efgh	822 +80% cefg	107 69% efgh	881 +79% cefg	114 -49% gh	443 -51% gh	17 -17%	43 -21%
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2193 57%	94 +66% efgh	692 +67% efgh	95 61% efgh	772 +70% cefg	98 -42% gh	395 -45% gh	12 -12%	35 -17%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	2658 69%	119 +83% efgh	848 +83% cdefg	116 75% efgh	870 +78% efgh	131 -57% gh	497 -57% gh	21 -21%	56 -28%
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2407 63%	115 +80% cefg	836 +81% cdefg	90 57% efgh	830 +75% cefg	108 -47% gh	380 -43% gh	10 -10%	39 -19% g
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1570 41%	91 +63% cdefg	558 +54% efgh	74 47% efgh	565 +51% efgh	51 -22% gh	209 -24% gh	5 -5%	18 -9%
Send/ receive e-mails	3262 85%	133 +93% efgh	941 +92% cefg	135 87% efgh	1032 +93% cefg	176 -76% gh	693 -79% gh	47 -47%	105 -52%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3310 86%	130 91% efgh	959 +93% cefg	135 86% efgh	1039 +94% cefg	179 -77% gh	698 -80% gh	58 -58%	112 -55%
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3111 81%	126 +88% efgh	939 +91% cdefgh	126 81% efgh	967 +87% cefg	154 -66% gh	643 -73% efgh	56 -56%	101 -50%
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	2905 76%	125 +87% cefg	910 +89% cdefgh	114 73% efgh	929 +84% cefg	137 -59% gh	566 -65% gh	40 -40%	84 -41%
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	845 22%	61 +42% bcdefgh	331 +32% defgh	40 25% efgh	272 +24% efgh	28 -12% gh	105 -12% gh	* -*%	8 -4% g
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2275 59%	108 +76% cefg	831 +81% cdefgh	83 53% efgh	761 +69% cefg	88 -38% gh	360 -41% gh	10 -10%	34 -17%
Finding/downloading information for work/school/university	1579 41%	97 +67% bcdefgh	575 +56% cdefgh	61 39% efgh	538 +49% cefg	47 -20% gh	234 -27% efgh	8 -8%	19 -10%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1950 51%	90 +63% efgh	631 +61% efgh	86 55% efgh	648 +58% efgh	100 -43% gh	336 -38% gh	19 -19%	39 -19%
Accessing news/weather/sports	2891 75%	123 +86% cefg	828 +81% cefg	113 73% gh	948 +85% bcefg	161 -70% gh	607 -69% gh	40 -41%	71 -35%
Scanning QR codes	2873 75%	125 +87% cefg	906 +88% cefg	114 73% efgh	958 +86% cefg	134 -58% gh	551 -63% gh	17 -17%	68 -34% g
Maps/ Directions/navigation/travel planning	3027 79%	128 +89% cefg	921 +90% cefg	122 78% efgh	973 +88% cefg	151 -65% gh	630 -72% efgh	30 -30%	72 -35%
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1141 30%	63 +44% cefg	456 +44% cdefgh	47 30% efgh	400 +36% efgh	31 -13% gh	129 -15% gh	2 -2%	13 -6%
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1388 36%	96 +67% bcdefgh	506 +49% cdefgh	58 37% efgh	478 +43% efgh	58 -25% gh	173 -20% gh	6 -6%	14 -7%
Personal/household organisation tools such as calendar management/task planning etc	1896 49%	107 +75% bcdefgh	615 +60% cefg	80 51% efgh	635 +57% efgh	88 -38% gh	328 -37% gh	11 -11%	33 -16%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3824		127	876	180	1171	265	889	115
Effective Weighted Sample	2530		85	592	122	789	170	585	76
Weighted Bases	3846		143	1028	156	1110	231	876	100
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2256 59%		109 +76% bcdefgh	631 61% efgh	94 60% gh	737 +66% befgh	125 54% gh	462 -53% gh	32 -32% h
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	1891 49%		95 +67% cefg	655 +64% cdefgh	73 47% efgh	645 +58% cefg	76 -33% gh	308 -35% gh	10 -10% h
Finding information or applying for benefits/ tax credits/ other government or charitable support	1356 35%		85 +59% bcdefgh	428 +42% efgh	65 42% efgh	474 +43% efgh	72 31% fgh	199 -23% h	17 -17% h
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1521 40%		90 +63% cdefgh	605 +59% cdefgh	74 +48% efgh	499 +45% efgh	53 -23% gh	180 -21% gh	5 -5% h
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2472 64%		118 +82% efgh	827 +80% cdefgh	114 +73% efgh	831 +75% efgh	121 -52% fgh	386 -44% gh	28 -28% h
Listening to radio	1161 30%		55 +39% efgh	337 +33% efgh	51 32% gh	397 +36% efgh	59 26% gh	230 -26% gh	8 -8% h

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	1940 50%	112 +78% cdefgh	737 +72% cdefgh	81 52% efgh	635 +57% efgh	74 -32% gh	274 -31% gh	8 -8%	19 -9%
Listen to an audiobook or read an e-book	1025 27%	62 +43% bdefgh	353 +34% efgh	55 +35% efgh	369 +33% efgh	35 -15% gh	136 -16% gh	2 -2%	11 -5%
Playing or downloading games	1346 35%	95 +67% bcdefgh	529 +51% defgh	70 +45% efgh	420 +38% efgh	65 -28% fgh	148 -17% h	11 -11% h	8 -4%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	2817 73%	136 +95% cdefgh	923 +90% cdefgh	117 75% efgh	944 +85% cefgh	136 -59% gh	488 -56% gh	27 -27%	46 -23%
Other	59 2%	11 +7% bdefgh	17 2%	6 +4% bdfh	11 1%	4 2%	10 1%	1 1%	0 0%
Summary: Online shopping	2732 71%	122 +85% cefgh	871 +85% cefgh	118 76% efgh	933 +84% cefgh	127 -55% gh	494 -56% gh	19 -19%	47 -23%
Summary: Communication	3547 92%	138 96% efgh	996 +97% cefgh	145 93% efgh	1073 +97% cefgh	197 -85% gh	786 -90% efgh	72 -72%	140 -69%
Summary: Managing finances	2781 72%	120 +84% efgh	874 +85% defgh	125 +80% efgh	901 +81% efgh	141 -61% gh	530 -60% gh	31 -31%	58 -29%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 145 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Summary: Finding information	3348 87%	135 +94% efgh	971 +94% cefg	140 90% efgh	1045 +94% cefg	180 -78% gh	720 -82% gh	52 -52%	104 -52%
Summary: Health & wellness	2673 69%	117 +82% cefg	807 +78% cefg	109 70% fgh	842 +76% efgh	143 -62% gh	541 -62% gh	36 -36%	77 -38%
Summary: Entertainment	2898 75%	133 +93% cdefgh	922 +90% cdefgh	127 +82% efgh	940 +85% efgh	154 -66% fgh	519 -59% gh	37 -37%	66 -33%
Summary: Content creation & social media	1644 43%	117 +81% bcdefgh	606 +59% cdefgh	79 +51% efgh	517 +47% efgh	76 -33% fgh	223 -25% gh	11 -11%	16 -8%
Summary: Other (not grouped)	2840 74%	129 +90% cefg	933 +91% cdefgh	120 77% efgh	938 +85% cefg	138 -60% gh	506 -58% gh	21 -21%	54 -27%
Base for stats	4045	143	1046	160	1127	261	915	148	246
Mean Number of Activities	15.24	+21.01 bcdefgh	+19.26 cdefgh	16.25 efgh	+18.16 cefg	-10.93 gh	-11.80 gh	-3.79	-5.06 g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	1446 38%	1123 -36%	1326 37%	323 +43% ab	120 40%	100 37% b	31 -15%	1278 +39% b	163 -30%
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	1578 41%	1249 -40%	1466 41%	330 +44% ad	112 37%	92 -34% b	29 -14%	1422 +43% b	151 -27%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	1330 35%	1017 -33%	1199 -34%	313 +42% ab	130 +43% ab	78 -29% b	21 -11%	1190 +36% b	135 -24%
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	504 13%	403 13%	467 13%	101 14%	37 12%	44 16% b	9 -5%	436 13%	66 12%
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	630 16%	533 +17% cd	596 +17% cd	97 -13%	33 -11%	33 -12%	16 -8%	572 +17% b	56 -10%
Send/ receive e-mails	2003 52%	1550 -50%	1812 -51%	453 +61% ab	191 +63% ab	138 51% b	46 -22%	1761 +54% b	234 -42%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	952 25%	760 25%	879 25%	192 26%	73 24%	66 24% b	25 -12%	808 25%	138 25%
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	1007 26%	845 +27% cd	941 27% c	162 -22%	65 22%	50 -18% b	22 -11%	868 27%	136 25%
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	1271 33%	1064 +34% cd	1190 +34% cd	207 -28%	81 -27%	65 -24% b	29 -14%	1117 +34% b	151 -27%
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	426 11%	374 +12% cd	407 +11% cd	52 -7%	19 -6%	22 8%	9 -4%	370 11%	52 9%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	268 7%	223 7%	252 7%	44 6%	16 5%	29 +10% b	6 -3%	226 7%	37 7%
Finding/downloading information for work/school/university	1474 38%	1326 +43% bcd	1424 +40% cd	148 -20%	50 -17%	38 -14%	43 -21% a	1280 +39% b	183 -33%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1695 44%	1334 -43%	1555 44%	361 +48% ab	140 46%	98 -36% b	38 -19%	1518 +46% b	166 -30%
Accessing news/weather/sports	947 25%	683 -22%	842 -24%	263 +35% ab	105 +35% ab	78 28% b	13 -6%	861 +26% b	78 -14%
Scanning QR codes	222 6%	160 -5%	203 6%	63 +8% ab	19 6%	27 +10% b	5 -3%	185 6%	34 6%
Maps/ Directions/navigation/travel planning	754 20%	534 -17%	675 -19%	219 +29% ab	79 +26% ab	55 20% b	12 -6%	683 +21% b	65 -12%
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	591 15%	547 +18% cd	581 +16% cd	44 -6%	10 -3%	15 -5%	8 -4%	476 -15%	109 +20% a
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1137 30%	1005 +32% cd	1097 +31% cd	132 -18%	40 -13%	36 -13%	31 -15%	973 30%	157 28%
Personal/household organisation tools such as calendar management/task planning etc	792 21%	683 +22% cd	757 +21% cd	109 -15%	35 -11%	36 -13% b	9 -4%	680 21%	110 20%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	884 23%	659 -21%	794 -22%	225 +30% ab	90 +30% ab	72 27% b	8 -4%	794 +24% b	86 -16%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	440 11%	374 +12% cd	415 12% c	66 -9%	24 8%	30 11% b	10 -5%	376 11%	58 11%
Finding information or applying for benefits/ tax credits/ other government or charitable support	976 25%	792 26%	911 26%	184 25%	65 22%	58 21% b	23 -11%	867 +26% b	105 -19%
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1546 40%	1313 +42% cd	1461 +41% cd	233 -31%	85 -28%	77 -28%	51 -25%	1370 +42% b	167 -30%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	1054 27%	858 28% d	988 +28% d	196 26%	66 -22%	65 24%	35 -17%	937 +29% b	110 -20%
Listening to radio	753 20%	598 19%	690 19%	154 21%	62 21%	56 21% b	23 -11%	686 +21% b	60 -11%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	749 19%	629 +20% c	698 20% c	120 -16%	51 17%	46 17%	28 -14%	675 +21% b	71 -13%
Listen to an audiobook or read an e-book	538 14%	420 14%	502 14%	118 16%	36 12%	36 13%	17 -9%	482 +15% b	54 -10%
Playing or downloading games	738 19%	622 +20% cd	695 +20% cd	116 -16%	43 -14%	43 16%	32 16%	660 +20% b	70 -13%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	766 20%	602 19%	705 20%	164 22%	61 20%	53 19% b	20 -10%	673 +21% b	88 -16%
Other	15 *0%	12 *0%	13 *0%	3 *0%	2 1%	* *0%	0 0%	12 *0%	3 1%
Summary: Online shopping	1825 47%	1449 -47%	1687 48%	376 +51% a	137 45%	112 -41% b	41 -20%	1622 +50% b	195 -35%
Summary: Communication	2269 59%	1775 -57%	2063 -58%	494 +66% ab	205 +68% ab	155 57% b	55 -27%	1977 +60% b	281 -51%
Summary: Managing finances	1679 44%	1316 -42%	1535 43%	364 +49% ab	145 48%	100 -37% b	34 -17%	1501 +46% b	172 -31%
Summary: Finding information	2185 57%	1753 57%	2011 57%	432 58%	174 57%	123 -45% b	58 -29%	1926 +59% b	247 -45%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Total	Age				Age/SEG		Ethnicity	
		16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Summary: Health & wellness	1280 33%	1006 -32%	1176 33%	274 +37% ab	104 35%	89 33% b	17 -8%	1119 +34% b	153 -28%
Summary: Entertainment	2074 54%	1691 55% d	1927 54%	383 51%	147 49%	128 -47% b	70 -35%	1830 +56% b	232 -42%
Summary: Content creation & social media	960 25%	804 +26% cd	904 +26% cd	156 -21%	56 -18%	57 21%	34 -17%	857 +26% b	95 -17%
Summary: Other (not grouped)	1621 42%	1381 +45% cd	1542 +44% cd	241 -32% d	79 -26%	82 -30% b	42 -21%	1384 42%	228 41%
Base for stats	4045	3174	3652	871	393	348	211	3445	577
Mean Number of Activities	6.79	+7.02 cd	+7.00 cd	-5.96 d	-4.93	-4.70 b	-3.08	+7.03 b	-5.36

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	1446 38%	1192 +39%	248 -31%	14 32%	1 62%	1 88%	69 36%	5 45%	7 42%	8 46%	7 42%	8 28%	26 28%	2 20%
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	1578 41%	1336 +44%	237 -30%	13 -29%	0 0%	1 88%	72 37%	6 53%	6 34%	8 48%	4 25%	7 25%	23 -25%	3 35%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	1330 35%	1116 +37%	209 -26%	12 -27%	0 0%	1 88%	61 32%	5 43%	5 29%	9 48%	1 6%	5 19%	18 -19%	4 40%
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	504 13%	399 13%	103 13%	7 15%	1 62%	1 100%	27 14%	1 9%	3 16%	3 20%	1 8%	1 5%	7 8%	1 12%
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	630 16%	535 +18%	93 -12%	8 18%	0 0%	1 88%	28 14%	2 17%	5 29%	2 9%	1 6%	2 9%	2 -2%	2 16%
Send/ receive e-mails	2003 52%	1648 +54%	347 -44%	21 46%	1 62%	1 88%	90 46%	7 57%	10 62%	13 71%	3 19%	9 35%	39 42%	3 32%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	952 25%	759 25%	186 23%	8 -18%	0 0%	1 88%	40 20%	5 38%	10 57%	9 49%	3 14%	5 20%	18 19%	3 32%
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	1007 26%	815 27%	188 24%	12 26%	0 0%	1 88%	40 20%	6 53%	6 37%	8 43%	4 22%	4 16%	15 -16%	3 31%
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	1271 33%	1059 +35%	208 -26%	12 26%	0 0%	1 88%	45 -23%	6 48%	6 34%	9 48%	4 22%	4 16%	22 24%	2 24%
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	426 11%	344 11%	79 10%	5 11%	1 62%	1 88%	19 10%	0 0%	3 18%	2 12%	4 25%	2 9%	7 8%	0 0%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	268 7%	203 7%	60 8%	2 6%	1 62%	1 88%	19 10%	1 9%	3 16%	2 11%	1 5%	0 0%	3 3%	0 0%
Finding/downloading information for work/school/university	1474 38%	1184 39%	279 -35%	19 43%	1 62%	1 88%	74 38%	7 55%	10 62%	12 69%	5 29%	4 15%	31 33%	4 47%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1695 44%	1436 +47%	248 -31%	23 51%	1 62%	1 88%	57 -30%	5 45%	8 49%	8 46%	7 38%	3 11%	29 -31%	4 40%
Accessing news/weather/sports	947 25%	812 +27%	126 -16%	11 24%	1 62%	1 88%	35 18%	5 46%	6 35%	4 25%	3 18%	2 7%	13 -14%	* 2%
Scanning QR codes	222 6%	175 6%	43 5%	1 3%	0 0%	1 88%	7 3%	0 0%	3 16%	1 7%	2 11%	3 11%	9 10%	0 0%
Maps/ Directions/navigation/travel planning	754 20%	648 +21%	101 -13%	5 -11%	1 62%	1 88%	29 15%	3 24%	3 16%	2 13%	4 25%	2 7%	7 -8%	1 7%
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	591 15%	429 -14%	155 +20%	8 17%	0 0%	1 88%	38 19%	3 24%	3 16%	9 52%	7 37%	7 24%	16 17%	2 26%
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1137 30%	895 30%	235 30%	14 32%	1 62%	1 100%	62 32%	6 50%	8 49%	11 61%	9 51%	6 23%	23 25%	2 23%
Personal/household organisation tools such as calendar management/task planning etc	792 21%	635 21%	155 20%	7 17%	1 62%	1 88%	35 18%	5 38%	4 24%	8 46%	4 25%	4 13%	18 20%	2 26%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	884 23%	753 +25%	127 -16%	6 -13%	1 62%	1 88%	33 17%	5 44%	6 35%	3 19%	4 22%	2 7%	11 -12%	2 26%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	440 11%	350 12%	85 11%	2 -4%	1 62%	1 88%	23 12%	1 9%	3 16%	4 22%	3 15%	2 8%	14 15%	0 0%
Finding information or applying for benefits/ tax credits/ other government or charitable support	976 25%	810 +27%	162 -20%	16 +35%	1 62%	1 100%	39 20%	5 44%	7 43%	5 30%	2 11%	2 9%	16 18%	2 26%
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1546 40%	1287 +42%	250 -32%	17 38%	1 62%	1 88%	63 -33%	7 58%	4 21%	9 48%	6 35%	8 28%	21 -23%	2 22%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	1054 27%	890 +29%	157 -20%	8 -18%	1 62%	1 88%	36 -19%	5 40%	3 16%	5 31%	4 20%	3 12%	9 -10%	1 10%
Listening to radio	753 20%	653 +22%	93 -12%	4 -9%	1 62%	1 88%	27 14%	4 34%	3 16%	2 13%	3 17%	3 13%	10 11%	1 7%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	749 19%	630 +21%	116 -15%	8 18%	1 62%	1 88%	34 18%	2 17%	4 24%	5 27%	2 10%	1 4%	8 -9%	2 21%
Listen to an audiobook or read an e-book	538 14%	451 +15%	84 -11%	5 12%	1 62%	1 88%	23 12%	1 12%	5 29%	2 13%	1 7%	4 14%	7 8%	1 9%
Playing or downloading games	738 19%	612 +20%	118 -15%	7 15%	1 62%	1 88%	39 20%	5 46%	4 24%	5 26%	5 26%	3 12%	7 -8%	2 20%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	766 20%	632 +21%	129 -16%	12 27%	1 62%	1 88%	28 14%	5 38%	3 16%	1 5%	1 7%	4 15%	16 17%	1 14%
Other	15 *%	12 *%	3 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Online shopping	1825 47%	1518 +50%	298 -38%	17 -39%	1 62%	1 88%	84 44%	6 53%	7 42%	9 51%	7 42%	8 28%	30 -32%	3 35%
Summary: Communication	2269 59%	1855 +61%	404 -51%	22 -49%	1 62%	1 88%	98 -51%	8 65%	10 62%	14 79%	5 28%	11 39%	46 50%	5 53%
Summary: Managing finances	1679 44%	1407 +46%	267 -34%	20 44%	1 62%	1 100%	72 37%	6 52%	8 49%	10 58%	3 17%	7 24%	27 -29%	4 40%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Summary: Finding information	2185 57%	1804 +59%	369 -46%	25 56%	1 62%	1 88%	94 -48%	8 65%	10 62%	14 77%	10 54%	6 22%	44 47%	4 47%
Summary: Health & wellness	1280 33%	1053 +35%	219 -28%	9 -21%	1 62%	1 88%	54 28%	6 54%	7 43%	9 49%	6 36%	5 20%	26 28%	2 26%
Summary: Entertainment	2074 54%	1719 +57%	344 -43%	24 53%	1 62%	1 88%	86 -44%	8 65%	6 37%	11 60%	8 47%	11 40%	34 -37%	4 43%
Summary: Content creation & social media	960 25%	799 +26%	152 -19%	10 21%	1 62%	1 88%	46 24%	5 46%	4 25%	5 27%	7 38%	3 12%	13 -14%	2 20%
Summary: Other (not grouped)	1621 42%	1287 42%	325 41%	20 44%	1 62%	1 100%	75 39%	7 57%	10 62%	14 80%	11 59%	11 39%	33 36%	3 35%
Base for stats	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Mean Number of Activities	6.79	+7.11	-5.58	5.97	13.04	26.01	5.92	9.46	8.79	9.57	5.98	-3.42	-4.76	5.68

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	1446 38%	41 29% c	14 -23%	6 -12%	6 25%	17 31% c	3 21%	11 69%	228 36%	1218 38%
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	1578 41%	35 -25% c	15 -24%	4 -10%	8 33%	21 38% c	3 21%	7 45%	256 41%	1322 41%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	1330 35%	34 -24%	14 23%	6 -14%	5 22%	17 30%	3 21%	9 54%	197 -31%	1132 +35% a
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	504 13%	16 11%	5 8%	6 13%	2 10%	7 12%	3 21%	9 57%	72 11%	431 13%
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	630 16%	14 10%	6 10%	2 -5%	4 14%	4 8%	3 21%	8 46%	91 14%	539 17%
Send/ receive e-mails	2003 52%	59 -42%	24 39%	13 -29%	11 44%	27 48%	5 37%	11 69%	311 49%	1692 53%
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	952 25%	30 21%	14 22%	12 27%	6 26%	11 20%	3 20%	10 61%	151 24%	801 25%
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	1007 26%	36 26%	15 24%	8 17%	5 21%	15 26%	1 9%	10 61%	125 -20%	882 +27% a
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	1271 33%	38 27%	17 27%	7 -15%	6 24%	13 24%	6 45%	11 67%	177 -28%	1094 +34% a
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	426 11%	8 -5%	4 6%	6 13%	6 24%	4 8%	3 26%	2 15%	68 11%	358 11%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	268 7%	7 5%	6 10% c	0 0%	4 14%	2 4%	1 9%	8 50%	28 -4%	240 +7% a
Finding/downloading information for work/school/university	1474 38%	46 33%	21 34%	10 -22%	10 39%	14 -24%	3 26%	6 38%	187 -30%	1287 +40% a
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1695 44%	38 -27%	16 -25%	14 31%	10 39%	17 -30%	3 26%	5 32%	259 41%	1436 45%
Accessing news/weather/sports	947 25%	12 -8%	11 17% c	1 -1%	4 17%	7 -12% c	3 21%	7 41%	154 24%	793 25%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Scanning QR codes	222 6%	4 3%	6 10% ce	0 0%	2 6%	0 0%	3 21%	1 8%	25 -4%	198 +6% a
Maps/ Directions/navigation/travel planning	754 20%	13 -10%	11 18%	3 -6%	7 27%	4 -7%	0 0%	5 31%	126 20%	627 20%
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	591 15%	29 21% c	10 16%	2 -4%	7 27%	9 16%	1 4%	5 31%	74 -12%	517 +16% a
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1137 30%	40 28%	13 22%	7 -15%	7 30%	16 29%	3 26%	5 30%	168 27%	969 30%
Personal/household organisation tools such as calendar management/task planning etc	792 21%	24 17%	16 26%	7 16%	4 18%	7 12%	3 26%	2 13%	97 -15%	695 +22% a
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	884 23%	17 -12%	14 22% c	2 -5%	6 25%	6 -12%	3 26%	3 19%	150 24%	734 23%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	440 11%	9 6%	14 +22% ace	3 6%	3 12%	1 -2%	1 4%	1 5%	58 -9%	382 +12% a
Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower										

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Finding information or applying for benefits/ tax credits/ other government or charitable support	976 25%	21 -15%	10 16%	6 12%	8 32%	12 22%	3 26%	5 28%	170 27%	806 25%
Watching or downloading TV programmes/ films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1546 40%	42 -29%	23 37%	10 -22%	9 36%	18 32%	4 35%	6 36%	248 39%	1298 40%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	1054 27%	22 -16%	16 25%	9 19%	7 28%	15 27%	5 36%	7 42%	180 29%	874 27%
Listening to radio	753 20%	12 -9%	6 9%	3 -6%	3 11%	5 9%	3 21%	2 13%	118 19%	635 20%
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	749 19%	14 -10%	7 11%	1 -1%	8 33%	9 17% c	3 21%	6 36%	115 18%	634 20%
Listen to an audiobook or read an e-book	538 14%	15 11% c	6 9% c	0 -0%	2 10%	4 7%	3 21%	3 16%	97 15%	441 14%
Playing or downloading games	738 19%	14 -10%	12 20%	1 -1%	5 20%	4 -7%	0 0%	3 20%	135 21%	603 19%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	766 20%	19 13%	9 15%	6 13%	3 12%	12 22%	4 32%	4 25%	133 21%	633 20%
Other	15 *%	0 0%	0 0%	0 0%	1 3%	0 0%	3 21%	0 0%	10 +2% b	5 -*%
Summary: Online shopping	1825 47%	50 -35%	16 -26%	10 -21%	8 33%	26 46% bc	3 21%	12 70%	301 48%	1523 47%
Summary: Communication	2269 59%	70 -50%	27 -44%	18 -39%	14 56%	34 61% c	8 60%	12 75%	345 -55%	1924 +60% a
Summary: Managing finances	1679 44%	40 -28%	16 -26%	8 -17%	9 37%	21 39% c	3 26%	10 63%	260 41%	1419 44%
Summary: Finding information	2185 57%	59 -42%	24 -39%	19 43%	10 39%	24 -43%	3 26%	12 70%	329 -52%	1856 +58% a
Summary: Health & wellness	1280 33%	33 -23%	20 32%	12 26%	8 32%	10 -19%	3 26%	4 27%	199 32%	1081 34%
Summary: Entertainment	2074 54%	52 -37%	28 46%	13 -29%	13 52%	29 52% c	6 45%	10 63%	333 53%	1741 54%
Summary: Content creation & social media	960 25%	17 -12%	12 20%	6 14%	6 25%	5 -10%	3 26%	4 27%	166 26%	794 25%
Summary: Other (not grouped)	1621 42%	58 41%	17 -28%	12 27%	11 47%	24 44%	4 35%	10 64%	242 -38%	1379 +43% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 146 (continuation)
QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device
 Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Base for stats	4045	150	66	46	24	60	13	17	711	3334
Mean Number of Activities	6.79	-4.72	5.40	-3.32	6.84	5.00	6.18	10.30	-5.92	+6.98 a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	1446 38%	38 -27%	302 -29%	54 34%	422 38% ab	97 42% ab	413 +47% abcd	38 38% b	82 40% ab
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	1578 41%	61 42% b	295 -29%	58 37% b	487 +44% b	103 44% b	463 +53% abcdegh	34 35%	78 38% b
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	1330 35%	31 -21%	228 -22%	44 28%	420 +38% abc	90 39% abc	387 +44% abcdg	33 33% ab	97 +48% abcdeg
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	504 13%	16 11%	101 -10%	15 10%	171 +15% bg	34 14% b	131 15% bg	8 8%	29 14%
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	630 16%	14 -10%	146 -14%	23 15%	203 +18% abh	42 18% ah	169 +19% abh	13 13%	21 -10%
Send/ receive e-mails	2003 52%	57 -40%	439 -43%	73 47%	570 51% ab	127 55% ab	546 +62% abcde	54 54% ab	137 +68% abcdeg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	952 25%	28 20%	234 23%	41 26%	274 25%	65 28% g	238 27% bg	18 18%	56 27% g
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	1007 26%	28 19%	243 -24% g	34 22%	372 +34% abcefg	49 -21%	215 25% g	14 -14%	51 25% g
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	1271 33%	44 31% g	295 -29% g	57 37% beg	447 +40% abefgh	60 -26%	288 33% eg	17 -17%	65 32% g
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	426 11%	26 +18% befgh	113 11% g	20 13% g	135 12% g	19 8% g	94 11% g	3 -3%	16 8%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	268 7%	9 6% g	66 6% g	8 5% g	99 +9% beg	10 4%	59 7% g	1 -1%	15 7% g
Finding/downloading information for work/school/university	1474 38%	59 41% egh	418 41% efgh	60 39% egh	541 +49% bcefg	56 -24% g	291 -33% egh	13 -13%	38 -19%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3824		127	876	180	1171	265	889	115
Effective Weighted Sample	2530		85	592	122	789	170	585	76
Weighted Bases	3846		143	1028	156	1110	231	876	100
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	1695 44%		46 -32%	338 -33%	64 41% b	526 +47% ab	108 47% ab	472 +54% abcdeg	40 40% ab
Accessing news/weather/sports	947 25%		20 -14%	164 -16%	33 21%	239 -22% ab	70 +30% abcd	317 +36% abcd	32 32% abcd
Scanning QR codes	222 6%		5 4%	47 5% g	5 3%	57 5% g	14 6% g	74 +9% bcdg	* -1% bcdg
Maps/ Directions/navigation/travel planning	754 20%		19 13%	115 -11%	28 18% b	205 18% b	57 +25% abd	251 +29% abcd	23 23% b
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	591 15%		22 16% efg	204 +20% efgh	30 19% efgh	215 +19% efgh	19 -8% gh	91 -10% gh	3 -3% gh
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1137 30%		50 35% efg	297 29% gh	50 32% efg	411 +37% befgh	53 -23% h	236 27% gh	15 -15% gh
Personal/household organisation tools such as calendar management/task planning etc	792 21%		20 14%	181 -18% g	29 18% g	285 +26% abcegh	41 18% g	202 +23% abgh	8 -8% abgh

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	884 23%	23 16%	153 -15%	43 27% ab	256 23% b	62 27% ab	258 +29% abd	23 23% b	68 +33% abdg
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	440 11%	8 -6%	104 10%	18 12%	144 13% ag	26 11%	114 13% ag	5 -5%	19 10%
Finding information or applying for benefits/ tax credits/ other government or charitable support	976 25%	34 23%	192 -19%	54 +34% abgh	316 +28% bg	67 29% bg	248 +28% bg	16 -16%	49 24%
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	1546 40%	73 +51% befgh	413 40% gh	74 +47% efgh	482 +43% efgh	79 -34% g	340 39% gh	22 -22%	62 -31%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	1054 27%	46 32% g	246 -24%	50 32% bg	306 28%	64 28%	276 +31% bgh	20 20%	46 23%
Listening to radio	753 20%	29 20% b	136 -13%	37 24% be	252 +23% be	34 -15%	201 +23% be	17 17%	45 22% be

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	749 19%	41 +28% bdefgh	185 18%	31 20%	231 21% eg	32 -14%	179 20% eg	12 -12%	39 19%
Listen to an audiobook or read an e-book	538 14%	24 17% b	93 -9%	29 19% bg	163 15% b	35 15% b	158 +18% bdg	9 9%	27 13%
Playing or downloading games	738 19%	51 +35% bcdefgh	222 +22% efgh	38 25% efgh	224 20% efg	33 -14%	128 -15%	13 13%	30 15%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	766 20%	28 20%	167 -16%	39 25% b	208 19%	48 21%	216 +25% bd	19 19%	42 21%
Other	15 *0%	4 +3% bdfh	1 *0%	3 +2% bdfh	2 *0%	2 1% b	2 *0%	2 +2% bdf	0 0%
Summary: Online shopping	1825 47%	67 47% b	378 -37%	74 47% b	542 49% b	119 51% b	509 +58% abcdgh	42 42%	96 47% b
Summary: Communication	2269 59%	68 -48%	524 -51%	86 55%	664 60% ab	136 59% ab	585 +67% abcdeg	55 55%	151 +74% abcdefg
Summary: Managing finances	1679 44%	47 -33%	312 -30%	66 43% b	541 +49% ab	107 46% ab	461 +53% abcg	40 40% b	105 +52% abg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 146 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Another device

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Summary: Finding information	2185 57%	76 53%	507 -49%	79 51%	672 +61% bceg	124 54%	554 +63% abceg	50 50%	124 61% bc
Summary: Health & wellness	1280 33%	32 -23%	266 -26%	57 36% ab	387 35% abg	84 36% abg	349 +40% abdg	26 26%	79 39% abg
Summary: Entertainment	2074 54%	85 59% eg	524 -51%	94 60% beg	615 55% beg	110 -48%	499 +57% beg	44 -44%	103 51%
Summary: Content creation & social media	960 25%	61 +43% bcdefgh	263 26% g	45 29% eg	291 26% eg	46 -20%	199 23% g	14 -14%	41 20%
Summary: Other (not grouped)	1621 42%	65 45% gh	412 40% gh	67 43% gh	536 +48% befgh	87 38% gh	375 43% gh	23 -23%	56 -28%
Base for stats	4045	143	1046	160	1127	261	915	148	246
Mean Number of Activities	6.79	6.63 g	-5.87 g	7.16 bgh	+7.69 begh	6.11 g	+7.71 begh	-3.54	-5.77 g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147
QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device
 Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	3093 80%	2638 +85% bcd	2939 +83% cd	455 -61% d	154 -51%	151 -55%	163 80% a	2614 -80%	464 +84% a
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2976 77%	2541 +82% cd	2836 +80% cd	435 -58% d	140 -46%	140 -52%	130 -64% a	2527 77%	431 78%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	3212 83%	2725 +88% bcd	3045 +86% cd	487 -65% d	167 -55%	149 -55%	175 86% a	2717 -83%	478 +87% a
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2575 67%	2324 +75% bcd	2498 +70% cd	252 -34% d	77 -26%	98 -36%	157 +77% a	2139 -65%	420 +76% a
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1852 48%	1689 +54% bcd	1803 +51% cd	163 -22% d	49 -16%	62 -23%	108 53% a	1564 48%	278 50%
Send/ receive e-mails	3665 95%	3019 +97% bcd	3413 +96% cd	646 -87%	252 -83%	220 -81%	195 96% a	3113 95%	534 97%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3497 91%	2948 +95% bcd	3295 +93% cd	549 -74% d	202 -67%	200 -73%	194 +95% a	2956 -90%	524 +95% a
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3370 88%	2857 +92% bcd	3183 +90% cd	513 -69% d	186 -62%	172 -63%	185 91% a	2835 -87%	518 +94% a
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	3261 85%	2801 +90% bcd	3090 +87% cd	461 -62%	171 -57%	160 -59%	184 +90% a	2746 -84%	498 +90% a
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	1054 27%	971 +31% cd	1031 +29% cd	83 -11%	23 -8%	33 -12%	62 30% a	859 -26%	185 +34% a
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2371 62%	2153 +69% bcd	2311 +65% cd	217 -29% d	59 -20%	80 -29%	156 +77% a	1962 -60%	393 +71% a
Finding/downloading information for work/school/university	2337 61%	2149 +69% bcd	2272 +64% cd	189 -25%	65 -22%	50 -18%	121 60% a	1946 -59%	376 +68% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	2922 76%	2461 +79% cd	2751 +78% cd	461 -62%	171 -56%	129 -47%	140 -69% a	2507 77% b	396 -72%
Accessing news/weather/sports	3153 82%	2645 +85% cd	2975 +84% cd	508 -68% d	179 -59%	170 -62%	158 78% a	2694 82%	442 80%
Scanning QR codes	2943 77%	2591 +84% bcd	2852 +80% cd	352 -47% d	91 -30%	115 -42%	175 +86% a	2482 -76%	442 +80% a
Maps/ Directions/navigation/travel planning	3240 84%	2777 +90% bcd	3090 +87% cd	463 -62% d	150 -50%	154 -57%	180 88% a	2737 -84%	484 +88% a
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1420 37%	1335 +43% bcd	1397 +39% cd	85 -11%	23 -7%	36 -13%	70 34% a	1117 -34%	291 +53% a
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1999 52%	1815 +59% bcd	1945 +55% cd	183 -25% d	53 -18%	58 -21%	96 47% a	1643 -50%	344 +62% a
Personal/household organisation tools such as calendar management/task planning etc	2199 57%	1970 +64% bcd	2139 +60% cd	229 -31% d	60 -20%	76 -28%	101 -50% a	1817 -55%	367 +67% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2616 68%	2192 +71% cd	2459 +69% cd	423 -57%	157 -52%	142 -52%	123 -61%	2227 68%	375 68%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	2066 54%	1872 +60% bcd	2009 +57% cd	195 -26% d	57 -19%	71 -26%	107 52% a	1739 53%	311 56%
Finding information or applying for benefits/ tax credits/ other government or charitable support	1956 51%	1697 +55% cd	1865 +53% cd	259 -35%	91 -30%	90 -33%	118 +58% a	1668 51%	279 51%
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	2401 62%	2123 +68% bcd	2305 +65% cd	278 -37%	96 -32%	92 -34%	140 69% a	2029 62%	357 65%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2831 74%	2493 +80% bcd	2713 +77% cd	338 -45%	118 -39%	120 -44%	174 +85% a	2363 -72%	453 +82% a
Listening to radio	1605 42%	1370 +44% cd	1521 +43% cd	235 -32%	84 -28%	81 -30%	69 -34%	1418 +43% b	177 -32%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	2241 58%	2030 +65% bcd	2171 +61% cd	211 -28%	70 -23%	78 -28%	132 +65% a	1900 58%	329 60%
Listen to an audiobook or read an e-book	1346 35%	1194 +38% cd	1299 +37% cd	152 -20%	47 -15%	47 -17%	53 -26% a	1127 34%	211 38%
Playing or downloading games	1723 45%	1544 +50% bcd	1666 +47% cd	178 -24%	57 -19%	63 -23%	113 +55% a	1447 44%	265 48%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	3035 79%	2688 +87% bcd	2925 +83% cd	347 -47% d	110 -36%	131 -48%	188 +92% a	2531 -77%	487 +88% a
Other	63 2%	54 2%	60 2%	9 1%	3 1%	4 1%	5 3%	47 -1%	15 +3% a
Summary: Online shopping	3316 86%	2821 +91% bcd	3149 +89% cd	496 -67% d	168 -55%	160 -59%	171 84% a	2814 86%	485 88%
Summary: Communication	3736 97%	3060 +99% bcd	3468 +98% cd	676 -91%	268 -89%	245 -90%	201 99% a	3176 97%	541 98%
Summary: Managing finances	2950 77%	2579 +83% bcd	2824 +80% cd	371 -50% d	127 -42%	133 -49%	168 +83% a	2496 76%	437 79%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3824	3012	3508	812	316	300	208	3321	483
Effective Weighted Sample	2530	2000	2321	535	211	195	138	2166	352
Weighted Bases	3846	3102	3544	744	302	273	203	3275	551
Summary: Finding information	3549 92%	2956 +95% bcd	3323 +94% cd	593 -80%	227 -75%	204 -75%	195 +96% a	3012 92%	518 94%
Summary: Health & wellness	2975 77%	2516 +81% cd	2805 +79% cd	460 -62%	170 -56%	154 -56%	143 -70% a	2528 77%	431 78%
Summary: Entertainment	3243 84%	2759 +89% bcd	3065 +86% cd	484 -65%	178 -59%	175 -64%	183 +90% a	2737 -84%	489 +89% a
Summary: Content creation & social media	2040 53%	1806 +58% bcd	1966 +55% cd	234 -31% d	73 -24%	82 -30%	119 58% a	1717 52%	308 56%
Summary: Other (not grouped)	3088 80%	2714 +88% bcd	2972 +84% cd	374 -50% d	117 -39%	132 -49%	183 +90% a	2598 -79%	472 +86% a
Base for stats	4045	3174	3652	871	393	348	211	3445	577
Mean Number of Activities	18.05	+20.06 bcd	+19.13 cd	-10.74 d	-8.04	-9.12	18.84 a	-17.84	+19.28 a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	3093 80%	2397 -79%	681 +86%	37 82%	1 62%	1 100%	177 +91%	11 90%	17 100%	18 100%	16 89%	24 88%	77 83%	8 86%
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2976 77%	2320 -76%	639 +81%	34 76%	0 0%	1 100%	172 +89%	11 93%	15 90%	17 96%	16 87%	22 81%	70 75%	8 86%
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	3212 83%	2498 -82%	696 +88%	38 84%	0 0%	1 100%	179 +92%	10 83%	17 100%	17 96%	16 89%	23 86%	82 88%	9 98%
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2575 67%	1968 -65%	591 +75%	33 73%	1 62%	1 100%	136 70%	10 83%	15 89%	14 79%	16 87%	20 74%	68 73%	9 100%
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1852 48%	1429 -47%	413 +52%	25 55%	0 0%	1 100%	108 +56%	6 49%	11 64%	6 35%	15 82%	16 58%	43 46%	5 50%
Send/ receive e-mails	3665 95%	2880 95%	766 +97%	41 -91%	1 62%	1 100%	190 98%	11 97%	17 99%	18 100%	17 97%	27 100%	91 99%	9 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3497 91%	2727 -90%	752 +95%	40 90%	1 38%	1 100%	187 +96%	11 97%	17 99%	18 100%	17 97%	23 85%	88 95%	9 100%
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3370 88%	2611 -86%	743 +94%	40 89%	0 0%	1 100%	183 +94%	11 89%	17 100%	16 89%	17 97%	25 93%	88 +95%	9 100%
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	3261 85%	2526 -83%	719 +91%	40 89%	0 0%	1 100%	179 +92%	9 79%	17 100%	16 89%	17 97%	25 93%	84 91%	9 100%
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	1054 27%	792 -26%	252 +32%	12 28%	1 62%	1 100%	52 27%	1 12%	10 59%	7 40%	8 47%	13 48%	24 26%	3 30%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2371 62%	1793 -59%	562 +71%	30 66%	1 62%	1 100%	137 +71%	9 79%	16 94%	15 83%	17 97%	19 69%	62 67%	8 86%
Finding/downloading information for work/school/university	2337 61%	1779 -59%	542 +68%	32 +71%	1 62%	1 100%	133 +68%	9 72%	16 97%	16 87%	9 50%	16 60%	62 67%	9 93%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	2922 76%	2321 77%	582 73%	38 +85%	1 62%	1 100%	146 75%	8 70%	14 81%	13 73%	16 90%	17 61%	68 74%	9 100%
Accessing news/weather/sports	3153 82%	2483 82%	653 82%	38 84%	1 62%	1 100%	171 +88%	11 89%	17 100%	16 91%	15 84%	22 81%	80 87%	9 93%
Scanning QR codes	2943 77%	2285 -75%	639 +81%	33 73%	0 0%	1 100%	163 +84%	9 79%	17 99%	17 95%	16 89%	22 81%	78 84%	9 98%
Maps/ Directions/navigation/travel planning	3240 84%	2518 -83%	703 +89%	39 86%	1 62%	1 100%	178 +92%	9 72%	17 100%	18 100%	16 89%	24 88%	84 90%	9 100%
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1420 37%	1011 -33%	397 +50%	13 30%	0 0%	1 100%	91 +47%	6 53%	11 64%	12 68%	8 43%	15 57%	47 +51%	5 57%
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1999 52%	1498 -49%	489 +62%	25 55%	1 62%	1 100%	117 +60%	9 75%	13 77%	15 84%	12 67%	20 73%	57 61%	6 67%
Personal/household organisation tools such as calendar management/task planning etc	2199 57%	1664 -55%	520 +66%	28 63%	1 62%	1 100%	123 63%	11 89%	13 77%	13 75%	13 71%	20 73%	58 63%	9 93%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2616 68%	2061 68%	541 68%	20 -45%	2 100%	1 100%	143 74%	9 79%	14 81%	13 72%	8 46%	19 72%	67 72%	8 85%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	2066 54%	1589 -52%	461 +58%	30 +66%	1 62%	1 100%	118 61%	7 55%	13 74%	11 59%	12 64%	17 63%	54 58%	5 54%
Finding information or applying for benefits/ tax credits/ other government or charitable support	1956 51%	1530 50%	418 53%	26 59%	1 62%	1 100%	110 57%	8 65%	12 74%	9 50%	11 63%	16 58%	42 46%	6 67%
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	2401 62%	1872 62%	514 65%	28 62%	1 62%	1 100%	127 65%	10 87%	12 71%	15 85%	14 80%	19 71%	53 57%	5 55%
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2831 74%	2173 -72%	644 +81%	34 75%	2 100%	1 100%	153 79%	9 77%	17 98%	17 95%	15 83%	20 74%	73 78%	6 69%
Listening to radio	1605 42%	1338 +44%	257 -32%	20 45%	1 62%	1 100%	57 -30%	6 47%	12 70%	5 28%	4 21%	12 45%	30 32%	1 7%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	2241 58%	1742 -57%	487 +61%	31 +70%	1 62%	1 100%	124 64%	6 53%	15 91%	13 73%	11 62%	19 69%	55 60%	5 55%
Listen to an audiobook or read an e-book	1346 35%	1044 34%	294 37%	18 40%	1 62%	1 100%	63 32%	6 53%	13 76%	7 39%	6 31%	10 38%	34 37%	4 41%
Playing or downloading games	1723 45%	1334 44%	378 48%	21 47%	1 62%	1 88%	90 46%	7 62%	12 70%	7 41%	11 63%	15 54%	44 48%	3 36%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	3035 79%	2320 -76%	698 +88%	36 80%	2 100%	1 100%	172 +89%	11 89%	17 99%	16 90%	16 87%	21 79%	83 +89%	7 76%
Other	63 2%	46 2%	15 2%	* 1%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	1 5%	0 0%	1 2%	0 0%
Summary: Online shopping	3316 86%	2589 -85%	710 +89%	39 86%	1 62%	1 100%	184 +95%	11 93%	17 100%	18 100%	16 89%	24 88%	80 86%	9 100%
Summary: Communication	3736 97%	2939 97%	778 +98%	43 96%	2 100%	1 100%	191 98%	11 97%	17 100%	18 100%	17 97%	27 100%	91 99%	9 100%
Summary: Managing finances	2950 77%	2299 -76%	634 +80%	37 82%	1 62%	1 100%	158 81%	10 83%	16 95%	14 79%	16 89%	21 78%	70 76%	9 100%
Summary: Finding information	3549 92%	2778 -92%	752 +95%	42 94%	1 62%	1 100%	190 +98%	11 89%	17 100%	18 100%	17 97%	24 89%	87 93%	9 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3824	3013	791	140	2	3	163	13	11	17	14	26	76	12
Effective Weighted Sample	2530	1995	522	83	2	2	120	10	7	13	11	24	59	8
Weighted Bases	3846	3033	793	45	2	1	194	12	17	18	18	27	93	9
Summary: Health & wellness	2975 77%	2328 77%	631 80%	35 77%	2 100%	1 100%	163 +84%	11 89%	14 81%	17 94%	14 77%	22 80%	73 78%	9 100%
Summary: Entertainment	3243 84%	2525 -83%	701 +88%	39 88%	2 100%	1 100%	169 87%	10 87%	17 100%	18 100%	17 97%	22 81%	85 91%	6 69%
Summary: Content creation & social media	2040 53%	1588 52%	438 55%	24 53%	1 62%	1 100%	104 53%	8 67%	12 72%	10 58%	12 69%	16 59%	46 49%	4 45%
Summary: Other (not grouped)	3088 80%	2387 -79%	683 +86%	36 81%	1 62%	1 100%	172 +89%	11 93%	17 100%	18 100%	17 97%	23 86%	73 78%	9 100%
Base for stats	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Mean Number of Activities	18.05	-17.71	+19.35	18.33	14.55	28.88	+19.77	20.07	24.97	22.14	21.54	17.00	19.63	21.80

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))	3093 80%	112 80%	49 78%	41 92%	24 98%	44 78%	10 77%	15 89%	443 -70%	2649 +82% a
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))	2976 77%	96 -68%	49 79%	38 84%	24 98%	42 76%	10 80%	12 75%	434 -69%	2541 +79% a
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))	3212 83%	116 82%	51 83%	38 84%	24 98%	48 86%	10 83%	16 95%	479 -76%	2733 +85% a
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)	2575 67%	100 70%	44 71%	40 +89% abe	24 98%	38 68%	9 72%	14 84%	339 -54%	2236 +70% a
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)	1852 48%	62 44%	33 53%	27 59%	16 67%	22 39%	6 47%	12 73%	271 -43%	1581 +49% a
Send/ receive e-mails	3665 95%	134 95%	59 95%	42 93%	24 100%	55 99%	13 100%	15 93%	569 -90%	3096 +96% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)	3497 91%	130 92%	61 98%	43 95%	24 99%	55 +99%	10 79%	16 100%	532 -84%	2965 +92% a
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)	3370 88%	125 88%	61 +99% a	44 96%	24 100%	54 +98% a	10 76%	16 99%	496 -79%	2874 +89% a
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)	3261 85%	121 86%	56 91%	42 93%	24 99%	49 89%	12 98%	15 89%	468 -74%	2794 +87% a
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)	1054 27%	33 23%	25 +41% a	19 +42% a	11 46%	19 34%	3 26%	8 48%	164 26%	890 28%
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)	2371 62%	90 63%	40 65%	35 +77%	24 98%	39 71%	8 62%	12 70%	300 -48%	2070 +64% a
Finding/downloading information for work/school/university	2337 61%	92 66%	41 66%	33 74% e	22 89%	30 53%	11 90%	10 59%	295 -47%	2043 +64% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)	2922 76%	93 -66%	43 69%	34 76%	21 88%	40 72%	10 83%	9 53%	438 -69%	2484 +77% a
Accessing news/weather/sports	3153 82%	101 -71%	50 80%	29 -63%	22 90%	50 90% ac	11 90%	11 65%	478 -76%	2675 +83% a
Scanning QR codes	2943 77%	108 77%	51 82%	30 67%	22 89%	43 77%	10 81%	11 64%	395 -63%	2547 +79% a
Maps/ Directions/navigation/travel planning	3240 84%	125 88%	50 81%	36 81%	24 97%	50 89%	9 72%	14 87%	462 -73%	2779 +86% a
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc	1420 37%	72 +51%	37 +59% e	24 +54%	20 80%	21 38%	3 25%	9 57%	180 -28%	1240 +39% a
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc	1999 52%	82 58%	35 57%	28 62%	19 79%	30 54%	7 59%	11 64%	295 -47%	1704 +53% a
Personal/household organisation tools such as calendar management/task planning etc	2199 57%	95 +67%	41 66%	27 59%	17 68%	32 58%	10 80%	9 57%	312 -49%	1887 +59% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2616 68%	92 65%	46 74%	28 62%	19 77%	33 59%	9 75%	9 56%	412 65%	2204 69%
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	2066 54%	75 53%	36 58%	27 60%	16 66%	26 47%	6 50%	8 51%	276 -44%	1791 +56% a
Finding information or applying for benefits/ tax credits/ other government or charitable support	1956 51%	57 -41%	31 50%	26 58%	18 73%	26 47%	6 50%	9 58%	340 54%	1616 50%
Watching or downloading TV programmes/ films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	2401 62%	80 57%	46 75% a	30 65%	19 78%	33 59%	10 79%	9 57%	364 -58%	2038 +63% a
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2831 74%	110 78%	57 +91% a	36 79%	22 90%	48 +86%	12 94%	13 76%	438 -69%	2393 +74% a
Listening to radio	1605 42%	35 -25%	21 33%	13 30%	8 34%	17 30%	6 49%	7 44%	251 40%	1354 42%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	2241 58%	73 52%	40 65%	23 50%	20 81%	32 58%	7 53%	10 58%	314 -50%	1927 +60% a
Listen to an audiobook or read an e-book	1346 35%	42 30%	30 48% ae	20 44% e	13 53%	10 -18%	8 63%	8 51%	209 33%	1138 35%
Playing or downloading games	1723 45%	64 45%	32 52%	23 50%	13 52%	20 36%	4 33%	10 61%	301 48%	1422 44%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	3035 79%	120 85%	60 +96% a	39 87%	24 99%	51 +92%	12 94%	11 68%	451 -71%	2584 +80% a
Other	63 2%	3 2%	3 +5%	1 3%	1 3%	0 0%	3 21%	0 0%	24 +4% b	39 -1%
Summary: Online shopping	3316 86%	115 82%	54 87%	43 95% a	24 98%	48 86%	10 80%	16 95%	497 -79%	2820 +88% a
Summary: Communication	3736 97%	135 96%	61 99%	45 99%	24 100%	56 100%	13 100%	16 100%	584 -93%	3152 +98% a
Summary: Managing finances	2950 77%	106 75%	44 72%	40 89% b	24 99%	41 74%	11 90%	14 84%	443 -70%	2507 +78% a
Summary: Finding information	3549 92%	130 92%	57 92%	42 93%	24 99%	54 98%	12 94%	15 94%	549 -87%	3000 +93% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3824	118	53	40	23	54	11	15	687	3137
Effective Weighted Sample	2530	86	40	29	14	38	8	10	447	2086
Weighted Bases	3846	141	62	45	24	56	13	16	631	3216
Summary: Health & wellness	2975 77%	111 79%	48 77%	32 71%	23 94%	38 69%	11 84%	10 58%	449 -71%	2526 +79% a
Summary: Entertainment	3243 84%	119 85%	58 93%	38 84%	24 98%	50 89%	12 94%	14 84%	510 -81%	2734 +85% a
Summary: Content creation & social media	2040 53%	72 51%	38 61%	28 62%	15 61%	29 52%	7 59%	11 68%	335 53%	1705 53%
Summary: Other (not grouped)	3088 80%	114 80%	51 82%	42 +93%	24 98%	47 85%	11 87%	15 90%	445 -71%	2644 +82% a
Base for stats	4045	150	66	46	24	60	13	17	711	3334
Mean Number of Activities	18.05	17.59	19.47	20.02	23.87	17.74	19.44	19.46	-15.09	+18.69 a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
Online shopping of items or food deliveries (e.g. groceries, homeware, clothes, food, etc))		3093	122	900	122	986	150	659	50
	80%		85%	+88%	78%	+89%	-65%	-75%	-50%
			efgh	cefg	efgh	cefg	gh	efgh	
Online shopping for services (e.g. holiday booking, travel booking, insurance, events, etc))		2976	121	812	117	961	153	672	43
	77%		84%	79%	75%	+87%	-66%	77%	-43%
			efgh	efgh	efgh	bcefg	gh	efgh	
Managing personal or household finances, (e.g. online banking/ paying bills/ setting up direct debits, etc))		3212	127	908	132	1003	174	701	46
	83%		89%	+88%	85%	+90%	-75%	-80%	-46%
			efgh	efgh	efgh	cefg	gh	gh	
Digital payments at a point of sale (e.g. via Apple Pay, Google Pay, etc)		2575	117	860	93	867	114	447	15
	67%		+82%	+84%	-60%	+78%	-49%	-51%	-15%
			cefg	cdefg	efgh	cefg	gh	gh	
Selling or trading items online (e.g. eBay, Facebook Marketplace, Vinted, etc)		1852	94	603	89	631	72	313	15
	48%		+66%	+59%	+57%	+57%	-31%	-36%	-15%
			efgh	efgh	efgh	efgh	gh	gh	
Send/ receive e-mails		3665	141	1004	148	1092	204	824	77
	95%		98%	+98%	95%	+98%	-88%	94%	-77%
			efgh	efgh	efgh	cefg	g	efgh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
Communicating via instant messaging (e.g. Facebook Messenger, Microsoft Teams, WhatsApp, iMessage, etc)		3497	136	996	144	1074	187	758	65
	91%		95%	+97%	92%	+97%	-81%	-87%	-65%
			efgh	cefg	efgh	cefg	gh	efgh	
Make/receive voice calls over the internet (e.g. via Microsoft Teams, WhatsApp, Zoom, etc)		3370	131	983	138	1048	168	717	59
	88%		91%	+96%	88%	+94%	-73%	-82%	-59%
			efgh	acefg	efgh	cefg	gh	efgh	
Make/receive video calls over the internet (e.g. via FaceTime, Microsoft Teams, WhatsApp, Zoom, etc)		3261	132	963	130	1035	157	673	49
	85%		+92%	+94%	83%	+93%	-68%	-77%	-49%
			cefg	cefg	efgh	cefg	g	efgh	
Creating content (e.g. videos, podcasts, music, blogs, websites, etc)		1054	71	371	52	324	37	176	3
	27%		+50%	+36%	34%	29%	-16%	-20%	-3%
			bcdefgh	defgh	efgh	efgh	g	gh	
Using a 'wallet', to store other personal information such as tickets, covid pass or store cards (e.g. Google Wallet, Apple Wallet)		2371	111	843	87	791	92	388	11
	62%		+77%	+82%	56%	+71%	-40%	-44%	-11%
			cefg	cdefgh	efgh	cefg	gh	gh	
Finding/downloading information for work/school/university		2337	116	768	90	830	72	395	16
	61%		+81%	+75%	58%	+75%	-31%	-45%	-16%
			cefg	cefg	efgh	cefg	g	efgh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3824	127	876	180	1171	265	889	115
Effective Weighted Sample		2530	85	592	122	789	170	585	76
Weighted Bases		3846	143	1028	156	1110	231	876	100
Using local council/ Government sites, (e.g. to contact, to find information, to complete processes such as passport applications, etc)		2922 76%	111 77% egh	795 77% egh	120 77% egh	924 +83% bcefg	156 -67% g	646 74% egh	51 -51% g
Accessing news/weather/sports		3153 82%	128 +90% cefg	864 84% cegh	119 -76% gh	980 +88% bcefg	175 -75% gh	709 81% gh	56 -56% gh
Scanning QR codes		2943 77%	125 +87% cefg	922 +90% cefg	115 74% efgh	974 +88% cefg	138 -60% gh	578 -66% gh	17 -17% g
Maps/ Directions/navigation/travel planning		3240 84%	131 +92% cefg	951 +93% cefg	127 82% efgh	1009 +91% cefg	163 -70% gh	709 -81% efgh	40 -40% g
Using generative AI sites or tools such as Chat GPT, Google Gemini, Microsoft Copilot, Snapchat My AI, etc		1420 37%	76 +53% cefg	547 +53% cdefgh	62 40% efgh	500 +45% efgh	39 -17% gh	173 -20% gh	3 -3% g
Storing/sending or receiving files through a cloud service such as Dropbox, Google Drive or Microsoft OneDrive, etc		1999 52%	109 +76% bcdefgh	656 +64% cefg	81 52% efgh	676 +61% cefg	86 -37% gh	336 -38% gh	19 -19% gh
Personal/household organisation tools such as calendar management/task planning etc		2199 57%	112 +78% bcdefgh	682 +66% cefg	88 57% efgh	737 +66% cefg	98 -42% gh	422 -48% gh	13 -13% gh

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Using apps or websites to book and/or access healthcare services (e.g. consultation with hospital or GP)	2616 68%	112 +78% befgh	698 68% gh	111 71% gh	822 +74% befgh	146 63% g	570 -65% gh	43 -43% g	114 -56% g
Using services or sites for personal health or fitness or lifestyle monitoring (e.g. activity tracking, step counts, cycle tracking, habit tracking etc)	2066 54%	99 +69% cefg	691 +67% cdefgh	83 53% efgh	691 +62% cefg	83 -36% gh	362 -41% gh	11 -11% g	46 -23% g
Finding information or applying for benefits/ tax credits/ other government or charitable support	1956 51%	102 +71% bdefgh	529 51% fgh	99 +63% befgh	650 +59% befgh	110 47% gh	376 -43% gh	30 -30% g	61 -30% g
Watching or downloading TV programmes/films/sport content (e.g. Netflix, BBC iPlayer, or Sky Go, etc)	2401 62%	120 +84% cdefgh	784 +76% defgh	111 +71% efgh	754 +68% efgh	107 -46% gh	428 -49% gh	25 -25% g	71 -35% g
Watching or downloading short video clips (e.g. on YouTube, TikTok, Dailymotion, Vimeo, or Facebook, etc)	2831 74%	131 +91% cdefgh	881 +86% defgh	126 +81% efgh	912 +82% efgh	141 -61% gh	522 -60% gh	40 -40% g	78 -38% g
Listening to radio	1605 42%	70 49% beg	407 40% gh	76 49% beg	526 +47% befgh	82 -35% g	361 41% gh	23 -23% g	61 -30% g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Listening to or downloading audio on a streaming service (e.g. music streaming, podcasts, etc)	2241 58%	118 +82% cdefgh	780 +76% cdefgh	93 59% efgh	717 +65% efgh	86 -37% gh	377 -43% gh	17 -17%	52 -26%
Listen to an audiobook or read an e-book	1346 35%	72 +50% befgh	401 +39% efgh	70 +45% efgh	458 +41% efgh	56 -24% g	241 -28% gh	11 -11%	36 -18%
Playing or downloading games	1723 45%	115 +80% bcdefgh	617 +60% defgh	89 +57% defgh	531 +48% efgh	78 -34% fgh	236 -27% h	20 -20%	37 -18%
Using social media sites or apps to post, comment or interact with content or other users (e.g. Facebook, X (formerly Twitter), LinkedIn, Instagram, TikTok or Snapchat, etc)	3035 79%	141 +99% bcdefgh	949 +92% cdefgh	125 80% efgh	984 +89% cefg	149 -64% gh	576 -66% gh	36 -36%	74 -37%
Other	63 2%	11 +7% bdefh	18 2%	7 +4% bdfh	11 -1%	4 2%	10 1%	3 3% h	0 0%
Summary: Online shopping	3316 86%	133 +93% efgh	948 +92% cefg	135 87% efgh	1033 +93% cefg	174 -75% gh	725 -83% efgh	54 -54%	114 -56%
Summary: Communication	3736 97%	141 99% efgh	1018 +99% cefg	149 96% g	1099 +99% cefg	212 -92% g	848 97% efgh	81 -81%	186 -92% g
Summary: Managing finances	2950 77%	127 +89% cefg	893 +87% cefg	120 77% efgh	947 +85% cefg	156 -67% gh	580 -66% gh	39 -39%	88 -43%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 147 (continuation)

