

Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 1
Q14. Used these services to make voice calls - Summary
Base: All respondents

	Services		
	Landline phone calls	Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)	Online communication services or apps (such as Skype, FaceTime or WhatsApp)
Unweighted base	4256	4256	4256
Weighted base	4256	4256	4256
NET: Ever use	2264 53%	3895 92%	3459 81%
NET: At least once a day	702 16%	1580 37%	1586 37%
NET: At least once a week	1678 39%	3334 78%	3078 72%
Several times a day	372 9%	1050 25%	1173 28%
Once a day	330 8%	529 12%	413 10%
Several times a week	607 14%	1252 29%	1052 25%
Once a week	369 9%	502 12%	440 10%
Less often	586 14%	561 13%	381 9%
Never	1939 46%	328 8%	766 18%
Don't know	53 1%	33 1%	31 1%

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



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Table 2
Q14. Used these services to make voice calls - Landline phone calls
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	2264	1129	1135	221	191	225	271	391	385	771	646	642	450	526	199	79	223	168	185	160	114	245	296	323	216	58
	53%defg	54%	52%	38%	37%	32%	41%f	53%defg	63%ade fgh	81%ade fghi	56%an	53%	52%	51%	56%q	46%	47%	48%	50%	52%	56%q	61%apq rstwz	53%	55%q	60%apq rsz	45%
NET: At least once a day	702	327	375	58	46	76	90	119	100	259	193	194	146	169	60	22	79	51	71	47	34	75	100	92	49	20
	16%defg	16%	17%	10%	9%	11%	14%e	16%defg	16%defg	27%ade fghi	17%	16%	17%	16%	17%	13%	17%	15%	19%y	15%	17%	19%	18%	16%	14%	15%
NET: At least once a week	1678	803	875	147	123	141	194	289	289	618	477	462	338	401	147	55	166	120	149	111	83	196	218	235	156	41
	39%defg	39%	40%	25%	24%	20%	29%f	39%defg	47%ade fgh	65%ade fghi	41%	39%	39%	39%	41%	33%	35%	35%	40%	36%	41%	49%apq rstwxz	39%	40%	43%pqz	32%
Several times a day	372	170	202	21	20	40	42	58	51	160	104	101	75	92	35	10	49	30	38	20	13	45	50	51	25	8
	9%defg	8%	9%	4%	4%	6%	6%d	8%de	8%de	17%ade fghi	9%	8%	9%	9%	10%	6%	10%	9%	10%	6%	6%	11%t	9%	9%	7%	6%
Once a day	330	157	173	37	26	36	47	62	49	99	89	93	70	77	25	12	30	22	34	27	22	31	51	41	24	12
	8%efg	8%	8%	6%e	5%	5%	7%	8%ef	8%	10%ade fgh	8%	8%	8%	7%	7%	7%	6%	6%	9%	9%	11%	8%	9%	7%	7%	10%
Several times a week	607	298	310	44	36	37	58	115	107	246	189	164	123	131	57	21	63	46	42	41	28	76	73	80	69	11
	14%defg	14%	14%	7%	7%	5%	9%f	16%defg	17%ade fg	26%ade fghi	16%an	14%	14%	13%	16%	12%	13%	13%	11%	14%	14%	19%aqs wxz	13%	14%	19%aqsw xz	9%
Once a week	369	178	190	45	41	28	47	54	82	113	95	104	69	100	29	13	24	23	36	23	21	44	45	63	38	9
	9%fq	9%	9%	8%f	8%f	4%	7%f	7%f	13%ade fgh	12%ade gh	8%	9%	8%	10%	8%	7%	5%	7%	10%q	8%	10%q	11%q	8%	11%qr	11%q	7%
Less often	586	326	260	74	67	84	77	103	96	152	169	179	112	125	52	23	57	48	36	49	30	49	78	88	60	17
	14%cs	16%ac	12%	13%	13%	12%	12%	14%	16%	16%afg	15%	15%	13%	12%	15%	14%	12%	14%	10%	16%cs	15%	12%	14%	15%cs	17%cs	13%
Never	1939	926	1014	347	306	473	374	339	227	179	502	545	400	493	150	90	244	177	184	139	87	154	251	249	144	70
	46%ijv	44%	47%	59%ahj	59%ahj	67%ade ghj	57%ahj	46%ij	37%j	19%	43%	45%	46%	48%	42%	53%ovx y	52%aov wxy	51%aov xy	50%vy	46%	43%	38%	45%	43%	40%	55%aovx y

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

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Table 2
Q14. Used these services to make voice calls - Landline phone calls
Base: All respondents

	Gender			Age							Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	1158	372	306	202	400	561	582	363	128
Don't know	53	26	27	20	19	12	14	2	1	4	10	14	14	15	6	1	5	2	3	6	1	2	14	10	3	-	
	1% ^{hij}	1%	1%	3% ^{ahij}	4% ^{ahij}	2% ^{hij}	2% ^{ahij}	*	*	*	1%	1%	2%	1%	2%	*	1%	1%	1%	2%	1%	1%	3% ^{arv}	2%	1%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

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Absolutes/col percents

Table 3
Q14. Used these services to make voice calls - Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	3895 92% _{djny}	1922 92%	1972 91%	520 89%	464 90% _d	672 95% _{ade}	612 93% _{dj}	687 94% _{ade}	556 91%	848 89%	1057 91%	1105 92% _n	811 94% _{an}	922 89%	322 91%	159 94% _y	430 91%	325 94% _{vy}	342 92% _y	278 91%	187 92%	356 89%	516 92% _y	541 93% _{vy}	318 87%	121 95% _y
NET: At least once a day	1580 37% _{djtvy}	740 36%	840 39%	185 32%	171 33%	301 42% _{ade}	276 42% _{ade}	311 42% _{ade}	212 35%	294 31%	416 36%	422 35%	364 42% _{akl}	378 37%	124 35%	61 36%	188 40% _{tvy}	136 39% _{tvy}	150 40% _{tvy}	90 30%	72 36%	125 31%	252 45% _{aotuvxy}	205 35%	108 30%	69 54% _{aopqrstuvxy}
NET: At least once a week	3334 78% _{djvy}	1648 79%	1685 77%	435 74%	397 77% _d	593 83% _{ade}	548 83% _{ade}	611 83% _{ade}	461 75%	686 72%	907 78%	941 78%	699 81% _n	786 76%	285 80% _{vy}	134 79% _y	369 78% _{vy}	294 85% _{aqtvxy}	294 79% _{vy}	226 74%	165 81% _{vy}	288 72%	466 83% _{atv}	458 79% _{vy}	246 68%	111 87% _{aqtv}
Several times a day	1050 25% _{dejlty}	494 24%	556 26%	95 16%	88 17%	199 28% _d	192 29% _{ade}	211 29% _{ade}	155 25% _{de}	199 21% _d	275 24%	257 21%	266 31% _{akl}	253 24%	82 23%	46 27% _{vy}	134 29% _{tvy}	94 27% _{tvy}	97 26% _{tvy}	59 19%	48 24%	72 18%	169 30% _{aotvxy}	134 23%	66 18%	49 38% _{aors}
Once a day	529 12% _{ij}	246 12%	284 13%	91 15% _{aij}	83 16% _{aij}	102 14% _{ij}	84 13%	101 14% _{ij}	57 9%	96 10%	141 12%	166 14%	98 11%	125 12%	42 12%	15 9%	54 11%	43 12%	53 14%	32 10%	24 12%	52 13%	82 15%	71 12%	42 12%	20 15%
Several times a week	1252 29%	639 31%	613 28%	154 26%	139 27%	212 30%	197 30%	238 33% _{di}	164 27%	287 30%	342 30%	364 30%	257 30%	289 28%	108 30%	62 37% _{qsvwy}	129 27%	111 32%	101 27%	100 33% _y	66 33%	109 27%	155 28%	181 31%	91 25%	39 31%
Once a week	502 12% _{chmz}	269 13% _{ac}	233 11%	95 16% _{afghj}	87 17% _{afghj}	81 11%	75 11%	62 8%	85 14% _h	105 11%	150 13% _m	155 13% _m	78 9%	120 12%	53 15% _{pz}	11 7%	52 11% _z	46 13% _{pz}	43 11% _z	36 12% _z	27 13% _z	55 14% _{pz}	59 11% _z	71 12% _z	47 13% _{pz}	3 2%
Less often	561 13% _{ghr}	274 13%	287 13%	85 14% _{efgh}	68 13%	79 11%	64 10%	76 10%	95 15% _{fgh}	162 17% _{afgh}	149 13%	164 14%	112 13%	136 13%	37 10%	25 15%	61 13%	31 9%	49 13%	52 17% _{orwz}	22 11%	68 17% _{orwz}	50 9%	84 14% _{orw}	72 20% _{aoqr}	10 8%
Never	328 8% _{fm}	145 7%	183 8%	57 10% _{efgh}	40 8%	34 5%	38 6%	43 6%	56 9% _{fgh}	100 10% _{afgh}	93 8% _m	87 7%	43 5%	106 10% _{alm}	27 8%	10 6%	38 8%	19 5%	28 8%	24 8%	15 7%	41 10% _{rx}	42 8%	37 6%	41 11% _{arxz}	6 5%
Don't know	33 1%	14 1%	19 1%	11 2% _{ahi}	11 2% _{ahij}	5 1%	9 1% _{hi}	2 *	1 *	6 1%	8 1%	9 1%	10 1%	6 1%	6 2%	1 *	3 1%	3 1%	1 *	3 1%	* *	4 1%	3 1%	3 1%	4 1%	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
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Absolutes/col percents

Table 4
Q14. Used these services to make voice calls - Online communication services or apps (such as Skype, FaceTime or WhatsApp)
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	3459 81% _{bij} nqtv	1627 78%	1832 84% _{cab}	526 90% _{agh} ij	464 90% _{agh} ij	649 91% _{agh} ij	558 85% _{ahi} j	583 80% _{aj}	441 72%	702 74%	978 84% _{an}	992 83% _n	706 82% _n	783 76%	289 81%	141 83%	364 77%	290 84% _{qtv}	300 81%	233 76%	162 80%	305 76%	483 86% _{aqs} tuvx	494 85% _{aqv}	292 80%	105 83%
NET: At least once a day	1586 37% _{bij} ntv	729 35%	856 39% _{cab}	240 41% _{hij}	215 42% _{ahi} j	364 51% _{ade} ghij	280 42% _{ahi} j	254 35% _{aj}	183 30%	266 28%	477 41% _{an}	448 37% _n	324 38% _n	337 33%	115 32%	68 40%	169 36%	115 33%	138 37%	96 31%	71 35%	127 32%	268 48% _{aoq} rstuvx y	232 40% _{otv}	130 36%	57 45% _{ortv}
NET: At least once a week	3078 72% _{bij} nq	1423 68%	1655 76% _{cab}	471 80% _{ahi} j	422 82% _{adg} hij	604 85% _{adg} hij	503 76% _{ahi} j	509 70% _{aj}	392 64%	599 63%	896 77% _{aln}	869 72% _n	635 74% _n	678 66%	255 72%	125 74%	320 68%	250 72%	270 73%	207 68%	135 67%	273 68%	456 81% _{aoq} rstuvx y	437 75% _{qtu} v	252 69%	98 77%
Several times a day	1173 28% _{bij} ntv	531 25%	642 30% _{ab}	154 26% _{ej}	141 27% _{ej}	277 39% _{ade} ghij	212 32% _{adi} j	200 27% _{ij}	135 22%	194 20%	351 30% _{an}	324 27%	239 28%	258 25%	92 26%	49 29%	115 24%	82 24%	104 28%	66 22%	50 25%	91 23%	218 39% _{aop} qrstuv xy	173 30% _{tv}	94 26%	38 30%
Once a day	413 10% _{hjn}	199 10%	214 10%	86 15% _{agh} ij	74 14% _{ahi} j	87 12% _{ahi} j	67 10%	53 7%	48 8%	72 8%	126 11% _n	124 10% _n	85 10%	78 8%	23 6%	18 11%	54 11% _o	33 10%	34 9%	30 10%	20 10%	36 9%	51 9%	59 10%	36 10%	19 15% _o
Several times a week	1052 25% _n	494 24%	558 26%	170 29% _{aij}	151 29% _{aij}	168 24%	170 26%	180 25%	142 23%	221 23%	296 26%	292 24%	234 27% _n	230 22%	100 28%	40 24%	120 25%	97 28%	88 24%	84 27%	42 21%	101 25%	125 22%	143 25%	84 23%	29 22%
Once a week	440 10% _{gq}	200 10%	240 11%	61 10%	56 11%	72 10%	53 8%	76 10%	67 11%	112 12% _g	123 11%	129 11%	77 9%	111 11%	40 11% _q	17 10%	32 7%	39 11% _q	44 12% _q	27 9%	22 11%	45 11% _q	62 11% _q	62 11% _q	38 10%	12 10%
Less often	381 9% _{fkwx}	203 10%	178 8%	55 9% _e	42 8%	45 6%	55 8%	74 10% _f	49 8%	103 11% _{af}	81 7%	123 10% _k	71 8%	106 10% _k	34 10% _w	16 9%	43 9% _w	39 11% _w	30 8%	27 9% _w	27 13% _{awz}	32 8%	28 5%	57 10% _w	40 11% _w	7 6%
Never	766 18% _{cde} fgkwx	441 21% _{ac}	325 15%	51 9%	41 8%	57 8%	93 14% _{def}	147 20% _{def} g	170 28% _{ade} fgh	248 26% _{ade} fgh	174 15%	200 17%	150 17%	242 23% _{akl} m	63 18%	27 16%	105 22% _{arw} x	55 16%	70 19% _w	66 22% _{wx}	40 20% _w	93 23% _{arw} x	74 13%	84 14%	68 19% _w	22 17%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

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Table 4

Q14. Used these services to make voice calls - Online communication services or apps (such as Skype, FaceTime or WhatsApp)

Base: All respondents

	Gender			Age							Social Grade				Region												
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	1158	372	306	202	400	561	582	363	128
Don't know	31 1%	13 1%	18 1%	10 2%ahij	10 2%ahij	5 1%	8 1%	2 *	2 *	4 *	6 1%	8 1%	8 1%	9 1%	3 1%	1 *	2 *	2 1%	2 1%	6 2%a	1 *	2 1%	4 1%	4 1%	4 1%	1 *	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

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Table 5
Q15. Used online communication services or apps to make video calls - Summary
Base: All respondents

	Services							
	NET: Any service	Skype	Google Hangouts	WhatsApp	Facebook messenger	Instagram	Snapchat	FaceTime
Unweighted base	4256	4256	4256	4256	4256	4256	4256	4256
Weighted base	4256	4256	4256	4256	4256	4256	4256	4256
NET: Ever use	3449 81%	1104 26%	353 8%	2538 60%	2212 52%	844 20%	646 15%	1629 38%
NET: At least once a day	1632 38%	181 4%	97 2%	1094 26%	796 19%	416 10%	278 7%	461 11%
NET: At least once a week	3035 71%	641 15%	220 5%	2098 49%	1730 41%	640 15%	445 10%	1267 30%
Several times a day	1279 30%	78 2%	42 1%	829 19%	553 13%	282 7%	174 4%	236 6%
Once a day	353 8%	103 2%	55 1%	265 6%	243 6%	134 3%	103 2%	225 5%
Several times a week	879 21%	217 5%	69 2%	619 15%	551 13%	123 3%	107 3%	452 11%
Once a week	523 12%	243 6%	54 1%	385 9%	384 9%	100 2%	60 1%	354 8%
Less often	414 10%	463 11%	133 3%	440 10%	481 11%	205 5%	201 5%	362 9%
Never	797 19%	3118 73%	3830 90%	1690 40%	2024 48%	3387 80%	3568 84%	2594 61%
Don't know	10 *	34 1%	74 2%	28 1%	20 *	25 1%	42 1%	33 1%

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Absolutes/col percents

Table 6
Q15. Used online communication services or apps to make video calls - NET: Any service
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	3449 81% ^{bij}	1614 78%	1836 84% ^{ab}	528 90% ^{agh} ij	465 90% ^{agh} ij	663 93% ^{agh} ij	553 84% ^{ij}	583 80% ^{ij}	431 70%	691 72%	956 83% ⁿ	984 82% ⁿ	716 83% ⁿ	794 77%	287 81%	138 81%	367 78%	283 82%	300 81%	247 81%	167 83%	309 77%	473 84% ^{qv}	483 83% ^v	293 81%	102 80%
NET: At least once a day	1632 38% ^{bhi} jnouy	751 36%	882 41% ^{ab}	312 53% ^{agh} ij	281 55% ^{agh} ij	392 55% ^{agh} ij	286 43% ^{ahi} j	254 35% ^{ij}	155 25%	233 24%	449 39%	453 38%	368 43% ^{an}	362 35%	115 32%	67 40%	182 39%	126 36%	150 40% ^{ouy}	120 39%	64 32%	135 34%	272 48% ^{aoq} rstuvx y	224 38%	119 33%	60 47% ^{ouvy}
NET: At least once a week	3035 71% ^{bij} nv	1396 67%	1640 75% ^{ab}	486 83% ^{agh} ij	435 84% ^{adg} hij	602 85% ^{agh} ij	495 75% ^{ahi} j	502 69% ^{ij}	370 60%	580 61%	846 73% ⁿ	855 71% ⁿ	649 75% ^{an}	685 66%	255 72%	120 71%	320 68%	255 73%	263 71%	209 68%	141 70%	266 66%	429 76% ^{aq} vy	432 74% ^{qv}	251 69%	95 75%
Several times a day	1279 30% ^{ijv} y	607 29%	673 31%	239 41% ^{ahi} j	216 42% ^{agh} ij	320 45% ^{agh} ij	234 35% ^{ahi} j	201 27% ^{ij}	117 19%	168 18%	350 30%	340 28%	297 34% ^{aln}	292 28%	93 26%	55 32% ^v	136 29%	94 27%	121 33% ^{vy}	93 30%	53 26%	93 23%	231 41% ^{aoq} rstuvx y	181 31% ^{vy}	87 24%	44 34% ^{vy}
Once a day	353 8% ^{bin}	144 7%	209 10% ^{ab}	73 12% ^{agh} ij	65 13% ^{agh} ij	72 10% ^{ij}	52 8%	53 7%	38 6%	65 7%	99 9%	113 9% ⁿ	72 8%	70 7%	22 6%	13 7%	45 10%	32 9%	29 8%	28 9%	11 5%	42 10% ^u	40 7%	43 7%	32 9%	16 12% ^{ou}
Several times a week	879 21% ^{bde}	398 19%	481 22% ^{ab}	103 18%	86 17%	130 18%	141 21%	161 22% ^{de}	127 21%	217 23% ^{def}	240 21%	244 20%	187 22%	208 20%	77 22%	36 21%	90 19%	83 24% ^w	68 18%	58 19%	46 23%	81 20%	99 18%	134 23% ^w	81 22%	26 21%
Once a week	523 12%	247 12%	276 13%	71 12%	68 13%	80 11%	68 10%	87 12%	88 14% ^g	130 14%	157 14%	158 13%	93 11%	116 11%	63 18% ^{apq} stvwz	17 10%	48 10%	45 13%	45 12%	31 10%	32 16% ^z	50 13%	57 10%	74 13%	51 14%	9 7%
Less often	414 10% ^{de}	218 10%	196 9%	42 7% ^{de}	30 6%	61 9%	58 9%	81 11% ^{de}	61 10% ^e	112 12% ^{ade}	109 9%	129 11% ^m	67 8%	109 11%	32 9%	18 11%	48 10%	29 8%	37 10%	38 12% ^{wz}	26 13% ^{wz}	43 11%	44 8%	52 9%	42 12%	7 5%
Never	797 19% ^{cde} f	463 22% ^{ac}	334 15%	53 9%	44 9%	45 6%	105 16% ^{def}	149 20% ^{def}	182 30% ^{ade} fgh	262 28% ^{ade} fgh	199 17%	212 18%	146 17%	240 23% ^{akl} m	66 19%	31 18%	103 22% ^w	64 18%	71 19%	55 18%	35 17%	91 23% ^{awx}	87 16%	98 17%	70 19%	25 20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 6
Q15. Used online communication services or apps to make video calls - NET: Any service
Base: All respondents

	Gender			Age							Social Grade				Region												
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	1158	372	306	202	400	561	582	363	128
Don't know	10	4	5	6	6	3	1	-	-	-	3	4	2	1	1	1	1	-	1	3	*	-	1	1	1	1	
	*	*	*	1%ahij	1%aghi	*	*	-	-	-	*	*	*	*	*	*	*	-	*	1%a	*	-	*	*	*	*	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 7
Q15. Used online communication services or apps to make video calls - Skype
Base: All respondents

	Gender			Age						Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North of England (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	1104 26% cij mnuv	593 28% ac	511 23%	198 34% ahij	189 37% adghij	234 33% ahij	194 29% ahij	182 25% ahij	120 20%	175 18%	389 34% almn	339 28% almn	185 21%	190 18%	82 23%	37 22%	120 25% u	75 22%	84 23%	91 30% rsuv	36 18%	83 21%	226 40% aop qrstuv xy	143 25%	86 24%	40 31% ruv
NET: At least once a day	181 4% cij n	119 6% ac	62 3%	45 8% ahij	44 9% ahij	55 8% ahij	30 5% ahij	28 4% ahij	13 2%	10 1%	66 6% amn	58 5% n	26 3%	31 3%	10 3%	9 5%	19 4%	20 6% v	14 4%	17 6% v	4 2%	10 2%	43 8% aops uvxyz	22 4%	10 3%	3 2%
NET: At least once a week	641 15% cij mnv	348 17% ac	292 13%	120 20% ahij	115 22% adghij	152 21% ahij	107 16% ahij	99 14% ahij	70 11%	93 10%	235 20% almn	197 16% mn	104 12%	105 10%	52 15%	27 16%	71 15%	43 12%	49 13%	49 16%	24 12%	43 11%	138 25% aop qrstuv xyz	79 14%	46 13%	18 14%
Several times a day	78 2% cij n	59 3% ac	19 1%	21 4% ahij	21 4% ahij	22 3% ahij	16 2% ahij	9 1% ahij	8 1% ahij	2 *	28 2% n	26 2% n	17 2% n	7 1%	4 1%	2 1%	11 2%	10 3%	4 1%	4 1%	2 1%	4 1%	25 4% aost uvxy	8 1%	4 1%	1 1%
Once a day	103 2% ij m	61 3%	42 2%	25 4% ahij	24 5% ahij	33 5% ahij	14 2% ahij	19 3% ahij	5 1%	8 1%	38 3% am	31 3% m	9 1%	24 2%	6 2%	8 5% v	8 2%	10 3%	11 3%	13 4% aqv	3 1%	6 1%	18 3%	14 2%	6 2%	2 2%
Several times a week	217 5% ij n	111 5%	106 5%	35 6% i	34 7% hij	57 8% ahij	41 6% ahij	28 4%	20 3%	36 4%	79 7% an	61 5%	42 5%	35 3%	20 6%	9 5%	24 5%	13 4%	12 3%	15 5%	8 4%	15 4%	54 10% aqr stuvxy	25 4%	16 4%	7 5%
Once a week	243 6% nr	118 6%	124 6%	39 7%	37 7%	40 6%	35 5%	43 6%	38 6%	47 5%	90 8% amn	78 6% mn	36 4%	39 4%	22 6%	9 5%	29 6% r	10 3%	23 6% r	18 6%	12 6%	19 5%	42 7% r	32 6%	20 6%	8 6%
Less often	463 11% ij n u	245 12%	218 10%	78 13% ahij	73 14% ahij	82 12%	87 13% ahij	83 11%	50 8%	83 9%	154 13% amn	143 12% n	81 9%	85 8%	31 9%	10 6%	48 10%	32 9%	34 9%	42 14% pu	11 6%	40 10%	88 16% aop qrstuvx	64 11% u	40 11% u	22 18% aopq rsuv
Never	3118 73% bde fgkw	1475 71%	1643 76% ab	378 64% e	315 61%	469 66%	460 70% e	547 75% def	491 80% ade fgh	773 81% ade fgh	762 66%	854 71% k	666 77% akl	836 81% akl	271 76% tw	130 77% w	350 74% w	268 77% twz	283 76% tw	209 68% w	166 82% aq wxz	317 79% atw z	331 59%	434 75% w	273 75% w	86 67%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 7
Q15. Used online communication services or apps to make video calls - Skype
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scot- land (o)	North East (p)	North West (q)	York- shire & Humb- erside (r)	West Mid- lands (s)	East Mid- lands (t)	Wales (u)	East- ern (v)	London (w)	South East (x)	South West (y)	North- ern Ire- land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Don't know	34 1%	13 1%	21 1%	12 2%ahij	12 2%ahij	8 1%	5 1%	3 *	2 *	5 1%	7 1%	6 1%	13 1%l	8 1%	1 *	2 1%	1 *	4 1%	5 1%	5 2%qv	* *	1 *	5 1%	5 1%	4 1%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 8
Q15. Used online communication services or apps to make video calls - Google Hangouts
 Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	353 8% chi jn	199 10% ac	154 7%	106 18% agh ij	94 18% agh ij	109 15% aghi j	62 9% hij	41 6% ij	19 3%	16 2%	136 12% almn	101 8% n	55 6%	60 6%	33 9%	12 7%	35 7%	25 7%	28 8%	21 7%	13 7%	25 6%	94 17% aopq rstuvxy z	38 6%	23 6%	7 5%
NET: At least once a day	97 2% cij n	67 3% ac	30 1%	25 4% ahij	25 5% ahij	38 5% aghi j	18 3% hij	12 2% ij	-	3 *	43 4% almn	27 2%	13 2%	13 1%	4 1%	3 2%	13 3% u	9 3% u	10 3% u	3 1%	-	5 1%	27 5% aotu vxy	13 2% u	6 2%	4 3% u
NET: At least once a week	220 5% chij n	140 7% ac	80 4%	62 11% agh ij	58 11% agh ij	71 10% aghi j	43 7% hij	25 3% j	10 2%	8 1%	83 7% amn	70 6% n	35 4%	31 3%	12 3%	6 3%	22 5%	14 4%	19 5%	10 3%	6 3%	16 4%	68 12% aopq rstuvxy z	23 4%	15 4%	7 5%
Several times a day	42 1% cij	27 1%	14 1%	10 2% ij	10 2% ij	17 2% ahij	7 1% ij	7 1% ij	-	1 *	19 2% amn	12 1%	4 *	6 1%	1 *	1 1%	6 1% v	5 2% v	6 2% v	1 *	-	-	12 2% aouv	6 1%	4 1%	-
Once a day	55 1% cij	40 2% ac	15 1%	16 3% ahij	16 3% ahij	21 3% ahij	11 2% ij	6 1% i	-	2 *	24 2% an	14 1%	9 1%	7 1%	3 1%	2 1%	7 2%	4 1%	4 1%	2 1%	-	5 1%	15 3% auy	6 1%	2 *	4 3% uy
Several times a week	69 2% hijn r	41 2%	28 1%	21 4% ahij	17 3% ahij	24 3% ahij	14 2% hij	5 1%	3 *	2 *	25 2% n	26 2% n	9 1%	9 1%	3 1%	1 1%	6 1% r	-	2 1%	6 2% r	4 2% r	7 2% r	27 5% aopq rsvxyz	5 1%	6 2% r	1 *
Once a week	54 1% j	32 2%	22 1%	16 3% aj	16 3% ahij	9 1% j	11 2% j	8 1%	7 1% j	3 *	14 1%	17 1%	13 2%	10 1%	5 1%	1 1%	3 1%	5 2%	7 2%	1 *	2 1%	4 1%	14 3% aqt	5 1%	4 1%	2 1%
Less often	133 3% ij	59 3%	74 3%	44 7% aghi j	36 7% aghi j	37 5% ahij	19 3% j	15 2% j	9 1%	8 1%	53 5% almn	31 3%	20 2%	29 3%	21 6% aqsv xyz	6 4% z	13 3%	11 3%	9 2%	10 3%	7 4% z	9 2%	25 4% z	15 3%	8 2%	-
Never	3830 90% def kw	1858 89%	1971 91%	467 80%	407 79%	586 82%	585 89% def	685 94% ade fg	581 95% ade fg	925 97% ade fghi	1006 87%	1080 90% k	790 91% k	953 92% ak	318 90% w	154 91% w	431 92% w	317 91% w	338 91% w	277 91% w	184 91% w	369 92% w	459 82%	527 91% w	338 93% w	118 93% w

