

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 1  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**

**Base: All respondents**  
**Summary table**

	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	2094	2094	2094
Weighted base	2094	2094	2094
Several times a day	138 7%	561 27%	526 25%
Once a day	106 5%	228 11%	125 6%
Several times a week	302 14%	616 29%	338 16%
Once a week	178 8%	181 9%	141 7%
Several times a month	184 9%	226 11%	167 8%
Once a month	127 6%	66 3%	122 6%
Less often	442 21%	141 7%	262 12%
NET: At least daily	244 12%	789 38%	651 31%
NET: At least weekly	724 35%	1587 76%	1130 54%
NET: At least monthly	1035 49%	1879 90%	1419 68%
NET: Ever	1477 71%	2020 96%	1681 80%
Never	596 28%	56 3%	389 19%
Don't know	21 1%	18 1%	25 1%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 2  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	Gender		Age							Social Grade							Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Several times a day	138 7%	71 7%	67 6%	9 4%	16 5%	23 7%	20 5%	24 8%	44 9%deg	49 9%kl	30 5%	20 5%	39 8%	13 7%	7 8%	16 7%	10 6%	9 5%	10 7%	11 11%	14 7%	17 6%	14 5%	15 8%	2 3%	14 4%	62 7%	24 13%	
Once a day	106 5%	57 6%	49 5%	6 3%	5 2%	25 7%de	15 4%	19 6%e	36 7%de	30 5%	28 5%	14 3%	34 7%l	9 5%	4 4%	14 6%	9 5%	11 6%	4 3%	5 5%	12 6%lx	16 6%	14 5%	3 2%	4 6%	28 8%B	35 4%	27 15%	
Several times a week	302 14%	164 16%	138 13%	15 7%	18 5%	24 7%	40 11%e	65 21%def	140 29%def	103 18%km	71 12%	63 15%	65 13%	24 13%	12 14%	38 16%	25 14%	22 12%	26 17%	11 10%	35 18%	37 14%	37 13%	24 13%	12 19%	35 10%	94 11%	24 13%	
Once a week	178 8%	80 8%	98 9%	5 2%	15 4%	26 8%d	42 11%de	29 9%de	60 12%def	45 8%	48 8%	45 11%	39 8%	17 9%	9 11%	25 11%	13 8%	15 8%	11 8%	7 6%	16 8%	17 6%	29 10%	15 8%	4 6%	23 7%	62 7%	16 9%	
Several times a month	184 9%	88 9%	96 9%	19 8%	15 4%	27 8%e	37 10%e	29 9%e	57 12%e	58 10%	49 8%	39 9%	39 8%	14 8%	5 6%	19 8%	16 10%	18 10%	14 9%	12 12%	23 12%	20 7%	21 8%	15 8%	6 10%	23 7%	73 8%	14 8%	
Once a month	127 6%	69 7%	58 5%	11 5%	19 5%	14 4%	32 9%f	23 8%	28 6%	28 5%	40 7%	24 6%	35 7%	16 9%py	6 7%	9 4%	8 5%	11 6%	9 6%	6 6%	7 3%	24 9%py	17 6%	15 8%y	-	18 5%	50 6%	6 3%	
Less often	442 21%	218 21%	224 21%	49 21%	79 22%	81 24%i	83 22%i	72 23%i	79 16%	123 22%	142 24%	80 19%	96 19%	35 20%	17 21%	40 17%	36 21%	33 18%	26 17%	19 19%	49 25%	70 26%p	70 24%	35 19%	12 19%	86 25%	199 23%	30 16%	
NET: At least daily	244 12%	128 13%	116 11%	15 7%	22 6%	48 14%de	35 9%	43 14%de	80 17%deg	79 14%kl	58 10%	34 8%	73 14%kl	22 13%	10 12%	30 13%	19 11%	20 11%	14 9%	16 15%	27 14%	33 12%	29 10%	18 10%	6 9%	42 12%	97 11%	52 28%	
NET: At least weekly	724 35%	372 36%	351 33%	36 15%	55 15%	97 29%de	117 32%de	137 44%def	281 58%def	227 40%k	177 30%	142 33%	177 35%	63 35%	32 37%	93 40%	57 34%	57 31%	51 34%	33 32%	78 40%	87 32%	95 33%	57 31%	22 35%	100 29%	253 29%	92 49%	
NET: At least monthly	1035 49%	529 52%b	505 47%	66 28%	89 24%	138 41%de	186 50%def	190 61%def	365 76%def	313 55%kl	266 45%	204 48%	251 49%	93 52%	42 49%	121 52%	82 48%	85 47%	73 49%	51 50%	108 55%	132 48%	134 47%	87 48%	28 45%	141 41%	375 43%	112 60%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 2  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	1477 71%	748 73%b	729 68%	115 49%	167 46%	220 66%de	269 73%de	262 84%defg	444 92%defgh	436 76%klm	408 69%	285 67%	347 68%	128 72%	60 70%	161 69%	118 69%	118 65%	99 67%	70 69%	156 80%pqrs	202 74%	203 72%	122 67%	40 64%	227 66%	574 67%	141 76%
Never	596 28%	264 26%	332 31%a	111 48%fghi	189 52%fghi	112 33%hi	100 27%hi	46 15%i	38 8%	133 23%	174 30%j	139 33%j	150 30%j	47 27%	24 29%	72 31%u	51 30%u	60 33%u	46 31%u	29 28%	39 20%	68 25%	80 28%	58 32%u	22 34%u	116 34%	281 33%	43 23%
Don't know	21 1%	10 1%	11 1%	6 3%gl	6 2%	3 1%	2 1%	2 1%	2 *	3 *	6 1%	1 *	11 2%jl	2 1%	1 1%	1 *	3 1%	3 2%u	3 3%uw	-	4 1%	1 *	1 *	1 2%	3 1%	8 1%	2 1%	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 3  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	138 7%	122 6%	13 9%	2 7%	7 11%	2 6%	-	2 18%	-	2 15%	77 7%	41 6%	17 8%	2 5%
Once a day	106 5%	95 5%	10 7%	* 1%	6 9%	2 6%	1 12%	1 7%	4 29%	2 19%	59 5%	26 4%	14 6%	1 1%
Several times a week	302 14%	285 15% <sup>b</sup>	11 7%	2 7%	4 6%	2 7%	1 11%	1 14%	-	1 15%	171 15%	94 15%	30 14%	4 8%
Once a week	178 8%	172 9% <sup>b</sup>	5 3%	1 2%	3 5%	1 3%	-	-	-	2 17%	104 9%	53 8%	19 8%	1 1%
Several times a month	184 9%	170 9%	11 7%	3 8%	8 11%	-	1 10%	* 5%	2 16%	-	93 8%	68 11%	16 7%	3 6%
Once a month	127 6%	115 6%	12 8%	4 12%	4 6%	4 11%	-	-	-	-	72 6%	42 7%	11 5%	2 5%
Less often	442 21%	401 21%	37 25%	4 12%	14 21%	15 44%	2 36%	2 19%	3 23%	1 6%	238 21%	134 21%	50 23%	11 23%
NET: At least daily	244 12%	217 11%	24 16%	3 9%	13 20% <sup>a</sup>	4 12%	1 12%	3 26%	4 29%	3 34%	136 12%	66 10%	31 14%	3 6%
NET: At least weekly	724 35%	673 35% <sup>b</sup>	39 26%	6 18%	21 31%	7 22%	2 23%	4 40%	4 29%	7 66%	411 36% <sup>m</sup>	213 33% <sup>m</sup>	79 36% <sup>m</sup>	7 15%
NET: At least monthly	1035 49%	958 50%	62 41%	12 37%	33 48%	11 32%	2 33%	4 45%	7 45%	7 66%	576 50% <sup>m</sup>	324 51% <sup>m</sup>	107 48% <sup>m</sup>	12 26%
NET: Ever	1477 71%	1360 71%	99 66%	16 49%	47 69%	26 77%	5 69%	6 64%	10 68%	7 72%	813 71% <sup>m</sup>	458 72% <sup>m</sup>	156 71% <sup>m</sup>	23 48%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 3  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	596 28%	541 28%	48 32%	16 51%	19 28%	8 23%	2 31%	3 28%	5 32%	2 19%	322 28%	176 28%	63 29%	23 47%ijkl
Don't know	21 1%	16 1%	3 2%	-	2 3%	-	-	1 8%	-	1 9%	14 1%	3 *	-	2 5%ijkl