QE9. For each activity listed below, please indicate whether you do each activity on a mobile phone and/or another device, or not at all. - Mobile phone or another device

Base: Where use internet at home at or elsewhere

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3824	127	876	180	1171	265	889	115	201
Effective Weighted Sample	2530	85	592	122	789	170	585	76	136
Weighted Bases	3846	143	1028	156	1110	231	876	100	203
Summary: Finding information	3549 92%	139 +97% efgh	993 +97% cefg	144 92% efgh	1067 +96% cefg	196 -85% gh	784 -90% efgh	71 -71%	156 -77%
Summary: Health & wellness	2975 77%	122 +85% efgh	850 +83% efgh	122 78% efgh	911 +82% efgh	158 -68% g	643 -73% gh	47 -47%	123 -61% g
Summary: Entertainment	3243 84%	138 +96% cdefgh	957 +93% cdefgh	138 89% efgh	989 +89% efgh	176 -76% gh	667 -76% gh	57 -57%	121 -60%
Summary: Content creation & social media	2040 53%	127 +88% bcdefgh	683 +66% defgh	95 +61% efgh	619 +56% efgh	92 -40% gh	351 -40% gh	21 -21%	52 -26%
Summary: Other (not grouped)	3088 80%	133 +93% cefg	965 +94% cdefgh	128 82% efgh	985 +89% cefg	153 -66% gh	608 -69% gh	31 -31%	86 -42% g
Base for stats	4045	143	1046	160	1127	261	915	148	246
Mean Number of Activities	18.05	+23.04 bcdefgh	+21.21 cefg	19.08 efgh	+20.86 cefg	-13.32 gh	-15.69 efgh	-6.15	-9.17 g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3731	2982	3458	749	273	277	207	3230	485
Effective Weighted Sample	2464	1978	2283	491	182	180	138	2099	355
Weighted Bases	3740	3064	3482	676	257	249	206	3174	550
Banking	3079 82%	2693 +88% bcd	2955 +85% cd	385 -57% d	124 -48%	128 -52%	180 87% a	2600 82%	464 84%
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat, etc)	1882 50%	1764 +58% bcd	1847 +53% cd	118 -18%	34 -13%	34 -14%	119 +58% a	1502 -47%	366 +67% a
Games	1431 38%	1317 +43% bcd	1404 +40% cd	114 -17% d	28 -11%	37 -15%	93 +45% a	1163 -37%	263 +48% a
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds, etc)	2154 58%	1979 +65% bcd	2106 +60% cd	175 -26% d	48 -19%	52 -21%	131 63% a	1820 57%	326 59%
Navigation/Maps	2765 74%	2410 +79% bcd	2666 +77% cd	355 -52% d	99 -38%	109 -44%	152 74% a	2335 74%	418 76%
News/ Newspapers	1882 50%	1617 +53% cd	1801 +52% cd	264 -39% d	80 -31%	67 -27%	94 46% a	1579 50%	294 53%
Payment services (e.g. Apple Pay, Google Pay, PayPal, etc)	2274 61%	2083 +68% bcd	2229 +64% cd	190 -28% d	45 -18%	56 -22%	148 +72% a	1910 60%	355 65%
Shopping (e.g. Amazon, Ocado, etc)	2482 66%	2219 +72% bcd	2414 +69% cd	263 -39% d	68 -27%	81 -32%	139 68% a	2095 66%	377 69%
Social media (e.g. Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok, etc)	2738 73%	2459 +80% bcd	2649 +76% cd	278 -41% d	88 -34%	100 -40%	172 +84% a	2295 -72%	433 +79% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3731	2982	3458	749	273	277	207	3230	485
Effective Weighted Sample	2464	1978	2283	491	182	180	138	2099	355
Weighted Bases	3740	3064	3482	676	257	249	206	3174	550
Taxi booking or travel (e.g. Uber, Trainline, etc)	1691 45%	1547 +51% bcd	1647 +47% cd	144 -21%	44 -17%	38 -15%	105 51% a	1377 -43%	308 +56% a
TV and video (e.g. Netflix, BBC iPlayer, Amazon Prime Video, YouTube, etc)	1819 49%	1666 +54% bcd	1773 +51% cd	153 -23%	46 -18%	53 -21%	116 +56% a	1490 -47%	322 +59% a
Messaging apps (e.g. WhatsApp, Facebook Messenger, etc)	3093 83%	2611 +85% cd	2927 +84% cd	482 -71% d	166 -65%	166 -67%	180 87% a	2626 83%	456 83%
Fitness or health apps (e.g. Strava, Apple Health, etc)	1350 36%	1269 +41% bcd	1330 +38% cd	82 -12% d	20 -8%	13 -5%	57 -28% a	1150 36%	193 35%
Review apps (e.g. Goodreads, Tripadvisor, etc)	785 21%	702 +23% cd	769 +22% cd	83 -12% d	16 -6%	14 -5%	22 -11% a	683 22%	98 18%
Smart home technology apps (e.g. Ring, Nest, etc)	873 23%	795 +26% cd	854 +25% cd	77 -11%	19 -7%	17 -7%	30 -15% a	771 +24% b	95 -17%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 35%	1200 +39% cd	1289 +37% cd	116 -17% d	28 -11%	33 -13%	66 32% a	1160 +37% b	149 -27%
None of these	119 3%	50 -2%	87 -3% a	69 +10% ab	31 +12% ab	34 +14% b	2 1%	108 3%	11 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 148 (continuation)
QM15. Do you use any of the following types of apps on your smartphone?
 Base: Where personally use a smartphone

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3731	2982	3458	749	273	277	207	3230	485
Effective Weighted Sample	2464	1978	2283	491	182	180	138	2099	355
Weighted Bases	3740	3064	3482	676	257	249	206	3174	550
Don't know	7 *0%	5 *0%	5 *0%	1 *0%	1 *0%	0 0%	0 0%	4 *0%	2 *0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3731	2922	793	142	1	1	164	13	11	17	14	29	77	12
Effective Weighted Sample	2464	1928	526	85	1	1	121	10	7	13	11	25	60	8
Weighted Bases	3740	2931	792	45	1	*	196	11	17	18	18	31	94	9
Banking	3079 82%	2383 -81%	680 +86%	35 77%	1 100%	0 0%	181 +92%	9 78%	14 80%	16 92%	14 79%	22 69%	84 90%	9 100%
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat, etc)	1882 50%	1357 -46%	511 +65%	19 -42%	0 0%	0 0%	126 +64%	8 68%	14 84%	16 90%	15 82%	23 73%	61 +65%	7 79%
Games	1431 38%	1078 -37%	348 +44%	15 32%	0 0%	0 0%	71 36%	5 41%	6 33%	9 49%	12 70%	14 46%	49 +52%	6 62%
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds, etc)	2154 58%	1666 57%	480 61%	26 57%	0 0%	0 0%	128 +66%	9 79%	10 60%	14 80%	13 71%	20 63%	62 65%	8 87%
Navigation/Maps	2765 74%	2147 73%	606 76%	32 70%	0 0%	0 0%	156 80%	8 71%	11 67%	16 92%	14 77%	22 70%	73 78%	8 91%
News/ Newspapers	1882 50%	1453 50%	420 53%	16 -36%	0 0%	0 0%	110 56%	6 56%	8 45%	8 42%	9 53%	21 66%	47 50%	6 66%
Payment services (e.g. Apple Pay, Google Pay, PayPal, etc)	2274 61%	1760 60%	505 64%	27 58%	0 0%	0 0%	124 63%	9 76%	12 73%	13 71%	16 89%	20 64%	54 57%	8 91%
Shopping (e.g. Amazon, Ocado, etc)	2482 66%	1933 66%	540 68%	28 61%	0 0%	0 0%	135 69%	10 87%	11 66%	13 75%	17 92%	18 56%	64 68%	8 81%
Social media (e.g. Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok, etc)	2738 73%	2104 -72%	624 +79%	34 76%	1 100%	* 100%	156 80%	11 94%	13 79%	15 87%	13 71%	23 75%	71 76%	8 91%
Taxi booking or travel (e.g. Uber, Trainline, etc)	1691 45%	1256 -43%	428 +54%	16 -36%	0 0%	0 0%	105 +53%	8 68%	14 80%	13 73%	14 77%	17 55%	46 48%	5 56%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3731	2922	793	142	1	1	164	13	11	17	14	29	77	12
Effective Weighted Sample	2464	1928	526	85	1	1	121	10	7	13	11	25	60	8
Weighted Bases	3740	2931	792	45	1	*	196	11	17	18	18	31	94	9
TV and video (e.g. Netflix, BBC iPlayer, Amazon Prime Video, YouTube, etc)	1819 49%	1365 -47%	448 +57%	22 48%	0 0%	0 0%	104 53%	5 48%	6 33%	14 79%	12 66%	23 73%	50 53%	7 71%
Messaging apps (e.g. WhatsApp, Facebook Messenger, etc)	3093 83%	2421 83%	661 83%	35 77%	1 100%	0 0%	169 86%	10 84%	14 80%	15 87%	16 89%	26 83%	75 80%	8 91%
Fitness or health apps (e.g. Strava, Apple Health, etc)	1350 36%	1061 36%	283 36%	21 +46%	0 0%	0 0%	69 35%	5 43%	9 53%	13 70%	7 41%	10 31%	29 31%	7 80%
Review apps (e.g. Goodreads, Tripadvisor, etc)	785 21%	640 +22%	141 -18%	8 17%	0 0%	0 0%	35 18%	2 18%	3 16%	6 34%	6 31%	7 23%	16 17%	2 26%
Smart home technology apps (e.g. Ring, Nest, etc)	873 23%	725 +25%	142 -18%	4 -9%	0 0%	0 0%	43 22%	6 52%	4 24%	5 28%	4 25%	4 13%	11 -12%	1 10%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 35%	1081 +37%	228 -29%	16 36%	0 0%	0 0%	62 32%	3 25%	7 42%	7 41%	11 60%	5 16%	25 27%	3 37%
None of these	119 3%	100 3%	18 2%	3 +7%	0 0%	0 0%	4 2%	1 6%	0 0%	0 0%	0 0%	3 9%	1 1%	0 0%
Don't know	7 *%	4 *%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3731	116	53	39	22	56	12	14	655	3076
Effective Weighted Sample	2464	86	40	28	13	39	9	11	422	2044
Weighted Bases	3740	136	62	44	23	60	13	13	600	3139
Banking	3079 82%	110 81%	55 89%	38 86%	23 99%	48 80%	10 72%	11 85%	451 -75%	2628 +84% a
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat, etc)	1882 50%	83 +61%	44 +71%	28 63%	18 79%	32 53%	7 53%	10 77%	270 -45%	1612 +51% a
Games	1431 38%	64 +47%	31 50%	18 40%	12 49%	23 39%	7 56%	7 50%	256 +43% b	1175 -37%
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds, etc)	2154 58%	66 49%	35 56%	21 46%	19 81%	32 54%	9 66%	9 71%	301 -50%	1854 +59% a
Navigation/Maps	2765 74%	100 74%	49 80%	30 68%	21 89%	45 75%	9 67%	11 84%	383 -64%	2381 +76% a
News/ Newspapers	1882 50%	65 48%	44 +71% ace	20 46%	15 63%	28 47%	8 62%	9 68%	269 -45%	1613 +51% a
Payment services (e.g. Apple Pay, Google Pay, PayPal, etc)	2274 61%	92 68%	41 66%	24 55%	19 81%	35 58%	4 32%	8 61%	309 -52%	1965 +63% a
Shopping (e.g. Amazon, Ocado, etc)	2482 66%	94 69%	47 76%	28 64%	16 69%	37 63%	5 40%	9 71%	362 -60%	2121 +68% a
Social media (e.g. Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok, etc)	2738 73%	109 80%	52 84%	31 70%	22 94%	49 82%	7 54%	8 58%	414 -69%	2324 +74% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3731	116	53	39	22	56	12	14	655	3076
Effective Weighted Sample	2464	86	40	28	13	39	9	11	422	2044
Weighted Bases	3740	136	62	44	23	60	13	13	600	3139
Taxi booking or travel (e.g. Uber, Trainline, etc)	1691 45%	75 +55%	39 +62%	23 51%	15 63%	28 46%	6 44%	7 56%	230 -38%	1461 +47% a
TV and video (e.g. Netflix, BBC iPlayer, Amazon Prime Video, YouTube, etc)	1819 49%	77 57%	40 +65%	21 47%	19 81%	36 60%	6 48%	7 53%	249 -41%	1570 +50% a
Messaging apps (e.g. WhatsApp, Facebook Messenger, etc)	3093 83%	114 84% c	56 90% c	26 -58%	21 90%	55 92% c	10 75%	11 84%	469 -78%	2624 +84% a
Fitness or health apps (e.g. Strava, Apple Health, etc)	1350 36%	44 33%	26 43% c	9 -20%	6 26%	19 33%	0 0%	8 61%	192 -32%	1159 +37% a
Review apps (e.g. Goodreads, Tripadvisor, etc)	785 21%	16 -12%	16 26% a	5 12%	4 15%	8 14%	3 20%	4 27%	121 20%	664 21%
Smart home technology apps (e.g. Ring, Nest, etc)	873 23%	21 -15%	15 25%	4 10%	4 18%	13 21%	0 0%	2 17%	144 24%	729 23%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 35%	29 -21%	23 37% ac	7 -15%	4 15%	17 28%	3 20%	6 44%	236 +39% b	1080 -34%
None of these	119 3%	4 3%	0 0%	1 1%	* 1%	1 2%	0 0%	0 0%	35 +6% b	84 -3%
Don't know	7 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	6 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3731	123	866	174	1167	259	869	99
Effective Weighted Sample		2464	82	587	117	787	162	569	65
Weighted Bases		3740	140	1015	153	1104	221	850	87
Banking		3079	123	931	128	1005	169	600	31
	82%		+92%	+92%	84%	+91%	-76%	-71%	-36%
			efgh	cefg	fgh	cefg	gh	gh	g
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat, etc)		1882	99	691	85	658	72	243	14
	50%		+71%	+68%	55%	+60%	-32%	-29%	-16%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Games		1431	101	544	67	443	77	171	11
	38%		+72%	+54%	44%	40%	35%	-20%	-12%
			bcdefgh	cdefgh	fgh	fgh	fgh	h	
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds, etc)		2154	119	760	84	728	89	326	10
	58%		+85%	+75%	55%	+66%	-40%	-38%	-11%
			bcdefgh	cdefgh	efgh	cefg	gh	gh	g
Navigation/Maps		2765	103	832	102	905	150	574	29
	74%		74%	+82%	-67%	+82%	-68%	-68%	-33%
			gh	acefg	gh	acefg	gh	gh	
News/ Newspapers		1882	74	531	63	625	101	407	31
	50%		53%	52%	-41%	+57%	46%	48%	-36%
			gh	cgh	h	cefg	h	gh	
Payment services (e.g. Apple Pay, Google Pay, PayPal, etc)		2274	109	774	82	787	103	373	15
	61%		+78%	+76%	-54%	+71%	-47%	-44%	-17%
			cefg	cdefgh	fgh	cefg	gh	gh	
Shopping (e.g. Amazon, Ocado, etc)		2482	109	781	97	838	135	454	21
	66%		+78%	+77%	64%	+76%	61%	-53%	-24%
			cefg	cefg	fgh	cefg	fgh	gh	
Social media (e.g. Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok, etc)		2738	123	881	114	905	141	485	35
	73%		+88%	+87%	75%	+82%	-64%	-57%	-40%
			cefg	cdefgh	efgh	cefg	gh	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 148 (continuation)

QM15. Do you use any of the following types of apps on your smartphone?

Base: Where personally use a smartphone

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3731	123	866	174	1167	259	869	99	174
Effective Weighted Sample	2464	82	587	117	787	162	569	65	117
Weighted Bases	3740	140	1015	153	1104	221	850	87	170
Taxi booking or travel (e.g. Uber, Trainline, etc)	1691 45%	88 +63% cdefgh	560 +55% cefg	60 39% gh	589 +53% cefg	71 -32% gh	279 -33% gh	11 -13%	33 -19%
TV and video (e.g. Netflix, BBC iPlayer, Amazon Prime Video, YouTube, etc)	1819 49%	93 +67% cdefgh	619 +61% cefg	68 44% fgh	616 +56% cefg	79 -36% gh	299 -35% gh	9 -11%	37 -21% g
Messaging apps (e.g. WhatsApp, Facebook Messenger, etc)	3093 83%	122 88% efgh	882 +87% efgh	128 84% efgh	947 +86% efgh	167 -75% gh	681 -80% gh	53 -60%	113 -67%
Fitness or health apps (e.g. Strava, Apple Health, etc)	1350 36%	84 +60% bcdefgh	476 +47% cefg	43 -28% gh	476 +43% cefg	59 -26% gh	192 -23% gh	6 -7%	14 -8%
Review apps (e.g. Goodreads, Tripadvisor, etc)	785 21%	44 +31% bcefg	207 20% gh	31 21% gh	279 +25% befgh	43 20% gh	165 19% gh	2 -3%	14 -8%
Smart home technology apps (e.g. Ring, Nest, etc)	873 23%	54 +39% bcdefgh	240 24% fgh	36 24% gh	319 +29% befgh	48 22% gh	156 -18% gh	5 -6%	14 -8%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 35%	91 +65% bcdefgh	409 +40% efgh	67 +44% efgh	428 +39% efgh	69 31% gh	225 -26% gh	10 -12%	18 -11%
None of these	119 3%	2 1%	5 -*%	6 4% bd	8 -1%	18 +8% abd	49 +6% abd	9 +11% abcd	22 +13% abcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 148 (continuation)
QM15. Do you use any of the following types of apps on your smartphone?
 Base: Where personally use a smartphone

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3731	123	866	174	1167	259	869	99	174
Effective Weighted Sample	2464	82	587	117	787	162	569	65	117
Weighted Bases	3740	140	1015	153	1104	221	850	87	170
Don't know	7 *0%	0 0%	3 *0%	0 0%	2 *0%	0 0%	* *0%	* *0%	1 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 149

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Banking	3079 76%	2693 +85% bcd	2955 +81% cd	385 -44% d	124 -31%	128 -37%	180 +85% a	2600 -75%	464 +80% a
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)	1882 47%	1764 +56% bcd	1847 +51% cd	118 -14% d	34 -9%	34 -10%	119 +57% a	1502 -44%	366 +63% a
Games	1431 35%	1317 +42% bcd	1404 +38% cd	114 -13% d	28 -7%	37 -11%	93 +44% a	1163 -34%	263 +46% a
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds)	2154 53%	1979 +62% bcd	2106 +58% cd	175 -20% d	48 -12%	52 -15%	131 +62% a	1820 53%	326 56%
Navigation/Maps	2765 68%	2410 +76% bcd	2666 +73% cd	355 -41% d	99 -25%	109 -31%	152 72% a	2335 68%	418 +72% a
News/ Newspapers	1882 47%	1617 +51% cd	1801 +49% cd	264 -30% d	80 -20%	67 -19%	94 45% a	1579 -46%	294 +51% a
Payment services (e.g. Apple Pay, PayPal)	2274 56%	2083 +66% bcd	2229 +61% cd	190 -22% d	45 -12%	56 -16%	148 +70% a	1910 -55%	355 +61% a
Shopping (e.g. Amazon, Ocado, eBay)	2482 61%	2219 +70% bcd	2414 +66% cd	263 -30% d	68 -17%	81 -23%	139 66% a	2095 61%	377 +65%
Social media (Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok)	2738 68%	2459 +77% bcd	2649 +73% cd	278 -32% d	88 -22%	100 -29%	172 +82% a	2295 -67%	433 +75% a
Taxi booking or travel (e.g. Uber, Trainline)	1691 42%	1547 +49% bcd	1647 +45% cd	144 -16% d	44 -11%	38 -11%	105 +50% a	1377 -40%	308 +53% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)	1819 45%	1666 +52% bcd	1773 +49% cd	153 -18% d	46 -12%	53 -15%	116 +55% a	1490 -43%	322 +56% a
Messaging apps (e.g. WhatsApp, Facebook Messenger)	3093 76%	2611 +82% bcd	2927 +80% cd	482 -55% d	166 -42%	166 -48%	180 +85% a	2626 76%	456 79%
Fitness or health apps (e.g. Strava, Apple Health app)	1350 33%	1269 +40% bcd	1330 +36% cd	82 -9% d	20 -5%	13 -4%	57 -27% a	1150 33%	193 34%
Review apps (e.g. Goodreads, Tripadvisor)	785 19%	702 +22% cd	769 +21% cd	83 -10% d	16 -4%	14 -4%	22 -10% a	683 20%	98 17%
Smart home technology apps (e.g. Ring)	873 22%	795 +25% cd	854 +23% cd	77 -9% d	19 -5%	17 -5%	30 -14% a	771 +22% b	95 -16%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 33%	1200 +38% bcd	1289 +35% cd	116 -13% d	28 -7%	33 -9%	66 31% a	1160 +34% b	149 -26%
None of these	119 3%	50 -2%	87 -2% a	69 +8% ab	31 +8% ab	34 +10% b	2 1%	108 3%	11 2%
Yes, but I don't personally use one	57 1%	20 -1%	34 -1%	37 +4% ab	23 +6% ab	25 +7% b	1 *%	52 2%	5 1%
No smartphone in household	223 6%	67 -2%	110 -3% a	156 +18% ab	112 +29% abc	73 +21% b	2 -1%	207 +6% b	14 -2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 149 (continuation)
QM15. Do you use any of the following types of apps on your smartphone? - Re-based
 Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Don't know	32 1%	29 1%	30 1%	4 *%	2 1%	1 *%	2 1%	17 -*	10 +2% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Banking	3079 76%	2383 -75%	680 +82%	35 73%	1 38%	0 0%	181 +90%	9 71%	14 80%	16 92%	14 79%	22 66%	84 +90%	9 100%
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)	1882 47%	1357 -42%	511 +62%	19 40%	0 0%	0 0%	126 +63%	8 62%	14 84%	16 90%	15 82%	23 +69%	61 +65%	7 79%
Games	1431 35%	1078 -34%	348 +42%	15 31%	0 0%	0 0%	71 35%	5 37%	6 33%	9 49%	12 70%	14 44%	49 +52%	6 62%
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds)	2154 53%	1666 -52%	480 +58%	26 53%	0 0%	0 0%	128 +64%	9 71%	10 60%	14 80%	13 71%	20 60%	62 +65%	8 87%
Navigation/Maps	2765 68%	2147 -67%	606 +73%	32 66%	0 0%	0 0%	156 +77%	8 64%	11 67%	16 92%	14 77%	22 67%	73 78%	8 91%
News/ Newspapers	1882 47%	1453 -45%	420 +51%	16 -34%	0 0%	0 0%	110 +55%	6 50%	8 45%	8 42%	9 53%	21 63%	47 50%	6 66%
Payment services (e.g. Apple Pay, PayPal)	2274 56%	1760 -55%	505 +61%	27 55%	0 0%	0 0%	124 61%	9 69%	12 73%	13 71%	16 89%	20 61%	54 57%	8 91%
Shopping (e.g. Amazon, Ocado, eBay)	2482 61%	1933 -61%	540 +65%	28 58%	0 0%	0 0%	135 67%	10 78%	11 66%	13 75%	17 92%	18 53%	64 68%	8 81%
Social media (Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok)	2738 68%	2104 -66%	624 +75%	34 72%	1 38%	* 12%	156 +78%	11 85%	13 79%	15 87%	13 71%	23 71%	71 76%	8 91%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

		Ethnicity (Full)												Any other Black/ Black British/ African/ Caribbean background
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Taxi booking or travel (e.g. Uber, Trainline)	1691 42%	1256 -39%	428 +52%	16 -34%	0 0%	0 0%	105 +52%	8 61%	14 80%	13 73%	14 77%	17 53%	46 48%	5 56%
TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)	1819 45%	1365 -43%	448 +54%	22 46%	0 0%	0 0%	104 51%	5 43%	6 33%	14 79%	12 66%	23 +70%	50 53%	7 71%
Messaging apps (e.g. WhatsApp, Facebook Messenger)	3093 76%	2421 76%	661 +80%	35 73%	1 38%	0 0%	169 +84%	10 76%	14 80%	15 87%	16 89%	26 78%	75 80%	8 91%
Fitness or health apps (e.g. Strava, Apple Health app)	1350 33%	1061 33%	283 34%	21 +43%	0 0%	0 0%	69 34%	5 39%	9 53%	13 70%	7 41%	10 30%	29 31%	7 80%
Review apps (e.g. Goodreads, Tripadvisor)	785 19%	640 +20%	141 -17%	8 16%	0 0%	0 0%	35 18%	2 16%	3 16%	6 34%	6 31%	7 22%	16 17%	2 26%
Smart home technology apps (e.g. Ring)	873 22%	725 +23%	142 -17%	4 -9%	0 0%	0 0%	43 21%	6 47%	4 24%	5 28%	4 25%	4 12%	11 -12%	1 10%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 33%	1081 +34%	228 -27%	16 34%	0 0%	0 0%	62 31%	3 23%	7 42%	7 41%	11 60%	5 -15%	25 27%	3 37%
None of these	119 3%	100 3%	18 2%	3 +7%	0 0%	0 0%	4 2%	1 5%	0 0%	0 0%	0 0%	3 8%	1 1%	0 0%
Yes, but I don't personally use one	57 1%	50 2%	7 1%	0 0%	1 62%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
No smartphone in household	223 6%	201 +6%	21 -3%	3 6%	0 0%	1 88%	3 -1%	1 9%	0 0%	0 0%	0 0%	1 2%	0 -0%	0 0%
Don't know	32 1%	15 -*%	12 +1%	0 0%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	* 1%	1 1%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Banking	3079 76%	110 74%	55 84%	38 83%	23 94%	48 80%	10 72%	11 67%	451 -63%	2628 +79% a
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)	1882 47%	83 +55%	44 +67%	28 60%	18 75%	32 53%	7 53%	10 60%	270 -38%	1612 +48% a
Games	1431 35%	64 43%	31 48%	18 39%	12 47%	23 39%	7 56%	7 39%	256 36%	1175 35%
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds)	2154 53%	66 -44%	35 53%	21 45%	19 77%	32 54%	9 66%	9 56%	301 -42%	1854 +56% a
Navigation/Maps	2765 68%	100 67%	49 75%	30 65%	21 85%	45 75%	9 67%	11 66%	383 -54%	2381 +71% a
News/ Newspapers	1882 47%	65 43%	44 +67% ace	20 44%	15 60%	28 47%	8 62%	9 54%	269 -38%	1613 +48% a
Payment services (e.g. Apple Pay, PayPal)	2274 56%	92 61%	41 62%	24 53%	19 77%	35 58%	4 32%	8 48%	309 -44%	1965 +59% a
Shopping (e.g. Amazon, Ocado, eBay)	2482 61%	94 63%	47 72%	28 62%	16 66%	37 63%	5 40%	9 56%	362 -51%	2121 +64% a
Social media (Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok)	2738 68%	109 73%	52 80%	31 67%	22 89%	49 +82%	7 54%	8 45%	414 -58%	2324 +70% a
Taxi booking or travel (e.g. Uber, Trainline)	1691 42%	75 50%	39 +59%	23 50%	15 60%	28 46%	6 44%	7 44%	230 -32%	1461 +44% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)	1819 45%	77 51%	40 +61%	21 45%	19 77%	36 +60%	6 48%	7 41%	249 -35%	1570 +47% a
Messaging apps (e.g. WhatsApp, Facebook Messenger)	3093 76%	114 76% c	56 85% c	26 -56%	21 86%	55 +92% ac	10 75%	11 66%	469 -66%	2624 +79% a
Fitness or health apps (e.g. Strava, Apple Health app)	1350 33%	44 30%	26 40% c	9 19%	6 25%	19 33%	0 0%	8 48%	192 -27%	1159 +35% a
Review apps (e.g. Goodreads, Tripadvisor)	785 19%	16 -11%	16 25% a	5 11%	4 14%	8 14%	3 20%	4 21%	121 17%	664 20%
Smart home technology apps (e.g. Ring)	873 22%	21 -14%	15 23%	4 10%	4 17%	13 21%	0 0%	2 13%	144 20%	729 22%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 33%	29 -19%	23 35% ac	7 -15%	4 14%	17 28%	3 20%	6 35%	236 33%	1080 32%
None of these	119 3%	4 3%	0 0%	1 1%	* 1%	1 2%	0 0%	0 0%	35 +5% b	84 -3%
Yes, but I don't personally use one	57 1%	3 2%	1 1%	1 1%	0 0%	0 0%	0 0%	0 0%	14 2%	43 1%
No smartphone in household	223 6%	10 7%	0 0%	1 2%	1 5%	0 0%	0 0%	* 3%	94 +13% b	128 -4%
Don't know	32 1%	2 2%	3 +4%	0 0%	0 0%	0 0%	0 0%	3 19%	2 *%	30 1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Banking		3079	123	931	128	1005	169	600	31
	76%		+86%	+89%	80%	+89%	-65%	-66%	-21%
			efgh	cefg	efgh	cefg	gh	gh	g
Food delivery (e.g. Deliveroo, Uber Eats, Just Eat)		1882	99	691	85	658	72	243	14
	47%		+69%	+66%	53%	+58%	-28%	-27%	-10%
			cdefgh	cdefgh	efgh	efgh	gh	gh	
Games		1431	101	544	67	443	77	171	11
	35%		+70%	+52%	+42%	+39%	-30%	-19%	-7%
			bcdefgh	cdefgh	efgh	efgh	fg	gh	
Music/Audio streaming (e.g. Spotify, Apple Music, BBC Sounds)		2154	119	760	84	728	89	326	10
	53%		+83%	+73%	52%	+65%	-34%	-36%	-7%
			bcdefgh	cdefgh	efgh	cefg	gh	gh	g
Navigation/Maps		2765	103	832	102	905	150	574	29
	68%		72%	+80%	64%	+80%	-58%	-63%	-19%
			efgh	acefg	gh	acefg	gh	gh	g
News/ Newspapers		1882	74	531	63	625	101	407	31
	47%		51%	+51%	-39%	+55%	-39%	44%	-21%
			cegh	cefg	gh	bcefg	gh	gh	
Payment services (e.g. Apple Pay, PayPal)		2274	109	774	82	787	103	373	15
	56%		+76%	+74%	51%	+70%	-40%	-41%	-10%
			cefg	cdefgh	efgh	cefg	gh	gh	
Shopping (e.g. Amazon, Ocado, eBay)		2482	109	781	97	838	135	454	21
	61%		+76%	+75%	61%	+74%	-52%	-50%	-14%
			cefg	cefg	efgh	cefg	gh	gh	
Social media (Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok)		2738	123	881	114	905	141	485	35
	68%		+86%	+84%	72%	+80%	-54%	-53%	-24%
			cefg	cdefgh	efgh	cefg	gh	gh	
Taxi booking or travel (e.g. Uber, Trainline)		1691	88	560	60	589	71	279	11
	42%		+61%	+54%	37%	+52%	-27%	-31%	-8%
			cefg	cefg	efgh	cefg	gh	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 149 (continuation)

QM15. Do you use any of the following types of apps on your smartphone? - Re-based

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
TV & video (e.g. Netflix, BBC iPlayer, Amazon Prime, YouTube)	1819 45%	93 +65% cdefgh	619 +59% cdefgh	68 42% efgh	616 +55% cefg	79 -30% gh	299 -33% gh	9 -6%	37 -15% g
Messaging apps (e.g. WhatsApp, Facebook Messenger)	3093 76%	122 +85% efgh	882 +84% efgh	128 80% efgh	947 +84% efgh	167 -64% gh	681 74% efgh	53 -36%	113 -46% g
Fitness or health apps (e.g. Strava, Apple Health app)	1350 33%	84 +58% bcdefgh	476 +46% cefg	43 27% gh	476 +42% cefg	59 -22% gh	192 -21% gh	6 -4%	14 -6%
Review apps (e.g. Goodreads, Tripadvisor)	785 19%	44 +31% bcefg	207 20% gh	31 20% gh	279 +25% befgh	43 17% gh	165 18% gh	2 -1%	14 -6% g
Smart home technology apps (e.g. Ring)	873 22%	54 +38% bcdefgh	240 23% fgh	36 23% gh	319 +28% befgh	48 18% gh	156 -17% gh	5 -4%	14 -6%
Online marketplace (e.g. eBay, Vinted, Etsy, etc)	1317 33%	91 +63% bcdefgh	409 +39% efgh	67 +42% efgh	428 +38% efgh	69 -26% gh	225 -25% gh	10 -7%	18 -7%
None of these	119 3%	2 1%	5 -*%	6 4% bd	8 -1%	18 +7% abd	49 +5% bd	9 +6% abd	22 +9% abcd
Yes, but I don't personally use one	57 1%	3 2% bd	4 -*%	1 1%	1 -*%	5 2% bd	21 +2% bd	6 +4% bd	17 +7% abcdef
No smartphone in household	223 6%	1 -1%	15 -1%	6 4% bd	11 -1%	34 +13% abcd	44 5% abd	54 +37% abcdfh	58 +24% abcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 149 (continuation)
QM15. Do you use any of the following types of apps on your smartphone? - Re-based
 Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Don't know	32 1%	0 0%	15 +1%	0 0%	12 1%	1 *%	1 - *%	1 1%	1 *%
			f		f				

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 150

QE20. Which - if any - of the following digital payment methods have you used?

Base: Where have done purchasing/finance activities on a smartphone or another device (e.g. a PC, laptop computer, tablet computer, smart watch)

		Age				Age/SEG		Ethnicity		
		Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column			a	b	c	d	a	b	a	b
Unweighted Bases		3386	2797	3182	589	204	189	188	2933	436
Effective Weighted Sample		2265	1872	2125	396	140	126	126	1934	320
Weighted Bases		3497	2929	3283	568	213	187	188	2967	511
Contactless payment using a smartphone		2406	2227	2349	179	57	63	164	1983	410
	69%		+76% bcd	+72% cd	-32% -32%	-27%	-33%	+87% a	-67% a	+80% a
Contactless payment using a smart watch		439	428	433	11	6	5	19	354	84
	13%		+15% cd	+13% cd	-2% -2%	-3%	-2%	10% a	-12% a	+16% a
Online payment/sending money via my bank's website/app (e.g. NatWest, Lloyds, Monzo, Sterling, etc)		1869	1584	1788	285	82	73	70	1585	276
	53%		54% d	+54% d	50% d	-38%	-39%	-37%	53%	54%
Online payment/sending money via a payment provider's website/app (e.g. Paypal, Stripe, Square, etc)		1203	1059	1168	144	36	29	43	1049	150
	34%		+36% cd	+36% cd	-25% d	-17%	-16%	-23%	+35% b	-29%
Payment via a car infotainment system		35	34	35	*	0	0	1	33	2
	1%		+1% c	1% c	-*% -*	0% 0%	0% 0%	1% 1%	1% 1%	*% *
None of the above		507	313	411	195	96	76	13	452	52
	15%		-11% a	-13% a	+34% ab	+45% abc	+41% b	-7% -7%	+15% b	-10% -10%
Summary: Via contactless payment		2417	2238	2360	179	57	63	164	1991	413
	69%		+76% bcd	+72% cd	-32% -32%	-27%	-33%	+87% a	-67% a	+81% a
Summary: Via online payment		2510	2007	2324	503	186	156	87	2163	334
	72%		-69% a	-71% a	+89% ab	+87% ab	+83% b	-46% -46%	+73% b	-65% -65%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 150 (continuation)

QE20. Which - if any - of the following digital payment methods have you used?

Base: Where have done purchasing/finance activities on a smartphone or another device (e.g. a PC, laptop computer, tablet computer, smart watch)

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3386	2651	718	123	1	3	155	12	11	17	12	24	68	12
Effective Weighted Sample	2265	1775	479	72	1	2	114	9	7	13	9	22	54	8
Weighted Bases	3497	2738	741	40	1	1	187	11	17	18	16	25	86	9
Contactless payment using a smartphone	2406 69%	1807 -66%	586 +79%	26 65%	1 100%	* 34%	148 +79%	10 91%	12 72%	15 82%	16 100%	22 88%	64 74%	8 89%
Contactless payment using a smart watch	439 13%	328 12%	111 +15%	4 11%	0 0%	0 0%	22 12%	2 17%	2 13%	2 13%	1 8%	4 15%	17 20%	* 2%
Online payment/sending money via my bank's website/app (e.g. NatWest, Lloyds, Monzo, Sterling, etc)	1869 53%	1463 53%	397 54%	19 48%	0 0%	* 23%	102 54%	8 72%	9 51%	11 63%	12 74%	10 41%	50 58%	6 65%
Online payment/sending money via a payment provider's website/app (e.g. Paypal, Stripe, Square, etc)	1203 34%	965 35%	235 32%	19 +47%	0 0%	* 23%	65 35%	5 42%	4 24%	3 17%	7 43%	7 27%	29 34%	1 14%
Payment via a car infotainment system	35 1%	33 +1%	2 -*%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
None of the above	507 15%	432 +16%	72 -10%	4 10%	0 0%	1 66%	15 -8%	0 0%	5 28%	0 0%	0 0%	2 7%	10 12%	1 9%
Summary: Via contactless payment	2417 69%	1816 -66%	588 +79%	26 65%	1 100%	* 34%	148 +79%	10 91%	12 72%	15 82%	16 100%	22 88%	64 74%	8 89%
Summary: Via online payment	2510 72%	2012 +73%	486 -66%	29 72%	0 0%	1 88%	121 65%	8 72%	13 79%	12 65%	12 74%	12 47%	60 70%	7 78%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 150 (continuation)

QE20. Which - if any - of the following digital payment methods have you used?

Base: Where have done purchasing/finance activities on a smartphone or another device (e.g. a PC, laptop computer, tablet computer, smart watch)

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3386	102	47	38	21	48	10	14	563	2823
Effective Weighted Sample	2265	76	35	28	13	34	8	9	370	1897
Weighted Bases	3497	126	56	44	24	52	12	16	537	2959
Contactless payment using a smartphone	2406 69%	103 +81%	50 +89% e	32 73%	19 80%	36 69%	8 66%	15 98%	308 -57%	2098 +71% a
Contactless payment using a smart watch	439 13%	19 15%	13 +23%	6 13%	3 12%	6 12%	4 33%	5 35%	60 11%	379 13%
Online payment/sending money via my bank's website/app (e.g. NatWest, Lloyds, Monzo, Sterling, etc)	1869 53%	70 55%	34 60%	18 40%	12 52%	21 41%	2 16%	13 85%	307 57%	1562 53%
Online payment/sending money via a payment provider's website/app (e.g. Paypal, Stripe, Square, etc)	1203 34%	38 30%	23 41%	11 24%	5 21%	14 27%	0 0%	5 29%	204 38%	999 34%
Payment via a car infotainment system	35 1%	0 0%	2 3%	0 0%	0 0%	0 0%	0 0%	0 0%	6 1%	29 1%
None of the above	507 15%	9 -7%	1 -2%	8 18% b	4 16%	11 21% ab	1 7%	0 0%	102 +19% b	405 -14%
Summary: Via contactless payment	2417 69%	103 +81%	50 +89% e	32 73%	19 80%	36 69%	10 89%	15 98%	311 -58%	2106 +71% a
Summary: Via online payment	2510 72%	82 65%	36 64%	27 61%	17 70%	34 65%	3 23%	13 85%	434 +81% b	2076 -70%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 150 (continuation)

QE20. Which - if any - of the following digital payment methods have you used?

Base: Where have done purchasing/finance activities on a smartphone or another device (e.g. a PC, laptop computer, tablet computer, smart watch)

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3386		120	838	162	1102	212	748	69
Effective Weighted Sample	2265		79	570	109	747	139	500	48
Weighted Bases	3497		136	989	141	1058	194	766	66
Contactless payment using a smartphone	2406 69%		110 +81% cefg	867 +88% acdefgh	86 -61% efgh	824 +78% cefg	95 -49% gh	366 -48% gh	17 -26% h
Contactless payment using a smart watch	439 13%		29 +21% cefg	156 +16% cefg	12 8% h	171 +16% cefg	17 9% h	48 -6% h	2 -3% h
Online payment/sending money via my bank's website/app (e.g. NatWest, Lloyds, Monzo, Sterling, etc)	1869 53%		82 60% gh	504 51% gh	81 57% gh	574 54% gh	122 +63% bdgh	426 56% gh	22 -33% h
Online payment/sending money via a payment provider's website/app (e.g. Paypal, Stripe, Square, etc)	1203 34%		59 +43% bfg	317 32% gh	55 39% gh	403 +38% bfg	79 +41% bfg	254 33% gh	11 -17% h
Payment via a car infotainment system	35 1%		4 3%	8 1%	1 1%	15 1%	1 *%	7 1%	0 0%
None of the above	507 15%		9 -6%	66 -7%	21 15% abd	102 -10% b	43 +22% abd	171 +22% abcd	29 +44% abcdef
Summary: Via contactless payment	2417 69%		113 +83% cefg	871 +88% cdefgh	86 -61% efgh	827 +78% cefg	95 -49% gh	367 -48% gh	17 -26% h
Summary: Via online payment	2510 72%		100 74% b	597 -60% h	108 77% bd	715 -68% b	171 +88% abcd	633 +83% abd	55 +83% bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 151

QE21.Which - if any - of the following cloud storage services have you used?

Base: Those who use an online cloud storage service on any device

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1878	1693	1823	185	55	57	94	1577	288
Effective Weighted Sample	1284	1155	1245	130	39	41	63	1060	214
Weighted Bases	1999	1815	1945	183	53	58	96	1643	344
Apple iCloud	1080 54%	1005 +55% c	1056 54% c	75 -41%	24 45%	22 -39%	46 49%	876 53%	201 58%
Microsoft OneDrive	707 35%	646 36%	688 35%	61 33%	19 35%	17 29%	16 -17%	596 36%	109 32%
Google Drive	922 46%	860 +47% c	902 46% c	62 -34%	19 36%	18 -31%	37 39%	753 46%	168 49%
Dropbox	444 22%	401 22%	431 22%	44 24%	14 26%	12 21%	10 -10%	384 +23% b	59 -17%
Box	29 1%	27 1%	29 1%	2 1%	* *%	0 0%	0 0%	23 1%	6 2%
Mega	21 1%	21 1%	21 1%	* *%	* 1%	0 0%	* *%	9 -1%	12 +3% a
BT Cloud	38 2%	27 -1%	35 -2%	11 +6% ab	3 +6% ab	2 3%	0 0%	35 2%	4 1%
Amazon Photos	178 9%	149 -8% d	177 +9% d	28 +15% abd	* -1%	9 15% b	2 -2%	167 +10% b	11 -3%
Other (please specify)	12 1%	7 -*%	12 1%	5 +3% ab	0 0%	0 0%	0 0%	12 1%	0 0%
None of the above	223 11%	185 -10%	217 11%	39 +21% ab	7 12%	17 +28% b	13 13%	181 11%	35 10%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 151 (continuation)

QE21. Which - if any - of the following cloud storage services have you used?

Base: Those who use an online cloud storage service on any device

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1878	1408	457	73	1	3	92	8	8	14	11	18	44	7
Effective Weighted Sample	1284	964	310	44	1	2	68	7	6	10	10	16	35	5
Weighted Bases	1999	1498	489	25	1	1	117	9	13	15	12	20	57	6
Apple iCloud	1080 54%	813 54%	264 54%	15 61%	0 0%	0 0%	48 -41%	6 65%	6 46%	8 53%	10 81%	10 50%	31 54%	4 58%
Microsoft OneDrive	707 35%	552 +37%	153 -31%	10 39%	0 0%	0 0%	34 29%	3 35%	7 52%	0 0%	5 45%	4 20%	12 -21%	4 61%
Google Drive	922 46%	677 45%	243 50%	10 42%	0 0%	* 23%	64 55%	6 70%	6 44%	8 55%	6 54%	11 54%	28 49%	5 72%
Dropbox	444 22%	357 +24%	87 -18%	4 18%	1 100%	0 0%	22 19%	2 22%	2 18%	4 26%	7 54%	6 30%	7 13%	2 30%
Box	29 1%	22 1%	7 2%	* 1%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	2 4%	0 0%
Mega	21 1%	7 -*%	14 +3%	0 0%	0 0%	0 0%	2 2%	1 13%	1 10%	0 0%	0 0%	1 6%	2 4%	1 18%
BT Cloud	38 2%	33 2%	6 1%	1 4%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	1 10%	0 0%	0 0%	0 0%
Amazon Photos	178 9%	157 +10%	21 -4%	* -2%	0 0%	0 0%	10 8%	3 35%	1 8%	* 2%	1 10%	0 0%	* -1%	0 0%
Other (please specify)	12 1%	10 1%	2 *%	0 0%	0 0%	0 0%	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
None of the above	223 11%	165 11%	52 11%	2 8%	0 0%	1 77%	13 11%	0 0%	3 19%	0 0%	2 19%	2 9%	6 10%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 151 (continuation)

QE21. Which - if any - of the following cloud storage services have you used?

Base: Those who use an online cloud storage service on any device

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	e	*f	*g	a	b
Unweighted Bases	1878	65	27	24	16	31	5	10	296	1582
Effective Weighted Sample	1284	51	19	17	10	21	4	8	194	1090
Weighted Bases	1999	82	35	28	19	30	7	11	295	1704
Apple iCloud	1080	45	22	20	13	13	6	10	163	917
	54%	55%	61%	70%	68%	44%	80%	90%	55%	54%
Microsoft OneDrive	707	26	13	6	8	12	1	8	126	581
	35%	31%	36%	23%	44%	39%	20%	74%	+43% b	-34%
Google Drive	922	36	18	8	13	14	3	5	145	777
	46%	44%	51%	30%	67%	49%	37%	52%	49%	46%
Dropbox	444	11	3	2	4	4	0	4	74	370
	22%	13%	10%	7%	20%	15%	0%	41%	25%	22%
Box	29	0	0	0	0	0	3	1	7	22
	1%	0%	0%	0%	0%	0%	37%	10%	2%	1%
Mega	21	3	0	*	0	1	0	0	4	17
	1%	+4%	0%	1%	0%	5%	0%	0%	1%	1%
BT Cloud	38	0	0	1	1	0	0	0	9	29
	2%	0%	0%	5%	6%	0%	0%	0%	3%	2%
Amazon Photos	178	3	0	*	0	1	0	0	40	137
	9%	4%	0%	1%	0%	5%	0%	0%	+14% b	-8%
Other (please specify)	12	0	0	0	0	0	0	0	2	10
	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%
None of the above	223	12	3	1	0	6	0	0	22	202
	11%	15%	9%	4%	0%	21%	0%	0%	-7%	+12% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 151 (continuation)

QE21. Which - if any - of the following cloud storage services have you used?

Base: Those who use an online cloud storage service on any device

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	*g
Unweighted Bases		1878	92	555	95	696	89	296	20
Effective Weighted Sample		1284	61	384	63	482	58	209	15
Weighted Bases		1999	109	656	81	676	86	336	19
Apple iCloud		1080	78	386	35	347	44	167	7
	54%		+71%	+59%	-43%	51%	51%	50%	37%
			bcdefh	cdf					
Microsoft OneDrive		707	49	193	34	250	36	125	6
	35%		+45%	-29%	42%	37%	42%	37%	34%
			b		b	b	b	b	
Google Drive		922	58	315	45	329	36	120	6
	46%		53%	48%	56%	49%	41%	-36%	34%
			f	f	ef	f			
Dropbox		444	26	96	24	175	22	89	2
	22%		24%	-15%	30%	+26%	25%	26%	12%
			b		b	b	b	b	
Box		29	7	8	1	8	0	6	0
	1%		+6%	1%	1%	1%	0%	2%	0%
			bcdef						
Mega		21	3	7	1	8	0	2	0
	1%		3%	1%	1%	1%	0%	1%	0%
BT Cloud		38	2	3	1	8	4	17	1
	2%		2%	-*%	2%	1%	+5%	+5%	5%
							bd	bd	
Amazon Photos		178	10	33	12	64	19	40	0
	9%		9%	-5%	14%	9%	+22%	+12%	0%
					bh	b	abdfh	bh	
Other (please specify)		12	1	1	0	4	2	5	0
	1%		1%	*%	0%	1%	2%	+2%	0%
							b	b	
None of the above		223	3	62	5	81	9	56	4
	11%		-3%	9%	6%	12%	11%	+17%	21%
				a		a	a	abc	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3853	3017	3524	836	329	320	209	3347	486
Effective Weighted Sample	2550	2003	2331	551	219	209	139	2183	354
Weighted Bases	3878	3108	3560	770	318	295	205	3305	553
PlayStation plus (may also be called 'Essential', 'Extra' or 'Premium')	374 10%	371 +12% cd	374 +11% cd	3 -*% -	0 -0%	* -*%	30 +15% a	312 9%	58 10%
Nintendo switch online	156 4%	154 +5% cd	156 +4% cd	2 -*% -	0 -0%	0 -0%	13 6% a	134 4%	21 4%
Xbox GamePass (Core, Console, Standard, Ultimate, PC)	309 8%	306 +10% cd	309 +9% cd	3 -*% -	1 -*%	3 -1%	23 11% a	288 +9% b	21 -4%
EA Play on Xbox or PlayStation	84 2%	84 +3% cd	84 +2% cd	* -*%	0 -0%	0 -0%	10 +5% a	76 2%	8 1%
Prime gaming	53 1%	52 +2% c	52 1% c	2 -*%	2 1%	0 -0%	1 1%	44 1%	10 2%
Apple arcade	39 1%	39 +1% cd	39 1% c	0 -0%	0 0%	0 0%	1 *%	33 1%	6 1%
Google Play Pass	59 2%	58 +2% cd	59 +2% cd	* -*%	0 -0%	* -*%	4 2% a	53 2%	6 1%
Netflix games	72 2%	72 +2% cd	72 +2% cd	* -*%	0 -0%	* -*%	4 2% a	62 2%	10 2%
Ubisoft+	21 1%	21 +1% c	21 1% c	0 -0%	0 0%	0 0%	2 1%	15 *%	6 1%
A game streaming service e.g. Google Stadia, GeForce now	18 *%	18 +1% c	18 1% c	0 -0%	0 0%	0 0%	0 0%	12 -*%	6 +1% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3853	3017	3524	836	329	320	209	3347	486
Effective Weighted Sample	2550	2003	2331	551	219	209	139	2183	354
Weighted Bases	3878	3108	3560	770	318	295	205	3305	553
Other	11 *%	9 *%	9 *%	2 *%	2 *%	1 *%	0 0%	11 *%	0 0%
Summary: Any online console multiplayer gaming subscription	676 17%	668 +21% bcd	675 +19% cd	8 -1%	1 -*%	3 -1%	51 +25% a	592 18% b	78 -14%
Summary: Content gaming subscription	235 6%	233 +7% cd	233 +7% cd	2 -*%	2 -1%	* -*%	13 6% a	203 6%	32 6%
Don't know	266 7%	209 7%	242 7%	57 7%	24 8%	41 +14% b	4 -2%	200 -6%	63 +11% a
None of these	2857 74%	2155 -69%	2567 -72% a	702 +91% ab	290 +91% ab	251 +85% b	147 72%	2447 74%	398 72%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3853	3037	796	141	2	3	164	14	11	17	14	27	76	12
Effective Weighted Sample	2550	2011	526	84	2	2	121	11	7	13	11	24	59	8
Weighted Bases	3878	3061	797	45	2	1	195	12	17	18	18	28	93	9
PlayStation plus (may also be called 'Essential', 'Extra' or 'Premium')	374 10%	285 9%	85 11%	7 +15%	0 0%	0 0%	20 10%	3 25%	0 0%	3 15%	2 14%	3 11%	12 13%	2 20%
Nintendo switch online	156 4%	128 4%	27 3%	1 2%	0 0%	0 0%	6 3%	2 16%	0 0%	1 3%	1 8%	1 4%	1 1%	0 0%
Xbox GamePass (Core, Console, Standard, Ultimate, PC)	309 8%	276 +9%	33 -4%	3 6%	0 0%	0 0%	9 5%	4 31%	1 8%	1 8%	3 15%	1 4%	* -*%	1 12%
EA Play on Xbox or PlayStation	84 2%	72 2%	12 2%	1 2%	0 0%	0 0%	4 2%	1 7%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%
Prime gaming	53 1%	40 1%	13 2%	0 0%	1 62%	0 0%	2 1%	1 9%	0 0%	0 0%	1 3%	1 3%	2 2%	0 0%
Apple arcade	39 1%	33 1%	6 1%	0 0%	0 0%	0 0%	0 0%	1 7%	0 0%	0 0%	1 5%	0 0%	1 1%	0 0%
Google Play Pass	59 2%	51 2%	8 1%	0 0%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%
Netflix games	72 2%	61 2%	12 1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	1 8%	0 0%	2 2%	1 12%
Ubisoft+	21 1%	15 1%	6 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%
A game streaming service e.g. Google Stadia, GeForce now	18 *%	7 -*%	11 +1%	* 1%	0 0%	0 0%	5 +3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	11 *%	10 *%	1 *%	1 +2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3853	3037	796	141	2	3	164	14	11	17	14	27	76	12
Effective Weighted Sample	2550	2011	526	84	2	2	121	11	7	13	11	24	59	8
Weighted Bases	3878	3061	797	45	2	1	195	12	17	18	18	28	93	9
Summary: Any online console multiplayer gaming subscription	676 17%	551 18%	119 -15%	9 19%	0 0%	0 0%	33 17%	5 39%	1 8%	4 23%	5 30%	4 15%	12 13%	3 32%
Summary: Content gaming subscription	235 6%	193 6%	42 5%	1 -2%	1 62%	0 0%	9 4%	2 17%	0 0%	0 0%	3 16%	1 3%	8 9%	1 12%
Don't know	266 7%	187 -6%	76 +10%	1 3%	0 0%	0 0%	11 6%	1 10%	6 33%	1 6%	0 0%	1 4%	7 7%	1 14%
None of these	2857 74%	2263 74%	582 73%	34 76%	1 38%	1 100%	148 76%	6 51%	10 60%	13 71%	11 62%	22 78%	69 75%	5 53%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3853	118	53	41	23	54	11	15	700	3153
Effective Weighted Sample	2550	86	40	29	14	38	8	10	455	2097
Weighted Bases	3878	141	62	46	24	56	13	16	641	3236
PlayStation plus (may also be called 'Essential', 'Extra' or 'Premium')	374 10%	12 8%	6 10%	3 7%	3 12%	3 6%	3 26%	3 15%	74 12%	300 9%
Nintendo switch online	156 4%	1 1%	4 7% a	2 5%	4 17%	1 2%	0 0%	1 7%	41 +6% b	116 -4%
Xbox GamePass (Core, Console, Standard, Ultimate, PC)	309 8%	0 -0%	5 8% a	1 1%	0 0%	* -1%	0 0%	3 21%	73 +11% b	236 -7%
EA Play on Xbox or PlayStation	84 2%	0 0%	1 2%	* 1%	0 0%	0 0%	3 21%	0 0%	29 +4% b	56 -2%
Prime gaming	53 1%	0 0%	1 2%	* 1%	3 14%	0 0%	0 0%	0 0%	21 +3% b	32 -1%
Apple arcade	39 1%	2 2%	* *% a	* 1%	0 0%	0 0%	0 0%	0 0%	11 +2% b	28 -1%
Google Play Pass	59 2%	0 0%	1 2%	* 1%	0 0%	0 0%	3 21%	0 0%	27 +4% b	31 -1%
Netflix games	72 2%	1 1%	4 +6% a	* 1%	0 0%	1 2%	0 0%	0 0%	22 +3% b	51 -2%
Ubisoft+	21 1%	0 0%	4 +7% a	* 1%	0 0%	0 0%	0 0%	0 0%	3 *% a	18 1%
A game streaming service e.g. Google Stadia, GeForce now	18 *%	0 0%	4 +7% a	* 1%	0 0%	0 0%	1 11%	0 0%	4 1%	14 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3853	118	53	41	23	54	11	15	700	3153
Effective Weighted Sample	2550	86	40	29	14	38	8	10	455	2097
Weighted Bases	3878	141	62	46	24	56	13	16	641	3236
Other	11	0	0	0	0	0	0	0	2	9
	*%	0%	0%	0%	0%	0%	0%	0%	*%	*%
Summary: Any online console multiplayer gaming subscription	676	12	8	5	7	4	3	5	138	538
	17%	-8%	13%	11%	29%	-7%	26%	28%	+21% b	-17%
Summary: Content gaming subscription	235	3	5	*	3	1	3	0	77	157
	6%	2%	9%	1%	14%	2%	21%	0%	+12% b	-5%
Don't know	266	18	8	7	3	8	0	2	37	229
	7%	+13%	14%	+15%	11%	+15%	0%	12%	6%	7%
None of these	2857	110	45	34	15	43	7	10	440	2417
	74%	78%	72%	74%	60%	77%	53%	60%	-69%	+75% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3853	127	878	180	1171	272	896	121
Effective Weighted Sample		2550	85	594	122	789	175	590	79
Weighted Bases		3878	143	1032	156	1110	238	881	104
PlayStation plus (may also be called 'Essential', 'Extra' or 'Premium')		374	39	158	28	130	8	12	0
	10%		+27%	+15%	+18%	+12%	-3%	-1%	-0%
			bdefgh	defgh	defgh	efgh	fgh		
Nintendo switch online		156	26	47	15	56	0	12	0
	4%		+18%	5%	+9%	+5%	-0%	-1%	-0%
			bcdefgh	efgh	bdefgh	efgh			
Xbox GamePass (Core, Console, Standard, Ultimate, PC)		309	39	122	22	97	11	16	0
	8%		+28%	+12%	+14%	9%	-5%	-2%	-0%
			bcdefgh	defgh	defgh	efgh	fgh		
EA Play on Xbox or PlayStation		84	18	31	9	20	1	5	0
	2%		+13%	+3%	+6%	2%	-*%	-1%	0%
			bcdefgh	efh	bdefgh	f			
Prime gaming		53	12	17	4	16	3	0	2
	1%		+9%	2%	2%	1%	1%	-0%	2%
			bcdefgh	f	fh	f	f		f
Apple arcade		39	4	11	4	17	2	0	0
	1%		+3%	1%	+3%	+2%	1%	-0%	0%
			fh	f	fh	f	f		
Google Play Pass		59	13	10	13	17	1	4	0
	2%		+9%	1%	+8%	2%	1%	-*%	0%
			bdefgh		bdefgh	f			
Netflix games		72	12	27	9	22	1	2	0
	2%		+8%	3%	+6%	2%	1%	-*%	0%
			bdefgh	efh	bdefgh	fh			
Ubisoft+		21	3	13	0	5	0	0	0
	1%		+2%	+1%	0%	*%	0%	-0%	0%
			cdefh	df		f			
A game streaming service e.g. Google Stadia, GeForce now		18	1	7	3	5	0	2	0
	*%		1%	1%	+2%	*%	0%	*%	0%
					def				

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 152 (continuation)

QE10. in the last 3 months, have you or has anyone else in your household used any of these gaming subscription services?

Base: Those who have access to the internet at home or go online elsewhere

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3853	127	878	180	1171	272	896	121	208
Effective Weighted Sample	2550	85	594	122	789	175	590	79	141
Weighted Bases	3878	143	1032	156	1110	238	881	104	214
Other	11 *%	* *%	3 *%	1 *%	5 *%	0 0%	* *%	1 1% f	1 *%
Summary: Any online console multiplayer gaming subscription	676 17%	69 +48% bcdefgh	275 +27% defgh	50 +32% defgh	230 +21% efgh	19 -8% fgh	32 -4% gh	0 -0%	1 -*%
Summary: Content gaming subscription	235 6%	37 +26% bdefgh	75 7% efgh	33 +21% bdefgh	72 6% efgh	5 -2% h	10 -1%	2 -2%	0 -0%
Don't know	266 7%	7 5%	61 6%	13 8%	92 +8% b	13 6%	56 6%	5 5%	19 9%
None of these	2857 74%	61 -42%	676 -66% ac	78 -50%	759 -68% ac	205 +86% abcd	788 +89% abcd	97 +93% abcd	193 +91% abcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 153
QE13. Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi)?
 Base: Where have fixed broadband at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3573	2784	3262	789	311	300	178	3124	433
Effective Weighted Sample	2370	1851	2161	523	209	197	118	2039	321
Weighted Bases	3598	2867	3294	732	304	279	172	3084	497
Yes	3255 90%	2591 90%	2981 91%	664 91%	273 90%	249 89%	149 87%	2831 +92% b	412 -83%
No	270 8%	216 8%	246 7%	54 7%	24 8%	25 9%	19 11%	201 -7%	67 +14% a
Don't know	74 2%	60 2%	67 2%	14 2%	7 2%	5 2%	3 2%	52 -2%	18 +4% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 153 (continuation)
QE13. Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi)?
 Base: Where have fixed broadband at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3573	2839	718	133	1	1	150	11	10	17	13	26	66	12
Effective Weighted Sample	2370	1882	478	86	1	1	111	8	7	13	11	24	53	8
Weighted Bases	3598	2863	719	42	1	*	179	10	16	18	15	27	84	9
Yes	3255 90%	2627 +92%	616 -86%	37 89%	1 100%	 100%	166 93%	7 67%	16 99%	16 92%	9 63%	19 71%	67 -79%	9 100%
No	270 8%	186 -6%	83 +12%	3 8%	0 0%	0 0%	12 7%	2 20%	 1%	1 8%	4 27%	8 29%	11 13%	0 0%
Don't know	74 2%	50 -2%	20 3%	1 3%	0 0%	0 0%	1 1%	1 12%	0 0%	0 0%	1 10%	0 0%	7 +8%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 153 (continuation)
QE13. Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi)?
 Base: Where have fixed broadband at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3573	102	48	37	20	49	8	14	632	2941
Effective Weighted Sample	2370	76	36	28	13	35	7	9	411	1962
Weighted Bases	3598	120	57	44	23	52	8	14	573	3025
Yes	3255 90%	99 -83%	46 -80%	36 82%	22 95%	44 84%	8 100%	14 100%	504 -88%	2750 +91% a
No	270 8%	16 +14%	10 +18%	6 13%	0 0%	8 +16%	0 0%	0 0%	57 +10% b	213 -7%
Don't know	74 2%	4 3%	1 2%	2 5%	1 5%	0 0%	0 0%	0 0%	12 2%	62 2%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 153 (continuation)

QE13. Do you or anyone in your household use a fixed wireless internet connection at home - also known as Wi-Fi)?