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 8
Q15. Used online communication services or apps to make video calls - Google Hangouts
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Don't know	74 2% ^b	24 1%	49 2% ^{ab}	14 2% ^h	14 3% ^h	16 2% ^h	12 2%	6 1%	13 2%	13 1%	16 1%	18 2%	19 2%	21 2%	4 1%	4 2%	4 1%	5 1%	6 2%	8 3%	5 3%	6 2%	8 1%	17 3% ^{aqy}	2 1%	3 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 9
Q15. Used online communication services or apps to make video calls - WhatsApp
Base: All respondents

	Gender			Age						Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	2538 60% bijny	1204 58%	1334 61% ab	390 66% ahij	352 68% adhij	561 79% ade ghij	436 66% ahij	422 58% ij	286 47%	443 46%	739 64% an	729 61% n	532 62% n	539 52%	199 56%	89 53%	269 57%	196 56%	226 61% y	180 59%	110 54%	224 56%	399 71% aop qrstuv xy	367 63% puy	190 52%	89 70% aopq ruvy
NET: At least once a day	1094 26% hijnoruy	522 25%	573 26%	171 29% hij	162 31% adhij	300 42% ade ghij	199 30% ahij	162 22% ij	105 17%	158 17%	329 28% an	299 25%	245 28% n	221 21%	65 18%	40 23%	116 25% ou	68 20%	113 30% aor uvy	85 28% oru y	32 16%	90 23%	215 38% aop qrstuv xy	157 27% oru y	70 19%	45 35% aopq ruvy
NET: At least once a week	2098 49% ijnroy	997 48%	1102 51%	313 53% hij	289 56% adhij	477 67% ade ghij	381 58% ahij	338 46% ij	233 38%	357 37%	603 52% an	583 49% n	470 54% aln	442 43%	153 43%	70 41%	228 49%	156 45%	193 52% copy	152 50%	87 43%	182 46%	346 62% aop qrstuv xy	294 51% oy	155 43%	80 63% aopq rstuvxy
Several times a day	829 19% ijnoruy	409 20%	420 19%	117 20% ij	111 22% dij	234 33% ade ghij	147 22% ij	132 18% ij	78 13%	121 13%	252 22% aln	218 18%	188 22% n	171 17%	49 14%	28 17%	86 18% r	42 12%	89 24% aor uvy	68 22% oru vy	28 14%	58 14%	179 32% aop qrstuv xy	123 21% oru vy	51 14%	29 23% orvy
Once a day	265 6% bhijnunuy	113 5%	152 7% b	54 9% ahij	50 10% ahij	65 9% ahij	52 8% hij	30 4%	27 4%	37 4%	77 7%	82 7%	56 7%	50 5%	16 4%	11 7% u	30 6% u	26 7% u	24 6% u	17 6%	4 2%	32 8% u	36 6% u	34 6% u	18 5%	16 12% aooqt uwxy
Several times a week	619 15% in	305 15%	313 14%	71 12%	64 13%	102 14%	124 19% ade fij	121 17% dij	69 11%	133 14%	157 14%	183 15%	151 18% akn	127 12%	56 16%	20 12%	73 15%	53 15%	49 13%	45 15%	28 14%	52 13%	82 15%	83 14%	54 15%	25 19%
Once a week	385 9% j	170 8%	216 10%	71 12% ahj	63 12% ahj	76 11% j	58 9%	55 8%	59 10%	66 7%	116 10%	101 8%	74 9%	94 9%	33 9%	10 6%	40 8%	36 10%	32 8%	22 7%	27 13% apt	40 10%	49 9%	55 9%	31 8%	11 8%
Less often	440 10% am	207 10%	233 11%	77 13% agij	63 12%	84 12%	55 8%	84 11%	54 9%	86 9%	136 12% m	145 12% am	62 7%	97 9%	46 13%	19 11%	40 9%	40 11%	33 9%	28 9%	22 11%	41 10%	53 9%	73 13%	35 10%	9 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 9
Q15. Used online communication services or apps to make video calls - WhatsApp
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Never	1690 40% cde fgkwz	867 42% ac	823 38%	187 32% ef	154 30% f	148 21%	215 33% f	308 42% def g	325 53% ade fgh	507 53% ade fgh	414 36%	462 38%	323 37%	491 47% akl m	153 43% wz	80 47% wxz	200 43% wxz	150 43% wxz	145 39% w	121 40% w	92 46% wxz	175 44% wxz	157 28%	209 36% w	171 47% asw xz	38 30%
Don't know	28 1%	10 1%	17 1%	10 2% afhi j	9 2% afhi j	3 *	8 1%	2 *	1 *	4 *	5 *	10 1%	9 1%	4 *	3 1%	1 *	2 *	1 *	1 *	4 1%	* *	2 *	5 1%	6 1%	2 1%	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 10
Q15. Used online communication services or apps to make video calls - Facebook messenger
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North East of England (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	2212	1003	1209	351	331	480	377	380	257	367	573	625	461	553	200	103	230	180	192	159	120	176	270	303	200	79
	52% ^b _v	48%	56% ^a _{ab}	60% ^a _{ahij}	64% ^a _{adg}	67% ^a _{adg}	57% ^a _{aij}	52% ^a _{ij}	42%	39%	49%	52%	53%	53%	56% ^v _{vw}	61% ^a _{aqv}	49%	52% ^v _v	52% ^v _v	52% ^v _v	59% ^a _{aqv}	44%	48%	52% ^v _v	55% ^v _v	62% ^a _{aqvw}
NET: At least once a day	796	366	430	161	156	198	145	135	72	85	188	204	193	210	80	44	94	60	71	56	43	52	102	112	57	25
	19% ⁱ _{ijk}	18%	20%	27% ^a _{ahij}	30% ^a _{adg}	28% ^a _{agh}	22% ^a _{aij}	18% ^a _{ij}	12%	9%	16%	17%	22% ^a _{akl}	20% ^k _k	23% ^v _{vy}	26% ^a _{arv}	20% ^v _v	17%	19% ^v _v	18%	22% ^v _v	13%	18% ^v _v	19% ^v _v	16%	19%
NET: At least once a week	1730	787	944	280	268	382	291	301	202	274	424	498	367	440	173	74	175	149	143	123	103	138	202	230	159	60
	41% ^b _{bij}	38%	43% ^a _{ab}	48% ^a _{ahij}	52% ^a _{adg}	54% ^a _{agh}	44% ^a _{ij}	41% ^a _{ij}	33%	29%	37%	42% ^k _k	43% ^k _k	43% ^k _k	49% ^a _{aqs}	44%	37%	43% ^v _v	39%	40%	51% ^a _{aqs}	34%	36%	40%	44% ^v _{vw}	47% ^v _{vw}
Several times a day	553	250	303	106	103	145	103	90	54	55	127	141	131	154	55	33	67	39	50	41	30	35	77	68	41	17
	13% ⁱ _{ijk}	12%	14%	18% ^a _{ahij}	20% ^a _{adh}	20% ^a _{agh}	16% ^a _{aij}	12% ^a _{ij}	9% ^a _{ij}	6%	11%	12%	15% ^{kl} _{kl}	15% ^{kl} _{kl}	16% ^v _v	19% ^a _{arv}	14% ^v _v	11%	13%	14%	15% ^v _v	9%	14% ^v _v	12%	11%	13%
Once a day	243	116	127	55	53	53	42	44	18	30	61	64	62	56	25	12	27	21	21	15	13	17	25	44	16	8
	6% ^{ij} _{ij}	6%	6%	9% ^a _{ahij}	10% ^a _{aghi}	7% ^{ij} _{ij}	6% ^{ij} _{ij}	6% ^{ij} _{ij}	3%	3%	5%	5%	7%	5%	7%	7%	6%	6%	6%	5%	7%	4%	4%	7%	4%	6%
Several times a week	551	240	310	53	48	101	88	104	87	118	130	169	103	149	39	22	47	53	44	40	41	57	54	70	62	22
	13% ^b _{bde}	12%	14% ^a _{ab}	9%	9%	14% ^d _{de}	13% ^d _d	14% ^d _{de}	14% ^d _{de}	12%	11%	14%	12%	14% ^k _k	11%	13%	10%	15% ^q _{qw}	12%	13%	20% ^a _{aoq}	14% ^w _w	10%	12%	17% ^a _{aoq}	18% ^q _{qw}
Once a week	384	180	203	66	65	83	58	62	43	72	106	125	71	82	54	7	34	36	29	27	18	30	46	49	41	13
	9% ^p _p	9%	9%	11% ^a _{ij}	13% ^a _{adh}	12% ^a _{aij}	9%	9%	7%	7%	9%	10%	8%	8%	15% ^a _{apqs}	4%	7%	11% ^p _p	8%	9%	9%	7%	8%	8%	11% ^p _p	10%
Less often	481	216	265	71	63	97	86	78	55	93	149	126	94	113	27	28	55	32	49	36	17	38	67	73	41	19
	11% ^o _o	10%	12%	12%	12%	14% ^{ij} _{ij}	13% ⁱ _i	11%	9%	10%	13%	11%	11%	11%	8%	17% ^a _{aor}	12%	9%	13% ^o _o	12%	8%	10%	12%	12% ^o _o	11%	15% ^o _o
Never	2024	1069	955	230	177	227	278	352	355	584	581	568	397	477	153	66	237	166	177	143	82	224	288	278	162	48
	48% ^c _{cde}	51% ^a _{ac}	44%	39% ^e _{ef}	34%	32%	42% ^e _{ef}	48% ^e _{def}	58% ^a _{ade}	61% ^a _{ade}	50% ^a _a	47%	46%	46%	43%	39%	50% ^p _{puz}	48%	48%	47%	41%	56% ^a _{aop}	51% ^o _{opu}	48%	45%	38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 10
Q15. Used online communication services or apps to make video calls - Facebook messenger
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Don't know	20*	9*	12 1%	7 1%ahij	7 1%ahij	4 1%	5 1%	1*	1*	3*	3*	7 1%	5 1%	4*	2 1%	1*	4 1%	-	2 1%	3 1%	* *	1*	4 1%	2*	1*	1*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 11
Q15. Used online communication services or apps to make video calls - Instagram
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	844 20%hij nov	421 20%	423 19%	248 42%afg hij	217 42%afg hij	243 34%agh ij	156 24%ahi j	111 15%ij	49 8%j	37 4%	243 21%n	236 20%	186 22%n	180 17%	53 15%	47 28%aoq suvxyz	84 18%	74 21%ov	63 17%	65 21%v	33 17%	60 15%	169 30%aoq rstuvx yz	114 20%	63 17%	20 15%
NET: At least once a day	416 10%hij novz	207 10%	209 10%	156 27%afg hij	139 27%afg hij	140 20%aghi j	60 9%hij	39 5%ij	14 2%j	7 1%	131 11%an	123 10%n	84 10%	77 7%	16 4%	27 16%aoqt uvxyz	43 9%o	34 10%oz	41 11%ovz	24 8%	17 8%	26 6%	104 19%aoqr stuvxyz	52 9%o	27 7%	4 4%
NET: At least once a week	640 15%hij no	320 15%	320 15%	207 35%afg hij	182 35%afg hij	198 28%agh ij	112 17%hij	66 9%ij	31 5%j	26 3%	191 16%n	180 15%	143 16%n	126 12%	36 10%	35 21%oqr uvyz	61 13%	46 13%	52 14%	47 16%	23 11%	48 12%	152 27%aoq rstuvx yz	82 14%	45 12%	11 9%
Several times a day	282 7%hijo v	132 6%	150 7%	120 20%afg hij	105 20%afg hij	99 14%aghi j	36 5%hij	18 2%j	9 1%j	1 *	90 8%n	84 7%	54 6%	54 5%	11 3%	20 12%aoqt uvxyz	26 5%	27 8%ov	28 8%ov	13 4%	11 6%	14 3%	74 13%aoqr stuvxyz	35 6%	22 6%	3 2%
Once a day	134 3%ij	75 4%	59 3%	36 6%ahij	34 7%aghi j	41 6%ahij	24 4%ij	22 3%ij	6 1%	6 1%	41 4%	39 3%	31 4%	23 2%	5 1%	7 4%	17 4%	7 2%	12 3%	12 4%	6 3%	12 3%	30 5%aoq z	18 3%	5 1%	1 1%
Several times a week	123 3%ijs	62 3%	61 3%	29 5%aehi j	21 4%ij	35 5%ahij	30 5%ahij	15 2%j	6 1%	8 1%	33 3%	30 2%	36 4%an	24 2%	14 4%es	7 4%es	13 3%	5 1%	4 1%	14 5%rs	3 2%	12 3%	21 4%es	18 3%	8 2%	4 3%
Once a week	100 2%j	51 2%	50 2%	22 4%ahj	22 4%ahij	23 3%j	21 3%j	11 2%	11 2%	11 1%	27 2%	27 2%	22 3%	25 2%	6 2%	1 1%	5 1%	8 2%	7 2%	9 3%	3 1%	10 2%	27 5%aoq sux	12 2%	10 3%	3 2%
Less often	205 5%ij	101 5%	104 5%	41 7%aij	35 7%ij	45 6%ij	44 7%aij	45 6%ij	18 3%j	11 1%	52 4%	55 5%	44 5%	54 5%	17 5%	11 7%	23 5%	27 8%asvw	11 3%	17 6%	10 5%	12 3%	18 3%	32 6%	17 5%	8 6%
Never	3387 80%def gpw	1648 79%	1739 80%	330 56%	288 56%	464 65%de	501 76%def	618 84%ade fg	562 92%ade fgh	913 96%ade fghi	910 79%	954 79%	674 78%	849 82%am	300 85%apt w	122 72%	385 82%pw	272 78%w	305 82%pw	238 78%w	168 83%pw	339 85%apr tw	387 69%	466 80%pw	300 82%pw	107 84%pw

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 11
Q15. Used online communication services or apps to make video calls - Instagram
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	1158	306	202	400	561	582	363	128
Don't know	25 1%	13 1%	12 1%	10 2% aghi j	10 2% atgh ij	4 1%	2 *	3 *	2 *	4 *	4 *	11 1%	4 *	5 1%	2 1%	1 *	2 *	2 *	4 1%	3 1%	1 1%	2 *	5 1%	2 *	1 *	1 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 12
Q15. Used online communication services or apps to make video calls - Snapchat
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	646 15% hij	306 15%	340 16%	255 43% afg hij	225 44% afg hij	189 27% agh ij	88 13% ij	76 10% ij	25 4% j	13 1%	197 17% n	173 14%	141 16%	135 13%	45 13%	30 18% vy	72 15% v	65 19% vy	59 16% v	48 16% v	31 15%	41 10%	117 21% aoq vxy	79 14%	39 11%	22 17%
NET: At least once a day	278 7% ghij v	134 6%	144 7%	133 23% afg hij	115 22% afg hij	87 12% aghi j	30 4% ij	25 3% ij	3 *	-	87 8%	86 7%	47 5%	58 6%	15 4%	12 7%	31 7% v	25 7% v	31 8% ovz	19 6%	16 8% v	13 3%	62 11% aoqt vxyz	33 6%	17 5%	3 3%
NET: At least once a week	445 10% hij nv	220 11%	225 10%	197 34% afg hij	174 34% afg hij	133 19% aghi j	55 8% ij	43 6% ij	13 2% j	4 *	138 12% n	128 11%	90 10%	90 9%	29 8%	24 14% vxy z	54 11% v	44 13% vyz	46 12% vy	28 9%	20 10%	27 7%	89 16% aotu vxyz	50 9%	26 7%	7 6%
Several times a day	174 4% hij	77 4%	97 4%	91 16% afg hij	75 14% afgh ij	52 7% aghi j	20 3% ij	11 2% j	1 *	-	45 4%	56 5%	34 4%	40 4%	10 3%	10 6%	17 4%	16 5%	19 5%	11 4%	12 6% vz	11 3%	36 6% aovx z	17 3%	14 4%	2 1%
Once a day	103 2% ijv	57 3%	47 2%	42 7% aghi j	41 8% aghi j	35 5% aghi j	10 2% j	14 2% ij	2 *	-	42 4% amn	30 3%	13 2%	18 2%	5 2%	2 1%	14 3% v	9 3%	12 3% vy	7 2%	3 2%	3 1%	27 5% aovy	15 3% v	3 1%	2 1%
Several times a week	107 3% ccij	65 3% ac	42 2%	35 6% aghi j	32 6% aghi ij	38 5% aghi j	15 2% ij	13 2% j	4 1%	2 *	31 3%	27 2%	28 3%	20 2%	9 3%	11 7% aost uvwxy	17 4% x	11 3%	8 2%	7 2%	4 2%	9 2%	14 2%	9 1%	5 1%	3 2%
Once a week	60 1% bj	21 1%	39 2% b	29 5% afgh ij	26 5% afgh ij	8 1% j	10 2% j	6 1%	6 1% j	2 *	19 2%	15 1%	14 2%	12 1%	5 1%	1 1%	6 1%	9 2% u	7 2%	3 1%	-	5 1%	12 2% u	9 1%	4 1%	1 1%
Less often	201 5% ij	86 4%	115 5%	58 10% agh ij	51 10% aghi j	57 8% aghi j	33 5% ij	32 4% ij	12 2%	9 1%	59 5%	45 4%	52 6% l	45 4%	16 5%	6 3%	19 4%	20 6%	12 3%	20 6%	11 5%	13 3%	28 5%	29 5%	13 4%	14 11% aopq svwxy
Never	3568 84% def w	1757 84%	1811 83%	324 55%	282 55%	517 73% de	562 85% def	649 89% ade f	583 95% ade fgh	933 98% ade fghi	954 82%	1013 84%	714 83%	888 86% k	304 86% w	139 82%	394 84% w	279 80%	310 83%	255 83%	171 84%	357 89% apq rstw	438 78%	496 85% w	322 89% ars w	105 82%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 12
Q15. Used online communication services or apps to make video calls - Snapchat
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scot- land (o)	North East (p)	North West (q)	York- shire & Humb- erside (r)	West Mid- lands (s)	East Mid- lands (t)	Wales (u)	East- ern (v)	London (w)	South East (x)	South West (y)	North- ern Ire- land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Don't know	42 1%	18 1%	24 1%	8 1%	8 2%	4 1%	9 1%	7 1%	5 1%	8 1%	7 1%	15 1%	9 1%	11 1%	6 2%	1 *	5 1%	3 1%	3 1%	3 1%	1 1%	3 1%	7 1%	7 1%	2 1%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 13
Q15. Used online communication services or apps to make video calls - FaceTime
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Ever use	1629	687	942	354	312	336	272	235	153	278	517	455	329	328	117	64	169	124	142	107	73	146	247	259	133	50
	38%bjn	33%	43%ab	60%afghij	61%afghij	47%aghij	41%hij	32%i	25%	29%	45%almn	38%n	38%n	32%	33%	38%	36%	36%	38%	35%	36%	36%	44%aoqrty	44%aoqrty	37%	39%
NET: At least once a day	461	209	252	124	111	115	87	50	32	53	152	111	89	109	32	14	55	37	43	38	18	33	78	55	38	20
	11%hijl	10%	12%	21%afghij	22%afghij	16%ahij	13%hij	7%	5%	6%	13%al	9%	10%	11%	9%	8%	12%	11%	11%	12%	9%	8%	14%aovx	10%	11%	16%ov
NET: At least once a week	1267	544	724	286	254	276	213	164	121	206	423	336	258	250	84	45	134	100	110	80	53	116	193	208	99	43
	30%bjjno	26%	33%ab	49%afghij	49%afghij	39%aghij	32%hij	22%	20%	22%	37%almn	28%	30%n	24%	24%	27%	28%	29%	30%	26%	26%	29%	34%aotuy	36%aopqrty	27%	34%o
Several times a day	236	107	129	70	63	61	40	24	14	27	69	58	45	65	21	8	24	20	20	13	11	18	44	31	19	8
	6%hij	5%	6%	12%aghij	12%aghij	9%ahij	6%hij	3%	2%	3%	6%	5%	5%	6%	6%	5%	5%	6%	5%	4%	6%	4%	8%a	5%	5%	6%
Once a day	225	102	123	54	48	55	47	26	18	25	83	54	44	44	10	6	32	17	23	25	7	15	34	25	19	13
	5%hij	5%	6%	9%ahij	9%ahij	8%ahij	7%ahij	4%	3%	3%	7%aln	4%	5%	4%	3%	4%	7%o	5%	6%o	8%aouv	3%	4%	6%	4%	5%	10%aopuvx
Several times a week	452	185	266	86	75	99	82	61	44	80	151	113	107	82	24	19	49	41	34	24	21	45	59	81	39	15
	11%bhijn	9%	12%ab	15%ahij	14%ahij	14%ahij	12%hij	8%	7%	8%	13%aln	9%	12%n	8%	7%	11%	10%	12%o	9%	8%	11%	11%	11%	14%aost	11%	12%
Once a week	354	149	205	76	69	62	43	53	45	73	120	112	62	59	29	12	30	22	33	19	14	38	56	71	22	8
	8%bn	7%	9%ab	13%afghij	13%afghij	9%	7%	7%	7%	8%	10%amn	9%n	7%	6%	8%	7%	6%	6%	9%	6%	7%	10%	10%	12%aqrty	6%	6%
Less often	362	144	218	68	58	60	60	70	32	72	94	119	72	78	33	19	35	24	32	27	19	30	54	51	33	6
	9%bi	7%	10%ab	12%aij	11%aij	8%i	9%i	10%i	5%	8%	8%	10%a	8%	7%	9%	11%	7%	7%	9%	9%	9%	7%	10%	9%	9%	5%
Never	2594	1382	1212	223	192	370	380	493	459	669	635	739	526	693	236	105	299	219	226	195	129	253	308	319	228	77
	61%cdkfwx	66%ac	56%	38%	37%	52%de	58%de	67%cde	75%cde	70%cde	55%	62%k	61%k	67%aklm	66%wx	62%	64%wx	63%wx	61%	64%wx	64%wx	63%wx	55%	55%	63%wx	61%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 13
Q15. Used online communication services or apps to make video calls - FaceTime
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Don't know	33 1% ⁱ	12 1%	21 1%	11 2% ^{ai}	11 2% ^{afhi}	4 1%	7 1% ⁱ	5 1%	*	6 1%	6 *	6 *	8 1%	13 1%	3 1%	1 *	3 1%	4 1%	3 1%	3 1%	1 *	2 *	6 1%	5 1%	2 1%	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 14
Q16. Used online communication services or apps to make video calls - Summary
Base: All respondents

	Zoom	Houseparty	Google Duo	Marco Polo	Discord	Services Bunch	Slack	Viber	WeChat	Microsoft Teams	Other services
Unweighted base	4256	4256	4256	4256	4256	4256	4256	4256	4256	4256	4256
Weighted base	4256	4256	4256	4256	4256	4256	4256	4256	4256	4256	4256
NET: At least once a day	176 4%	77 2%	57 1%	33 1%	70 2%	38 1%	57 1%	75 2%	50 1%	171 4%	115 3%
Several times a day	78 2%	33 1%	27 1%	11 *	35 1%	13 *	29 1%	41 1%	20 *	102 2%	49 1%
Once a day	98 2%	43 1%	30 1%	22 1%	34 1%	25 1%	28 1%	34 1%	30 1%	69 2%	66 2%
Several times a week	363 9%	87 2%	36 1%	26 1%	42 1%	16 *	26 1%	39 1%	21 1%	129 3%	126 3%
Once a week	433 10%	132 3%	47 1%	13 *	39 1%	18 *	25 1%	30 1%	25 1%	120 3%	94 2%
Less often	339 8%	259 6%	57 1%	45 1%	68 2%	43 1%	46 1%	70 2%	40 1%	133 3%	184 4%
Never	2914 68%	3654 86%	4011 94%	4075 96%	3988 94%	4077 96%	4054 95%	4000 94%	4076 96%	3655 86%	3515 83%
Don't know	31 1%	47 1%	48 1%	64 1%	49 1%	64 2%	48 1%	42 1%	44 1%	49 1%	222 5%
NET: Ever use	1311 31%	555 13%	197 5%	117 3%	219 5%	115 3%	154 4%	214 5%	136 3%	553 13%	519 12%