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 4  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	138 7%	101 6%	51 6%	50 6%	37 9%ab	36 10%ab	1 3%	76 6%	62 6%	14 6%	62 7%	2 3%	10 5%	7 6%	33 10%g	8 6%	98 6%	40 7%	37 8%	31 7%	11 6%	13 6%	20 9%	6 4%
Once a day	106 5%	89 5%	47 5%	42 5%	18 4%	15 4%	3 6%	63 5%	51 5%	12 5%	43 5%	1 1%	4 2%	12 10%g	20 6%l	6 4%	78 5%	28 5%	27 6%	23 5%	9 4%	16 7%	16 7%	3 2%
Several times a week	302 14%	229 14%	105 12%	124 16%b	73 18%ab	64 17%b	9 21%	129 11%	93 10%	36 14%h	173 20%ghikl	6 6%	20 11%	30 26%ghikl	97 28%ghij	20 13%	248 16%qrto	54 10%t	41 9%	53 12%t	9 5%	23 10%t	25 12%t	23 17%qrt
Once a week	178 8%	132 8%	67 7%	65 8%	46 11%ab	41 11%ab	4 10%	84 7%	59 6%	25 10%h	93 11%gh	9 10%	12 7%	15 13%gh	41 12%gh	16 11%	136 9%	40 7%	31 7%	33 8%	12 6%	11 5%	16 8%	14 11%
Several times a month	184 9%	149 9%	79 9%	70 9%	35 9%	33 9%	2 6%	96 8%	65 7%	31 12%gh	88 10%h	10 11%	15 8%	11 10%	39 12%gh	13 8%	148 10%qrto	35 6%	27 7%	31 7%	7 4%	11 5%	17 8%	13 10%t
Once a month	127 6%	96 6%	56 6%	41 5%	31 8%	26 7%	5 12%	67 6%	56 6%	11 4%	60 7%	7 8%	12 7%	4 4%	26 7%	11 7%	96 6%	31 5%	26 5%	29 7%	8 4%	14 6%	13 6%	10 8%
Less often	442 21%	369 22%e	196 22%	173 22%	73 18%	61 17%	12 28%	285 24%jln	233 24%jln	52 21%	157 18%	17 20%	30 16%	25 22%	56 16%	28 19%	326 21%	112 20%	96 20%	90 20%	35 18%	47 21%	41 19%	30 23%
NET: At least daily	244 12%	189 11%	98 11%	91 12%	55 13%	51 14%	4 10%	139 12%k	113 12%k	26 10%	104 12%k	3 4%	14 7%	19 16%kl	54 16%kl	15 10%	176 11%	68 12%	64 13%w	54 12%	20 10%	29 13%	35 17%pw	9 7%
NET: At least weekly	724 35%	551 33%	270 30%	281 36%b	173 42%abc	156 43%abc	17 40%	353 29%	264 28%	88 35%hkl	371 42%ghik	18 20%	46 25%	65 55%ghij	191 56%ghij	51 34%k	560 36%qrto	162 30%t	137 29%t	141 32%t	41 21%	62 28%	76 36%t	47 35%t
NET: At least monthly	1035 49%	796 47%	404 45%	392 50%	239 58%abc	215 59%abc	24 58%	516 43%	385 40%	131 52%ghkl	519 59%ghik	34 39%	73 39%	80 68%ghik	257 75%ghij	74 49%	804 52%qrstu	229 42%t	189 40%t	201 46%t	56 28%	86 39%t	106 50%rtu	70 52%qrto