Base: Where have fixed broadband at home

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3573	104	787	164	1100	255	852	109
Effective Weighted Sample		2370	67	532	110	744	164	561	72
Weighted Bases		3598	110	920	143	1050	226	845	94
Yes		3255 90%	94 85%	817 89%	123 -86%	959 91% ac	205 91%	783 +93% abc	83 88%
No		270 8%	11 10%	72 8%	19 +13% bdfh	75 7%	18 8%	53 6%	10 11%
Don't know		74 2%	5 +5% cdf	30 +3% df	1 1%	16 2%	3 2%	10 -1%	1 1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 154

QE15. How likely are you to get internet access at home in the next 12 months?

Base: Where without internet access at home

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	235	101	138	134	97	82	9	207	28
Effective Weighted Sample	146	64	86	82	60	50	7	128	18
Weighted Bases	200	91	121	109	79	57	10	171	29
Certain to	8 4%	7 +8% cd	8 +7% cd	1 -1%	* -*%	* -*%	2 24%	6 4%	2 7%
Likely to	18 9%	17 +18% cd	17 +14% cd	1 -1%	1 -1%	0 -0%	3 34%	13 7%	5 17%
Unlikely to	49 25%	22 24%	32 27%	27 25%	17 22%	13 23%	1 15%	40 24%	9 30%
Certain not to	113 57%	35 -38%	54 -45%	78 +72% ab	59 +75% ab	43 +75%	2 25%	103 60%	10 36%
Don't know	12 6%	10 +11% cd	10 +8% cd	2 -2%	2 -2%	1 2%	* 3%	9 5%	3 9%
Summary: Likely	26 13%	24 +27% cd	25 +21% cd	2 -1%	1 -1%	* -*%	6 58%	19 11%	7 25%
Summary: Unlikely	163 81%	57 -62%	86 -71%	106 +97% ab	77 +96% ab	56 +98%	4 39%	144 84%	19 66%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 154 (continuation)

QE15. How likely are you to get internet access at home in the next 12 months?

Base: Where without internet access at home

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	235	188	47	10	0	1	8	1	0	0	0	4	1	0
Effective Weighted Sample	146	118	28	6	0	1	6	1	0	0	0	3	1	0
Weighted Bases	200	161	39	3	0	1	7	1	0	0	0	5	1	0
Certain to	8	5	3	*	0	1	0	0	0	0	0	0	0	0
	4%	3%	8%	6%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%
Likely to	18	10	8	0	0	0	3	0	0	0	0	1	0	0
	9%	-6%	+20%	0%	0%	0%	46%	0%	0%	0%	0%	18%	0%	0%
Unlikely to	49	39	11	0	0	0	2	1	0	0	0	0	0	0
	25%	24%	27%	0%	0%	0%	28%	100%	0%	0%	0%	0%	0%	0%
Certain not to	113	99	15	3	0	0	2	0	0	0	0	4	0	0
	57%	+61%	-38%	94%	0%	0%	23%	0%	0%	0%	0%	82%	0%	0%
Don't know	12	9	3	0	0	0	*	0	0	0	0	0	1	0
	6%	6%	7%	0%	0%	0%	3%	0%	0%	0%	0%	0%	100%	0%
Summary: Likely	26	15	11	*	0	1	3	0	0	0	0	1	0	0
	13%	-9%	+28%	6%	0%	100%	46%	0%	0%	0%	0%	18%	0%	0%
Summary: Unlikely	163	137	25	3	0	0	3	1	0	0	0	4	0	0
	81%	+85%	-65%	94%	0%	0%	51%	100%	0%	0%	0%	82%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 154 (continuation)

QE15. How likely are you to get internet access at home in the next 12 months?

Base: Where without internet access at home

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	235	10	3	1	1	4	2	1	106	129
Effective Weighted Sample	146	7	3	1	1	2	2	1	63	83
Weighted Bases	200	13	2	*	*	4	1	*	81	119
Certain to	8 4%	1 9%	1 39%	0 0%	0 0%	0 0%	0 0%	0 0%	1 -1%	7 +6% a
Likely to	18 9%	3 21%	0 0%	0 0%	0 0%	1 30%	0 0%	0 0%	2 -2%	16 +14% a
Unlikely to	49 25%	3 22%	1 61%	0 0%	0 0%	3 60%	1 67%	* 100%	18 22%	32 27%
Certain not to	113 57%	6 48%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	59 +73% b	54 -46%
Don't know	12 6%	0 0%	0 0%	* 100%	* 100%	* 11%	* 33%	0 0%	2 2%	10 8%
Summary: Likely	26 13%	4 31%	1 39%	0 0%	0 0%	1 30%	0 0%	0 0%	2 -3%	24 +20% a
Summary: Unlikely	163 81%	9 69%	1 61%	0 0%	0 0%	3 60%	1 67%	* 100%	77 +95% b	86 -72%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 154 (continuation)

QE15. How likely are you to get internet access at home in the next 12 months?

Base: Where without internet access at home

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	*b	*c	d	e	f	g	h
Unweighted Bases	235	2	21	6	36	38	35	60	37
Effective Weighted Sample	146	1	15	5	26	20	23	37	24
Weighted Bases	200	1	26	7	25	26	36	46	33
Certain to	8 4%	* 12%	5 20%	0 0%	2 8% g	* 1%	* 1%	* *%	0 0%
Likely to	18 9%	1 88%	8 30%	* 5%	6 +26% efgh	0 -0%	1 4%	0 -0%	1 3%
Unlikely to	49 25%	0 0%	4 17%	2 22%	6 24%	7 25%	14 +38%	10 21%	8 23%
Certain not to	113 57%	0 0%	4 17%	5 73%	7 -28%	19 +73% d	18 51%	35 +75% df	25 +74% df
Don't know	12 6%	0 0%	4 16%	0 0%	4 +14% eh	* 1%	2 6%	2 4%	0 0%
Summary: Likely	26 13%	1 100%	13 49%	* 5%	8 +34% efgh	* -1%	2 5%	* -*%	1 3%
Summary: Unlikely	163 81%	0 0%	9 35%	7 95%	13 -52%	26 +97% d	32 89% d	44 +96% d	32 +97% d

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	188	61	97	127	91	79	2	173	15
Effective Weighted Sample	117	39	61	78	57	49	2	108	10
Weighted Bases	163	57	86	106	77	56	4	144	19
No need to go online/ not interested	120 74%	35 -61%	59 69%	86 +81% ab	61 80% a	45 79%	0 0%	108 75%	12 65%
Broadband set up costs are too high	17 11%	10 +17% cd	12 14%	8 -7%	5 7%	4 7%	1 37%	14 10%	3 18%
Cost of a desktop, tablet or laptop computer to use the internet is too high	11 7%	5 9%	6 7%	6 6%	5 6%	3 6%	0 0%	11 7%	* 2%
Cost of a mobile phone handset to use the internet is too high	12 8%	5 9%	6 7%	7 7%	7 9%	4 8%	0 0%	12 8%	* 2%
Monthly cost of a fixed broadband service is too high	8 5%	5 8%	5 5%	3 3%	3 4%	1 2%	0 0%	7 5%	* 2%
Monthly cost of a mobile phone service is too high	7 5%	1 2%	1 -2%	6 6%	6 +8% b	3 6%	0 0%	7 5%	* 2%
Getting online/ getting connected to the internet is too complicated	5 3%	* *%	1 1%	5 5%	4 6%	3 5%	0 0%	5 4%	0 0%
Using the internet is too complicated	17 11%	5 9%	8 10%	12 12%	9 12%	7 13%	0 0%	17 12%	1 3%
Happy to use the internet at work/ elsewhere	8 5%	6 +10% cd	8 +9% cd	2 -2%	0 -0%	0 -0%	0 0%	7 5%	* 1%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	188	61	97	127	91	79	2	173	15
Effective Weighted Sample	117	39	61	78	57	49	2	108	10
Weighted Bases	163	57	86	106	77	56	4	144	19
Someone else can go online for me if necessary	35 22%	10 17%	15 18%	26 24%	20 26%	14 24%	0 0%	35 24%	1 3%
Broadband connection is not available where I live	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Broadband is too slow where I live	3 2%	3 +5% cd	3 3%	0 -0%	0 0%	0 0%	0 0%	3 2%	0 0%
Concerned about security/ fraud/ privacy	5 3%	* *%	* -*%	4 4%	4 +6% b	2 3%	0 0%	5 3%	0 0%
Concerned about harmful/ offensive content	* *%	0 0%	0 0%	* *%	* 1%	0 0%	0 0%	* *%	0 0%
Poor eyesight	5 3%	* *%	2 3%	5 5%	3 3%	4 +7%	0 0%	5 4%	0 0%
Other	2 1%	1 2%	2 2%	1 1%	1 1%	* 1%	0 0%	2 2%	0 0%
Summary: All Costs	30 18%	17 +30% cd	20 +24% cd	13 -12%	9 -12%	8 14%	1 37%	26 18%	3 18%
Summary: Broadband Costs	22 14%	14 +24% cd	16 +19% cd	8 -8%	6 -8%	4 8%	1 37%	19 13%	3 18%
Don't know	2 2%	2 +4% cd	2 3%	0 -0%	0 0%	0 0%	2 63%	0 0%	2 13%
Base for stats	160	54	84	106	77	56	1	144	17
Mean Number of Reasons	1.61	1.56	1.54	1.63	1.68	1.60	1.00	1.66	1.15

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	188	160	28	9	0	0	4	1	0	0	0	3	0	0
Effective Weighted Sample	117	102	16	5	0	0	3	1	0	0	0	2	0	0
Weighted Bases	163	137	25	3	0	0	3	1	0	0	0	4	0	0
No need to go online/ not interested	120 74%	103 75%	17 68%	2 58%	0 0%	0 0%	3 96%	1 100%	0 0%	0 0%	0 0%	1 38%	0 0%	0 0%
Broadband set up costs are too high	17 11%	12 9%	6 23%	2 51%	0 0%	0 0%	1 28%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Cost of a desktop, tablet or laptop computer to use the internet is too high	11 7%	8 6%	3 11%	1 42%	0 0%	0 0%	1 28%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Cost of a mobile phone handset to use the internet is too high	12 8%	12 9%	1 2%	* 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Monthly cost of a fixed broadband service is too high	8 5%	7 5%	* 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Monthly cost of a mobile phone service is too high	7 5%	7 5%	* 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Getting online/ getting connected to the internet is too complicated	5 3%	5 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Using the internet is too complicated	17 11%	15 11%	3 11%	1 46%	0 0%	0 0%	1 27%	0 0%	0 0%	0 0%	0 0%	1 15%	0 0%	0 0%
Happy to use the internet at work/ elsewhere	8 5%	7 5%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Someone else can go online for me if necessary	35 22%	34 25%	1 5%	1 18%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower														

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	188	160	28	9	0	0	4	1	0	0	0	3	0	0
Effective Weighted Sample	117	102	16	5	0	0	3	1	0	0	0	2	0	0
Weighted Bases	163	137	25	3	0	0	3	1	0	0	0	4	0	0
Broadband connection is not available where I live	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Broadband is too slow where I live	3 2%	3 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Concerned about security/ fraud/ privacy	5 3%	5 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Concerned about harmful/ offensive content	* *%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Poor eyesight	5 3%	5 4%	* 1%	0 0%	0 0%	0 0%	* 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Other	2 1%	2 2%	* 1%	0 0%	0 0%	0 0%	* 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: All Costs	30 18%	24 17%	6 23%	2 51%	0 0%	0 0%	1 28%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Broadband Costs	22 14%	16 12%	6 23%	2 51%	0 0%	0 0%	1 28%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	2 2%	0 0%	2 10%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 62%	0 0%	0 0%
Base for stats	160	137	23	3	0	0	3	1	0	0	0	1	0	0
Mean Number of Reasons	1.61	1.64	1.39	2.20	.00	.00	1.87	1.00	.00	.00	.00	1.40	.00	.00

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	188	6	2	0	0	1	1	1	97	91
Effective Weighted Sample	117	5	2	0	0	1	1	1	58	60
Weighted Bases	163	9	1	0	0	3	1	*	77	86
No need to go online/ not interested	120 74%	6 66%	1 100%	0 0%	0 0%	3 100%	0 0%	0 0%	56 73%	64 75%
Broadband set up costs are too high	17 11%	3 31%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	7 9%	10 12%
Cost of a desktop, tablet or laptop computer to use the internet is too high	11 7%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	5 7%	6 7%
Cost of a mobile phone handset to use the internet is too high	12 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	10 +12% b	3 -3%
Monthly cost of a fixed broadband service is too high	8 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	4 6%	3 4%
Monthly cost of a mobile phone service is too high	7 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	6 +8% b	1 -1%
Getting online/ getting connected to the internet is too complicated	5 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	5 6%	1 1%
Using the internet is too complicated	17 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	11 14%	7 8%
Happy to use the internet at work/ elsewhere	8 5%	* 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 6%	3 4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	188	6	2	0	0	1	1	1	97	91
Effective Weighted Sample	117	5	2	0	0	1	1	1	58	60
Weighted Bases	163	9	1	0	0	3	1	*	77	86
Someone else can go online for me if necessary	35 22%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	0 0%	14 19%	21 24%
Broadband connection is not available where I live	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Broadband is too slow where I live	3 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 3%	0 0%
Concerned about security/ fraud/ privacy	5 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 5%	1 1%
Concerned about harmful/ offensive content	* *0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 1%
Poor eyesight	5 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 4%	2 2%
Other	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	1 1%
Summary: All Costs	30 18%	3 31%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	16 21%	14 16%
Summary: Broadband Costs	22 14%	3 31%	0 0%	0 0%	0 0%	0 0%	0 0%	* 100%	10 13%	12 14%
Don't know	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 3%
Base for stats	160	9	1	0	0	3	1	*	77	83
Mean Number of Reasons	1.61	1.00	1.00	.00	.00	1.00	1.00	5.00	1.72	1.50

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	*b	*c	*d	e	f	g	h
Unweighted Bases	188	0	7	5	18	36	31	56	35
Effective Weighted Sample	117	0	5	4	13	20	20	34	23
Weighted Bases	163	0	9	7	13	26	32	44	32
No need to go online/ not interested	120 74%	0 0%	1 15%	3 41%	8 66%	17 67%	29 +92% e	36 81%	25 79%
Broadband set up costs are too high	17 11%	0 0%	3 32%	0 0%	2 18%	4 17%	3 9%	3 6%	2 7%
Cost of a desktop, tablet or laptop computer to use the internet is too high	11 7%	0 0%	0 0%	0 0%	1 10%	3 13%	2 5%	2 4%	3 9%
Cost of a mobile phone handset to use the internet is too high	12 8%	0 0%	0 0%	1 9%	2 13%	4 14% f	0 0%	5 12% f	1 4%
Monthly cost of a fixed broadband service is too high	8 5%	0 0%	2 17%	2 27%	* 4%	1 3%	0 0%	2 4%	1 4%
Monthly cost of a mobile phone service is too high	7 5%	0 0%	0 0%	0 0%	* 4%	1 3%	* *%	5 +12%	1 2%
Getting online/ getting connected to the internet is too complicated	5 3%	0 0%	0 0%	0 0%	0 0%	1 4%	0 0%	4 +8%	1 2%
Using the internet is too complicated	17 11%	0 0%	0 0%	0 0%	* 2%	6 +24%	2 6%	4 10%	5 14%
Happy to use the internet at work/ elsewhere	8 5%	0 0%	2 24%	2 24%	1 8%	3 11%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 155 (continuation)

QE16. Which of these are reasons why you are unlikely to get internet access at home in the next 12 months?

Base: Where unlikely to get internet in next 12 months

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	*b	*c	*d	e	f	g	h
Unweighted Bases	188	0	7	5	18	36	31	56	35
Effective Weighted Sample	117	0	5	4	13	20	20	34	23
Weighted Bases	163	0	9	7	13	26	32	44	32
Someone else can go online for me if necessary	35 22%	0 0%	0 0%	2 27%	4 32%	2 -8%	7 23%	10 23%	9 29% e
Broadband connection is not available where I live	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Broadband is too slow where I live	3 2%	0 0%	0 0%	0 0%	0 0%	3 +10% g	0 0%	0 0%	0 0%
Concerned about security/ fraud/ privacy	5 3%	0 0%	0 0%	0 0%	0 0%	* 1%	0 0%	3 +7%	1 4%
Concerned about harmful/ offensive content	* *0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 2%
Poor eyesight	5 3%	0 0%	0 0%	0 0%	0 0%	* 2%	2 6%	3 6%	0 0%
Other	2 1%	0 0%	0 0%	0 0%	1 6%	* 2%	* 1%	1 1%	0 0%
Summary: All Costs	30 18%	0 0%	4 50%	2 36%	3 22%	7 27%	4 11%	6 14%	3 9%
Summary: Broadband Costs	22 14%	0 0%	4 50%	2 27%	2 18%	5 19%	3 9%	3 6%	3 9%
Don't know	2 2%	0 0%	2 28%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Base for stats	160	0	6	7	13	26	32	44	32
Mean Number of Reasons	1.61	.00	1.24	1.27	1.63	1.79	1.43	1.76	1.56

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 156

QE15B. How likely are you to get fixed broadband internet at home in the next 12 months?
 Base: Those with internet access at home but without fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	*b	a	b
Unweighted Bases	162	140	156	22	6	8	21	130	31
Effective Weighted Sample	107	94	104	13	5	6	14	85	21
Weighted Bases	161	144	159	17	3	6	24	126	34
Certain to	18	17	18	1	0	0	2	15	3
	11%	12%	11%	5%	0%	0%	9%	12%	8%
Likely to	35	34	35	1	0	1	9	24	11
	22%	24%	22%	5%	0%	14%	37%	19%	33%
Unlikely to	32	26	30	6	2	2	4	25	8
	20%	18%	19%	37%	82%	33%	15%	20%	23%
Certain not to	33	27	33	7	*	3	3	25	9
	21%	18%	21%	39%	9%	49%	14%	20%	25%
Don't know	43	40	42	2	*	*	6	38	4
	26%	28%	27%	14%	9%	4%	24%	30%	-11%
								b	
Summary: Likely	53	51	53	2	0	1	11	39	14
	33%	36%	33%	10%	0%	14%	47%	31%	41%
Summary: Unlikely	66	53	63	13	2	5	7	50	16
	41%	37%	40%	76%	91%	82%	30%	39%	48%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 156 (continuation)

QE15B. How likely are you to get fixed broadband internet at home in the next 12 months?

Base: Those with internet access at home but without fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	162	111	50	6	1	1	11	0	1	0	0	1	10	0
Effective Weighted Sample	107	73	33	2	1	1	9	0	1	0	0	1	7	0
Weighted Bases	161	108	52	3	1	*	15	0	1	0	0	1	8	0
Certain to	18	11	7	2	0	0	2	0	0	0	0	0	1	0
	11%	10%	13%	63%	0%	0%	16%	0%	0%	0%	0%	0%	12%	0%
Likely to	35	18	17	0	0	0	6	0	0	0	0	0	3	0
	22%	-16%	+33%	0%	0%	0%	43%	0%	0%	0%	0%	0%	33%	0%
Unlikely to	32	23	10	0	1	0	1	0	0	0	0	1	3	0
	20%	21%	18%	0%	100%	0%	6%	0%	0%	0%	0%	100%	39%	0%
Certain not to	33	20	14	1	0	*	4	0	0	0	0	0	0	0
	21%	18%	26%	31%	0%	100%	28%	0%	0%	0%	0%	0%	0%	0%
Don't know	43	36	5	*	0	0	1	0	1	0	0	0	1	0
	26%	+34%	-10%	6%	0%	0%	8%	0%	100%	0%	0%	0%	16%	0%
Summary: Likely	53	29	24	2	0	0	9	0	0	0	0	0	4	0
	33%	-27%	+46%	63%	0%	0%	59%	0%	0%	0%	0%	0%	45%	0%
Summary: Unlikely	66	42	23	1	1	*	5	0	0	0	0	1	3	0
	41%	39%	44%	31%	100%	100%	34%	0%	0%	0%	0%	100%	39%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 156 (continuation)

QE15B. How likely are you to get fixed broadband internet at home in the next 12 months?

Base: Those with internet access at home but without fixed broadband

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	162	7	2	2	2	3	2	1	35	127
Effective Weighted Sample	107	4	2	1	1	2	2	1	22	84
Weighted Bases	161	9	2	1	1	3	5	2	35	127
Certain to	18	0	0	*	*	1	0	0	1	17
	11%	0%	0%	17%	16%	43%	0%	0%	4%	13%
Likely to	35	5	1	1	0	1	0	0	2	33
	22%	55%	45%	83%	0%	48%	0%	0%	-6%	+26% a
Unlikely to	32	2	0	0	1	*	0	0	12	20
	20%	26%	0%	0%	84%	9%	0%	0%	+36% b	-16%
Certain not to	33	2	0	0	0	0	5	2	9	24
	21%	19%	0%	0%	0%	0%	100%	100%	25%	19%
Don't know	43	0	1	0	0	0	0	0	10	33
	26%	0%	55%	0%	0%	0%	0%	0%	29%	26%
Summary: Likely	53	5	1	1	*	2	0	0	3	50
	33%	55%	45%	100%	16%	91%	0%	0%	-10%	+39% a
Summary: Unlikely	66	4	0	0	1	*	5	2	21	44
	41%	45%	0%	0%	84%	9%	100%	100%	+61% b	-35%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 156 (continuation)

QE15B. How likely are you to get fixed broadband internet at home in the next 12 months?

Base: Those with internet access at home but without fixed broadband

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			*a	b	*c	d	*e	f	*g
Unweighted Bases		162	11	49	10	44	10	32	4
Effective Weighted Sample		107	8	35	7	28	7	22	3
Weighted Bases		161	18	57	8	42	7	27	2
Certain to		18	0	8	1	7	1	1	0
		11%	0%	14%	7%	17%	12%	5%	0%
Likely to		35	1	22	1	10	*	1	0
		22%	7%	+39%	7%	23%	3%	-4%	0%
				f		f			
Unlikely to		32	6	7	3	4	2	8	1
		20%	34%	12%	44%	11%	21%	29%	74%
								d	
Certain not to		33	6	4	1	9	2	11	*
		21%	32%	-7%	10%	22%	29%	+43%	13%
						b		b	
Don't know		43	5	16	3	12	3	5	*
		26%	26%	28%	32%	28%	35%	19%	13%
Summary: Likely		53	1	30	1	17	1	2	0
		33%	7%	+53%	14%	40%	14%	-9%	0%
				f		f			
Summary: Unlikely		66	12	11	4	14	4	19	2
		41%	66%	-19%	54%	32%	50%	+71%	87%
								bd	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 157

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	*b	a	b
Unweighted Bases	162	140	156	22	6	8	21	130	31
Effective Weighted Sample	107	94	104	13	5	6	14	85	21
Weighted Bases	161	144	159	17	3	6	24	126	34
No need to get fixed broadband / not interested	53 33%	42 29%	52 33%	11 64%	2 61%	4 59%	5 21%	41 33%	11 32%
Fixed broadband setup costs are too high	17 10%	13 9%	16 10%	3 21%	* 18%	* 4%	1 5%	14 11%	3 9%
Cost of a desktop, tablet or laptop computer to use fixed broadband is too high	6 3%	5 3%	5 3%	1 6%	* 9%	0 0%	0 0%	2 -2%	3 +10% a
The monthly cost of a fixed broadband service is too high	23 14%	20 14%	22 14%	3 16%	1 30%	0 0%	2 7%	19 15%	4 13%
Summary: Reasons related to costs	33 20%	28 19%	32 20%	5 30%	1 39%	* 4%	3 12%	28 22%	5 15%
Getting fixed broadband set up is too complicated	4 3%	4 3%	4 3%	0 0%	0 0%	0 0%	* 2%	4 3%	* 1%
Happy to use the internet at work/on my phone/ elsewhere	33 21%	28 19%	33 21%	6 34%	* 9%	2 38%	5 21%	21 -16%	12 +35% a
Broadband connection is not available where I live	6 4%	6 4%	6 4%	0 0%	0 0%	0 0%	0 0%	6 5%	0 0%
Broadband is too slow where I live	6 4%	6 4%	6 4%	0 0%	0 0%	0 0%	2 10%	4 4%	1 4%
Didn't want to commit to a contract	14 9%	14 10%	14 9%	* 1%	* 9%	0 0%	0 0%	11 8%	3 10%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 157 (continuation)
QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?
 Base: Those with internet access at home but without fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	*b	a	b
Unweighted Bases	162	140	156	22	6	8	21	130	31
Effective Weighted Sample	107	94	104	13	5	6	14	85	21
Weighted Bases	161	144	159	17	3	6	24	126	34
Didn't want to pay for services that come with broadband that I don't use	5 3%	5 3%	5 3%	* 2%	* 9%	0 0%	1 4%	4 3%	1 3%
Other	11 7%	11 7%	11 7%	0 0%	0 0%	0 0%	4 15%	9 7%	1 4%
Don't know	32 20%	30 21%	32 20%	2 12%	* 9%	* 4%	4 17%	29 23%	4 11%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 157 (continuation)

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	162	111	50	6	1	1	11	0	1	0	0	1	10	0
Effective Weighted Sample	107	73	33	2	1	1	9	0	1	0	0	1	7	0
Weighted Bases	161	108	52	3	1	*	15	0	1	0	0	1	8	0
No need to get fixed broadband / not interested	53 33%	36 34%	16 30%	1 21%	0 0%	0 0%	4 29%	0 0%	1 100%	0 0%	0 0%	1 100%	1 7%	0 0%
Fixed broadband setup costs are too high	17 10%	12 11%	5 9%	0 0%	0 0%	0 0%	2 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Cost of a desktop, tablet or laptop computer to use fixed broadband is too high	6 3%	2 2%	3 6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 7%	0 0%
The monthly cost of a fixed broadband service is too high	23 14%	14 13%	8 16%	0 0%	0 0%	0 0%	4 28%	0 0%	0 0%	0 0%	0 0%	0 0%	1 14%	0 0%
Summary: Reasons related to costs	33 20%	23 21%	10 20%	0 0%	0 0%	0 0%	5 35%	0 0%	0 0%	0 0%	0 0%	0 0%	2 21%	0 0%
Getting fixed broadband set up is too complicated	4 3%	4 3%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Happy to use the internet at work/on my phone/elsewhere	33 21%	13 -13%	19 +36%	0 0%	0 0%	0 0%	7 48%	0 0%	0 0%	0 0%	0 0%	0 0%	3 41%	0 0%
Broadband connection is not available where I live	6 4%	4 3%	2 4%	2 73%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Broadband is too slow where I live	6 4%	2 2%	4 7%	0 0%	1 100%	0 0%	1 10%	0 0%	0 0%	0 0%	0 0%	0 0%	1 11%	0 0%
Didn't want to commit to a contract	14 9%	10 10%	4 7%	0 0%	0 0%	* 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 157 (continuation)

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	162	111	50	6	1	1	11	0	1	0	0	1	10	0
Effective Weighted Sample	107	73	33	2	1	1	9	0	1	0	0	1	7	0
Weighted Bases	161	108	52	3	1	*	15	0	1	0	0	1	8	0
Didn't want to pay for services that come with broadband that I don't use	5 3%	4 4%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 12%	0 0%
Other	11 7%	8 7%	3 6%	0 0%	0 0%	0 0%	2 12%	0 0%	0 0%	0 0%	0 0%	0 0%	* 2%	0 0%
Don't know	32 20%	27 +25%	5 -9%	* 6%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%	0 0%	1 14%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 157 (continuation)

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	162	7	2	2	2	3	2	1	35	127
Effective Weighted Sample	107	4	2	1	1	2	2	1	22	84
Weighted Bases	161	9	2	1	1	3	5	2	35	127
No need to get fixed broadband / not interested	53 33%	4 40%	1 55%	* 17%	1 84%	0 0%	0 0%	2 100%	16 45%	38 30%
Fixed broadband setup costs are too high	17 10%	0 0%	0 0%	0 0%	0 0%	* 9%	3 60%	0 0%	8 +22% b	9 -7%
Cost of a desktop, tablet or laptop computer to use fixed broadband is too high	6 3%	0 0%	0 0%	0 0%	0 0%	0 0%	3 60%	0 0%	5 +13% b	1 -1%
The monthly cost of a fixed broadband service is too high	23 14%	* 5%	0 0%	0 0%	0 0%	0 0%	3 60%	0 0%	9 +26% b	14 -11%
Summary: Reasons related to costs	33 20%	* 5%	0 0%	0 0%	0 0%	* 9%	3 60%	0 0%	13 +38% b	20 -16%
Getting fixed broadband set up is too complicated	4 3%	* 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	4 3%
Happy to use the internet at work/on my phone/ elsewhere	33 21%	6 62%	1 55%	0 0%	0 0%	1 48%	0 0%	0 0%	3 9%	30 24%
Broadband connection is not available where I live	6 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	6 5%
Broadband is too slow where I live	6 4%	* 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 3%	5 4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

		Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	162	7	2	2	2	3	2	1	35	127
Effective Weighted Sample	107	4	2	1	1	2	2	1	22	84
Weighted Bases	161	9	2	1	1	3	5	2	35	127
Didn't want to commit to a contract	14 9%	0 0%	1 55%	* 17%	0 0%	0 0%	2 40%	0 0%	2 6%	12 9%
Didn't want to pay for services that come with broadband that I don't use	5 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 4%	3 3%
Other	11 7%	0 0%	0 0%	0 0%	0 0%	1 43%	0 0%	0 0%	0 0%	11 9%
Don't know	32 20%	0 0%	1 45%	1 83%	* 16%	0 0%	0 0%	0 0%	6 16%	27 21%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 157 (continuation)

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	*e	f	*g	*h
Unweighted Bases	162	11	49	10	44	10	32	4	2
Effective Weighted Sample	107	8	35	7	28	7	22	3	2
Weighted Bases	161	18	57	8	42	7	27	2	1
No need to get fixed broadband / not interested	53 33%	7 40%	10 -18%	4 52%	13 31%	3 46%	14 +51% b	1 56%	1 72%
Fixed broadband setup costs are too high	17 10%	6 35%	1 -1%	1 13%	4 10%	* 3%	4 15% b	* 13%	* 28%
Cost of a desktop, tablet or laptop computer to use fixed broadband is too high	6 3%	4 23%	0 0%	1 7%	0 0%	0 0%	1 3%	0 0%	* 28%
The monthly cost of a fixed broadband service is too high	23 14%	6 32%	4 -6%	2 24%	7 17%	1 12%	3 11%	1 31%	* 28%
Summary: Reasons related to costs	33 20%	8 44%	4 -7%	3 44%	9 22% b	1 14%	6 23%	1 44%	* 28%
Getting fixed broadband set up is too complicated	4 3%	0 0%	* 1%	0 0%	4 +9%	0 0%	0 0%	0 0%	0 0%
Happy to use the internet at work/on my phone/ elsewhere	33 21%	1 8%	13 22%	1 14%	11 27%	1 8%	6 23%	0 0%	* 28%
Broadband connection is not available where I live	6 4%	0 0%	2 3%	0 0%	3 8%	0 0%	1 3%	0 0%	0 0%
Broadband is too slow where I live	6 4%	1 6%	2 4%	0 0%	1 3%	0 0%	1 5%	0 0%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 157 (continuation)

QE16B. You said that you have internet access at home but not via a fixed broadband connection, why do you not have a broadband connection?

Base: Those with internet access at home but without fixed broadband

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	*e	f	*g	*h
Unweighted Bases	162	11	49	10	44	10	32	4	2
Effective Weighted Sample	107	8	35	7	28	7	22	3	2
Weighted Bases	161	18	57	8	42	7	27	2	1
Didn't want to commit to a contract	14 9%	1 8%	6 11%	1 11%	2 6%	0 0%	3 9%	0 0%	* 28%
Didn't want to pay for services that come with broadband that I don't use	5 3%	1 8%	3 5%	0 0%	* 1%	* 2%	0 0%	0 0%	* 28%
Other	11 7%	0 0%	8 +13% f	0 0%	3 8%	0 0%	0 0%	0 0%	0 0%
Don't know	32 20%	3 19%	13 23%	0 0%	9 22%	2 30%	4 17%	* 13%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3530	2890	3306	640	224	224	201	3050	464
Effective Weighted Sample	2353	1927	2197	429	156	149	132	2004	338
Weighted Bases	3606	2999	3376	608	231	217	198	3056	533
Facebook Messenger	1801 50%	1619 +54% cd	1758 +52% cd	183 -30% d	44 -19%	57 -26%	106 54% a	1509 49%	283 53%
FaceTime	1491 41%	1344 +45% cd	1441 +43% cd	147 -24%	50 -22%	47 -22%	98 +49% a	1272 42%	213 40%
Google Chat	172 5%	162 +5% cd	169 +5% cd	10 -2%	3 -1%	5 2%	7 3%	130 -4%	41 +8% a
Google Meet	205 6%	197 +7% cd	202 +6% cd	8 -1%	3 -1%	2 -1%	7 3%	143 -5%	60 +11% a
Instagram	1297 36%	1239 +41% bcd	1282 +38% cd	58 -10%	15 -7%	22 -10%	118 +60% a	1065 -35%	228 +43% a
Microsoft Teams	1223 34%	1156 +39% bcd	1204 +36% cd	67 -11%	20 -9%	15 -7%	37 -19% a	1012 -33%	207 +39% a
Skype	331 9%	293 +10% c	316 9% c	37 -6%	15 7%	12 6%	10 -5%	291 10%	40 7%
Snapchat	673 19%	661 +22% bcd	673 +20% cd	11 -2% d	0 -0%	5 -2%	83 +42% a	539 -18%	133 +25% a
WhatsApp	3118 86%	2633 +88% cd	2940 +87% cd	485 -80%	178 -77%	177 -82%	172 87%	2614 -86%	489 +92% a
Zoom	932 26%	821 +27% cd	893 +26% cd	111 -18%	39 -17%	31 -14%	24 -12%	778 25%	152 28%
Telegram	192 5%	187 +6% cd	189 +6% cd	6 -1%	3 -1%	3 -1%	5 3%	133 -4%	59 +11% a
Signal	95 3%	86 +3% c	91 3%	9 -1%	4 2%	4 2%	5 2%	77 3%	17 3%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158 (continuation)

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3530	2890	3306	640	224	224	201	3050	464
Effective Weighted Sample	2353	1927	2197	429	156	149	132	2004	338
Weighted Bases	3606	2999	3376	608	231	217	198	3056	533
Discord	220 6%	218 +7% cd	220 +7% cd	2 -*% -0%	0 -0%	0 -0%	10 5% a	182 6%	37 7%
Slack	75 2%	72 +2% cd	75 +2% cd	2 -*% -0%	0 -0%	0 -0%	3 1%	63 2%	12 2%
TikTok	830 23%	814 +27% bcd	825 +24% cd	16 -3%	4 -2%	7 -3%	94 +48% a	684 -22%	142 +27% a
Other	22 1%	13 -*%	15 -*%	9 +1% ab	7 +3% ab	1 1%	0 0%	20 1%	2 *%
Don't know	37 1%	26 -1%	35 1%	11 +2% a	2 1%	5 +2% b	0 0%	30 1%	6 1%
Missing data	125 3%	76 -3%	104 -3%	50 +8% ab	21 +9% ab	24 +11% b	9 4%	114 4%	11 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158 (continuation)

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3530	2757	757	131	1	3	158	12	11	17	13	24	74	12
Effective Weighted Sample	2353	1840	502	77	1	2	117	10	7	13	10	22	57	8
Weighted Bases	3606	2821	768	43	1	1	190	11	17	18	17	25	90	9
Facebook Messenger	1801 50%	1378 -49%	413 +54%	24 55%	0 0%	* 23%	106 56%	9 75%	8 49%	7 39%	12 71%	19 74%	47 52%	2 18%
FaceTime	1491 41%	1192 +42%	293 -38%	14 -32%	0 0%	1 66%	65 34%	8 68%	14 86%	7 42%	5 29%	10 38%	37 41%	5 58%
Google Chat	172 5%	122 -4%	49 +6%	3 6%	0 0%	0 0%	5 3%	1 5%	0 0%	3 16%	0 0%	0 0%	5 5%	3 27%
Google Meet	205 6%	129 -5%	75 +10%	1 2%	0 0%	* 23%	14 7%	0 0%	3 20%	3 14%	0 0%	2 10%	9 10%	3 32%
Instagram	1297 36%	979 -35%	314 +41%	14 32%	0 0%	* 12%	72 38%	6 51%	12 73%	6 33%	8 44%	8 30%	33 36%	7 70%
Microsoft Teams	1223 34%	925 -33%	294 +38%	13 30%	0 0%	0 0%	74 39%	6 50%	5 29%	10 57%	5 27%	10 40%	40 +45%	7 70%
Skype	331 9%	270 10%	61 8%	4 9%	0 0%	* 23%	17 9%	1 8%	1 5%	4 21%	1 6%	2 6%	4 5%	1 12%
Snapchat	673 19%	509 18%	164 +21%	11 25%	0 0%	1 66%	19 -10%	1 11%	10 59%	6 36%	6 35%	4 16%	22 24%	4 46%
WhatsApp	3118 86%	2406 -85%	698 +91%	37 87%	1 100%	1 88%	170 89%	6 55%	14 80%	15 86%	17 100%	24 94%	86 +96%	9 100%
Zoom	932 26%	714 25%	216 28%	12 27%	0 0%	0 0%	52 27%	2 21%	7 41%	7 42%	8 44%	10 40%	19 21%	4 41%
Telegram	192 5%	121 -4%	71 +9%	1 3%	0 0%	0 0%	11 6%	0 0%	5 30%	1 6%	0 0%	1 5%	12 +13%	4 41%
Signal	95 3%	70 2%	25 3%	2 5%	0 0%	0 0%	6 3%	0 0%	0 0%	1 6%	2 13%	1 5%	2 3%	3 27%
Discord	220 6%	163 6%	56 7%	4 8%	0 0%	0 0%	15 8%	0 0%	4 24%	2 10%	4 24%	2 10%	2 2%	1 12%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158 (continuation)

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3530	2757	757	131	1	3	158	12	11	17	13	24	74	12
Effective Weighted Sample	2353	1840	502	77	1	2	117	10	7	13	10	22	57	8
Weighted Bases	3606	2821	768	43	1	1	190	11	17	18	17	25	90	9
Slack	75 2%	58 2%	17 2%	2 4%	0 0%	0 0%	3 2%	0 0%	0 0%	1 6%	0 0%	0 0%	3 3%	2 20%
TikTok	830 23%	630 22%	196 26%	7 -16%	1 100%	1 66%	46 24%	2 20%	7 44%	6 33%	9 53%	4 14%	25 28%	2 23%
Other	22 1%	15 1%	7 1%	4 +9%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	37 1%	29 1%	7 1%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 8%	0 0%	0 0%	0 0%	0 0%
Missing data	125 3%	110 +4%	15 -2%	2 4%	0 0%	0 0%	2 1%	1 8%	0 0%	1 6%	0 0%	* 1%	1 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158 (continuation)

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3530	108	52	38	23	54	11	15	579	2951
Effective Weighted Sample	2353	79	39	27	14	38	8	10	382	1972
Weighted Bases	3606	131	61	44	24	56	13	16	556	3051
Facebook Messenger	1801 50%	59 45%	37 60%	18 42%	13 52%	38 +68% ac	5 36%	10 62%	318 +57% b	1484 -49%
FaceTime	1491 41%	45 35%	29 47% c	11 -25%	9 38%	24 42%	5 40%	3 20%	218 39%	1273 42%
Google Chat	172 5%	12 +9%	9 +15%	3 7%	0 0%	3 5%	3 21%	1 4%	25 5%	147 5%
Google Meet	205 6%	16 +13%	9 +14%	4 10%	3 14%	8 +14%	0 0%	0 0%	28 5%	176 6%
Instagram	1297 36%	62 +48%	26 43%	15 34%	8 31%	25 45%	5 39%	9 52%	180 32%	1117 37%
Microsoft Teams	1223 34%	47 36%	19 31%	11 25%	12 50%	21 37%	4 30%	11 67%	129 -23%	1095 +36% a
Skype	331 9%	8 6%	6 10%	4 10%	2 6%	4 7%	0 0%	1 8%	50 9%	281 9%
Snapchat	673 19%	34 +26% e	17 28% e	12 28% e	1 4%	5 10%	4 35%	6 36%	114 20%	559 18%
WhatsApp	3118 86%	120 92%	55 89%	41 93%	23 94%	51 93%	12 98%	15 92%	437 -79%	2681 +88% a
Zoom	932 26%	36 27%	15 25%	13 30%	8 34%	16 28%	2 15%	5 28%	116 -21%	816 +27% a
Telegram	192 5%	16 +12%	7 +12%	9 +21% e	0 0%	2 3%	0 0%	2 12%	25 4%	167 5%
Signal	95 3%	3 2%	2 4%	0 0%	0 0%	2 4%	0 0%	0 0%	17 3%	78 3%
Discord	220 6%	3 2%	7 11% ae	1 1%	4 18%	* 1%	3 26%	4 22%	48 +9% b	172 -6%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 158 (continuation)
QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3530	108	52	38	23	54	11	15	579	2951
Effective Weighted Sample	2353	79	39	27	14	38	8	10	382	1972
Weighted Bases	3606	131	61	44	24	56	13	16	556	3051
Slack	75 2%	5 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 2%	66 2%
TikTok	830 23%	22 17%	23 +38% a	10 24%	2 9%	19 +34% a	4 30%	6 36%	121 22%	709 23%
Other	22 1%	0 0%	1 2%	0 0%	0 0%	0 0%	* 4%	0 0%	11 +2% b	11 -*%
Don't know	37 1%	2 2%	0 0%	1 3%	1 4%	0 0%	0 0%	0 0%	8 1%	30 1%
Missing data	125 3%	6 5%	0 0%	0 0%	0 0%	1 2%	* 2%	* 1%	29 +5% b	96 -3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158 (continuation)

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		3530	123	862	166	1139	217	799	73
Effective Weighted Sample		2353	82	584	112	769	141	529	51
Weighted Bases		3606	140	1010	145	1085	196	801	75
Facebook Messenger		1801	97	538	97	590	108	327	15
	50%		+70%	+53%	+67%	+54%	55%	-41%	-20%
			bdefgh	fgh	bdefgh	fgh	fgh	gh	
FaceTime		1491	80	513	52	477	73	245	13
	41%		+58%	+51%	36%	+44%	37%	-31%	-17%
			cdefgh	cdefgh	gh	fgh	gh	g	
Google Chat		172	12	59	8	62	5	23	0
	5%		+9%	6%	5%	6%	3%	-3%	0%
			efgh	fgh	g	fgh			
Google Meet		205	11	71	11	89	7	14	0
	6%		8%	+7%	7%	+8%	4%	-2%	-0%
			fgh	fgh	fgh	efgh			
Instagram		1297	93	580	50	405	30	124	7
	36%		+66%	+57%	35%	37%	-15%	-16%	-9%
			cdefgh	cdefgh	efgh	efgh	h	h	
Microsoft Teams		1223	52	385	37	514	38	178	2
	34%		37%	+38%	-25%	+47%	-19%	-22%	-3%
			cefg	cefg	gh	abcefg	gh	gh	
Skype		331	12	89	14	125	21	54	3
	9%		9%	9%	10%	+12%	11%	-7%	4%
						bfg			
Snapchat		673	81	373	23	155	10	31	0
	19%		+58%	+37%	16%	-14%	-5%	-4%	-0%
			bcdefgh	cdefgh	efgh	efgh	gh	h	
WhatsApp		3118	105	897	116	987	161	674	54
	86%		-75%	+89%	-80%	+91%	82%	-84%	-73%
				acefgh		acefgh		ag	
Zoom		932	31	236	37	361	39	189	9
	26%		22%	-23%	25%	+33%	-20%	24%	-13%
				g	g	abcefg		g	
Telegram		192	10	78	9	67	6	20	0
	5%		7%	+8%	6%	6%	3%	-2%	-0%
			fgh	efgh	fg	fgh			
Signal		95	3	29	8	33	6	12	0
	3%		2%	3%	+5%	3%	3%	-2%	0%
					fg	f			

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 158 (continuation)

QE18. Which supplier or service does your household use to make voice or video calls using the internet?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Impacting/Limiting Conditions by Age								
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g	h
Unweighted Bases		3530	123	862	166	1139	217	799	73	151
Effective Weighted Sample		2353	82	584	112	769	141	529	51	104
Weighted Bases		3606	140	1010	145	1085	196	801	75	156
Discord		220	33	96	9	61	6	14	0	0
	6%		+24%	+10%	6%	6%	3%	-2%	-0%	-0%
			bcdefgh	defgh	fgh	fgh	h			
Slack		75	5	34	3	26	1	6	0	0
	2%		4%	+3%	2%	2%	*%	-1%	0%	0%
			efh	efh		f				
TikTok		830	68	407	34	248	17	53	2	2
	23%		+49%	+40%	23%	23%	-8%	-7%	-3%	-1%
			cdefgh	cdefgh	efgh	efgh	h	h		
Other		22	0	1	5	1	2	6	5	2
	1%		0%	-*%	+3%	-*%	1%	1%	+7%	1%
					abdf		d	bd	abdefh	bd
Don't know		37	3	13	0	6	3	9	1	1
	1%		2%	1%	0%	1%	2%	1%	2%	*%
			cd							
Missing data		125	3	17	7	16	13	48	6	15
	3%		2%	-2%	5%	-1%	+7%	+6%	+8%	+10%
					bd		bd	bd	bd	abd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 159

QM18A. Thinking about the communications service(s) you've used in the last 12 months, which - if any - of the following activities have you engaged in when using those services?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3530	2890	3306	640	224	224	201	3050	464
Effective Weighted Sample	2353	1927	2197	429	156	149	132	2004	338
Weighted Bases	3606	2999	3376	608	231	217	198	3056	533
Sent/received a voicenote	1632 45%	1537 +51% bcd	1606 +48% cd	95 -16%	26 -11%	32 -15%	82 42% a	1317 -43%	306 +57% a
Shared/received a web link	1621 45%	1476 +49% cd	1586 +47% cd	145 -24% d	36 -16%	34 -15%	74 -38% a	1352 44%	261 49%
Sent/received images and/or video	2064 57%	1805 +60% cd	1988 +59% cd	259 -43% d	76 -33%	73 -34%	95 -48% a	1751 57%	301 57%
Sent/received a "view once"/disappearing message	632 18%	604 +20% cd	624 +18% cd	28 -5%	9 -4%	10 -5%	40 20% a	522 17%	107 20%
None of these	17 *%	12 *%	16 *%	4 1%	1 1%	3 +1%	0 0%	14 *%	2 *%
Don't know	34 1%	32 1%	34 1%	2 *%	0 0%	2 1%	0 0%	31 1%	3 1%
Missing data	125 3%	76 -3%	104 -3%	50 +8% ab	21 +9% ab	24 +11% b	9 4%	114 4%	11 2%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 159 (continuation)

QM18A. Thinking about the communications service(s) you've used in the last 12 months, which - if any - of the following activities have you engaged in when using those services?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3530	2757	757	131	1	3	158	12	11	17	13	24	74	12
Effective Weighted Sample	2353	1840	502	77	1	2	117	10	7	13	10	22	57	8
Weighted Bases	3606	2821	768	43	1	1	190	11	17	18	17	25	90	9
Sent/received a voicenote	1632 45%	1185 -42%	438 +57%	26 +61%	0 0%	1 88%	104 +55%	9 78%	8 48%	8 43%	10 57%	17 66%	53 +58%	7 71%
Shared/received a web link	1621 45%	1229 -44%	384 +50%	24 +56%	0 0%	1 88%	98 51%	8 67%	8 46%	9 50%	12 67%	13 50%	40 44%	4 47%
Sent/received images and/or video	2064 57%	1599 57%	453 59%	33 +78%	1 100%	1 88%	117 62%	8 72%	8 46%	6 36%	13 77%	13 53%	53 58%	3 27%
Sent/received a "view once"/ disappearing message	632 18%	485 17%	144 19%	14 +33%	0 0%	* 23%	23 12%	2 20%	4 22%	3 18%	7 41%	2 8%	18 19%	2 18%
None of these	17 *%	14 *%	2 *%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	34 1%	31 1%	3 *%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Missing data	125 3%	110 +4%	15 -2%	2 4%	0 0%	0 0%	2 1%	1 8%	0 0%	1 6%	0 0%	* 1%	1 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 159 (continuation)

QM18A. Thinking about the communications service(s) you've used in the last 12 months, which - if any - of the following activities have you engaged in when using those services?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3530	108	52	38	23	54	11	15	579	2951
Effective Weighted Sample	2353	79	39	27	14	38	8	10	382	1972
Weighted Bases	3606	131	61	44	24	56	13	16	556	3051
Sent/received a voicenote	1632	72	37	22	16	32	7	9	234	1398
45%		+55%	+61%	51%	64%	57%	59%	56%	42%	46%
Shared/received a web link	1621	65	35	20	15	18	7	9	257	1364
45%		50%	56%	46%	62%	-32%	56%	52%	46%	45%
		e	e							
Sent/received images and/or video	2064	84	35	16	17	32	6	8	330	1734
57%		64%	57%	-36%	68%	57%	44%	49%	59%	57%
		c				c				
Sent/received a "view once"/disappearing message	632	25	16	9	6	7	0	7	124	509
18%		19%	26%	20%	25%	13%	0%	43%	+22%	-17%
		b								
None of these	17	1	0	0	*	0	0	0	1	16
*%		1%	0%	0%	1%	0%	0%	0%	*%	1%
Don't know	34	*	0	1	1	0	0	0	10	24
1%		*%	0%	3%	4%	0%	0%	0%	+2%	-1%
		b								
Missing data	125	6	0	0	0	1	*	*	29	96
3%		5%	0%	0%	0%	2%	2%	1%	+5%	-3%
		b								

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 159 (continuation)

QM18A. Thinking about the communications service(s) you've used in the last 12 months, which - if any - of the following activities have you engaged in when using those services?

Base: Where use online voice or video calls and instant messaging (Note: 134 respondents who only used instant messaging did not answer this question due to a script error)

		Impacting/Limiting Conditions by Age								
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g	h
Unweighted Bases		3530	123	862	166	1139	217	799	73	151
Effective Weighted Sample		2353	82	584	112	769	141	529	51	104
Weighted Bases		3606	140	1010	145	1085	196	801	75	156
Sent/received a voicenote		1632	85	601	78	563	63	217	8	17
	45%		+61%	+60%	+53%	+52%	-32%	-27%	-11%	-11%
			efgh	defgh	efgh	efgh	gh	gh		
Shared/received a web link		1621	92	529	84	538	72	270	9	27
	45%		+66%	+52%	+58%	+50%	-37%	-34%	-12%	-17%
			bdefgh	efgh	defgh	efgh	gh	gh		
Sent/received images and/or video		2064	107	627	88	648	109	409	26	50
	57%		+77%	+62%	60%	+60%	56%	-51%	-35%	-32%
			bcdefgh	fgh	fgh	fgh	gh	gh		
Sent/received a "view once"/disappearing message		632	66	276	33	184	21	43	4	5
	18%		+47%	+27%	23%	17%	-11%	-5%	-5%	-3%
			bcdefgh	defgh	efgh	efgh	fh			
None of these		17	0	7	0	5	1	4	1	1
	*%		0%	1%	0%	*%	*%	*%	1%	*%
Don't know		34	8	12	0	11	2	2	0	0
	1%		+6%	1%	0%	1%	1%	-*%	0%	0%
			bcdefgh	f		f				
Missing data		125	3	17	7	16	13	48	6	15
	3%		2%	-2%	5%	-1%	+7%	+6%	+8%	+10%
					bd		bd	bd	bd	abd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 160

Summary: QE19. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities?