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 15
Q16. Used online communication services or apps to make video calls - Zoom
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	176 4% cgj noy	103 5% cac	72 3%	59 10% agh ij	52 10% aghi j	66 9% aghi j	16 2% j	20 3% j	8 1%	7 1%	76 7% calmn	55 5% n	24 3%	21 2%	6 2%	4 2%	21 4% oy	14 4%	12 3%	10 3%	4 2%	14 3%	54 10% aopq rstuvxy z	29 5% oy	6 2%	1 1%
Several times a day	78 2% cgj ny	49 2% ac	29 1%	28 5% aghi j	26 5% aghi j	33 5% aghi j	5 1%	8 1% j	2 *	1 *	33 3% amn	26 2% n	10 1%	9 1%	2 *	1 1%	7 2% y	8 2% y	7 2% y	4 1%	1 1%	7 2% y	30 5% aopq rstuvx yz	9 2% y	* *	1 1%
Once a day	98 2% ijn	54 3%	44 2%	30 5% aghi j	27 5% aghi j	33 5% aghi j	11 2% j	13 2% j	6 1%	5 1%	43 4% amn	29 2%	14 2%	12 1%	4 1%	3 2%	14 3%	6 2%	6 2%	6 2%	3 2%	7 2%	24 4% aosy	20 3%	5 1%	1 *
Several times a week	363 9% ijm nt	172 8%	192 9%	84 14% afh ij	75 15% athi j	67 9% j	69 10% ij	53 7%	39 6%	52 5%	171 15% almn	105 9% mn	46 5%	42 4%	23 7%	12 7%	37 8% t	38 11% tv	28 7% t	10 3%	16 8% t	25 6%	66 12% aos tv	56 10% t	41 11% otv	13 10% t
Once a week	433 10% binr	189 9%	244 11% cab	79 13% ahi j	69 13% ahi j	98 14% ahi j	65 10%	60 8%	44 7%	87 9%	152 13% amn	155 13% amn	72 8% n	53 5%	33 9%	10 6%	47 10%	23 7%	28 8%	31 10%	18 9%	34 8%	76 13% apr sv	84 14% aop qrstv	37 10%	12 10%
Less often	339 8% imn	154 7%	186 9%	54 9% i	45 9% i	80 11% aghi j	49 7%	58 8%	31 5%	67 7%	119 10% amn	117 10% amn	50 6%	54 5%	21 6%	15 9%	29 6%	21 6%	25 7%	19 6%	17 8%	39 10%	47 8%	63 11% aopr st	33 9%	10 8%
Never	2914 68% def klwx	1448 70%	1466 67%	303 52%	265 51%	390 55%	452 69% def	539 74% ade f	489 80% ade fgh	740 78% ade fg	633 55%	762 63% k	664 77% akl m	856 83% akl m	268 76% awx y	128 76% wx	335 71% wx	251 72% wx	273 73% awx y	231 76% awx y	147 73% wx	286 71% wx	314 56%	345 59%	246 68% wx	90 71% wx
Don't know	31 1% j	16 1%	15 1%	9 2% ahij	9 2% ahij	9 1% hj	8 1% hj	1 *	1 *	2 *	8 1%	6 1%	8 1%	8 1%	3 1%	1 *	2 *	* *	5 1%	6 2% ar	* *	3 1%	5 1%	4 1%	1 *	1 *
NET: Ever use	1311 31% hij mnot	618 30%	694 32%	275 47% agh ij	241 47% agh ij	311 44% agh ij	199 30% ij	191 26% i	122 20%	212 22%	517 45% alm n	432 36% amn	192 22% n	170 16%	83 23%	41 24%	134 28%	96 28%	94 25%	69 23%	55 27%	111 28%	242 43% aop qrstv yz	233 40% aop qrstv yz	117 32% ot	37 29%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
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Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 16
Q16. Used online communication services or apps to make video calls - Houseparty
 Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	77 2%hij	44 2%	33 2%	27 5%aghi j	24 5%aghi j	31 4%aghi j	13 2%hij	3 *	2 *	2 *	31 3%an	18 2%	14 2%	13 1%	2 1%	3 2%	13 3%ou	6 2%	4 1%	4 1%	- -	4 1%	19 3%aosu vy	16 3%ou	4 1%	2 1%
Several times a day	33 1%hj	17 1%	16 1%	13 2%aghi j	11 2%aghi j	14 2%aghi j	2 *	1 *	2 *	2 *	14 1%	8 1%	6 1%	6 1%	1 *	3 2%ty	4 1%	3 1%	1 *	- -	- -	2 *	9 2%y	10 2%aty	- -	2 1%y
Once a day	43 1%hij	26 1%	17 1%	14 2%ahij	13 3%ahij	17 2%ahij	10 2%hij	2 *	- -	- -	17 2%	10 1%	8 1%	7 1%	1 *	- -	9 2%	3 1%	3 1%	4 1%	- -	3 1%	11 2%	6 1%	4 1%	- -
Several times a week	87 2%jnk	41 2%	46 2%	29 5%aghi j	25 5%aghi j	23 3%ahij	12 2%	8 1%	8 1%	7 1%	38 3%aln	22 2%	17 2%	11 1%	3 1%	- -	2 *	9 3%q	5 1%	8 3%q	5 2%q	3 1%	26 5%aopq sv	18 3%opqv	8 2%q	1 1%
Once a week	132 3%hijn	55 3%	77 4%	45 8%aghi j	42 8%aghi j	39 5%aghi j	16 2%j	14 2%	8 1%	10 1%	37 3%an	52 4%an	26 3%	16 2%	8 2%	4 3%	10 2%	5 2%	13 4%	9 3%	3 1%	10 3%	35 6%aoqr uvy	23 4%	7 2%	4 3%
Less often	259 6%bhj ns	98 5%	161 7%ab	84 14%afg hij	71 14%afgh ij	66 9%ahij	49 7%hij	30 4%j	18 3%j	13 1%	101 9%aln	68 6%an	53 6%an	37 4%	13 4%	13 8%as	26 5%	18 5%	10 3%	13 4%	7 4%	24 6%as	58 10%aoqr stuvz	50 9%aost uz	24 7%as	3 3%
Never	3654 86%cde fkwx	1819 87%ac	1834 84%	390 66%	339 66%	538 76%de	563 85%def	671 92%ade fg	573 94%ade fg	919 96%ade fghi	936 81%	1027 86%k	745 86%k	946 91%akl m	327 92%awx	148 87%wx	418 89%wx	307 88%wx	334 90%awx	267 87%wx	186 92%awx	356 89%wx	412 73%	463 80%w	321 88%wx	115 90%wx
Don't know	47 1%j	25 1%	23 1%	13 2%ajj	13 3%ahij	13 2%j	7 1%	7 1%	4 1%	4 *	15 1%	12 1%	9 1%	12 1%	2 1%	2 1%	2 *	2 1%	5 1%	5 2%	1 *	2 1%	11 2%qy	12 2%qy	1 *	3 2%y
NET: Ever use	555 13%bhi jnosu	237 11%	318 15%ab	184 31%afg hij	163 32%afg hij	159 22%aghi j	90 14%hij	54 7%j	36 6%j	31 3%	207 18%alm n	161 13%an	110 13%an	77 7%	25 7%	20 12%	51 11%	38 11%	33 9%	34 11%	15 7%	42 10%	138 25%aop qrstuv xyz	107 18%aoq rstuv z	42 12%	10 8%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

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Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 17
Q16. Used online communication services or apps to make video calls - Google Duo
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North East of England (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	57 1% _{cij}	38 2% _{ac}	18 1%	15 3% _{aij}	15 3% _{aghi}	24 3% _{aghi}	7 1% _j	8 1% _j	2 *	*	16 1%	19 2%	8 1%	14 1%	4 1%	2 1%	7 1%	7 2%	2 1%	6 2%	1 1%	3 1%	15 3% _{asvy}	9 1%	2 1%	-
Several times a day	27 1% _{cj}	20 1% _{ac}	7 *	6 1% _{ij}	6 1% _{ij}	15 2% _{aghi}	2 *	5 1% _j	-	-	10 1%	8 1%	5 1%	4 *	2 *	1 *	5 1%	3 1%	2 1%	-	1 *	1 *	9 2% _{atv}	2 *	2 1%	-
Once a day	30 1% _j	19 1%	11 1%	9 2% _{aij}	9 2% _{aij}	9 1% _j	5 1% _j	4 *	2 *	*	5 *	11 1%	2 *	10 1%	2 1%	1 1%	2 *	4 1%	-	6 2% _{aqsy}	1 *	2 *	6 1%	6 1%	-	-
Several times a week	36 1% _h	18 1%	18 1%	10 2% _{ahij}	7 1% _h	10 1% _{hij}	9 1% _{hij}	1 *	2 *	4 *	12 1%	11 1%	7 1%	7 1%	2 1%	3 2%	6 1%	1 *	2 1%	3 1%	-	1 *	14 2% _{arsu}	4 1%	* *	-
Once a week	47 1% _{ijv}	23 1%	24 1%	12 2% _{aij}	12 2% _{aij}	16 2% _{aij}	8 1%	7 1%	1 *	4 *	15 1%	13 1%	11 1%	8 1%	4 1%	2 1%	10 2% _{asvx}	3 1%	1 *	4 1% _v	3 2% _{vw}	-	12 2% _{asvx}	3 *	2 *	3 2% _v
Less often	57 1% _{ij}	34 2%	23 1%	12 2% _{ij}	11 2% _{ij}	23 3% _{aghi}	8 1%	6 1%	2 *	6 1%	22 2% _n	15 1%	12 1%	8 1%	6 2%	2 1%	7 1%	1 *	9 3% _{rv}	3 1%	2 1%	2 1%	9 2%	9 1%	4 1%	2 1%
Never	4011 94% _{bde} fw	1942 93% _{ac}	2069 95% _{ab}	523 89%	455 88%	627 88%	622 94% _{def}	704 96% _{ade} f	598 98% _{ade} fg	936 98% _{ade} fgh	1079 93%	1132 94%	815 94%	985 95%	337 95% _w	160 95%	438 93%	332 96% _w	351 94% _w	285 93%	195 96% _w	389 97% _{aq} wx	504 90%	545 94% _w	353 97% _{aq} wx	121 95%
Don't know	48 1% _j	26 1%	22 1%	15 3% _{aghi}	15 3% _{aghi}	11 2% _j	6 1%	6 1%	8 1% _j	4 *	14 1%	10 1%	11 1%	13 1%	2 1%	2 1%	3 1%	3 1%	5 1%	4 1%	1 *	5 1%	7 1%	14 2% _{aqy}	1 *	2 1%
NET: Ever use	197 5% _{chij} vy	113 5% _{ac}	84 4%	49 8% _{aghi}	45 9% _{aghi}	73 10% _{aghi}	32 5% _{ij}	22 3% _{ij}	7 1%	14 1%	65 6% _n	58 5%	37 4%	37 4%	16 4% _v	7 4%	30 6% _{vy}	12 3%	15 4% _v	17 6% _v	6 3%	6 2%	50 9% _{aors} uvxy	24 4% _v	9 2%	5 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
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Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 18
Q16. Used online communication services or apps to make video calls - Marco Polo
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	33 1%cij	27 1%ac	7 *	7 1%ij	7 1%ij	17 2%ahij	6 1%ij	3 *	-	-	12 1%	9 1%	6 1%	6 1%	2 *	1 1%	3 1%	5 2% ^s	-	4 1%	1 *	2 *	11 2% ^{easy}	4 1%	1 *	-
Several times a day	11 *	8 *	3 *	4 1%j	4 1%j	6 1%aij	1 *	1 *	-	-	5 *	5 *	-	1 *	1 *	-	3 1%	3 1% ^a	-	1 *	-	-	3 *	2 *	-	-
Once a day	22 1%cj	18 1%ac	4 *	3 1%j	3 1%j	11 2%ahij	5 1%ij	3 *	-	-	7 1%	4 *	6 1%	5 *	1 *	1 1%	1 *	2 1%	-	3 1%	1 *	2 *	8 1% ^{aqs}	3 *	1 *	-
Several times a week	26 1%j	17 1%	8 *	11 2%ahij	11 2% ^{aghi} j	8 1%hij	4 1%	1 *	-	1 *	11 1%	7 1%	3 *	5 1%	2 1%	1 1%	11 2% ^{arst} uvwxy	1 *	1 *	1 *	-	1 *	4 1%	3 *	1 *	1 *
Once a week	13 *	8 *	6 *	-	-	9 1% ^{adei} j	2 *	2 *	-	-	6 1%	4 *	1 *	2 *	1 *	-	3 1%	1 *	1 *	-	-	-	3 *	3 1%	-	-
Less often	45 1%ij	28 1%	17 1%	10 2%ij	10 2%ij	19 3%ahij	7 1%ij	7 1%ij	-	1 *	19 2% ^a	12 1%	6 1%	7 1%	1 *	-	4 1%	2 *	4 1%	5 2% ^v	3 1%	1 *	14 2% ^{aorv}	7 1%	5 1%	-
Never	4075 96% ^{bde} fkw	1974 95% ^{ac}	2100 97% ^{ab}	537 91% ^e	465 90%	639 90%	632 96% ^{def}	711 97% ^{def}	609 98% ^{ade} fgh	947 99% ^{ade} fgh	1095 95%	1158 96% ^k	831 96%	992 96%	341 96% ^w	164 97%	445 94%	334 96% ^w	358 96% ^w	292 96%	198 98% ^w	392 98% ^{aqw} x	519 92%	552 95%	355 98% ^{qwx}	125 98% ^w
Don't know	64 1% ^{jl}	27 1%	36 2%	22 4% ^{aghi} j	22 4% ^{aghi} j	18 3% ^{ahij}	8 1%	7 1%	4 1%	4 *	15 1%	10 1%	17 2% ^l	23 2% ^l	8 2% ^y	3 2%	4 1%	3 1%	7 2%	4 1%	1 *	5 1%	12 2% ^y	13 2% ^y	1 *	2 1%
NET: Ever use	117 3% ^{cijv}	79 4% ^{ac}	38 2%	28 5% ^{ahij}	28 6% ^{aghi} j	53 8% ^{aghi} j	19 3% ^{ij}	14 2% ^{ij}	-	2 *	48 4% ^{amn}	33 3%	16 2%	20 2%	5 1%	2 1%	22 5% ^{aosv} yz	9 3%	6 2%	10 3% ^v	3 2%	3 1%	31 5% ^{aops} uvyz	17 3% ^v	7 2%	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 19
Q16. Used online communication services or apps to make video calls - Discord
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	296	224	416	547	561	382	130	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	70	60	9	29	29	20	14	5	1	-	25	20	9	16	3	3	6	9	4	6	3	7	16	10	2	-
	2%chij	3%ac	*	5%aghi	6%afgh	3%ahij	2%chij	1%j	*	-	2%	2%	1%	2%	1%	2%	1%	3%y	1%	2%	1%	2%	3%ay	2%	*	-
Several times a day	35	31	4	20	19	8	6	2	-	-	10	10	6	10	2	-	3	6	4	2	1	3	7	6	1	-
	1%cij	2%ac	*	3%afgh	4%afgh	1%ij	1%ij	*	-	-	1%	1%	1%	1%	1%	-	1%	2%	1%	1%	*	1%	1%	1%	1%	-
Once a day	34	29	5	10	10	12	8	3	1	-	15	10	3	7	1	3	3	3	-	4	2	4	9	4	1	-
	1%cj	1%ac	*	2%aij	2%ahij	2%ahij	1%ij	*	-	-	1%am	1%	*	1%	*	2%cs	1%	1%	-	1%ss	1%	1%	2%ss	1%	*	-
Several times a week	42	31	11	19	16	15	4	2	2	-	13	16	9	4	3	4	8	3	4	2	1	1	8	3	3	1
	1%chjn	1%ac	1%	3%aghi	3%aghi	2%aghi	1%j	*	*	-	1%	1%n	1%	*	1%	3%vx	2%v	1%	1%	1%	*	*	1%	1%	1%	*
Once a week	39	26	13	13	11	12	10	2	1	1	13	8	8	11	5	2	6	2	2	1	1	2	9	6	4	-
	1%cij	1%ac	1%	2%ahij	2%ahij	2%chij	2%hij	*	*	*	1%	1%	1%	1%	1%	1%	1%	*	1%	*	*	*	2%	1%	1%	-
Less often	68	38	31	22	18	21	16	8	-	1	22	18	11	17	4	4	5	*	10	7	1	6	18	7	5	-
	2%ijr	2%	1%	4%ahij	4%ahij	3%ahij	2%ij	1%ij	-	*	2%	2%	1%	2%	1%	2%r	1%	*	3%r	2%r	*	2%	3%aqr	1%	1%	-
Never	3988	1905	2083	488	425	632	608	710	603	948	1071	1127	815	976	338	154	443	329	344	285	195	381	499	547	348	125
	94%bde	92%	96%ab	83%	82%	89%de	92%de	97%ade	98%ade	99%ade	93%	94%	94%	94%	95%w	91%	94%w	95%w	93%	93%	96%pw	95%w	89%	94%w	96%pw	98%pw
Don't know	49	20	28	16	16	11	7	5	6	4	13	11	13	11	1	2	3	3	7	5	2	4	10	9	1	3
	1%j	1%	1%	3%ahij	3%aghi	2%j	1%	1%	1%	*	1%	1%	2%	1%	*	1%	1%	1%	2%	2%	1%	1%	2%	2%	*	2%
NET: Ever use	219	155	64	83	74	68	44	18	4	2	74	62	36	47	15	14	25	15	21	16	5	16	52	26	14	1
	5%chij	7%ac	3%	14%afg	14%afg	10%ahij	7%chij	2%ij	1%	*	6%a	5%	4%	5%	4%	8%uz	5%z	4%	6%z	5%z	3%	4%	9%aoqr	4%z	4%	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 20
Q16. Used online communication services or apps to make video calls - Bunch
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North East (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	38 1% ^{cijn}	27 1% ^{ac}	11 *	8 1% ^{ij}	8 2% ^{ij}	15 2% ^{aij}	6 1% ^{ij}	7 1% ^{ij}	-	1 *	18 2% ^{an}	10 1%	6 1%	4 *	-	2 1%	7 1% ^{oo}	6 2% ^{oy}	2 1%	2 1%	-	2 *	10 2% ^{ao}	6 1%	1 *	-
Several times a day	13 * ^c	12 1% ^{ac}	1 *	4 1% ^j	4 1% ^{ij}	6 1% ^{aij}	1 *	1 *	-	-	4 *	6 *	-	4 *	-	-	2 *	3 1%	-	2 1%	-	-	4 1%	3 *	-	-
Once a day	25 1% ^{ijn}	15 1%	10 *	4 1%	4 1% ^{ij}	8 1% ^{ij}	5 1% ^{ij}	6 1% ^{ij}	-	1 *	14 1% ^{aln}	4 *	6 1% ⁿ	-	-	2 1%	5 1%	3 1%	2 1%	-	-	2 *	6 1%	3 1%	1 *	-
Several times a week	16 *	11 1%	5 *	7 1% ^{aij}	7 1% ^{ahij}	5 1% ^j	3 *	2 *	1 *	-	3 *	3 *	4 1%	6 1%	2 1%	1 *	4 1%	* *	1 *	1 *	-	1 *	3 *	3 1%	-	-
Once a week	18 *	12 1%	6 *	3 1%	2 *	9 1% ^{ahij}	2 *	2 *	1 *	2 *	7 1%	5 *	3 *	3 *	1 *	2 1% ^v	1 *	* *	1 *	1 *	-	-	5 1%	5 1%	1 *	1 *
Less often	43 1% ^{ij}	27 1%	16 1%	11 2% ^{hij}	11 2% ^{ahij}	16 2% ^{ahij}	12 2% ^{ahij}	3 *	-	-	20 2% ^{amn}	13 1%	5 1%	6 1%	1 *	1 1%	5 1% ^v	1 *	2 1%	6 2% ^v	3 1% ^v	-	16 3% ^{aors} vx	4 1%	4 1% ^v	-
Never	4077 96% ^{bde} fkw	1973 95%	2104 97% ^{ab}	537 91% ^e	466 90%	650 92%	626 95% ^{def}	711 97% ^{def} g	605 99% ^{ade} fg	947 99% ^{ade} fgh	1089 94%	1159 97% ^k	834 97% ^k	995 96% ^k	348 98% ^{awx}	160 94%	449 95% ^w	334 96% ^w	357 96% ^w	292 95%	199 98% ^{wx}	394 98% ^{apq} twx	516 92%	550 94%	355 98% ^{wx}	124 97%
Don't know	64 2% ^j	30 1%	34 2%	21 3% ^{aghi} j	21 4% ^{aghi} j	15 2% ^j	10 2% ^j	7 1%	7 1%	4 *	20 2%	11 1%	12 1%	21 2% ^l	3 1%	4 2%	5 1%	5 1%	8 2%	4 1%	1 *	4 1%	12 2%	14 2%	2 1%	4 3%
NET: Ever use	115 3% ^{cijn} v	78 4% ^{ac}	37 2%	30 5% ^{ahij}	29 6% ^{ahij}	45 6% ^{aghi} j	24 4% ^{ij}	14 2% ^{ij}	1 *	3 *	48 4% ^{almn}	30 3%	18 2%	18 2%	4 1%	6 3% ^v	17 4% ^{ov}	8 2%	7 2%	10 3% ^v	3 1%	3 1%	33 6% ^{aors} uvxyz	18 3% ^v	6 2%	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 21
Q16. Used online communication services or apps to make video calls - Slack
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber-side (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	57 1% cijn o	44 2% ac	13 1%	18 3% aghi j	17 3% aghi j	26 4% aghi j	7 1% j	4 1% j	2 *	-	25 2% amn	21 2% n	7 1%	4 *	-	4 2% ouxy	9 2% o	8 2% ouv xy	5 1% o	4 1% o	-	2 *	21 4% aosu vxyz	3 *	1 *	-
Several times a day	29 1% cijn	23 1% ac	6 *	7 1% j	7 1% j	14 2% aghi j	4 1% j	2 *	2 *	-	13 1% mn	13 1% mn	1 *	2 *	-	1 1%	4 1%	4 1% v	2 1%	2 1%	-	-	13 2% aouv xy	3 *	1 *	-
Once a day	28 1% cijn	21 1% ac	7 *	11 2% aghi j	10 2% aghi j	12 2% ahij	3 *	2 *	-	-	13 1% n	8 1%	6 1%	2 *	-	3 2% ox	5 1% x	4 1% x	2 1%	3 1% x	-	2 *	8 1% aax	-	1 *	-
Several times a week	26 1% j	18 1%	8 *	5 1% j	5 1% j	9 1% aij	7 1% ij	4 1% j	1 *	-	17 1% almn	5 *	1 *	3 *	2 1%	-	3 1%	3 1%	2 1%	-	1 *	-	12 2% aqt vxy	3 *	-	1 *
Once a week	25 1% j	14 1%	11 *	5 1% ij	5 1% ij	9 1% aij	7 1% ij	3 *	1 *	-	7 1%	6 1%	4 1%	7 1%	3 1%	1 *	4 1%	1 *	2 1%	1 *	-	2 1%	5 1%	4 1%	1 *	2 2%
Less often	46 1% cij	30 1% ac	16 1%	12 2% aij	12 2% aij	15 2% aij	8 1% ij	11 1% ij	1 *	-	16 1%	10 1%	12 1%	8 1%	3 1%	1 1%	3 1%	5 1%	4 1%	3 1%	3 2%	1 *	10 2%	10 2%	3 1%	-
Never	4054 95% bde fkw	1956 94%	2098 96% ab	531 90% e	459 89%	642 90%	623 94% def	704 96% def	606 99% ade fgh	949 99% ade fgh	1078 93%	1148 96% k	829 96% k	999 97% ak	345 97% w	160 95%	449 95% w	329 95% w	355 96% w	293 96% w	197 98% w	393 98% aqr wx	504 90%	552 95% w	355 98% arw x	122 95%
Don't know	48 1% j	19 1%	29 1%	16 3% ahij	16 3% aghi j	9 1%	8 1%	6 1%	4 1%	4 1%	14 1%	9 1%	10 1%	15 1%	2 1%	3 2%	4 1%	2 *	3 1%	4 1%	1 *	2 1%	10 2%	11 2%	3 1%	3 3%
NET: Ever use	154 4% cijn vy	106 5% ac	48 2%	41 7% ahij	40 8% aghi j	59 8% aghi j	29 4% ij	22 3% ij	3 *	1 *	65 6% almn	43 4% n	25 3%	21 2%	7 2%	6 3%	18 4% v	17 5% vy	14 4%	9 3%	4 2%	5 1%	47 8% aopq stuvxy z	19 3%	6 2%	3 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 22
Q16. Used online communication services or apps to make video calls - Viber
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	75 2% ^{cij}	48 2% ^{ac}	26 1%	19 3% ^{ahij}	19 4% ^{ahij}	31 4% ^{aghi}	12 2% ^j	8 1% ^j	4 1%	1 *	32 3% ^{an}	19 2%	13 1%	11 1%	3 1%	2 1%	12 2%	7 2%	4 1%	6 2%	1 *	4 1%	28 5% ^{aors}	5 1% ^{uvxyz}	3 1%	-
Several times a day	41 1% ^j	25 1%	16 1%	7 1% ^j	7 1% ^j	20 3% ^{aghi}	6 1% ^j	4 1%	3 1%	1 *	19 2% ^a	9 1%	6 1%	7 1%	2 1%	-	4 1%	3 1%	4 1% ^y	3 1%	1 *	2 1%	19 3% ^{aopq}	2 *	-	-
Once a day	34 1% ^{cij}	23 1% ^{ac}	10 *	12 2% ^{ahij}	12 2% ^{ahij}	11 2% ^{aij}	7 1% ^j	4 1% ^j	1 *	-	13 1%	10 1%	6 1%	5 *	1 *	2 1% ^s	8 2% ^{as}	4 1%	-	3 1%	-	2 *	9 2% ^s	3 *	3 1%	-
Several times a week	39 1% ^{jx}	14 1%	25 1%	9 2% ^j	8 2% ^j	9 1% ^j	12 2% ^{ahij}	4 1%	3 *	2 *	10 1%	12 1%	9 1%	8 1%	3 1%	3 2% ^x	5 1%	1 *	3 1%	1 *	1 *	4 1%	14 2% ^{artx}	1 *	4 1% ^x	1 1%
Once a week	30 1% ^{cj}	21 1% ^{ac}	9 *	4 1%	4 1% ⁱ	14 2% ^{ahij}	6 1% ^j	4 1%	-	1 *	8 1%	8 1%	9 1%	5 *	6 2%	-	4 1%	1 *	1 *	2 1%	-	1 *	8 1% ^a	5 1%	1 *	1 1%
Less often	70 2% ^{jl}	35 2%	36 2%	13 2% ^j	11 2% ^j	19 3% ^{ij}	16 2% ^j	14 2% ^j	6 1%	4 *	21 2%	11 1%	11 1%	27 3% ^{al}	6 2%	2 1%	8 2%	3 1%	6 2%	2 1%	4 2%	2 *	20 3% ^{artv}	13 2% ^{vy}	4 1%	1 1%
Never	4000 94% ^{def} gw	1944 93%	2056 95%	529 90%	459 89%	627 88%	606 92%	696 95% ^{def} g	599 98% ^{ade} fgh	943 99% ^{ade} fgh	1078 93%	1140 95%	815 94%	967 94%	333 94% ^w	160 94% ^w	441 94% ^w	332 96% ^w	351 94% ^w	290 95% ^w	196 97% ^w	387 97% ^{aw}	485 86%	551 95% ^w	351 97% ^{aw}	123 96% ^w
Don't know	42 1% ^{ij}	19 1%	23 1%	14 2% ^{ahij}	14 3% ^{ahij}	11 1% ^j	7 1%	6 1%	1 *	3 *	9 1%	10 1%	7 1%	16 2%	4 1%	2 1%	2 *	3 1%	5 1%	4 1%	1 *	3 1%	7 1%	8 1%	1 *	2 2% ^y
NET: Ever use	214 5% ^{ijv}	118 6%	96 4%	45 8% ^{ahij}	42 8% ^{ahi}	73 10% ^{ahij}	47 7% ^{ahij}	30 4% ^{ij}	12 2% ^j	7 1%	71 6% ^l	50 4%	42 5%	51 5%	18 5%	8 5%	28 6% ^v	12 3%	15 4%	12 4%	5 2%	10 3%	69 12% ^{aopq}	24 4% ^{rstuvxy}	12 3%	2 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 23
Q16. Used online communication services or apps to make video calls - WeChat
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North East (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	50 1% ^{cij}	35 2% ^{ac}	14 1%	16 3% ^{ahij}	16 3% ^{ahij}	17 2% ^{ahij}	10 2% ^{cij}	6 1% ^{ij}	-	1 *	19 2%	14 1%	7 1%	10 1%	2 1%	1 1%	12 2% ^{auvxy}	7 2% ^{xy}	4 1%	6 2% ^y	-	2 *	13 2% ^{auvxy}	3 1%	-	-
Several times a day	20 * ^{cj}	16 1% ^{ac}	4 *	4 1% ^j	4 1% ^j	8 1% ^{aij}	6 1% ^{ij}	2 *	-	-	11 1% ^{am}	4 *	-	5 1%	-	-	2 *	5 1% ^{aovy}	2 1%	1 *	-	-	9 2% ^{aovxy}	2 *	-	-
Once a day	30 1% ^j	20 1%	10 *	12 2% ^{aghi}	12 2% ^{aghi}	8 1% ^{ij}	4 1%	5 1%	-	1 *	9 1%	10 1%	7 1%	4 *	2 1%	1 1%	10 2% ^{asuxy}	2 1%	1 *	5 2% ^y	-	2 *	5 1%	2 *	-	-
Several times a week	21 1% ^j	11 1%	10 *	7 1% ^{aij}	7 1% ^{aij}	7 1% ^{ij}	3 *	4 1% ^j	-	-	10 1%	3 *	2 *	7 1%	1 *	2 1% ^v	4 1%	1 *	1 *	* *	-	-	7 1% ^{av}	3 *	1 *	-
Once a week	25 1% ^{cj}	18 1% ^{ac}	7 *	6 1% ^j	6 1% ^j	9 1% ^{aj}	5 1% ^j	4 *	2 *	-	12 1%	6 1%	3 *	4 *	1 *	2 1%	2 *	1 *	4 1%	* *	-	* *	9 2% ^{avy}	5 1%	1 *	1 *
Less often	40 1% ^{ij}	22 1%	18 1%	11 2% ^{aij}	11 2% ^{aij}	11 2% ^{ij}	7 1%	7 1%	1 *	2 *	14 1%	11 1%	8 1%	7 1%	2 1%	1 *	3 1%	1 *	2 1%	2 1%	4 2%	2 *	12 2% ^{av}	6 1%	5 1%	-
Never	4076 96% ^{bdefkw}	1973 95%	2103 97% ^{ab}	533 91% ^e	461 90%	653 92%	630 96% ^{def}	706 97% ^{def}	606 99% ^{ade}	946 99% ^{ade}	1090 94%	1156 96% ^k	834 97% ^k	996 96% ^k	346 97% ^w	161 95%	446 95% ^w	334 96% ^w	358 96% ^w	294 96% ^w	196 97% ^w	395 99% ^{apqwx}	511 91%	555 95% ^w	355 98% ^{qw}	125 98% ^w
Don't know	44 1% ^j	21 1%	23 1%	14 2% ^{aghi}	14 3% ^{aghi}	13 2% ^{hj}	5 1%	4 *	4 1%	4 *	13 1%	9 1%	11 1%	11 1%	3 1%	2 1%	4 1%	2 1%	3 1%	4 1%	2 1%	2 *	8 2%	11 2%	1 *	2 1%
NET: Ever use	136 3% ^{cijv}	87 4% ^{ac}	49 2%	40 7% ^{aghi}	40 8% ^{adgh}	44 6% ^{ahij}	25 4% ^{ij}	22 3% ^{ij}	3 *	3 *	54 5% ^{almn}	35 3%	20 2%	28 3%	6 2%	6 4% ^v	21 4% ^{ovz}	11 3%	11 3%	8 3%	4 2%	4 1%	42 8% ^{aors}	16 3%	7 2%	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 24
Q16. Used online communication services or apps to make video calls - Microsoft Teams
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: At least once a day	171 4% _{cijn}	104 5% _{ac}	66 3%	42 7% _{ahij}	37 7% _{ahij}	52 7% _{ahij}	46 7% _{ahij}	23 3% _{ij}	5 1%	2 *	76 7% _{almn}	46 4% _n	34 4% _n	15 1%	13 4%	5 3%	17 4%	16 5%	12 3%	10 3%	4 2%	13 3%	47 8% _{aopq rstuv xyz}	21 4%	10 3%	3 3%
Several times a day	102 2% _{cijn}	68 3% _{ac}	34 2%	28 5% _{ahij}	23 4% _{ahij}	30 4% _{ahij}	27 4% _{ahij}	12 2% _j	4 1%	1 *	48 4% _{almn}	27 2%	15 2%	12 1%	5 2%	2 1%	12 3%	8 2%	9 2%	7 2%	2 1%	8 2%	25 4% _{aouy}	15 3%	6 2%	3 3%
Once a day	69 2% _{ijn}	36 2%	33 2%	15 2% _{ij}	14 3% _{ij}	22 3% _{aij}	19 3% _{aij}	11 1% _{ij}	1 *	1 *	28 2% _{an}	18 2% _n	19 2% _n	3 *	7 2%	3 2%	5 1%	7 2%	3 1%	3 1%	2 1%	5 1%	22 4% _{aqst vxyz}	6 1%	4 1%	-
Several times a week	129 3% _{cijm n}	76 4% _{ac}	53 2%	38 7% _{aghi j}	32 6% _{ahij}	40 6% _{ahij}	24 4% _{ij}	21 3% _{ij}	4 1%	2 *	62 5% _{amn}	51 4% _{amn}	10 1%	7 1%	13 4%	3 2%	21 4% _{rs}	5 2%	5 1%	16 5% _{arsx}	9 4% _s	9 2%	19 3%	14 2%	9 2%	6 5% _s
Once a week	120 3% _{ijnqt}	50 2%	69 3%	24 4% _{ij}	21 4% _{ij}	29 4% _{ij}	26 4% _{ij}	24 3% _j	10 2%	7 1%	34 3% _n	46 4% _{an}	27 3% _n	13 1%	12 3% _{qt}	3 2%	4 1%	6 2%	7 2%	2 1%	3 1%	11 3% _q	30 5% _{aqrs tu}	24 4% _{qt}	14 4% _{qt}	6 5% _{qt}
Less often	133 3% _{ijn}	73 4%	60 3%	38 6% _{aghi j}	36 7% _{aghi j}	40 6% _{ahij}	22 3% _{ij}	21 3% _{ij}	4 1%	8 1%	61 5% _{almn}	38 3% _n	18 2%	17 2%	9 2%	8 5% _t	11 2%	9 3%	12 3%	4 1%	4 2%	8 2%	25 4% _{ty}	35 6% _{aoqr tuvy}	6 2%	2 2%
Never	3655 86% _{bde fgklwx}	1758 84%	1897 87% _{ab}	429 73%	374 73%	537 76%	535 81% _{def}	635 87% _{def g}	588 96% _{ade fgh}	931 98% _{ade fgh}	916 79%	1009 84% _k	765 89% _{akl}	965 93% _{akl m}	306 86% _w	148 87% _w	414 88% _{wx}	306 88% _{wx}	334 90% _{awx}	270 88% _{wx}	181 89% _{wx}	353 88% _{wx}	434 77%	479 82%	323 89% _{wx}	108 84%
Don't know	49 1% _j	19 1%	30 1%	15 3% _{aij}	15 3% _{aghi j}	13 2% _{ij}	6 1%	8 1%	2 *	4 *	10 1%	10 1%	11 1%	18 2%	3 1%	2 1%	4 1%	4 1%	2 1%	4 1%	2 1%	6 2%	7 1%	9 2%	2 1%	2 2%
NET: Ever use	553 13% _{cij mn}	304 15% _{ac}	249 11%	143 24% _{agh ij}	126 25% _{agh ij}	160 23% _{ahi j}	118 18% _{ahi j}	89 12% _{ij}	23 4% _j	19 2%	232 20% _{alm n}	181 15% _{amn}	88 10% _n	52 5%	46 13%	19 12%	53 11%	36 10%	36 10%	32 10%	19 9%	41 10%	120 21% _{aop qrstuv xy}	94 16% _{aqr stuv y}	39 11%	17 14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 25
Q16. Used online communication services or apps to make video calls - Other services
 Base: All respondents

	Gender			Age							Social Grade							Region									
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)	
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128	
NET: At least once a day	115 3%o	62 3%	53 2%	25 4%a	21 4%	20 3%	14 2%	17 2%	16 3%	23 2%	29 2%	37 3%	21 2%	29 3%	2 1%	2 1%	17 4%o	12 3%o	11 3%o	9 3%o	9 4%o	8 2%	22 4%o	11 2%	9 2%	3 3%	
Several times a day	49 1%	27 1%	22 1%	11 2%	10 2%	8 1%	5 1%	6 1%	7 1%	11 1%	12 1%	16 1%	7 1%	14 1%	1 *	1 *	8 2%	7 2% <i>x</i>	4 1%	5 1%	4 2% <i>xy</i>	2 1%	11 2% <i>xy</i>	3 *	1 *	2 2%	
Once a day	66 2%o	35 2%	31 1%	14 2%	12 2%	12 2%	8 1%	11 2%	9 2%	12 1%	17 2%	20 2%	14 2%	14 1%	1 *	1 1%	10 2%o	5 2%	7 2%o	5 1%	4 2%o	5 1%	11 2%o	8 1%	7 2%o	1 1%	
Several times a week	126 3%	71 3%	54 3%	14 2%	12 2%	24 3%	17 3%	22 3%	16 3%	32 3%	37 3%	29 2%	29 3%	30 3%	12 3%	8 5%	14 3%	13 4%	8 2%	10 3%	5 2%	11 3%	20 4%	13 2%	7 2%	4 3%	
Once a week	94 2%	53 3%	41 2%	17 3%	17 3% <i>h</i>	17 2%	13 2%	10 1%	16 3%	21 2%	29 2%	20 2%	17 2%	28 3%	5 1%	2 1%	7 1%	4 1%	9 2%	10 3%	5 2%	8 2%	21 4% <i>aqrz</i>	12 2%	11 3%	-	
Less often	184 4% <i>j</i>	88 4%	96 4%	29 5%	24 5%	41 6% <i>ij</i>	30 5%	37 5% <i>j</i>	19 3%	28 3%	47 4%	44 4%	42 5%	51 5%	20 6%	11 6% <i>v</i>	18 4%	13 4%	12 3%	14 4%	9 4%	10 3%	29 5%	33 6% <i>v</i>	12 3%	5 4%	
Never	3515 83% <i>fw</i>	1715 82%	1800 83%	469 80%	409 79%	566 80%	547 83%	608 83%	513 84%	812 85% <i>ade</i>	965 83%	1012 84% <i>n</i>	705 82%	832 80%	303 85% <i>w</i>	136 80%	391 83% <i>w</i>	288 83% <i>w</i>	316 85% <i>w</i>	250 82%	165 82%	352 88% <i>apt</i>	430 77%	469 81%	309 85% <i>w</i>	106 83%	
Don't know	222 5% <i>bjv</i>	92 4%	131 6% <i>ab</i>	34 6%	32 6%	43 6%	38 6%	37 5%	33 5%	38 4%	51 4%	57 5%	50 6%	65 6%	13 4%	9 6%	24 5%	17 5%	16 4%	13 4%	10 5%	12 3%	39 7% <i>v</i>	44 8% <i>aov</i>	16 4%	10 8% <i>v</i>	
NET: Ever use	519 12%	275 13%	244 11%	84 14%	74 14%	102 14%	74 11%	87 12%	67 11%	104 11%	142 12%	131 11%	109 13%	138 13%	39 11%	24 14%	56 12%	42 12%	40 11%	43 14%	27 13%	37 9%	92 16% <i>aos</i>	69 12%	38 10%	12 10%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 26
Q17. Used online communication services or apps for first time - Summary
Base: All respondents who have ever used each

	Services																		
	NET: Any service	Skype	Google Hangouts	WhatsApp	Facebook messenger	Instagram	Snapchat	FaceTime	Zoom	Houseparty	Google Duo	Marco Polo	Discord	Bunch	Slack	Viber	WeChat	Microsoft Teams	Other services
Unweighted base	3541	1099	341	2469	2179	797	587	1577	1300	512	190	108	216	110	146	211	129	523	508
Weighted base	3577	1104	353	2538	2212	844	646	1629	1311	555	197	117	219	115	154	214	136	553	519
I have used this service for the first time since March 2020	370 10%	149 13%	121 34%	343 14%	274 12%	139 17%	88 14%	199 12%	1069 81%	440 79%	73 37%	39 33%	46 21%	37 32%	43 28%	29 14%	30 22%	316 57%	156 30%
NET: Used before March 2020	3207 90%	955 87%	232 66%	2195 86%	1938 88%	705 83%	558 86%	1430 88%	243 19%	115 21%	125 63%	78 67%	173 79%	78 68%	111 72%	185 86%	107 78%	237 43%	363 70%
Before March 2020, I had previously used this service to make videos calls to friends or family	3060 86%	791 72%	149 42%	2053 81%	1817 82%	614 73%	496 77%	1342 82%	129 10%	89 16%	89 45%	51 44%	125 57%	50 43%	50 32%	153 71%	84 62%	89 16%	303 58%
Before March 2020, I had previously used this service but only for work-related calls	633 18%	164 15%	83 24%	142 6%	121 5%	91 11%	62 10%	88 5%	114 9%	26 5%	35 18%	27 23%	48 22%	28 24%	61 40%	32 15%	23 17%	147 27%	61 12%



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 27
Q17. Used online communication services or apps for first time - NET: Any service
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Unweighted base	3541	1673	1868	499	441	618	567	608	478	771	1053	1049	615	824	291	133	368	280	329	243	184	336	475	485	310	107
Weighted base	3577	1686	1891	550	484	674	568	605	452	728	1005	1023	733	816	298	143	378	290	317	255	171	327	492	503	300	104*
I have used this service for the first time since March 2020	370 10% ^{def} gwz	180 11%	190 10%	25 5%	23 5%	25 4%	40 7% ^f g	75 12% ^{def} g	59 13% ^{def} g	145 20% ^{ade} fghi	110 11%	109 11%	61 8%	91 11%	31 11% ^z	17 12% ^z	32 8%	38 13% ^{wz}	34 11% ^z	36 14% ^{qwx} z	22 13% ^{wz}	48 15% ^{aqwx} z	35 7%	44 9%	29 10%	3 3%
NET: Used before March 2020	3207 90% ^{fv}	1506 89%	1701 90%	525 95% ^{ahi} j	461 95% ^{ahi} j	649 96% ^{agh} ij	528 93% ^{ahi} j	530 88% ^{aj}	392 87% ^{aj}	583 80%	896 89%	914 89%	672 92%	725 89%	267 89%	125 88%	346 92% ^{tv}	252 87%	283 89%	219 86%	149 87%	279 85%	456 93% ^{art} uv	460 91% ^{tv}	271 90%	100 97% ^{aopr} stuv
Before March 2020, I had previously used this service to make videos calls to friends or family	3060 86% ^{bhj}	1414 84%	1646 87% ^{ab}	507 92% ^{agh} ij	444 92% ^{ahi} j	619 92% ^{ahi} j	501 88% ^{hj}	493 81%	380 84% ^{aj}	561 77%	850 85%	872 85%	644 88%	693 85%	255 86%	123 86%	332 88% ^v	240 83%	265 84%	211 83%	141 82%	267 82%	433 88% ^v	436 87%	263 88%	95 92% ^{rtuv}
Before March 2020, I had previously used this service but only for work-related calls	633 18% ^{cij} nv	364 22% ^{ac}	269 14%	122 22% ^{aij} ij	116 24% ^{adh} ij	171 25% ^{ahi} j	128 22% ^{aij}	112 18% ^{ij}	51 11% ^{aj}	50 7%	241 24% ^{alm} n	176 17% ^{an}	116 16%	100 12%	57 19% ^v	22 16%	70 18% ^v	38 13%	61 19% ^v	39 15%	27 16%	40 12%	125 25% ^{apq} rtuvxy	90 18% ^v	40 13%	26 25% ^{rvy}

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 28
Q17. Used online communication services or apps for first time - Skype
 Base: All respondents who have ever used each

	Gender			Age							Social Grade							Region								
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	1099	591	508	183	175	217	190	184	136	189	403	349	155	192	84	34	115	77	90	87	43	82	220	138	88	41
Weighted base	1104	593	511	198	189	234	194	182	120	175	389	339	185	190	82*	37**	120*	75*	84*	91*	36*	83*	226	143	86*	40*
I have used this service for the first time since March 2020	149 13%	82 14%	67 13%	24 12%	21 11%	39 17%g	18 9%	23 13%	16 13%	27 16%	54 14%	44 13%	26 14%	24 12%	8 9%	3 9%	15 13%	9 13%	14 17%	20 22%aov	4 12%	7 8%	30 13%	21 15%	12 14%	5 12%
NET: Used before March 2020	955 87%t	511 86%	444 87%	173 88%	167 89%	195 83%	175 91%f	159 87%	104 87%	148 84%	335 86%	295 87%	159 86%	167 88%	75 91%t	34 91%	104 87%	65 87%	70 83%	71 78%	31 88%	77 92%t	196 87%	122 85%	74 86%	35 88%
Before March 2020, I had previously used this service to make videos calls to friends or family	791 72%fkt	409 69%	382 75%	145 74%f	140 74%f	149 63%	134 69%	132 73%	92 76%f	139 79%afg	264 68%	246 73%	135 73%	146 77%k	63 77%t	32 87%	85 71%	53 71%	55 66%	55 61%	27 75%	68 82%stx	163 72%	96 67%	62 72%	30 74%
Before March 2020, I had previously used this service but only for work-related calls	164 15%cj	102 17%ac	62 12%	28 14%j	28 15%j	46 20%aij	42 22%aij	27 15%j	13 10%	9 5%	71 18%an	49 14%	24 13%	21 11%	12 14%	2 4%	19 16%	12 16%	15 17%	16 17%	5 13%	8 10%	33 15%	26 18%	12 14%	5 13%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 29
Q17. Used online communication services or apps for first time - Google Hangouts
 Base: All respondents who have ever used each

	Gender			Age							Social Grade						Region									
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)
Unweighted base	341	197	144	98	87	104	62	42	18	17	131	103	47	60	31	10	32	25	29	19	13	21	95	36	24	6
Weighted base	353	199	154	106*	94*	109*	62*	41*	19**	16**	136	101*	55*	60*	33**	12**	35**	25**	28**	21**	13**	25**	94*	38**	23**	7**
I have used this service for the first time since March 2020	121 34%	59 30%	62 40%	38 35%e	27 29%	34 31%	20 31%	11 28%	9 50%	8 54%	53 39%	36 36%	17 31%	14 23%	4 11%	6 47%	12 33%	10 39%	9 31%	6 29%	8 61%	12 48%	31 33%	15 40%	8 36%	1 13%
NET: Used before March 2020	232 66%	139 70%	93 60%	69 65%	67 71% ^d	75 69%	43 69%	29 72%	9 50%	7 46%	83 61%	65 64%	38 69%	46 77%	29 89%	6 53%	23 67%	16 61%	19 69%	15 71%	5 39%	13 52%	63 67%	23 60%	15 64%	6 87%
Before March 2020, I had previously used this service to make videos calls to friends or family	149 42%	85 43%	64 41%	44 42%	43 46% ^d	47 43%	27 43%	19 48%	5 25%	7 46%	51 38%	42 41%	28 50%	28 46%	22 68%	5 42%	18 51%	12 47%	12 43%	6 29%	1 9%	10 41%	40 43%	10 28%	10 41%	2 35%
Before March 2020, I had previously used this service but only for work-related calls	83 24%	54 27%	29 19%	24 23%	23 25%	28 25%	16 26%	10 25%	5 25%	-	31 23%	24 23%	10 19%	18 30%	7 21%	1 12%	5 15%	4 14%	7 26%	9 42%	4 29%	3 10%	23 25%	12 32%	5 22%	3 52%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 30
Q17. Used online communication services or apps for first time - WhatsApp
 Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	2469	1151	1318	345	314	515	435	426	290	458	758	736	437	538	182	82	257	191	230	173	116	222	383	348	197	88
Weighted base	2538	1204	1334	390	352	561	436	422	286	443	739	729	532	539	199	89*	269	196	226	180	110*	224	399	367	190	89*
I have used this service for the first time since March 2020	343	161	183	37	34	41	50	72	40	104	109	88	65	82	15	42	37	27	31	15	31	39	51	21	7	
	14%defw	13%	14%	9%	10%	7%	11%f	17%ade fg	14%f	24%ade fghi	15%	12%	12%	15%	14%	17%	16%wz	19%awy z	12%	17%wz	14%	14%	10%	14%	11%	7%
NET: Used before March 2020	2195	1043	1152	354	318	519	387	350	247	339	630	640	467	458	172	74	226	159	199	149	95	193	360	316	169	83
	86%hjr	87%	86%	91%ahj	90%ahj	93%agh ij	89%hj	83%j	86%j	76%	85%	88%	88%	85%	86%	83%	84%	81%	88%	83%	86%	86%	90%aqrt	86%	89%r	93%rt
Before March 2020, I had previously used this service to make videos calls to friends or family	2053	953	1100	329	295	470	367	323	239	324	587	601	436	428	160	71	212	147	183	141	85	183	328	302	163	77
	81%hj	79%	82%	84%hj	84%hj	84%hj	84%hj	77%	84%hj	73%	79%	83%	82%	79%	80%	80%	79%	75%	81%	78%	78%	82%	82%	82%	86%r	86%
Before March 2020, I had previously used this service but only for work-related calls	142	90	52	25	23	49	20	27	7	14	43	39	31	29	11	3	14	11	16	8	10	10	33	14	6	6
	6%cij	7%ac	4%	6%ij	6%ij	9%agij	5%	6%ij	3%	3%	6%	5%	6%	5%	6%	4%	5%	6%	7%	5%	9%	4%	8%axy	4%	3%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 31
Q17. Used online communication services or apps for first time - Facebook messenger
 Base: All respondents who have ever used each

	Gender			Age							Social Grade							Region									
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North Ireland (z)	
Unweighted base	2179	986	1193	321	305	444	380	376	269	389	600	635	389	444	555	193	95	222	174	204	149	129	178	263	284	205	83
Weighted base	2212	1003	1209	351	331	480	377	380	257	367	573	625	461	553	200	103*	230	180	192	159	120	176	270	303	200	79*	
I have used this service for the first time since March 2020	274	126	148	32	29	38	45	50	28	80	86	74	53	60	25	9	28	31	20	20	19	22	32	38	21	8	
	12% ^f	13%	12%	9%	9%	8%	12%	13% ^f	11%	22% ^{ade}	15% ^a	12%	11%	11%	12%	9%	12%	17%	10%	13%	16%	13%	12%	13%	11%	10%	
NET: Used before March 2020	1938	877	1061	318	302	441	332	330	229	288	487	550	408	493	175	93	202	150	172	139	100	154	237	265	179	71	
	88% ^{jk}	87%	88%	91% ^j	91% ^j	92% ^{ahj}	88% ^j	87% ^j	89% ^j	78%	85%	88%	89%	89%	88%	91%	88%	83%	90%	87%	84%	87%	88%	87%	89%	90%	
Before March 2020, I had previously used this service to make videos calls to friends or family	1817	804	1013	298	282	409	312	308	217	274	447	521	384	466	160	90	189	140	156	131	96	147	224	248	171	67	
	82% ^{bjk}	80%	84% ^{ab}	85% ^j	85% ^j	85% ^j	83% ^j	81% ^j	84% ^j	74%	78%	83% ^k	83%	84% ^k	80%	88%	84%	78%	81%	82%	80%	83%	83%	82%	85%	85%	
Before March 2020, I had previously used this service but only for work-related calls	121	73	48	20	20	32	20	22	12	14	41	30	24	27	15	4	14	9	16	9	5	7	14	17	8	4	
	5% ^c	7% ^{ac}	4%	6%	6%	7%	5%	6%	5%	4%	7%	5%	5%	5%	7%	3%	6%	5%	8%	5%	4%	4%	5%	6%	4%	5%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 32
Q17. Used online communication services or apps for first time - Instagram
 Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	797	388	409	217	190	216	156	114	53	41	235	232	152	178	44	41	81	72	63	61	35	56	159	106	59	20
Weighted base	844	421	423	248	217	243	156	111*	49*	37*	243	236	186	180	53*	47*	84*	74*	63*	65*	33**	60*	169	114*	63*	20**
I have used this service for the first time since March 2020	139	67	73	25	22	36	31	26	10	11	38	41	36	24	6	10	18	8	9	13	6	10	30	14	12	2
	17% ^{de}	16%	17%	10%	10%	15%	20% ^{cde}	24% ^{de}	20%	30% ^{ade}	16%	17%	19%	13%	12%	21%	22%	11%	14%	20%	18%	17%	18%	12%	20%	12%
NET: Used before March 2020	705	354	351	223	196	207	126	85	40	26	205	194	150	155	47	37	66	65	54	52	27	50	139	100	50	17
	83% ^j	84%	83%	90% ^{agh}	90% ^{agh}	85% ^j	80%	76%	80%	70%	84%	83%	81%	87%	88%	79%	78%	89%	86%	80%	82%	83%	82%	88%	80%	88%
Before March 2020, I had previously used this service to make videos calls to friends or family	614	295	318	199	172	179	104	76	31	24	177	168	137	131	39	34	57	57	47	48	25	46	119	85	41	14
	73%	70%	75%	80% ^{agh}	79% ^{agi}	74%	67%	69%	62%	65%	73%	71%	73%	73%	74%	72%	68%	78%	74%	74%	76%	77%	70%	75%	66%	73%
Before March 2020, I had previously used this service but only for work-related calls	91	58	33	23	23	28	21	8	9	2	28	26	13	24	7	3	9	8	7	4	2	3	20	15	9	3
	11% ^c	14% ^{ac}	8%	9%	11%	11%	14%	7%	18%	6%	11%	11%	7%	13%	14%	7%	10%	11%	12%	6%	6%	6%	12%	13%	14%	14%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 33
Q17. Used online communication services or apps for first time - Snapchat
 Base: All respondents who have ever used each