Base: Those who have enaged in any activities when using a communication service

	Total	Multiple times a day	Daily	Weekly	Monthly	Less than monthly	Summary: At least daily	Summary: At least weekly	Summary: At least monthly
Send/receive a voicenote	1632	361 22%	477 29%	408 25%	179 11%	207 13%	838 51%	1246 76%	1425 87%
Share/receive a web link	1621	246 15%	528 33%	566 35%	174 11%	107 7%	774 48%	1340 83%	1514 93%
Send/receive images and/or video	2064	504 24%	742 36%	588 28%	156 8%	74 4%	1246 60%	1834 89%	1990 96%
Send/receive a "view once"/disappearing message	632	116 18%	141 22%	117 18%	89 14%	170 27%	257 41%	374 59%	462 73%



Technology Tracker 2025

Table 161

QE19.4. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a voicenote

Base: Those who have enaged in any activities when using a communication service

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	*d	a	b	a	b
Unweighted Bases	1545	1436	1519	109	26	35	89	1280	258
Effective Weighted Sample	1051	979	1033	74	19	25	58	855	192
Weighted Bases	1632	1537	1606	95	26	32	82	1317	306
Multiple times a day	361 22%	352 +23% c	358 22% c	9 -9%	3 11%	4 11%	28 +34% a	282 21%	77 25%
Daily	477 29%	457 30%	470 29%	20 21%	7 26%	12 38%	31 37%	342 -26%	133 +44% a
Weekly	408 25%	385 25%	399 25%	23 24%	9 35%	9 27%	12 -14%	343 26% b	58 -19%
Monthly	179 11%	162 -11%	175 11%	17 +18% ab	4 14%	5 14%	5 6%	158 +12% b	21 -7%
Less than monthly	207 13%	181 -12%	204 13%	26 +28% ab	4 14%	3 9%	7 8%	191 +14% b	16 -5%
Summary: At least daily	838 51%	809 +53% c	829 52% c	29 -31%	9 37%	16 49%	59 +72% a	625 -47%	211 +69% a
Summary: At least weekly	1246 76%	1194 +78% c	1228 76% c	52 -55%	18 71%	24 76%	71 +86%	968 -73%	269 +88% a
Summary: At least monthly	1425 87%	1356 +88% c	1403 87% c	69 -72%	22 86%	29 91%	75 92%	1126 -86%	290 +95% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 161 (continuation)

QE19.4. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a voicenote

Base: Those who have enaged in any activities when using a communication service

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1545	1118	420	76	0	2	84	9	6	9	9	15	43	9
Effective Weighted Sample	1051	763	284	46	0	2	63	7	4	7	8	14	32	6
Weighted Bases	1632	1185	438	26	0	1	104	9	8	8	10	17	53	7
Multiple times a day	361 22%	246 -21%	113 +26%	3 -10%	0 0%	1 74%	33 +31%	3 28%	4 44%	1 12%	2 22%	6 34%	14 27%	* 3%
Daily	477 29%	288 -24%	187 +43%	11 +44%	0 0%	* 26%	42 +41%	1 12%	2 20%	5 65%	1 11%	8 46%	21 40%	3 48%
Weekly	408 25%	322 +27%	79 -18%	5 19%	0 0%	0 0%	16 -15%	3 29%	3 33%	1 12%	3 27%	2 12%	13 24%	3 44%
Monthly	179 11%	145 +12%	34 -8%	5 +20%	0 0%	0 0%	8 8%	2 21%	0 0%	0 0%	3 29%	* 1%	3 6%	* 2%
Less than monthly	207 13%	183 +15%	24 -5%	2 7%	0 0%	0 0%	5 -5%	1 10%	* 3%	1 11%	1 11%	1 7%	1 -2%	* 3%
Summary: At least daily	838 51%	535 -45%	301 +69%	14 54%	0 0%	1 100%	75 +72%	4 41%	5 64%	6 77%	3 34%	13 80%	35 +67%	3 51%
Summary: At least weekly	1246 76%	857 -72%	380 +87%	19 72%	0 0%	1 100%	91 +87%	6 70%	8 97%	7 89%	6 60%	15 92%	48 +92%	6 95%
Summary: At least monthly	1425 87%	1002 -85%	414 +95%	24 93%	0 0%	1 100%	99 +95%	8 90%	8 97%	7 89%	9 89%	16 93%	51 +98%	7 97%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 161 (continuation)

QE19.4. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a voicenote

Base: Those who have enaged in any activities when using a communication service

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1545	56	30	18	12	28	6	8	235	1310
Effective Weighted Sample	1051	43	22	12	8	21	5	6	156	895
Weighted Bases	1632	72	37	22	16	32	7	9	234	1398
Multiple times a day	361 22%	26 +35%	10 28%	2 9%	2 10%	4 13%	1 15%	3 34%	43 18%	318 23%
Daily	477 29%	25 35%	16 43%	17 78%	10 65%	17 53%	4 58%	3 29%	53 -23%	424 +30% a
Weekly	408 25%	15 21%	6 17%	1 6%	0 0%	5 17%	1 19%	2 26%	64 27%	344 25%
Monthly	179 11%	5 6%	1 4%	2 7%	0 0%	3 10%	1 7%	1 11%	35 +15% b	144 -10%
Less than monthly	207 13%	2 -3%	3 9%	0 0%	4 25%	2 6%	0 0%	0 0%	39 +17% b	168 -12%
Summary: At least daily	838 51%	51 +70%	26 +70%	20 87%	12 75%	21 67%	5 74%	6 63%	96 -41%	742 +53% a
Summary: At least weekly	1246 76%	66 +91%	32 87%	21 93%	12 75%	26 84%	7 93%	8 89%	160 -68%	1086 +78% a
Summary: At least monthly	1425 87%	70 +97%	34 91%	22 100%	12 75%	30 94%	7 100%	9 100%	195 -83%	1230 +88%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 161 (continuation)

QE19.4. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a voicenote

Base: Those who have enaged in any activities when using a communication service

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	*g
Unweighted Bases	1545		78	516	87	572	61	205	9
Effective Weighted Sample	1051		50	351	60	400	42	139	7
Weighted Bases	1632		85	601	78	563	63	217	8
Multiple times a day	361 22%		28 +32% cef	158 +26% cef	10 -13%	134 24% cef	5 -8%	23 -11%	0 0%
Daily	477 29%		23 27%	194 32% e	18 23%	168 30% e	10 -16%	58 27%	2 22%
Weekly	408 25%		25 29% f	161 27% f	18 24% f	147 26% f	18 28% f	30 -14%	3 31%
Monthly	179 11%		6 7%	44 -7%	12 16% b	60 11%	13 +20% abd	40 +19% abd	4 44%
Less than monthly	207 13%		3 -4%	45 -7%	19 +24% abd	55 -10%	17 +27% abd	65 +30% abd	* 3%
Summary: At least daily	838 51%		51 60% cef	352 +58% cef	28 -36%	302 54% cef	16 -25%	81 -37%	2 22%
Summary: At least weekly	1246 76%		76 +89% cef	513 +85% cdef	47 -60%	449 +80% cef	33 -53%	111 -51%	5 53%
Summary: At least monthly	1425 87%		82 +96% cef	556 +93% cef	59 -76%	508 +90% cef	46 -73%	151 -70%	8 97%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 162

QE19.5. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Share/receive a web link

Base: Those who have engaged in any activities when using a communication service

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1576	1422	1537	154	39	36	80	1348	222
Effective Weighted Sample	1064	964	1037	100	27	25	52	899	162
Weighted Bases	1621	1476	1586	145	36	34	74	1352	261
Multiple times a day	246 15%	242 +16% c	244 15% c	4 -3%	2 5%	2 6%	12 16%	192 -14%	53 +20% a
Daily	528 33%	511 +35% cd	522 +33% cd	17 -12%	6 -17%	7 20%	30 40% a	416 -31%	110 +42% a
Weekly	566 35%	518 35%	558 35%	48 33%	8 23%	12 36%	25 34%	485 36% b	76 -29%
Monthly	174 11%	134 -9%	164 -10%	40 +27% ab	10 +27% ab	5 16%	6 8%	162 +12% b	12 -5%
Less than monthly	107 7%	70 -5%	97 -6%	37 +26% ab	10 +28% ab	8 +23% b	2 2%	96 7%	11 4%
Summary: At least daily	774 48%	753 +51% cd	766 +48% cd	21 -14%	8 -22%	9 -25%	42 56% a	608 -45%	163 +62% a
Summary: At least weekly	1340 83%	1272 +86% bcd	1324 +83% cd	68 -47%	16 -45%	21 -61%	67 90% a	1093 -81%	239 +91% a
Summary: At least monthly	1514 93%	1406 +95% cd	1489 +94% cd	108 -74%	26 -72%	26 -77%	72 98% a	1256 93%	250 96%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 162 (continuation)

QE19.5. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Share/receive a web link

Base: Those who have engaged in any activities when using a communication service

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1576	1199	371	72	0	2	75	7	7	11	8	11	34	7
Effective Weighted Sample	1064	815	246	44	0	2	58	6	5	9	6	10	26	4
Weighted Bases	1621	1229	384	24	0	1	98	8	8	9	12	13	40	4
Multiple times a day	246 15%	175 14%	71 18%	3 12%	0 0%	1 74%	14 14%	0 0%	1 13%	3 30%	0 0%	3 25%	6 16%	1 30%
Daily	528 33%	361 -29%	165 +43%	9 39%	0 0%	* 26%	45 +46%	2 32%	6 84%	2 26%	1 10%	9 70%	18 45%	2 52%
Weekly	566 35%	448 +36%	113 -29%	9 36%	0 0%	0 0%	29 30%	3 41%	0 0%	2 24%	8 66%	1 5%	14 36%	1 18%
Monthly	174 11%	154 +13%	20 -5%	2 7%	0 0%	0 0%	7 7%	1 12%	0 0%	1 10%	3 25%	0 0%	0 -0%	0 0%
Less than monthly	107 7%	92 +7%	15 -4%	1 6%	0 0%	0 0%	3 3%	1 14%	* 3%	1 10%	0 0%	0 0%	1 4%	0 0%
Summary: At least daily	774 48%	535 -44%	236 +61%	12 51%	0 0%	1 100%	59 +61%	2 32%	8 97%	5 56%	1 10%	12 95%	24 61%	4 82%
Summary: At least weekly	1340 83%	983 -80%	349 +91%	21 87%	0 0%	1 100%	88 90%	6 74%	8 97%	7 80%	9 75%	13 100%	39 +96%	4 100%
Summary: At least monthly	1514 93%	1137 -93%	369 +96%	23 94%	0 0%	1 100%	95 97%	7 86%	8 97%	8 90%	12 100%	13 100%	39 96%	4 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 162 (continuation)

QE19.5. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Share/receive a web link

Base: Those who have engaged in any activities when using a communication service

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1576	51	28	16	11	19	4	8	261	1315
Effective Weighted Sample	1064	39	20	11	7	15	4	6	174	890
Weighted Bases	1621	65	35	20	15	18	7	9	257	1364
Multiple times a day	246 15%	17 +26%	9 25%	6 30%	0 0%	4 25%	1 16%	1 11%	38 15%	208 15%
Daily	528 33%	30 +46%	11 31%	9 46%	8 53%	6 37%	1 19%	3 32%	68 -26%	460 +34% a
Weekly	566 35%	10 -16%	12 34%	4 21%	7 47%	4 23%	5 65%	5 56%	86 34%	480 35%
Monthly	174 11%	3 5%	2 6%	1 3%	0 0%	1 8%	0 0%	0 0%	41 +16% b	133 -10%
Less than monthly	107 7%	5 7%	1 3%	0 0%	0 0%	1 7%	0 0%	0 0%	23 9%	84 6%
Summary: At least daily	774 48%	47 +72%	19 56%	15 76%	8 53%	11 62%	2 35%	4 44%	106 -41%	668 +49% a
Summary: At least weekly	1340 83%	58 88%	31 90%	19 97%	15 100%	15 85%	7 100%	9 100%	193 -75%	1148 +84% a
Summary: At least monthly	1514 93%	60 93%	33 97%	20 100%	15 100%	16 93%	7 100%	9 100%	234 91%	1280 94%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 162 (continuation)

QE19.5. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Share/receive a web link

Base: Those who have engaged in any activities when using a communication service

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	*g
Unweighted Bases		1576	82	466	98	565	67	259	14
Effective Weighted Sample		1064	55	314	68	392	46	173	10
Weighted Bases		1621	92	529	84	538	72	270	9
Multiple times a day		246	19	91	13	99	6	16	0
	15%		20%	17%	16%	+18%	8%	-6%	0%
			ef	f	f	ef			
Daily		528	23	209	25	191	20	54	*
	33%		25%	+39%	30%	36%	27%	-20%	5%
				af		f			
Weekly		566	35	176	33	186	16	111	2
	35%		39%	33%	40%	35%	-22%	+41%	18%
			e		e	e		be	
Monthly		174	11	32	10	42	18	51	2
	11%		11%	-6%	12%	-8%	+25%	+19%	24%
					b		abcd	bd	
Less than monthly		107	5	20	2	20	12	38	5
	7%		5%	-4%	2%	-4%	+17%	+14%	52%
							abcd	abcd	
Summary: At least daily		774	41	300	38	290	26	70	*
	48%		45%	+57%	46%	+54%	-36%	-26%	5%
			f	acef	f	ef			
Summary: At least weekly		1340	77	476	72	476	42	181	2
	83%		84%	+90%	85%	+89%	-58%	-67%	24%
			ef	ef	ef	ef			
Summary: At least monthly		1514	87	509	82	518	60	232	4
	93%		95%	+96%	98%	+96%	-83%	-86%	48%
			ef	ef	ef	ef			

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 163

QE19.6. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive images and/or video

Base: Those who have engaged in any activities when using a communication service

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	2041	1752	1951	289	90	82	99	1769	263
Effective Weighted Sample	1358	1173	1300	187	59	55	65	1160	192
Weighted Bases	2064	1805	1988	259	76	73	95	1751	301
Multiple times a day	504 24%	484 +27% cd	497 +25% cd	20 -8%	7 -9%	4 -5%	37 +39% a	421 24%	82 27%
Daily	742 36%	676 +37% cd	728 +37% cd	67 -26%	14 -19%	24 33%	30 32%	594 -34%	142 +47% a
Weekly	588 28%	482 -27%	552 -28%	106 +41% ab	36 +47% ab	23 31%	19 -20%	524 +30% b	60 -20%
Monthly	156 8%	112 -6%	140 -7%	44 +17% ab	16 +21% ab	13 +18% b	7 7%	141 +8%	14 5%
Less than monthly	74 4%	52 -3%	72 4%	22 +9% ab	3 4%	9 +13% b	2 2%	71 +4% b	3 -1%
Summary: At least daily	1246 60%	1159 +64% cd	1226 +62% cd	87 -34%	21 -28%	28 -38%	68 +71% a	1015 -58%	223 +74% a
Summary: At least weekly	1834 89%	1641 +91% cd	1777 +89% cd	193 -74%	57 -75%	51 -69%	86 91% a	1539 -88%	284 +94% a
Summary: At least monthly	1990 96%	1753 +97% c	1917 96% c	237 -91%	73 96%	64 -87%	93 98% a	1680 -96%	298 +99%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 163 (continuation)

QE19.6. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive images and/or video

Base: Those who have engaged in any activities when using a communication service

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	2041	1572	460	106	1	2	88	8	7	9	10	12	43	6
Effective Weighted Sample	1358	1059	293	67	1	2	65	6	5	8	7	11	31	3
Weighted Bases	2064	1599	453	33	1	1	117	8	8	6	13	13	53	3
Multiple times a day	504 24%	398 25%	105 23%	5 -15%	0 0%	1 74%	18 -15%	2 20%	2 31%	2 24%	1 6%	4 28%	11 22%	* 7%
Daily	742 36%	519 -32%	216 +48%	20 +61%	0 0%	* 26%	54 +46%	6 69%	5 67%	3 40%	2 18%	7 53%	23 43%	1 54%
Weekly	588 28%	483 +30%	102 -22%	7 22%	0 0%	0 0%	34 29%	1 11%	* 3%	1 22%	9 68%	2 17%	11 20%	1 39%
Monthly	156 8%	131 +8%	25 5%	1 -2%	0 0%	0 0%	10 8%	0 0%	0 0%	1 14%	1 8%	* 2%	8 15%	0 0%
Less than monthly	74 4%	69 +4%	6 -1%	0 -0%	1 100%	0 0%	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least daily	1246 60%	917 -57%	321 +71%	25 +76%	0 0%	1 100%	71 61%	7 89%	8 97%	4 64%	3 24%	11 81%	34 65%	2 61%
Summary: At least weekly	1834 89%	1400 -88%	423 +93%	33 +98%	0 0%	1 100%	106 90%	8 100%	8 100%	6 86%	12 92%	13 98%	45 85%	3 100%
Summary: At least monthly	1990 96%	1531 -96%	448 +99%	33 +100%	0 0%	1 100%	115 98%	8 100%	8 100%	6 100%	13 100%	13 100%	53 100%	3 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 163 (continuation)

QE19.6. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive images and/or video

Base: Those who have engaged in any activities when using a communication service

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	2041	66	31	16	12	29	6	8	337	1704
Effective Weighted Sample	1358	51	24	10	8	21	5	6	222	1136
Weighted Bases	2064	84	35	16	17	32	6	8	330	1734
Multiple times a day	504 24%	29 +35%	8 21%	2 15%	2 9%	12 39%	1 20%	6 72%	95 +29% b	409 -24%
Daily	742 36%	40 +48%	17 49%	12 77%	10 61%	13 42%	0 0%	2 26%	82 -25%	660 +38% a
Weekly	588 28%	13 -16%	9 26%	1 8%	5 30%	3 8%	3 61%	* 2%	103 31%	485 28%
Monthly	156 8%	2 2%	0 0%	0 0%	0 0%	1 4%	1 18%	0 0%	35 +11% b	121 -7%
Less than monthly	74 4%	0 0%	1 3%	0 0%	0 0%	2 7%	0 0%	0 0%	16 5%	59 3%
Summary: At least daily	1246 60%	69 +82%	25 71%	14 92%	12 70%	26 81%	1 20%	8 98%	177 -54%	1069 +62% a
Summary: At least weekly	1834 89%	82 +98%	34 97%	16 100%	17 100%	28 89%	5 82%	8 100%	280 -85%	1555 +90% a
Summary: At least monthly	1990 96%	84 100%	34 97%	16 100%	17 100%	30 93%	6 100%	8 100%	315 95%	1675 97%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 163 (continuation)

QE19.6. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive images and/or video

Base: Those who have engaged in any activities when using a communication service

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	2041	97	561	102	688	107	396	31	59
Effective Weighted Sample	1358	65	379	68	468	71	259	20	39
Weighted Bases	2064	107	627	88	648	109	409	26	50
Multiple times a day	504 24%	57 +53% bcdefgh	194 +31% efgh	26 29% efgh	170 26% efgh	12 -11%	39 -9%	0 -0%	7 -13% g
Daily	742 36%	25 -23%	264 +42% acefgh	27 31% g	255 +39% aefgh	28 -26% g	129 -31% g	2 -8%	12 25%
Weekly	588 28%	19 -18%	139 -22%	28 32% ab	173 27%	41 +37% abd	151 +37% abd	14 +54% abcd	22 +44% abd
Monthly	156 8%	5 5%	21 -3%	4 5%	34 -5%	17 +16% abcd	58 +14% abcd	8 +31% abcdf	8 +16% abcd
Less than monthly	74 4%	2 1%	9 -1%	2 2%	16 -2%	10 +10% abcd	33 +8% abcd	2 7% b	1 2%
Summary: At least daily	1246 60%	82 +76% cdefgh	458 +73% cdefgh	53 60% efgh	425 +66% efgh	41 -37% g	167 -41% g	2 -8%	19 -38% g
Summary: At least weekly	1834 89%	101 94% efgh	597 +95% defgh	81 93% efgh	599 +92% efgh	81 -75%	318 -78% g	16 -62%	41 82% g
Summary: At least monthly	1990 96%	106 99% ef	618 +99% efg	86 98% ef	633 +98% ef	99 -90%	376 -92%	25 93%	48 98%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 164

QE19.7. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a "view once"/disappearing message

Base: Those who have engaged in any activities when using a communication service

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	*c	*d	*a	b	a	b
Unweighted Bases	664	635	658	29	6	7	50	561	101
Effective Weighted Sample	413	395	408	19	5	6	32	346	67
Weighted Bases	632	604	624	28	9	10	40	522	107
Multiple times a day	116 18%	115 19%	116 19%	1 3%	0 0%	0 0%	9 23%	91 17%	25 23%
Daily	141 22%	136 22%	139 22%	5 19%	2 23%	4 40%	7 18%	112 21%	29 27%
Weekly	117 18%	113 19%	113 18%	4 14%	4 41%	2 24%	9 24%	104 20%	13 12%
Monthly	89 14%	88 15%	89 14%	1 2%	0 0%	0 0%	7 17%	74 14%	11 11%
Less than monthly	170 27%	153 25%	167 27%	17 61%	3 36%	4 36%	8 19%	142 27%	28 26%
Summary: At least daily	257 41%	251 41%	255 41%	6 22%	2 23%	4 40%	16 40%	202 -39%	54 +51% a
Summary: At least weekly	374 59%	363 60%	368 59%	10 37%	6 64%	7 64%	25 64%	306 59%	67 63%
Summary: At least monthly	462 73%	452 75%	457 73%	11 39%	6 64%	7 64%	32 81%	380 73%	79 74%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 164 (continuation)

QE19.7. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a "view once"/disappearing message

Base: Those who have engaged in any activities when using a communication service

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	664	487	175	50	0	1	23	3	2	5	5	3	15	4
Effective Weighted Sample	413	314	99	37	0	1	16	3	2	4	3	2	10	2
Weighted Bases	632	485	144	14	0	*	23	2	4	3	7	2	18	2
Multiple times a day	116 18%	87 18%	29 20%	1 10%	0 0%	0 0%	2 10%	0 0%	1 28%	0 0%	3 46%	0 0%	5 30%	0 0%
Daily	141 22%	98 -20%	43 +30%	7 +53%	0 0%	* 100%	6 26%	0 0%	0 0%	2 72%	0 0%	0 0%	4 22%	2 91%
Weekly	117 18%	95 20%	21 15%	2 17%	0 0%	0 0%	6 27%	1 39%	3 72%	0 0%	1 8%	1 56%	1 5%	0 0%
Monthly	89 14%	69 14%	16 11%	2 13%	0 0%	0 0%	3 14%	1 23%	0 0%	* 8%	1 17%	0 0%	4 21%	* 9%
Less than monthly	170 27%	135 28%	35 24%	1 -7%	0 0%	0 0%	5 24%	1 38%	0 0%	1 20%	2 29%	1 44%	4 22%	0 0%
Summary: At least daily	257 41%	185 -38%	72 +50%	9 +63%	0 0%	* 100%	8 35%	0 0%	1 28%	2 72%	3 46%	0 0%	9 52%	2 91%
Summary: At least weekly	374 59%	281 58%	93 65%	11 +80%	0 0%	* 100%	14 62%	1 39%	4 100%	2 72%	4 54%	1 56%	10 57%	2 91%
Summary: At least monthly	462 73%	350 72%	109 76%	13 +93%	0 0%	* 100%	17 76%	1 62%	4 100%	3 80%	5 71%	1 56%	14 78%	2 100%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 164 (continuation)

QE19.7. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a "view once"/disappearing message

Base: Those who have engaged in any activities when using a communication service

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	664	22	15	7	5	9	0	6	112	552
Effective Weighted Sample	413	15	12	4	3	7	0	5	73	342
Weighted Bases	632	25	16	9	6	7	0	7	124	509
Multiple times a day	116	6	3	1	0	1	0	3	21	95
	18%	25%	21%	11%	0%	21%	0%	49%	17%	19%
Daily	141	4	8	5	1	2	0	2	16	125
	22%	15%	50%	62%	21%	23%	0%	25%	-13%	+25% a
Weekly	117	5	1	0	2	0	0	0	32	85
	18%	19%	4%	0%	25%	0%	0%	0%	+26% b	-17%
Monthly	89	*	1	1	0	2	0	1	17	71
	14%	1%	7%	14%	0%	27%	0%	14%	14%	14%
Less than monthly	170	10	3	1	3	2	0	1	38	133
	27%	40%	17%	14%	54%	29%	0%	12%	30%	26%
Summary: At least daily	257	10	11	6	1	3	0	5	37	220
	41%	40%	71%	72%	21%	43%	0%	74%	-30%	+43% a
Summary: At least weekly	374	15	12	6	3	3	0	5	69	305
	59%	59%	76%	72%	46%	43%	0%	74%	56%	60%
Summary: At least monthly	462	15	13	7	3	5	0	6	86	376
	73%	60%	83%	86%	46%	71%	0%	88%	70%	74%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 164 (continuation)

QE19.7. Thinking about the communications service(s) you've used in the last 12 months, how often on average do you engage in these activities - Send/receive a "view once"/disappearing message

Base: Those who have engaged in any activities when using a communication service

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	*e	f	*g	*h
Unweighted Bases	664	56	269	36	230	18	49	2	4
Effective Weighted Sample	413	37	166	24	150	11	30	2	3
Weighted Bases	632	66	276	33	184	21	43	4	5
Multiple times a day	116 18%	17 25% cf	58 21% c	2 6%	33 18%	2 9%	4 9%	0 0%	0 0%
Daily	141 22%	14 21% c	77 +28% cf	1 -4%	42 23% cf	1 4%	4 -10%	0 0%	2 39%
Weekly	117 18%	14 21%	46 17%	13 +39% bdf	31 17%	4 17%	5 12%	2 46%	2 37%
Monthly	89 14%	8 12%	41 15%	6 19%	23 12%	4 17%	8 18%	0 0%	0 0%
Less than monthly	170 27%	14 21%	54 -20%	11 32%	55 30% b	11 52%	22 +51% abd	2 54%	1 24%
Summary: At least daily	257 41%	30 46% cf	135 +49% cf	4 -11%	75 41% cf	3 14%	8 -19%	0 0%	2 39%
Summary: At least weekly	374 59%	44 67% f	181 +66% f	16 49%	106 58% f	7 31%	14 -31%	2 46%	4 76%
Summary: At least monthly	462 73%	52 79% f	222 +80% df	23 68%	129 70% f	10 48%	21 -49%	2 46%	4 76%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 165

QE22. Which of the following - if any - do you use?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Voice assistant to help you use/operate a phone or computer (e.g. dial a number, open a programme, search for a particular term on the internet, etc)	625 15%	587 +18% cd	609 +17% cd	38 -4%	16 -4%	13 -4%	32 15% a	520 15%	103 18%
Software that changes speech to text on a phone or computer (e.g. for writing an email, making notes, etc) - excluding voicenote functions on messaging services	289 7%	269 +8% cd	282 +8% cd	19 -2%	6 -2%	7 -2%	13 6% a	237 7%	51 9%
Software that reads text on a phone or computer (e.g. that reads text on a website)	204 5%	186 +6% cd	198 +5% cd	18 -2%	5 -1%	5 -1%	3 -1%	161 -5%	41 +7% a
Other	2 *0%	2 *0%	2 *0%	0 0%	0 0%	0 0%	0 0%	2 *0%	0 0%
None of the above	3288 81%	2473 -78%	2915 -80%	815 +94% ab	373 +95% ab	330 +95% b	174 82%	2822 +82% b	446 -77%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 165 (continuation)

QE22. Which of the following - if any - do you use?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Voice assistant to help you use/ operate a phone or computer (e.g. dial a number, open a programme, search for a particular term on the internet, etc)	625 15%	482 15%	140 17%	9 19%	0 0%	0 0%	28 14%	3 25%	6 33%	1 7%	2 11%	3 10%	12 12%	3 34%
Software that changes speech to text on a phone or computer (e.g. for writing an email, making notes, etc) - excluding voicenote functions on messaging services	289 7%	223 7%	65 8%	4 7%	1 62%	0 0%	10 5%	1 9%	3 16%	0 0%	2 12%	1 4%	6 6%	1 14%
Software that reads text on a phone or computer (e.g. that reads text on a website)	204 5%	152 5%	51 6%	1 3%	0 0%	0 0%	8 4%	0 0%	3 16%	0 0%	1 6%	2 7%	10 +11%	1 12%
Other	2 *%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
None of the above	3288 81%	2613 82%	655 79%	36 76%	1 38%	1 100%	170 85%	8 65%	11 67%	17 93%	14 77%	27 83%	76 81%	6 66%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 165 (continuation)

QE22. Which of the following - if any - do you use?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Voice assistant to help you use/operate a phone or computer (e.g. dial a number, open a programme, search for a particular term on the internet, etc)	625 15%	29 19%	19 +28% e	9 19%	2 9%	7 11%	4 27%	5 27%	103 14%	522 16%
Software that changes speech to text on a phone or computer (e.g. for writing an email, making notes, etc) - excluding voicenote functions on messaging services	289 7%	9 6%	12 +18% ae	7 +16% ae	2 9%	2 3%	3 20%	3 15%	71 +10% b	218 -7%
Software that reads text on a phone or computer (e.g. that reads text on a website)	204 5%	6 4%	9 +13% a	4 10%	2 6%	2 3%	0 0%	1 8%	49 +7% b	155 -5%
Other	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	1 *%
None of the above	3288 81%	117 78%	45 -68%	35 75%	19 77%	53 89% b	7 53%	12 73%	573 81%	2715 81%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 165 (continuation)

QE22. Which of the following - if any - do you use?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Voice assistant to help you use/operate a phone or computer (e.g. dial a number, open a programme, search for a particular term on the internet, etc)	625 15%	41 +29% defgh	238 +23% defgh	37 +23% efgh	199 +18% efgh	20 -8% g	72 -8% g	4 -3%	12 -5%
Software that changes speech to text on a phone or computer (e.g. for writing an email, making notes, etc) - excluding voicenote functions on messaging services	289 7%	33 +23% bcdefgh	101 +10% fgh	14 9% fgh	83 7% fgh	22 9% fgh	30 -3%	2 -2%	4 -2%
Software that reads text on a phone or computer (e.g. that reads text on a website)	204 5%	21 +15% bdefgh	62 6% fgh	15 +9% defgh	59 5% fgh	11 4%	30 -3%	2 -1%	4 -2%
Other	2 *%	0 0%	1 *%	1 +1% df	0 0%	0 0%	0 0%	0 0%	0 0%
None of the above	3288 81%	89 -62%	767 -73% a	111 -69%	896 80% abc	230 +88% abcd	822 +90% abcd	143 +97% abcdef	230 +93% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 166

QR1. How many radios do you have in your home that you, or someone in your household, listen to?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
None	2338 58%	2054 +65% bcd	2237 +61% cd	285 -33% d	101 -26%	117 -34%	168 +80% a	1872 -54%	456 +79% a
1	1013 25%	630 -20%	820 -22% a	383 +44% ab	193 +49% ab	172 +50% b	17 -8%	956 +28% b	55 -10%
2-3	400 10%	246 -8%	315 -9%	154 +18% ab	85 +22% ab	47 +13% b	8 -4%	385 +11% b	14 -2%
4-5	59 1%	24 -1%	47 -1% a	35 +4% ab	12 +3% ab	8 2% b	0 0%	58 +2% b	1 -*% b
6-10	20 *%	16 *%	19 1%	4 *%	1 *%	1 *%	0 0%	20 1%	* *%
Summary: Any	1493 37%	916 -29%	1201 -33% a	576 +66% ab	291 +74% abc	228 +66% b	25 -12%	1419 +41% b	70 -12%
Don't know	214 5%	204 +6% cd	213 +6% cd	10 -1%	1 -*%	3 -1%	18 +9% a	154 -4%	51 +9% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 166 (continuation)

QR1. How many radios do you have in your home that you, or someone in your household, listen to?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
None	2338 58%	1693 -53%	635 +77%	23 -48%	1 62%	1 77%	155 +77%	7 53%	9 53%	9 53%	15 85%	24 73%	86 +91%	9 98%
1	1013 25%	912 +29%	99 -12%	15 32%	1 38%	0 0%	28 -14%	3 21%	2 13%	5 29%	0 0%	5 16%	5 -6%	* 2%
2-3	400 10%	370 +12%	28 -3%	7 +16%	0 0%	0 0%	7 -3%	2 18%	0 0%	1 8%	1 8%	2 8%	1 -1%	0 0%
4-5	59 1%	58 +2%	1 -*%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 6%	0 0%	0 0%	0 0%
6-10	20 *%	20 +1%	* -*%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Any	1493 37%	1360 +43%	129 -16%	23 +48%	1 38%	0 0%	35 -17%	5 39%	2 13%	7 37%	3 15%	8 24%	6 -7%	* 2%
Don't know	214 5%	140 -4%	65 +8%	2 4%	0 0%	* 23%	12 6%	1 7%	6 34%	2 10%	0 0%	1 3%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 166 (continuation)

QR1. How many radios do you have in your home that you, or someone in your household, listen to?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
None	2338	115	48	41	15	52	9	17	335	2003
	58%	+77%	+73%	+89%	62%	+87%	69%	98%	-47%	+60%
				b						a
1	1013	12	10	2	6	3	1	*	227	786
	25%	-8%	15%	-4%	26%	-5%	10%	2%	+32%	-24%
									b	
2-3	400	4	*	0	0	1	0	0	98	301
	10%	-3%	-1%	-0%	0%	-1%	0%	0%	+14%	-9%
									b	
4-5	59	0	0	0	0	0	0	0	8	52
	1%	0%	0%	0%	0%	0%	0%	0%	1%	2%
6-10	20	0	0	*	0	0	0	0	3	17
	*%	0%	0%	1%	0%	0%	0%	0%	*%	*%
Summary: Any	1493	15	10	2	6	4	1	*	336	1156
	37%	-10%	-15%	-4%	26%	-7%	10%	2%	+47%	-35%
									b	
Don't know	214	19	8	3	3	4	3	0	39	175
	5%	+13%	+12%	7%	12%	7%	20%	0%	6%	5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 166 (continuation)

QR1. How many radios do you have in your home that you, or someone in your household, listen to?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
None	2338 58%	97 +68% cefg	802 +77% acdefgh	90 57% efgh	742 +66% cefg	113 -43% gh	392 -43% gh	35 -24%	66 -27%
1	1013 25%	17 -12%	106 -10%	34 21% ab	234 -21% ab	107 +41% abcd	322 +35% abcd	69 +47% abcdf	124 +51% abcdef
2-3	400 10%	5 -3%	31 -3%	25 +16% abd	83 -7% b	30 12% abd	140 +15% abd	38 +26% abcdef	47 +19% abde
4-5	59 1%	0 0%	3 -*%	0 0%	10 -1%	3 1%	32 +3% abcde	5 +3% abcd	7 +3% abcd
6-10	20 *%	1 1%	2 *%	0 0%	5 *%	2 1%	9 +1% b	1 *%	1 *%
Summary: Any	1493 37%	23 -16%	142 -14%	59 37% abd	332 -29% ab	141 +54% abcd	503 +55% abcd	112 +76% abcdef	179 +73% abcdef
Don't know	214 5%	23 +16% bcdefgh	102 +10% defgh	10 6% efgh	52 5% fgh	7 -3% gh	20 -2%	* -*%	1 -*%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 167

QR2. How many of these [NUMBER] radios are DAB radio sets?

Base: Where have at least one radio in household

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	b
Unweighted Bases	1528	895	1220	633	308	254	26	1448	75
Effective Weighted Sample	1018	606	817	414	201	168	19	959	57
Weighted Bases	1493	916	1201	576	291	228	25	1419	70
None	339 23%	162 -18%	241 -20%	177 +31% ab	98 +34% ab	70 +31%	9 35%	323 23%	15 21%
1	823 55%	534 +58% cd	681 +57% cd	288 -50%	142 -49%	129 57%	7 30%	780 55%	39 56%
2-3	239 16%	160 17% d	203 +17% d	79 14%	35 -12%	22 -9%	6 23%	229 16%	9 13%
4-5	21 1%	12 1%	19 2%	9 2%	2 1%	1 *%	0 0%	20 1%	1 2%
6-10	6 *%	6 1%	6 *%	1 *%	1 *%	0 0%	0 0%	6 *%	0 0%
Don't know	65 4%	43 5%	51 4%	22 4%	13 5%	7 3%	3 11%	60 4%	5 7%
Summary: Any	1089 73%	712 +78% cd	909 +76% cd	377 -65%	180 -62%	152 -66%	13 54%	1036 73%	50 71%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 167 (continuation)

QR2. How many of these [NUMBER] radios are DAB radio sets?

Base: Where have at least one radio in household

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	1528	1346	177	68	1	0	33	4	2	7	3	10	7	1
Effective Weighted Sample	1018	910	109	37	1	0	24	3	2	6	3	8	6	1
Weighted Bases	1493	1360	129	23	1	0	35	5	2	7	3	8	6	*
None	339 23%	313 23%	25 20%	7 31%	0 0%	0 0%	3 -8%	1 22%	0 0%	* 4%	0 0%	2 23%	* 6%	* 100%
1	823 55%	737 -54%	83 +65%	14 60%	1 100%	0 0%	29 +84%	2 32%	1 60%	5 79%	1 36%	5 60%	5 76%	0 0%
2-3	239 16%	226 +17%	13 -10%	1 -4%	0 0%	0 0%	3 8%	2 46%	0 0%	0 0%	1 21%	1 17%	1 18%	0 0%
4-5	21 1%	20 1%	1 1%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 43%	0 0%	0 0%	0 0%
6-10	6 *%	6 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	65 4%	59 4%	6 5%	1 4%	0 0%	0 0%	0 0%	0 0%	1 40%	1 17%	0 0%	0 0%	0 0%	0 0%
Summary: Any	1089 73%	989 73%	98 76%	15 65%	1 100%	0 0%	32 +92%	4 78%	1 60%	5 79%	3 100%	6 77%	6 94%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 167 (continuation)

QR2. How many of these [NUMBER] radios are DAB radio sets?

Base: Where have at least one radio in household

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1528	17	9	4	3	5	1	2	380	1148
Effective Weighted Sample	1018	15	7	3	3	4	1	2	251	769
Weighted Bases	1493	15	10	2	6	4	1	*	336	1156
None	339 23%	2 10%	4 44%	1 54%	3 48%	1 29%	0 0%	* 61%	115 +34% b	224 -19%
1	823 55%	10 65%	3 32%	1 46%	3 52%	2 51%	1 100%	* 39%	148 -44%	675 +58% a
2-3	239 16%	3 19%	* 3%	0 0%	0 0%	1 20%	0 0%	0 0%	51 15%	188 16%
4-5	21 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* -*% a	21 +2%
6-10	6 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *% 1%	6 1%
Don't know	65 4%	1 6%	2 21%	0 0%	0 0%	0 0%	0 0%	0 0%	22 +7% b	43 -4%
Summary: Any	1089 73%	13 84%	4 35%	1 46%	3 52%	3 71%	1 100%	* 39%	200 -59%	889 +77% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 167 (continuation)

QR2. How many of these [NUMBER] radios are DAB radio sets?

Base: Where have at least one radio in household

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			*a	b	c	d	e	f	g
Unweighted Bases		1528	22	129	65	334	163	507	130
Effective Weighted Sample		1018	15	86	47	226	105	340	84
Weighted Bases		1493	23	142	59	332	141	503	112
None		339 23%	2 7%	27 19%	12 20%	51 -15%	49 +34% bcdf	100 20%	53 +47% bcdefh
1		823 55%	12 52%	81 57% g	30 50% g	204 +62% eg	70 49% g	284 56% g	36 -32% g
2-3		239 16%	5 21%	14 10%	14 24% beh	60 18% beh	16 11%	95 +19% beh	17 15%
4-5		21 1%	0 0%	3 2%	0 0%	6 2%	* *%	10 2%	0 0%
6-10		6 *%	0 0%	2 +2% f	0 0%	3 1% f	* *%	0 0%	0 0%
Don't know		65 4%	5 20%	14 +10% dfh	3 6%	9 3%	6 5%	14 -3%	7 6% f
Summary: Any		1089 73%	17 73%	100 71% g	44 74% g	273 +82% begh	86 -61% g	389 +77% eg	52 -47% g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 168

Summary: QR3. How often, if at all, do you do each of these types of activities...?

Base: All Respondents

	Total	At least daily	At least weekly	At least monthly	Less than once a month	Never	Don't know	Not answered	Summary: Ever	Summary: At least once a week	Summary: At least once a month
Listen to live radio (so at the same time as the show is broadcast)	4045	1496 37%	811 20%	197 5%	181 4%	1279 32%	81 2%	0 0%	2685 66%	2307 57%	2504 62%
Listen to catch-up radio (so after the show was originally broadcast)	4045	187 5%	337 8%	209 5%	264 7%	2889 71%	158 4%	0 0%	997 25%	524 13%	733 18%
Listen to podcasts	4045	284 7%	573 14%	394 10%	368 9%	2302 57%	125 3%	0 0%	1618 40%	856 21%	1250 31%
Listen to music via a paid-for or subscription streaming service - e.g. Spotify Premium or Apple Music	4045	844 21%	642 16%	111 3%	123 3%	2196 54%	129 3%	0 0%	1720 43%	1486 37%	1597 39%
Listen to music via a free streaming service - e.g. Spotify Free	4045	493 12%	609 15%	207 5%	176 4%	2422 60%	138 3%	0 0%	1485 37%	1102 27%	1309 32%
Listen to an audiobook - e.g. usings apps such as Audible	4045	147 4%	324 8%	207 5%	234 6%	2985 74%	148 4%	0 0%	912 23%	471 12%	678 17%
Listen to/watch music videos online or on TV	4045	616 15%	718 18%	329 8%	274 7%	1984 49%	124 3%	0 0%	1937 48%	1334 33%	1663 41%
Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy	4045	75 2%	144 4%	60 1%	87 2%	3501 87%	178 4%	0 0%	366 9%	219 5%	279 7%
Social audio services (e.g. Clubhous)	4045	42 1%	104 3%	48 1%	44 1%	3583 89%	224 6%	0 0%	238 6%	146 4%	194 5%

Technology Tracker 2025

Table 169

QR3. How often, if at all, do you do each of these types of activities...Listen to live radio (so at the same time as the show is broadcast)?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	1496 37%	1043 -33%	1276 -35%	453 +52% ab	220 +56% ab	175 +50% b	29 -14%	1418 +41% b	74 -13%
At least weekly	811 20%	643 20%	735 20%	168 19%	76 19%	70 20%	39 18%	739 +21% b	69 -12%
At least monthly	197 5%	174 +5% cd	188 +5% cd	23 -3%	9 -2%	7 -2%	13 6% a	157 -5%	38 +7% a
Less than once a month	181 4%	142 4%	166 5%	39 4%	15 4%	12 3%	5 2%	147 4%	31 5%
Never	1279 32%	1093 +34% cd	1207 +33% cd	185 -21%	72 -18%	84 -24%	122 +58% a	933 -27%	341 +59% a
Don't know	81 2%	79 +2% cd	80 +2% cd	2 -*%	1 -*%	* -*%	3 1% a	51 -1%	25 +4% a
Summary: Ever	2685 66%	2002 -63%	2365 -65%	684 +78% ab	320 +81% ab	264 +76% b	86 -41%	2461 +71% b	212 -37%
Summary: At least once a week	2307 57%	1686 -53%	2011 -55%	621 +71% ab	296 +75% ab	245 +70% b	68 -32%	2157 +63% b	143 -25%
Summary: At least once a month	2504 62%	1860 -59%	2199 -60%	644 +74% ab	305 +78% ab	252 +73% b	81 -38%	2314 +67% b	181 -31%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 169 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to live radio (so at the same time as the show is broadcast)?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	1496 37%	1345 +42%	146 -18%	24 +49%	0 0%	0 0%	49 -25%	5 39%	2 14%	5 29%	1 6%	8 24%	6 -6%	* 4%
At least weekly	811 20%	696 +22%	112 -14%	13 +28%	1 38%	0 0%	29 15%	3 25%	4 21%	7 41%	1 8%	4 11%	18 20%	1 10%
At least monthly	197 5%	141 -4%	55 +7%	1 3%	1 62%	0 0%	14 7%	2 16%	1 8%	2 11%	0 0%	4 +13%	6 6%	0 0%
Less than once a month	181 4%	136 4%	42 5%	3 7%	0 0%	0 0%	8 4%	1 9%	3 16%	0 0%	1 8%	1 3%	* *%	1 7%
Never	1279 32%	830 -26%	444 +54%	7 -14%	0 0%	1 77%	96 +48%	1 12%	7 41%	3 19%	14 77%	16 +48%	62 +66%	7 80%
Don't know	81 2%	46 -1%	30 +4%	0 0%	0 0%	* 23%	5 2%	0 0%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%
Summary: Ever	2685 66%	2317 +73%	355 -43%	41 +86%	2 100%	0 0%	101 -50%	11 88%	10 59%	14 81%	4 23%	17 52%	30 -32%	2 20%
Summary: At least once a week	2307 57%	2041 +64%	259 -31%	37 +77%	1 38%	0 0%	79 -39%	8 64%	6 36%	12 70%	3 15%	12 -35%	24 -26%	1 14%
Summary: At least once a month	2504 62%	2181 +68%	313 -38%	38 +80%	2 100%	0 0%	93 -46%	10 80%	7 44%	14 81%	3 15%	16 48%	30 -32%	1 14%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 169 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to live radio (so at the same time as the show is broadcast)?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	1496 37%	14 -9%	10 -15%	5 -11%	3 12%	10 -16%	1 9%	3 16%	284 40%	1212 36%
At least weekly	811 20%	12 -8%	6 -9%	* -1%	2 10%	8 14% c	0 0%	1 5%	147 21%	664 20%
At least monthly	197 5%	7 5%	4 7%	* 1%	5 20%	1 2%	5 39%	0 0%	30 4%	167 5%
Less than once a month	181 4%	10 7%	3 4%	7 +15%	* 2%	2 4%	0 0%	1 7%	33 5%	148 4%
Never	1279 32%	94 +63%	37 +57%	31 +67%	12 51%	38 +63%	7 52%	11 66%	204 29%	1075 32%
Don't know	81 2%	13 +9% e	5 +8% e	2 5%	1 6%	0 0%	0 0%	1 7%	12 2%	69 2%
Summary: Ever	2685 66%	43 -29%	23 -36%	13 -27%	11 44%	22 -37%	6 48%	5 28%	495 +70% b	2191 -66%
Summary: At least once a week	2307 57%	26 -18%	16 -25%	5 -12%	5 22%	18 -30% c	1 9%	3 21%	432 +61% b	1876 -56%
Summary: At least once a month	2504 62%	33 -22%	21 -32% c	6 -12%	10 42%	19 -33% c	6 48%	3 21%	462 65%	2043 61%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 169 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to live radio (so at the same time as the show is broadcast)?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	1496 37%	33 -23%	190 -18%	56 35% ab	421 37% ab	116 +45% abcd	460 +50% abcd	79 +53% abcd	141 +57% abcdef
At least weekly	811 20%	26 18%	189 18%	41 +26% b	240 21%	53 20%	186 20%	27 18%	49 20%
At least monthly	197 5%	13 +9% efgh	60 6% g	7 4%	61 5% g	9 4%	39 4% g	2 -1%	8 3%
Less than once a month	181 4%	9 6%	61 +6% d	9 6%	41 4%	9 3%	38 4%	7 4%	8 3%
Never	1279 32%	54 38% efgh	505 +48% acdefgh	44 27% fh	345 31% fgh	73 28% fh	186 -20%	33 -22%	39 -16%
Don't know	81 2%	8 +6% cdefgh	42 +4% defgh	3 2%	20 2% f	1 -*% f	6 -1%	* *% f	1 *% f
Summary: Ever	2685 66%	81 -56%	500 -48%	113 71% ab	762 68% ab	187 +72% ab	723 +79% abcde	114 +77% abd	206 +84% abcde
Summary: At least once a week	2307 57%	59 -41%	379 -36%	98 61% ab	660 59% ab	169 +65% ab	646 +71% abcd	106 +72% abcd	190 +77% abcdef
Summary: At least once a month	2504 62%	72 -50%	439 -42%	104 65% ab	721 64% ab	178 +68% ab	685 +75% abcde	108 +73% abd	198 +80% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 170

QR3. How often, if at all, do you do each of these types of activities...Listen to catch-up radio (so after the show was originally broadcast)?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	187 5%	149 5% d	182 +5% d	39 4% d	6 -1%	14 4%	7 3%	173 +5% b	13 -2%
At least weekly	337 8%	266 8%	310 8%	71 8%	27 7%	30 9%	12 6%	310 +9% b	27 -5%
At least monthly	209 5%	173 5%	195 5%	36 4%	13 3%	14 4%	13 6%	185 5%	23 4%
Less than once a month	264 7%	194 -6%	245 7%	70 +8% ad	20 5%	30 9% b	6 -3%	249 +7% b	14 -3%
Never	2889 71%	2259 71%	2575 -71%	630 72%	314 +80% abc	251 72%	169 +80% a	2410 -70%	467 +81% a
Don't know	158 4%	134 4%	145 4%	25 3%	14 4%	8 2%	4 2%	118 -3%	34 +6% a
Summary: Ever	997 25%	781 25% d	932 +26% d	216 25% d	65 -17%	88 25% b	37 -18%	916 +27% b	77 -13%
Summary: At least once a week	524 13%	414 13% d	492 +13% d	110 13% d	33 -8%	44 13%	19 9%	483 +14% b	39 -7%
Summary: At least once a month	733 18%	587 19% d	687 +19% d	146 17% d	46 -12%	58 17%	31 15%	667 +19% b	62 -11%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 170 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to catch-up radio (so after the show was originally broadcast)?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	187 5%	168 +5%	17 -2%	* -1%	0 0%	0 0%	5 2%	0 0%	2 13%	0 0%	0 0%	2 7%	1 1%	0 0%
At least weekly	337 8%	288 +9%	49 -6%	7 +14%	0 0%	0 0%	15 8%	3 23%	0 0%	3 16%	1 6%	3 10%	5 5%	0 0%
At least monthly	209 5%	174 5%	34 4%	4 9%	0 0%	0 0%	7 3%	1 9%	0 0%	* 2%	1 3%	* 1%	4 4%	1 7%
Less than once a month	264 7%	236 +7%	28 -3%	4 8%	1 62%	0 0%	8 4%	3 25%	0 0%	1 5%	0 0%	0 0%	1 -1%	0 0%
Never	2889 71%	2219 -70%	658 +79%	32 66%	1 38%	1 77%	158 +79%	5 37%	15 87%	11 60%	16 91%	27 82%	83 +88%	9 93%
Don't know	158 4%	108 -3%	44 +5%	1 3%	0 0%	* 23%	8 4%	1 5%	0 0%	3 18%	0 0%	0 0%	1 1%	0 0%
Summary: Ever	997 25%	865 +27%	128 -15%	15 32%	1 62%	0 0%	35 -17%	7 58%	2 13%	4 22%	2 9%	6 18%	11 -11%	1 7%
Summary: At least once a week	524 13%	456 +14%	66 -8%	7 15%	0 0%	0 0%	20 10%	3 23%	2 13%	3 16%	1 6%	6 17%	6 6%	0 0%
Summary: At least once a month	733 18%	629 +20%	100 -12%	11 23%	0 0%	0 0%	27 13%	4 33%	2 13%	3 17%	2 9%	6 18%	10 11%	1 7%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 170 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to catch-up radio (so after the show was originally broadcast)?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	187	4	2	*	*	0	0	0	36	151
	5%	3%	4%	1%	2%	0%	0%	0%	5%	5%
At least weekly	337	3	2	*	2	1	3	0	42	295
	8%	-2%	4%	1%	9%	2%	20%	0%	-6%	+9% a
At least monthly	209	3	4	1	4	1	3	0	31	177
	5%	2%	5%	3%	17%	2%	21%	0%	4%	5%
Less than once a month	264	3	0	4	*	2	0	1	53	211
	7%	-2%	-0%	8% b	2%	4%	0%	6%	7%	6%
Never	2889	123	52	36	16	53	8	14	524	2365
	71%	+82%	80%	79%	66%	+90%	59%	80%	74%	71%
Don't know	158	15	5	4	1	2	0	2	24	134
	4%	+10%	8%	9%	4%	3%	0%	14%	3%	4%
Summary: Ever	997	13	8	6	7	4	5	1	163	835
	25%	-8%	-13%	12%	30%	-7%	41%	6%	23%	25%
Summary: At least once a week	524	7	5	1	3	1	3	0	78	446
	13%	-5%	7%	-1%	11%	-2%	20%	0%	11%	13%
Summary: At least once a month	733	10	8	2	7	2	5	0	109	624
	18%	-7%	13%	-4%	28%	-3%	41%	0%	-15%	+19% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 170 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to catch-up radio (so after the show was originally broadcast)?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	187 5%	6 4%	21 -2%	13 +8% bgh	68 +6% bgh	15 6% bgh	59 +6% bgh	3 2%	3 -1%
At least weekly	337 8%	8 5%	64 -6%	12 8%	110 +10% beg	16 6%	101 +11% abeg	6 -4%	21 9%
At least monthly	209 5%	8 5%	45 4%	10 6%	64 6% e	7 3%	62 +7% beh	7 4%	7 3%
Less than once a month	264 7%	17 +12% bdegh	64 6%	15 9% d	63 6%	14 5%	72 8% d	7 5%	12 5%
Never	2889 71%	96 67%	798 +76% acdf	105 65%	777 -69%	200 +77% acdf	600 -66%	124 +84% abcdf	190 +77% acdf
Don't know	158 4%	10 7% fg	55 +5% fg	6 4% g	46 4% fg	8 3%	21 -2%	1 -1%	13 5% fg
Summary: Ever	997 25%	38 26% bgh	193 -18%	50 +31% begh	304 +27% begh	53 20%	295 +32% bdegh	23 -15%	43 -17%
Summary: At least once a week	524 13%	13 9%	84 -8%	25 15% bg	178 +16% bgh	31 12% bg	160 +18% abegh	9 -6%	24 10%
Summary: At least once a month	733 18%	21 15%	129 -12%	34 22% bgh	242 +21% begh	38 15%	223 +24% abegh	16 -11%	30 -12%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 171

QR3. How often, if at all, do you do each of these types of activities...Listen to podcasts?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	284 7%	258 +8% cd	282 +8% cd	26 -3% d	2 -1%	10 -3%	8 4%	256 +7% b	26 -5%
At least weekly	573 14%	508 +16% cd	550 +15% cd	65 -7%	23 -6%	28 -8%	23 11%	498 14%	72 13%
At least monthly	394 10%	343 +11% cd	371 +10% cd	50 -6%	22 -6%	13 -4%	17 8% a	357 +10% b	37 -6%
Less than once a month	368 9%	301 9% d	346 +9% d	67 8%	22 -6%	24 7%	14 7%	317 9%	46 8%
Never	2302 57%	1662 -52%	1991 -55%	639 +73% ab	311 +79% abc	263 +76% b	143 +68%	1926 -56%	368 +64% a
Don't know	125 3%	101 3%	112 3%	24 3%	13 3%	9 3%	5 2%	91 -3%	28 +5% a
Summary: Ever	1618 40%	1411 +44% cd	1549 +42% cd	208 -24% d	70 -18%	76 -22%	62 -29% a	1428 +41% b	182 -31%
Summary: At least once a week	856 21%	766 +24% cd	832 +23% cd	90 -10% d	25 -6%	38 -11%	31 -15%	754 +22% b	98 -17%
Summary: At least once a month	1250 31%	1109 +35% cd	1203 +33% cd	140 -16% d	47 -12%	51 -15%	48 -23% a	1111 +32% b	135 -23%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 171 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to podcasts?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	284 7%	244 +8%	38 -5%	5 10%	0 0%	0 0%	7 4%	1 5%	2 13%	1 5%	1 6%	1 3%	7 8%	* 2%
At least weekly	573 14%	446 14%	125 15%	10 +21%	0 0%	0 0%	42 +21%	2 15%	2 10%	7 42%	5 30%	6 20%	9 10%	0 0%
At least monthly	394 10%	332 +10%	62 -7%	7 +15%	0 0%	0 0%	17 9%	3 23%	3 19%	2 11%	0 0%	2 8%	4 4%	1 7%
Less than once a month	368 9%	307 +10%	56 -7%	3 7%	1 62%	* 12%	6 -3%	3 27%	6 35%	1 8%	0 0%	* 1%	5 5%	* 2%
Never	2302 57%	1778 -56%	516 +62%	22 -46%	1 38%	1 66%	124 62%	4 31%	4 22%	6 34%	11 64%	23 69%	68 +73%	8 89%
Don't know	125 3%	86 -3%	33 4%	* 1%	0 0%	* 23%	5 2%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Summary: Ever	1618 40%	1329 +42%	281 -34%	26 +53%	1 62%	* 12%	72 36%	9 69%	13 78%	12 66%	6 36%	10 31%	25 -26%	1 11%
Summary: At least once a week	856 21%	690 22%	163 20%	15 +31%	0 0%	0 0%	49 25%	2 19%	4 23%	8 47%	6 36%	8 23%	16 17%	* 2%
Summary: At least once a month	1250 31%	1022 +32%	224 -27%	22 +46%	0 0%	0 0%	67 33%	5 42%	7 42%	10 58%	6 36%	10 31%	20 21%	1 9%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 171 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to podcasts?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	284 7%	8 5%	2 4%	* 1%	0 0%	* 1%	2 15%	0 0%	51 7%	232 7%
At least weekly	573 14%	12 -8%	9 14%	3 7%	1 5%	8 14%	1 10%	5 32%	75 -10%	498 +15% a
At least monthly	394 10%	5 -3%	5 7%	3 7%	4 15%	3 5%	1 9%	1 7%	40 -6%	353 +11% a
Less than once a month	368 9%	6 -4%	5 7%	6 14% a	5 21%	5 8%	0 0%	3 20%	73 10%	295 9%
Never	2302 57%	107 +72%	38 58%	31 67%	12 49%	42 +71%	6 46%	7 41%	450 +63% b	1851 -56%
Don't know	125 3%	13 +8%	6 +9%	2 4%	3 10%	1 1%	3 20%	0 0%	22 3%	103 3%
Summary: Ever	1618 40%	30 -20%	22 33%	13 29%	10 40%	17 28%	4 34%	10 59%	239 -34%	1379 +41% a
Summary: At least once a week	856 21%	19 -13%	12 18%	3 -8%	1 5%	9 15%	3 25%	5 32%	126 -18%	730 +22% a
Summary: At least once a month	1250 31%	24 -16%	17 25%	7 -14%	5 20%	12 20%	4 34%	7 39%	166 -23%	1084 +33% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 171 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to podcasts?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	284 7%	23 +16% bcdefgh	72 7% gh	13 8% gh	100 +9% fgh	15 6% gh	58 6% gh	* -*% -	2 -1% -
At least weekly	573 14%	27 19% efgh	197 +19% efgh	27 17% efgh	185 +16% efgh	19 -7% g	96 -10% g	2 -1% -	21 -8% g
At least monthly	394 10%	10 7%	120 +12% eh	12 7%	126 +11% eh	9 -3%	94 10% eh	10 7%	13 -5%
Less than once a month	368 9%	25 +17% bdefgh	103 10% h	16 10%	98 9%	23 9%	82 9%	9 6%	13 -5%
Never	2302 57%	51 -36%	515 -49% a	88 55% a	582 -52% a	186 +71% abcdf	569 +62% abd	125 +85% abcdefh	186 +75% abcdf
Don't know	125 3%	7 5% fg	39 4% fg	5 3%	36 3% fg	9 3% g	16 -2%	1 -1%	12 5% fg
Summary: Ever	1618 40%	85 +59% bcdefgh	492 +47% efgh	67 42% efgh	509 +45% efgh	66 -25% g	330 -36% efgh	21 -14%	48 -20%
Summary: At least once a week	856 21%	50 +35% bcdefgh	269 +26% efgh	39 25% efgh	285 +25% efgh	34 -13% g	154 -17% gh	2 -2%	23 -9% g
Summary: At least once a month	1250 31%	60 +42% efgh	389 +37% efgh	51 32% efgh	411 +36% efgh	43 -17% g	248 -27% efgh	12 -8%	35 -14%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 172
QR3. How often, if at all, do you do each of these types of activities...Listen to music via a paid-for or subscription streaming service - e.g. Spotify Premium or Apple Music?
 Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	844 21%	812 +26% bcd	838 +23% cd	32 -4% d	6 -2%	12 -3%	53 25% a	743 +22% b	97 -17%
At least weekly	642 16%	577 +18% cd	615 +17% cd	65 -7%	27 -7%	35 -10%	34 16% a	565 +16%	75 13%
At least monthly	111 3%	100 +3% cd	109 +3% cd	11 -1%	2 -1%	2 -*%	4 2%	96 3%	16 3%
Less than once a month	123 3%	112 +4% cd	118 +3% cd	11 -1%	6 -1%	3 -1%	6 3% a	98 3%	24 4%
Never	2196 54%	1468 -46%	1861 -51% a	728 +84% ab	336 +85% ab	290 +83% b	111 53%	1838 -53%	348 +60% a
Don't know	129 3%	105 3%	112 3%	24 3%	17 4%	8 2%	3 1%	106 3%	17 3%
Summary: Ever	1720 43%	1602 +50% bcd	1679 +46% cd	118 -14%	41 -10%	50 -14%	97 46% a	1501 +44% b	211 -37%
Summary: At least once a week	1486 37%	1390 +44% bcd	1452 +40% cd	96 -11%	34 -9%	46 -13%	87 41% a	1307 +38% b	172 -30%
Summary: At least once a month	1597 39%	1490 +47% bcd	1561 +43% cd	107 -12%	36 -9%	48 -14%	91 43% a	1403 +41% b	187 -32%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 172 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a paid-for or subscription streaming service - e.g. Spotify Premium or Apple Music?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	844 21%	689 +22%	151 -18%	10 20%	0 0%	0 0%	44 22%	5 37%	6 37%	3 18%	5 25%	4 11%	11 -11%	2 20%
At least weekly	642 16%	516 16%	124 15%	12 +25%	0 0%	0 0%	37 18%	0 0%	5 31%	6 33%	6 33%	10 +30%	12 13%	2 21%
At least monthly	111 3%	88 3%	23 3%	1 1%	1 62%	* 12%	6 3%	* 3%	0 0%	1 4%	0 0%	* 1%	3 4%	0 0%
Less than once a month	123 3%	86 -3%	36 +4%	1 1%	0 0%	0 0%	11 +6%	3 25%	0 0%	0 0%	2 13%	0 0%	3 3%	0 0%
Never	2196 54%	1713 54%	473 57%	23 48%	1 38%	1 66%	100 50%	4 30%	5 32%	8 46%	5 29%	19 58%	65 +69%	5 59%
Don't know	129 3%	101 3%	23 3%	2 5%	0 0%	* 23%	3 1%	1 5%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Summary: Ever	1720 43%	1379 43%	333 40%	23 47%	1 62%	* 12%	98 49%	8 65%	11 68%	10 54%	13 71%	14 42%	28 -30%	4 41%
Summary: At least once a week	1486 37%	1205 +38%	275 -33%	22 +45%	0 0%	0 0%	81 40%	5 37%	11 68%	9 50%	11 59%	14 41%	22 -24%	4 41%
Summary: At least once a month	1597 39%	1293 +40%	298 -36%	22 46%	1 62%	* 12%	87 43%	5 40%	11 68%	10 54%	11 59%	14 42%	26 -27%	4 41%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 172 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a paid-for or subscription streaming service - e.g. Spotify Premium or Apple Music?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	844 21%	24 16%	14 21%	4 10%	3 12%	9 15%	5 41%	4 22%	131 18%	713 21%
At least weekly	642 16%	12 -8%	7 10%	5 10%	5 19%	3 -4%	2 15%	1 8%	78 -11%	563 +17% a
At least monthly	111 3%	4 3%	3 4%	0 0%	0 0%	* *%	0 0%	3 19%	19 3%	93 3%
Less than once a month	123 3%	3 2%	* *%	6 +13% ab	3 14%	3 6%	0 0%	0 0%	12 -2%	111 +3% a
Never	2196 54%	97 +64%	38 59%	31 67%	12 49%	44 +75%	6 44%	9 52%	452 +64% b	1744 -52%
Don't know	129 3%	10 +7% e	4 6%	* 1%	1 6%	0 0%	0 0%	0 0%	19 3%	109 3%
Summary: Ever	1720 43%	43 -29%	23 36%	15 32%	11 45%	15 -25%	7 56%	8 48%	240 -34%	1480 +44% a
Summary: At least once a week	1486 37%	36 -24%	20 31%	9 -20%	8 32%	11 -19%	7 56%	5 29%	209 -29%	1277 +38% a
Summary: At least once a month	1597 39%	40 -27%	23 35%	9 -20%	8 32%	12 -20%	7 56%	8 48%	228 -32%	1369 +41% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 172 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a paid-for or subscription streaming service - e.g. Spotify Premium or Apple Music?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	844 21%	72 +50% bcdefgh	361 +34% cdefgh	35 22% efgh	255 23% efgh	22 -9% gh	93 -10% gh	2 -1% g	5 -2% h
At least weekly	642 16%	28 20% efgh	204 +19% efgh	25 16% eg	237 +21% efgh	22 -9% g	98 -11% g	3 -2% g	25 -10% g
At least monthly	111 3%	7 5% gh	31 3% h	4 3% h	34 3% h	6 2% h	27 3% h	1 1% g	1 -1% f
Less than once a month	123 3%	3 2%	40 4% eh	3 2%	45 +4% eh	3 -1%	23 3%	3 2%	2 -1%
Never	2196 54%	28 -20%	370 -35% a	89 56% abd	522 -46% ab	200 +77% abcd	652 +71% abcd	135 +91% abcdefh	201 +82% abcdf
Don't know	129 3%	5 4%	41 4%	4 2%	34 3%	6 2%	21 2%	4 3%	13 5% f
Summary: Ever	1720 43%	110 +77% bcdefgh	635 +61% cdefgh	67 42% efgh	571 +51% cefg	54 -21% gh	241 -26% efgh	9 -6% g	32 -13% g
Summary: At least once a week	1486 37%	100 +70% bcdefgh	564 +54% cdefgh	60 37% efgh	492 +44% efgh	45 -17% g	191 -21% gh	4 -3% g	29 -12% g
Summary: At least once a month	1597 39%	107 +75% bcdefgh	595 +57% cdefgh	64 40% efgh	526 +47% efgh	51 -20% gh	218 -24% gh	6 -4% g	30 -12% g

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 173

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a free streaming service - e.g. Spotify Free?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	493 12%	464 +15% cd	484 +13% cd	29 -3%	8 -2%	13 -4%	50 +24% a	419 12%	72 12%
At least weekly	609 15%	542 +17% cd	589 +16% cd	67 -8%	21 -5%	34 -10%	42 +20% a	531 15%	77 13%
At least monthly	207 5%	165 5% d	199 +5% d	42 5% d	9 -2%	12 3%	9 4%	181 5%	24 4%
Less than once a month	176 4%	144 5% d	167 +5% d	32 4%	9 -2%	12 4%	2 -1%	153 4%	21 4%
Never	2422 60%	1746 -55%	2090 -57%	677 +78% ab	332 +84% abc	269 +77% b	105 -50%	2048 59%	364 63%
Don't know	138 3%	113 4%	123 3%	25 3%	15 4%	8 2%	3 1%	113 3%	19 3%
Summary: Ever	1485 37%	1315 +41% cd	1439 +39% cd	170 -20% d	47 -12%	71 -20%	102 +49% a	1284 37%	194 34%
Summary: At least once a week	1102 27%	1006 +32% bcd	1073 +29% cd	96 -11% d	29 -7%	47 -14%	92 +43% a	949 28%	149 26%
Summary: At least once a month	1309 32%	1171 +37% cd	1272 +35% cd	138 -16% d	38 -10%	59 -17%	100 +48% a	1131 33%	173 30%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 173 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a free streaming service - e.g. Spotify Free?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	493 12%	379 12%	111 13%	7 14%	0 0%	0 0%	32 16%	2 16%	2 13%	2 11%	2 13%	8 +25%	11 11%	2 22%
At least weekly	609 15%	492 15%	116 14%	6 13%	0 0%	* 12%	32 16%	1 12%	1 4%	8 44%	2 9%	3 10%	9 9%	1 15%
At least monthly	207 5%	164 5%	42 5%	4 8%	0 0%	0 0%	14 7%	0 0%	0 0%	0 0%	0 0%	1 4%	9 +10%	1 7%
Less than once a month	176 4%	144 5%	31 4%	3 7%	1 62%	0 0%	5 3%	3 21%	0 0%	0 0%	1 5%	0 0%	2 3%	0 0%
Never	2422 60%	1905 60%	507 61%	26 54%	1 38%	1 66%	115 57%	6 51%	14 83%	8 45%	13 72%	20 61%	62 66%	5 57%
Don't know	138 3%	108 3%	24 3%	2 4%	0 0%	* 23%	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Summary: Ever	1485 37%	1180 37%	299 36%	20 42%	1 62%	* 12%	83 41%	6 49%	3 17%	10 55%	5 28%	13 39%	31 33%	4 43%
Summary: At least once a week	1102 27%	872 27%	226 27%	13 27%	0 0%	* 12%	64 32%	3 28%	3 17%	10 55%	4 23%	12 35%	19 21%	3 37%
Summary: At least once a month	1309 32%	1036 32%	268 32%	17 35%	0 0%	* 12%	78 39%	3 28%	3 17%	10 55%	4 23%	13 39%	29 31%	4 43%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 173 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a free streaming service - e.g. Spotify Free?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	493 12%	21 14%	7 10%	2 5%	1 6%	9 16%	2 15%	* 1%	72 10%	420 13%
At least weekly	609 15%	18 12%	7 11%	5 12%	11 46%	6 10%	2 19%	1 7%	67 -9%	542 +16% a
At least monthly	207 5%	3 2%	4 7%	* *%	1 3%	* *%	3 20%	1 7%	37 5%	171 5%
Less than once a month	176 4%	6 4%	3 4%	1 3%	* 2%	5 9%	0 0%	0 0%	48 +7% b	128 -4%
Never	2422 60%	92 61%	41 62%	35 +77%	9 37%	38 64%	6 46%	14 86%	469 +66% b	1953 -59%
Don't know	138 3%	11 +7%	4 6%	1 3%	2 6%	* 1%	0 0%	0 0%	18 3%	120 4%
Summary: Ever	1485 37%	48 32%	21 32%	9 -20%	14 57%	21 35%	7 54%	2 14%	225 -32%	1261 +38% a
Summary: At least once a week	1102 27%	39 26%	14 22%	7 16%	13 52%	16 26%	4 34%	1 8%	140 -20%	962 +29% a
Summary: At least once a month	1309 32%	42 28%	18 28%	8 -17%	13 55%	16 27%	7 54%	2 14%	176 -25%	1133 +34% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 173 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to music via a free streaming service - e.g. Spotify Free?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
At least daily		493	33	209	17	142	19	64	4
	12%		+23%	+20%	10%	13%	-7%	-7%	-3%
			cdefgh	cdefgh	gh	efgh	gh	gh	
At least weekly		609	21	205	19	213	23	108	5
	15%		14%	+20%	12%	+19%	-9%	-12%	-3%
			gh	cefg	gh	cefg	g	gh	
At least monthly		207	4	52	17	57	14	54	1
	5%		3%	5%	+11%	5%	6%	6%	-1%
				g	abdefgh	g	g	g	
Less than once a month		176	15	36	13	42	17	45	4
	4%		+10%	3%	+8%	4%	6%	5%	3%
			bdfgh		bdgh		bdh	h	
Never		2422	67	498	89	636	182	618	131
	60%		-47%	-48%	56%	-56%	+70%	+68%	+89%
						ab	abcd	abcd	abcdefh
Don't know		138	5	46	5	36	6	26	3
	3%		3%	4%	3%	3%	2%	3%	2%
Summary: Ever		1485	72	502	66	454	73	271	14
	37%		+50%	+48%	41%	+40%	-28%	-30%	-9%
			defgh	defgh	efgh	efgh	gh	gh	
Summary: At least once a week		1102	53	414	36	356	42	172	9
	27%		+37%	+40%	22%	+32%	-16%	-19%	-6%
			cefg	cdefgh	gh	cefg	gh	gh	
Summary: At least once a month		1309	57	466	53	412	56	226	10
	32%		40%	+45%	33%	+37%	-22%	-25%	-6%
			efgh	cdefgh	efgh	efgh	gh	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 174