	Gender			Age							Social Grade							Region								
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	587	276	311	226	199	167	87	71	22	14	182	167	107	131	40	26	62	63	56	46	30	37	102	68	37	20
Weighted base	646	306	340	255	225	189	88*	76*	25**	13**	197	173	141*	135	45*	30**	72*	65*	59*	48*	31**	41*	117*	79*	39**	22**
I have used this service for the first time since March 2020	88 14%	51 17%	37 11%	30 12%	30 13%	23 12%	18 21%h	6 8%	6 25%	3 26%	26 13%	19 15%	17 13%	17 12%	6 12%	2 7%	12 17%	7 10%	5 8%	4 8%	5 18%	6 15%	19 16%	10 13%	8 19%	4 18%
NET: Used before March 2020	558 86%	255 83%	303 89%	224 88%	195 87%	166 88%	70 79%	70 92%g	19 75%	9 74%	171 87%	147 85%	122 87%	118 88%	40 88%	28 93%	60 83%	58 90%	54 92%	44 85%	25 82%	35 85%	98 84%	69 87%	31 81%	18 82%
Before March 2020, I had previously used this service to make videos calls to friends or family	496 77%b	217 71%	279 82%ab	203 80%e	173 77%	142 75%	63 72%	63 84%	15 61%	9 67%	145 74%	130 75%	112 79%	109 80%	38 84%	25 82%	51 71%	52 80%	50 85%	39 81%	22 72%	32 78%	81 69%	61 78%	29 75%	16 74%
Before March 2020, I had previously used this service but only for work-related calls	62 10%c	38 12%	24 7%	21 8%	21 9%	24 13%	7 8%	6 8%	4 15%	1 7%	26 13%	16 9%	10 7%	10 7%	2 4%	3 11%	9 12%	6 9%	4 7%	5 10%	3 10%	3 7%	17 14%	7 9%	2 6%	2 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 34
Q17. Used online communication services or apps for first time - FaceTime
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber-side (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	1577	658	919	309	273	306	274	238	158	292	515	456	274	332	117	55	163	124	143	102	73	143	230	239	135	53
Weighted base	1629	687	942	354	312	336	272	235	153	278	517	455	329	328	117*	64*	169	124	142	107*	73*	146	247	259	133	50*
I have used this service for the first time since March 2020	199	91	108	20	19	43	41	26	18	52	63	51	46	39	13	12	20	15	21	12	9	11	35	35	14	2
	12% ^{de}	13%	12%	6%	6%	13% ^{de}	15% ^{de}	11% ^d	11% ^d	19% ^{ade}	12%	11%	14%	12%	11%	19% ^{vz}	12%	15%	11%	13%	8%	14%	13%	11%	4%	
NET: Used before March 2020	1430	596	833	334	294	293	232	209	136	226	454	404	283	289	104	51	149	108	121	95	63	134	212	224	119	48
	88% ^j	87%	88%	94% ^{afg}	94% ^{afg}	87%	85%	89% ^j	89%	81%	88%	89%	86%	88%	89%	81%	88%	88%	85%	89%	87%	92% ^p	86%	87%	89%	96% ^p
Before March 2020, I had previously used this service to make videos calls to friends or family	1342	537	805	310	271	269	211	201	128	223	419	384	263	276	98	46	138	104	110	93	59	131	193	211	114	45
	82% ^{bg}	78%	85% ^{ab}	88% ^{afg}	87% ^{afg}	80%	78%	86% ^g	83%	80%	81%	84%	80%	84%	84%	72%	82%	84%	77%	87% ^p	82%	90% ^{aps}	78%	82%	85% ^p	90% ^p
Before March 2020, I had previously used this service but only for work-related calls	88	59	29	24	23	25	20	8	8	4	35	20	20	13	6	5	11	5	11	2	4	4	19	13	5	3
	5% ^{cj}	9% ^{ac}	3%	7% ^j	7% ^j	7% ^j	7% ^j	3%	5% ^j	1%	7%	4%	6%	4%	5%	9%	7%	4%	8%	2%	5%	3%	8%	5%	4%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 35
Q17. Used online communication services or apps for first time - Zoom
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	1300	608	692	252	223	286	199	196	140	227	529	436	164	171	84	37	128	96	100	72	60	111	240	219	116	37
Weighted base	1311	618	694	275	241	311	199	191	122	212	517	432	192	170	83*	41*	134	96*	94*	69*	55*	111*	242	233	117*	37*
I have used this service for the first time since March 2020	1069	460	609	210	178	230	157	157	110	205	410	358	153	147	70	31	109	84	68	55	43	99	187	199	95	29
NET: Used before March 2020	243	157	85	65	63	81	42	34	12	7	107	74	39	23	13	10	25	12	26	14	11	13	56	34	22	7
Before March 2020, I had previously used this service to make videos calls to friends or family	129	92	37	35	34	41	25	17	6	5	53	42	21	13	8	5	13	9	13	8	5	6	36	11	14	3
Before March 2020, I had previously used this service but only for work-related calls	114	65	49	30	29	40	17	17	7	2	54	32	18	10	6	5	12	3	13	6	7	7	20	23	8	5

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 36
Q17. Used online communication services or apps for first time - Houseparty
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	512	216	296	156	138	145	92	50	37	32	198	156	85	73	27	17	44	36	36	35	15	39	123	89	42	9
Weighted base	555	237	318	184	163	159	90*	54*	36*	31**	207	161	110*	77*	25**	20**	51*	38*	33*	34**	15**	42*	138*	107*	42*	10**
I have used this service for the first time since March 2020	440	166	275	136	118	126	73	41	33	31	158	133	89	61	20	13	37	32	23	27	12	35	108	91	33	10
	79% ^{bde}	70%	86% ^{ab}	74%	72%	79%	81%	76%	92% ^{de}	100%	76%	82%	80%	79%	78%	67%	72%	84%	70%	78%	82%	83%	78%	85%	79%	100%
NET: Used before March 2020	115	72	43	49	45	33	17	13	3	-	49	28	22	16	6	7	14	6	10	7	3	7	30	16	9	-
	21% ^c	30% ^{ac}	14%	26% ^{ai}	28% ^{ai}	21%	19%	24%	8%	-	24%	18%	20%	21%	22%	33%	28%	16%	30%	22%	18%	17%	22%	15%	21%	-
Before March 2020, I had previously used this service to make videos calls to friends or family	89	54	35	39	36	26	13	9	2	-	37	25	14	13	3	4	8	6	8	5	3	7	27	10	8	-
	16% ^c	23% ^{ac}	11%	21% ⁱ	22% ⁱ	17%	14%	16%	5%	-	18%	15%	12%	17%	13%	20%	16%	15%	24%	16%	18%	17%	19%	10%	18%	-
Before March 2020, I had previously used this service but only for work-related calls	26	18	8	9	9	7	5	4	1	-	11	4	8	3	2	3	6	*	2	2	-	-	4	6	1	-
	5% ^c	8% ^{ac}	2%	5%	6%	4%	5%	8%	3%	-	6%	2%	7%	3%	9%	13%	12% ^{avw}	1%	6%	6%	-	-	3%	5%	3%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 37
Q17. Used online communication services or apps for first time - Google Duo
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	190	110	80	44	40	69	32	22	9	14	61	58	33	38	16	8	24	12	15	17	6	7	47	24	10	4
Weighted base	197	113*	84*	49*	45*	73*	32**	22**	7**	14**	65*	58*	37**	37*	16**	7**	30**	12**	15**	17**	6**	6**	50*	24**	9**	5**
I have used this service for the first time since March 2020	73 37%e	39 34%	33 40%	13 27%e	9 21%	24 33%	13 39%	11 48%	6 91%	6 41%	22 34%	23 40%	14 38%	13 36%	7 47%	3 42%	8 25%	8 63%	2 16%	9 51%	1 15%	1 23%	17 33%	13 53%	2 19%	3 55%
NET: Used before March 2020	125 63%	74 66%	50 60%	36 73%	36 79%ad	49 67%	20 61%	11 52%	1 9%	8 59%	43 66%	35 60%	23 62%	24 64%	8 53%	4 58%	22 75%	4 37%	13 84%	8 49%	5 85%	5 77%	34 67%	11 47%	7 81%	2 45%
Before March 2020, I had previously used this service to make videos calls to friends or family	89 45%	51 45%	39 46%	22 45%	22 49%	36 49%	15 46%	10 44%	1 9%	6 47%	31 47%	28 49%	16 41%	15 40%	4 24%	4 58%	17 56%	3 28%	7 44%	7 39%	5 75%	3 54%	23 46%	8 35%	6 65%	2 45%
Before March 2020, I had previously used this service but only for work-related calls	35 18%	24 21%	12 14%	14 28%	14 30%a	13 18%	5 15%	2 8%	-	2 12%	12 19%	6 11%	8 20%	9 24%	5 29%	-	5 18%	1 8%	6 40%	2 10%	1 10%	1 23%	10 21%	3 11%	1 16%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 38
Q17. Used online communication services or apps for first time - Marco Polo
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	108	71	37	23	23	51	19	13	-	2	42	33	14	19	6	2	17	9	6	11	3	3	28	15	7	1
Weighted base	117*	79*	38*	28**	28**	53*	19**	14**	**	2**	48*	33**	16**	20**	5**	2**	22**	9**	6**	10**	3**	3**	31**	17**	7**	1**
I have used this service for the first time since March 2020	39 33%	31 39%	8 21%	8 28%	8 28%	22 41%	5 26%	4 29%	-	-	15 31%	12 36%	6 40%	6 28%	1 10%	-	6 27%	6 61%	2 25%	3 30%	-	-	10 33%	10 60%	2 25%	-
NET: Used before March 2020	78 67%	48 61%	30 79%	20 72%	20 72%	31 59%	14 74%	10 71%	-	2 100%	33 69%	21 64%	10 60%	14 72%	5 90%	2 100%	16 73%	4 39%	5 75%	7 70%	3 100%	3 100%	21 67%	7 40%	5 75%	1 100%
Before March 2020, I had previously used this service to make videos calls to friends or family	51 44%	31 39%	20 53%	15 52%	15 52%	21 39%	11 55%	5 34%	-	1 28%	21 44%	13 40%	7 46%	10 48%	3 65%	2 100%	8 36%	3 28%	3 46%	5 55%	2 65%	2 58%	14 46%	4 22%	5 66%	-
Before March 2020, I had previously used this service but only for work-related calls	27 23%	17 22%	10 26%	6 20%	6 20%	11 20%	4 19%	5 38%	-	1 72%	12 25%	8 24%	2 14%	5 24%	1 25%	-	8 37%	1 11%	2 29%	1 14%	1 35%	1 42%	6 20%	3 18%	1 8%	1 100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Ofcom Coronavirus Survey - Online Communications

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Absolutes/col percents

Table 39
Q17. Used online communication services or apps for first time - Discord
Base: All respondents who have ever used each

	Gender			Age						Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)
Unweighted base	216	152	64	78	70	69	45	18	4	2	75	66	33	42	15	12	23	15	19	19	8	14	51	24	15	1
Weighted base	219	155	64*	83*	74*	68*	44*	18**	4**	2**	74*	62*	36**	47*	15**	14**	25**	15**	21**	16**	5**	16**	52*	26**	14**	1**
I have used this service for the first time since March 2020	46 21%	32 20%	14 23%	15 18%	14 19%	17 25%	8 19%	4 20%	-	2 100%	18 24%	12 20%	4 12%	11 24%	4 25%	3 19%	5 19%	4 27%	6 28%	3 19%	* 8%	-	12 24%	6 23%	3 21%	-
NET: Used before March 2020	173 79%	124 80%	49 77%	68 82%	60 81%	51 75%	36 81%	14 80%	4 100%	-	56 76%	50 80%	31 88%	36 76%	11 75%	11 81%	20 81%	11 73%	15 72%	13 81%	5 92%	16 100%	40 76%	20 77%	11 79%	1 100%
Before March 2020, I had previously used this service to make video calls to friends or family	125 57%	96 62%ac	29 45%	59 71%af	51 69%af	32 47%	24 54%	7 42%	3 77%	-	37 51%	38 60%	27 75%	23 48%	9 62%	6 47%	15 61%	7 47%	11 53%	12 79%	4 77%	12 80%	27 51%	11 41%	9 65%	-
Before March 2020, I had previously used this service but only for work-related calls	48 22%bde	28 18%	20 32%b	9 11%	9 13%	19 28%de	12 27%de	7 38%	1 23%	-	18 25%	12 20%	5 13%	13 28%	2 13%	5 34%	5 19%	4 26%	4 19%	* 2%	1 15%	3 20%	13 25%	9 36%	2 14%	1 100%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
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Absolutes/col percents

Table 40
Q17. Used online communication services or apps for first time - Bunch
Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	110	72	38	25	24	45	23	12	2	3	43	30	17	20	4	5	14	9	7	11	2	2	31	17	7	1
Weighted base	115*	78*	37*	30**	29**	45*	24**	14**	1**	3**	48*	30**	18**	18**	4**	6**	17**	8**	7**	10**	3**	3**	33**	18**	6**	1**
I have used this service for the first time since March 2020	37 32%	28 36%	9 24%	8 28%	8 28%	16 35%	8 35%	4 32%	1 48%	1 21%	12 25%	11 35%	6 31%	9 48%	1 13%	1 17%	3 18%	5 66%	1 15%	2 24%	- -	- -	10 30%	10 57%	3 53%	1 100%
NET: Used before March 2020	78 68%	50 64%	28 76%	21 72%	21 72%	29 65%	15 65%	10 68%	1 52%	2 79%	36 75%	20 65%	13 69%	9 52%	4 87%	5 83%	14 82%	3 34%	6 85%	8 76%	3 100%	3 100%	23 70%	8 43%	3 47%	- -
Before March 2020, I had previously used this service to make videos calls to friends or family	50 43%	32 41%	18 48%	11 37%	11 38%	23 52%	14 58%	2 15%	- -	- -	25 52%	15 49%	4 20%	6 35%	1 21%	1 24%	9 51%	2 22%	3 44%	5 47%	2 80%	3 100%	20 60%	3 19%	1 19%	- -
Before March 2020, I had previously used this service but only for work-related calls	28 24% ^f	18 23%	10 27%	10 35%	9 33%	6 13%	2 7%	7 53%	1 52%	2 79%	11 22%	5 16%	9 49%	3 17%	3 66%	3 58%	5 31%	1 12%	3 41%	3 29%	1 20%	- -	3 9%	4 24%	2 28%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

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Absolutes/col percents

Table 41
Q17. Used online communication services or apps for first time - Slack
 Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)
Unweighted base	146	98	48	38	37	55	29	19	4	1	63	41	21	21	8	6	17	14	13	9	4	5	44	16	7	3
Weighted base	154	106*	48*	41**	40**	59*	29**	22**	3**	1**	65*	43*	25**	21**	7**	6**	18**	17**	14**	9**	4**	5**	47*	19**	6**	3**
I have used this service for the first time since March 2020	43 28% ^k	32 31%	11 22%	10 25%	9 23%	18 30%	7 25%	6 27%	2 59%	1 100%	12 19%	20 46% ^{ak}	4 17%	7 33%	2 24%	3 60%	2 10%	6 39%	1 8%	5 53%	1 14%	2 43%	13 27%	6 31%	1 27%	1 25%
NET: Used before March 2020	111 72% ^l	74 69%	37 78%	31 75%	31 77%	42 70%	22 75%	16 73%	1 41%	-	53 81% ^{al}	23 54%	21 83%	14 67%	6 76%	2 40%	16 90%	10 61%	12 92%	4 47%	3 86%	3 57%	35 73%	13 69%	4 73%	2 75%
Before March 2020, I had previously used this service to make video calls to friends or family	50 32% ^l	37 35%	12 25%	12 29%	12 29%	22 37%	11 38%	5 23%	-	-	30 46% ^{al}	7 16%	6 24%	6 29%	1 12%	1 24%	4 20%	5 32%	6 43%	3 38%	2 53%	2 43%	20 42%	3 14%	2 30%	1 19%
Before March 2020, I had previously used this service but only for work-related calls	61 40%	36 34%	25 52%	19 46%	19 47%	20 33%	11 37%	11 50%	1 41%	-	23 35%	16 38%	15 59%	8 38%	5 64%	1 15%	13 70%	5 29%	7 49%	1 10%	1 33%	1 14%	15 31%	10 55%	2 43%	2 56%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



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Absolutes/col percents

Table 42
Q17. Used online communication services or apps for first time - Viber
 Base: All respondents who have ever used each

	Gender			Age							Social Grade							Region								
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)
Unweighted base	211	114	97	39	37	70	49	34	10	9	71	53	37	50	17	7	25	13	14	12	6	10	70	22	12	3
Weighted base	214	118*	96*	45*	42*	73*	47*	30**	12**	7**	71*	50*	42*	51*	18**	8**	28**	12**	15**	12**	5**	10**	69*	24**	12**	2**
I have used this service for the first time since March 2020	29	19	10	5	5	15	7	2	-	-	14	9	3	3	1	1	1	4	3	2	-	-	13	4	1	-
	14%	16%	11%	12%	12%	21%	15%	7%	-	-	20%	17%	8%	6%	8%	8%	4%	34%	18%	16%	-	-	19%	16%	6%	-
NET: Used before March 2020	185	99	86	39	37	58	40	28	12	7	57	41	39	48	16	7	27	8	13	10	5	10	56	20	11	2
	86%	84%	89%	88%	88%	79%	85%	93%	100%	100%	80%	83%	92%	94%	92%	93%	96%	66%	82%	84%	100%	100%	81%	84%	94%	100%
Before March 2020, I had previously used this service to make video calls to friends or family	153	78	75	26	25	48	32	27	12	7	44	30	36	43	11	5	22	6	11	9	4	8	47	17	11	1
	71%k	66%	78%	58%	58%	66%	69%	89%	100%	100%	62%	60%	85%kl	84%akl	62%	63%	80%	50%	74%	78%	89%	77%	68%	72%	94%	66%
Before March 2020, I had previously used this service but only for work-related calls	32	21	11	13	12	10	7	1	-	-	13	11	3	5	5	2	5	2	1	1	1	2	9	3	-	1
	15%	18%	11%	30%a	29%a	14%	16%	4%	-	-	18%	23%	7%	9%	29%	29%	17%	16%	8%	7%	11%	23%	13%	13%	-	34%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



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Absolutes/col percents

Table 43
Q17. Used online communication services or apps for first time - WeChat
 Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of England (v)	London (w)	South East (x)	South West (y)	North of England (z)
Unweighted base	129	81	48	35	35	44	24	20	3	3	51	35	18	25	6	5	17	11	9	9	5	3	41	14	8	1
Weighted base	136	87*	49*	40**	40**	44*	25**	22**	3**	3**	54*	35**	20**	28**	6**	6**	21**	11**	11**	8**	4**	4**	42*	16**	7**	1**
I have used this service for the first time since March 2020	30 22%w	23 26%	7 14%	6 15%	6 15%	13 29%	4 18%	4 17%	1 49%	1 42%	8 16%	7 21%	6 28%	8 30%	3 46%	1 16%	6 27%	5 50%	-	1 16%	-	-	4 10%	6 35%	4 57%	-
NET: Used before March 2020	107 78%	64 74%	42 86%	34 85%	34 85%	31 71%	20 82%	18 83%	1 51%	2 58%	46 84%	28 79%	14 72%	19 70%	3 54%	5 84%	15 73%	5 50%	11 100%	7 84%	4 100%	4 100%	38 90%a	11 65%	3 43%	1 100%
Before March 2020, I had previously used this service to make video calls to friends or family	84 62%	52 60%	31 64%	27 68%	27 68%	26 59%	17 71%	11 50%	1 33%	2 58%	35 65%	24 68%	10 53%	15 52%	3 54%	2 31%	13 63%	3 25%	7 63%	6 79%	3 74%	2 58%	34 80%a	8 49%	2 35%	1 100%
Before March 2020, I had previously used this service but only for work-related calls	23 17%	12 14%	11 22%	7 17%	7 17%	5 12%	3 12%	7 33%	* 18%	-	11 20%	4 11%	4 18%	5 17%	-	3 53%	2 10%	3 25%	4 37%	* 5%	1 26%	2 42%	4 10%	3 16%	1 9%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



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Absolutes/col percents

Table 44
Q17. Used online communication services or apps for first time - Microsoft Teams
 Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	523	288	235	134	119	144	115	82	27	21	227	179	66	51	40	18	49	37	37	32	19	40	113	82	39	17
Weighted base	553	304	249	143	126*	160	118*	89*	23**	19**	232	181	88*	52*	46*	19**	53*	36*	36*	32**	19**	41*	120*	94*	39*	17**
I have used this service for the first time since March 2020	316	146	170	84	72	78	64	61	15	14	126	110	53	27	22	8	31	24	21	20	11	27	56	65	24	8
	57% ^b fw	48%	68% ^a ab	59%	57%	49%	54%	68% ^a af	67%	73%	54%	61%	61%	52%	48%	40%	60%	67%	58%	64%	56%	65%	47%	69% ^a ow	61%	43%
NET: Used before March 2020	237	158	78	59	54	82	55	28	8	5	107	71	34	25	24	12	21	12	15	8	14	64	29	15	10	
	43% ^c hx	52% ^a ac	32%	41%	43%	51% ^a ah	46%	32%	33%	27%	46%	39%	39%	48%	52% ^x	60%	40%	33%	42%	44%	35%	53% ^a ax	31%	39%	57%	
Before March 2020, I had previously used this service to make videos calls to friends or family	89	67	22	22	19	37	19	8	2	2	41	20	14	14	3	5	9	5	8	5	3	3	27	11	9	2
	16% ^c l	22% ^a ac	9%	15%	15%	23% ^a ah	16%	9%	9%	11%	18%	11%	16%	28% ^a al	7%	26%	16%	14%	22%	17%	14%	8%	23% ^o	11%	23%	12%
Before March 2020, I had previously used this service but only for work-related calls	147	91	56	37	35	46	36	20	6	3	66	51	20	11	21	7	13	7	7	6	6	11	37	19	6	8
	27%	30%	23%	26%	28%	29%	30%	22%	24%	17%	28%	28%	23%	20%	46% ^a arsxy	34%	24%	19%	20%	20%	29%	28%	31%	20%	16%	45%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



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Absolutes/col percents

Table 45
Q17. Used online communication services or apps for first time - Other services
 Base: All respondents who have ever used each

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	508	274	234	73	65	95	75	85	69	111	147	140	94	127	40	20	52	43	41	42	27	37	86	68	39	13
Weighted base	519	275	244	84*	74*	102*	74*	87*	67*	104*	142	131	109*	138	39*	24**	56*	42*	40*	43*	27**	37*	92*	69*	38*	12**
I have used this service for the first time since March 2020	156	79	77	19	17	22	22	27	22	41	48	39	33	36	9	8	15	13	10	8	10	11	34	21	14	2
	30%	29%	31%	23%	22%	22%	30%	32%	33%	40%ade	34%	30%	30%	26%	24%	32%	26%	32%	25%	19%	36%	29%	37%	31%	38%	18%
NET: Used before March 2020	363	196	168	65	57	80	51	59	45	63	93	92	77	102	29	16	42	29	30	35	17	26	58	48	24	10
	70%j	71%	69%	77%j	78%j	78%j	70%	68%	67%	60%	66%	70%	70%	74%	76%	68%	74%	68%	75%	81%	64%	71%	63%	69%	62%	82%
Before March 2020, I had previously used this service to make videos calls to friends or family	303	166	137	56	49	73	38	48	38	50	72	77	69	85	28	14	30	24	25	27	16	20	48	43	22	6
	58%j	60%	56%	67%j	66%j	71%ag	51%	56%	56%	48%	51%	59%	63%	62%	71%	59%	54%	57%	62%	62%	60%	56%	52%	62%	58%	49%
Before March 2020, I had previously used this service but only for work-related calls	61	30	31	9	9	7	13	11	7	13	21	15	8	17	2	2	11	4	5	8	1	5	10	5	2	4
	12%	11%	13%	10%	12%	7%	18%f	13%	10%	13%	15%	11%	7%	13%	5%	9%	20%	11%	12%	19%	4%	15%	11%	7%	5%	33%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used. * small base; ** very small base (under 30) ineligible for sig testing



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 46
Gender
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Male	2081 49%cl n	2081 100%ac	-	264 45%	243 47%d	360 51%	324 49%	374 51%d	303 49%	457 48%	612 53%aln	549 46%	451 52%ln	468 45%	186 52%	83 49%	231 49%	164 47%	187 50%	153 50%	91 45%	213 53%wx	257 46%	264 45%	194 53%wx	59 46%
Female	2175 51%bk	-	2175 100%ab	323 55%eh	273 53%	351 49%	336 51%	358 49%	310 51%	497 52%	545 47%	651 54%akm	413 48%	566 55%akm	169 48%	86 51%	240 51%	183 53%	185 50%	152 50%	112 55%	187 47%	304 54%vy	319 55%vy	170 47%	69 54%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 47
Age
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber-side (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	Northern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
16-17	72 2% bfg hijn	22 1%	51 2% ab	72 12% aefg hij	-	-	-	-	-	-	31 3% aln	15 1%	18 2%	9 1%	1 *	2 1%	8 2%	6 2%	6 2%	3 1%	5 2% o	12 3% oy	8 1%	18 3% aoy	3 1%	-
18-24	515 12% fgh ijnvz	243 12%	273 13%	515 88% af ghij	515 100% adfg hij	-	-	-	-	-	185 16% alm n	149 12% n	103 12% n	79 8%	31 9% z	23 13% z	60 13% vz	45 13% z	51 14% ovz	38 13% z	20 10% z	33 8% z	100 18% aoq uvxyz	72 12% z	41 11% z	1 1%
25-34	711 17% deg hijn	360 17%	351 16%	-	-	711 100% adeg hij	-	-	-	-	205 18% n	225 19% an	136 16%	146 14%	63 18%	36 21% v	80 17%	56 16%	63 17%	49 16%	35 18%	55 14%	102 18%	90 16%	61 17%	20 15%
35-44	660 15% def hij	324 16%	336 15%	-	-	-	660 100% adef hij	-	-	-	165 14%	176 15%	157 18% ak	162 16%	67 19% rxy	29 17%	68 14%	42 12%	67 18% rx	52 17%	31 15%	62 15%	99 18% rx	74 13%	46 13%	23 18%
45-54	732 17% def gijkw	374 18%	358 16%	-	-	-	-	732 100% adef gij	-	-	125 11%	190 16% k	176 20% akl	242 23% akl	66 19%	33 19%	85 18%	68 19% w	59 16%	48 16%	37 18%	67 17%	76 13%	97 17%	65 18%	32 25% astw x
55-64	613 14% def ghjk	303 15%	310 14%	-	-	-	-	613 100% adef ghj	-	-	141 12%	177 15%	115 13%	180 17% akm	47 13%	20 12%	62 13%	52 15%	50 13%	42 14%	30 15%	54 14%	78 14%	98 17%	46 13%	34 26% aopq rstuvw xy
65+	954 22% def ghimpw z	457 22%	497 23%	-	-	-	-	-	954 100% ade fghi	308 27% alm n	269 22%	160 19%	216 21%	80 23% z	26 15%	108 23% z	78 23% z	76 20%	73 24% wz	44 22%	118 29% apq swxz	99 18%	134 23% wz	101 28% aps wz	17 14%	
NET: 18-34	1226 29% ghi jnvz	602 29%	624 29%	515 88% ag hij	515 100% ad ghij	711 100% adgh ij	-	-	-	-	389 34% amn	373 31% an	238 28% n	225 22%	93 26% z	59 35% vz	140 30% vz	101 29% vz	114 31% vz	87 28% z	56 28% z	88 22%	202 36% aot uvxyz	162 28% z	102 28% z	21 17%
NET: 35-54	1391 33% def ijk	697 34%	694 32%	-	-	-	660 100% ad efij	732 100% adef ij	-	-	290 25%	365 30% k	333 39% akl	404 39% akl	133 38% x	62 37%	152 32%	109 32%	126 34%	100 33%	68 34%	129 32%	174 31%	171 29%	112 31%	55 43% aqr wxy

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 47
Age
Base: All respondents

	Gender		Age								Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: 55+	1567 37% ^{cdef} ghmpw	760 37%	807 37%	-	-	-	-	-	613 100% ^{ad} efgh	954 100% ^{ade} fgh	448 39% ^m	447 37% ^m	275 32%	396 38% ^m	127 36%	47 27%	170 36%	130 38% ^p	126 34%	115 38% ^p	74 36%	172 43% ^{aps} w	177 31%	232 40% ^{pw}	147 40% ^{pw}	51 40% ^p
Average age	47.12 ^d efgpw	47.40	46.86	21.10	21.74 ^d e	29.77 ^d ef	39.54 ^d	49.57 ^a defg	59.65 ^a defgh	71.39 ^a defghi	46.49	46.90	45.96	49.06 ^a klm	47.65 ^p w	43.99	47.28 ^w	47.44 ^w	45.95	47.18 ^w	47.00	50.05 ^a pqsw	44.01	47.50 ^p w	48.92 ^p sw	49.50 ^{pw}

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 48
Social Grade
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
A	282 7% chilmnr	163 8% ac	119 5%	65 11% afghij	53 10% afhi	47 7%	45 7% h	30 4%	27 4%	69 7% hi	282 24% almn	-	-	-	20 6%	12 7%	31 7%	12 3%	24 6%	18 6%	11 6%	27 7%	58 10% aort	40 7% r	23 6%	6 5%
B	875 21% hlmn	450 22%	426 20%	151 26% aghi	132 26% aghi	158 22% h	119 18% h	95 13%	114 19% h	239 25% aghi	875 76% almn	-	-	-	61 17%	28 17%	96 20%	85 25% ot	68 18%	53 17%	35 17%	82 21%	144 26% aopstu	119 20%	77 21%	26 20%
C1	1200 28% bkmnqs	549 26%	651 30% ab	164 28%	149 29%	225 32% h	176 27%	190 26%	177 29%	269 28%	-	1200 100% akmn	-	-	111 31% qs	47 28%	102 22%	96 28%	86 23%	105 34% aqs	60 30% q	116 29% q	158 28% q	169 29% q	119 33% qs	31 25%
C2	864 20% cjkln	451 22% ac	413 19%	120 20%	103 20%	136 19%	157 24% aij	176 24% afi	115 19%	160 17%	-	-	864 100% akln	-	70 20%	38 23%	99 21%	61 18%	101 27% aortuvwx	61 20%	33 16%	80 20%	104 19%	113 19%	68 19%	36 28% aruxy
D	536 13% djklmw	261 13%	275 13%	55 9%	50 10%	92 13% j	100 15% dej	124 17% ade	92 15% dej	72 8%	-	-	-	536 52% aklm	36 10%	22 13%	75 16% aow	57 16% aow	36 15% w	31 12%	30 16% w	45 11%	46 8%	74 13% w	42 12%	12 9%
E	499 12% bdefklm	208 10%	291 13% ab	33 6%	30 6%	54 8%	63 9% de	118 16% ade	87 14% ade	144 15% ade	-	-	-	499 48% aklm	57 16% ars	21 12%	68 14% w	35 10%	36 10%	31 10%	30 15% w	50 13%	51 9%	68 12%	35 10%	16 12%
NET: AB	1158 27% chilmn	612 29% ac	545 25%	215 37% afghi	185 36% afghi	205 29% hi	165 25% h	125 17%	141 23% h	308 32% aghi	1158 100% almn	-	-	-	81 23%	41 24%	127 27%	97 28%	92 25%	71 23%	47 23%	109 27%	202 36% aopqrstuvxyz	159 27%	99 27%	32 25%
NET: ABC1	2358 55% hmnqs	1162 56%	1196 55%	379 65% aghi	333 65% aghi	429 60% aghi	340 52% h	314 43%	318 52% h	577 60% aghi	2358 100% amns	-	-	-	192 54%	88 52%	229 49%	194 56% s	178 48%	176 58% qs	106 53%	225 56% qs	360 64% aopqrstuvxyz	328 56% qs	219 60% qs	64 50%
NET: C2DE	1898 45% defjklw	920 44%	979 45%	208 35%	182 35%	281 40%	319 48% def	418 57% ade	295 48% def	377 40%	-	-	864 100% akl	1034 100% akl	163 46% w	81 48% w	241 51% atv	153 44% w	194 52% art	129 42%	96 47% w	175 44% w	201 36%	255 44% w	145 40%	64 50% w

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 48
Social Grade
Base: All respondents

	Gender		Age							Social Grade				Region												
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: DE	1034	468	566	88	79	146	162	242	180	216	-	-	-	1034	94	43	142	92	93	69	62	95	98	142	77	28
	24% _{bde} fkimw	23%	26% _{ab}	15%	15%	21% _{de}	25% _{de}	33% _{ade} ij	29% _{ade} fj	23% _{de}	-	-	-	100% _{akl} m	26% _w	25% _w	30% _{atv} wy	27% _w	25% _w	22%	31% _{atw} y	24% _w	17%	24% _w	21%	22%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 49
GO Region
Base: All respondents

	Gender		Age								Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Scotland	355	186	169	32	31	63	67	66	47	80	81	111	70	94	355	-	-	-	-	-	-	-	-	-	-	-
	8%dpqr	9%	8%	5%	6%	9% ^d	10% ^{de}	9% ^d	8%	8% ^d	7%	9%	8%	9%	100% ^{apqr}	-	-	-	-	-	-	-	-	-	-	-
North East	169	83	86	25	23	36	29	33	20	26	41	47	38	43	-	169	-	-	-	-	-	-	-	-	-	-
	4%joqr	4%	4%	4%	4%	5% ^j	4%	4%	3%	3%	4%	4%	4%	4%	-	100% ^{aoqr}	-	-	-	-	-	-	-	-	-	-
North West	471	231	240	68	60	80	68	85	62	108	127	102	99	142	-	-	471	-	-	-	-	-	-	-	-	-
	11%lop	11%	11%	12%	12%	11%	10%	12%	10%	11%	11%	9%	11% ^l	14% ^{al}	-	-	100% ^{aopr}	-	-	-	-	-	-	-	-	-
Yorkshire & Humberside	347	164	183	51	45	56	42	68	52	78	97	96	61	92	-	-	-	347	-	-	-	-	-	-	-	-
	8%opqs	8%	8%	9%	9%	8%	6%	9%	8%	8%	8%	8%	7%	9%	-	-	-	100% ^{aopq}	-	-	-	-	-	-	-	-
West Midlands	372	187	185	56	51	63	67	59	50	76	92	86	101	93	-	-	-	372	-	-	-	-	-	-	-	-
	9%lopq	9%	8%	10%	10%	9%	10%	8%	8%	8%	8%	7%	12% ^{akl}	9%	-	-	-	100% ^{aopq}	-	-	-	-	-	-	-	-
East Midlands	306	153	152	42	38	49	52	48	42	73	71	105	61	69	-	-	-	-	306	-	-	-	-	-	-	-
	7%opqr	7%	7%	7%	7%	7%	8%	7%	7%	8%	6%	9% ^{ak}	7%	7%	-	-	-	-	100% ^{aopq}	-	-	-	-	-	-	-
Wales	202	91	112	25	20	35	31	37	30	44	47	60	33	62	-	-	-	-	-	202	-	-	-	-	-	-
	5%opqr	4%	5%	4%	4%	5%	5%	5%	5%	5%	4%	5%	4%	6% ^{ak}	-	-	-	-	-	100% ^{aopq}	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 49
GO Region
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	Eastern (v)	London (w)	South East (x)	South West (y)	Northern Ireland (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Eastern	400 9%eop qrstu wxyz	213 10%	187 9%	45 8%e	33 6%	55 8%	62 9%	67 9%	54 9%	118 12%ade fij	109 9%	116 10%	80 9%	95 9%	-	-	-	-	-	-	-	400 100%aopq rstuvwxyz	-	-	-	-
London	561 13%hjn opqrst uvwxyz	257 12%	304 14%	108 18%ahi j	100 19%afh ij	102 14%hj	99 15%hj	76 10%	78 13%	99 10%	202 17%alm n	158 13%n	104 12%	98 9%	-	-	-	-	-	-	-	-	561 100%aopq rstuvwxyz	-	-	-
South East	582 14%opq rstuvw yz	264 13%	319 15%	90 15%e	72 14%	90 13%	74 11%	97 13%	98 16%g	134 14%	159 14%	169 14%	113 13%	142 14%	-	-	-	-	-	-	-	-	-	582 100%aopq rstuvwyz	-	-
South West	363 9%opq stuvw xyz	194 9%	170 8%	44 7%	41 8%	61 9%	46 7%	65 9%	46 7%	101 11%ag	99 9%	119 10%	68 8%	77 7%	-	-	-	-	-	-	-	-	-	-	363 100%aopq rstuvwxyz	-
Northern Ireland	128 3%dejo pqrstu vwxy	59 3%	69 3%	1 *	1 *	20 3%de	23 4%dej	32 4%adej	34 6%ade fj	17 2%de	32 3%	31 3%	36 4%	28 3%	-	-	-	-	-	-	-	-	-	-	-	128 100%aopq rstuvwxy

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 50
Have you taken a foreign holiday in the last 3 years?
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	1055	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Yes	2660 62% ^h _{in} uv	1318 63%	1342 62%	460 78% ^a _{fg} hij	410 79% ^a _{fg} hij	510 72% ^a _{gh} ij	390 59% ⁱ	397 54%	325 53%	577 60% ^{hi}	871 75% ^a _{lm} n	790 66% ^a _{ln}	532 62% ⁿ	467 45%	217 61%	99 58%	289 61% ^v	211 61%	225 61%	203 67% ^u _{vy}	109 54%	216 54%	408 73% ^a _{op} qrsuvx y	378 65% ^{uv}	213 58%	92 72% ^a _{opq} rsuvy
No	1596 38% ^d _{ef} klwz	763 37%	833 38%	127 22%	106 21%	201 28% ^d _e	270 41% ^d _{ef}	335 46% ^a _{de} fj	287 47% ^a _{de} fgj	377 40% ^d _{ef}	287 25%	410 34% ^k	331 38% ^k	567 55% ^a _{kl} m	138 39% ^{wz}	71 42% ^{wz}	182 39% ^{wz}	136 39% ^{wz}	146 39% ^{wz}	102 33%	93 46% ^a _{tw} xz	185 46% ^a _{qt} wxz	153 27%	204 35% ^w	151 42% ^t _{wz}	36 28%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 51
Tenure
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	1055	353	161	454	344	388	296	224	416	547	561	382	130	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Homeowners	2758 65%cde fgnow	1389 67%cac	1368 63%	353 60%efg	293 57%	360 51%	354 54%	455 62%fg	425 69%ade fgh	811 85%ade fghi	904 78%alm n	821 68%an	575 67%an	457 44%	209 59%	106 63%w	309 66%w	233 67%ow	239 64%w	217 71%aow	128 63%w	289 72%aop suw	297 53%	389 67%ow	250 69%ow	91 71%ow
Owned outright - without mortgage	1536 36%def ghnpw	765 37%	772 35%	140 24%fg	124 24%fg	96 14%	76 12%	179 24%fg	310 51%ade fgh	735 77%ade fghi	513 44%alm n	441 37%an	294 34%an	288 28%	111 31%	44 26%	182 39%pw	124 36%p	133 36%p	120 39%pw	81 40%pwz	168 42%aop wz	166 30%	216 37%pw	155 43%aop wz	37 29%
Owned with a mortgage or loan	1221 29%ijn w	625 30%	597 27%	212 36%aei j	169 33%ij	264 37%aij	278 42%aei j	276 38%aij	115 19%j	76 8%	391 34%an	380 32%an	281 33%an	170 16%	98 28%	62 37%aqu wy	127 27%	109 31%w	106 29%	97 32%w	47 23%	121 30%w	131 23%	173 30%w	94 26%	54 43%aoqr stuvwxy
NET: Renters	1419 33%bjk ltv	657 32%	763 35%ab	198 34%j	186 36%dj	328 46%ade hij	298 45%ade hij	271 37%aij	186 30%j	140 15%	229 20%	361 30%k	268 31%k	561 54%akl m	141 40%art vxyz	60 36%	157 33%v	107 31%	121 32%	84 28%	69 34%	106 26%	253 45%apq rstuvx yz	180 31%	107 30%	34 27%
NET: Rent from Council/ Housing Association	859 20%bde jkltxy	367 18%	492 23%ab	91 16%j	81 16%j	166 23%dej	176 27%ade j	180 25%ade j	139 23%dej	107 11%	96 8%	182 15%k	161 19%k	420 41%akl m	109 31%aqr stvxyz	45 27%tvx yz	98 21%y	67 19%y	70 19%y	47 15%	48 24%txy	67 17%y	152 27%aqr stvxyz	96 16%y	41 11%	19 15%
Rented from the council	553 13%bde jkltxy	229 11%	324 15%ab	59 10%j	49 10%	100 14%ej	121 18%ade j	118 16%ade j	91 15%dej	63 7%	56 5%	105 9%k	112 13%kl	280 27%akl m	78 22%aqr stuvxyz	38 22%aqs tvxyz	49 10%y	54 16%qtx yz	43 12%y	29 9%y	29 14%xy	44 11%y	111 20%aqst vxyz	53 9%y	16 4%	10 8%
Rented from a housing association	306 7%jkr	138 7%	168 8%	33 6%	31 6%	66 9%adj	54 8%j	62 8%j	48 8%j	44 5%	40 3%	77 6%k	49 6%k	141 14%aklm	31 9%r	8 5%	48 10%apr v	13 4%	27 7%	18 6%	19 9%r	24 6%	41 7%	43 7%r	26 7%	9 7%
Rented from someone else	560 13%ijo v	289 14%	271 12%	106 18%ahi j	105 20%adh ij	162 23%ahi j	122 19%ahi j	91 12%ij	47 8%j	32 3%	133 12%	180 15%ak	107 12%	140 14%	32 9%	15 9%	59 13%	39 11%	51 14%	38 12%	21 10%	39 10%	101 18%aop qrtuv	85 15%ov	66 18%aop quv	15 12%
Rent free	79 2%hij	35 2%	44 2%	37 6%afgh ij	36 7%afgh ij	22 3%aghi j	8 1%	6 1%	2 *	4 *	25 2%	17 1%	20 2%	16 2%	5 1%	3 2%	5 1%	7 2%	12 3%q	4 1%	5 3%	5 1%	11 2%	12 2%	6 2%	3 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 52
What is the highest educational level that you have achieved to date?
Base: All respondents

	Gender			Age							Social Grade							Region								
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
No formal education	38 1%dkx	17 1%	21 1%	- -	- -	2 *	10 1%def	6 1%g	5 1%h	16 2%ade	3 *	6 *	15 2%akl	14 1%kl	4 1%x	2 1%x	1 *	5 1%x	1 *	1 *	7 3%aqst wxy	6 2%x	6 1%	1 *	2 1%	1 1%
Primary	30 1%l	13 1%	17 1%	1 *	- -	2 *	5 1%	3 *	5 1%	12 1%ae	4 *	2 *	5 1%	18 2%aklm	1 *	- -	1 *	6 2%a	1 *	1 *	4 2%	2 1%	8 1%	2 *	1 *	2 1%
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	2250 53%bde fklw	1062 51%	1188 55%ab	253 43%	215 42%	283 40%	328 50%def	453 62%ade fg	366 60%ade fg	567 59%ade fg	391 34%	579 48%k	559 65%akl	720 70%akl	176 49%w	90 53%w	245 52%w	185 53%w	231 62%aoq rwxz	176 57%w	116 58%w	245 61%aoq rwxz	226 40%	315 54%w	182 50%w	63 49%
University degree or equivalent professional qualification, NVQ level 4, etc.	1361 32%hmn s	684 33%	677 31%	180 31%	180 35%dh	289 41%adg hij	223 34%h	198 27%	187 31%	284 30%	502 43%alm n	440 37%amn	204 24%	215 21%	120 34%o	45 26%	163 35%sv	114 33%	96 26%	85 28%	58 29%	110 27%	222 39%aps tuvxz	186 32%	128 35%sv	34 27%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	424 10%ijm nrv	225 11%	199 9%	44 8%	44 9%e	115 16%ade hij	81 12%adj	67 9%	47 8%	68 7%	203 18%alm n	124 10%mn	48 6%	49 5%	44 12%rv	20 12%v	38 8%	22 6%	34 9%	36 12%rv	15 8%	24 6%	78 14%aqr v	52 9%	35 10%	25 20%aqr uvxy
Still in full time education	121 3%ghj n	58 3%	63 3%	103 18%ae fghij	73 14%afgh ij	14 2%ghj	3 1%j	1 *	- -	- -	46 4%an	44 4%n	21 2%n	10 1%	10 3%	9 5%stu	13 3%	13 4%t	6 2%	3 1%	2 1%	10 2%	20 4%t	22 4%t	13 4%t	2 1%
Don't know	12 *	4 *	8 *	- -	- -	2 *	3 *	- -	2 *	5 *	5 *	2 *	2 *	3 *	- -	- -	5 1%a	- -	1 *	1 *	- -	- -	* *	3 *	- -	2 1%vwy
Prefer not to answer	21 *c	19 1%ac	2 *	5 1%e	3 1%	3 *	6 1%	4 *	1 *	2 *	3 *	3 *	10 1%akl	5 *	1 *	3 2%w	4 1%	2 1%	2 1%	3 1%	- -	2 1%	1 *	2 *	2 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 53
Thinking about your household's food and grocery shopping, are you personally responsible for selecting half or more of the items to be bought from supermarkets and food shops?
Base: All respondents

	Gender		Age								Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Yes - responsible for half or more of the items bought	3752 88% bdekvx	1760 85% c	1992 92% ab	338 58% d	332 64% d	661 93% adej	627 95% adej	701 96% ade	568 93% ade	856 90% cde	959 83% k	1077 90% k	765 89% k	951 92% akm	338 95% apqrstuvwxyz	149 88% p	421 89% v	310 89% v	318 86% s	269 88% t	183 90% v	337 84% v	495 88% w	495 85% x	321 88% y	115 90% z
No - not responsible for most of the items bought	504 12% cfghino	321 15% ac	183 8% c	249 42% aefghij	183 36% afghij	49 7% h	32 5% g	31 4% h	44 7% h	98 10% fgh	198 17% almn	123 10% l	99 11% m	84 8% n	17 5% o	20 12% o	50 11% o	36 11% o	53 14% o	36 12% o	20 10% o	64 16% aoqr	67 12% o	87 15% ao	42 12% o	13 10% o

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 54
How many cars are there in your household?
 Base: All respondents

	Gender		Age								Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
No cars in the household	893 21% bjk mstvxxy	406 20%	487 22% ab	115 19%	111 22% dj	172 24% aj	172 26% adi j	164 22% j	120 20%	150 16%	148 13%	251 21% km	130 15%	364 35% akl m	82 23% stv xy	54 32% aqr stuvxy z	108 23% stv xy	70 20% vy	63 17%	47 16%	35 17%	57 14%	216 38% aoq rstuvx yz	89 15%	52 14%	20 15%
NET: Any	3363 79% cfg npw	1675 80% ac	1688 78%	473 81% eg	404 78%	539 76%	487 74%	568 78%	493 80% g	803 84% aef gh	1010 87% aln	949 79% n	734 85% aln	670 65%	273 77% w	116 68%	363 77% pw	276 80% pw	309 83% aop qw	258 84% aop qw	167 83% pw	343 86% aop qw	345 62%	493 85% aop qw	312 86% aop qw	108 85% pw
1	1726 41% def wx	842 40%	884 41%	126 21% e	101 20%	251 35% de	264 40% de	291 40% de	277 45% ade f	518 54% ade fghi	477 41%	495 41%	344 40%	410 40%	154 43% w	69 41%	205 43% wx	164 47% gasw xz	142 38%	141 46% wx	93 46% wx	163 41% w	182 32%	212 36%	157 43% w	46 36%
2	1245 29% jnp w	635 31%	611 28%	170 29%	144 28%	242 34% aei j	193 29%	215 29%	173 28%	252 26%	404 35% aln	345 29% n	295 34% aln	202 20%	96 27% w	36 21%	130 28% w	91 26% w	134 36% aop quw	93 30% w	49 24%	142 35% aop quw	109 20%	201 34% aop quw	118 32% pw	46 36% puw
3+	391 9% fji jnq	198 10%	193 9%	177 30% afg hij	159 31% afgh ij	46 6% j	30 4%	62 8% gj	43 7% j	33 3%	129 11% an	109 9% n	95 11% n	58 6%	23 6%	11 6%	28 6%	22 6%	33 9%	24 8%	24 12% oqr	38 9%	54 10%	80 14% aop qrstw	37 10% q	17 13% oqr

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 55
To which of the following ethnic groups do you consider you belong?
Base: All respondents

	Gender			Age							Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)	
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128	
White	3869 91% def gw	1893 91%	1976 91%	485 83%	427 83%	611 86%	571 87%	680 93% cade fg	579 95% ade fg	941 99% ade fghi	1041 90%	1088 91%	789 91%	950 92%	337 95% casw	158 93% w	436 93% sw	327 94% casw	327 88% w	287 94% sw	197 97% aqs w	377 94% asw	397 71%	550 94% asw	349 96% aq sw	128 100% aopq rstvwxy	
NET: BAME	339 8% ijou vxyz	159 8%	180 8%	92 16% ahi j	82 16% ahi j	87 12% ahi j	79 12% ahij	44 6% j	30 5% j	6 1%	104 9%	96 8%	65 7%	75 7%	14 4% z	8 5% z	33 7% uyz	20 6% yz	39 11% opr tuvwxyz	17 5% z	6 3%	17 4% z	150 27% aopq rstuvxy z	26 5% z	9 3%	-	
Mixed	75 2% jq	34 2%	41 2%	15 3% j	13 2% j	18 3% j	22 3% ahj	8 1% j	10 2% j	2 *	20 2%	16 1%	14 2%	25 2%	8 2% q	3 2%	2 *	3 1%	6 2%	3 1%	3 2%	8 2% q	28 5% aqs tuvwxyz	8 1%	2 1%	-	
Asian	167 4% ijn o uvwxyz	89 4%	78 4%	51 9% ahj	42 8% ahj	46 7% ahj	42 6% ahij	21 3% ij	5 1%	2 *	60 5% aln	41 3%	37 4%	29 3%	4 1%	4 2%	20 4% ouyz	9 2%	29 8% aopr tuvwxyz	12 4% ouyz	1 1%	7 2%	67 12% aopq rtuvwxyz	12 2%	3 1%	-	
Black	63 1% j	23 1%	40 2%	16 3% aj	16 3% aj	14 2% j	12 2% j	10 1% j	9 2% j	1 *	14 1%	26 2% am	7 1%	15 1%	2 *	-	6 1%	4 1%	3 1%	1 *	-	2 *	39 7% aopq rstuvxy z	5 1%	2 *	-	
Chinese	18 * b	3 *	15 1% ab	8 1% agj	8 1% agij	4 1% j	1 *	3 *	2 *	-	6 *	7 1%	2 *	3 *	-	1 *	4 1%	2 1%	-	1 *	1 *	-	8 1% acsv xy	1 *	-	-	
Other ethnic group	16 *	10 *	6 *	3 1%	3 1%	4 1%	3 *	2 *	4 1%	1 *	5 *	5 *	4 *	2 *	-	-	2 *	2 1%	1 *	-	-	-	-	8 2% aovx	* *	3 1%	-
Prefer not to answer	48 1%	29 1%	19 1%	10 2%	6 1%	13 2%	9 1%	7 1%	3 1%	6 1%	13 1%	16 1%	10 1%	9 1%	4 1%	4 2% qr	2 *	-	5 1% r	2 1%	-	6 2% r	14 3% aqr	6 1%	5 1% r	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 56
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Christian	2002 47%def gu	951 46%	1050 48%	177 30%	158 31%	206 29%	254 38%def	364 50%def g	346 56%ade fgh	655 69%ade fghi	546 47%	581 48%	413 48%	461 45%	177 50%u	71 42%	231 49%u	163 47%u	177 48%u	141 46%	76 38%	176 44%	249 44%	280 48%u	165 45%	96 75%aopq rstuvw xy
NET: Other	257 6%jox	136 7%	121 6%	58 10%ahi j	54 10%ahij	63 9%ahij	52 8%ahij	32 4%j	27 4%	24 3%	87 7%al	63 5%	48 6%	60 6%	5 1%	5 3%	39 8%opru vxyz	15 4%o	35 9%aopr uvxyz	16 5%o	7 4%	18 5%o	80 14%aopq rstuvxy z	23 4%o	11 3%	2 2%
Muslim	104 2%chij ovxy	63 3%ac	41 2%	28 5%ahij	28 5%ahij	34 5%ahij	28 4%ahij	10 1%j	4 1%j	-	32 3%	25 2%	28 3%	19 2%	1 *	2 1%	17 4%ouv xyz	5 1%	24 7%aopr tuvxyz	7 2%oy	1 *	3 1%	38 7%aopq rtuvxy z	7 1%	1 *	-
Hindu	32 1%hj	16 1%	16 1%	11 2%ae hij	7 1%hj	9 1%hj	9 1%hj	1 *	2 *	-	16 1%aln	5 *	6 1%	5 *	-	1 *	6 1%	-	1 *	1 *	1 *	2 *	19 3%aors tuvxy	2 *	1 *	-
Jewish	23 1%	11 1%	12 1%	3 1%	3 1%	4 1%	2 *	1 *	4 1%	9 1%	11 1%a	4 *	3 *	5 *	-	-	4 1%	2 1%	-	1 *	-	2 *	11 2%aosx	2 *	2 1%	-
Sikh	10 *	7 *	3 *	3 1%j	3 1%j	2 *	1 *	2 *	1 *	-	2 *	3 *	4 *	1 *	-	-	1 *	1 *	1 *	4 1%avw	-	-	-	2 *	-	-
Buddhist	20 *	11 1%	9 *	3 1%	3 1%	5 1%	1 *	4 *	3 1%	4 *	9 1%m	5 *	* *	6 1%	2 1%	-	1 *	1 *	1 *	-	1 1%	1 *	10 2%aqt y	3 *	-	-
Other	68 2%	28 1%	40 2%	10 2%	10 2%	10 1%	11 2%	15 2%	12 2%	11 1%	17 1%	21 2%	7 1%	23 2%m	2 1%	3 2%	10 2%	6 2%	7 2%	4 1%	4 2%	11 3%ow	3 1%	8 1%	7 2%	2 2%
None	1909 45%ijw z	952 46%	957 44%	326 56%ahi j	283 55%ahi j	419 59%agh ij	342 52%ahi j	325 44%ij	234 38%j	262 27%	508 44%	537 45%	380 44%	483 47%	164 46%wz	89 53%qsw z	193 41%z	164 47%wz	155 42%z	144 47%wz	118 58%aoq rstvw z	195 49%qwz	205 37%z	271 47%wz	182 50%aqs wz	28 22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 56
To which of the following religious groups do you consider yourself to be a member of?
Base: All respondents