QR3. How often, if at all, do you do each of these types of activities...Listen to an audiobook - e.g. usings apps such as Audible?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	147 4%	131 +4% cd	146 +4% cd	16 -2% d	* -*%	5 -1%	8 4%	136 +4% b	11 -2%
At least weekly	324 8%	286 +9% cd	311 +9% cd	38 -4%	13 -3%	19 -5%	4 -2%	270 8%	53 9%
At least monthly	207 5%	186 +6% cd	197 +5% cd	21 -2%	9 -2%	7 -2%	3 -1%	176 5%	31 5%
Less than once a month	234 6%	201 +6% cd	224 +6% cd	33 -4%	10 -3%	10 -3%	3 -2%	212 +6% b	17 -3%
Never	2985 74%	2248 -71%	2642 -72%	737 +85% ab	343 +87% ab	299 +86%	189 +90%	2527 73%	445 77%
Don't know	148 4%	122 4%	131 4%	26 3%	17 4%	8 2%	4 2%	124 4%	20 4%
Summary: Ever	912 23%	804 +25% cd	879 +24% cd	108 -12% d	33 -8%	42 -12%	18 -9%	794 23%	111 19%
Summary: At least once a week	471 12%	417 +13% cd	457 +13% cd	54 -6% d	14 -3%	24 -7%	12 -6%	406 12%	64 11%
Summary: At least once a month	678 17%	602 +19% cd	655 +18% cd	75 -9%	23 -6%	31 -9%	15 -7%	582 17%	94 16%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 174 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to an audiobook - e.g. using apps such as Audible?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	147 4%	128 +4%	18 -2%	1 3%	0 0%	0 0%	6 3%	0 0%	0 0%	0 0%	2 13%	1 3%	0 0%	0 0%
At least weekly	324 8%	241 -8%	82 +10%	4 7%	0 0%	0 0%	26 +13%	2 18%	3 17%	2 13%	1 8%	4 11%	10 11%	1 9%
At least monthly	207 5%	162 5%	44 5%	4 8%	0 0%	0 0%	10 5%	4 32%	* 2%	3 17%	1 3%	0 0%	7 7%	0 0%
Less than once a month	234 6%	196 6%	33 -4%	4 8%	1 62%	* 12%	11 5%	2 13%	0 0%	1 4%	2 12%	1 4%	6 6%	0 0%
Never	2985 74%	2345 73%	627 76%	35 72%	1 38%	1 66%	146 72%	5 37%	13 75%	12 66%	11 64%	27 82%	71 75%	9 91%
Don't know	148 4%	120 4%	24 3%	1 2%	0 0%	* 23%	3 1%	0 0%	1 5%	0 0%	0 0%	0 0%	1 1%	0 0%
Summary: Ever	912 23%	728 23%	178 21%	12 25%	1 62%	* 12%	53 26%	8 63%	3 20%	6 34%	6 36%	6 18%	22 24%	1 9%
Summary: At least once a week	471 12%	369 12%	100 12%	5 10%	0 0%	0 0%	32 16%	2 18%	3 17%	2 13%	4 21%	5 14%	10 11%	1 9%
Summary: At least once a month	678 17%	532 17%	145 17%	8 18%	0 0%	0 0%	42 21%	6 50%	3 20%	5 30%	4 24%	5 14%	17 18%	1 9%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 174 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to an audiobook - e.g. usings apps such as Audible?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	147 4%	5 3%	1 2%	* 1%	0 0%	0 0%	0 0%	1 7%	43 +6% b	104 -3%
At least weekly	324 8%	15 10%	4 6%	2 4%	3 12%	5 9%	0 0%	* 1%	49 7%	275 8%
At least monthly	207 5%	4 2%	2 3%	0 0%	5 20%	3 6%	3 20%	0 0%	27 4%	179 5%
Less than once a month	234 6%	3 -2%	* *%	2 4%	0 0%	1 2%	0 0%	0 0%	60 +8% b	174 -5%
Never	2985 74%	113 75%	53 81%	41 +89%	15 63%	50 84%	11 80%	16 92%	512 72%	2474 74%
Don't know	148 4%	11 +7% e	5 8% e	1 3%	1 4%	0 0%	0 0%	0 0%	21 3%	127 4%
Summary: Ever	912 23%	26 18%	7 -11%	4 -8%	8 32%	10 16%	3 20%	1 8%	178 25%	733 22%
Summary: At least once a week	471 12%	20 14%	5 8%	2 4%	3 12%	5 9%	0 0%	1 8%	91 13%	380 11%
Summary: At least once a month	678 17%	24 16%	7 11%	2 -4%	8 32%	9 14%	3 20%	1 8%	118 17%	559 17%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 174 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to an audiobook - e.g. usings apps such as Audible?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	147 4%	15 +10% bdefgh	30 3% gh	15 +9% bdefgh	53 +5% bfg	12 5% fgh	22 -2% h	* -.*% -.*%	0 -0% -0%
At least weekly	324 8%	15 11% fgh	83 8% g	16 10% gh	127 +11% befgh	16 6% g	54 -6% g	2 -1% -1%	11 -4% -4%
At least monthly	207 5%	10 7% eg	71 +7% efgh	10 6% eg	61 5% eg	5 -2% -2%	41 5% 5%	2 -2% -2%	7 3% 3%
Less than once a month	234 6%	13 9% fgh	53 5% 5%	22 +14% bdefgh	72 6% h	21 8% fgh	44 5% 5%	4 3% 3%	6 -2% -2%
Never	2985 74%	80 -56% -56%	761 73% acd	96 -60% -60%	773 -69% ac	201 77% acd	731 +80% abcd	134 +91% abcdef	209 +85% abcde
Don't know	148 4%	10 +7% cef	49 5% cef	2 1% 1%	41 4% 4%	5 2% 2%	24 3% 3%	4 3% 3%	13 5% cef
Summary: Ever	912 23%	53 +37% bdefgh	237 23% fgh	62 +39% bdefgh	312 +28% befgh	54 21% gh	161 -18% gh	9 -6% -6%	24 -10% -10%
Summary: At least once a week	471 12%	30 +21% befgh	113 11% gh	31 +19% befgh	180 +16% befgh	28 11% gh	76 -8% gh	3 -2% -2%	11 -4% -4%
Summary: At least once a month	678 17%	40 +28% befgh	184 18% fgh	40 +25% befgh	240 +21% befgh	33 13% gh	117 -13% gh	5 -3% -3%	18 -7% -7%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 175

QR3. How often, if at all, do you do each of these types of activities...Listen to/watch music videos online or on TV?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	616 15%	579 +18% cd	609 +17% cd	37 -4% d	7 -2%	18 -5%	35 17% a	516 15%	98 17%
At least weekly	718 18%	631 +20% cd	688 +19% cd	87 -10%	30 -8%	25 -7%	43 21% a	601 17%	106 18%
At least monthly	329 8%	282 +9% cd	311 +9% cd	47 -5%	18 -5%	18 -5%	17 8%	293 8%	36 6%
Less than once a month	274 7%	221 7%	254 7%	53 6%	21 5%	22 6%	7 -3%	254 +7% b	20 -3%
Never	1984 49%	1360 -43%	1678 -46% a	624 +72% ab	306 +78% abc	257 +74% b	104 50%	1681 49%	299 52%
Don't know	124 3%	102 3%	112 3%	23 3%	12 3%	7 2%	4 2%	100 3%	18 3%
Summary: Ever	1937 48%	1712 +54% bcd	1861 +51% cd	225 -26% d	76 -19%	84 -24%	103 49% a	1664 48%	260 45%
Summary: At least once a week	1334 33%	1209 +38% bcd	1297 +36% cd	125 -14% d	37 -9%	43 -12%	79 37% a	1117 32%	204 35%
Summary: At least once a month	1663 41%	1491 +47% bcd	1608 +44% cd	172 -20% d	55 -14%	62 -18%	96 46% a	1410 41%	240 42%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 175 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to/watch music videos online or on TV?

Base: All Respondents

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	616 15%	479 15%	135 16%	9 18%	0 0%	0 0%	28 14%	4 30%	2 13%	2 11%	6 32%	5 16%	10 11%	1 12%
At least weekly	718 18%	551 17%	157 19%	6 13%	0 0%	0 0%	44 22%	3 25%	3 16%	6 33%	3 17%	6 19%	22 23%	3 31%
At least monthly	329 8%	266 8%	63 8%	9 +18%	0 0%	0 0%	18 9%	1 12%	3 17%	4 20%	3 17%	1 3%	2 2%	2 16%
Less than once a month	274 7%	237 +7%	37 -4%	4 9%	1 62%	0 0%	12 6%	2 13%	3 20%	1 5%	2 13%	2 5%	0 -0%	0 0%
Never	1984 49%	1567 49%	413 50%	19 -39%	1 38%	1 77%	93 46%	3 20%	6 35%	6 31%	4 21%	19 57%	58 +62%	4 41%
Don't know	124 3%	94 3%	24 3%	1 2%	0 0%	* 23%	5 2%	0 0%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%
Summary: Ever	1937 48%	1532 48%	392 47%	28 +59%	1 62%	0 0%	103 51%	10 80%	11 65%	12 69%	14 79%	14 43%	34 -36%	6 59%
Summary: At least once a week	1334 33%	1029 32%	292 35%	15 32%	0 0%	0 0%	73 36%	7 55%	5 29%	8 44%	9 49%	11 35%	32 34%	4 43%
Summary: At least once a month	1663 41%	1295 41%	355 43%	24 +50%	0 0%	0 0%	91 45%	8 67%	8 45%	11 64%	12 66%	13 38%	34 36%	6 59%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 175 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to/watch music videos online or on TV?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	616 15%	26 18%	14 21%	4 8%	5 21%	11 18%	3 26%	5 28%	114 16%	502 15%
At least weekly	718 18%	22 14%	11 17%	5 11%	9 35%	10 18%	1 10%	3 15%	102 -14%	616 +18% a
At least monthly	329 8%	7 4%	3 5%	3 7%	2 7%	5 8%	0 0%	0 0%	58 8%	271 8%
Less than once a month	274 7%	2 -2%	1 2%	5 11% a	0 0%	1 2%	0 0%	* 1%	71 +10% b	203 -6%
Never	1984 49%	85 57%	31 47%	27 59%	7 28%	32 54%	8 64%	9 55%	346 49%	1638 49%
Don't know	124 3%	7 5%	5 7% e	2 4%	2 9%	0 0%	0 0%	0 0%	20 3%	104 3%
Summary: Ever	1937 48%	57 -38%	30 46%	17 37%	15 63%	27 46%	5 36%	8 45%	345 49%	1592 48%
Summary: At least once a week	1334 33%	48 32%	25 38% c	9 19%	14 56%	21 36%	5 36%	7 43%	216 30%	1118 34%
Summary: At least once a month	1663 41%	55 37%	29 44%	12 26%	15 63%	26 44%	5 36%	7 43%	274 39%	1389 42%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 175 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Listen to/watch music videos online or on TV?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
At least daily		616	49	228	31	195	29	76	4
	15%		+35%	+22%	19%	+17%	-11%	-8%	-3%
			bcdefgh	defgh	efgh	efgh	gh	gh	
At least weekly		718	30	246	28	220	38	127	7
	18%		21%	+24%	18%	20%	14%	-14%	-5%
			fgh	defgh	gh	efgh	g	g	
At least monthly		329	8	95	19	102	21	64	10
	8%		6%	9%	12%	9%	8%	7%	7%
			h	h	fh	h	h	h	
Less than once a month		274	14	37	18	75	28	81	11
	7%		10%	-4%	+11%	7%	+11%	+9%	7%
			bh		bdh	b	bdh	bh	b
Never		1984	35	404	58	498	139	545	115
	49%		-24%	-39%	-36%	-44%	53%	+59%	+78%
				a	a	abc	abcd	abcd	abcdef
Don't know		124	7	35	6	35	6	24	2
	3%		5%	3%	4%	3%	2%	3%	1%
Summary: Ever		1937	102	607	96	593	116	347	31
	48%		+71%	+58%	+60%	+53%	45%	-38%	-21%
			bcdefgh	defgh	efgh	efgh	fgh	gh	
Summary: At least once a week		1334	79	474	59	415	67	202	11
	33%		+55%	+45%	37%	+37%	-26%	-22%	-7%
			bcdefgh	cdefgh	efgh	efgh	gh	gh	
Summary: At least once a month		1663	88	570	78	517	88	267	20
	41%		+61%	+54%	+49%	+46%	-34%	-29%	-14%
			cdefgh	defgh	efgh	efgh	gh	gh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 176

QR3. How often, if at all, do you do each of these types of activities...Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	75 2%	71 +2% cd	74 +2% cd	4 -*%	1 -*%	4 1%	6 3%	63 2%	12 2%
At least weekly	144 4%	136 +4% cd	140 +4% cd	8 -1%	3 -1%	8 2%	4 2%	112 -3%	31 +5% a
At least monthly	60 1%	58 +2% cd	60 +2% cd	1 -*%	0 -0%	1 *%	1 *%	42 -1%	17 +3% a
Less than once a month	87 2%	80 +3% cd	86 +2% cd	7 -1%	1 -*%	1 -*%	4 2% a	75 2%	12 2%
Never	3501 87%	2684 -85%	3133 -86%	818 +94% ab	368 +94% ab	320 +92%	188 89%	3005 +87% b	483 -84%
Don't know	178 4%	145 5%	158 4%	32 4%	20 5%	13 4%	7 3%	147 4%	23 4%
Summary: Ever	366 9%	345 +11% cd	361 +10% cd	21 -2%	5 -1%	15 -4%	16 7%	292 -8%	71 +12% a
Summary: At least once a week	219 5%	207 +7% cd	215 +6% cd	12 -1%	4 -1%	12 3%	10 5%	175 -5%	43 +7% a
Summary: At least once a month	279 7%	265 +8% cd	274 +8% cd	13 -2%	4 -1%	13 -4%	11 5%	217 -6%	59 +10% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 176 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	75 2%	61 2%	14 2%	* *%	0 0%	0 0%	2 1%	0 0%	1 8%	0 0%	0 0%	0 0%	* *%	2 20%
At least weekly	144 4%	95 -3%	48 +6%	2 4%	0 0%	0 0%	15 +8%	2 13%	0 0%	1 8%	1 3%	4 +12%	5 5%	0 0%
At least monthly	60 1%	40 -1%	19 +2%	* 1%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	4 4%	0 0%
Less than once a month	87 2%	72 2%	15 2%	2 3%	1 62%	0 0%	1 *%	2 16%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Never	3501 87%	2792 +87%	696 -84%	43 89%	1 38%	1 77%	169 84%	8 64%	16 92%	16 92%	17 97%	29 88%	82 87%	7 80%
Don't know	178 4%	134 4%	37 4%	1 2%	0 0%	* 23%	12 6%	1 7%	0 0%	0 0%	0 0%	0 0%	2 2%	0 0%
Summary: Ever	366 9%	267 -8%	96 +12%	4 8%	1 62%	0 0%	20 10%	4 28%	1 8%	1 8%	1 3%	4 12%	10 10%	2 20%
Summary: At least once a week	219 5%	156 -5%	62 +7%	2 4%	0 0%	0 0%	17 9%	2 13%	1 8%	1 8%	1 3%	4 12%	5 6%	2 20%
Summary: At least once a month	279 7%	195 -6%	81 +10%	2 5%	0 0%	0 0%	19 10%	2 13%	1 8%	1 8%	1 3%	4 12%	9 9%	2 20%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 176 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	75 2%	3 2%	3 4%	1 1%	0 0%	1 2%	0 0%	1 7%	13 2%	62 2%
At least weekly	144 4%	6 4%	1 2%	3 7%	6 24%	2 4%	0 0%	0 0%	26 4%	118 4%
At least monthly	60 1%	6 +4%	0 0%	2 4%	* 2%	1 2%	4 31%	0 0%	13 2%	47 1%
Less than once a month	87 2%	4 3%	0 0%	4 +9% b	0 0%	1 2%	0 0%	0 0%	17 2%	71 2%
Never	3501 87%	123 82%	57 87%	34 -73%	17 68%	52 87%	9 69%	16 93%	615 86%	2887 87%
Don't know	178 4%	9 6%	5 7%	3 6%	2 6%	2 4%	0 0%	0 0%	28 4%	150 4%
Summary: Ever	366 9%	18 12%	4 6%	10 +21% b	6 26%	5 9%	4 31%	1 7%	69 10%	297 9%
Summary: At least once a week	219 5%	8 6%	4 6%	4 9%	6 24%	3 6%	0 0%	1 7%	39 6%	179 5%
Summary: At least once a month	279 7%	14 10%	4 6%	6 12%	6 26%	4 7%	4 31%	1 7%	52 7%	226 7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 176 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Play an interactive audio game using only your voice - such as The Inspection Chamber or Jeopardy?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	75 2%	8 +6% bcdefgh	24 2% fg	3 2%	28 2% fgh	2 1%	9 -1%	0 0%	1 *%
At least weekly	144 4%	13 +9% defgh	60 +6% defgh	8 5% fgh	38 3% fgh	5 2%	18 -2%	1 -1%	2 -1%
At least monthly	60 1%	4 3% egh	20 2% eh	8 +5% bdefgh	17 2% e	0 -0%	10 1%	0 0%	0 -0%
Less than once a month	87 2%	8 +6% defgh	34 +3% fgh	5 3% fgh	27 2% fgh	3 1%	9 -1%	0 -0%	1 -*%
Never	3501 87%	100 -70%	856 -82% a	129 -81% a	967 86% ab	243 +93% abcd	837 +91% abcd	142 +97% abcdf	226 +92% abcd
Don't know	178 4%	9 7%	52 5%	7 4%	50 4%	8 3%	32 3%	4 3%	16 6% ef
Summary: Ever	366 9%	34 +24% bdefgh	137 +13% defgh	24 +15% defgh	109 10% efgh	10 -4% g	46 -5% gh	1 -1%	4 -2%
Summary: At least once a week	219 5%	21 +15% bcdefgh	84 +8% defgh	10 7% efgh	65 6% efgh	7 -3%	27 -3%	1 -1%	3 -1%
Summary: At least once a month	279 7%	25 +18% bdefgh	103 +10% defgh	19 +12% defgh	82 7% efgh	7 -3%	37 -4% gh	1 -1%	3 -1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 177

QR3. How often, if at all, do you do each of these types of activities...Social audio services (e.g. Clubhous)?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
At least daily	42 1%	39 +1% cd	42 +1% cd	3 -*%	0 -0%	3 1%	4 2%	37 1%	5 1%
At least weekly	104 3%	97 +3% cd	103 +3% cd	7 -1%	1 -*%	4 1%	5 2%	76 -2%	26 +4% a
At least monthly	48 1%	43 1%	45 1%	5 1%	3 1%	5 1%	0 0%	27 -1%	21 +4% a
Less than once a month	44 1%	39 1% d	44 +1% d	5 1%	0 -0%	1 *%	3 1%	39 1%	5 1%
Never	3583 89%	2767 -87%	3214 -88%	816 +94% ab	369 +94% ab	322 +93%	192 91%	3079 +89% b	491 -85%
Don't know	224 6%	189 +6% c	204 6% c	35 -4%	20 5%	13 4%	7 3%	188 5%	29 5%
Summary: Ever	238 6%	218 +7% cd	234 +6% cd	20 -2%	4 -1%	13 4%	12 5%	179 -5%	57 +10% a
Summary: At least once a week	146 4%	136 +4% cd	145 +4% cd	10 -1%	1 -*%	7 2%	9 4%	113 -3%	31 +5% a
Summary: At least once a month	194 5%	179 +6% cd	190 +5% cd	15 -2%	4 -1%	12 3%	9 4%	140 -4%	52 +9% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 177 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Social audio services (e.g. Clubhous)?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
At least daily	42 1%	36 1%	6 1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	0 0%
At least weekly	104 3%	65 -2%	37 +4%	0 -0%	0 0%	0 0%	11 +6%	2 13%	1 8%	1 8%	0 0%	1 4%	4 4%	0 0%
At least monthly	48 1%	23 -1%	25 +3%	2 +4%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	1 3%	3 +8%	3 +4%	0 0%
Less than once a month	44 1%	37 1%	7 1%	1 1%	1 62%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Never	3583 89%	2862 +90%	708 -85%	44 92%	1 38%	1 77%	171 85%	8 64%	15 87%	16 92%	17 97%	29 88%	83 88%	9 93%
Don't know	224 6%	171 5%	46 6%	1 3%	0 0%	* 23%	16 8%	2 14%	1 5%	0 0%	0 0%	0 0%	3 4%	1 7%
Summary: Ever	238 6%	161 -5%	75 +9%	3 5%	1 62%	0 0%	14 7%	3 21%	1 8%	1 8%	1 3%	4 12%	8 8%	0 0%
Summary: At least once a week	146 4%	100 -3%	43 +5%	0 -0%	0 0%	0 0%	12 6%	2 13%	1 8%	1 8%	0 0%	1 4%	4 4%	0 0%
Summary: At least once a month	194 5%	123 -4%	68 +8%	2 4%	0 0%	0 0%	14 7%	2 13%	1 8%	1 8%	1 3%	4 +12%	8 8%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 177 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Social audio services (e.g. Clubhous)?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
At least daily	42 1%	1 1%	1 1%	1 1%	0 0%	1 2%	0 0%	1 7%	10 1%	32 1%
At least weekly	104 3%	3 2%	1 2%	1 3%	4 18%	1 2%	5 41%	0 0%	26 +4% b	78 -2%
At least monthly	48 1%	8 +5%	1 2%	3 +6%	3 11%	0 0%	0 0%	0 0%	7 1%	41 1%
Less than once a month	44 1%	0 0%	0 0%	3 +6% a	0 0%	1 2%	0 0%	0 0%	7 1%	37 1%
Never	3583 89%	128 86%	58 88%	35 -76%	16 65%	54 90%	8 59%	16 93%	624 88%	2959 89%
Don't know	224 6%	9 6%	5 7%	3 8%	2 6%	3 4%	0 0%	0 0%	37 5%	187 6%
Summary: Ever	238 6%	12 8%	3 5%	7 +16%	7 29%	3 5%	5 41%	1 7%	50 7%	188 6%
Summary: At least once a week	146 4%	4 3%	2 3%	2 4%	4 18%	2 3%	5 41%	1 7%	36 +5% b	110 -3%
Summary: At least once a month	194 5%	12 8%	3 5%	5 10%	7 29%	2 3%	5 41%	1 7%	42 6%	152 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 177 (continuation)

QR3. How often, if at all, do you do each of these types of activities...Social audio services (e.g. Clubhous)?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
At least daily	42 1%	6 +4% bdefgh	13 1%	3 2% h	15 1% f	1 *%	4 -*%	0 0%	0 0%
At least weekly	104 3%	14 +10% bdefgh	32 3% gh	8 5% fgh	27 2% gh	5 2%	18 2%	0 -0%	1 -*%
At least monthly	48 1%	2 1%	24 +2% def	3 2% f	13 1% f	1 *%	2 -*%	1 1%	2 1%
Less than once a month	44 1%	1 1%	19 +2% fh	2 1%	13 1%	4 1%	4 -*%	0 0%	0 0%
Never	3583 89%	108 -76%	885 -85% a	132 -83%	996 88% abc	241 +93% abcd	851 +93% abcd	142 +97% abcd	227 92% abc
Don't know	224 6%	12 9% efg	73 +7% efg	12 8% efg	61 5%	8 3%	37 -4%	4 3%	16 6%
Summary: Ever	238 6%	23 +16% bdefgh	88 +8% defgh	15 +10% efgh	69 6% fgh	11 4% g	27 -3%	1 -1%	3 -1%
Summary: At least once a week	146 4%	19 +14% bcdefgh	45 4% fgh	10 +6% efgh	43 4% gh	6 2% g	22 -2% gh	0 -0%	1 -*%
Summary: At least once a month	194 5%	21 +15% bdefgh	70 +7% efgh	13 +8% efgh	55 5% fgh	7 3%	23 -3%	1 -1%	3 -1%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 178

QR3. Summary: EVER - How often, if at all, do you do each of these types of activities?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Listen to live radio	2685 66%	2002 -63%	2365 -65%	684 +78% ab	320 +81% ab	264 +76% b	86 -41%	2461 +71% b	212 -37%
Listen to catch-up radio	997 25%	781 25% d	932 +26% d	216 25% d	65 -17%	88 25% b	37 -18%	916 +27% b	77 -13%
Listen to podcasts	1618 40%	1411 +44% cd	1549 +42% cd	208 -24% d	70 -18%	76 -22%	62 -29% a	1428 +41% b	182 -31%
Listen to a paid-for or subscription music streaming service	1720 43%	1602 +50% bcd	1679 +46% cd	118 -14%	41 -10%	50 -14%	97 46% a	1501 +44% b	211 -37%
Listen to a free music streaming service	1485 37%	1315 +41% cd	1439 +39% cd	170 -20% d	47 -12%	71 -20%	102 +49% a	1284 37%	194 34%
Listen to an audiobook	912 23%	804 +25% cd	879 +24% cd	108 -12% d	33 -8%	42 -12%	18 -9%	794 23%	111 19%
Listen to music videos online or through music TV channels	1937 48%	1712 +54% bcd	1861 +51% cd	225 -26% d	76 -19%	84 -24%	103 49% a	1664 48%	260 45%
Play an interactive audio game using only your voice	366 9%	345 +11% cd	361 +10% cd	21 -2%	5 -1%	15 -4%	16 7%	292 -8%	71 +12% a
Social audio services	238 6%	218 +7% cd	234 +6% cd	20 -2%	4 -1%	13 4%	12 5%	179 -5%	57 +10% a
None of the above	599 15%	453 14%	538 15%	145 17%	61 15%	66 +19%	51 +24%	417 -12%	175 +30% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 178 (continuation)

QR3. Summary: EVER - How often, if at all, do you do each of these types of activities?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Listen to live radio	2685 66%	2317 +73%	355 -43%	41 +86%	2 100%	0 0%	101 -50%	11 88%	10 59%	14 81%	4 23%	17 52%	30 -32%	2 20%
Listen to catch-up radio	997 25%	865 +27%	128 -15%	15 32%	1 62%	0 0%	35 -17%	7 58%	2 13%	4 22%	2 9%	6 18%	11 -11%	1 7%
Listen to podcasts	1618 40%	1329 +42%	281 -34%	26 +53%	1 62%	* 12%	72 36%	9 69%	13 78%	12 66%	6 36%	10 31%	25 -26%	1 11%
Listen to a paid-for or subscription music streaming service	1720 43%	1379 43%	333 40%	23 47%	1 62%	* 12%	98 49%	8 65%	11 68%	10 54%	13 71%	14 42%	28 -30%	4 41%
Listen to a free music streaming service	1485 37%	1180 37%	299 36%	20 42%	1 62%	* 12%	83 41%	6 49%	3 17%	10 55%	5 28%	13 39%	31 33%	4 43%
Listen to an audiobook	912 23%	728 23%	178 21%	12 25%	1 62%	* 12%	53 26%	8 63%	3 20%	6 34%	6 36%	6 18%	22 24%	1 9%
Listen to music videos online or through music TV channels	1937 48%	1532 48%	392 47%	28 +59%	1 62%	0 0%	103 51%	10 80%	11 65%	12 69%	14 79%	14 43%	34 -36%	6 59%
Play an interactive audio game using only your voice	366 9%	267 -8%	96 +12%	4 8%	1 62%	0 0%	20 10%	4 28%	1 8%	1 8%	1 3%	4 12%	10 10%	2 20%
Social audio services	238 6%	161 -5%	75 +9%	3 5%	1 62%	0 0%	14 7%	3 21%	1 8%	1 8%	1 3%	4 12%	8 8%	0 0%
None of the above	599 15%	372 -12%	220 +27%	1 -3%	0 0%	1 88%	43 +21%	1 7%	0 0%	1 7%	4 21%	10 +29%	28 +29%	3 29%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 178 (continuation)

QR3. Summary: EVER - How often, if at all, do you do each of these types of activities?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Listen to live radio	2685 66%	43 -29%	23 -36%	13 -27%	11 44%	22 -37%	6 48%	5 28%	495 +70% b	2191 -66%
Listen to catch-up radio	997 25%	13 -8%	8 -13%	6 12%	7 30%	4 -7%	5 41%	1 6%	163 23%	835 25%
Listen to podcasts	1618 40%	30 -20%	22 33%	13 29%	10 40%	17 28%	4 34%	10 59%	239 -34%	1379 +41% a
Listen to a paid-for or subscription music streaming service	1720 43%	43 -29%	23 36%	15 32%	11 45%	15 -25%	7 56%	8 48%	240 -34%	1480 +44% a
Listen to a free music streaming service	1485 37%	48 32%	21 32%	9 -20%	14 57%	21 35%	7 54%	2 14%	225 -32%	1261 +38% a
Listen to an audiobook	912 23%	26 18%	7 -11%	4 -8%	8 32%	10 16%	3 20%	1 8%	178 25%	733 22%
Listen to music videos online or through music TV channels	1937 48%	57 -38%	30 46%	17 37%	15 63%	27 46%	5 36%	8 45%	345 49%	1592 48%
Play an interactive audio game using only your voice	366 9%	18 12%	4 6%	10 +21% b	6 26%	5 9%	4 31%	1 7%	69 10%	297 9%
Social audio services	238 6%	12 8%	3 5%	7 +16%	7 29%	3 5%	5 41%	1 7%	50 7%	188 6%
None of the above	599 15%	59 +39%	22 +33%	17 +38%	6 24%	19 +32%	4 29%	2 12%	102 14%	496 15%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 178 (continuation)

QR3. Summary: EVER - How often, if at all, do you do each of these types of activities?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Listen to live radio		2685	81	500	113	762	187	723	114
	66%		-56%	-48%	71%	68%	+72%	+79%	+84%
					ab	ab	ab	abcde	abcde
Listen to catch-up radio		997	38	193	50	304	53	295	23
	25%		26%	-18%	+31%	+27%	20%	+32%	-15%
			bgh		begh	begh		bdegh	
Listen to podcasts		1618	85	492	67	509	66	330	21
	40%		+59%	+47%	42%	+45%	-25%	-36%	-14%
			bcdefgh	efgh	efgh	efgh	g	efgh	
Listen to a paid-for or subscription music streaming service		1720	110	635	67	571	54	241	9
	43%		+77%	+61%	42%	+51%	-21%	-26%	-6%
			bcdefgh	cdefgh	efgh	cefg	gh	efgh	g
Listen to a free music streaming service		1485	72	502	66	454	73	271	14
	37%		+50%	+48%	41%	+40%	-28%	-30%	-9%
			defgh	defgh	efgh	efgh	gh	gh	
Listen to an audiobook		912	53	237	62	312	54	161	9
	23%		+37%	23%	+39%	+28%	21%	-18%	-6%
			bdefgh	fgh	bdefgh	befgh	gh	gh	
Listen to music videos online or through music TV channels		1937	102	607	96	593	116	347	31
	48%		+71%	+58%	+60%	+53%	45%	-38%	-21%
			bcdefgh	defgh	efgh	efgh	fgh	gh	
Play an interactive audio game using only your voice		366	34	137	24	109	10	46	1
	9%		+24%	+13%	+15%	10%	-4%	-5%	-1%
			bdefgh	defgh	defgh	efgh	g	gh	
Social audio services		238	23	88	15	69	11	27	1
	6%		+16%	+8%	+10%	6%	4%	-3%	-1%
			bdefgh	defgh	efgh	fgh	g		
None of the above		599	12	152	24	177	41	132	25
	15%		-8%	15%	15%	16%	16%	14%	17%
						a	a		a

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3152	2443	2877	709	275	239	99	2800	336
Effective Weighted Sample	2088	1630	1910	461	179	153	69	1824	254
Weighted Bases	3188	2540	2930	648	257	212	100	2795	375
Listen to live radio on an in-car FM or AM radio	1569 49%	1194 -47%	1417 -48%	374 +58% ab	152 +59% ab	129 +61% b	46 46%	1428 +51% b	132 -35%
Listen to live radio on an in-car DAB/DAB+ radio	1687 53%	1382 +54% cd	1575 +54% cd	305 -47%	112 -44%	88 -41%	37 -37%	1541 +55% b	143 -38%
Listen to radio on a mobile phone	433 14%	390 +15% cd	424 +14% cd	44 -7%	9 -4%	14 -7%	8 8%	399 +14% b	32 -8%
Listen to music on an in-car CD or tape player	405 13%	300 -12%	372 13%	105 +16% ab	33 13%	28 13%	10 10%	378 +14% b	25 -7%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone	881 28%	824 +32% bcd	866 +30% cd	57 -9%	15 -6%	20 -9%	38 +37% a	796 +28% b	81 -21%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system (not via a mobile phone)	457 14%	419 +16% cd	447 +15% cd	38 -6%	10 -4%	17 -8%	16 16% a	404 14%	49 13%
Listen to music stored on a phone	538 17%	473 +19% cd	526 +18% cd	64 -10% d	12 -5%	15 -7%	23 23% a	483 17%	52 14%
Listen to a podcast via a mobile phone	275 9%	253 +10% cd	272 +9% cd	22 -3% d	3 -1%	5 -2%	4 4%	253 +9% b	18 -5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179 (continuation)

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3152	2443	2877	709	275	239	99	2800	336
Effective Weighted Sample	2088	1630	1910	461	179	153	69	1824	254
Weighted Bases	3188	2540	2930	648	257	212	100	2795	375
Summary: Any	2849 89%	2272 89%	2626 90%	576 89%	222 86%	189 89% b	76 -75%	2568 +92% b	267 -71%
Summary: Any Radio	2581 81%	2031 -80%	2367 81%	550 +85% ab	214 83%	174 82% b	69 -69%	2349 +84% b	223 -59%
Summary: Any Other Audio	1411 44%	1231 +48% cd	1367 +47% cd	180 -28% d	44 -17%	51 -24%	46 46% a	1265 +45% b	139 -37%
None of these	339 11%	267 11%	304 10%	72 11%	35 14%	23 11%	25 +25% a	228 -8%	108 +29% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179 (continuation)

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3152	2554	582	126	1	0	119	10	6	14	10	17	44	7
Effective Weighted Sample	2088	1693	385	74	1	0	88	8	4	10	8	15	34	5
Weighted Bases	3188	2608	563	40	1	0	147	10	9	15	13	17	49	6
Listen to live radio on an in-car FM or AM radio	1569 49%	1331 +51%	230 -41%	24 +60%	0 0%	0 0%	74 50%	5 47%	2 26%	8 56%	7 52%	7 39%	12 -23%	3 48%
Listen to live radio on an in-car DAB/ DAB+ radio	1687 53%	1453 +56%	231 -41%	19 47%	0 0%	0 0%	69 47%	5 47%	7 76%	7 48%	3 24%	11 67%	17 -35%	3 52%
Listen to radio on a mobile phone	433 14%	375 +14%	55 -10%	3 9%	0 0%	0 0%	20 14%	3 29%	0 0%	3 23%	1 4%	2 12%	2 4%	* 3%
Listen to music on an in-car CD or tape player	405 13%	351 +13%	52 -9%	5 13%	1 100%	0 0%	21 14%	1 11%	1 12%	2 17%	3 25%	* 1%	* -1%	1 11%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone	881 28%	731 28%	146 26%	11 28%	0 0%	0 0%	54 +37%	5 48%	1 15%	6 40%	5 40%	2 12%	13 27%	1 11%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system (not via a mobile phone)	457 14%	372 14%	81 14%	4 10%	0 0%	0 0%	28 19%	3 26%	0 0%	5 32%	1 4%	2 15%	5 10%	0 0%
Listen to music stored on a phone	538 17%	452 17%	83 15%	11 +27%	0 0%	0 0%	21 14%	6 57%	0 0%	1 10%	2 13%	1 8%	5 11%	* 3%
Listen to a podcast via a mobile phone	275 9%	231 9%	40 7%	8 +21%	0 0%	0 0%	14 9%	1 15%	1 10%	2 15%	0 0%	0 0%	4 7%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179 (continuation)

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3152	2554	582	126	1	0	119	10	6	14	10	17	44	7
Effective Weighted Sample	2088	1693	385	74	1	0	88	8	4	10	8	15	34	5
Weighted Bases	3188	2608	563	40	1	0	147	10	9	15	13	17	49	6
Summary: Any	2849	2403	431	38	1	0	125	10	7	12	12	13	30	6
	89%	+92%	-77%	+96%	100%	0%	85%	100%	76%	83%	89%	76%	-62%	100%
Summary: Any Radio	2581	2203	369	36	0	0	110	9	7	12	9	13	25	6
	81%	+84%	-65%	+91%	0%	0%	75%	88%	76%	81%	71%	76%	-50%	100%
Summary: Any Other Audio	1411	1175	229	19	1	0	70	8	2	7	10	4	18	1
	44%	45%	41%	49%	100%	0%	47%	85%	26%	48%	74%	22%	37%	15%
None of these	339	204	132	2	0	0	22	0	2	2	1	4	19	0
	11%	-8%	+23%	-4%	0%	0%	15%	0%	24%	17%	11%	24%	+38%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179 (continuation)

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	e	*f	*g	a	b
Unweighted Bases	3152	82	47	28	14	36	8	13	527	2625
Effective Weighted Sample	2088	64	37	21	10	25	6	10	343	1746
Weighted Bases	3188	93	54	33	16	40	10	12	502	2686
Listen to live radio on an in-car FM or AM radio	1569	28	21	9	7	19	*	4	262	1306
	49%	-30%	39%	28%	46%	49%	5%	30%	52%	49%
Listen to live radio on an in-car DAB/DAB+ radio	1687	31	23	7	5	17	1	6	234	1453
	53%	-34%	42%	22%	35%	41%	14%	46%	-47%	+54% a
Listen to radio on a mobile phone	433	11	1	3	1	2	3	0	81	352
	14%	12%	-2%	9%	7%	4%	28%	0%	16%	13%
Listen to music on an in-car CD or tape player	405	2	4	1	2	5	0	1	66	339
	13%	-2%	8%	4%	11%	13% a	0%	9%	13%	13%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone	881	17	12	4	3	10	0	3	137	744
	28%	-18%	22%	11%	18%	25%	0%	21%	27%	28%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system (not via a mobile phone)	457	14	10	1	4	5	0	1	68	389
	14%	15%	18%	3%	22%	11%	0%	8%	14%	14%
Listen to music stored on a phone	538	11	9	3	1	5	4	4	101	437
	17%	12%	17%	10%	7%	11%	36%	30%	+20% b	-16%
Listen to a podcast via a mobile phone	275	1	1	0	0	3	3	1	49	227
	9%	-1%	2%	0%	0%	8% a	28%	11%	10%	8%
Summary: Any	2849	63	40	17	12	31	5	9	459	2389
	89%	-68%	-73%	53%	77%	-77%	55%	76%	91%	89%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 179 (continuation)
QR4. Which, if any of these ways do you listen to audio content in a car?
 Base: Where use car as driver or passenger

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	*c	*d	e	*f	*g	a	b
Unweighted Bases	3152	82	47	28	14	36	8	13	527	2625
Effective Weighted Sample	2088	64	37	21	10	25	6	10	343	1746
Weighted Bases	3188	93	54	33	16	40	10	12	502	2686
Summary: Any Radio	2581 81%	50 -54%	30 -55%	15 45%	10 65%	27 -67%	5 46%	7 57%	400 80%	2180 81%
Summary: Any Other Audio	1411 44%	30 -33%	23 43%	8 23%	6 36%	14 36%	4 36%	5 38%	244 +49% b	1166 -43%
None of these	339 11%	29 +32%	14 +27%	15 47%	4 23%	9 +23%	4 45%	3 24%	43 9%	296 11%

Columnns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179 (continuation)

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3152	93	632	124	1014	209	805	101	174
Effective Weighted Sample	2088	61	431	87	684	132	529	66	113
Weighted Bases	3188	107	742	118	967	186	809	90	168
Listen to live radio on an in-car FM or AM radio	1569 49%	54 50%	297 -40%	50 42%	467 48% b	105 +56% bcd	444 +55% bcd	54 +60% bcd	98 +58% bcd
Listen to live radio on an in-car DAB/DAB+ radio	1687 53%	38 -35%	315 -42% g	63 53% abg	586 +61% abgh	106 57% abg	468 +58% abg	28 -31%	85 51% ag
Listen to radio on a mobile phone	433 14%	26 +24% bdfgh	111 15% fgh	25 +21% fgh	143 15% fgh	28 15% gh	90 -11% gh	2 -2%	8 -5%
Listen to music on an in-car CD or tape player	405 13%	14 13%	62 -8%	16 13%	111 11%	29 16% bg	140 +17% bdg	7 8%	26 16% b
Listen to music using a streaming service like Spotify, Apple Music or Deezer via a mobile phone	881 28%	69 +65% bcdefgh	293 +40% defgh	38 33% efgh	301 +31% efgh	27 -15% gh	137 -17% gh	2 -2%	13 -8%
Listen to music using a streaming service like Spotify, Apple Music or Deezer via an in-car infotainment system (not via a mobile phone)	457 14%	24 +22% efgh	121 16% efgh	24 +21% efgh	165 +17% efgh	18 -10% g	94 -12% gh	2 -2%	9 -5%
Listen to music stored on a phone	538 17%	28 +27% bdfgh	128 17% gh	30 +25% bdfgh	166 17% gh	40 21% gh	133 16% gh	2 -3%	9 -6%
Listen to a podcast via a mobile phone	275 9%	22 +20% bdefgh	78 10% fgh	14 12% gh	88 9% gh	13 7% gh	58 7% gh	0 -0%	3 -2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 179 (continuation)

QR4. Which, if any of these ways do you listen to audio content in a car?

Base: Where use car as driver or passenger

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3152	93	632	124	1014	209	805	101	174
Effective Weighted Sample	2088	61	431	87	684	132	529	66	113
Weighted Bases	3188	107	742	118	967	186	809	90	168
Summary: Any	2849 89%	103 +96% bgh	608 -82%	110 93% bg	889 +92% bg	171 92% bg	746 +92% bg	75 84%	147 88%
Summary: Any Radio	2581 81%	72 -67%	491 -66%	94 79% ab	828 +86% ab	163 +87% abc	719 +89% abcdg	72 80% ab	142 85% ab
Summary: Any Other Audio	1411 44%	87 +81% bcdefgh	384 +52% defgh	74 +62% bdefgh	444 46% fgh	74 40% gh	304 -38% gh	10 -11%	34 -20%
None of these	339 11%	4 -4%	135 +18%	8 7% acdef	78 -8%	15 8%	63 -8%	15 16% acdef	21 12% a

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 180

QR5. Before today, which, if any, of these ways of listening to digital radio were you aware of?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
DAB/DAB+ radio	3037 75%	2364 74%	2749 75%	673 77%	287 73%	241 -69% b	111 -53%	2757 +80% b	269 -47%
On TV via Freeview, cable or satellite TV services	2220 55%	1768 +56% cd	2046 +56% cd	451 -52% d	174 -44%	125 -36%	89 -42%	2015 +59% b	196 -34%
Online via an app or web browser on a smartphone, tablet or computer	1962 49%	1650 +52% cd	1861 +51% cd	312 -36% d	102 -26%	77 -22%	88 42% a	1752 +51% b	202 -35%
On a smart speaker such as Amazon Echo, Google Home	1815 45%	1547 +49% cd	1738 +48% cd	268 -31% d	77 -20%	66 -19%	69 -33% a	1629 +47% b	178 -31%
Summary: Aware of any	3364 83%	2634 83%	3049 84%	730 84%	314 80%	264 -76%	144 -68%	3002 +87% b	349 -60%
I wasn't aware of digital radio before today	681 17%	540 17%	602 16%	141 16%	79 20%	84 +24%	67 +32%	443 -13%	228 +40% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 180 (continuation)

QR5. Before today, which, if any, of these ways of listening to digital radio were you aware of?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
DAB/DAB+ radio	3037 75%	2595 +81%	431 -52%	34 72%	1 38%	0 0%	126 -63%	8 68%	12 69%	13 76%	9 50%	20 61%	38 -40%	8 81%
On TV via Freeview, cable or satellite TV services	2220 55%	1896 +59%	316 -38%	29 61%	1 62%	0 0%	90 -45%	6 45%	8 45%	10 57%	9 50%	14 42%	36 -38%	3 37%
Online via an app or web browser on a smartphone, tablet or computer	1962 49%	1632 +51%	322 -39%	28 +59%	0 0%	0 0%	92 46%	7 54%	8 45%	7 41%	11 61%	11 34%	35 -37%	3 35%
On a smart speaker such as Amazon Echo, Google Home	1815 45%	1519 +48%	287 -35%	27 +56%	0 0%	0 0%	83 41%	5 40%	4 26%	5 28%	8 44%	10 30%	35 37%	3 33%
Summary: Aware of any	3364 83%	2811 +88%	539 -65%	40 83%	2 100%	0 0%	149 -74%	10 77%	12 69%	13 76%	12 69%	21 -64%	56 -59%	9 98%
I wasn't aware of digital radio before today	681 17%	382 -12%	290 +35%	8 17%	0 0%	1 100%	52 +26%	3 23%	5 31%	4 24%	6 31%	12 +36%	39 +41%	* 2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 180 (continuation)

QR5. Before today, which, if any, of these ways of listening to digital radio were you aware of?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
DAB/DAB+ radio	3037 75%	63 -42%	34 -53% c	12 -27%	12 47%	25 -41%	5 38%	10 61%	483 -68%	2554 +77% a
On TV via Freeview, cable or satellite TV services	2220 55%	37 -25%	24 -37% c	6 -13%	5 21%	21 -35% c	6 48%	10 60%	402 57%	1818 55%
Online via an app or web browser on a smartphone, tablet or computer	1962 49%	42 -28%	20 -31%	12 -27%	9 36%	24 40%	5 38%	8 48%	314 -44%	1648 +49% a
On a smart speaker such as Amazon Echo, Google Home	1815 45%	43 -28%	19 -28%	7 -14%	8 33%	21 36% c	3 19%	8 47%	306 43%	1509 45%
Summary: Aware of any	3364 83%	80 -53%	40 -61%	24 -53%	17 68%	33 -56%	9 69%	13 74%	570 -80%	2793 +84% a
I wasn't aware of digital radio before today	681 17%	70 +47%	26 +39%	22 +47%	8 32%	26 +44%	4 31%	4 26%	141 +20% b	540 -16%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 180 (continuation)

QR5. Before today, which, if any, of these ways of listening to digital radio were you aware of?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
DAB/DAB+ radio	3037 75%	92 -64%	673 -64%	120 75% abg	901 +80% abeg	185 71% bg	779 +85% abcdeg	87 -59%	201 +82% abeg
On TV via Freeview, cable or satellite TV services	2220 55%	74 52%	513 -49%	107 +67% abdgh	645 57% bgh	154 59% bgh	552 +60% bgh	67 -45%	107 -44%
Online via an app or web browser on a smartphone, tablet or computer	1962 49%	73 51% gh	548 +52% egh	89 +56% egh	591 +52% egh	119 46% gh	441 48% gh	33 -22%	69 -28%
On a smart speaker such as Amazon Echo, Google Home	1815 45%	75 52% gh	491 47% gh	85 +53% fgh	555 +49% gh	119 46% gh	413 45% gh	27 -18%	50 -20%
Summary: Aware of any	3364 83%	116 81%	788 -75%	136 85% bg	978 +87% beg	213 82% bg	819 +89% abegh	106 -72%	209 85% bg
I wasn't aware of digital radio before today	681 17%	28 19% f	258 +25% cdefh	23 15%	149 -13%	48 18% df	96 -11%	42 +28% cdefh	37 15% f

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 181

QR7. Before today, were you aware of DAB+ radio sets?

Base: All respondents

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes I am aware of DAB+ radio sets	1487 37%	1216 +38% cd	1370 +38% cd	272 -31%	118 -30%	101 -29%	51 -24%	1339 +39% b	144 -25%
I am aware of DAB radio sets, but not about DAB+	1467 36%	1063 -33%	1291 -35%	404 +46% ab	176 +45% ab	150 +43% b	62 -30%	1353 +39% b	112 -19%
Summary: Yes	2955 73%	2279 -72%	2661 73%	676 +78% ab	294 75%	252 72% b	113 -54%	2691 +78% b	256 -44%
No I am not aware of DAB radio sets	1090 27%	895 +28% c	991 27% c	195 -22%	99 25%	96 28%	98 +46% a	754 -22%	321 +56%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 181 (continuation)

QR7. Before today, were you aware of DAB+ radio sets?

Base: All respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes I am aware of DAB+ radio sets	1487 37%	1260 +39%	223 -27%	15 31%	0 0%	0 0%	64 32%	8 63%	3 16%	4 25%	3 18%	9 27%	22 -24%	3 37%
I am aware of DAB radio sets, but not about DAB+	1467 36%	1269 +40%	196 -24%	19 40%	2 100%	0 0%	63 31%	2 14%	8 45%	8 43%	4 20%	6 -19%	16 -17%	3 37%
Summary: Yes	2955 73%	2528 +79%	419 -50%	34 71%	2 100%	0 0%	127 -63%	10 77%	10 61%	12 67%	7 38%	15 -46%	38 -41%	7 74%
No I am not aware of DAB radio sets	1090 27%	664 -21%	411 +50%	14 29%	0 0%	1 100%	74 +37%	3 23%	7 39%	6 33%	11 62%	18 +54%	56 +59%	2 26%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 181 (continuation)

QR7. Before today, were you aware of DAB+ radio sets?

Base: All respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes I am aware of DAB+ radio sets	1487 37%	34 -23%	22 34% e	10 -22%	7 29%	9 -16%	2 16%	6 37%	231 -32%	1257 +38% a
I am aware of DAB radio sets, but not about DAB+	1467 36%	20 -13%	17 27% a	5 -11%	4 16%	13 -22%	3 24%	3 18%	281 +40% b	1186 -36%
Summary: Yes	2955 73%	54 -36%	39 -60% ace	15 -32%	11 45%	23 -38%	5 41%	9 55%	512 72%	2443 73%
No I am not aware of DAB radio sets	1090 27%	96 +64% b	26 +40%	31 +68% b	13 55%	37 +62% b	8 59%	8 45%	200 28%	890 27%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 181 (continuation)

QR7. Before today, were you aware of DAB+ radio sets?

Base: All respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Yes I am aware of DAB+ radio sets	1487 37%	47 33%	325 -31%	65 41% beg	472 +42% abegh	79 -30%	382 +42% begh	40 -27%	78 32%
I am aware of DAB radio sets, but not about DAB+	1467 36%	47 33%	301 -29%	61 38% b	387 34% b	112 +43% bd	383 +42% bd	60 40% b	117 +47% abd
Summary: Yes	2955 73%	95 66%	625 -60%	126 79% abg	859 +76% abg	192 74% b	764 +84% abdeg	99 67%	195 +79% abg
No I am not aware of DAB radio sets	1090 27%	49 34% cdfh	421 +40% cdefh	33 21%	268 -24% f	69 26% f	151 -16%	48 33% cdfh	51 -21%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 182

QR8. Are you aware if any of your DAB radio sets are specifically DAB+ enabled radio sets?

Base: Where aware of DAB+ and have DAB radio

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1389	1125	1289	264	100	93	45	1260	124
Effective Weighted Sample	914	740	845	176	70	62	30	819	92
Weighted Bases	1421	1172	1314	249	108	90	46	1279	139
Yes, I definitely have a DAB+ radio in a car	645 45%	569 +49% cd	626 +48% cd	75 -30% d	18 -17%	25 -27%	12 -26%	570 45%	71 51%
Yes, I definitely have a DAB+ at home	296 21%	220 -19%	258 -20%	77 +31% ab	38 +35% ab	36 +39% b	5 10%	277 +22% b	19 -13%
Summary: Any	808 57%	683 +58% cd	757 +58% cd	125 -50%	51 -47%	54 60% b	15 -32%	726 57%	78 56%
None of my DAB radio sets are DAB+ enabled	346 24%	262 -22%	307 -23%	84 +34% ab	39 +36% ab	28 31%	22 +47%	321 25%	25 18%
Not sure if it is DAB or DAB+	268 19%	227 19%	250 19%	41 16%	18 16%	9 -10%	10 22%	232 18%	36 +26% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 182 (continuation)

QR8. Are you aware if any of your DAB radio sets are specifically DAB+ enabled radio sets?

Base: Where aware of DAB+ and have DAB radio

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1389	1168	216	44	0	0	48	8	4	5	2	7	19	3
Effective Weighted Sample	914	771	139	29	0	0	34	6	3	4	2	6	14	2
Weighted Bases	1421	1204	214	14	0	0	61	8	3	4	3	9	22	3
Yes, I definitely have a DAB+ radio in a car	645 45%	527 -44%	114 +53%	6 40%	0 0%	0 0%	38 +61%	5 63%	1 47%	2 52%	1 38%	5 58%	11 48%	2 55%
Yes, I definitely have a DAB+ at home	296 21%	263 +22%	33 -15%	2 17%	0 0%	0 0%	12 19%	2 29%	0 0%	0 0%	1 38%	0 0%	3 15%	1 27%
Summary: Any	808 57%	678 56%	126 59%	8 55%	0 0%	0 0%	40 66%	5 63%	1 47%	2 52%	1 38%	5 58%	11 48%	3 82%
None of my DAB radio sets are DAB+ enabled	346 24%	307 +25%	39 -18%	2 18%	0 0%	0 0%	12 19%	1 15%	* 13%	1 16%	2 62%	* 5%	5 20%	1 18%
Not sure if it is DAB or DAB+	268 19%	219 18%	49 23%	4 27%	0 0%	0 0%	9 15%	2 22%	1 40%	1 32%	0 0%	3 37%	7 31%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 182 (continuation)

QR8. Are you aware if any of your DAB radio sets are specifically DAB+ enabled radio sets?

Base: Where aware of DAB+ and have DAB radio

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1389	32	13	10	5	9	2	5	218	1171
Effective Weighted Sample	914	27	11	8	3	5	2	3	143	773
Weighted Bases	1421	34	18	9	7	9	2	6	203	1218
Yes, I definitely have a DAB+ radio in a car	645	8	13	7	7	6	1	2	67	578
	45%	-22%	69%	77%	98%	68%	62%	29%	-33%	+47% a
Yes, I definitely have a DAB+ at home	296	9	1	0	0	0	0	1	44	252
	21%	27%	4%	0%	0%	0%	0%	13%	22%	21%
Summary: Any	808	14	13	7	7	6	1	2	92	716
	57%	41%	69%	77%	98%	68%	62%	29%	-45%	+59% a
None of my DAB radio sets are DAB+ enabled	346	7	2	2	*	3	1	0	70	276
	24%	20%	14%	19%	2%	32%	38%	0%	+34% b	-23%
Not sure if it is DAB or DAB+	268	13	3	*	0	0	0	4	41	227
	19%	+39%	18%	4%	0%	0%	0%	71%	20%	19%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 182 (continuation)

QR8. Are you aware if any of your DAB radio sets are specifically DAB+ enabled radio sets?

Base: Where aware of DAB+ and have DAB radio

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	1389		40	268	57	490	86	348	35
Effective Weighted Sample	914		26	183	39	319	55	229	25
Weighted Bases	1421		43	313	57	461	68	371	35
Yes, I definitely have a DAB+ radio in a car	645 45%		15 35% gh	144 46% egh	26 45% gh	244 +53% aegh	21 -30%	177 48% egh	5 -15%
Yes, I definitely have a DAB+ at home	296 21%		3 -7%	46 -15%	15 26% ab	78 -17%	16 23% a	101 +27% abd	11 30% ab
Summary: Any	808 57%		16 -38%	168 54%	32 56%	290 +63% abeg	30 -44%	221 60% aeg	14 -39%
None of my DAB radio sets are DAB+ enabled	346 24%		15 34% d	78 25%	13 24%	94 -20%	23 +34% df	83 22%	19 +53% bcdfh
Not sure if it is DAB or DAB+	268 19%		12 28% g	68 22%	11 20%	77 17%	15 21%	67 18%	3 8%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 183

DAB Radio Ownership

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
DAB/DAB+ radio in car	2193 54%	1802 +57% cd	2055 +56% cd	391 -45% d	139 -35%	118 -34%	58 -27%	1969 +57% b	213 -37%
DAB/DAB+ radio in home	1089 27%	712 -22%	909 -25% a	377 +43% ab	180 +46% ab	152 +44% b	13 -6%	1036 +30% b	50 -9%
DAB/DAB+ radio in both car and home	720 18%	506 -16%	632 -17%	214 +25% ab	87 +22% ab	73 21% b	8 -4%	683 +20% b	34 -6%
Any DAB/DAB+ radio	2563 63%	2008 63%	2332 +64% d	555 64%	231 -59%	197 -56% b	63 -30%	2323 +67% b	229 -40%
None	1482 37%	1166 37%	1320 -36%	316 36%	162 +41% b	151 +44%	148 +70% a	1122 -33%	348 +60% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 183 (continuation)

DAB Radio Ownership

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
DAB/DAB+ radio in car	2193 54%	1845 +58%	337 -41%	23 48%	0 0%	0 0%	101 50%	8 61%	7 41%	10 56%	6 31%	13 39%	28 -30%	3 33%
DAB/DAB+ radio in home	1089 27%	989 +31%	98 -12%	15 32%	1 38%	0 0%	32 -16%	4 31%	1 8%	5 29%	3 15%	6 18%	6 -6%	0 0%
DAB/DAB+ radio in both car and home	720 18%	656 +21%	61 -7%	9 18%	0 0%	0 0%	18 -9%	4 31%	1 8%	4 21%	2 9%	5 15%	1 -2%	0 0%
Any DAB/DAB+ radio	2563 63%	2178 +68%	373 -45%	29 61%	1 38%	0 0%	115 57%	8 61%	7 41%	11 64%	6 36%	14 -43%	32 -34%	3 33%
None	1482 37%	1015 -32%	456 +55%	19 39%	1 62%	1 100%	87 43%	5 39%	10 59%	6 36%	11 64%	19 +57%	62 +66%	6 67%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 183 (continuation)

DAB Radio Ownership

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
DAB/DAB+ radio in car	2193	46	36	16	14	18	3	6	306	1887
54%		-31%	55% ae	-35%	57%	-30%	23%	34%	-43%	+57% a
DAB/DAB+ radio in home	1089	13	4	1	3	3	1	*	200	889
27%		-9%	-5%	-2%	14%	-5%	10%	1%	28%	27%
DAB/DAB+ radio in both car and home	720	5	4	1	3	3	1	*	115	605
	18%	-4%	-5%	-1%	14%	-5%	10%	1%	16%	18%
Any DAB/DAB+ radio	2563	53	36	16	14	18	3	6	391	2172
63%		-36%	55% ae	-35%	57%	-30%	23%	34%	-55%	+65% a
None	1482	97	30	30	10	41	10	11	320	1162
37%		+64% b	45%	+65%	43%	+70% b	77%	66%	+45% b	-35%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 183 (continuation)

DAB Radio Ownership

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
DAB/DAB+ radio in car	2193 54%	67 47% g	484 -46% gh	75 47% g	727 +65% abcegh	118 -45% g	583 +64% abcegh	46 -31%	93 -38%
DAB/DAB+ radio in home	1089 27%	17 -12%	100 -10%	44 28% ab	273 -24% ab	86 +33% abd	389 +42% abcde	52 +36% abd	127 +52% abcdefg
DAB/DAB+ radio in both car and home	720 18%	9 -6%	70 -7%	24 15% ab	194 17% ab	54 21% ab	281 +31% abcdegh	28 19% ab	60 +24% abcd
Any DAB/DAB+ radio	2563 63%	75 -52%	514 -49%	96 60% bg	806 +72% abceg	150 -58% bg	690 +75% abcdegh	70 -48%	161 65% abg
None	1482 37%	68 +48% dfh	531 +51% cdefh	64 40% df	321 -28% f	110 +42% df	225 -25%	77 +52% cdefh	85 35% f

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 184
QT1. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films?
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Yes	3733 92%	2883 -91%	3348 -92%	850 +98% ab	385 +98% ab	337 +97% b	172 -82%	3282 +95% b	435 -75%
No	312 8%	291 +9% cd	304 +8% cd	21 -2%	9 -2%	11 -3%	38 +18% a	163 -5%	142 +25% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 184 (continuation)
QT1. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films?
 Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Yes	3733 92%	3067 +96%	650 -78%	46 95%	2 100%	1 66%	167 -83%	10 76%	13 74%	17 96%	15 82%	28 86%	70 -74%	9 100%
No	312 8%	126 -4%	179 +22%	2 5%	0 0%	* 34%	34 +17%	3 24%	4 26%	1 4%	3 18%	4 14%	24 +26%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 184 (continuation)
QT1. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films?
 Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Yes	3733 92%	95 -63%	52 -79% a	39 86% a	18 73%	45 -75%	13 95%	12 69%	672 +95% b	3060 -92%
No	312 8%	55 +37% bc	14 +21%	6 14%	7 27%	15 +25%	1 5%	5 31%	39 -5%	274 +8% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 184 (continuation)

QT1. Do you have any working TV sets that are used by anyone in your home to watch TV programmes or films?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Yes	3733 92%	125 -87%	875 -84%	148 93% b	1056 +94% ab	253 +97% abcd	890 +97% abcd	145 +99% abcd	239 +97% abcd
No	312 8%	18 +13% defgh	171 +16% cdefgh	11 7% efgh	71 -6% efgh	7 -3%	25 -3%	2 -1%	7 -3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 185
QT1A. Do you personally use any of the TV sets in your home to watch TV programmes or films?
 Base: Where have a TV

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3781	2845	3367	936	414	385	184	3364	402
Effective Weighted Sample	2499	1890	2228	613	272	247	121	2190	300
Weighted Bases	3733	2883	3348	850	385	337	172	3282	435
Yes	3603 97%	2776 96%	3228 96%	827 97%	375 97%	317 -94%	156 -90%	3179 +97% b	409 -94%
No	130 3%	107 4%	120 4%	23 3%	10 3%	20 +6%	16 +10%	103 -3%	26 +6% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 185 (continuation)
QT1A. Do you personally use any of the TV sets in your home to watch TV programmes or films?
Base: Where have a TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3781	3074	692	145	2	1	142	11	9	16	12	28	60	12
Effective Weighted Sample	2499	2034	457	85	2	1	104	8	6	12	9	25	49	8
Weighted Bases	3733	3067	650	46	2	1	167	10	13	17	15	28	70	9
Yes	3603 97%	2973 +97%	615 -95%	44 96%	2 100%	0 0%	160 96%	9 93%	13 100%	17 98%	11 77%	28 100%	67 96%	9 100%
No	130 3%	94 -3%	35 +5%	2 4%	0 0%	1 100%	7 4%	1 7%	0 0%	* 2%	3 23%	0 0%	3 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 185 (continuation)
QT1A. Do you personally use any of the TV sets in your home to watch TV programmes or films?
 Base: Where have a TV

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3781	86	46	36	19	44	11	12	758	3023
Effective Weighted Sample	2499	65	36	26	12	32	8	8	489	2014
Weighted Bases	3733	95	52	39	18	45	13	12	672	3060
Yes	3603 97%	90 95%	49 94%	39 99%	15 87%	41 92%	9 74%	10 88%	634 -94%	2969 +97% a
No	130 3%	5 5%	3 6%	* 1%	2 13%	3 8%	3 26%	1 12%	38 +6% b	92 -3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 185 (continuation)

QT1A. Do you personally use any of the TV sets in your home to watch TV programmes or films?