	Gender			Age							Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	1158	372	306	202	400	561	582	363	128
Prefer not to say	88 2% ^{ij}	42 2%	47 2%	26 4% ^{aghi} j	21 4% ^{aghi} j	23 3% ^{hij}	12 2%	10 1%	6 1%	12 1%	17 1%	19 2%	23 3%	30 3% ^k	9 2%	4 2%	8 2%	5 1%	5 1%	4 1%	1 *	11 3%	27 5% ^{aqrs} tuxy	8 1%	5 1%	1 1%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 57
Which of the following best describes where you live?
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Urban	3407 80%jrt uvxyz	1680 81%	1727 79%	486 83%j	424 82%j	598 84%ahj	566 86%ahi	580 79%j	498 81%j	678 71%	927 80%	944 79%	696 81%	839 81%	278 78%u	144 85%rtu vxyz	406 86%aor tuvxyz	253 73%	325 87%aor tuvxyz	218 71%	132 65%	290 72%	555 99%aop qrstuv xyz	445 76%u	273 75%u	89 69%
Urban - Population over 10,000	1846 43%cij mrtuvx y	951 46%ac	895 41%	288 49%ahi j	262 51%adh ij	371 52%ahi j	332 50%ahi j	308 42%j	241 39%j	307 32%	541 47%amn	534 45%	343 40%	428 41%	141 40%tux	80 47%rtu vxy	203 43%rtu vxy	123 35%	191 51%aoq rtuvxy z	94 31%	62 31%	130 33%	460 82%aop qrstuv xyz	186 32%	129 36%	46 36%
Town and Fringe	1561 37%bef klw	729 35%	832 38%ab	199 34%e	163 32%	227 32%	234 36%	272 37%	257 42%ade fg	371 39%ef	387 33%	409 34%	354 41%akl	411 40%akl	137 39%w	64 38%w	202 43%aw	131 38%w	134 36%w	123 40%w	70 34%w	160 40%w	94 17%	259 44%asu wz	144 40%w	43 34%w
NET: Rural	849 20%fgq sw	401 19%	448 21%	101 17%	91 18%	112 16%	94 14%	152 21%fg	115 19%g	275 29%ade fghi	230 20%	256 21%	167 19%	195 19%	77 22%qsw	25 15%w	65 14%w	93 27%apq sw	47 13%w	88 29%apq sw	70 35%aop qswxy	110 28%apqs w	7 1%	138 24%apq sw	90 25%apq sw	39 31%apqs w
Village	740 17%gqs w	340 16%	401 18%	91 15%	82 16%	105 15%	85 13%	135 18%g	91 15%	233 24%ade fghi	198 17%	221 18%	145 17%	176 17%	55 16%sw	25 15%w	56 12%w	93 27%aop qsw	36 10%w	78 26%aop qsw	61 30%aop qswxyz	101 25%aopq sw	3 *	130 22%aop qsw	79 22%aqsw	24 19%sw
Hamlet & Isolated Dwelling	109 3%grw x	62 3%	47 2%	10 2%	9 2%	7 1%	8 1%	17 2%	24 4%adfg	43 4%adef gh	32 3%	35 3%	22 3%	19 2%	22 6%apqr vw	1 *	9 2%r	1 *	11 3%rw	10 3%rw	10 5%ppqrw x	9 2%r	4 1%	7 1%	12 3%rw	15 12%apqr stuvwxy

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 58
Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19), taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Working	2396	1280	1116	309	305	585	532	545	332	94	657	770	542	427	201	94	255	184	220	163	101	205	352	334	210	79
	56% ^{cjn}	61% ^{ac}	51%	53% ^{aj}	59% ^{dj}	82% ^{ade}	81% ^{ade}	74% ^{ade}	54% ^j	10%	57% ⁿ	64% ^{akn}	63% ^{akn}	41%	57%	55%	54%	53%	59% ^{uv}	53%	50%	51%	63% ^{aq}	57%	58%	62% ^{uv}
NET: Employed	2151	1140	1010	298	294	552	493	463	277	67	601	698	476	376	180	84	230	174	193	144	90	182	320	293	185	75
	51% ^{cij}	55% ^{ac}	46%	51% ^{aj}	57% ^{adi}	78% ^{ade}	75% ^{ade}	63% ^{adi}	45% ^j	7%	52% ⁿ	58% ^{akn}	55% ^{an}	36%	51%	50%	49%	50%	52%	47%	45%	45%	57% ^{aq}	50%	51%	59% ^{tuv}
Working full time - working 30 hours per week or more	1732	1026	707	245	245	484	406	371	195	30	518	581	357	276	152	71	185	135	158	115	69	135	273	231	144	66
	41% ^{cij}	49% ^{ac}	32%	42% ^{aj}	48% ^{adi}	68% ^{ade}	62% ^{ade}	51% ^{adi}	32% ^j	3%	45% ^{an}	48% ^{samn}	41% ^{an}	27%	43% ^v	42%	39%	39%	43% ^v	38%	34%	34%	49% ^{aq}	40%	40%	52% ^{aq}
Working part-time - working between 8 and 29 hours per week	418	114	304	53	49	68	86	91	82	37	82	117	119	100	28	14	45	39	35	28	22	47	47	62	41	9
	10% ^{bjk}	5%	14% ^{ab}	9% ^j	10% ^j	10% ^j	13% ^{adj}	12% ^{aj}	13% ^{adj}	4%	7%	10% ^k	14% ^{akl}	10% ^k	8%	8%	10%	11%	9%	9%	11%	12%	8%	11%	11%	7%
NET: Self-employed	246	140	106	11	11	33	39	82	54	27	56	72	66	51	21	10	25	10	27	19	11	23	32	40	24	4
	6% ^{cdej}	7% ^{ac}	5%	2%	2%	5% ^{de}	6% ^{dej}	11% ^{adef}	9% ^{adef}	3%	5%	6%	8% ^{akn}	5%	6%	6%	5%	3%	7% ^r	6% ^r	5%	6%	6%	7% ^r	7% ^r	3%
Self-employed - working 30 hours per week or more	157	103	55	3	3	22	27	66	27	13	36	40	43	38	16	5	17	4	19	12	7	15	17	27	15	2
	4% ^{cdej}	5% ^{ac}	3%	*	1%	3% ^{dej}	4% ^{dej}	9% ^{adef}	4% ^{dej}	1%	3%	3%	5%	4%	4% ^r	3%	4%	1%	5% ^r	4% ^r	3%	4% ^r	3%	5% ^r	4% ^r	2%
Self-employed - working between 8 and 29 hours per week	88	37	51	8	8	11	12	16	27	14	20	32	23	13	5	4	8	5	7	7	4	8	14	13	10	2
	2% ⁿ	2%	2%	1%	2%	2%	2%	2%	4% ^{adef}	1%	2%	3% ⁿ	3% ⁿ	1%	1%	3%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%
NET: Not working	1860	801	1058	278	210	126	127	187	281	860	501	430	321	608	154	76	215	163	151	143	101	196	210	249	154	49
	44% ^{bfghlmw}	39%	49% ^{ab}	47% ^{efgh}	41% ^{fgh}	18%	19%	26% ^{fg}	46% ^{fgh}	90% ^{ade}	43% ^{lm}	36%	37%	59% ^{akl}	43%	45%	46% ^w	47% ^w	41%	47% ^w	50% ^{swz}	49% ^{aswz}	37%	43%	42%	38%
Not working but seeking work or temporarily unemployed or sick	199	104	95	29	29	41	37	48	38	5	11	15	41	132	9	29	15	25	18	13	6	24	23	13	2	
	5% ^{klv}	5%	4%	5% ^j	6% ^j	6% ^j	6% ^j	7% ^{aj}	6% ^j	1%	1%	1%	5% ^{kl}	13% ^{aklm}	6% ^{vz}	5% ^v	6% ^{vz}	4% ^v	7% ^{vz}	6% ^v	6% ^{vz}	2%	4% ^v	4% ^v	4%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 58
Please indicate which of the following best describes your working status before March 2020 (Pre-Covid 19), taking into account any changes due to the impact of the Coronavirus pandemic
Base: All respondents

	Gender		Age							Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Not working and not seeking work	200 5% defj klmw	94 5%	107 5%	14 2%	13 2%	13 2%	22 3%	61 8% ade fgj	71 12% ade gi	19 2%	20 2%	15 1%	21 2%	145 14% aklm	23 6% sw	6 4%	24 5%	13 4%	10 3%	16 5%	13 6% sw	25 6% sw	15 3%	26 4%	16 4%	15 11% capqr stwx y
Student	262 6% bfg h ijnz	104 5%	158 7% ab	225 38% aef ghij	159 31% afgh ij	29 4% ghij	5 1% j	2 *	1 *	-	99 9% amn	86 7% n	49 6% n	28 3%	15 4%	14 8% z	30 6% z	26 7% z	23 6% z	17 6% z	11 5%	21 5%	42 8% z	45 8% z	17 5%	1 1%
Retired on a state pension only	214 5% bdef ghiklm	64 3%	150 7% ab	-	-	-	-	1 *	1 *	213 22% ade fghi	23 2%	22 2%	26 3%	143 14% aklm	15 4%	6 4%	27 6%	21 6%	17 5%	15 5%	9 5%	35 9% aosw xz	22 4%	22 4%	23 6%	3 2%
Retired with a private pension	752 18% cde fghmnw	403 19% ac	349 16%	-	-	-	3 *	6 1% cdf	132 22% ade fgh	611 64% ade fghi	319 28% alm	262 22% amn	117 14% n	53 5%	60 17%	28 16%	86 18%	67 19% w	54 15%	57 19%	40 20%	85 21% swz	78 14%	108 18%	73 20% w	15 12%
House person, housewife, househusband, etc.	233 5% bdej kl	33 2%	200 9% ab	10 2%	10 2%	43 6% dej	60 9% adej	69 9% ade f	39 6% dej	12 1%	29 3%	30 2%	68 8% akl	106 10% akl	20 6%	13 8% y	19 4%	23 6%	22 6%	20 6%	15 8% y	23 6%	29 5%	25 4%	12 3%	13 10% aqxy

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 59
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Currently furloughed / reduced hours / employer imposed temporary leave of absence as a result of the Coronavirus	833 20%jn	412 20%	420 19%	124 21%j	120 23%dj	198 28%adij	173 26%aj	169 23%aj	136 22%j	33 4%	211 18%n	248 21%n	224 26%akln	149 14%	59 17%	34 20%	80 17%	63 18%	73 20%	60 20%	36 18%	70 18%	136 24%aoqv	111 19%	79 22%	31 24%
NET: Working	1444 34%cij n	813 39%ac	631 29%	179 30%j	177 34%dj	372 52%adeij	327 50%adeij	345 47%adeij	170 28%j	52 5%	428 37%an	502 42%akmn	288 33%n	226 22%	132 37%	56 33%	164 35%	113 33%	140 38%	96 31%	61 30%	124 31%	199 35%	201 34%	114 31%	46 36%
NET: Employed	1296 30%cij n	719 35%ac	578 27%	171 29%ij	170 33%dj	349 49%adehij	307 47%adehij	292 40%adeij	141 23%j	36 4%	389 34%amn	460 38%akmn	246 29%n	200 19%	119 33%	49 29%	149 32%	110 32%	120 32%	84 27%	52 26%	110 27%	183 33%	179 31%	101 28%	41 32%
Working full time - working 30 hours per week or more	1064 25%cij mny	641 31%ac	424 19%	149 25%ij	149 29%dj	305 43%adehij	257 39%adehij	233 32%adij	104 17%j	16 2%	346 30%amn	381 32%amn	186 21%n	152 15%	96 27%u	45 27%	125 27%u	85 25%	101 27%uy	71 23%	39 19%	89 22%	153 27%uy	150 26%	74 20%	36 28%
Working part-time - working between 8 and 29 hours per week	232 5%bjk	78 4%	154 7%ab	22 4%	21 4%	44 6%j	50 8%adej	59 8%adej	36 6%j	20 2%	44 4%	79 7%k	61 7%k	49 5%	23 6%	4 2%	23 5%	25 7%p	19 5%	13 4%	14 7%p	21 5%	30 5%	29 5%	27 7%p	5 4%
NET: Self-employed	148 3%cdej r	95 5%ac	53 2%	7 1%	7 1%	23 3%cd	20 3%	52 7%adej gj	29 5%dej	16 2%	39 3%	42 3%	42 5%en	26 2%	13 4%r	7 4%r	15 3%r	3 1%	20 5%ar	12 4%r	8 4%r	14 4%r	16 3%	22 4%r	13 3%r	5 4%
Self-employed - working 30 hours per week or more	59 1%cdej	45 2%ac	15 1%	1 *	1 *	5 1%	10 1%de	25 3%adej gj	13 2%defj	5 1%	17 1%	19 2%	16 2%	8 1%	6 2%	1 1%	3 1%	2 1%	11 3%aqr	2 1%	3 1%	5 1%	10 2%	11 2%	5 1%	-
Self-employed - working between 8 and 29 hours per week	88 2%jr	50 2%	38 2%	7 1%	7 1%	18 2%	10 2%	28 4%adej gj	16 3%j	11 1%	22 2%	23 2%	25 3%	18 2%	7 2%	6 3%rw	12 2%r	1 *	9 2%r	10 3%rw	5 3%r	9 2%r	5 1%	11 2%	8 2%r	5 4%rw

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 59
 Please indicate which of the following best describes your working status today, taking into account any changes due to the impact of the Coronavirus pandemic
 Base: All respondents

	Gender			Age							Social Grade							Region								
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North Ireland (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Not working	1979	855	1124	285	218	141	159	218	307	868	519	450	351	659	164	79	227	171	158	149	105	206	227	270	170	52
	46% _{bfghlmw}	41%	52% _{ab}	48% _{efgh}	42% _{efgh}	20%	24%	30% _{efgh}	50% _{efgh}	91% _{ade}	45% _l	37%	41%	64% _{aklm}	46%	47%	48% _w	49% _w	43%	49% _w	52% _{sw}	51% _{swz}	40%	46%	47%	40%
Not working but seeking work or temporarily unemployed or sick	256	135	120	38	38	49	52	62	49	6	26	25	53	152	24	11	38	21	23	18	11	11	38	35	25	1
	6% _{ijklvz}	6%	6%	6% _j	7% _{dj}	7% _j	8% _{aj}	9% _{aj}	8% _{aj}	1%	2%	2%	6% _{kl}	15% _{aklm}	7% _{vz}	7% _z	8% _{vz}	6% _{vz}	6% _{vz}	6% _z	5%	3%	7% _{vz}	6% _{vz}	7% _{vz}	1%
Not working and not seeking work	271	117	154	28	26	26	38	73	82	25	29	31	39	173	35	9	30	20	16	18	18	29	22	36	20	17
	6% _{fjklmw}	6%	7%	5% _j	5% _j	4%	6% _j	10% _{ade}	13% _{ade}	3%	2%	3%	4% _{kl}	17% _{aklm}	10% _{aswy}	6%	6%	6%	4%	6%	9% _{sw}	7% _w	4%	6%	6%	13% _{apqrstwx}
Student	238	102	136	209	143	22	4	2	1	-	89	78	48	23	12	12	26	21	22	17	9	20	37	43	16	2
	6% _{fghijn}	5%	6%	36% _{ae}	28% _{afghij}	3% _{ghij}	1% _j	*	*	-	8% _{an}	7% _{an}	6% _n	2%	3%	7%	6%	6%	6%	6%	5%	5%	7% _z	7% _{oz}	4%	2%
Retired on a state pension only	217	64	153	-	-	-	-	1	1	215	22	23	29	144	14	6	27	21	17	17	10	35	21	22	24	4
	5% _{bdefghiklm}	3%	7% _{ab}	-	-	-	-	*	*	23% _{ade}	2%	2%	3%	14% _{aklm}	4%	4%	6%	6%	5%	6%	5%	9% _{aoswx}	4%	4%	6%	3%
Retired with a private pension	755	406	349	-	-	-	1	6	135	612	321	263	116	55	59	28	86	67	56	59	40	86	79	107	73	15
	18% _{cdefghmnrw}	20% _{ac}	16%	-	-	-	*	1% _d	22% _{ade}	64% _{ade}	28% _{alm}	22% _{amn}	13% _n	5%	17%	16%	18%	19%	15%	19%	20%	21% _{swz}	14%	18%	20% _w	12%
House person, housewife, househusband, etc.	241	30	211	10	10	44	64	73	40	10	33	30	67	112	20	13	20	21	25	21	17	25	30	27	13	12
	6% _{bdeijkl}	1%	10% _{ab}	2%	2%	6% _{dej}	10% _{ade}	10% _{ade}	6% _{dej}	1%	3%	2%	8% _{akl}	11% _{aklm}	6%	8%	4%	6%	7%	7%	8% _{qy}	6%	5%	5%	4%	9% _{qy}

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 60
Do you work in any of the following occupations?
Base: All respondents who work

	Gender		Age								Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	2300	1195	1105	268	263	527	502	542	343	118	667	780	450	403	185	86	237	176	222	160	111	201	333	306	210	73
Weighted base	2336	1254	1082	303	298	577	514	529	319	95*	644	761	531	400	195	91*	251	179	218	162	97*	198	343	325	200	77*
NET: Public Sector	663	297	366	83	82	186	146	146	83	19	197	278	106	81	66	27	76	53	61	43	31	46	97	88	53	23
	28%bmn	24%	34%ab	27%	27%	32%aj	29%	28%	26%	20%	31%mn	37%akmn	20%	20%	34%v	30%	30%	29%	28%	26%	32%	23%	28%	27%	26%	30%
A nationalised industry/state corporation	60	31	29	17	17	14	18	7	4	-	10	16	20	15	*	1	10	2	9	4	1	7	12	7	4	3
	3%hk	2%	3%	5%afhj	6%afhj	2%	4%hi	1%	1%	-	1%	2%	4%k	4%k	*	1%	4%o	1%	4%o	3%	1%	3%o	4%o	2%	2%	3%o
Central government or civil service (including Courts service and Bank of England)	59	30	29	8	8	16	16	13	5	1	29	23	6	1	4	3	8	6	6	-	2	2	13	5	5	4
	3%mn	2%	3%	3%	3%	3%	3%	3%	2%	1%	4%am	3%mn	1%	*	2%	3%t	3%t	3%t	3%t	-	2%	1%	4%t	2%	2%	5%t
Local government or council (including fire services, police and local authority controlled schools/colleges)	245	110	135	25	25	75	49	61	28	8	71	127	25	22	29	9	25	19	21	21	8	21	30	34	21	6
	10%bmn	9%	12%ab	8%	8%	13%	9%	12%	9%	8%	11%mn	17%akmn	5%	6%	15%	10%	10%	11%	10%	13%	8%	11%	9%	10%	11%	8%
A university, or other grant funded establishment (include opted-out schools)	71	31	41	4	4	23	12	21	7	4	30	29	7	4	7	2	7	10	4	9	2	4	9	11	7	-
	3%mn	2%	4%	1%	1%	4%	2%	4%	2%	4%	5%am	4%mn	1%	1%	4%	2%	3%	6%	2%	5%	2%	2%	3%	3%	3%	-
A health authority or NHS Trust	156	51	105	19	19	40	36	32	27	2	46	66	27	17	17	9	19	10	15	4	12	8	19	18	16	9
	7%b	4%	10%ab	6%	6%	7%	7%	6%	8%	3%	7%	9%am	5%	4%	9%t	10%t	7%	6%	7%	3%	12%atvw	4%	5%	6%	8%t	11%tv
The armed forces	3	3	-	-	-	2	-	1	-	-	-	-	1	2	1	2	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	*	-	*	-	-	-	-	*	*	1%	2%awx	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used. * small base

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 60
Do you work in any of the following occupations?
Base: All respondents who work

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	2336	1254	1082	303	298	577	514	529	319	95*	644	761	531	400	195	91*	251	179	218	162	97*	198	343	325	200	77*
Other public sector occupation (Please specify as much detail as possible)	69	41	29	10	10	17	15	11	12	4	11	18	20	19	8	1	6	6	7	4	6	4	15	11	-	2
	3%ky	3%	3%	3%	3%	3%	3%	2%	4%	4%	2%	2%	4%	5%akl	4%y	1%	3%y	3%y	3%y	2%y	6%y	2%	4%y	4%y	-	2%
NET: Private Sector	1673	957	716	220	216	390	367	383	237	76	446	483	425	319	129	64	175	127	156	120	66	151	245	238	148	54
	72%cfl	76%ac	66%	73%	73%	68%	71%	72%	74%	80%f	69%l	63%	80%akl	80%akl	66%	70%	70%	71%	72%	74%	68%	77%o	72%	73%	74%	70%
A charity, voluntary organisation or trust	114	38	77	15	15	27	28	15	22	6	32	48	15	19	11	3	13	6	11	3	3	12	20	21	10	2
	5%bhm	3%	7%ab	5%	5%	5%	5%	3%	7%h	7%	5%	6%am	3%	5%	5%	3%	5%	3%	5%	3%	6%	6%	6%	5%	3%	2%
Self-employed (Private sector)	275	169	106	23	23	47	39	90	49	27	72	71	76	56	17	11	31	9	30	23	10	20	48	46	24	6
	12%cdf	14%ac	10%	8%	8%	8%	8%	17%ade	15%ade	29%ade	11%	9%	14%l	14%l	9%	12%	12%r	5%	14%r	14%r	10%	10%	14%r	14%r	12%r	8%
None of the above/ I work in the Private sector	1283	750	533	181	178	316	301	278	165	43	342	364	333	244	101	50	131	112	115	93	54	119	177	171	114	46
	55%cij	60%ac	49%	60%j	60%j	55%	59%j	52%	52%	45%	53%	48%	63%akl	61%akl	52%	55%	52%	62%w	53%	57%	56%	60%	52%	53%	57%	60%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used. * small base

Prepared by Populus

Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 61
Do you have any children aged 18 or under? If so, how old are they?
Base: All respondents

	Gender			Age							Social Grade							Region								
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
No children aged 18 or under	3150 74% fghmnoosz	1555 75%	1595 73%	525 89% afgh	457 89% afgh	402 57% g	286 43%	444 61% g	553 90% afgh	940 99% ade	897 77% amn	947 79% amn	569 66%	738 71% m	238 67%	117 69%	353 75% oaz	258 74% z	256 69%	222 73% z	152 75% z	304 76% osz	413 74% z	463 79% aopstzw	296 81% aopqrstwz	78 61%
NET: Yes	1080 25% deijkxy	508 24%	572 26%	54 9% j	52 10% j	299 42% adeij	370 56% ade	286 39% adeij	60 10% j	11 1%	252 22%	248 21%	288 33% akln	292 28% akl	116 33% aqrwx	53 31% xy	117 25% y	88 25% y	111 30% axy	81 27% xy	49 24%	94 23%	141 25% xy	114 20%	67 18%	49 38% aqrstuvwxy
NET: Any 5-18	889 21% deijkxy	427 21%	462 21%	27 5% j	25 5% j	186 26% adeij	332 50% ade	274 37% adeij	59 10% dej	11 1%	198 17%	204 17%	235 27% akl	252 24% akl	91 26% avxy	41 24% y	94 20% y	79 23% xy	96 26% avxy	67 22% y	38 19%	76 19%	120 21% y	96 17%	51 14%	39 31% aqrstuvwxy
NET: Any 11-18	591 14% defijklxy	293 14%	298 14%	10 2%	8 2%	62 9% dej	208 32% adeij	246 34% adeij	57 9% dej	8 1%	120 10%	143 12%	153 18% akl	175 17% akl	52 15% y	28 16% y	58 12% y	61 17% y	57 15% y	45 15% y	26 13%	53 13%	72 13% y	75 13% y	32 9%	32 25% aqrstuvwxy
Yes - children aged under 5 years old	393 9% dhijlrx	177 9%	215 10%	38 6% hij	38 7% dhi	209 29% adeghij	124 19% adehij	22 3% j	1 *	-	104 9% l	78 6%	110 13% akl	100 10% l	52 15% aru	16 10%	47 10% r	17 5%	52 14% aru	33 11% rx	14 7%	32 8%	48 9%	38 7%	26 7%	17 13% rx
Yes - children aged 5 to 10 years old	476 11% deijklxy	216 10%	260 12%	19 3% ij	19 4% ij	161 23% adehij	215 33% ade	70 10% deij	8 1%	4 *	112 10%	101 8%	126 15% akl	138 13% akl	51 15% vxy	22 13%	52 11% y	36 10%	59 16% arvxy	32 10%	20 10%	37 9%	74 13% xy	53 9%	27 7%	14 11%
Yes - children aged 11 to 15 years old	445 10% deijklxy	220 11%	225 10%	6 1%	5 1%	59 8% deij	173 26% adeij	180 25% adeij	22 4% dej	5 *	95 8%	103 9%	118 14% akl	129 12% akl	31 9%	22 13% qy	30 6% y	45 13% qy	47 13% qy	34 11% q	23 11% q	48 12% qy	58 10% q	57 10% q	25 7%	26 20% aqrstuvwxy
Yes - children aged 16 to 18 years old	242 6% defjkuy	114 5%	128 6%	7 1%	4 1%	5 1%	72 11% ade	112 15% ade	40 7% defj	6 1%	49 4%	59 5%	63 7% kl	71 7% k	26 7% uy	10 6%	35 7% uy	22 6% uy	17 5%	21 7% uy	4 2%	20 5%	35 6% uy	31 5%	10 3%	11 9% uy
Refused	26 1% c	18 1% c	8 *	8 1% ahij	6 1% i	10 1% ahij	3 *	2 *	-	3 *	9 1%	6 *	7 1%	4 *	1 *	-	-	2 *	4 1% q	2 1%	1 *	3 1%	7 1% q	5 1%	1 *	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

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Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 62
Which of the following ITV regions do you live in?
Base: All respondents

	Gender		Age								Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Anglia	428 10%opq rsuwxy z	222 11%	207 10%	59 10%	48 9%	62 9%	73 11%	70 10%	54 9%	110 12%	106 9%	130 11%	84 10%	107 10%	-	-	2 *	-	4 1%	44 14%aopq rsuwxyz	-	338 84%aopq rstuwxy z	1 *	34 6%opqr suwyz	5 1%or	-
Border	41 1%dlwx	21 1%	19 1%	1 *	1 *	7 1%	2 *	17 2%adeg j	7 1%	7 1%	7 1%	5 *	18 2%akl	11 1%	18 5%aprs tuvwxy z	1 1%	22 5%aprs tuvwxy z	-	-	-	-	-	-	-	-	-
Central	562 13%opq ruvwxy z	286 14%	276 13%	75 13%	66 13%	88 12%	104 16%	98 13%	72 12%	125 13%	135 12%	163 14%	135 16%k	128 12%	2 1%	-	4 1%	-	335 90%aop qrtuvw xyz	198 65%aopq ruvwxyz	-	3 1%	3 *	10 2%r	7 2%rw	-
Granada	449 11%lop rstuvw xyz	216 10%	233 11%	65 11%	57 11%	77 11%	67 10%	75 10%	61 10%	105 11%	120 10%	99 8%	91 10%	139 13%akl	-	-	437 93%aopr stuvwxy z	1 *	3 1%	4 1%w	2 1%w	1 *	-	1 *	1 *	-
London	785 18%bhn opqrst uvyz	353 17%	432 20%ab	141 24%afh j	127 25%afg hj	122 17%	125 19%	107 15%	126 21%h	163 17%	278 24%alm n	218 18%n	148 17%	141 14%	-	-	2 *	-	3 1%	1 *	-	56 14%opq rstuyz	558 99%aop qrstuv xyz	160 28%aopq rstuvyz	4 1%	-
Meridian	423 10%opq rstuvw z	209 10%	214 10%	61 10%	48 9%	76 11%	51 8%	72 10%	68 11%	95 10%	112 10%	117 10%	81 9%	113 11%	-	-	-	-	2 *	2 1%	-	2 *	-	373 64%aop qrstuv wxyz	45 12%opqr stuvwz	-
STV	334 8%dpqr stuvw yz	176 8%	157 7%	30 5%	29 6%	61 9% d	64 10% de	59 8%	41 7%	78 8% d	76 7%	106 9% k	62 7%	89 9%	334 94%apqr stuvwxy z	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 62
Which of the following ITV regions do you live in?
Base: All respondents

	Gender		Age									Social Grade				Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Tyne Tees	167 4% sjoqr stuvwx yz	83 4%	84 4%	23 4%	21 4%	35 5% tj	29 4%	32 4%	20 3%	27 3%	41 4%	47 4%	36 4%	42 4%	-	166 98% aoqr stuvwxy z	-	1 *	-	-	-	-	-	-	-	-
Wales	199 5% opqr stvwxy z	90 4%	109 5%	26 5%	22 4%	34 5%	31 5%	37 5%	30 5%	41 4%	46 4%	61 5%	32 4%	60 6%	-	-	-	-	1 *	-	198 98% aopq rstvwxy z	-	-	-	-	
West	110 3% oqrt vwx	60 3%	50 2%	17 3%	17 3%	27 4% ij	15 2%	23 3%	10 2%	18 2%	33 3%	33 3%	21 2%	23 2%	1 *	-	3 1%	-	16 4% aopq rtuvwx z	1 *	2 1% w	-	-	2 *	85 23% aopq rstuvwx z	-
Westcountry	224 5% opqr stuvwx z	120 6%	103 5%	30 5%	27 5%	41 6%	26 4%	35 5%	25 4%	67 7% agi	58 5%	74 6%	49 6%	44 4%	-	-	-	-	8 2% oqrt uvwx	-	-	-	-	1 *	215 59% aopq rstuvwx z	-
Yorkshire	405 10% opqs uvwxyz	185 9%	220 10%	57 10%	51 10%	60 8%	50 8%	75 10%	63 10%	100 11%	112 10%	114 10%	71 8%	108 10%	-	2 1% swxy	1 *	346 100% aopq stuvwxyz	-	56 18% aopq suvwxyz	-	1 *	-	-	-	-
UTV	129 3% dejo pqrstu vwxy	59 3%	71 3%	1 *	1 *	22 3% cde	23 4% dej	32 4% adej	34 6% adef j	17 2% de	33 3%	33 3%	36 4%	28 3%	-	-	-	-	-	-	-	-	-	1 *	1 *	128 100% aopq rstuvwx y

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

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Absolutes/col percents

Table 63
Marital Status
 Base: All respondents

	Gender			Age							Social Grade							Region									
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humber (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North of Ireland (z)	
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	1055	353	161	454	344	388	296	224	416	547	561	382	130		
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	1034	355	169	471	347	372	306	202	400	561	582	363	128		
Single	1398 33% ^{hij} kmvz	703 34%	694 32%	474 81% ^{aef} ghij	405 79% ^{aef} hij	305 43% ^{agh} ij	220 33% ^{hij}	198 27% ^{ij}	129 21% ^j	72 8%	352 30%	432 36% ^{akm}	251 29%	362 35% ^{km}	115 32% ^z	62 36% ^{vz}	152 32% ^z	106 31% ^z	113 31% ^z	94 31% ^z	70 34% ^z	106 27% ^z	256 46% ^{aoq} rstuvxyz	188 32% ^z	115 32% ^z	21 16%	
NET: Married/ Civil partnership/ co habiting	2278 54% ^{cde} lnw	1177 57% ^{ac}	1100 51%	106 18%	106 21% ^d	383 54% ^{de}	399 61% ^{ade} f	434 59% ^{ade}	353 58% ^{ade}	602 63% ^{ade} fi	676 58% ^{aln}	580 48%	534 62% ^{aln}	488 47%	179 51% ^w	92 55% ^w	253 54% ^w	189 55% ^w	209 56% ^w	175 57% ^w	110 54% ^w	238 59% ^{aow}	238 42%	306 53% ^w	199 55% ^w	88 69% ^{aopq} rstuvwxy	
Married	1629 38% ^{cde} flnw	871 42% ^{ac}	759 35%	16 3%	16 3%	190 27% ^{de}	273 41% ^{def} f	308 42% ^{ade} f	297 48% ^{ade} fgh	545 57% ^{ade} fghi	503 43% ^{aln}	398 33%	395 46% ^{aln}	334 32%	110 31%	65 38%	178 38% ^w	138 40% ^{ow}	160 43% ^{ouw}	124 41% ^{ow}	68 34%	172 43% ^{ouw}	174 31%	217 37% ^w	152 42% ^{ow}	72 57% ^{aopq} rstuvwxy	
Civil Partnership	36 1% ^j	20 1%	16 1%	8 1% ^j	8 2% ^j	5 1%	11 2% ^{aj}	5 1%	4 1%	2 *	10 1%	7 1%	4 *	15 1% ^a	3 1%	1 *	4 1%	2 1%	3 1%	2 1%	4 2% ^y	3 1%	9 2%	4 1%	1 *	-	
Co Habiting	612 14% ^{ijw}	287 14%	325 15%	82 14% ^{ij}	82 16% ^{dij}	187 26% ^{ade} ghij	115 17% ^{aj}	121 17% ^{ij}	52 9% ^j	55 6%	163 14%	175 15%	136 16%	139 13%	67 19% ^{asw}	27 16% ^w	71 15% ^w	49 14%	45 12%	49 16% ^w	38 19% ^{sw}	62 16% ^w	55 10%	85 15% ^w	47 13%	16 13%	
NET: Widowed/ separated/ divorced	554 13% ^{bdef} gkm	184 9%	370 17% ^{ab}	1 *	1 *	14 2% ^{de}	34 5% ^{def} g	96 13% ^{def} g	130 21% ^{ade} fgh	277 29% ^{ade} fghi	119 10%	181 15% ^{akm}	75 9%	178 17% ^{akm}	57 16% ^p	13 8%	65 14%	50 14% ^p	47 13%	36 12%	23 11%	51 13%	63 11%	85 15% ^p	47 13%	18 14%	
Widowed	173 4% ^{bdef} ghm	45 2%	128 6% ^{ab}	-	-	-	* *	14 2% ^{defg}	30 5% ^{def} gh	129 13% ^{ade} ghi	36 3%	66 6% ^{akm}	17 2%	54 5% ^{km}	13 4%	4 3%	23 5%	20 6%	18 5%	14 5%	5 2%	11 3%	21 4%	20 3%	17 5%	7 5%	
Separated	75 2% ^{de}	34 2%	41 2%	1 *	1 *	9 1%	19 3% ^{ade}	12 2% ^{de}	14 2% ^{de}	20 2% ^{de}	19 2%	22 2%	12 1%	21 2%	11 3% ^t	3 2%	13 3%	3 1%	8 2%	2 1%	1 1%	5 1%	10 2%	11 2%	6 2%	2 2%	
Divorced	306 7% ^{bdef} gkm	105 5%	201 9% ^{ab}	-	-	6 1%	15 2% ^{def}	70 10% ^{ade} fg	86 14% ^{ade} fgh	129 14% ^{ade} gh	64 6%	93 8% ^k	46 5%	103 10% ^{akm}	33 9% ^p	6 3%	29 6%	27 8%	21 6%	20 6%	17 8%	34 9% ^p	31 6%	54 9% ^{pw}	24 7%	9 7%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications
ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 63
Marital Status
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (l)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Prefer not to answer	27 1%	17 1%	10 *	5 1%e	2 *	8 1%i	6 1%	4 1%	1 *	3 *	10 1%	7 1%	3 *	7 1%	4 1%	2 1%	1 *	2 1%	3 1%	1 *	- -	5 1%	5 1%	2 *	2 1%	- -

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 64
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Glasgow	166 4%ikpq rstuvw xyz	88 4%	77 4%	18 3%	17 3%	32 5%	31 5% <i>i</i>	36 5% <i>i</i>	15 2%	34 4%	31 3%	51 4% <i>k</i>	36 4%	48 5% <i>k</i>	166 47%apqr stuvwxy z	-	-	-	-	-	-	-	-	-	-	-
Edinburgh	160 4%pqrs tuvwxy z	88 4%	72 3%	13 2%	13 3%	30 4%	30 5% <i>d</i>	24 3%	23 4%	40 4%	44 4%	53 4%	30 3%	33 3%	159 45%apqr stuvwxy z	-	-	-	-	-	-	-	1 *	-	-	-
Newcastle	177 4%joqr stuvw yz	86 4%	90 4%	24 4%	21 4%	39 6% <i>j</i>	31 5%	33 5%	20 3%	29 3%	44 4%	47 4%	40 5%	46 4%	-	166 98%aoqr stuvwxy z	9 2%orst vwxy	1 *	1 *	-	-	-	-	-	-	-
Leeds	175 4%ooqst uvwxyz	79 4%	95 4%	28 5%	28 5%	24 3%	22 3%	34 5%	21 3%	46 5%	47 4%	49 4%	35 4%	45 4%	-	2 1%wx	2 *	170 49%aopq stuvwxy z	-	1 *	-	-	-	-	-	-
Hull	81 2%oqsv wxy	40 2%	41 2%	13 2%	12 2%	14 2%	6 1%	14 2%	15 2%	18 2%	17 2%	25 2%	16 2%	22 2%	-	1 *	-	73 21%aopq stuvwxy z	-	6 2%oqsv wxy	-	1 *	-	-	-	-
Sheffield	117 3%oqsu vwxy	55 3%	62 3%	16 3%	11 2%	24 3%	16 2%	21 3%	19 3%	22 2%	40 3% <i>m</i>	32 3%	14 2%	31 3%	-	-	-	97 28%aopq stuvwxy z	-	20 6%aopq stuvwxy z	-	-	-	-	-	-
Manchester	317 7%lopr stuvw yz	158 8%	159 7%	53 9%	48 9%	51 7%	49 7%	58 8%	38 6%	67 7%	78 7%	72 6%	65 8%	102 10% <i>akl</i>	-	-	294 62%aopr stuvwxy z	1 *	18 5%oprt uvwxyz	2 1%	2 1%wx	-	-	-	1 *	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 64
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender			Age							Social Grade							Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)		
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128		
Liverpool	164 4%opr stvwx yz	76 4%	88 4%	23 4%	18 3%	26 4%	24 4%	26 4%	22 4%	43 5%	50 4%	38 3%	33 4%	42 4%	-	-	135 29%aopr stuvwxyz	-	2 1%	-	26 13%aopr stvwxyz	-	1 *	-	-	-		
Nottingham	193 5%inop qrsuv wxyz	104 5%	90 4%	24 4%	21 4%	38 5%i	40 6%i	36 5%	17 3%	38 4%	42 4%	74 6%akn	43 5%	35 3%	-	-	-	-	3 1%w	182 60%aopq rsuvwxyz	-	7 2%oqrw xy	-	1 *	-	-		
Birmingham	344 8%lopq ruvwxy z	172 8%	172 8%	53 9%	47 9%	63 9%	59 9%	51 7%	51 8%	67 7%	87 7%	75 6%	97 11%akl	86 8%	-	-	-	-	319 86%aopq rtuvwxyz	19 6%opqr uvwxyz	2 1%qx	-	1 *	-	4 1%qx	-		
Norwich	160 4%kopq rstuw xyz	76 4%	84 4%	15 2%	15 3%	22 3%	25 4%	26 4%	26 4%	46 5%cd	32 3%	47 4%	26 3%	55 5%akm	-	-	-	-	-	3 1%w	-	155 39%aopq rstuvwxyz	-	2 *	-	-		
Milton Keynes	117 3%opqr suwyz	64 3%	53 2%	17 3%	13 3%	16 2%	22 3%	22 3%	15 2%	26 3%	31 3%	25 2%	30 4%	31 3%	-	-	-	-	2 *	36 12%aopq rsuvwxyz	-	60 15%aopq rsuvwxyz	1 *	18 3%opqr suwyz	-	-		
Brighton	119 3%gopq rstuvw yz	65 3%	55 3%	13 2%	12 2%	14 2%	10 2%	26 4%g	19 3%	37 4%afg	27 2%	31 3%	27 3%	34 3%	-	-	-	-	-	-	-	-	-	119 20%aopq rstuvw xyz	-	-		
Oxford	68 2%hmn opqrs wxyz	33 2%	35 2%	17 3%aghj	15 3%aghj	19 3%ah	7 1%	5 1%	7 1%	12 1%	30 3%amn	24 2%mn	6 1%	8 1%	-	-	2 *	-	1 *	1 *	-	2 1%	2 *	50 9%aopq rstuvw xyz	9 3%oqrs tuvw xyz	-		
London	948 22%hjn opqrst uxyz	439 21%	510 23%	170 29%afh j	145 28%afh j	160 23%	154 23%h	132 18%	144 24%h	187 20%	318 27%alm n	273 23%n	183 21%n	174 17%	-	-	1 *	-	1 *	3 1%	-	132 33%aop qrstuv xyz	555 99%aop qrstuv xyz	252 43%aopq rstuvyz	4 1%	-		

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 64
Which of the following cities do you live in, or nearest to?
Base: All respondents

	Gender			Age							Social Grade					Region										
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ire-land (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
Southampton	160	76	84	21	15	20	25	24	30	41	44	43	29	45	-	-	-	-	-	-	-	-	-	114	47	-
	4%opqr	4%	4%	4%	3%	3%	4%	3%	5%	4%	4%	4%	3%	4%	-	-	-	-	-	-	-	-	-	20%aop	13%aopq	-
	stuvwz																						qrstuv	rstuvw		
Bristol	163	86	77	27	24	33	24	30	16	32	48	47	36	32	-	-	-	-	-	-	5	-	1	2	155	-
	4%opqr	4%	4%	5%	5%	5%	4%	4%	3%	3%	4%	4%	4%	3%	-	-	-	-	-	-	2%oqrs	-	*	*	43%aopq	-
	stvwxyz																				tvwx			z	rstuvw	
Plymouth	128	71	57	12	10	18	14	27	16	42	32	43	27	26	-	-	-	-	-	-	-	-	-	-	128	-
	3%opqr	3%	3%	2%	2%	3%	2%	4%	3%	4%adeg	3%	4%	3%	2%	-	-	-	-	-	-	-	-	-	-	35%aopq	-
	stuvw																								z	rstuvw
Cardiff	153	69	85	19	19	30	25	28	25	27	32	50	26	45	-	-	-	-	4	-	149	-	-	-	-	-
	4%opqr	3%	4%	3%	4%	4%	4%	4%	4%	3%	3%	4%	3%	4%	-	-	-	-	1%qvw	-	74%aopq	-	-	-	-	-
	stvwxyz																				z					rstvwxy
Belfast	128	59	69	1	1	20	23	32	34	17	32	31	36	28	-	-	-	-	-	-	-	-	-	-	-	128
	3%dejo	3%	3%	*	*	3%de	4%dej	4%adej	6%adef	2%de	3%	3%	4%	3%	-	-	-	-	-	-	-	-	-	-	-	100%aopq
	pqrstu								j																	rstuvwxy
	vwxy																									
None of these	218	96	121	12	10	18	20	45	41	82	50	70	30	68	30	1	27	5	21	33	19	43	-	24	15	-
	5%defg	5%	6%	2%	2%	3%	3%	6%defg	7%defg	9%adef	4%	6%lm	3%	7%akm	9%aprw	*	6%prwz	1%w	6%prwz	11%apqr	9%apr	11%apqr	-	4%prwz	4%prwz	-
	mprwz								g						xyz				z	swxyz	wxyz	swxyz				

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
Overlap formulae used.

Prepared by Populus
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Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 65
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Gender			Age								Social Grade						Region									
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East of London (v)	London (w)	South East (x)	South West (y)	North-east Ireland (z)	
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130	
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128	
Up to £7,000	(3.5)	172 4% _{ijklm}	74 4%	97 4%	29 5% _{jk}	28 5% _{jk}	34 5% _{jk}	20 3%	37 5% _{jk}	36 6% _{agij}	16 2%	5 *	27 2% _k	22 3% _k	118 11% _{aklm}	20 6%	10 6%	29 6% _{asz}	13 4%	10 3%	9 3%	10 5%	12 3%	22 4%	22 4%	14 4%	1 1%
£7,001 to £14,000	(10.5)	532 12% _{bdefklmw}	213 10%	318 15% _{ab}	30 5%	28 5%	61 9% _d	80 12% _{de}	106 15% _{def}	108 18% _{ade}	146 15% _{adef}	49 4%	109 9% _k	80 9% _k	294 28% _{aklm}	56 16% _{wx}	25 15%	66 14% _w	45 13%	48 13%	41 13%	29 15% _w	56 14% _w	51 9%	58 10%	42 12%	14 11%
£14,001 to £21,000	(17.5)	726 17% _{bdefkvw}	317 15%	410 19% _{ab}	42 7%	35 7%	100 14% _{de}	98 15% _{de}	119 16% _{de}	143 23% _{ade}	225 24% _{ade}	115 10%	237 20% _{ak}	143 17% _k	231 22% _{akm}	59 17%	22 13%	89 19% _{vw}	77 22% _{apvw}	72 20% _{vw}	62 20% _{vw}	47 23% _{apvw}	53 13%	70 13%	88 15%	68 19% _w	19 15%
£21,001 to £28,000	(24.5)	718 17% _{defkn}	353 17%	364 17%	53 9%	48 9%	99 14% _{de}	123 19% _{def}	127 17% _{de}	109 18% _{de}	206 22% _{ade}	171 15%	249 21% _{akn}	150 17%	147 14%	50 14%	43 25% _{aor}	84 18%	54 16%	61 16%	53 17%	52 26% _{aoqrstvwxyz}	69 17%	83 15%	89 15%	61 17%	18 14%
£28,001 to £34,000	(31)	686 16% _{denz}	359 17%	326 15%	49 8%	41 8%	122 17% _{de}	99 15% _{de}	126 17% _{de}	91 15% _{de}	197 21% _{ade}	217 19% _{an}	210 18% _n	139 16% _n	120 12%	55 15% _z	23 14% _z	69 15% _z	71 21% _{aqwz}	55 15% _z	46 15% _z	33 16% _z	82 20% _{aqwz}	82 15% _z	90 15% _z	73 20% _{awz}	7 6%
£34,001 to £41,000	(37.5)	350 8% _{cijn}	190 9% _c	159 7%	55 9% _{ij}	48 9% _{ij}	63 9%	62 9% _{ij}	77 10% _{aij}	35 6%	58 6%	125 11% _{an}	102 9% _n	88 10% _n	35 3%	22 6%	10 6%	27 6%	29 8%	40 11% _{qu}	25 8%	11 5%	39 10% _q	51 9%	53 9%	25 7%	17 13% _{aopq}
£41,001 to £48,000	(44.5)	178 4% _{ijn}	85 4%	93 4%	42 7% _{ahij}	37 7% _{ahij}	39 5% _{ij}	37 6% _{ij}	26 4% _{ij}	19 3%	15 2%	61 5% _{an}	45 4% _n	60 7% _{aln}	12 1%	28 8% _{aqtu}	6 4%	12 3%	14 4%	23 6% _{qtu}	6 2%	4 2%	16 4%	26 5%	24 4%	12 3%	7 6%
£48,001 to £55,000	(51.5)	167 4% _{cjn}	98 5% _{ac}	70 3%	31 5% _{ij}	29 6% _{ij}	43 6% _{aij}	37 6% _{aij}	26 4% _{ij}	17 3%	12 1%	67 6% _{aln}	47 4% _n	47 5% _{an}	6 1%	16 4%	5 3%	17 4%	8 2%	10 3%	12 4%	5 2%	8 2%	24 4%	26 5%	20 5% _{rv}	17 13% _{aopqrstuvwxy}
£55,001 to £62,000	(58.5)	96 2% _{hijnr}	52 3%	44 2%	35 6% _{aghi}	30 6% _{aghi}	29 4% _{ahij}	20 3% _{hij}	4 1%	5 1%	2 *	41 4% _{aln}	25 2% _n	26 3% _n	4 *	8 2% _r	4 2% _r	13 3% _r	-	7 2% _r	6 2% _r	2 1%	16 4% _{ar}	18 3% _r	12 2% _r	8 2% _r	3 3% _r

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 65
What is the combined annual income of your household, prior to tax being deducted?
Base: All respondents

	Gender			Age							Social Grade				Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	Eastern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
£62,001 to £69,000	(65.5)	67 2% cijn	48 2% ac	20 1%	13 2% kj	13 2% ij	22 3% aij	14 2% j	11 2% kj	5 1% *	35 3% amn	21 2% n	9 1% n	2 *	13 4% aqr xy	3 2%	5 1%	4 1%	2 1%	5 2%	2 1%	6 2%	21 4% aqr xy	5 1%	2 1%	1 *
£69,001 to £76,000	(72.5)	58 1% cijl n	39 2% ac	19 1%	14 2% aij	14 3% aij	15 2% ij	14 2% ij	11 1% j	2 *	43 4% almn	8 1% n	6 1% n	-	5 2%	3 2%	10 2% su	4 1%	1 *	3 1%	-	4 1%	10 2% s	5 1%	5 1%	8 6% aopq rstuvw xy
£76,001 to £83,000	(79.5)	53 1% jmn	22 1%	30 1%	21 4% aghi j	19 4% aghi j	13 2% j	8 1% j	5 1% j	4 1% *	39 3% almn	11 1% n	1 *	2 *	2 1%	2 1%	6 1% j	3 1% j	5 1% j	-	-	4 1%	13 2% atu	8 1% j	6 2% t	3 2% tu
£83,001 or more	(86)	121 3% cijl nru	84 4% ac	37 2%	50 9% afgh ij	47 9% afgh ij	31 4% aghi j	15 2% ij	16 2% ij	4 1% *	85 7% almn	19 2% n	15 2% n	2 *	5 1%	3 2%	14 3% j	3 1% j	11 3% j	6 2% j	1 1% j	7 2% j	39 7% aopq rstuv xy	23 4% oruy	5 1% j	3 2% j
Prefer not to answer	333 8% fghi no	145 7%	187 9%	122 21% aef ghij	98 19% afgh ij	39 6% j	31 5% j	41 6% j	35 6% j	65 7% j	104 9% n	90 7% j	78 9% n	61 6% j	17 5% j	12 7% j	29 6% j	21 6% j	26 7% j	32 10% oqu	8 4% j	27 7% j	52 9% ou	78 13% aoqr suvwy	22 6% j	9 7% j
Average income (£000's)	29.63c hijnru	31.94a c	27.37	41.78a fghij	42.19a fghij	34.24a ghij	31.32a hij	27.83i j	23.75	23.79	40.42a lmn	29.03n	30.16n	18.18	28.90u	27.45u	28.24u	26.40u	28.81u	27.47u	23.54 u	29.39r u	35.80a opqrst uvxy	31.09q rtu	28.75u	36.32aopqr stuvxy

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.



Ofcom Coronavirus Survey - Online Communications

ONLINE Fieldwork: 24th April to 3rd May 2020

Absolutes/col percents

Table 66
Do you have a longstanding physical or mental condition or disability that has lasted or is likely to last 12 months and which has a substantial adverse effect on your ability to carry out day-to-day activities?
Base: All respondents

	Gender		Age							Social Grade					Region											
	Total (a)	Male (b)	Female (c)	16-24 (d)	18-24 (e)	25-34 (f)	35-44 (g)	45-54 (h)	55-64 (i)	65+ (j)	AB (k)	C1 (l)	C2 (m)	DE (n)	Scotland (o)	North East (p)	North West (q)	Yorkshire & Humberside (r)	West Midlands (s)	East Midlands (t)	Wales (u)	East-ern (v)	London (w)	South East (x)	South West (y)	North-ern Ireland (z)
Unweighted base	4256	2083	2173	536	473	650	661	744	654	1011	1225	1247	729	1055	353	161	454	344	388	296	224	416	547	561	382	130
Weighted base	4256	2081	2175	587	515	711	660	732	613	954	1158	1200	864	1034	355	169	471	347	372	306	202	400	561	582	363	128
NET: Yes	967 23% bde fgklmw	431 21%	537 25% ab	87 15%	71 14%	100 14%	126 19% ef	205 28% ade fg	188 31% ade fg	262 27% ade fg	189 16%	247 21% k	164 19%	367 35% akl m	97 27% w	44 26% w	111 23% w	81 23% w	77 21%	63 21%	58 28% sw	105 26% w	90 16%	127 22% w	80 22% w	35 27% w
Yes - physical condition	602 14% bde fgklmw	266 13%	336 15% ab	23 4% e	15 3%	37 5%	61 9% def	130 18% ade fg	132 21% ade fg	219 23% ade fgh	122 11%	160 13% k	99 11%	221 21% akl m	50 14% w	32 19% w	69 15% w	48 14%	49 13%	43 14%	43 21% aor stwx	69 17% w	52 9%	79 14% w	44 12%	25 20% w
Yes - mental condition	408 10% bjkl mw	176 8%	232 11% ab	71 12% j	59 11% j	71 10% j	79 12% aj	100 14% aij	59 10% j	28 3%	66 6%	89 7%	62 7%	191 19% akl m	46 13% asw	22 13% w	49 10% w	36 10% w	29 8%	28 9%	28 14% asw	42 10% w	36 6%	44 8%	36 10%	11 9%
Yes - disability	273 6% defk	128 6%	145 7%	16 3% e	8 1%	25 4% e	32 5% e	55 8% def	72 12% ade fghj	73 8% def g	37 3%	64 5% k	43 5%	129 12% akl m	38 11% apqs	8 5%	23 5%	23 7%	18 5%	20 6%	25 12% apqr	23 6%	25 4%	34 6%	27 8%	9 7%
Yes - other	42 1% d	20 1%	21 1%	1 *	1 *	6 1%	3 *	13 2% degj	14 2% ade fghj	6 1%	9 1%	12 1%	5 1%	16 2%	2 1%	5 3% ax	6 1%	6 2%	3 1%	2 1%	2 1%	5 1%	5 1%	3 1%	3 1%	* *
No	3201 75% chi jno	1608 77% ac	1593 73%	476 81% ahi j	420 82% ahi j	597 84% agh ij	515 78% hij	512 70%	419 68%	683 72%	948 82% aln	930 77% an	679 79% an	644 62%	249 70%	123 72%	357 76%	262 76%	289 78% o	231 76%	144 71%	288 72%	449 80% aou v	442 76%	277 76%	92 72%
Prefer not to say	88 2% jq	42 2%	45 2%	25 4% afhi j	24 5% afhi j	14 2%	19 3% ij	15 2%	6 1%	8 1%	21 2%	24 2%	20 2%	23 2%	10 3% q	3 2%	4 1%	4 1%	5 1%	11 4% qu	1 *	7 2%	22 4% aqrs u	14 2%	6 2%	1 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c - a/d/e/f/g/h/i/j - a/k/l/m/n - a/o/p/q/r/s/t/u/v/w/x/y/z
 Overlap formulae used.

Prepared by Populus
 Note: Sample sizes less than 100 should be treated with caution and not be used for analysis purposes