Base: Where have a TV

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	3781	115	771	171	1112	296	902	176	238
Effective Weighted Sample	2499	78	519	116	750	186	595	112	161
Weighted Bases	3733	125	875	148	1056	253	890	145	239
Yes	3603 97%	102 -82%	833 -95% a	145 98% a	1026 97% ab	244 96% a	878 +99% abde	142 98% a	232 97% a
No	130 3%	23 +18% bcdefgh	42 +5% df	3 2%	30 3% f	9 4% f	13 -1%	3 2%	7 3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Have and personally use	3603 89%	2776 -87%	3228 -88%	827 +95% ab	375 +95% ab	317 91% b	156 -74%	3179 +92% b	409 -71%
Have but don't personally use	130 3%	107 3%	120 3%	23 3%	10 3%	20 +6%	16 +8%	103 3%	26 4%
Do not have	312 8%	291 +9% cd	304 +8% cd	21 -2%	9 -2%	11 -3%	38 +18% a	163 -5%	142 +25% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 186 (continuation)
Summary: TV Set Access
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
	Total													
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Have and personally use	3603 89%	2973 +93%	615 -74%	44 92%	2 100%	0 0%	160 -80%	9 71%	13 74%	17 95%	11 63%	28 86%	67 -72%	9 100%
Have but don't personally use	130 3%	94 3%	35 4%	2 4%	0 0%	1 66%	7 3%	1 6%	0 0%	* 2%	3 18%	0 0%	3 3%	0 0%
Do not have	312 8%	126 -4%	179 +22%	2 5%	0 0%	* 34%	34 +17%	3 24%	4 26%	1 4%	3 18%	4 14%	24 +26%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Have and personally use	3603 89%	90 -60%	49 -75%	39 86% a	15 63%	41 -69%	9 71%	10 61%	634 89%	2969 89%
Have but don't personally use	130 3%	5 3%	3 4%	* 1%	2 10%	3 6%	3 25%	1 8%	38 +5% b	92 -3%
Do not have	312 8%	55 +37% bc	14 +21%	6 14%	7 27%	15 +25%	1 5%	5 31%	39 -5%	274 +8% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Have and personally use	3603 89%	102 -71%	833 -80% a	145 91% ab	1026 +91% ab	244 +94% ab	878 +96% abcd	142 +97% abcd	232 +94% ab
Have but don't personally use	130 3%	23 +16% bcdefgh	42 4% f	3 2%	30 3% f	9 3% f	13 -1%	3 2%	7 3%
Do not have	312 8%	18 +13% defgh	171 +16% cdefgh	11 7% efgh	71 -6% efgh	7 -3%	25 -3%	2 -1%	7 -3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 187

QT2. Which of these best describes the main TV set in your household?

Base: Where have a TV

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3781	2845	3367	936	414	385	184	3364	402
Effective Weighted Sample	2499	1890	2228	613	272	247	121	2190	300
Weighted Bases	3733	2883	3348	850	385	337	172	3282	435
An HDTV set or HD ready TV - which can receive High Definition picture quality	2175 58%	1669 58%	1970 +59% d	506 60% d	205 -53%	167 -49%	107 62% a	1933 +59%	236 54%
An Ultra High Definition (known as UHD) TV set or UHD ready TV - also known as 4K TV	1075 29%	886 +31% cd	989 +30% cd	189 -22%	86 -22%	94 28%	50 29%	929 28%	144 +33% a
Neither of these	211 6%	135 -5%	169 -5%	77 +9% ab	42 +11% ab	38 +11% b	4 -2%	193 6%	17 4%
Don't know	271 7%	193 -7%	220 -7%	78 +9% ab	51 +13% abc	38 +11%	12 7%	228 -7%	38 9%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 187 (continuation)

QT2. Which of these best describes the main TV set in your household?

Base: Where have a TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	3781	3074	692	145	2	1	142	11	9	16	12	28	60	12
Effective Weighted Sample	2499	2034	457	85	2	1	104	8	6	12	9	25	49	8
Weighted Bases	3733	3067	650	46	2	1	167	10	13	17	15	28	70	9
An HDTV set or HD ready TV - which can receive High Definition picture quality	2175 58%	1808 59%	360 55%	21 -47%	1 62%	0 0%	102 61%	3 27%	12 98%	8 49%	4 30%	14 47%	36 52%	6 59%
An Ultra High Definition (known as UHD) TV set or UHD ready TV - also known as 4K TV	1075 29%	867 28%	206 32%	16 35%	1 38%	1 100%	44 26%	5 56%	* 2%	7 39%	8 56%	11 40%	18 25%	4 38%
Neither of these	211 6%	182 6%	28 4%	6 +13%	0 0%	0 0%	4 3%	1 11%	0 0%	* 2%	0 0%	2 7%	4 6%	* 2%
Don't know	271 7%	209 -7%	56 9%	2 5%	0 0%	0 0%	16 9%	1 7%	0 0%	2 11%	2 14%	2 6%	12 +17%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 187 (continuation)

QT2. Which of these best describes the main TV set in your household?

Base: Where have a TV

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3781	86	46	36	19	44	11	12	758	3023
Effective Weighted Sample	2499	65	36	26	12	32	8	8	489	2014
Weighted Bases	3733	95	52	39	18	45	13	12	672	3060
An HDTV set or HD ready TV - which can receive High Definition picture quality	2175 58%	56 59%	33 63%	25 63%	8 47%	25 57%	4 31%	2 14%	375 56%	1801 59%
An Ultra High Definition (known as UHD) TV set or UHD ready TV - also known as 4K TV	1075 29%	29 30%	16 30%	11 29%	8 43%	14 32%	5 37%	8 72%	155 -23%	919 +30% a
Neither of these	211 6%	4 4%	1 2%	0 0%	* 3%	1 3%	3 26%	0 0%	75 +11% b	136 -4%
Don't know	271 7%	6 7%	2 5%	3 8%	1 7%	4 8%	1 6%	2 15%	68 +10% b	204 -7%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 187 (continuation)

QT2. Which of these best describes the main TV set in your household?

Base: Where have a TV

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3781	115	771	171	1112	296	902	176	238
Effective Weighted Sample	2499	78	519	116	750	186	595	112	161
Weighted Bases	3733	125	875	148	1056	253	890	145	239
An HDTV set or HD ready TV - which can receive High Definition picture quality	2175 58%	58 -46%	503 58% a	81 55%	624 59% ah	154 61% ah	550 +62% ah	82 56%	124 -52%
An Ultra High Definition (known as UHD) TV set or UHD ready TV - also known as 4K TV	1075 29%	42 34% eg	266 30% eg	36 25% g	341 +32% cefg	57 -23% g	245 28% g	20 -14%	66 28% g
Neither of these	211 6%	9 7%	33 -4%	20 +14% bdf	38 -4%	26 +10% bdf	42 5%	20 +14% bdf	22 +9% bdf
Don't know	271 7%	16 +13% def	72 8% d	11 7%	52 -5%	16 6%	53 6%	24 +17% bcdef	27 +11% def

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 188

QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Sky TV (with a monthly subscription)	1080 27%	859 27%	984 27%	220 25%	95 24%	80 23%	40 -19%	989 +29% b	85 -15%
Virgin Media (cable TV subscription)	416 10%	364 +11% cd	403 +11% cd	51 -6% d	12 -3%	20 -6%	26 12% a	344 10%	72 12%
Freeview or Freeview Play (a free service often built into TV sets)	1562 39%	1120 -35%	1354 -37%	442 +51% ab	208 +53% ab	157 +45% b	59 -28%	1385 +40% b	168 -29%
Freely (a free service built into TV sets)	316 8%	233 -7%	281 8%	83 +10% a	36 9%	53 +15%	32 +15%	288 +8% b	29 -5%
EE TV (formerly known as BT TV)	127 3%	82 -3%	114 3%	45 +5% ab	13 3%	15 4% b	1 -1%	109 3%	18 3%
TalkTalk TV	46 1%	34 1%	41 1%	12 1%	4 1%	5 2%	4 2%	28 -1%	16 +3% a
Free satellite TV via Freesat or Sky (no subscription)	216 5%	156 -5%	187 5%	60 +7% ab	29 7% a	17 5%	10 5%	205 +6% b	11 -2%
Summary: Any	3254 80%	2477 -78%	2911 -80%	776 +89% ab	343 +87% ab	309 +89% b	154 -73%	2887 +84% b	355 -61%
Summary: Any paid	1639 41%	1318 +42% cd	1516 +42% cd	321 -37% d	123 -31%	121 -35%	70 -33%	1444 +42% b	187 -32%
Summary: Any free	1712 42%	1227 -39%	1484 -41%	485 +56% ab	228 +58% ab	197 +57% b	86 41%	1517 +44% b	190 -33%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
None of these	662 16%	577 +18% cd	619 +17% cd	85 -10%	43 -11%	35 -10%	51 +24% a	473 -14%	186 +32% a
Don't know	130 3%	120 +4% c	122 3% c	10 -1%	8 2%	4 -1%	5 3%	85 -2%	37 +6% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 188 (continuation)

QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?

Base: All Respondents

		Ethnicity (Full)												
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Sky TV (with a monthly subscription)	1080 27%	941 +29%	133 -16%	11 24%	1 38%	0 0%	35 -18%	4 34%	2 9%	2 14%	4 22%	4 14%	10 -11%	1 9%
Virgin Media (cable TV subscription)	416 10%	326 10%	89 11%	4 7%	0 0%	0 0%	14 7%	0 0%	0 0%	1 7%	0 0%	6 18%	20 +21%	2 20%
Freeview or Freeview Play (a free service often built into TV sets)	1562 39%	1293 +40%	261 -31%	30 +62%	1 62%	0 0%	62 -31%	5 41%	6 34%	10 55%	5 25%	15 47%	23 -24%	2 25%
Freely (a free service built into TV sets)	316 8%	275 +9%	42 -5%	0 -0%	1 62%	0 0%	12 6%	0 0%	* 2%	1 5%	0 0%	2 5%	5 6%	4 39%
EE TV (formerly known as BT TV)	127 3%	102 3%	24 3%	1 2%	0 0%	0 0%	6 3%	0 0%	0 0%	1 5%	0 0%	1 3%	2 3%	1 12%
TalkTalk TV	46 1%	27 -1%	17 +2%	0 0%	0 0%	0 0%	1 *%	1 9%	0 0%	0 0%	2 11%	0 0%	1 1%	0 0%
Free satellite TV via Freesat or Sky (no subscription)	216 5%	187 +6%	29 -4%	2 4%	0 0%	0 0%	16 8%	0 0%	0 0%	1 5%	0 0%	1 3%	* -*%	0 0%
Summary: Any	3254 80%	2719 +85%	522 -63%	39 82%	2 100%	0 0%	127 -63%	10 81%	8 45%	15 84%	10 58%	26 80%	56 -60%	8 86%
Summary: Any paid	1639 41%	1372 +43%	259 -31%	16 -33%	1 38%	0 0%	56 -28%	5 44%	2 9%	5 26%	6 33%	11 35%	33 35%	4 42%
Summary: Any free	1712 42%	1418 +44%	290 -35%	24 50%	1 62%	0 0%	75 37%	5 37%	6 36%	12 65%	5 25%	16 48%	26 -27%	6 64%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 188 (continuation)
QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?
 Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
None of these	662 16%	396 -12%	263 +32%	8 17%	0 0%	1 100%	68 +34%	2 14%	6 35%	2 10%	6 32%	5 17%	32 +34%	1 14%
Don't know	130 3%	78 -2%	44 +5%	* 1%	0 0%	0 0%	6 3%	1 5%	3 20%	1 7%	2 10%	1 3%	6 6%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 188 (continuation)

QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Sky TV (with a monthly subscription)	1080 27%	18 -12%	21 32% ae	8 18%	5 21%	4 -6%	0 0%	2 12%	185 26%	894 27%
Virgin Media (cable TV subscription)	416 10%	21 14%	8 12%	3 7%	2 8%	8 13%	1 11%	0 0%	61 9%	354 11%
Freeview or Freeview Play (a free service often built into TV sets)	1562 39%	35 -24%	23 36%	15 33%	4 17%	18 31%	3 22%	3 18%	329 +46% b	1232 -37%
Freely (a free service built into TV sets)	316 8%	5 4%	2 4%	5 11% e	* 2%	* -1%	3 20%	1 4%	46 6%	270 8%
EE TV (formerly known as BT TV)	127 3%	5 4%	0 0%	4 8% b	0 0%	* *9%	3 20%	0 0%	23 3%	104 3%
TalkTalk TV	46 1%	1 1%	3 +4%	0 0%	0 0%	5 +8% a	3 20%	0 0%	13 +2% b	33 -1%
Free satellite TV via Freesat or Sky (no subscription)	216 5%	2 2%	1 2%	3 6%	2 8%	1 1%	0 0%	0 0%	46 6%	170 5%
Summary: Any	3254 80%	81 -54%	47 72% a	34 74% a	12 48%	35 -58%	7 53%	5 29%	588 83%	2665 80%
Summary: Any paid	1639 41%	45 -30%	31 48% ae	15 33%	7 29%	17 28%	4 31%	2 12%	274 39%	1365 41%
Summary: Any free	1712 42%	41 -27%	20 30%	22 47% a	6 25%	19 32%	6 43%	3 17%	335 +47% b	1377 -41%
None of these	662 16%	55 +37%	17 +26%	10 23%	9 37%	23 +39%	5 40%	11 64%	101 14%	560 17%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 188 (continuation)
QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?
 Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Don't know	130	14	1	1	3	1	1	1	22	108
	3%	+9%	1%	3%	14%	2%	7%	7%	3%	3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 188 (continuation)

QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Sky TV (with a monthly subscription)	1080 27%	39 28%	233 -22%	37 23%	324 29% b	77 29% b	274 +30% bg	32 22%	63 26%
Virgin Media (cable TV subscription)	416 10%	18 12% gh	118 11% gh	19 12% gh	140 +12% efgh	21 8% gh	87 10% gh	4 -2%	9 -4%
Freeview or Freeview Play (a free service often built into TV sets)	1562 39%	37 -26%	271 -26%	73 +46% abd	429 38% ab	132 +51% abd	412 +45% abd	87 +59% abcdfh	121 +49% abd
Freely (a free service built into TV sets)	316 8%	5 -3%	88 8% a	9 6%	76 7%	22 9% a	80 9% a	10 7%	26 11% ad
EE TV (formerly known as BT TV)	127 3%	4 3%	22 -2%	3 2%	27 2%	13 5% bd	45 +5% bd	3 2%	9 4%
TalkTalk TV	46 1%	6 +4% bdefh	9 1%	2 1%	9 1%	2 1%	12 1%	2 2%	2 1%
Free satellite TV via Freesat or Sky (no subscription)	216 5%	8 5%	42 -4%	8 5%	43 -4%	19 7% bd	68 +7% bd	11 8% bd	18 7% bd
Summary: Any	3254 80%	99 -69%	693 -66%	127 79% ab	930 +83% ab	232 +89% abcd	830 +91% abcd	130 +88% abc	213 +87% abc
Summary: Any paid	1639 41%	65 45% bgh	376 -36% g	60 38%	495 +44% bgh	108 41% gh	412 +45% bgh	42 -28%	81 -33%
Summary: Any free	1712 42%	39 -27%	333 -32%	72 45% ab	460 41% ab	131 +50% abd	448 +49% abd	92 +62% abcdef	136 +55% abcd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

QT3. Which - if any - of these TV services are used in your household to watch programmes, shows or films?

Base: All Respondents

	Total	Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
None of these	662 16%	32 22% efgh	275 +26% cdefgh	26 17% f	182 16% efg	29 -11%	75 -8%	14 -10%	28 -12%
Don't know	130 3%	12 +9% defgh	79 +8% defgh	7 4% def	15 -1% e	0 -0%	10 -1%	3 2% e	5 2% e

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 189

QT4. Does your household have Sky Q, Sky+, Sky Stream or Sky Glass? Sky+ allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q allows users to watch recorded programmes on a Sky box in other rooms in the house and on the move using a smartphone or tablet. Sky Stream is a plug-in broadcast streaming service that offers content via your internet connection. Sky Glass is a streaming TV that does not require a satellite dish or box for it to work, only a home broadband connection.

Base: Where have Sky TV

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	1094	832	985	262	109	103	42	1010	80
Effective Weighted Sample	696	534	625	165	72	63	25	634	59
Weighted Bases	1080	859	984	220	95	80	40	989	85
Yes - Sky+/Sky+ HD	359 33%	290 34%	328 33%	68 31%	30 32%	21 26%	14 34%	336 34%	23 27%
Yes - Sky Q	544 50%	445 52% d	506 +51% d	99 45%	38 -40%	38 47%	19 49%	496 50%	45 53%
Yes - Sky Stream	52 5%	45 5%	48 5%	8 4%	5 5%	3 3%	4 10%	50 5%	2 3%
Yes - Sky Glass	69 6%	60 7% d	67 +7% d	9 4%	2 -2%	2 2%	3 7%	68 +7%	1 1%
Yes - not sure which	42 4%	26 -3%	34 -3%	16 +7% ab	8 +9% ab	9 +11%	1 1%	35 -4%	7 +8% a
Summary: Yes	980 91%	788 +92% cd	899 +91% cd	192 -87%	81 -84%	69 86%	38 95%	903 +91%	75 88%
Summary: Sky via satellite	851 79%	690 +80% cd	784 +80% cd	160 -73%	66 -69%	56 -69%	32 81%	783 79%	66 77%
Summary: Sky via internet connection	116 11%	99 12%	109 11%	17 8%	7 7%	4 5%	6 16% a	112 +11%	4 4%
No	41 4%	30 4%	37 4%	11 5%	5 5%	2 3%	0 0%	39 4%	2 3%
Don't know	59 5%	41 5%	48 -5%	17 8%	10 +11% ab	9 +11%	2 5%	47 -5%	8 9%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 189 (continuation)

QT4. Does your household have Sky Q, Sky+, Sky Stream or Sky Glass? Sky+ allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q allows users to watch recorded programmes on a Sky box in other rooms in the house and on the move using a smartphone or tablet. Sky Stream is a plug-in broadcast streaming service that offers content via your internet connection. Sky Glass is a streaming TV that does not require a satellite dish or box for it to work, only a home broadband connection.

Base: Where have Sky TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	1094	939	151	47	1	0	23	5	2	3	3	4	9	1
Effective Weighted Sample	696	604	89	43	1	0	17	5	1	3	3	4	8	1
Weighted Bases	1080	941	133	11	1	0	35	4	2	2	4	4	10	1
Yes - Sky+/Sky+ HD	359 33%	324 +34%	35 26%	2 -19%	0 0%	0 0%	10 28%	1 21%	* 14%	1 35%	1 36%	1 25%	4 40%	1 100%
Yes - Sky Q	544 50%	472 50%	69 52%	7 59%	1 100%	0 0%	16 47%	3 59%	0 0%	0 0%	3 86%	1 30%	4 36%	1 100%
Yes - Sky Stream	52 5%	47 5%	5 4%	* 1%	0 0%	0 0%	3 7%	0 0%	0 0%	0 0%	0 0%	0 0%	2 22%	0 0%
Yes - Sky Glass	69 6%	67 +7%	1 -1%	0 0%	0 0%	0 0%	* 1%	0 0%	0 0%	0 0%	0 0%	1 26%	0 0%	0 0%
Yes - not sure which	42 4%	31 -3%	11 +9%	1 +10%	0 0%	0 0%	3 8%	1 20%	1 86%	1 46%	0 0%	1 18%	0 0%	0 0%
Summary: Yes	980 91%	860 91%	118 89%	10 89%	1 100%	0 0%	32 91%	4 100%	2 100%	2 82%	3 86%	4 100%	9 88%	1 100%
Summary: Sky via satellite	851 79%	747 79%	101 76%	9 78%	1 100%	0 0%	26 74%	3 80%	* 14%	1 35%	3 86%	2 56%	8 76%	1 100%
Summary: Sky via internet connection	116 11%	109 +12%	7 -5%	* -1%	0 0%	0 0%	3 8%	0 0%	0 0%	0 0%	0 0%	1 26%	2 22%	0 0%
No	41 4%	39 4%	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	59 5%	43 -5%	12 +9%	1 11%	0 0%	0 0%	3 9%	0 0%	0 0%	* 18%	1 14%	0 0%	1 12%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 189 (continuation)

QT4. Does your household have Sky Q, Sky+, Sky Stream or Sky Glass? Sky+ allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q allows users to watch recorded programmes on a Sky box in other rooms in the house and on the move using a smartphone or tablet. Sky Stream is a plug-in broadcast streaming service that offers content via your internet connection. Sky Glass is a streaming TV that does not require a satellite dish or box for it to work, only a home broadband connection.

Base: Where have Sky TV

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	1094	15	17	11	3	4	0	3	205	889
Effective Weighted Sample	696	10	13	9	2	3	0	2	125	571
Weighted Bases	1080	18	21	8	5	4	0	2	185	894
Yes - Sky+ /Sky+ HD	359	5	5	2	0	0	0	1	72	287
	33%	30%	26%	21%	0%	0%	0%	41%	39%	32%
Yes - Sky Q	544	6	13	6	5	1	0	1	80	464
	50%	36%	65%	74%	100%	29%	0%	59%	-43%	+52% a
Yes - Sky Stream	52	0	0	*	0	0	0	0	3	49
	5%	0%	0%	3%	0%	0%	0%	0%	-2%	+5% a
Yes - Sky Glass	69	0	0	0	0	0	0	0	9	59
	6%	0%	0%	0%	0%	0%	0%	0%	5%	7%
Yes - not sure which	42	3	0	0	0	*	0	0	10	32
	4%	17%	0%	0%	0%	5%	0%	0%	5%	4%
Summary: Yes	980	15	19	8	5	1	0	2	163	817
	91%	83%	91%	92%	100%	34%	0%	100%	88%	91%
Summary: Sky via satellite	851	12	19	8	5	1	0	2	143	708
	79%	67%	91%	92%	100%	29%	0%	100%	77%	79%
Summary: Sky via internet connection	116	0	0	*	0	0	0	0	13	103
	11%	0%	0%	3%	0%	0%	0%	0%	7%	12%
No	41	2	0	0	0	1	0	0	11	30
	4%	9%	0%	0%	0%	21%	0%	0%	6%	3%
Don't know	59	1	2	1	0	2	0	0	11	47
	5%	8%	9%	8%	0%	45%	0%	0%	6%	5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 189 (continuation)

QT4. Does your household have Sky Q, Sky+, Sky Stream or Sky Glass? Sky+ allows users to record and store TV programmes, and also pause and rewind live TV programmes. Sky Q allows users to watch recorded programmes on a Sky box in other rooms in the house and on the move using a smartphone or tablet. Sky Stream is a plug-in broadcast streaming service that offers content via your internet connection. Sky Glass is a streaming TV that does not require a satellite dish or box for it to work, only a home broadband connection.

Base: Where have Sky TV

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	1094	30	199	40	337	89	290	46	63
Effective Weighted Sample	696	20	130	26	222	53	181	31	43
Weighted Bases	1080	39	233	37	324	77	274	32	63
Yes - Sky+/Sky+ HD	359 33%	17 43%	81 35%	13 34%	109 34%	29 38%	79 29%	13 40%	17 27%
Yes - Sky Q	544 50%	12 -30%	110 47%	20 54%	174 54% ag	36 47%	155 +56% abgh	12 38%	26 41%
Yes - Sky Stream	52 5%	* 1%	20 +8% ef	* 1%	19 6% f	2 2%	7 -2%	1 4%	4 6%
Yes - Sky Glass	69 6%	6 +15% efgh	16 7%	1 3%	27 8%	2 3%	15 5%	* 1%	2 3%
Yes - not sure which	42 4%	3 7%	7 3%	2 4%	9 3%	2 2%	11 4%	4 +11% bdef	5 7%
Summary: Yes	980 91%	35 88%	206 89%	33 91%	312 +96% abefgh	66 87%	247 90%	29 89%	52 -82%
Summary: Sky via satellite	851 79%	26 65%	183 78%	31 85% h	267 82% ah	62 81% h	216 79% h	24 74%	42 -67%
Summary: Sky via internet connection	116 11%	6 16% e	33 14% ef	1 3%	44 +14% ef	4 5%	21 8%	1 4%	5 8%
No	41 4%	1 3%	7 3%	3 9% d	4 -1%	5 7% d	16 6% d	1 2%	4 6% d
Don't know	59 5%	4 9% d	19 +8% d	0 0%	8 -3%	5 6%	12 4%	3 9% d	7 +12% cdf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3571	2765	3252	806	319	305	178	3172	386
Effective Weighted Sample	2370	1840	2157	534	214	200	117	2071	292
Weighted Bases	3559	2815	3252	744	307	282	167	3123	422
Using TV streaming services on your smart TV (e.g. Netflix, Amazon Prime, etc. - often found on the menu or home screen)	1843 52%	1560 +55% cd	1750 +54% cd	283 -38% d	93 -30%	109 -39%	80 48%	1675 +54% b	158 -37%
A set-top box connected to your TV (such as Sky+/Q, Virgin Media Tivo/V6, BT TV, YouView) to access streaming services	971 27%	760 27%	889 27%	211 28%	82 27%	70 25%	29 -17%	874 +28% b	94 -22%
A streaming box or stick (such as Amazon Fire TV, NOW, Google Chromecast, Roku, Apple TV) connected to your TV	767 22%	665 +24% cd	729 +22% cd	102 -14%	38 -12%	28 -10%	38 22% a	671 21%	94 22%
A button on your TV remote (e.g. Netflix, BBC iPlayer, Rakuten)	929 26%	768 +27% cd	868 +27% cd	161 -22%	61 -20%	35 -12%	25 -15%	844 +27% b	80 -19%
Voice control through your TV remote	398 11%	339 +12% cd	386 +12% cd	59 -8% d	12 -4%	14 -5%	17 10% a	368 +12% b	30 -7%
A laptop/ computer connected to your TV	278 8%	261 +9% cd	274 +8% cd	16 -2%	3 -1%	3 -1%	11 7% a	219 -7%	53 +13% a
A tablet computer (e.g. iPad) connected to your TV	165 5%	148 +5% cd	159 +5% cd	17 -2%	6 -2%	2 -1%	6 3% a	141 5%	20 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3571	2765	3252	806	319	305	178	3172	386
Effective Weighted Sample	2370	1840	2157	534	214	200	117	2071	292
Weighted Bases	3559	2815	3252	744	307	282	167	3123	422
A smartphone connected to your TV	320 9%	293 +10% cd	312 +10% cd	27 -4%	8 -3%	6 -2%	15 9% a	271 9%	46 11%
Games console connected to your TV	363 10%	357 +13% cd	362 +11% cd	5 -1%	* -*%	1 -*%	28 +17% a	318 10%	45 11%
Connecting TV to on demand or streaming services via another method (please specify)	48 1%	27 -1%	32 -1%	21 +3% ab	16 +5% abc	8 +3%	3 2%	46 1%	2 1%
Summary: Core connected TV	2838 80%	2321 +82% cd	2638 +81% cd	517 -70%	199 -65%	189 -67%	125 74%	2528 +81% b	298 -71%
Summary: Extended connected TV	2866 81%	2347 +83% cd	2666 +82% cd	519 -70%	199 -65%	189 -67%	131 78% a	2553 +82% b	301 -71%
Summary: Further extended connected TV	2945 83%	2403 +85% cd	2732 +84% cd	542 -73%	213 -70%	198 -70%	140 83% a	2618 +84% b	315 -75%
None of these	486 14%	313 -11%	405 -12%	172 +23% ab	80 +26% ab	77 +27% b	22 13%	416 13%	70 17%
I do not watch any content on a TV set	40 1%	30 1%	35 1%	10 1%	5 2%	4 1%	4 3%	27 -1%	13 +3% a
Don't know	88 2%	69 2%	80 2%	19 3%	8 3%	2 1%	2 1%	63 -2%	24 +6% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3571	2898	660	136	2	0	136	11	9	16	12	26	60	12
Effective Weighted Sample	2370	1923	440	80	2	0	100	8	6	12	9	24	49	8
Weighted Bases	3559	2917	628	43	2	0	162	10	13	17	15	27	70	9
Using TV streaming services on your smart TV (e.g. Netflix, Amazon Prime, etc. - often found on the menu or home screen)	1843 52%	1589 +54%	245 -39%	24 55%	0 0%	0 0%	63 -39%	6 68%	4 35%	10 58%	9 63%	7 27%	24 -34%	3 37%
A set-top box connected to your TV (such as Sky+/Q, Virgin Media Tivo/ V6, BT TV, YouView) to access streaming services	971 27%	833 +29%	135 -22%	6 -14%	1 38%	0 0%	35 21%	1 6%	0 0%	5 32%	3 23%	6 22%	19 26%	3 32%
A streaming box or stick (such as Amazon Fire TV, NOW, Google Chromecast, Roku, Apple TV) connected to your TV	767 22%	627 21%	138 22%	9 20%	0 0%	0 0%	36 22%	3 32%	7 58%	4 22%	3 24%	7 25%	15 21%	3 28%
A button on your TV remote (e.g. Netflix, BBC iPlayer, Rakuten)	929 26%	800 +27%	125 -20%	9 21%	1 38%	0 0%	35 22%	1 15%	1 11%	4 22%	10 69%	7 25%	15 21%	1 7%
Voice control through your TV remote	398 11%	351 +12%	47 -8%	2 -4%	2 100%	0 0%	14 9%	1 15%	* 2%	2 10%	2 17%	2 7%	5 7%	0 0%
A laptop/ computer connected to your TV	278 8%	196 -7%	76 +12%	6 +14%	0 0%	0 0%	17 11%	1 9%	0 0%	0 0%	2 12%	3 9%	16 +23%	0 0%
A tablet computer (e.g. iPad) connected to your TV	165 5%	136 5%	25 4%	3 6%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	2 17%	0 0%	4 5%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3571	2898	660	136	2	0	136	11	9	16	12	26	60	12
Effective Weighted Sample	2370	1923	440	80	2	0	100	8	6	12	9	24	49	8
Weighted Bases	3559	2917	628	43	2	0	162	10	13	17	15	27	70	9
A smartphone connected to your TV	320 9%	258 9%	59 9%	7 +16%	0 0%	0 0%	6 -4%	1 9%	0 0%	0 0%	4 26%	2 9%	9 13%	1 9%
Games console connected to your TV	363 10%	303 10%	59 9%	3 8%	0 0%	0 0%	11 7%	1 9%	0 0%	1 5%	4 25%	2 9%	6 9%	0 0%
Connecting TV to on demand or streaming services via another method (please specify)	48 1%	36 1%	12 2%	1 +3%	0 0%	0 0%	9 +5%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	0 0%
Summary: Core connected TV	2838 80%	2376 +81%	450 -72%	31 -73%	2 100%	0 0%	119 74%	8 79%	12 93%	14 82%	12 85%	18 68%	48 -69%	6 65%
Summary: Extended connected TV	2866 81%	2401 +82%	453 -72%	32 -74%	2 100%	0 0%	119 -74%	8 79%	12 93%	14 84%	12 85%	18 68%	48 -69%	6 65%
Summary: Further extended connected TV	2945 83%	2454 +84%	479 -76%	34 78%	2 100%	0 0%	129 80%	8 79%	12 93%	14 84%	12 85%	20 72%	51 -73%	6 65%
None of these	486 14%	386 13%	100 16%	9 +20%	0 0%	0 0%	21 13%	* 3%	0 0%	3 16%	2 14%	5 20%	10 15%	2 26%
I do not watch any content on a TV set	40 1%	24 -1%	16 +3%	* *%	0 0%	0 0%	2 1%	0 0%	1 7%	0 0%	0 0%	2 8%	1 2%	0 0%
Don't know	88 2%	53 -2%	34 +5%	1 1%	0 0%	0 0%	9 +6%	2 18%	0 0%	0 0%	* 2%	0 0%	7 +10%	1 9%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3571	81	43	35	18	41	10	12	654	2917
Effective Weighted Sample	2370	63	34	26	12	30	8	8	428	1946
Weighted Bases	3559	88	50	39	18	43	12	12	593	2967
Using TV streaming services on your smart TV (e.g. Netflix, Amazon Prime, etc. - often found on the menu or home screen)	1843 52%	35 -39% c	17 -35%	6 -16%	5 30%	17 41% c	6 46%	7 57%	298 50%	1545 52%
A set-top box connected to your TV (such as Sky+/Q, Virgin Media Tivo/V6, BT TV, YouView) to access streaming services	971 27%	24 28%	7 -14%	12 32%	3 14%	8 19%	1 9%	2 17%	166 28%	805 27%
A streaming box or stick (such as Amazon Fire TV, NOW, Google Chromecast, Roku, Apple TV) connected to your TV	767 22%	15 17%	12 24%	8 19%	5 30%	6 13%	3 22%	4 35%	146 +25% b	621 -21%
A button on your TV remote (e.g. Netflix, BBC iPlayer, Rakuten)	929 26%	17 19%	6 -13%	3 -8%	3 15%	8 18%	1 11%	3 28%	183 +31% b	746 -25%
Voice control through your TV remote	398 11%	8 9%	1 -2%	1 2%	1 8%	4 8%	1 9%	3 25%	89 +15% b	309 -10%
A laptop/ computer connected to your TV	278 8%	11 12%	8 +17%	3 8%	1 8%	4 10%	2 16%	3 22%	60 +10% b	217 -7%
A tablet computer (e.g. iPad) connected to your TV	165 5%	4 5%	6 +11% c	0 0%	0 0%	3 8%	0 0%	1 10%	34 6%	131 4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3571	81	43	35	18	41	10	12	654	2917
Effective Weighted Sample	2370	63	34	26	12	30	8	8	428	1946
Weighted Bases	3559	88	50	39	18	43	12	12	593	2967
A smartphone connected to your TV	320	10	6	1	*	8	1	2	70	250
9%		12%	13%	4%	3%	+19% c	4%	17%	+12% b	-8%
Games console connected to your TV	363	10	8	4	0	3	5	1	82	281
10%		12%	15%	11%	0%	6%	38%	10%	+14% b	-9%
Connecting TV to on demand or streaming services via another method (please specify)	48	2	0	0	0	*	0	0	3	45
1%		2%	0%	0%	0%	1%	0%	0%	-*% a	+2% a
Summary: Core connected TV	2838	66	30	22	14	30	9	10	460	2378
80%		74%	-60%	-56%	77%	69%	77%	84%	78%	80%
Summary: Extended connected TV	2866	66	31	23	14	30	10	10	467	2399
81%		74%	-62%	-59%	77%	69%	81%	84%	79%	81%
Summary: Further extended connected TV	2945	70	33	25	14	30	10	10	478	2467
83%		79%	-67%	-64%	82%	-70%	81%	84%	81%	83%
None of these	486	12	12	9	1	9	2	0	93	393
14%		14%	24%	24%	7%	22%	19%	0%	16%	13%
I do not watch any content on a TV set	40	4	1	0	0	2	0	2	9	31
1%		+4%	3%	0%	0%	+5%	0%	16%	2%	1%
Don't know	88	3	3	5	2	1	0	0	13	75
2%		3%	7%	+12%	11%	3%	0%	0%	2%	3%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3571	113	757	165	1086	260	871	116	203
Effective Weighted Sample	2370	76	510	111	733	167	575	76	138
Weighted Bases	3559	124	862	141	1037	228	861	100	207
Using TV streaming services on your smart TV (e.g. Netflix, Amazon Prime, etc. - often found on the menu or home screen)	1843 52%	93 +75% bcdefgh	471 55% efgh	80 57% efgh	590 +57% efgh	103 -45% gh	413 -48% gh	22 -23%	70 -34% g
A set-top box connected to your TV (such as Sky+/Q, Virgin Media Tivo/V6, BT TV, YouView) to access streaming services	971 27%	26 21%	189 -22%	40 28%	294 28% b	68 30% b	272 +32% abh	32 32% b	50 24%
A streaming box or stick (such as Amazon Fire TV, NOW, Google Chromecast, Roku, Apple TV) connected to your TV	767 22%	33 27% fh	208 +24% fh	39 +28% fh	255 +25% fh	52 23% fh	141 -16% h	22 22% h	16 -8%
A button on your TV remote (e.g. Netflix, BBC iPlayer, Rakuten)	929 26%	45 +37% bdfh	200 -23% h	49 +34% bdh	279 27% h	63 27% h	233 27% h	26 26% h	34 -17%
Voice control through your TV remote	398 11%	24 +19% bdfgh	89 10% h	29 +21% bdfgh	125 12% gh	31 14% gh	88 10% h	5 -5%	7 -3%
A laptop/ computer connected to your TV	278 8%	28 +23% bdefgh	92 +11% defgh	22 +15% defgh	80 8% efgh	9 -4% h	44 -5% h	2 -2%	1 -1%
A tablet computer (e.g. iPad) connected to your TV	165 5%	13 +10% bdefgh	47 5% eh	14 +10% bdefgh	47 5% eh	4 -2%	34 4%	3 3%	3 -2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 190 (continuation)

QT6. Do you or does anyone in your household use the internet to watch content on your TV set using any of these methods?

Base: Where have a TV and have home internet access

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3571	113	757	165	1086	260	871	116	203
Effective Weighted Sample	2370	76	510	111	733	167	575	76	138
Weighted Bases	3559	124	862	141	1037	228	861	100	207
A smartphone connected to your TV	320 9%	39 +31% bcdefgh	109 +13% defgh	17 12% efgh	82 8% gh	14 6% g	51 -6% g	* -*% g	8 -4% g
Games console connected to your TV	363 10%	40 +32% bcdefgh	146 +17% defgh	26 +19% defgh	114 11% efgh	16 7% fgh	20 -2% h	0 -0% h	* -*% h
Connecting TV to on demand or streaming services via another method (please specify)	48 1%	0 0%	5 -1%	2 1%	9 1%	0 0%	17 2% bde	1 1%	15 +7% abcdefg
Summary: Core connected TV	2838 80%	113 +91% bcdefgh	703 82% efgh	108 76% h	875 +84% cefg	171 -75% h	668 78% gh	68 -69%	131 -63%
Summary: Extended connected TV	2866 81%	114 +92% bcdefgh	717 +83% efgh	112 80% gh	881 +85% efgh	172 -75% h	670 -78% gh	68 -69%	131 -63%
Summary: Further extended connected TV	2945 83%	115 +93% bcdefgh	735 +85% efgh	117 83% gh	899 +87% efgh	177 -78%	689 -80% gh	69 -69%	144 -70%
None of these	486 14%	7 -5%	84 -10%	20 14% a	107 -10%	41 +18% abd	147 +17% abd	25 +25% abcdf	55 +27% abcdf
I do not watch any content on a TV set	40 1%	1 *% 1%	8 1%	3 2%	11 1%	3 1%	9 1%	2 2%	4 2%
Don't know	88 2%	1 1%	35 +4% df	1 1%	21 2%	7 3%	16 2%	4 4%	4 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025


Table 191

QT7. You said you or someone in your household uses a streaming box or stick to watch TV, films or other content on your TV set. Which - if any - of the following do they use to do this?

Base: Where use streaming boxes/sticks

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	787	672	749	115	38	33	37	713	72
Effective Weighted Sample	528	453	501	75	27	21	28	476	53
Weighted Bases	767	665	729	102	38	28	38	671	94
Amazon Fire TV (plug in stick, plug in box or cube)	566 74%	495 74%	542 74%	71 70%	24 63%	18 63%	25 68%	508 +76% b	56 -60%
Google Chromecast	92 12%	83 13%	89 12%	8 8%	3 7%	2 6%	1 4%	74 11%	17 18%
Google TV Streamer (a new product launched in 2024)	30 4%	30 +5% c	30 4% c	0 -0%	0 0%	0 0%	0 0%	15 -2%	15 +16% a
Roku (plug-in stick, plug-in box or soundbar)	68 9%	53 -8%	60 -8%	15 +15% ab	8 +21% ab	6 +23%	5 13%	60 9%	8 8%
Apple TV box	66 9%	57 9%	63 9%	9 9%	3 7%	1 5%	1 3%	51 -8%	14 +15% a
NOW Smart Stick or Box	60 8%	48 7%	57 8%	11 11%	3 9%	0 0%	7 +19% a	54 8%	6 6%
Virgin Media Stream	19 2%	17 3%	19 3%	2 2%	* 1%	0 0%	1 3%	16 2%	3 3%
Sky Stream	31 4%	28 4%	31 4%	3 3%	1 2%	1 2%	1 3%	30 5%	1 1%
Other	7 1%	4 1%	6 1%	2 2%	1 2%	1 3%	0 0%	6 1%	1 1%
Don't know	27 3%	22 3%	25 3%	4 4%	2 5%	4 +14%	2 5%	22 3%	5 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 191 (continuation)

QT7. You said you or someone in your household uses a streaming box or stick to watch TV, films or other content on your TV set. Which - if any - of the following do they use to do this?

Base: Where use streaming boxes/sticks

	Ethnicity (Full)													
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	787	655	130	26	0	0	32	4	3	3	3	6	11	2
Effective Weighted Sample	528	442	86	17	0	0	24	4	3	2	3	5	9	2
Weighted Bases	767	627	138	9	0	0	36	3	7	4	3	7	15	3
Amazon Fire TV (plug in stick, plug in box or cube)	566 74%	479 +76%	85 -62%	8 96%	0 0%	0 0%	21 -59%	3 100%	5 63%	4 100%	3 100%	4 56%	8 57%	1 27%
Google Chromecast	92 12%	67 -11%	24 +18%	1 13%	0 0%	0 0%	6 16%	0 0%	3 37%	0 0%	1 33%	1 16%	4 28%	0 0%
Google TV Streamer (a new product launched in 2024)	30 4%	13 -2%	18 +13%	0 0%	0 0%	0 0%	2 7%	0 0%	0 0%	0 0%	0 0%	2 27%	1 7%	2 73%
Roku (plug-in stick, plug-in box or soundbar)	68 9%	59 9%	9 6%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%	1 33%	0 0%	2 15%	0 0%
Apple TV box	66 9%	49 8%	16 12%	1 9%	0 0%	0 0%	1 4%	0 0%	0 0%	0 0%	1 33%	0 0%	4 28%	2 73%
NOW Smart Stick or Box	60 8%	51 8%	9 6%	0 0%	0 0%	0 0%	3 9%	0 0%	0 0%	0 0%	1 33%	0 0%	0 0%	0 0%
Virgin Media Stream	19 2%	14 2%	5 3%	0 0%	0 0%	0 0%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Sky Stream	31 4%	30 +5%	1 -1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 7%	0 0%
Other	7 1%	5 1%	1 1%	* 2%	0 0%	0 0%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Don't know	27 3%	20 3%	7 5%	0 0%	0 0%	0 0%	2 5%	0 0%	0 0%	0 0%	0 0%	0 0%	1 7%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 191 (continuation)

QT7. You said you or someone in your household uses a streaming box or stick to watch TV, films or other content on your TV set. Which - if any - of the following do they use to do this?

Base: Where use streaming boxes/sticks

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	787	12	7	7	5	5	1	3	147	640
Effective Weighted Sample	528	10	6	4	2	4	1	2	98	430
Weighted Bases	767	15	12	8	5	6	3	4	146	621
Amazon Fire TV (plug in stick, plug in box or cube)	566	14	5	5	1	3	0	1	100	466
	74%	92%	42%	59%	25%	48%	0%	24%	68%	75%
Google Chromecast	92	2	1	3	*	1	0	0	14	78
	12%	14%	12%	41%	8%	20%	0%	0%	9%	13%
Google TV Streamer (a new product launched in 2024)	30	1	3	0	3	0	3	0	5	25
	4%	8%	26%	0%	63%	0%	100%	0%	4%	4%
Roku (plug-in stick, plug-in box or soundbar)	68	1	0	0	0	0	0	3	27	41
	9%	7%	0%	0%	0%	0%	0%	76%	+18% b	-7%
Apple TV box	66	2	2	*	*	0	3	0	17	49
	9%	13%	15%	4%	8%	0%	100%	0%	12%	8%
NOW Smart Stick or Box	60	2	0	0	0	0	3	0	17	43
	8%	13%	0%	0%	0%	0%	100%	0%	12%	7%
Virgin Media Stream	19	2	1	*	0	0	0	0	5	14
	2%	13%	9%	4%	0%	0%	0%	0%	3%	2%
Sky Stream	31	0	0	0	0	0	0	0	8	24
	4%	0%	0%	0%	0%	0%	0%	0%	5%	4%
Other	7	0	0	0	1	0	0	0	1	5
	1%	0%	0%	0%	12%	0%	0%	0%	1%	1%
Don't know	27	0	2	0	0	2	0	0	3	23
	3%	0%	19%	0%	0%	32%	0%	0%	2%	4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 191 (continuation)

QT7. You said you or someone in your household uses a streaming box or stick to watch TV, films or other content on your TV set. Which - if any - of the following do they use to do this?

Base: Where use streaming boxes/sticks

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	c	d	e	f	*g	*h
Unweighted Bases	787	29	191	44	278	53	154	21	17
Effective Weighted Sample	528	19	132	31	190	35	99	15	12
Weighted Bases	767	33	208	39	255	52	141	22	16
Amazon Fire TV (plug in stick, plug in box or cube)	566 74%	20 61%	158 76%	25 63%	197 77% c	41 79%	100 71%	13 62%	10 65%
Google Chromecast	92 12%	5 14%	31 15%	3 7%	33 13%	4 9%	14 10%	2 8%	1 5%
Google TV Streamer (a new product launched in 2024)	30 4%	4 11%	6 3%	1 3%	14 6%	0 0%	4 3%	0 0%	0 0%
Roku (plug-in stick, plug-in box or soundbar)	68 9%	6 19%	8 -4%	7 +19% bdf	21 8%	5 10%	12 9%	8 36%	0 0%
Apple TV box	66 9%	9 27%	17 8%	3 8%	16 6%	4 8%	13 9%	1 3%	2 14%
NOW Smart Stick or Box	60 8%	9 28%	16 8%	3 9%	12 -5%	4 7%	13 9%	1 3%	3 16%
Virgin Media Stream	19 2%	4 12%	4 2%	* 1%	6 3%	* 1%	3 2%	0 0%	* 2%
Sky Stream	31 4%	7 20%	6 3%	* 1%	11 4%	* *0%	7 5%	1 3%	0 0%
Other	7 1%	0 0%	1 1%	0 0%	1 1%	* 1%	3 2%	1 4%	0 0%
Don't know	27 3%	* 1%	7 3%	1 2%	10 4%	2 4%	5 4%	0 0%	2 12%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
 Table 192
Summary: QT8. How frequently, if at all, do you watch each of these channels?
 Base: Where in Northern Ireland and have a TV

	Total	Every day	At least weekly	At least monthly	Less often than monthly	Never	Don't know	Not answered	Summary: Ever	Summary: At least once a week	Summary: At least once a month
RTE 1	105	5 4%	16 15%	9 9%	9 8%	65 61%	2 2%	0 0%	39 37%	21 19%	30 28%
RTE 2	105	2 2%	13 13%	9 9%	11 11%	67 64%	2 2%	0 0%	36 34%	15 14%	25 23%
Virgin Media One	105	1 1%	3 3%	2 2%	5 5%	92 87%	2 2%	0 0%	11 11%	4 4%	6 6%
TG4	105	2 2%	7 6%	8 7%	9 9%	77 74%	2 2%	0 0%	26 24%	8 8%	16 15%

Technology Tracker 2025

Table 193

QT8. How frequently, if at all, do you watch each of these channels? - RTE 1?

Base: Where in Northern Ireland and have a TV

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	483	364	430	119	53	44	25	458	24
Effective Weighted Sample	444	335	396	110	49	41	23	421	23
Weighted Bases	105	82	95	23	11	8	5	100	5
Every day	5 4%	2 -2%	3 -3%	3 +11% ab	2 +20% ab	1 +15%	* 4%	5 5%	0 0%
At least weekly	16 15%	13 15%	14 15%	3 14%	2 17%	1 9%	* 6%	16 16%	* 5%
At least monthly	9 9%	7 8%	9 9%	3 12%	1 5%	1 10%	* 4%	9 9%	* 7%
Less often than monthly	9 8%	6 -7%	8 8%	3 +15% ab	1 10%	1 10%	0 0%	9 9%	0 0%
Never	65 61%	54 +66% cd	60 +64% cd	11 -45%	4 -41%	4 51%	4 87%	60 60%	4 88%
Don't know	2 2%	1 1%	1 -1%	1 3%	1 +6% ab	* 5%	0 0%	2 2%	0 0%
Summary: Ever	39 37%	27 -33%	33 -35%	12 +52% ab	6 +53% ab	4 44%	1 13%	38 38%	1 12%
Summary: At least once a week	21 19%	15 18%	17 -18%	6 25%	4 +37% ab	2 24%	* 10%	20 20%	* 5%
Summary: At least once a month	30 28%	21 -26%	25 -27%	9 +37% ab	4 +42% ab	3 34%	1 13%	29 29%	1 12%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 193 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - RTE 1?

Base: Where in Northern Ireland and have a TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	483	320	162	129	0	0	9	0	0	1	0	0	1	4
Effective Weighted Sample	444	294	150	120	0	0	8	0	0	1	0	0	1	4
Weighted Bases	105	67	38	31	0	0	2	0	0	*	0	0	*	1
Every day	5	2	3	3	0	0	0	0	0	0	0	0	0	0
	4%	-2%	+8%	+10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
At least weekly	16	5	11	11	0	0	0	0	0	0	0	0	0	0
	15%	-7%	+29%	+35%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
At least monthly	9	4	5	5	0	0	0	0	0	0	0	0	0	0
	9%	-6%	+13%	+15%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Less often than monthly	9	7	2	2	0	0	*	0	0	0	0	0	0	0
	8%	10%	6%	6%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%
Never	65	48	16	10	0	0	2	0	0	*	0	0	*	1
	61%	+72%	-42%	-32%	0%	0%	91%	0%	0%	100%	0%	0%	100%	100%
Don't know	2	1	1	1	0	0	0	0	0	0	0	0	0	0
	2%	1%	2%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Summary: Ever	39	18	21	20	0	0	*	0	0	0	0	0	0	0
	37%	-26%	+56%	+66%	0%	0%	9%	0%	0%	0%	0%	0%	0%	0%
Summary: At least once a week	21	7	14	14	0	0	0	0	0	0	0	0	0	0
	19%	-10%	+37%	+44%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Summary: At least once a month	30	11	19	18	0	0	0	0	0	0	0	0	0	0
	28%	-16%	+50%	+60%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 193 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - RTE 1?

Base: Where in Northern Ireland and have a TV

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	483	9	0	1	2	3	0	3	89	394
Effective Weighted Sample	444	8	0	1	2	3	0	3	84	362
Weighted Bases	105	2	0	*	*	1	0	1	18	88
Every day	5 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 +11% b	3 -3%
At least weekly	16 15%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	2 9%	14 16%
At least monthly	9 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 59%	2 11%	7 8%
Less often than monthly	9 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 10%	7 8%
Never	65 61%	2 100%	0 0%	* 100%	* 100%	1 100%	0 0%	0 0%	10 57%	55 62%
Don't know	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 1%	2 2%
Summary: Ever	39 37%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	7 42%	32 36%
Summary: At least once a week	21 19%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	4 20%	17 19%
Summary: At least once a month	30 28%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	6 32%	24 28%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 193 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - RTE 1?

Base: Where in Northern Ireland and have a TV

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	e	f	*g	*h
Unweighted Bases	483	11	116	13	148	38	104	27	26
Effective Weighted Sample	444	11	108	12	138	36	96	25	24
Weighted Bases	105	2	29	3	32	7	22	5	5
Every day	5 4%	* 9%	0 -0%	0 0%	1 3% b	* 4% b	1 5% b	2 28%	1 11%
At least weekly	16 15%	* 13%	3 11%	0 0%	6 18%	1 15%	3 16%	* 4%	2 31%
At least monthly	9 9%	* 8%	2 6%	1 29%	3 8%	1 12%	3 12%	* 4%	* 6%
Less often than monthly	9 8%	* 12%	1 -4%	* 7%	3 9%	1 8%	3 13% b	1 14%	* 6%
Never	65 61%	1 59%	22 +76% df	2 64%	19 59%	4 62%	12 54%	2 45%	2 37%
Don't know	2 2%	0 0%	1 2%	0 0%	* 1%	0 0%	0 0%	* 4%	* 8%
Summary: Ever	39 37%	1 41%	7 -22%	1 36%	12 39% b	3 38%	10 +46% b	3 50%	3 55%
Summary: At least once a week	21 19%	* 22%	3 -11%	0 0%	7 22% b	1 19%	5 21%	2 32%	2 42%
Summary: At least once a month	30 28%	1 29%	5 -18%	1 29%	10 30% b	2 30%	7 33% b	2 36%	2 49%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 194

QT8. How frequently, if at all, do you watch each of these channels? - RTE 2?

Base: Where in Northern Ireland and have a TV

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	483	364	430	119	53	44	25	458	24
Effective Weighted Sample	444	335	396	110	49	41	23	421	23
Weighted Bases	105	82	95	23	11	8	5	100	5
Every day	2 2%	* -*%	1 -1%	2 +7% ab	1 +12% ab	1 +12%	* 4%	2 2%	0 0%
At least weekly	13 13%	10 12%	11 12%	4 15%	2 16%	1 9%	* 6%	13 13%	* 5%
At least monthly	9 9%	8 10%	9 10%	1 5%	* 3%	0 -0%	0 0%	9 9%	* 7%
Less often than monthly	11 11%	7 -8%	9 -10%	5 +19% ab	2 +20% ab	2 19%	0 0%	11 11%	0 0%
Never	67 64%	56 +68% cd	63 +66% cd	12 -50%	4 -43%	4 55%	4 90%	63 63%	4 88%
Don't know	2 2%	1 1%	1 -1%	1 3%	1 +6% ab	* 5%	0 0%	2 2%	0 0%
Summary: Ever	36 34%	25 -31%	31 -33%	11 +47% ab	5 +51% ab	3 41%	* 10%	36 36%	1 12%
Summary: At least once a week	15 14%	10 -12%	12 -13%	5 +23% ab	3 +28% ab	2 21%	* 10%	15 15%	* 5%
Summary: At least once a month	25 23%	18 22%	21 23%	6 28%	3 31%	2 21%	* 10%	24 24%	1 12%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 194 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - RTE 2?

Base: Where in Northern Ireland and have a TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	483	320	162	129	0	0	9	0	0	1	0	0	1	4
Effective Weighted Sample	444	294	150	120	0	0	8	0	0	1	0	0	1	4
Weighted Bases	105	67	38	31	0	0	2	0	0	*	0	0	*	1
Every day	2 2%	1 1%	1 3%	1 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
At least weekly	13 13%	4 -6%	9 +25%	9 +30%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
At least monthly	9 9%	3 -5%	6 +16%	6 +18%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Less often than monthly	11 11%	8 11%	4 10%	4 12%	0 0%	0 0%	* 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Never	67 64%	50 +75%	17 -44%	11 -34%	0 0%	0 0%	2 91%	0 0%	0 0%	* 100%	0 0%	0 0%	* 100%	1 100%
Don't know	2 2%	1 1%	1 2%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Ever	36 34%	16 -23%	20 +54%	20 +64%	0 0%	0 0%	* 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least once a week	15 14%	5 -7%	11 +28%	10 +34%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least once a month	25 23%	8 -12%	17 +44%	16 +52%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 194 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - RTE 2?

Base: Where in Northern Ireland and have a TV

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	483	9	0	1	2	3	0	3	89	394
Effective Weighted Sample	444	8	0	1	2	3	0	3	84	362
Weighted Bases	105	2	0	*	*	1	0	1	18	88
Every day	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +7% b	1 -1%
At least weekly	13 13%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	2 10%	11 13%
At least monthly	9 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 59%	2 11%	8 9%
Less often than monthly	11 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 12%	9 11%
Never	67 64%	2 100%	0 0%	* 100%	* 100%	1 100%	0 0%	0 0%	10 59%	57 65%
Don't know	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 1%	2 2%
Summary: Ever	36 34%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	7 39%	29 33%
Summary: At least once a week	15 14%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	3 16%	12 14%
Summary: At least once a month	25 23%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 100%	5 27%	20 23%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 194 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - RTE 2?

Base: Where in Northern Ireland and have a TV

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	e	f	*g	*h
Unweighted Bases	483	11	116	13	148	38	104	27	26
Effective Weighted Sample	444	11	108	12	138	36	96	25	24
Weighted Bases	105	2	29	3	32	7	22	5	5
Every day	2 2%	* 9%	0 0%	0 0%	0 -0%	0 0%	1 3% d	1 18%	* 6%
At least weekly	13 13%	* 13%	2 -7%	0 0%	5 15% b	1 12%	4 17% b	1 9%	1 23%
At least monthly	9 9%	0 0%	2 8%	1 29%	4 13% f	1 15% f	1 4%	0 0%	* 6%
Less often than monthly	11 11%	* 12%	2 -5%	* 7%	3 10%	1 8%	4 +17% b	1 20%	1 19%
Never	67 64%	2 67%	23 +78% df	2 64%	19 61%	5 64%	13 59%	3 48%	2 37%
Don't know	2 2%	0 0%	1 2%	0 0%	* 1%	0 0%	0 0%	* 4%	* 8%
Summary: Ever	36 34%	1 33%	6 -20%	1 36%	12 37% b	3 36%	9 41% b	3 48%	3 55%
Summary: At least once a week	15 14%	* 22%	2 -7%	0 0%	5 15% b	1 12%	4 19% b	1 27%	1 29%
Summary: At least once a month	25 23%	* 22%	4 -15%	1 29%	9 28% b	2 28%	5 24%	1 27%	2 35%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 195

QT8. How frequently, if at all, do you watch each of these channels? - Virgin Media One?

Base: Where in Northern Ireland and have a TV

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	483	364	430	119	53	44	25	458	24
Effective Weighted Sample	444	335	396	110	49	41	23	421	23
Weighted Bases	105	82	95	23	11	8	5	100	5
Every day	1 1%	* -*%	* *%	* +2% a	* 2% a	* +6%	0 0%	1 1%	0 0%
At least weekly	3 3%	1 -2%	2 -2%	2 +8% ab	1 +13% ab	* 6%	0 0%	3 3%	0 0%
At least monthly	2 2%	2 2%	2 2%	1 2%	0 0%	* 3%	0 0%	2 2%	* 5%
Less often than monthly	5 5%	4 5%	4 5%	1 4%	1 6%	* 3%	0 0%	5 5%	0 0%
Never	92 87%	73 +90% cd	84 +89% cd	19 -80%	8 -72%	6 -74%	5 100%	87 87%	5 95%
Don't know	2 2%	1 1%	1 -1%	1 4%	1 +6% ab	1 +8%	0 0%	2 2%	0 0%
Summary: Ever	11 11%	7 -9%	9 -9%	4 +16% ab	2 +21% ab	1 18%	0 0%	11 11%	* 5%
Summary: At least once a week	4 4%	1 -2%	2 -2%	2 +10% ab	2 +15% ab	1 +12%	0 0%	4 4%	0 0%
Summary: At least once a month	6 6%	3 -4%	4 -5%	3 +12% ab	2 +15% ab	1 +15%	0 0%	6 6%	* 5%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 195 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - Virgin Media One?

Base: Where in Northern Ireland and have a TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	483	320	162	129	0	0	9	0	0	1	0	0	1	4
Effective Weighted Sample	444	294	150	120	0	0	8	0	0	1	0	0	1	4
Weighted Bases	105	67	38	31	0	0	2	0	0	*	0	0	*	1
Every day	1 1%	* 1%	* 1%	* 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
At least weekly	3 3%	1 -2%	2 +5%	2 +6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
At least monthly	2 2%	1 -1%	2 +5%	1 +5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Less often than monthly	5 5%	2 4%	3 7%	3 +9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Never	92 87%	61 +92%	30 -80%	24 -77%	0 0%	0 0%	2 100%	0 0%	0 0%	* 100%	0 0%	0 0%	* 100%	1 100%
Don't know	2 2%	1 2%	1 2%	1 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Ever	11 11%	5 -7%	7 +18%	6 +21%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least once a week	4 4%	2 -2%	2 +6%	2 +7%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least once a month	6 6%	2 -3%	4 +10%	4 +12%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 195 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - Virgin Media One?

Base: Where in Northern Ireland and have a TV

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	483	9	0	1	2	3	0	3	89	394
Effective Weighted Sample	444	8	0	1	2	3	0	3	84	362
Weighted Bases	105	2	0	*	*	1	0	1	18	88
Every day	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* +2% b	* -*
At least weekly	3 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 6%	2 2%
At least monthly	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	1 3%	2 2%
Less often than monthly	5 5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 5%	4 5%
Never	92 87%	2 100%	0 0%	* 100%	* 100%	1 100%	0 0%	* 59%	15 83%	77 88%
Don't know	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 1%	2 2%
Summary: Ever	11 11%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	3 16%	8 10%
Summary: At least once a week	4 4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +8% b	2 -3%
Summary: At least once a month	6 6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	2 +11% b	4 -5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 195 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - Virgin Media One?

Base: Where in Northern Ireland and have a TV

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	e	f	*g	*h
Unweighted Bases	483	11	116	13	148	38	104	27	26
Effective Weighted Sample	444	11	108	12	138	36	96	25	24
Weighted Bases	105	2	29	3	32	7	22	5	5
Every day	1 1%	0 0%	0 0%	0 0%	0 0%	* 2%	* 1%	* 4%	0 0%
At least weekly	3 3%	0 0%	* 1%	0 0%	* 2%	* 4%	1 4%	1 14%	1 12%
At least monthly	2 2%	0 0%	1 2%	0 0%	1 3%	1 +7%	* 2%	0 0%	0 0%
Less often than monthly	5 5%	0 0%	0 -0%	* 10%	3 +8% b	* 5% b	1 6% b	* 5%	* 8%
Never	92 87%	2 100%	28 +95% def	2 90%	27 86%	6 82%	19 86%	4 73%	4 72%
Don't know	2 2%	0 0%	1 2%	0 0%	* 1%	0 0%	* 1%	* 4%	* 8%
Summary: Ever	11 11%	0 0%	1 -3%	* 10%	4 12% b	1 18% b	3 13% b	1 23%	1 20%
Summary: At least once a week	4 4%	0 0%	* -1%	0 0%	* 2%	* 6% b	1 5%	1 18%	1 12%
Summary: At least once a month	6 6%	0 0%	1 3%	0 0%	1 4%	1 +13% bd	2 7%	1 18%	1 12%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 196

QT8. How frequently, if at all, do you watch each of these channels? - TG4?

Base: Where in Northern Ireland and have a TV

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	*b	a	*b
Unweighted Bases	483	364	430	119	53	44	25	458	24
Effective Weighted Sample	444	335	396	110	49	41	23	421	23
Weighted Bases	105	82	95	23	11	8	5	100	5
Every day	2 2%	1 1%	1 1%	1 2%	* 2%	* 3%	* 4%	2 2%	0 0%
At least weekly	7 6%	4 5%	5 -5%	2 10%	2 +17% ab	1 9%	0 0%	7 7%	* 5%
At least monthly	8 7%	6 7%	7 7%	2 8%	1 9%	1 8%	0 0%	8 8%	* 4%
Less often than monthly	9 9%	6 -7%	9 9%	3 +14% a	1 7%	1 7%	0 0%	9 9%	0 0%
Never	77 74%	63 +77% cd	71 +75% cd	14 -61%	6 -58%	5 65%	5 96%	73 73%	4 91%
Don't know	2 2%	1 2%	2 -2%	1 4%	1 +6% ab	1 +8%	0 0%	2 2%	0 0%
Summary: Ever	26 24%	17 -21%	22 -23%	8 +35% ab	4 +36% ab	2 27%	* 4%	25 25%	* 9%
Summary: At least once a week	8 8%	5 7%	6 -7%	3 12% b	2 +20% ab	1 12%	* 4%	8 8%	* 5%
Summary: At least once a month	16 15%	11 14%	13 -14%	5 20%	3 +29% ab	2 20%	* 4%	16 16%	* 9%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 196 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - TG4?

Base: Where in Northern Ireland and have a TV

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean/ background
Unweighted Bases	483	320	162	129	0	0	9	0	0	1	0	0	1	4
Effective Weighted Sample	444	294	150	120	0	0	8	0	0	1	0	0	1	4
Weighted Bases	105	67	38	31	0	0	2	0	0	*	0	0	*	1
Every day	2 2%	* -1%	1 +3%	1 +4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
At least weekly	7 6%	1 -2%	6 +15%	5 +17%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
At least monthly	8 7%	2 -3%	6 +15%	6 +18%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Less often than monthly	9 9%	6 8%	4 10%	4 12%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Never	77 74%	56 +84%	21 -55%	14 -46%	0 0%	0 0%	2 100%	0 0%	0 0%	* 100%	0 0%	0 0%	* 100%	1 100%
Don't know	2 2%	1 2%	1 2%	1 3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: Ever	26 24%	9 -14%	16 +42%	16 +51%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least once a week	8 8%	2 -3%	7 +18%	6 +21%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: At least once a month	16 15%	4 -6%	12 +33%	12 +39%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 196 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - TG4?

Base: Where in Northern Ireland and have a TV

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		*a	*b	*c	*d	*e	*f	*g	a	b
Unweighted Bases	483	9	0	1	2	3	0	3	89	394
Effective Weighted Sample	444	8	0	1	2	3	0	3	84	362
Weighted Bases	105	2	0	*	*	1	0	1	18	88
Every day	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 3%	1 1%
At least weekly	7 6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	1 6%	6 7%
At least monthly	8 7%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 32%	1 8%	6 7%
Less often than monthly	9 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 9%	8 9%
Never	77 74%	2 100%	0 0%	* 100%	* 100%	1 100%	0 0%	* 27%	13 72%	65 74%
Don't know	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 3%	2 2%
Summary: Ever	26 24%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 73%	4 26%	21 24%
Summary: At least once a week	8 8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 41%	1 8%	7 8%
Summary: At least once a month	16 15%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 73%	3 17%	13 15%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 196 (continuation)

QT8. How frequently, if at all, do you watch each of these channels? - TG4?

Base: Where in Northern Ireland and have a TV

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		*a	b	*c	d	e	f	*g	*h
Unweighted Bases	483	11	116	13	148	38	104	27	26
Effective Weighted Sample	444	11	108	12	138	36	96	25	24
Weighted Bases	105	2	29	3	32	7	22	5	5
Every day	2 2%	* 9%	* 1%	0 0%	* 1%	0 0%	* 2%	* 4%	0 0%
At least weekly	7 6%	0 0%	1 -2%	0 0%	3 9% b	1 7%	1 4%	1 9%	1 26%
At least monthly	8 7%	0 0%	2 7%	* 17%	2 6%	* 3%	2 11%	1 15%	* 3%
Less often than monthly	9 9%	0 0%	2 5%	* 17%	3 10%	1 11%	3 12%	* 6%	* 9%
Never	77 74%	2 79%	24 +83% df	2 66%	23 72%	6 79%	15 70%	3 62%	3 53%
Don't know	2 2%	* 12%	1 2%	0 0%	* 1%	0 0%	* 1%	* 4%	* 8%
Summary: Ever	26 24%	* 9%	4 -15%	1 34%	8 27% b	2 21%	6 29% b	2 34%	2 39%
Summary: At least once a week	8 8%	* 9%	1 -3%	0 0%	3 11% b	1 7%	1 6%	1 14%	1 26%
Summary: At least once a month	16 15%	* 9%	3 -10%	* 17%	5 17%	1 10%	4 17%	2 28%	1 29%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197

Q28.Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
English/ Welsh/ Scottish/ Northern Irish	3193 79%	2378 -75%	2820 -77% a	815 +94% ab	372 +95% ab	322 +93% b	136 -65%	3193 +93% b	0 -0%
Irish	48 1%	37 1%	40 1%	11 1%	8 2%	2 1%	1 1%	48 +1% b	0 -0%
Gypsy or Irish traveller	2 *0%	1 *0%	2 *0%	1 *0%	0 0%	1 *0%	0 0%	2 *0%	0 0%
Roma	1 *0%	1 *0%	1 *0%	0 0%	0 0%	0 0%	0 0%	1 *0%	0 0%
Any other White background (WRITE IN)	201 5%	186 +6% cd	194 +5% cd	16 -2%	8 -2%	7 -2%	22 +10% a	201 +6% b	0 -0%
White and Black Caribbean	12 *0%	12 *0%	12 *0%	0 0%	0 0%	0 0%	1 *0%	0 -0%	12 +2% a
White and Black African	17 *0%	17 +1% c	17 *0% c	0 -0%	0 0%	0 0%	1 *0%	0 -0%	17 +3% a
White and Asian	18 *0%	18 +1% c	18 *0% c	0 -0%	0 0%	0 0%	2 1% a	0 -0%	18 +3% a
Any other Mixed/ multiple ethnic background (TYPE IN)	18 *0%	16 1%	17 *0%	2 *0%	1 *0%	0 0%	2 1% a	0 -0%	18 +3% a
Caribbean	33 1%	25 1%	32 1%	8 1%	1 *0%	4 1%	6 +3%	0 -0%	33 +6% a
African	94 2%	94 +3% cd	94 +3% cd	0 -0%	0 -0%	0 -0%	6 3% a	0 -0%	94 +16% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28.Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Any other Black/ Black British/ African/ Caribbean background (TYPE IN)	9 *%	9 *%	9 *%	* *%	0 0%	0 0%	1 *%	0 -0%	9 +2% a
Indian	150 4%	141 +4% cd	148 +4% cd	9 -1%	2 -*%	4 -1%	17 +8% a	0 -0%	150 +26% a
Pakistani	66 2%	63 +2% cd	66 +2% cd	3 -*%	0 -0%	3 1%	6 3% a	0 -0%	66 +11% a
Bangladeshi	46 1%	45 +1% cd	45 +1% cd	1 -*%	1 -*%	1 *%	3 1%	0 -0%	46 +8% a
Chinese	24 1%	23 +1% c	24 1% c	1 -*%	0 0%	0 0%	0 0%	0 -0%	24 +4% a
Any other Asian background (TYPE IN)	60 1%	55 +2% cd	59 +2% cd	5 -1%	1 -*%	4 1%	3 1%	0 -0%	60 +10% a
Arab	13 *%	13 +*% c	13 *%	0 -0%	0 0%	0 0%	0 0%	0 -0%	13 +2% a
Any other background (TYPE IN)	17 *%	16 *%	17 *%	1 *%	0 0%	1 *%	1 *%	0 -0%	17 +3% a
Prefer not to say/ Refused	23 1%	23 +1% c	23 1% c	* -*%	* *%	0 0%	2 1% a	0 -0%	0 0%
Summary: White	3445 85%	2603 -82%	3057 -84%	842 +97% ab	388 +99% abc	331 +95% b	159 -76%	3445 +100% b	0 -0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28. Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Summary: Mixed/Multiple ethnic groups	65 2%	63 +2% cd	65 +2% cd	2 -*%	1 -*%	0 -0%	6 3% a	0 -0%	65 +11% a
Summary: Black or Black British	137 3%	129 +4% cd	136 +4% cd	8 -1%	1 -*%	4 -1%	13 +6% a	0 -0%	137 +24% a
Summary: Asian or Asian British	345 9%	327 +10% cd	342 +9% cd	18 -2%	3 -1%	11 -3%	29 +14% a	0 -0%	345 +60% a
Summary: Other ethnic group	30 1%	29 +1% cd	30 1% c	1 -*%	0 0%	1 *%	1 *%	0 -0%	30 +5% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28.Which one of these groups best describes your ethnic group or background?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
English/ Welsh/ Scottish/ Northern Irish	3193 79%	3193 +100%	0 -0%	0 -0%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 -0%	0 -0%	0 0%
Irish	48 1%	0 -0%	48 +6%	48 +100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Gypsy or Irish traveller	2 *%	0 -0%	2 +*%	0 0%	2 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Roma	1 *%	0 -0%	1 +*%	0 0%	0 0%	1 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Any other White background (WRITE IN)	201 5%	0 -0%	201 +24%	0 -0%	0 0%	0 0%	201 +100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 -0%	0 0%
White and Black Caribbean	12 *%	0 -0%	12 +2%	0 0%	0 0%	0 0%	0 0%	12 100%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
White and Black African	17 *%	0 -0%	17 +2%	0 0%	0 0%	0 0%	0 0%	0 0%	17 100%	0 0%	0 0%	0 0%	0 0%	0 0%
White and Asian	18 *%	0 -0%	18 +2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	18 100%	0 0%	0 0%	0 0%	0 0%
Any other Mixed/ multiple ethnic background (TYPE IN)	18 *%	0 -0%	18 +2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	18 100%	0 0%	0 0%	0 0%
Caribbean	33 1%	0 -0%	33 +4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	33 +100%	0 0%	0 0%
African	94 2%	0 -0%	94 +11%	0 0%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	94 +100%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28. Which one of these groups best describes your ethnic group or background?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Any other Black/ Black British/ African/ Caribbean background (TYPE IN)	9 *%	0 -0%	9 +1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 100%
Indian	150 4%	0 -0%	150 +18%	0 -0%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Pakistani	66 2%	0 -0%	66 +8%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Bangladeshi	46 1%	0 -0%	46 +6%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Chinese	24 1%	0 -0%	24 +3%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Any other Asian background (TYPE IN)	60 1%	0 -0%	60 +7%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Arab	13 *%	0 -0%	13 +2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Any other background (TYPE IN)	17 *%	0 -0%	17 +2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Prefer not to say/ Refused	23 1%	0 -0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Summary: White	3445 85%	3193 +100%	252 -30%	48 +100%	2 100%	1 100%	201 +100%	0 0%	0 0%	0 0%	0 0%	0 -0%	0 -0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28. Which one of these groups best describes your ethnic group or background?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Summary: Mixed/Multiple ethnic groups	65 2%	0 -0%	65 +8%	0 0%	0 0%	0 0%	0 0%	12 100%	17 100%	18 100%	18 100%	0 0%	0 0%	0 0%
Summary: Black or Black British	137 3%	0 -0%	137 +16%	0 -0%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	33 +100%	94 +100%	9 100%
Summary: Asian or Asian British	345 9%	0 -0%	345 +42%	0 -0%	0 0%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 -0%	0 0%
Summary: Other ethnic group	30 1%	0 -0%	30 +4%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28. Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
English/ Welsh/ Scottish/ Northern Irish	3193 79%	0 -0%	0 -0%	0 -0%	0 0%	0 -0%	0 0%	0 0%	634 +89% b	2558 -77%
Irish	48 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 1%	39 1%
Gypsy or Irish traveller	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 +*% b	0 -0%
Roma	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%
Any other White background (WRITE IN)	201 5%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	19 -3%	182 +5% a
White and Black Caribbean	12 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	2 *%	11 *%
White and Black African	17 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	16 *%
White and Asian	18 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	17 1%
Any other Mixed/ multiple ethnic background (TYPE IN)	18 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	5 1%	13 *%
Caribbean	33 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	3 *%	30 1%
African	94 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	6 -1%	88 +3% a
Any other Black/ Black British/ African/ Caribbean background (TYPE IN)	9 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* *%	9 *%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28. Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Indian	150 4%	150 +100% bce	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	6 -1%	144 +4% a
Pakistani	66 2%	0 0%	66 +100% ace	0 0%	0 0%	0 0%	0 0%	0 0%	6 1%	59 2%
Bangladeshi	46 1%	0 0%	0 0%	46 +100% abe	0 0%	0 0%	0 0%	0 0%	6 1%	40 1%
Chinese	24 1%	0 0%	0 0%	0 0%	24 100%	0 0%	0 0%	0 0%	0 -0%	24 +1% a
Any other Asian background (TYPE IN)	60 1%	0 0%	0 0%	0 0%	0 0%	60 +100% abc	0 0%	0 0%	6 1%	54 2%
Arab	13 *%	0 0%	0 0%	0 0%	0 0%	0 0%	13 100%	0 0%	4 1%	10 *%
Any other background (TYPE IN)	17 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	17 100%	1 *%	16 *%
Prefer not to say/ Refused	23 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	22 1%
Summary: White	3445 85%	0 -0%	0 -0%	0 -0%	0 0%	0 -0%	0 0%	0 0%	664 +93% b	2781 -83%
Summary: Mixed/Multiple ethnic groups	65 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	8 1%	57 2%
Summary: Black or Black British	137 3%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 -1%	128 +4% a
Summary: Asian or Asian British	345 9%	150 +100%	66 +100%	46 +100%	24 100%	60 +100%	0 0%	0 0%	24 -3%	321 +10% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 197 (continuation)
Q28. Which one of these groups best describes your ethnic group or background?
Base: All Respondents

	Total	Ethnicity (Full)							Impacting/Limiting Conditions	
		Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Summary: Other ethnic group	30	0	0	0	0	0	13	17	5	25
	1%	0%	0%	0%	0%	0%	100%	100%	1%	1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 197 (continuation)

Q28. Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
English/ Welsh/ Scottish/ Northern Irish	3193 79%	123 86% bd	675 -65%	134 84% bd	817 -72% b	239 +92% bcd	832 +91% bcd	138 +94% abcd	234 +95% abcdf
Irish	48 1%	1 *%	11 1%	3 2%	18 2%	1 *%	6 1%	5 +3% bef	4 1%
Gypsy or Irish traveller	2 *%	1 +1% bdf	0 0%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%
Roma	1 *%	0 0%	* *%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%
Any other White background (WRITE IN)	201 5%	2 -1%	75 +7% aefgh	8 5% fg	83 +7% aefgh	8 3%	17 -2%	2 -1%	6 2%
White and Black Caribbean	12 *%	1 1%	1 *%	* *%	8 +1% bf	0 0%	1 *%	0 0%	0 0%
White and Black African	17 *%	0 0%	13 +1% df	* *%	4 *%	* *%	0 -0%	0 0%	0 0%
White and Asian	18 *%	1 1%	9 +1% f	0 0%	7 1%	0 0%	1 *%	0 0%	0 0%
Any other Mixed/ multiple ethnic background (TYPE IN)	18 *%	3 +2% defh	9 +1% f	2 1% f	3 *%	0 0%	1 *%	1 *%	0 0%
Caribbean	33 1%	0 0%	10 1%	1 1%	10 1%	2 1%	9 1%	0 0%	1 *%
African	94 2%	4 3%	45 +4%	1 1%	35 +3%	1 -*	8 -1%	0 -0%	0 -0%
		egh	cefg		efgh				

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 197 (continuation)

Q28.Which one of these groups best describes your ethnic group or background?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Any other Black/ Black British/ African/ Caribbean background (TYPE IN)	9 *%	0 0%	4 *%	0 0%	5 *% f	* *%	0 0%	0 0%	0 0%
Indian	150 4%	2 1%	89 +9% acdefgh	0 -0%	41 4% cefg	4 -1%	12 -1%	1 -1%	1 -*%
Pakistani	66 2%	1 1%	30 +3% fgh	2 2%	26 +2% fgh	2 1%	4 -*%	0 0%	0 -0%
Bangladeshi	46 1%	1 1% f	23 +2% efh	3 2% fh	16 1% f	1 *%	1 -*%	1 *%	0 0%
Chinese	24 1%	0 0%	9 1%	0 0%	8 1%	0 0%	7 1%	0 0%	0 0%
Any other Asian background (TYPE IN)	60 1%	* *%	17 2% h	3 2% h	25 +2% eh	1 *%	12 1%	1 1%	0 -0%
Arab	13 *%	3 +2% bdefgh	5 1% f	* *%	4 *%	0 0%	0 -0%	0 0%	0 0%
Any other background (TYPE IN)	17 *%	0 0%	7 1%	0 0%	7 1%	1 1%	2 *%	0 0%	0 0%
Prefer not to say/ Refused	23 1%	0 0%	14 +1% ef	1 1%	7 1%	0 0%	1 -*%	0 0%	* *%
Summary: White	3445 85%	126 88% b	762 -73%	145 +91% bd	919 -82% b	248 +95% abcd	856 +94% abd	144 +98% abcdf	244 +99% abcdef
Summary: Mixed/Multiple ethnic groups	65 2%	5 3% efgh	31 +3% efgh	3 2% efh	22 2% efh	* -*%	4 -*%	1 *%	0 -0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 197 (continuation)
Q28. Which one of these groups best describes your ethnic group or background?
 Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Summary: Black or Black British	137 3%	4 3% gh	59 +6% ce fgh	2 1%	51 +4% ce fgh	3 -1%	17 -2%	0 -0%	1 -*%
Summary: Asian or Asian British	345 9%	5 -4% h	167 +16% acdefgh	8 5% h	117 +10% ace fgh	8 -3% h	36 -4% h	2 -2%	1 -*%
Summary: Other ethnic group	30 1%	3 +2% fgh	12 1% f	* *%	11 1% f	1 1%	2 -*%	0 0%	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Hearing: Partial hearing, having tinnitus or are D/deaf	186 5%	68 -2%	117 -3% a	118 +14% ab	69 +18% abc	48 +14% b	1 -1%	180 +5% b	6 -1%
Eyesight: Colour blindness, partial sight, or are blind	80 2%	45 -1%	57 -2%	34 +4% ab	23 +6% ab	17 +5%	6 3%	74 2%	6 1%
Speech: Difficulty with speech, for example due to a stroke, stutter or stammer	13 *%	10 *%	10 -*%	3 *%	3 +1% b	3 1%	0 0%	13 *%	* *%
Mobility: Cannot walk at all, use a wheelchair or mobility scooter, cannot walk very far or manage stairs or can only do so with difficulty	206 5%	99 -3%	141 -4%	108 +12% ab	65 +16% abc	53 +15% b	7 3%	189 +5% b	17 -3%
Dexterity: Limited ability to reach, difficulty opening things with your hands, difficulty using a telephone handset, television remote control or computer keyboard	53 1%	23 -1%	35 -1%	30 +3% ab	18 +5% ab	11 +3% b	1 1%	53 +2% b	0 -0%
Breathing: Breathlessness or chest pains	71 2%	47 -1%	63 2%	24 +3% ab	9 2%	11 +3%	2 1%	67 +2%	4 1%
Other physical condition	24 1%	15 *%	17 -*%	9 1% b	7 +2% ab	5 +1%	5 +2%	23 1%	1 *%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Memory/livcognitive: Learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	49 1%	35 1%	44 1%	14 2%	5 1%	8 2%	2 1%	43 1%	6 1%
Neurodrsrity: Such as autism, attention deficit disorder (ADHD), dyslexia	90 2%	89 +3% cd	89 +2% cd	1 -*%	1 -*%	1 -*%	9 +4% a	86 +3% b	3 -1%
Your mental health: Such as Anxiety, depression, trauma-related conditions	187 5%	179 +6% cd	186 +5% cd	7 -1%	1 -*%	5 -1%	19 +9% a	168 5%	17 3%
Other long-term conditions which impact or limit your daily activities or the work you can do: Such as diabetes, epilepsy, cancer, heart condition, auto-immune conditions	106 3%	63 -2%	87 -2%	43 +5% ab	19 +5% ab	13 4% b	2 1%	100 +3% b	6 -1%
Nothing - no conditions that impact or limit your daily activities or the work you can do	3151 78%	2582 +81% cd	2924 +80% cd	570 -65% d	228 -58%	226 -65%	163 77% a	2634 -76%	505 +87% a
Prefer not to say	182 5%	144 5%	164 4%	38 4%	18 5%	12 3%	13 6%	148 4%	26 5%
Summary: Any	711 18%	448 -14%	564 -15%	263 +30% ab	148 +38% abc	110 +32% b	35 17%	664 +19% b	46 -8%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Hearing: Partial hearing, having tinnitus or are D/deaf	186 5%	169 +5%	17 -2%	4 7%	1 38%	0 0%	7 4%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Eyesight: Colour blindness, partial sight, or are blind	80 2%	72 +2%	8 -1%	* 1%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Speech: Difficulty with speech, for example due to a stroke, stutter or stammer	13 *%	11 *%	2 *%	* 1%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Mobility: Cannot walk at all, use a wheelchair or mobility scooter, cannot walk very far or manage stairs or can only do so with difficulty	206 5%	178 +6%	28 -3%	4 +9%	0 0%	0 0%	7 3%	1 9%	* 2%	0 0%	2 14%	2 7%	2 2%	0 0%
Dexterity: Limited ability to reach, difficulty opening things with your hands, difficulty using a telephone handset, television remote control or computer keyboard	53 1%	46 1%	7 1%	3 +6%	2 100%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Breathing: Breathlessness or chest pains	71 2%	63 2%	8 1%	1 3%	0 0%	0 0%	3 2%	0 0%	* 1%	0 0%	0 0%	0 0%	1 1%	* 2%
Other physical condition	24 1%	21 1%	2 *%	1 +2%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Memory/cognitive: Learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	49 1%	40 1%	9 1%	2 +4%	0 0%	0 0%	1 1%	0 0%	0 0%	1 5%	0 0%	0 0%	1 1%	0 0%
Neurodiversity: Such as autism, attention deficit disorder (ADHD), dyslexia	90 2%	83 +3%	6 -1%	1 3%	0 0%	0 0%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Your mental health: Such as Anxiety, depression, trauma-related conditions	187 5%	163 +5%	23 -3%	1 3%	0 0%	0 0%	4 2%	* 3%	0 0%	0 0%	5 27%	* 1%	4 4%	0 0%
Other long-term conditions which impact or limit your daily activities or the work you can do: Such as diabetes, epilepsy, cancer, heart condition, auto-immune conditions	106 3%	100 +3%	6 -1%	* *%	0 0%	0 0%	0 -0%	0 0%	* 1%	0 0%	1 3%	1 2%	1 1%	* 2%
Nothing - no conditions that impact or limit your daily activities or the work you can do	3151 78%	2414 -76%	724 +87%	39 81%	0 0%	1 100%	180 +89%	9 71%	16 97%	14 80%	13 70%	30 90%	86 +91%	9 98%
Prefer not to say	182 5%	145 5%	29 3%	* -1%	0 0%	0 0%	2 -1%	2 17%	0 0%	3 15%	0 0%	* 1%	2 2%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Summary: Any	711	634	76	9	2	0	19	2	1	1	5	3	6	*
	18%	+20%	-9%	18%	100%	0%	-9%	13%	3%	5%	30%	9%	-6%	2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Hearing: Partial hearing, having tinnitus or are D/deaf	186 5%	2 1%	2 4%	* 1%	0 0%	0 0%	0 0%	0 0%	186 +26% b	0 -0%
Eyesight: Colour blindness, partial sight, or are blind	80 2%	1 1%	1 2%	1 3%	0 0%	* *%	1 8%	0 0%	80 +11% b	0 -0%
Speech: Difficulty with speech, for example due to a stroke, stutter or stammer	13 *%	0 0%	0 0%	* 1%	0 0%	0 0%	0 0%	0 0%	13 +2% b	0 -0%
Mobility: Cannot walk at all, use a wheelchair or mobility scooter, cannot walk very far or manage stairs or can only do so with difficulty	206 5%	4 2%	0 0%	1 3%	0 0%	3 5%	* 4%	1 7%	206 +29% b	0 -0%
Dexterity: Limited ability to reach, difficulty opening things with your hands, difficulty using a telephone handset, television remote control or computer keyboard	53 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	53 +7% b	0 -0%
Breathing: Breathlessness or chest pains	71 2%	0 0%	1 2%	0 0%	0 0%	1 2%	* 4%	0 0%	71 +10% b	0 -0%
Other physical condition	24 1%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%	24 +3% b	0 -0%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Memory/ivecognitive: Learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	49 1%	1 1%	0 0%	0 0%	0 0%	0 0%	3 24%	0 0%	49 +7% b	0 -0%
Neurodrsrity: Such as autism, attention deficit disorder (ADHD), dyslexia	90 2%	* *%	0 0%	0 0%	0 0%	* 1%	3 20%	0 0%	90 +13% b	0 -0%
Your mental health: Such as Anxiety, depression, trauma-related conditions	187 5%	1 -1%	2 3%	* 1%	0 0%	2 3%	3 20%	* 1%	187 +26% b	0 -0%
Other long-term conditions which impact or limit your daily activities or the work you can do: Such as diabetes, epilepsy, cancer, heart condition, auto-immune conditions	106 3%	0 0%	0 0%	3 6% a	0 0%	1 2%	0 0%	0 0%	106 +15% b	0 -0%
Nothing - no conditions that impact or limit your daily activities or the work you can do	3151 78%	136 +91%	53 81%	38 82%	23 96%	52 88%	10 72%	16 92%	0 -0%	3151 +95% a
Prefer not to say	182 5%	8 5%	6 9%	3 6%	1 4%	1 2%	0 0%	0 0%	0 -0%	182 +5% a
Summary: Any	711 18%	6 -4%	6 10%	6 12%	0 0%	6 10%	4 28%	1 8%	711 +100% b	0 -0%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Hearing: Partial hearing, having tinnitus or are D/deaf		186	11	0	17	0	89	0	69
	5%		8%	-0%	+11%	-0%	+34%	-0%	+47%
			bdfh		bdfh		abcdfh		abcdfh
Eyesight: Colour blindness, partial sight, or are blind		80	18	0	16	0	23	0	23
	2%		+13%	-0%	+10%	-0%	+9%	-0%	+16%
			bdfh		bdfh		bdfh		bdefh
Speech: Difficulty with speech, for example due to a stroke, stutter or stammer		13	*	0	8	0	1	0	3
	*%		*%	0%	+5%	-0%	*%	0%	+2%
					abdefh		df		bdfh
Mobility: Cannot walk at all, use a wheelchair or mobility scooter, cannot walk very far or manage stairs or can only do so with difficulty		206	12	0	36	0	93	0	65
	5%		8%	-0%	+23%	-0%	+36%	-0%	+44%
			bdfh		abdfh		abcdfh		abcdfh
Dexterity: Limited ability to reach, difficulty opening things with your hands, difficulty using a telephone handset, television remote control or computer keyboard		53	3	0	10	0	21	0	18
	1%		2%	-0%	+6%	-0%	+8%	-0%	+13%
			bdfh		bdfh		abdfh		abcdfh
Breathing: Breathlessness or chest pains		71	10	0	11	0	42	0	9
	2%		+7%	-0%	+7%	-0%	+16%	-0%	+6%
			bdfh		bdfh		abcdfgh		bdfh
Other physical condition		24	5	0	5	0	8	0	7
	1%		+3%	-0%	+3%	-0%	+3%	-0%	+5%
			bdfh		bdfh		bdfh		bdfh

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 198 (continuation)

Q29. Which of these - if any - impact or limit your daily activities or the work you can do?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Memory/ivecognitive: Learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	49 1%	17 +12% bdfgh	0 -0%	10 +6% bdfh	0 -0%	18 +7% bdfh	0 -0%	5 +3% bdfh	0 0%
Neurodrsrty: Such as autism, attention deficit disorder (ADHD), dyslexia	90 2%	50 +35% bcdefgh	0 -0%	33 +21% bdefgh	0 -0%	6 2% bdfh	0 -0%	1 *% bdf	0 -0%
Your mental health: Such as Anxiety, depression, trauma-related conditions	187 5%	89 +62% bcdefgh	0 -0%	61 +38% bdefgh	0 -0%	36 +14% bdfgh	0 -0%	1 -1% bdf	0 -0%
Other long-term conditions which impact or limit your daily activities or the work you can do: Such as diabetes, epilepsy, cancer, heart condition, auto-immune conditions	106 3%	11 +7% bdfh	0 -0%	27 +17% abdfh	0 -0%	50 +19% abdfh	0 -0%	19 +13% bdfh	0 -0%
Nothing - no conditions that impact or limit your daily activities or the work you can do	3151 78%	0 -0%	985 +94% aceg	0 -0%	1075 +95% aceg	0 -0%	864 +94% aceg	0 -0%	228 +93% aceg
Prefer not to say	182 5%	0 -0%	61 +6% aceg	0 -0%	52 5% aceg	0 -0%	51 6% aceg	0 -0%	18 +7% aceg
Summary: Any	711 18%	143 +100% bdfh	0 -0%	160 +100% bdfh	0 -0%	261 +100% bdfh	0 -0%	148 +100% bdfh	0 -0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 199

QZ10. What is your working status?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
In full-time employment	1874 46%	1842 +58% bcd	1869 +51% cd	32 -4% d	4 -1%	2 -*%	70 -33% a	1549 -45%	315 +55% a
In part-time employment	524 13%	475 +15% cd	513 +14% cd	50 -6% d	11 -3%	10 -3%	35 17% a	461 13%	60 10%
Retired	975 24%	201 -6%	600 -16% a	774 +89% ab	375 +95% abc	323 +93% b	2 -1%	935 +27% b	39 -7%
Unemployed	248 6%	244 +8% cd	248 +7% cd	5 -1%	0 -0%	4 -1%	63 +30% a	201 6%	47 +8% a
A student	227 6%	226 +7% cd	226 +6% cd	* -*%	* -*%	0 -0%	16 7% a	149 -4%	75 +13% a
Full-time responsibility for the home/ family	155 4%	146 +5% cd	154 +4% cd	8 -1%	1 -*%	8 2%	23 +11% a	121 -4%	33 +6% a
Refused	42 1%	40 +1% cd	41 1% c	2 -*%	1 *%	1 *%	2 1%	29 -1%	8 1%
Summary: Working	2398 59%	2317 +73% bcd	2382 +65% cd	82 -9% d	16 -4%	12 -4%	105 -50% a	2010 -58%	375 +65% a
Summary: Not working	1605 40%	817 -26%	1228 -34% a	788 +90% ab	377 +96% abc	335 +96% b	104 +49%	1406 +41% b	195 -34%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 199 (continuation)

QZ10. What is your working status?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
In full-time employment	1874 46%	1391 -44%	473 +57%	25 52%	0 0%	1 100%	132 +66%	7 58%	11 66%	11 60%	3 19%	15 45%	60 +63%	6 66%
In part-time employment	524 13%	434 +14%	88 -11%	4 9%	0 0%	0 0%	23 12%	1 7%	0 0%	2 10%	7 37%	1 3%	5 6%	0 0%
Retired	975 24%	907 +28%	67 -8%	10 21%	1 38%	0 0%	17 -9%	0 0%	0 0%	1 7%	1 3%	9 27%	0 -0%	* 2%
Unemployed	248 6%	189 6%	60 7%	1 -2%	0 0%	0 0%	11 6%	2 16%	3 17%	1 5%	2 13%	6 +18%	10 11%	1 11%
A student	227 6%	138 -4%	87 +10%	4 7%	1 62%	0 0%	7 3%	1 10%	3 18%	3 19%	3 18%	2 7%	14 +15%	1 12%
Full-time responsibility for the home/ family	155 4%	108 -3%	46 +6%	4 +9%	0 0%	0 0%	9 5%	1 5%	0 0%	0 0%	0 0%	0 0%	3 3%	1 9%
Refused	42 1%	27 -1%	9 1%	0 0%	0 0%	0 0%	1 1%	1 5%	0 0%	0 0%	2 11%	0 0%	2 2%	0 0%
Summary: Working	2398 59%	1825 -57%	560 +68%	29 61%	0 0%	1 100%	155 +77%	8 65%	11 66%	12 69%	10 56%	16 48%	65 69%	6 66%
Summary: Not working	1605 40%	1341 +42%	260 -31%	19 39%	2 100%	0 0%	45 -22%	4 30%	6 34%	6 31%	6 34%	17 52%	27 29%	3 34%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 199 (continuation)

QZ10. What is your working status?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
In full-time employment	1874 46%	92 +62% c	34 51%	18 39%	14 56%	30 50%	6 42%	9 52%	149 -21%	1725 +52% a
In part-time employment	524 13%	17 11%	7 11%	7 15%	2 9%	9 15%	1 10%	1 7%	83 12%	441 13%
Retired	975 24%	13 -9%	4 -6%	1 -3%	3 12%	5 -8%	* 4%	2 11%	279 +39% b	696 -21%
Unemployed	248 6%	5 3%	5 7%	7 +15% a	1 6%	3 6%	0 0%	* 3%	111 +16% b	137 -4%
A student	227 6%	15 +10%	9 +14%	8 +17%	2 9%	4 6%	6 42%	4 21%	37 5%	190 6%
Full-time responsibility for the home/ family	155 4%	5 4%	6 +9%	4 10%	2 7%	10 +16% a	* 2%	1 6%	42 +6% b	113 -3%
Refused	42 1%	2 2%	0 0%	1 3%	0 0%	0 0%	0 0%	0 0%	9 1%	33 1%
Summary: Working	2398 59%	109 +73% c	41 63%	25 54%	16 65%	38 64%	7 52%	10 59%	232 -33%	2166 +65% a
Summary: Not working	1605 40%	38 -26%	24 37%	20 44% a	8 35%	21 36%	6 48%	7 41%	470 +66% b	1135 -34%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 199 (continuation)

QZ10. What is your working status?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
In full-time employment	1874 46%	48 -33% egh	610 +58% acefgh	65 41% efgh	824 +73% abcefg	36 -14% gh	287 -31% efgh	0 -0%	4 -2%
In part-time employment	524 13%	23 16% gh	133 13% gh	21 13% gh	169 +15% gh	39 15% gh	127 14% gh	0 -0%	11 -5% g
Retired	975 24%	0 -0%	2 -*%	3 -2% b	13 -1% b	130 +50% abcd	451 +49% abcd	146 +99% abcde	230 +93% abcde
Unemployed	248 6%	31 +22% bdefgh	65 6% fgh	46 +29% bdefgh	49 -4% fgh	34 +13% bdfgh	22 -2% gh	0 -0%	0 -0%
A student	227 6%	33 +23% cdefgh	183 +18% cdefgh	3 -2% dfh	6 -*%	1 -*%	1 -*%	0 -0%	* -*%
Full-time responsibility for the home/ family	155 4%	9 7% fgh	42 4% fgh	17 +11% bdefgh	52 5% fgh	15 6% fgh	18 -2% h	1 -1%	* -*%
Refused	42 1%	0 0%	10 1%	4 +3% h	13 1%	4 2% h	10 1%	1 *%	0 0%
Summary: Working	2398 59%	71 -49% efgh	743 +71% acefgh	86 54% efgh	993 +88% abcefg	76 -29% gh	414 -45% efgh	0 -0%	16 -6% g
Summary: Not working	1605 40%	73 +51% bd	293 -28% d	70 44% bd	121 -11%	180 +69% abdc	492 +54% bcd	147 +100% abcde	230 +94% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I have no formal qualifications (and I am not still studying)	400 10%	194 -6%	278 -8% a	205 +24% ab	121 +31% abc	128 +37% b	32 +15%	364 +11% b	34 -6%
Entry level qualification such as ESOL, ELC or Skills for Life	84 2%	62 2%	72 2%	22 3%	13 3%	17 +5% b	3 1%	57 -2%	27 +5% a
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	259 6%	210 7%	240 7%	49 6%	19 5%	29 8%	27 +13%	235 +7% b	24 -4%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	471 12%	377 12%	423 12%	94 11%	48 12%	30 -9%	48 +23% a	426 +12% b	44 -8%
Level 1-2 vocational qualification or intermediate apprenticeship	151 4%	116 4%	139 4%	35 4%	12 3%	10 3%	4 2%	138 +4% b	12 -2%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	359 9%	296 +9% c	333 9%	63 -7%	26 7%	13 -4%	15 7%	318 9%	39 7%
Level 3 vocational qualification or advanced apprenticeship	175 4%	147 5%	160 4%	28 3%	15 4%	9 2%	15 +7% a	151 4%	24 4%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

		Age				Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	350 9%	269 8%	322 9%	81 9%	28 7%	17 -5%	9 -4%	326 +9% b	23 -4%
Level 4-5 vocational qualification or higher apprenticeship	116 3%	92 3%	104 3%	24 3%	12 3%	7 2%	5 2%	99 3%	17 3%
University first degree (BA/ BSc/ Bed/ PGCE or equivalent)	758 19%	667 +21% cd	732 +20% cd	91 -10% d	26 -7%	19 -5%	17 -8%	595 -17%	162 +28% a
Level 6 vocational qualification or degree apprenticeship	40 1%	28 1%	35 1%	12 1%	5 1%	6 2%	* *%	38 1%	2 *%
University higher degree (e.g. Masters, PhD or equivalent)	495 12%	419 +13% cd	466 +13% cd	76 -9%	29 -7%	18 -5%	8 -4%	392 -11%	101 +18% a
Still studying/ still at school	46 1%	46 +1% cd	46 +1% cd	* -*%	0 -0%	0 -0%	* *%	33 -1%	10 2%
Don't know	65 2%	55 2%	59 2%	10 1%	6 1%	4 1%	8 +4% a	60 2% b	1 -*%
Prefer not to say	278 7%	196 -6%	244 7%	81 +9% ab	34 9%	42 +12%	20 10%	211 -6%	56 +10% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I have no formal qualifications (and I am not still studying)	400 10%	336 +11%	62 -7%	2 -5%	1 38%	1 66%	24 12%	* 3%	0 0%	0 0%	0 0%	5 15%	6 6%	0 0%
Entry level qualification such as ESOL, ELC or Skills for Life	84 2%	49 -2%	35 +4%	3 +6%	0 0%	0 0%	5 3%	1 9%	0 0%	0 0%	0 0%	6 +18%	* *%	0 0%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	259 6%	226 +7%	33 -4%	1 -1%	0 0%	* 23%	8 4%	0 0%	* 3%	0 0%	1 8%	2 7%	8 9%	* 2%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	471 12%	406 +13%	64 -8%	7 14%	0 0%	0 0%	13 -7%	1 7%	0 0%	1 5%	4 23%	3 9%	7 8%	3 31%
Level 1-2 vocational qualification or intermediate apprenticeship	151 4%	126 4%	25 3%	1 1%	1 62%	0 0%	11 5%	0 0%	0 0%	1 7%	0 0%	2 5%	2 2%	1 9%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	359 9%	305 +10%	52 -6%	3 6%	0 0%	0 0%	10 5%	3 20%	6 37%	3 17%	1 7%	2 6%	7 8%	0 0%
Level 3 vocational qualification or advanced apprenticeship	175 4%	142 4%	33 4%	1 3%	0 0%	0 0%	8 4%	1 4%	0 0%	0 0%	0 0%	2 7%	6 7%	* 2%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	350 9%	312 +10%	38 -5%	6 12%	0 0%	0 0%	9 -4%	1 7%	1 8%	0 0%	1 5%	1 4%	5 5%	0 0%
Level 4-5 vocational qualification or higher apprenticeship	116 3%	90 3%	26 3%	1 2%	0 0%	0 0%	8 4%	0 0%	1 8%	0 0%	0 0%	0 0%	8 +8%	0 0%
University first degree (BA/ BSc/ Bed/ PGCE or equivalent)	758 19%	541 -17%	216 +26%	8 17%	0 0%	* 12%	46 23%	2 19%	3 20%	7 40%	3 17%	6 17%	25 27%	3 30%
Level 6 vocational qualification or degree apprenticeship	40 1%	30 1%	10 1%	5 +11%	0 0%	0 0%	3 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	* 2%
University higher degree (e.g. Masters, PhD or equivalent)	495 12%	355 -11%	138 +17%	9 +19%	0 0%	0 0%	27 14%	1 9%	4 25%	5 27%	3 14%	2 8%	13 14%	2 23%
Still studying/ still at school	46 1%	33 1%	10 1%	* 1%	0 0%	0 0%	* *%	0 0%	0 0%	1 4%	1 3%	0 0%	2 2%	0 0%
Don't know	65 2%	50 2%	12 1%	1 2%	0 0%	0 0%	9 +5%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Prefer not to say	278 7%	193 -6%	75 +9%	0 -0%	0 0%	0 0%	19 9%	3 21%	0 0%	0 0%	4 22%	2 5%	4 4%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I have no formal qualifications (and I am not still studying)	400 10%	4 -3%	3 4%	2 5%	2 8%	7 12% a	0 0%	5 28%	117 +17% b	282 -8%
Entry level qualification such as ESOL, ELC or Skills for Life	84 2%	10 +7%	1 2%	4 +9%	0 0%	4 +7%	* 2%	0 0%	26 +4% b	58 -2%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	259 6%	1 -1%	3 4%	7 +15% ae	0 0%	0 -0%	0 0%	0 0%	50 7%	209 6%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	471 12%	6 -4%	7 10%	5 12%	1 6%	3 5%	0 0%	3 15%	103 +15% b	367 -11%
Level 1-2 vocational qualification or intermediate apprenticeship	151 4%	1 1%	1 2%	0 0%	0 0%	2 4%	0 0%	1 6%	35 5%	116 3%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	359 9%	2 -2%	6 8% a	3 6%	0 0%	3 6%	1 11%	1 7%	51 7%	308 9%
Level 3 vocational qualification or advanced apprenticeship	175 4%	6 4%	0 0%	5 10% b	1 5%	3 6%	0 0%	0 0%	34 5%	141 4%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	350 9%	7 5%	2 4%	0 -0%	2 10%	1 2%	* 4%	1 4%	73 10%	276 8%
Level 4-5 vocational qualification or higher apprenticeship	116 3%	3 2%	1 2%	* *%	1 2%	1 1%	2 14%	0 0%	14 2%	101 3%
University first degree (BA/ BSc/ Bed/ PGCE or equivalent)	758 19%	44 +29%	20 +31%	13 28%	10 42%	18 +30%	3 25%	4 22%	81 -11%	677 +20% a
Level 6 vocational qualification or degree apprenticeship	40 1%	2 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	9 1%	31 1%
University higher degree (e.g. Masters, PhD or equivalent)	495 12%	45 +30% bce	4 6%	4 9%	6 24%	7 12%	1 9%	3 19%	55 -8%	440 +13% a
Still studying/ still at school	46 1%	* *%	1 2%	* 1%	* 2%	* *%	4 31%	0 0%	12 2%	34 1%
Don't know	65 2%	1 1%	0 0%	0 0%	* 1%	0 0%	0 0%	0 0%	15 2%	50 1%
Prefer not to say	278 7%	16 11%	16 +24% ac	2 5%	* 1%	9 +14%	1 5%	0 0%	34 -5%	243 +7% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I have no formal qualifications (and I am not still studying)	400 10%	12 8% d	53 -5%	20 13% bd	48 -4%	44 +17% abdf	102 11% bd	41 +28% abcdef	80 +33% abcdef
Entry level qualification such as ESOL, ELC or Skills for Life	84 2%	5 3% b	8 -1%	8 +5% bdf	22 2% b	10 +4% b	20 2% b	4 3% b	8 3% b
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - but not Maths and not English	259 6%	9 6%	57 5%	8 5%	71 6%	23 9% bh	72 +8% bh	10 7%	9 4%
GCSE/ O' Level/ CSE/ National Qualifications/ Standard Grades - including Maths or English	471 12%	16 11%	117 11%	28 +17% bdfh	114 10%	38 15% d	110 12%	22 15%	26 10%
Level 1-2 vocational qualification or intermediate apprenticeship	151 4%	9 6% h	37 4%	5 3%	42 4%	14 5% h	32 4%	7 5%	4 2%
A' level, Scottish Higher, Welsh Baccalaureate, International Baccalaureate or equivalent	359 9%	16 11%	126 +12% cdefh	9 6%	90 8%	15 -6%	77 8%	11 8%	14 6%
Level 3 vocational qualification or advanced apprenticeship	175 4%	11 7% fh	66 +6% defh	5 3%	44 4%	9 3%	25 -3%	9 6% fh	6 2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 200 (continuation)

QZ15A. Which one of these, if any, is the highest educational or professional qualification that you currently have?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Diplomas in higher education (HNC/ HND/ BTEC Higher or equivalent)	350 9%	11 8%	67 -6%	12 7%	104 9% b	39 +15% abcdfgh	89 10% b	12 8%	16 7%
Level 4-5 vocational qualification or higher apprenticeship	116 3%	1 1%	28 3%	6 4%	29 3%	5 2%	34 4%	2 1%	10 4%
University first degree (BA/ BSc/ Bed/ PGCE or equivalent)	758 19%	15 -10%	246 +24% aefgh	30 19% aegh	247 +22% aegh	25 -9%	169 18% aegh	11 -7%	15 -6%
Level 6 vocational qualification or degree apprenticeship	40 1%	0 0%	3 -*%	3 2% bf	19 +2% bf	4 1% b	5 1%	2 2% b	3 1%
University higher degree (e.g. Masters, PhD or equivalent)	495 12%	10 7%	124 12% eg	21 13% eg	200 +18% abefgh	17 -6%	93 -10% g	7 -5%	22 9%
Still studying/ still at school	46 1%	12 +8% bcdefgh	28 +3% cdefgh	0 0%	6 -1%	0 0%	* -*%	0 0%	0 0%
Don't know	65 2%	12 +8% bcdefgh	25 +2% cdef	0 0%	13 1%	1 *%	9 1%	2 1%	4 2%
Prefer not to say	278 7%	5 4%	59 6%	5 -3%	78 7%	18 7%	78 +9% bcg	6 4%	28 +11% abcdg

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 201
QZ11. And is your home...?
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Being bought on mortgage	1129 28%	1091 +34% bcd	1115 +31% cd	38 -4%	14 -4%	28 -8%	18 -8%	987 +29% b	137 -24%
Owned outright by household	1350 33%	698 -22%	1040 -28% a	652 +75% ab	310 +79% ab	221 +63% b	19 -9%	1269 +37% b	78 -13%
Rented from Local Authority/ Housing Association/ Trust	656 16%	549 +17% cd	616 +17% cd	108 -12%	40 -10%	71 +20%	90 +43% a	562 16%	94 16%
Rented from private landlord	624 15%	592 +19% bcd	612 +17% cd	32 -4%	12 -3%	14 -4%	64 +30% a	409 -12%	212 +37% a
Summary: Rented	1280 32%	1141 +36% bcd	1228 +34% cd	140 -16%	52 -13%	85 -24%	154 +73% a	971 -28%	306 +53% a
Other	23 1%	21 1%	21 1%	2 *%	2 *%	0 0%	3 1% a	12 -*%	11 +2% a
Don't know	45 1%	44 +1% cd	44 +1% cd	* -*%	* -*%	* -*%	2 1%	38 1%	6 1%
Prefer not to say	217 5%	179 6%	202 6%	38 4%	15 4%	14 4%	14 7%	166 -5%	39 7%
Not answered	1 *%	0 0%	0 -0%	1 *%	1 +*% ab	1 +*%	0 0%	1 *%	0 0%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 201 (continuation)
QZ11. And is your home...?
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Being bought on mortgage	1129 28%	918 +29%	206 -25%	16 34%	0 0%	0 0%	53 26%	6 45%	1 8%	6 33%	5 29%	7 20%	21 23%	3 27%
Owned outright by household	1350 33%	1223 +38%	124 -15%	23 +48%	0 0%	0 0%	23 -12%	2 18%	0 0%	3 15%	1 6%	8 23%	5 -5%	* 2%
Rented from Local Authority/ Housing Association/ Trust	656 16%	546 +17%	110 -13%	3 -7%	1 38%	* 12%	12 -6%	2 13%	2 15%	2 11%	5 28%	11 +34%	19 20%	2 19%
Rented from private landlord	624 15%	317 -10%	304 +37%	5 11%	1 62%	1 88%	85 +42%	1 10%	10 58%	5 27%	6 34%	6 17%	34 +36%	4 40%
Summary: Rented	1280 32%	864 -27%	414 +50%	8 -17%	2 100%	1 100%	97 +48%	3 23%	12 73%	7 38%	11 62%	17 +51%	53 +56%	6 59%
Other	23 1%	11 -*%	12 +1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	8 +9%	0 0%
Don't know	45 1%	38 1%	7 1%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 3%	0 0%	0 0%	0 0%
Prefer not to say	217 5%	139 -4%	67 +8%	0 -0%	0 0%	0 0%	28 +14%	2 14%	3 20%	3 15%	0 0%	2 5%	7 7%	1 12%
Not answered	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Being bought on mortgage	1129 28%	39 26%	16 25%	6 -13%	8 33%	15 25%	3 23%	1 8%	126 -18%	1003 +30% a
Owned outright by household	1350 33%	18 -12%	10 -15%	12 26% a	5 20%	9 -15%	3 20%	3 15%	276 +39% b	1074 -32%
Rented from Local Authority/ Housing Association/ Trust	656 16%	14 -9%	10 15%	3 6%	4 15%	16 +26% ac	2 17%	3 17%	200 +28% b	456 -14%
Rented from private landlord	624 15%	68 +45%	20 +31%	22 +48%	6 25%	19 +31%	4 28%	9 52%	72 -10%	552 +17% a
Summary: Rented	1280 32%	82 +54%	30 +46%	25 +54%	10 40%	34 +57%	6 45%	12 70%	271 +38% b	1009 -30%
Other	23 1%	0 0%	0 0%	3 +6% a	0 0%	0 0%	0 0%	0 0%	7 1%	16 *%
Don't know	45 1%	* *%	3 +4% a	* 1%	* 2%	* *%	1 11%	0 0%	14 +2% b	31 -1%
Prefer not to say	217 5%	11 7%	7 10%	* 1%	1 6%	1 2%	0 0%	1 7%	16 -2%	202 +6% a
Not answered	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 *%	0 0%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Being bought on mortgage	1129 28%	44 31% efgh	321 +31% efgh	57 +36% efgh	519 +46% abcefg	22 -8% g	152 -17% efgh	3 -2%	10 -4%
Owned outright by household	1350 33%	17 -12%	122 -12%	22 -14%	173 -15% b	133 +51% abcd	573 +63% abcde	104 +71% abcdef	206 +84% abcdefg
Rented from Local Authority/ Housing Association/ Trust	656 16%	46 +32% bdfgh	191 18% dfh	50 +31% bdfgh	158 -14% fh	78 +30% bdfgh	94 -10% h	25 17% fh	15 -6%
Rented from private landlord	624 15%	19 13% fgh	303 +29% acdefgh	22 14% fgh	197 +18% efgh	22 -8% fh	49 -5% h	8 -6% h	4 -1%
Summary: Rented	1280 32%	65 +45% dfgh	493 +47% defgh	72 +45% dfgh	355 31% fgh	100 +38% dfgh	142 -16% h	34 -23% fh	18 -7%
Other	23 1%	0 0%	11 +1% f	4 +2% dfh	5 *% %	1 1%	* -*% %	2 1% f	0 0%
Don't know	45 1%	14 +10% bcdefgh	28 +3% cdefgh	0 0%	3 -*% %	0 0%	0 -0% %	* *% %	0 0%
Prefer not to say	217 5%	3 2%	71 +7% eg	5 3%	71 6% eg	4 -2%	48 5% e	3 2%	11 5% e
Not answered	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 +*% bdf	0 0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 202

QZ12. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Up to £199 per week	108 3%	83 3%	96 3%	25 3%	12 3%	16 +5%	16 +8%	93 3%	14 2%
£200 - £299 per week	188 5%	108 -3%	150 -4%	80 +9% ab	38 +10% ab	50 +14% b	15 7%	168 5%	20 4%
£300 - £499 per week	265 7%	174 -5%	223 -6%	92 +11% ab	43 +11% ab	28 8%	16 8%	241 +7% b	23 -4%
£500 - £699 per week	319 8%	247 8%	288 8%	72 8%	30 8%	19 5%	12 6%	290 +8% b	27 -5%
£700 - £999 per week	314 8%	266 +8% cd	292 8% c	47 -5%	22 6%	2 -1%	6 -3% a	281 +8%	33 6%
£1,000 - £1,499 per week	322 8%	296 +9% cd	316 +9% cd	26 -3%	6 -2%	1 -*%	5 -2% a	296 +9% b	24 -4%
£1,500 and above per week	286 7%	269 +8% cd	280 +8% cd	17 -2%	6 -2%	0 -0%	1 -1%	251 7%	35 6%
Don't know	875 22%	697 22%	788 22%	178 20%	87 22%	108 +31%	71 +34%	730 21%	139 24%
Prefer not to say	1368 34%	1034 -33%	1219 33%	334 +38% ab	149 38% a	124 36%	69 33%	1096 -32%	261 +45% a
Below £25,999 per year	562 14%	365 -11%	468 -13%	197 +23% ab	94 +24% ab	94 +27%	47 +22%	501 +15% b	58 -10%
£26,000 - £51,999	632 16%	513 16%	580 16%	119 14%	52 13%	21 -6%	18 -9%	570 +17% b	60 -10%
Above £52,000	608 15%	565 +18% cd	596 +16% cd	43 -5%	12 -3%	1 -*%	6 -3% a	547 +16% b	59 -10%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 202 (continuation)

QZ12. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Up to £199 per week	108 3%	87 3%	20 2%	1 3%	0 0%	0 0%	4 2%	0 0%	3 16%	0 0%	0 0%	1 2%	2 2%	0 0%
£200 - £299 per week	188 5%	162 +5%	26 -3%	2 4%	0 0%	0 0%	4 2%	0 0%	1 6%	0 0%	0 0%	2 5%	3 4%	1 9%
£300 - £499 per week	265 7%	230 +7%	34 -4%	2 5%	0 0%	* 23%	8 4%	1 9%	* 1%	1 5%	1 5%	3 9%	1 1%	* 2%
£500 - £699 per week	319 8%	271 +8%	46 -6%	4 7%	0 0%	0 0%	15 8%	2 18%	2 13%	0 0%	1 5%	2 5%	3 3%	* 2%
£700 - £999 per week	314 8%	265 +8%	49 -6%	6 +13%	1 62%	0 0%	8 4%	1 12%	1 7%	0 0%	3 18%	2 7%	2 3%	1 14%
£1,000 - £1,499 per week	322 8%	265 8%	55 7%	8 +17%	0 0%	0 0%	22 11%	1 7%	0 0%	2 11%	0 0%	1 2%	6 6%	* 2%
£1,500 and above per week	286 7%	235 7%	51 6%	5 10%	0 0%	0 0%	11 5%	1 7%	0 0%	3 14%	4 20%	1 3%	4 4%	1 7%
Don't know	875 22%	664 -21%	205 +25%	12 24%	0 0%	1 66%	53 27%	* 3%	7 41%	7 40%	3 19%	8 24%	26 28%	1 14%
Prefer not to say	1368 34%	1013 -32%	344 +42%	7 -16%	1 38%	* 12%	75 37%	5 43%	3 16%	5 30%	6 32%	14 42%	45 +48%	5 50%
Below £25,999 per year	562 14%	479 +15%	80 -10%	6 12%	0 0%	* 23%	16 -8%	1 9%	4 23%	1 5%	1 5%	5 16%	7 7%	1 11%
£26,000 - £51,999	632 16%	536 +17%	95 -11%	10 20%	1 62%	0 0%	23 12%	4 30%	3 21%	0 0%	4 23%	4 12%	6 -6%	2 17%
Above £52,000	608 15%	501 +16%	106 -13%	13 +27%	0 0%	0 0%	33 16%	2 14%	0 0%	4 25%	4 20%	2 6%	10 10%	1 9%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 202 (continuation)

QZ12. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Up to £199 per week	108 3%	1 1%	3 4%	3 7% a	1 3%	1 2%	0 0%	* 1%	44 +6% b	64 -2%
£200 - £299 per week	188 5%	1 -1%	4 7% a	0 0%	0 0%	5 8% a	3 20%	0 0%	85 +12% b	104 -3%
£300 - £499 per week	265 7%	5 3%	1 1%	0 0%	4 18%	3 5%	0 0%	3 20%	77 +11% b	189 -6%
£500 - £699 per week	319 8%	7 5%	* -1%	4 8%	0 0%	6 10% b	0 0%	0 0%	76 +11% b	243 -7%
£700 - £999 per week	314 8%	11 7%	3 4%	3 7%	1 3%	2 4%	* 4%	0 0%	50 7%	263 8%
£1,000 - £1,499 per week	322 8%	9 6%	3 4%	0 0%	1 5%	0 -0%	0 0%	2 11%	44 -6%	278 +8% a
£1,500 and above per week	286 7%	11 7%	2 2%	3 6%	1 5%	3 5%	0 0%	2 15%	23 -3%	263 +8% a
Don't know	875 22%	41 28% b	7 -10%	12 26% b	5 19%	15 26% b	2 17%	3 20%	124 -17%	751 +23% a
Prefer not to say	1368 34%	64 +42%	44 +67% ace	21 46%	12 48%	24 41%	8 59%	6 33%	188 -27%	1180 +35% a
Below £25,999 per year	562 14%	7 -5%	8 12%	3 7%	5 21%	9 15% a	3 20%	4 21%	206 +29% b	356 -11%
£26,000 - £51,999	632 16%	18 12%	3 -4%	7 16%	1 3%	8 14%	* 4%	0 0%	126 18%	506 15%
Above £52,000	608 15%	20 13%	4 7%	3 6%	2 9%	3 -5%	0 0%	4 26%	67 -9%	541 +16% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 202 (continuation)

QZ12. Please could you say which of these bands applies to your total household income from all sources, before tax and other deductions?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Up to £199 per week	108 3%	5 4% d	28 3% d	13 +8% bdfh	11 -1%	15 +6% bdfh	23 2% d	10 +7% bdfh	2 1%
£200 - £299 per week	188 5%	12 +9% bd	21 -2%	19 +12% bdf	24 -2%	32 +12% bdfh	42 5% bd	22 +15% bdfh	17 7% bd
£300 - £499 per week	265 7%	10 7%	52 -5%	14 9% bd	46 -4%	33 +13% bdf	69 7% bd	20 +14% abdf	22 9% bd
£500 - £699 per week	319 8%	16 11%	77 7%	16 10%	79 7%	30 +11% bdf	71 8%	14 9%	16 7%
£700 - £999 per week	314 8%	14 9% g	77 7% g	15 9% g	102 +9% g	18 7% g	66 7% g	4 -2%	18 7% g
£1,000 - £1,499 per week	322 8%	17 12% egh	80 8% egh	17 10% egh	129 +11% befgh	7 -3%	67 7% egh	3 -2%	3 -1%
£1,500 and above per week	286 7%	6 4% g	64 6% egh	10 7% egh	133 +12% abcefg	7 -3%	60 7% egh	* -*%	6 -2%
Don't know	875 22%	51 +36% cdefgh	345 +33% cdefgh	14 -9%	183 -16% c	34 -13%	161 -18% c	24 17% c	62 25% cdefg
Prefer not to say	1368 34%	12 -9%	303 -29% a	42 -26% a	419 +37% abc	85 33% a	358 +39% abce	50 34% a	99 +40% abc
Below £25,999 per year	562 14%	27 19% bd	101 -10% d	46 +29% bdfh	81 -7%	80 +31% abdfh	133 15% bd	52 +35% abdfh	41 17% bd
£26,000 - £51,999	632 16%	30 21% g	154 15%	31 19% g	181 16%	48 18%	137 15%	17 12%	35 14%
Above £52,000	608 15%	23 16% egh	143 14% egh	27 17% egh	262 +23% befgh	13 -5%	127 14% egh	4 -3%	8 -3%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 203

QZ13. Does anyone in your household - including yourself - receive any of the following benefits?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Income Support	40 1%	34 1%	36 1%	7 1%	4 1%	5 1%	6 +3%	31 1%	9 2%
Income-based Jobseeker's Allowance	11 *0%	11 *0%	11 *0%	0 0%	0 0%	0 0%	5 +2% a	8 *0%	3 1%
Pensions Credit	194 5%	28 -1%	101 -3% a	165 +19% ab	92 +23% ab	91 +26% b	2 -1%	188 +5% b	5 -1%
Employment and Support Allowance (ESA)	39 1%	35 1% d	39 +1% d	4 *0%	0 -0%	4 1%	2 1%	31 1%	8 1%
Universal Credit (and household has other earnings)	205 5%	197 +6% cd	200 +5% cd	8 -1%	5 -1%	4 -1%	21 +10% a	173 5%	32 6%
Universal Credit (and household does not have other earnings)	125 3%	121 +4% cd	125 +3% cd	4 -*%	* -*%	3 -1%	34 +16% a	107 3%	18 3%
Personal Independence Payment (PIP)	174 4%	145 5% d	165 +5% d	29 3%	9 -2%	19 5%	19 +9%	158 5%	16 3%
Carer's Allowance	78 2%	64 2%	72 2%	13 2%	6 1%	8 2%	6 3%	68 2%	10 2%
Disability Living Allowance	132 3%	101 3%	121 3%	31 4%	11 3%	18 +5%	13 +6%	121 4%	11 2%
Something else	15 *0%	9 *0%	12 *0%	6 1%	3 1%	4 +1%	1 *0%	14 *0%	1 *0%
None - do not receive any benefits	2784 69%	2208 +70% cd	2532 +69% d	576 -66%	253 -64%	195 -56% b	93 -44%	2401 +70% b	372 -64%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 203 (continuation)
QZ13. Does anyone in your household - including yourself - receive any of the following benefits?
 Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Don't know	160 4%	149 +5% cd	156 +4% cd	10 -1%	4 -1%	4 -1%	11 5% a	112 -3%	46 +8% a
Prefer not to say	379 9%	319 +10% cd	359 +10% cd	59 -7%	19 -5%	26 8%	35 +16% a	280 -8%	90 +16% a
Summary: Yes - Receive Benefits	722 18%	497 -16%	605 -17%	225 +26% ab	117 +30% ab	123 +35%	72 +34%	652 +19% b	69 -12%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 203 (continuation)

QZ13. Does anyone in your household - including yourself - receive any of the following benefits?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Income Support	40 1%	27 1%	13 2%	* *%	0 0%	0 0%	4 2%	2 13%	1 6%	0 0%	0 0%	1 3%	1 1%	1 9%
Income-based Jobseeker's Allowance	11 *%	8 *%	3 *%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Pensions Credit	194 5%	183 +6%	9 -1%	2 5%	1 38%	0 0%	1 -1%	0 0%	0 0%	0 0%	0 0%	2 5%	0 -0%	0 0%
Employment and Support Allowance (ESA)	39 1%	30 1%	9 1%	* 1%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	1 3%	0 0%	1 1%	* 2%
Universal Credit (and household has other earnings)	205 5%	162 5%	43 5%	1 3%	1 62%	0 0%	9 4%	0 0%	0 0%	0 0%	3 20%	3 11%	1 1%	0 0%
Universal Credit (and household does not have other earnings)	125 3%	102 3%	23 3%	1 3%	0 0%	0 0%	4 2%	1 5%	0 0%	1 5%	0 0%	1 3%	7 +7%	0 0%
Personal Independence Payment (PIP)	174 4%	151 +5%	23 -3%	1 -1%	1 38%	0 0%	6 3%	1 5%	0 0%	1 5%	2 11%	* 1%	1 1%	0 0%
Carer's Allowance	78 2%	63 2%	14 2%	* 1%	0 0%	0 0%	4 2%	1 5%	0 0%	0 0%	2 11%	0 0%	1 1%	0 0%
Disability Living Allowance	132 3%	114 +4%	19 2%	2 3%	0 0%	0 0%	6 3%	0 0%	* 2%	1 5%	2 11%	0 0%	2 2%	* 2%
Something else	15 *%	13 *%	3 *%	1 +2%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%
None - do not receive any benefits	2784 69%	2200 69%	572 69%	37 +77%	0 0%	1 88%	162 +80%	8 63%	12 72%	13 73%	11 64%	18 54%	61 65%	6 67%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 203 (continuation)

QZ13. Does anyone in your household - including yourself - receive any of the following benefits?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Don't know	160 4%	108 -3%	50 +6%	2 4%	0 0%	0 0%	2 -1%	* 3%	3 20%	1 7%	0 0%	5 +14%	6 7%	1 12%
Prefer not to say	379 9%	264 -8%	107 +13%	2 -4%	0 0%	* 12%	15 7%	3 21%	0 0%	3 15%	2 14%	3 9%	16 +17%	1 7%
Summary: Yes - Receive Benefits	722 18%	621 +19%	100 -12%	7 15%	2 100%	0 0%	23 -11%	2 13%	1 8%	1 5%	4 23%	7 23%	11 12%	1 13%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 203 (continuation)

QZ13. Does anyone in your household - including yourself - receive any of the following benefits?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Income Support	40 1%	1 1%	0 0%	2 4%	0 0%	1 2%	0 0%	0 0%	22 +3% b	18 -1%
Income-based Jobseeker's Allowance	11 *%	2 +1%	0 0%	0 0%	0 0%	1 1%	0 0%	0 0%	2 *%	9 *%
Pensions Credit	194 5%	0 -0%	0 0%	0 0%	1 5%	2 3%	0 0%	* 1%	58 +8% b	136 -4%
Employment and Support Allowance (ESA)	39 1%	2 1%	3 +5%	0 0%	0 0%	1 2%	* 4%	1 5%	28 +4% b	11 -*%
Universal Credit (and household has other earnings)	205 5%	1 -1%	6 9% a	5 10% a	0 0%	6 10% a	3 23%	3 19%	72 +10% b	133 -4%
Universal Credit (and household does not have other earnings)	125 3%	1 1%	1 2%	2 5%	0 0%	* 1%	3 20%	2 10%	69 +10% b	56 -2%
Personal Independence Payment (PIP)	174 4%	0 -0%	4 5% a	0 0%	0 0%	5 8% a	3 20%	1 5%	122 +17% b	52 -2%
Carer's Allowance	78 2%	1 1%	0 0%	0 0%	1 4%	4 +7% ab	0 0%	0 0%	33 +5% b	45 -1%
Disability Living Allowance	132 3%	1 1%	2 4%	0 0%	0 0%	2 3%	0 0%	1 6%	85 +12% b	48 -1%
Something else	15 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	11 +1% b	5 -*%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
 Table 203 (continuation)
QZ13. Does anyone in your household - including yourself - receive any of the following benefits?
 Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
None - do not receive any benefits	2784 69%	114 76% c	40 62% c	18 -40%	18 73%	40 68% c	6 46%	5 31%	315 -44%	2469 +74% a
Don't know	160 4%	14 +9%	1 2%	5 +10%	2 8%	4 7%	1 11%	1 8%	26 4%	134 4%
Prefer not to say	379 9%	19 12%	14 +21% e	16 +35% ae	3 12%	4 6%	2 16%	5 31%	58 8%	321 10%
Summary: Yes - Receive Benefits	722 18%	3 -2%	10 15% a	7 15% a	2 8%	11 19% a	3 26%	5 29%	312 +44% b	410 -12%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 203 (continuation)

QZ13. Does anyone in your household - including yourself - receive any of the following benefits?

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Income Support	40 1%	2 1%	10 1%	10 +6% abdfh	5 -1% bdfh	7 +3% bdfh	3 -1% bdfh	4 +3% dfh	0 0%
Income-based Jobseeker's Allowance	11 *%	1 1%	6 +1% d	0 0%	1 *%	1 *%	2 *%	0 0%	0 0%
Pensions Credit	194 5%	0 -0%	2 -1% b	2 -1% b	9 -1% b	20 +8% abcd	68 +7% abcd	36 +24% abcdef	57 +23% abcdef
Employment and Support Allowance (ESA)	39 1%	1 1%	3 -1% b	13 +8% abdfgh	5 -1% b	14 +5% abdfgh	3 -1% b	0 0%	0 0%
Universal Credit (and household has other earnings)	205 5%	31 +21% bcdefgh	76 +7% dfgh	20 +13% bdefgh	46 4% fh	18 7% dfgh	9 -1% b	4 3% b	1 -1% b
Universal Credit (and household does not have other earnings)	125 3%	26 +18% bdefgh	25 2% fgh	23 +14% bdefgh	21 -2% h	20 +8% bdefgh	9 -1% b	0 -0% b	* -1% b
Personal Independence Payment (PIP)	174 4%	28 +20% bdfgh	17 -2% b	37 +23% bdfgh	23 -2% b	49 +19% bdfgh	11 -1% b	8 5% bdfh	1 -1% b
Carer's Allowance	78 2%	4 3% b	11 -1% b	10 +6% bdfh	18 2% b	15 +6% bdfh	14 1% b	4 3% b	2 1% b
Disability Living Allowance	132 3%	13 +9% bdfh	18 -2% b	28 +17% abdfgh	14 -1% b	35 +13% bdfgh	14 -2% b	9 +6% bdfh	2 -1% b
Something else	15 *%	3 +2% bdf	2 *% b	2 1% d	0 -0% b	3 +1% bdf	2 *% b	3 +2% bdf	1 *% d

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 203 (continuation)

QZ13. Does anyone in your household - including yourself - receive any of the following benefits?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
None - do not receive any benefits	2784 69%	51 -35%	699 67%	61 -38%	892 +79%	119 -46%	710 +78%	84 -57%	169 69%
			aceg		abcegh	a	abcegh	ace	aceg
Don't know	160 4%	16 +11%	114 +11%	4 2%	14 -1%	5 -2%	4 -*%	3 2%	2 -1%
		cdefgh	cdefgh	f	f	f			
Prefer not to say	379 9%	9 6%	104 10%	16 10%	117 10%	27 10%	86 9%	6 -4%	13 -5%
			gh	g	gh	gh	gh		
Summary: Yes - Receive Benefits	722 18%	68 +48%	129 -12%	80 +50%	103 -9%	110 +42%	115 -13%	55 +37%	63 +25%
		bdfh	d	bdfgh		bdfh	d	bdfh	bdf

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 204
QZ14. How well would you say your household is manging financially at the moment? Would you say that you are...?
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 andDE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Doing well	1191 29%	916 29%	1079 30%	275 32%	112 28%	83 -24% b	24 -11%	1026 30%	162 28%
Getting by	2329 58%	1816 57%	2078 -57%	513 59%	252 +64% ab	220 +63%	136 +65%	2015 +59% b	307 -53%
Struggling	314 8%	270 +8% cd	297 +8% cd	45 -5%	17 -4%	29 8%	35 +16% a	252 -7%	61 +11% a
Don't know/prefer not to say	210 5%	172 5%	197 5%	38 4%	13 3%	16 5%	16 8%	151 -4%	47 +8% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025
Table 204 (continuation)
QZ14. How well would you say your household is manging financially at the moment? Would you say that you are...?
Base: All Respondents

	Ethnicity (Full)													
	Total	English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Doing well	1191 29%	930 29%	258 31%	23 +47%	0 0%	0 0%	73 +36%	2 17%	11 62%	5 28%	6 35%	5 16%	24 25%	2 22%
Getting by	2329 58%	1886 +59%	436 -53%	21 -44%	1 38%	1 100%	106 53%	8 66%	6 38%	11 59%	7 41%	27 +83%	51 54%	6 69%
Struggling	314 8%	234 -7%	79 +9%	3 6%	1 62%	0 0%	14 7%	* 3%	0 0%	1 6%	0 0%	1 2%	12 13%	1 9%
Don't know/prefer not to say	210 5%	142 -4%	56 +7%	1 2%	0 0%	0 0%	8 4%	2 14%	0 0%	1 7%	4 23%	0 0%	7 7%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 204 (continuation)

QZ14. How well would you say your household is manging financially at the moment? Would you say that you are...?

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Doing well	1191 29%	51 34% c	15 23%	4 -9%	10 40%	18 30% c	3 24%	6 36%	121 -17%	1070 +32% a
Getting by	2329 58%	71 -48%	31 47%	33 72% ab	12 50%	32 54%	5 40%	5 27%	415 58%	1915 57%
Struggling	314 8%	8 6%	12 +18% a	6 14%	1 5%	9 +16% a	3 20%	6 36%	145 +20% b	170 -5%
Don't know/prefer not to say	210 5%	19 +13% e	8 +12% e	2 5%	1 5%	* *%	2 15%	0 0%	31 4%	179 5%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 204 (continuation)

QZ14. How well would you say your household is manging financially at the moment? Would you say that you are...?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column	Total	a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Doing well	1191 29%	26 -18%	300 29% aceg	27 -17%	356 32% aceg	43 -16%	328 +36% abcdeg	25 -17%	87 +35% abceg
Getting by	2329 58%	71 50%	602 58%	93 58%	643 57%	149 57%	520 57%	102 +69% abcdef	150 61% a
Struggling	314 8%	33 +23% bdfgh	70 7% fh	35 +22% bdfgh	73 6% fh	62 +24% bdfgh	23 -3%	14 10% fh	3 -1%
Don't know/prefer not to say	210 5%	12 9% ceh	74 +7% defh	5 3%	55 5%	6 -2%	44 5%	7 5%	6 -2%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 205

QZ15. Which of the following phrases describe you?

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
I'm interested in the latest technology and gadgets	1390 34%	1225 +39% cd	1324 +36% cd	166 -19%	66 -17%	64 -18%	70 33% a	1140 -33%	243 +42% a
I like to watch TV series/box sets programmes or films as soon as they come out	1339 33%	1159 +37% cd	1270 +35% cd	179 -21%	68 -17%	71 -20%	62 30% a	1213 +35% b	121 -21%
I spend a lot of my time gaming	450 11%	423 +13% cd	442 +12% cd	27 -3%	8 -2%	12 -3%	30 14% a	375 11%	75 13%
I regularly check social media on my phone	1506 37%	1375 +43% bcd	1468 +40% cd	131 -15% d	39 -10%	40 -11%	95 +45% a	1267 37%	231 40%
I prefer listening to the radio to streaming music or listening to podcasts	698 17%	518 -16%	624 17%	180 +21% ab	73 19%	52 15% b	15 -7%	647 +19% b	49 -9%
Being able to go online isn't important to me	457 11%	247 -8%	339 -9% a	210 +24% ab	117 +30% abc	98 +28% b	11 -5%	416 +12% b	41 -7%
Summary: Yes	3040 75%	2446 +77% cd	2772 +76% cd	594 -68%	267 -68%	245 -70%	157 75%	2597 75%	430 75%
None of the above	1005 25%	728 -23%	879 -24%	277 +32% ab	126 +32% ab	103 +30%	53 25%	848 25%	147 25%

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 205 (continuation)

QZ15. Which of the following phrases describe you?

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
I'm interested in the latest technology and gadgets	1390 34%	1037 -32%	347 +42%	18 37%	0 0%	1 100%	84 +42%	8 63%	8 45%	8 48%	8 46%	14 41%	36 38%	6 60%
I like to watch TV series/box sets programmes or films as soon as they come out	1339 33%	1151 +36%	182 -22%	14 29%	1 38%	* 23%	47 -23%	3 25%	4 25%	6 34%	5 30%	7 21%	25 27%	2 16%
I spend a lot of my time gaming	450 11%	347 11%	102 12%	7 14%	0 0%	0 0%	21 10%	2 16%	1 8%	3 15%	3 15%	5 15%	15 16%	4 41%
I regularly check social media on my phone	1506 37%	1169 37%	329 40%	24 +50%	1 62%	0 0%	74 37%	5 42%	9 52%	6 33%	7 38%	9 27%	39 42%	6 63%
I prefer listening to the radio to streaming music or listening to podcasts	698 17%	611 +19%	85 -10%	16 +34%	0 0%	0 0%	19 -10%	1 4%	1 5%	6 35%	3 19%	3 10%	1 -1%	2 23%
Being able to go online isn't important to me	457 11%	391 +12%	66 -8%	6 12%	0 0%	0 0%	19 10%	0 0%	0 0%	2 10%	2 10%	5 16%	5 5%	0 0%
Summary: Yes	3040 75%	2402 75%	625 75%	42 +87%	2 100%	1 100%	151 75%	11 85%	10 60%	13 74%	16 87%	26 80%	77 81%	7 71%
None of the above	1005 25%	791 25%	204 25%	6 -13%	0 0%	0 0%	51 25%	2 15%	7 40%	5 26%	2 13%	7 20%	18 19%	3 29%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 205 (continuation)

QZ15. Which of the following phrases describe you?

Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
I'm interested in the latest technology and gadgets	1390 34%	62 42% c	34 +52% c	11 23%	14 58%	21 35%	6 46%	8 49%	184 -26%	1207 +36% a
I like to watch TV series/box sets programmes or films as soon as they come out	1339 33%	27 -18%	14 -21%	8 -17%	4 16%	9 -14%	3 23%	4 24%	221 31%	1117 34%
I spend a lot of my time gaming	450 11%	19 13%	6 9%	4 9%	5 19%	3 5%	4 31%	1 7%	76 11%	374 11%
I regularly check social media on my phone	1506 37%	58 39%	28 42%	16 34%	13 53%	21 35%	5 35%	10 60%	236 -33%	1271 +38% a
I prefer listening to the radio to streaming music or listening to podcasts	698 17%	17 11%	4 -6%	4 9%	* 2%	2 -4%	3 19%	1 8%	148 +21% b	550 -16%
Being able to go online isn't important to me	457 11%	13 9%	2 3%	3 6%	* 2%	7 12%	0 0%	1 8%	151 +21% b	306 -9%
Summary: Yes	3040 75%	101 -67%	51 78% c	27 -58%	22 89%	44 74%	12 89%	15 89%	560 +79% b	2480 -74%
None of the above	1005 25%	49 +33%	14 22%	19 +42% b	3 11%	16 26%	2 11%	2 11%	152 -21%	854 +26% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 205 (continuation)

QZ15. Which of the following phrases describe you?

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
I'm interested in the latest technology and gadgets	1390 34%	57 40% efgh	477 +46% cdefgh	51 32% efgh	443 +39% efgh	57 -22% g	240 -26% gh	19 -13%	47 -19%
I like to watch TV series/box sets programmes or films as soon as they come out	1339 33%	65 +45% befgh	368 35% efgh	59 37% gh	424 +38% efgh	75 29% gh	280 31% gh	23 -16%	45 -18%
I spend a lot of my time gaming	450 11%	42 +29% bcdefgh	198 +19% cdefgh	17 11% efgh	133 12% efgh	13 -5% h	40 -4% h	5 -3%	3 -1%
I regularly check social media on my phone	1506 37%	93 +65% bcdefgh	566 +54% cdefgh	64 40% efgh	459 +41% efgh	65 -25% gh	221 -24% gh	14 -10%	24 -10%
I prefer listening to the radio to streaming music or listening to podcasts	698 17%	30 21% b	125 -12%	29 18% b	180 16% b	58 +22% bd	202 +22% bd	30 20% b	43 18% b
Being able to go online isn't important to me	457 11%	13 9% b	48 -5%	22 14% bd	75 -7% b	62 +24% abcd	119 13% bd	53 +36% abcde	64 +26% abcd
Summary: Yes	3040 75%	130 +91% bcdefgh	840 +80% dfgh	129 81% fgh	843 75% fh	197 75% fh	634 -69%	104 71%	163 -66%
None of the above	1005 25%	14 -9%	206 -20% a	31 19% a	284 25% ab	64 25% a	281 +31% abcde	43 29% abc	83 +34% abcde

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 206

Bundling 1

Base: All respondents with a fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3573	2784	3262	789	311	300	178	3124	433
Effective Weighted Sample	2370	1851	2161	523	209	197	118	2039	321
Weighted Bases	3598	2867	3294	732	304	279	172	3084	497
Bundle of services	2214 62%	1640 -57%	1971 -60% a	575 +79% ab	243 +80% ab	214 +77% b	88 -51%	1965 +64% b	243 -49%
Dual bundle (x1)	1464 41%	1108 -39%	1314 -40%	356 +49% ab	150 +49% ab	142 +51% b	57 -33%	1283 +42% b	176 -35%
Dual bundle (x2)	41 1%	23 -1%	33 -1%	19 +3% ab	8 +3% ab	3 1%	1 *%	38 1%	4 1%
Dual bundle (Total)	1505 42%	1130 -39%	1347 -41%	375 +51% ab	158 +52% ab	146 +52% b	58 -33%	1321 +43% b	180 -36%
Triple bundle	607 17%	442 -15%	530 -16%	165 +22% ab	77 +25% ab	59 +21%	27 16%	545 +18% b	60 -12%
Quad bundle	103 3%	67 -2%	95 3%	36 +5% ab	8 3%	9 3%	3 2%	100 +3% b	3 -1%
No bundle	1384 38%	1227 +43% bcd	1323 +40% cd	157 -21%	61 -20%	65 -23%	84 +49% a	1119 -36%	254 +51% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 206 (continuation)

Bundling 1

Base: All respondents with a fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3573	2839	718	133	1	1	150	11	10	17	13	26	66	12
Effective Weighted Sample	2370	1882	478	86	1	1	111	8	7	13	11	24	53	8
Weighted Bases	3598	2863	719	42	1	*	179	10	16	18	15	27	84	9
Bundle of services	2214 62%	1849 +65%	359 -50%	23 56%	1 100%	0 0%	93 -52%	6 63%	1 7%	5 26%	6 39%	17 65%	48 57%	6 67%
Dual bundle (x1)	1464 41%	1195 +42%	264 -37%	17 40%	0 0%	0 0%	71 40%	6 63%	1 7%	4 24%	2 12%	13 48%	34 40%	4 44%
Dual bundle (x2)	41 1%	37 1%	4 1%	0 0%	0 0%	0 0%	* *0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%
Dual bundle (Total)	1505 42%	1232 +43%	268 -37%	17 40%	0 0%	0 0%	72 40%	6 63%	1 7%	4 24%	2 12%	13 48%	35 41%	4 44%
Triple bundle	607 17%	518 +18%	88 -12%	6 16%	0 0%	0 0%	21 12%	0 0%	0 0%	* 2%	4 27%	4 17%	12 14%	2 23%
Quad bundle	103 3%	99 +3%	4 -1%	0 -0%	1 100%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
No bundle	1384 38%	1014 -35%	359 +50%	18 44%	0 0%	* 100%	86 +48%	4 37%	15 93%	13 74%	9 61%	9 35%	37 43%	3 33%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 206 (continuation)
Bundling 1
Base: All respondents with a fixed broadband

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3573	102	48	37	20	49	8	14	632	2941
Effective Weighted Sample	2370	76	36	28	13	35	7	9	411	1962
Weighted Bases	3598	120	57	44	23	52	8	14	573	3025
Bundle of services	2214 62%	56 -47%	32 57%	31 70% ae	7 32%	24 -45%	2 25%	1 9%	396 +69% b	1818 -60%
Dual bundle (x1)	1464 41%	36 -30%	25 43%	25 +57% ae	7 32%	18 34%	1 7%	1 9%	253 44%	1210 40%
Dual bundle (x2)	41 1%	* *0%	0 0%	2 4%	0 0%	0 0%	0 0%	0 0%	12 +2% b	30 -1%
Dual bundle (Total)	1505 42%	36 -30%	25 43%	27 +61% ae	7 32%	18 34%	1 7%	1 9%	265 +46% b	1240 -41%
Triple bundle	607 17%	18 15%	8 14%	4 9%	0 0%	6 11%	1 18%	0 0%	108 19%	499 16%
Quad bundle	103 3%	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	23 4%	80 3%
No bundle	1384 38%	64 +53% c	25 43%	13 30%	16 68%	29 +55% c	6 75%	13 91%	177 -31%	1207 +40% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 206 (continuation)

Bundling 1

Base: All respondents with a fixed broadband

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3573	104	787	164	1100	255	852	109	202
Effective Weighted Sample	2370	67	532	110	744	164	561	72	138
Weighted Bases	3598	110	920	143	1050	226	845	94	210
Bundle of services	2214 62%	68 61% b	446 -49%	85 60% b	593 -56% b	167 +74% abcd	612 +72% abcd	76 +81% abcd	168 +80% abcdf
Dual bundle (x1)	1464 41%	44 40%	339 -37%	57 40%	395 -38%	108 +48% bd	371 +44% bd	44 47% b	106 +50% bd
Dual bundle (x2)	41 1%	0 0%	6 1%	5 +3% bdf	9 1%	4 2%	9 1%	3 3% bd	5 2% b
Dual bundle (Total)	1505 42%	44 40%	345 -37%	62 43%	405 -39%	112 +50% bd	380 +45% bd	47 50% bd	111 +53% abdf
Triple bundle	607 17%	20 18% b	93 -10%	18 13%	161 15% b	47 21% bcd	190 +22% bcd	23 +24% bcd	54 +26% bcd
Quad bundle	103 3%	4 3% b	9 -1%	5 3% b	27 3% b	8 4% b	42 +5% bdh	6 +6% bdh	2 1%
No bundle	1384 38%	43 39% efgh	473 +51% acdefgh	57 40% efgh	457 +44% efgh	59 -26%	233 -28% h	18 -19%	43 -20%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 207

Bundling 1

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Bundle of services	2248 56%	1656 -52%	1997 -55% a	592 +68% ab	251 +64% ab	224 +64% b	89 -42%	1996 +58% b	244 -42%
Dual bundle (x1)	1491 37%	1119 -35%	1334 37%	372 +43% ab	157 40%	151 +43% b	57 -27%	1308 +38% b	177 -31%
Dual bundle (x2)	41 1%	23 -1%	33 -1%	19 +2% ab	8 +2% ab	3 1%	1 *%	38 1%	4 1%
Dual bundle (Total)	1533 38%	1142 -36%	1367 37%	391 +45% ab	165 42% a	155 +44% b	58 -27%	1346 +39% b	181 -31%
Triple bundle	613 15%	447 -14%	535 -15%	165 +19% ab	78 +20% ab	60 17%	28 14%	551 +16% b	60 -10%
Quad bundle	103 3%	67 -2%	95 3%	36 +4% ab	8 2%	9 3%	3 1%	100 +3% b	3 -1%
No bundle	1797 44%	1518 +48% bcd	1654 +45% cd	279 -32%	142 -36%	124 -36%	122 +58% a	1449 -42%	333 +58% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 207 (continuation)

Bundling 1

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Bundle of services	2248 56%	1880 +59%	361 -44%	23 49%	1 38%	0 0%	93 -46%	6 50%	1 6%	5 26%	6 32%	17 53%	48 51%	6 67%
Dual bundle (x1)	1491 37%	1220 +38%	265 -32%	17 35%	0 0%	0 0%	71 35%	6 50%	1 6%	4 24%	2 9%	13 39%	34 36%	4 44%
Dual bundle (x2)	41 1%	37 1%	4 *%	0 0%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Dual bundle (Total)	1533 38%	1257 +39%	269 -32%	17 35%	0 0%	0 0%	72 36%	6 50%	1 6%	4 24%	2 9%	13 39%	35 37%	4 44%
Triple bundle	613 15%	523 +16%	88 -11%	6 14%	0 0%	0 0%	21 10%	0 0%	0 0%	* 2%	4 22%	4 14%	12 12%	2 23%
Quad bundle	103 3%	99 +3%	4 -*%	0 -0%	1 38%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
No bundle	1797 44%	1313 -41%	469 +56%	25 51%	1 62%	1 100%	109 +54%	6 50%	16 94%	13 74%	12 68%	16 47%	46 49%	3 33%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 207 (continuation)

Bundling 1

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Bundle of services	2248	57	32	32	7	24	2	1	403	1846
	56%	-38%	49%	69% ae	30%	-40%	15%	7%	57%	55%
Dual bundle (x1)	1491	37	25	26	7	18	1	1	260	1232
	37%	-24%	37%	+56% ae	30%	30%	4%	7%	36%	37%
Dual bundle (x2)	41	*	0	2	0	0	0	0	12	30
	1%	*0%	0%	4%	0%	0%	0%	0%	2%	1%
Dual bundle (Total)	1533	37	25	27	7	18	1	1	271	1261
	38%	-25%	37%	+60% abe	30%	30%	4%	7%	38%	38%
Triple bundle	613	18	8	4	0	6	1	0	109	504
	15%	12%	12%	9%	0%	10%	11%	0%	15%	15%
Quad bundle	103	2	0	0	0	0	0	0	23	80
	3%	1%	0%	0%	0%	0%	0%	0%	3%	2%
No bundle	1797	93	33	14	17	36	11	16	309	1488
	44%	+62% c	51%	31%	70%	+60% c	85%	93%	43%	45%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 207 (continuation)

Bundling 1

Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Bundle of services	2248 56%	68 47%	450 -43%	86 54%	601 53%	171 +65%	622 +68%	78 53%	173 +70%
				b	b	abcdg	abcdg	b	abcdg
Dual bundle (x1)	1491 37%	44 31%	341 -33%	58 37%	400 36%	111 +43%	380 +41%	46 31%	111 +45%
						abd	abd		abd
Dual bundle (x2)	41 1%	0 0%	6 1%	5 +3%	9 1%	4 2%	9 1%	3 2%	5 2%
				bdf					b
Dual bundle (Total)	1533 38%	44 31%	347 -33%	63 39%	410 36%	115 +44%	389 +42%	49 33%	116 +47%
						abd	abd		abd
Triple bundle	613 15%	20 14%	95 -9%	18 12%	164 15%	47 18%	191 +21%	23 16%	54 +22%
					b	b	bcd	b	bcd
Quad bundle	103 3%	4 3%	9 -1%	5 3%	27 2%	8 3%	42 +5%	6 4%	2 1%
				b	b	b	bdf	bh	
No bundle	1797 44%	76 53%	596 +57%	73 46%	526 47%	90 -35%	293 -32%	69 47%	73 -30%
		efh	cdefgh	efh	efh			efh	

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 208

Bundling 2

Base: All respondents with a fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3573	2784	3262	789	311	300	178	3124	433
Effective Weighted Sample	2370	1851	2161	523	209	197	118	2039	321
Weighted Bases	3598	2867	3294	732	304	279	172	3084	497
Any bundle	2214 62%	1640 -57%	1971 -60% a	575 +79% ab	243 +80% ab	214 +77% b	88 -51%	1965 +64% b	243 -49%
Dual bundle (Landline and Broadband)	711 20%	447 -16%	597 -18% a	264 +36% ab	113 +37% ab	104 +37% b	15 -9%	646 +21% b	62 -12%
Triple bundle (Landline, Broadband and Pay TV)	363 10%	282 10%	333 10%	81 11%	29 10%	23 8%	19 11%	325 +11% b	37 -7%
Quad bundle (Landline, Broadband, Pay TV and Mobile)	103 3%	67 -2%	95 3%	36 +5% ab	8 3%	9 3%	3 2%	100 +3% b	3 -1%
None of the above	1384 38%	1227 +43% bcd	1323 +40% cd	157 -21%	61 -20%	65 -23%	84 +49% a	1119 -36%	254 +51% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 208 (continuation)

Bundling 2

Base: All respondents with a fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3573	2839	718	133	1	1	150	11	10	17	13	26	66	12
Effective Weighted Sample	2370	1882	478	86	1	1	111	8	7	13	11	24	53	8
Weighted Bases	3598	2863	719	42	1	*	179	10	16	18	15	27	84	9
Any bundle	2214 62%	1849 +65%	359 -50%	23 56%	1 100%	0 0%	93 -52%	6 63%	1 7%	5 26%	6 39%	17 65%	48 57%	6 67%
Dual bundle (Landline and Broadband)	711 20%	608 +21%	99 -14%	8 18%	0 0%	0 0%	30 17%	4 38%	0 0%	1 5%	2 12%	6 23%	12 14%	1 12%
Triple bundle (Landline, Broadband and Pay TV)	363 10%	309 +11%	52 -7%	2 6%	0 0%	0 0%	13 7%	0 0%	0 0%	* 2%	4 27%	2 9%	4 5%	1 9%
Quad bundle (Landline, Broadband, Pay TV and Mobile)	103 3%	99 +3%	4 -1%	0 -0%	1 100%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
None of the above	1384 38%	1014 -35%	359 +50%	18 44%	0 0%	* 100%	86 +48%	4 37%	15 93%	13 74%	9 61%	9 35%	37 43%	3 33%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 208 (continuation)

Bundling 2

Base: All respondents with a fixed broadband

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3573	102	48	37	20	49	8	14	632	2941
Effective Weighted Sample	2370	76	36	28	13	35	7	9	411	1962
Weighted Bases	3598	120	57	44	23	52	8	14	573	3025
Any bundle	2214 62%	56 -47%	32 57%	31 70% ae	7 32%	24 -45%	2 25%	1 9%	396 +69% b	1818 -60%
Dual bundle (Landline and Broadband)	711 20%	9 -8%	10 17%	8 19%	1 6%	6 12%	1 7%	* 2%	157 +27% b	553 -18%
Triple bundle (Landline, Broadband and Pay TV)	363 10%	14 12% e	8 14% e	1 2%	0 0%	1 -2%	1 18%	0 0%	73 +13% b	290 -10%
Quad bundle (Landline, Broadband, Pay TV and Mobile)	103 3%	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	23 4%	80 3%
None of the above	1384 38%	64 +53% c	25 43%	13 30%	16 68%	29 +55% c	6 75%	13 91%	177 -31%	1207 +40% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 208 (continuation)

Bundling 2

Base: All respondents with a fixed broadband

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3573		104	787	164	1100	255	852	109
Effective Weighted Sample	2370		67	532	110	744	164	561	72
Weighted Bases	3598		110	920	143	1050	226	845	94
Any bundle	2214 62%		68 61% b	446 -49%	85 60% b	593 -56% b	167 +74% abcd	612 +72% abcd	76 +81% abcd
Dual bundle (Landline and Broadband)	711 20%		14 13%	88 -10%	35 25% abd	145 -14% b	78 +35% abcdef	236 +28% abd	29 +31% abd
Triple bundle (Landline, Broadband and Pay TV)	363 10%		16 15% b	66 -7%	14 10%	100 10%	32 +14% bd	105 +12% bd	11 11%
Quad bundle (Landline, Broadband, Pay TV and Mobile)	103 3%		4 3% b	9 -1%	5 3% b	27 3% b	8 4% b	42 +5% bdh	6 +6% bdh
None of the above	1384 38%		43 39% efgh	473 +51%	57 40% efgh	457 +44% efgh	59 -26%	233 -28% h	18 -19%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 209

Bundling 3

Base: All respondents with a fixed broadband

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	3573	2784	3262	789	311	300	178	3124	433
Effective Weighted Sample	2370	1851	2161	523	209	197	118	2039	321
Weighted Bases	3598	2867	3294	732	304	279	172	3084	497
Landline, broadband, mobile and Pay TV	103 3%	67 -2%	95 3%	36 +5% ab	8 3%	9 3%	3 2%	100 +3% b	3 -1%
Landline, mobile and broadband	167 5%	95 -3%	126 -4%	72 +10% ab	41 +14% ab	32 +11% b	3 2%	155 +5% b	12 -2%
Landline, broadband and Pay TV	363 10%	282 10%	333 10%	81 11%	29 10%	23 8%	19 11%	325 +11% b	37 -7%
Mobile, broadband and Pay TV	74 2%	64 2%	69 2%	11 1%	5 2%	3 1%	5 3%	64 2%	10 2%
Mobile, landline and Pay TV	3 *0%	2 *0%	2 *0%	1 *0%	1 *0%	1 +*0%	0 0%	1 *0%	1 *0%
Landline and Pay TV	13 *0%	12 *0%	12 *0%	1 *0%	1 *0%	1 *0%	2 +1%	11 *0%	2 *0%
Mobile and Broadband	309 9%	252 9%	284 9%	57 8%	25 8%	23 8%	17 10%	263 9%	46 9%
Landline and Broadband	711 20%	447 -16%	597 -18% a	264 +36% ab	113 +37% ab	104 +37% b	15 -9%	646 +21% b	62 -12%
Landline and Mobile	19 1%	11 -*0%	14 -*0%	8 +1% ab	5 +2% ab	2 1%	1 1%	18 1%	1 *0%
Broadband and Pay TV	440 12%	400 +14% cd	427 +13% cd	41 -6%	14 -4%	14 -5%	23 13% a	373 12%	67 13%
Mobile and Pay TV	54 1%	31 -1%	46 1%	23 +3% ab	7 2% a	5 2%	* *0%	48 2%	5 1%
None of the above	1384 38%	1227 +43% bcd	1323 +40% cd	157 -21%	61 -20%	65 -23%	84 +49% a	1119 -36%	254 +51% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 209 (continuation)

Bundling 3

Base: All respondents with a fixed broadband

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	3573	2839	718	133	1	1	150	11	10	17	13	26	66	12
Effective Weighted Sample	2370	1882	478	86	1	1	111	8	7	13	11	24	53	8
Weighted Bases	3598	2863	719	42	1	*	179	10	16	18	15	27	84	9
Landline, broadband, mobile and Pay TV	103 3%	99 +3%	4 -1%	0 -0%	1 100%	0 0%	0 -0%	0 0%	0 0%	0 0%	0 0%	0 0%	1 1%	0 0%
Landline, mobile and broadband	167 5%	148 +5%	19 -3%	3 6%	0 0%	0 0%	5 3%	0 0%	0 0%	0 0%	0 0%	2 8%	4 5%	* 2%
Landline, broadband and Pay TV	363 10%	309 +11%	52 -7%	2 6%	0 0%	0 0%	13 7%	0 0%	0 0%	* 2%	4 27%	2 9%	4 5%	1 9%
Mobile, broadband and Pay TV	74 2%	59 2%	15 2%	2 4%	0 0%	0 0%	3 2%	0 0%	0 0%	0 0%	0 0%	0 0%	4 4%	1 12%
Mobile, landline and Pay TV	3 *%	1 *%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Landline and Pay TV	13 *%	11 *%	2 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Mobile and Broadband	309 9%	233 8%	76 +11%	5 12%	0 0%	0 0%	25 +14%	0 0%	1 6%	1 6%	0 0%	3 12%	9 10%	1 12%
Landline and Broadband	711 20%	608 +21%	99 -14%	8 18%	0 0%	0 0%	30 17%	4 38%	0 0%	1 5%	2 12%	6 23%	12 14%	1 12%
Landline and Mobile	19 1%	17 1%	2 *%	* *%	0 0%	0 0%	1 *%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Broadband and Pay TV	440 12%	353 12%	86 12%	4 9%	0 0%	0 0%	16 9%	2 25%	* 1%	2 12%	0 0%	4 14%	14 17%	2 20%
Mobile and Pay TV	54 1%	47 2%	6 1%	* 1%	0 0%	0 0%	* *%	0 0%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%
None of the above	1384 38%	1014 -35%	359 +50%	18 44%	0 0%	* 100%	86 +48%	4 37%	15 93%	13 74%	9 61%	9 35%	37 43%	3 33%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 209 (continuation)

Bundling 3

Base: All respondents with a fixed broadband

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	3573	102	48	37	20	49	8	14	632	2941
Effective Weighted Sample	2370	76	36	28	13	35	7	9	411	1962
Weighted Bases	3598	120	57	44	23	52	8	14	573	3025
Landline, broadband, mobile and Pay TV	103 3%	2 2%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	23 4%	80 3%
Landline, mobile and broadband	167 5%	2 2%	0 0%	1 3%	0 0%	2 4%	0 0%	0 0%	28 5%	139 5%
Landline, broadband and Pay TV	363 10%	14 12% e	8 14% e	1 2%	0 0%	1 -2%	1 18%	0 0%	73 +13% b	290 -10%
Mobile, broadband and Pay TV	74 2%	1 1%	0 0%	1 2%	0 0%	3 5%	0 0%	0 0%	7 1%	67 2%
Mobile, landline and Pay TV	3 *%	0 0%	0 0%	1 +3%	0 0%	0 0%	0 0%	0 0%	1 *%	2 *%
Landline and Pay TV	13 *%	0 0%	0 0%	2 +4% a	0 0%	0 0%	0 0%	0 0%	2 *%	10 *%
Mobile and Broadband	309 9%	11 9%	5 9%	11 +26% abe	1 5%	2 5%	0 0%	* 1%	40 7%	269 9%
Landline and Broadband	711 20%	9 -8%	10 17%	8 19%	1 6%	6 12%	1 7%	* 2%	157 +27% b	553 -18%
Landline and Mobile	19 1%	0 0%	0 0%	* 1%	* 1%	1 2%	0 0%	0 0%	4 1%	15 1%
Broadband and Pay TV	440 12%	14 12%	10 18%	6 13%	5 20%	8 15%	0 0%	0 0%	60 10%	381 13%
Mobile and Pay TV	54 1%	2 2%	0 0%	1 3%	0 0%	0 0%	0 0%	1 6%	13 2%	40 1%
None of the above	1384 38%	64 +53% c	25 43%	13 30%	16 68%	29 +55% c	6 75%	13 91%	177 -31%	1207 +40% a

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 209 (continuation)

Bundling 3

Base: All respondents with a fixed broadband

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases	3573	104	787	164	1100	255	852	109	202
Effective Weighted Sample	2370	67	532	110	744	164	561	72	138
Weighted Bases	3598	110	920	143	1050	226	845	94	210
Landline, broadband, mobile and Pay TV	103 3%	4 3% b	9 -1% b	5 3% b	27 3% b	8 4% b	42 +5% bdh	6 +6% bdh	2 1%
Landline, mobile and broadband	167 5%	3 2%	7 -1%	3 2%	36 -3% b	12 5% b	64 +8% bcd	10 +10% abcd	32 +15% abcdef
Landline, broadband and Pay TV	363 10%	16 15% b	66 -7%	14 10%	100 10%	32 +14% bd	105 +12% bd	11 11%	19 9%
Mobile, broadband and Pay TV	74 2%	1 1%	19 2%	2 1%	23 2%	3 1%	21 2%	2 2%	4 2%
Mobile, landline and Pay TV	3 *%	0 0%	* *%	0 0%	1 *%	0 0%	0 0%	1 +1% f	* *%
Landline and Pay TV	13 *%	1 1%	5 1%	0 0%	5 *%	* *%	1 *%	1 1% f	0 0%
Mobile and Broadband	309 9%	6 5%	103 +11% efh	10 7%	92 9% e	11 -5%	63 7%	13 14% aefh	13 6%
Landline and Broadband	711 20%	14 13%	88 -10%	35 25% abd	145 -14% b	78 +35% abcdf	236 +28% abd	29 +31% abd	84 +40% abcdf
Landline and Mobile	19 1%	1 1%	6 1%	0 0%	4 *%	* *%	3 *%	3 +3% bcdef	2 1%
Broadband and Pay TV	440 12%	22 +20% cefg	139 +15% efgh	15 11% gh	157 +15% efgh	19 8%	74 -9%	4 -4%	10 -5%
Mobile and Pay TV	54 1%	0 0%	10 1%	6 +4% abdf	11 1%	7 +3% bd	12 1%	* *%	7 +3% bd

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 209 (continuation)
Bundling 3
Base: All respondents with a fixed broadband

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	3573	104	787	164	1100	255	852	109	202
Effective Weighted Sample	2370	67	532	110	744	164	561	72	138
Weighted Bases	3598	110	920	143	1050	226	845	94	210
None of the above	1384	43	473	57	457	59	233	18	43
	38%	39%	+51%	40%	+44%	-26%	-28%	-19%	-20%
		efgh	acdefgh	efgh	efgh		h		

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower



Technology Tracker 2025

Table 210

Summary: Calls Use

Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Landline	1381 34%	773 -24%	1066 -29% a	608 +70% ab	315 +80% abc	240 +69% b	32 -15%	1275 +37% b	100 -17%
Mobile	3752 93%	3032 +96% cd	3475 +95% cd	720 -83% d	277 -70%	271 -78%	203 +96% a	3201 93%	534 93%
OCS voice	3370 83%	2857 +90% bcd	3183 +87% cd	513 -59% d	186 -47%	172 -49%	185 88% a	2835 -82%	518 +90% a
OCS video	3261 81%	2801 +88% bcd	3090 +85% cd	461 -53% d	171 -44%	160 -46%	184 +87% a	2746 -80%	498 +86% a
None of the above	65 2%	45 1%	53 -1%	20 2%	12 +3% ab	9 3%	2 1%	43 -1%	18 +3% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 210 (continuation)

Summary: Calls Use

Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Landline	1381 34%	1224 +38%	151 -18%	14 30%	1 38%	0 0%	36 -18%	4 30%	0 0%	3 15%	2 9%	10 30%	14 -15%	2 21%
Mobile	3752 93%	2963 93%	773 93%	43 89%	1 38%	1 77%	194 +97%	11 91%	16 94%	16 92%	18 100%	32 96%	94 +100%	9 100%
OCS voice	3370 83%	2611 -82%	743 +90%	40 83%	0 0%	1 100%	183 +91%	11 85%	17 100%	16 89%	17 97%	25 76%	88 +94%	9 100%
OCS video	3261 81%	2526 -79%	719 +87%	40 84%	0 0%	1 100%	179 +89%	9 75%	17 100%	16 89%	17 97%	25 76%	84 89%	9 100%
None of the above	65 2%	40 -1%	21 +3%	1 2%	1 62%	0 0%	1 1%	0 0%	0 0%	0 0%	0 0%	1 2%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 210 (continuation)

Summary: Calls Use

Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Landline	1381 34%	23 -15%	19 29% ae	9 21%	3 12%	6 -11%	3 25%	2 9%	307 +43% b	1074 -32%
Mobile	3752 93%	134 89%	59 91%	41 89%	23 95%	56 94%	11 80%	14 81%	604 -85%	3148 +94% a
OCS voice	3370 83%	125 83%	61 +94%	44 +95%	24 100%	54 92%	10 73%	16 96%	496 -70%	2874 +86% a
OCS video	3261 81%	121 81%	56 86%	42 92%	24 99%	49 83%	12 93%	15 87%	468 -66%	2794 +84% a
None of the above	65 2%	13 +9% e	4 +6%	0 0%	0 0%	0 0%	0 0%	0 0%	18 +3% b	47 -1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025

Table 210 (continuation)

Summary: Calls Use

Base: All Respondents

	Impacting/Limiting Conditions by Age								
	Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and any impacting conditions	Over 75 and no impacting conditions
Column		a	b	c	d	e	f	g	h
Unweighted Bases	4045	127	889	184	1190	305	927	179	244
Effective Weighted Sample	2669	85	603	124	801	192	610	115	164
Weighted Bases	4045	143	1046	160	1127	261	915	148	246
Landline	1381 34%	28 -20% b	134 -13% b	45 28% b	257 -23% b	122 +47% abcd	480 +52% abcd	112 +76% abcdef	204 +83% abcdef
Mobile	3752 93%	128 89% gh	998 +95% aegh	152 95% egh	1089 +97% aegh	234 -90% gh	875 +96% aegh	91 -61% g	186 -76% g
OCS voice	3370 83%	131 +91% efgh	983 +94% cefg	138 86% efgh	1048 +93% cefg	168 -64% gh	717 -78% egh	59 -40% g	127 -52% g
OCS video	3261 81%	132 +92% cefg	963 +92% cefg	130 82% efgh	1035 +92% cefg	157 -60% gh	673 -74% egh	49 -33% g	123 -50% g
None of the above	65 2%	2 1%	22 2% d	2 2%	8 -1%	9 +3% df	10 1%	6 +4% df	7 3% df

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 211
Summary: Use of voice controls
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4045	3085	3622	960	423	397	213	3520	503
Effective Weighted Sample	2669	2047	2393	628	277	255	142	2290	365
Weighted Bases	4045	3174	3652	871	393	348	211	3445	577
Smart speaker use	1599 40%	1354 +43% cd	1527 +42% cd	245 -28% d	72 -18%	63 -18%	62 -29% a	1475 +43% b	119 -21%
Voice control in car	749 19%	626 +20% cd	718 +20% cd	123 -14% d	31 -8%	26 -7%	15 -7%	684 +20% b	63 -11%
Voice-activated assistive technologies	625 15%	587 +18% cd	609 +17% cd	38 -4%	16 -4%	13 -4%	32 15% a	520 15%	103 18%
Any	2113 52%	1812 +57% cd	2014 +55% cd	300 -34% d	99 -25%	86 -25%	87 -41% a	1886 +55% b	217 -38%
None	1932 48%	1362 -43%	1638 -45%	571 +66% ab	295 +75% abc	262 +75% b	123 +59%	1559 -45%	360 +62% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 211 (continuation)
Summary: Use of voice controls
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4045	3195	828	150	2	3	170	14	11	17	14	32	77	12
Effective Weighted Sample	2669	2109	545	89	2	2	126	11	7	13	11	27	60	8
Weighted Bases	4045	3193	829	48	2	1	201	12	17	18	18	33	94	9
Smart speaker use	1599 40%	1383 +43%	210 -25%	24 +49%	0 0%	* 23%	68 34%	5 42%	5 32%	4 25%	7 40%	4 -13%	16 -17%	3 31%
Voice control in car	749 19%	646 +20%	101 -12%	7 15%	0 0%	0 0%	30 15%	3 26%	4 21%	6 33%	4 24%	2 -5%	11 11%	1 7%
Voice-activated assistive technologies	625 15%	482 15%	140 17%	9 19%	0 0%	0 0%	28 14%	3 25%	6 33%	1 7%	2 11%	3 10%	12 12%	3 34%
Any	2113 52%	1763 +55%	340 -41%	29 60%	0 0%	* 23%	94 47%	7 56%	8 48%	9 53%	8 46%	9 -27%	30 -32%	6 65%
None	1932 48%	1430 -45%	489 +59%	19 40%	2 100%	1 77%	107 53%	5 44%	9 52%	8 47%	10 54%	24 +73%	64 +68%	3 35%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 211 (continuation)
Summary: Use of voice controls
Base: All Respondents

		Ethnicity (Full)							Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4045	123	55	41	23	56	12	16	795	3250
Effective Weighted Sample	2669	90	41	29	14	39	9	11	511	2162
Weighted Bases	4045	150	66	46	24	60	13	17	711	3334
Smart speaker use	1599	31	13	11	3	7	4	4	294	1304
	40%	-21%	-20%	25%	12%	-12%	29%	21%	41%	39%
Voice control in car	749	14	9	1	3	3	1	1	137	612
	19%	-9%	14%	-3%	13%	-5%	6%	7%	19%	18%
Voice-acitvated assistive technologies	625	29	19	9	2	7	4	5	103	522
	15%	19%	+28%	19%	9%	11%	27%	27%	14%	16%
			e							
Any	2113	59	27	15	8	16	8	6	367	1746
	52%	-39%	41%	-33%	34%	-27%	62%	35%	52%	52%
None	1932	91	39	31	16	43	5	11	344	1588
	48%	+61%	59%	+67%	66%	+73%	38%	65%	48%	48%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 211 (continuation)
Summary: Use of voice controls
Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4045	127	889	184	1190	305	927	179
Effective Weighted Sample		2669	85	603	124	801	192	610	115
Weighted Bases		4045	143	1046	160	1127	261	915	148
Smart speaker use		1599	83	372	77	531	107	356	27
	40%		+58%	-36%	+48%	+47%	41%	39%	-19%
			bdefgh	gh	befgh	befgh	gh	gh	
Voice control in car		749	40	153	33	240	56	196	8
	19%		+28%	-15%	21%	+21%	21%	+21%	-6%
			bgh	gh	bgh	bgh	bgh	bgh	
Voice-activated assistive technologies		625	41	238	37	199	20	72	4
	15%		+29%	+23%	+23%	+18%	-8%	-8%	-3%
			defgh	defgh	efgh	efgh	g	g	
Any		2113	107	570	96	675	130	435	33
	52%		+75%	54%	+60%	+60%	50%	-48%	-22%
			bcdefgh	fgh	efgh	befgh	gh	gh	
None		1932	36	476	63	452	130	480	114
	48%		-25%	46%	-40%	-40%	50%	+52%	+78%
				ad	a	a	acd	abcd	abcdef

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 212
Household Phone Ownership
Base: All Respondents

	Age					Age/SEG		Ethnicity	
	Total	16-64	16-74	65+	75+	65+ and DE	16-34 and DE	White or White British	Any Ethnic Minority Group (Summary)
Column		a	b	c	d	a	b	a	b
Unweighted Bases	4032	3072	3609	960	423	397	211	3515	499
Effective Weighted Sample	2661	2038	2385	628	277	255	141	2286	364
Weighted Bases	4028	3157	3634	871	393	348	209	3441	569
Fixed Only	46	6	11	41	35	19	0	45	1
[Low base, use with caution]	1%	-*%	-*%	+5% ab	+9% abc	+6% b	0%	+1% b	-*%
Fixed & Mobile	2149	1493	1835	656	314	259	63	1922	218
	53%	-47%	-50% a	+75% ab	+80% ab	+75% b	-30%	+56% b	-38%
Mobile Only	1805	1634	1762	170	42	65	144	1458	339
	45%	+52% bcd	+48% cd	-20% d	-11%	-19%	+69% a	-42%	+60% a
All Fixed	2197	1500	1848	697	349	279	63	1969	220
	55%	-48%	-51% a	+80% ab	+89% abc	+80% b	-30%	+57% b	-39%
All Mobile	3954	3128	3597	826	357	325	207	3380	557
	98%	+99% cd	+99% cd	-95% d	-91%	-93%	99% a	98%	98%
Neither	26	22	24	4	2	4	2	14	11
	1%	1%	1%	*%	*%	1%	1%	-*%	+2% a

Columns Tested: a,b,c,d - a,b - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 212 (continuation)
Household Phone Ownership
Base: All Respondents

		Ethnicity (Full)												
		English/ Welsh/ Scottish/ Northern Irish	Not White British	Irish	Gypsy or Irish traveller	Roma	Any other White background	White and Black Caribbean	White and Black African	White and Asian	Any other Mixed/ multiple ethnic background	Caribbean	African	Any other Black/ Black British/ African/ Caribbean background
Unweighted Bases	4032	3191	823	150	2	3	169	14	11	17	14	32	77	12
Effective Weighted Sample	2661	2106	543	89	2	2	125	11	7	13	11	27	60	8
Weighted Bases	4028	3190	820	48	2	1	200	12	17	18	18	33	94	9
Fixed Only [Low base, use with caution]	46 1%	44 +1%	3 -*%	1 +3%	0 0%	0 0%	0 0%	1 9%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%
Fixed & Mobile	2149 53%	1837 +58%	304 -37%	23 47%	2 100%	* 12%	61 -31%	5 42%	5 27%	9 53%	3 14%	19 59%	30 -32%	4 43%
Mobile Only	1805 45%	1295 -41%	501 +61%	24 49%	0 0%	1 66%	138 +69%	6 48%	12 73%	8 47%	15 86%	13 41%	65 +68%	5 57%
All Fixed	2197 55%	1882 +59%	306 -37%	24 50%	2 100%	* 12%	61 -31%	6 52%	5 27%	9 53%	3 14%	19 59%	30 -32%	4 43%
All Mobile	3954 98%	3132 98%	805 98%	46 97%	2 100%	1 77%	199 99%	11 91%	17 100%	18 100%	18 100%	33 100%	94 100%	9 100%
Neither	26 1%	13 -*%	12 +2%	* *%	0 0%	* 23%	1 1%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%	0 0%

Columns Tested: a,b,c,d,a,b,a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 212 (continuation)
Household Phone Ownership
Base: All Respondents

	Ethnicity (Full)								Impacting/Limiting Conditions	
	Total	Indian	Pakistani	Bangladeshi	Chinese	Any other Asian background	Arab	Any other background	Any	No
Column		a	b	c	*d	e	*f	*g	a	b
Unweighted Bases	4032	121	54	41	23	56	12	15	795	3237
Effective Weighted Sample	2661	89	41	29	14	39	9	11	511	2154
Weighted Bases	4028	148	63	46	24	60	13	14	711	3316
Fixed Only	46	0	0	0	0	0	0	0	18	28
[Low base, use with caution]	1%	0%	0%	0%	0%	0%	0%	0%	+3% b	-1%
Fixed & Mobile	2149	50	32	23	9	22	4	4	429	1720
	53%	-33%	51% a	51% a	37%	-37%	28%	27%	+60% b	-52%
Mobile Only	1805	90	30	21	14	38	10	10	260	1545
	45%	+61%	49%	47%	58%	+63%	72%	73%	-37%	+47% a
All Fixed	2197	50	32	23	9	22	4	4	447	1750
	55%	-33%	51% a	51% a	37%	-37%	28%	27%	+63% b	-53%
All Mobile	3954	140	63	45	23	60	13	14	689	3265
	98%	-94%	100%	98%	95%	100%	100%	100%	-97%	+98% a
Neither	26	9	0	1	1	0	0	0	4	22
	1%	+6%	0%	2%	5%	0%	0%	0%	1%	1%

Columns Tested: a,b,c,d,e,f,g - a,b ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower

Technology Tracker 2025
Table 212 (continuation)
Household Phone Ownership
Base: All Respondents

		Impacting/Limiting Conditions by Age							
		Total	16-34 and any impacting conditions	16-34 and no impacting conditions	35-54 and any impacting conditions	35-54 and no impacting conditions	55-74 and any impacting conditions	55-74 and no impacting conditions	Over 75 and no impacting conditions
Column			a	b	c	d	e	f	g
Unweighted Bases		4032	127	881	184	1185	305	927	179
Effective Weighted Sample		2661	85	597	124	799	192	610	115
Weighted Bases		4028	143	1037	160	1118	261	915	148
Fixed Only		46	1	0	1	0	2	7	13
[Low base, use with caution]	1%		1%	-0%	1%	-0%	1%	1%	+9%
			bd		bd		bd	bd	abcdef
Fixed & Mobile		2149	64	338	83	548	172	630	110
	53%		-45%	-33%	52%	-49%	+66%	+69%	+75%
			b		b	b	abcd	abcd	abcd
Mobile Only		1805	78	689	75	565	82	273	24
	45%		+55%	+66%	47%	+51%	-32%	-30%	-16%
			efgh	acdefgh	efgh	efgh	gh	gh	h
All Fixed		2197	65	338	84	548	174	638	123
	55%		-45%	-33%	53%	-49%	+67%	+70%	+84%
			b		b	b	abcd	abcd	abcdef
All Mobile		3954	142	1027	158	1113	255	903	134
	98%		99%	+99%	99%	+100%	98%	99%	-91%
			gh	gh	gh	efgh	gh	gh	
Neither		26	0	10	1	5	4	5	0
	1%		0%	1%	*%	*%	1%	1%	0%

Columns Tested: a,b,c,d,e,f,g,h ; Column tested against total: + Indicates significantly higher than the total, - indicates significantly lower