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 4  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1477	1165	600	565	312	276	36	801	618	183	676	52	103	106	312	103	1129	341	285	290	91	134	147	100
	71%	69%	67%	72%	76%ab	75%ab	86%ab	66%l	65%l	72%hkl	76%ghkl	58%o	56%	90%ghij	91%ghij	68%l	73%qrstu	62%t	60%t	66%t	46%	60%t	69%rt	75%qrstu
Never	596	502	288	214	94	88	6	397	328	69	199	37	76	11	29	46	393	203	187	146	103	90	64	34
	28%	30%def	32%cdef	27%	23%	24%	14%	33%jmn	34%ijmn	27%mn	22%mn	42%ijmn	41%gijmn	9%	9%	31%jmn	26%	37%pw	39%pw	33%p	52%pqrs	40%pw	30%	25%
Don't know	21	18	8	10	3	3	-	10	8	2	11	-	7	1	1	2	15	5	5	1	5	-	1	-
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	4%ghij	1%	*	1%	1%	1%	1%	*	2%su	-	1%	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 5  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	138 7%	7 8%	16 7%	26 9%g	29 8%g	15 6%	10 6%	3 3%	6 6%	15 6%	52 10%o	18 9%	39 11%o	23 15%o	6 33%	81 5%	134 6%
Once a day	106 5%	1 1%	13 5%	11 4%	19 5%	18 6%a	15 8%a	4 3%	6 6%	12 5%	35 7%	10 5%	26 7%o	17 11%o	*	68 4%	106 5%
Several times a week	302 14%	7 8%	33 14%	50 17%	50 15%	45 16%	26 14%	14 10%	16 16%	34 13%	86 16%	21 10%	66 19%ko	26 17%	1 8%	213 14%	291 14%
Once a week	178 8%	9 10%	20 8%	26 9%	31 9%	26 10%	14 8%	11 8%	4 4%	16 6%	49 9%	12 6%	36 10%	13 8%	3 15%	125 8%	177 9%
Several times a month	184 9%	10 11%	29 12%c	19 7%	25 7%	21 8%	15 8%	11 8%	12 12%	22 8%	47 9%	13 7%	37 10%	12 8%	1 5%	132 9%	181 9%
Once a month	127 6%	6 7%	11 5%	33 11%bfhi	23 7%i	21 8%hi	7 4%	8 6%	1 3%	8 6%	32 6%	13 7%	19 5%	7 5%	1 6%	96 6%	127 6%
Less often	442 21%	11 13%	49 21%	49 17%	73 21%	47 17%	38 21%	40 30%ace	29 30%ace	63 24%ac	90 17%	37 18%	51 14%	20 13%	3 18%	348 23%jlm	439 21%
NET: At least daily	244 12%	8 9%	28 12%	37 13%g	48 14%g	33 12%	25 14%g	8 6%	12 12%	27 10%	88 17%o	28 14%	65 18%o	40 26%jko	6 35%	149 10%	240 12%
NET: At least weekly	724 35%	25 28%	81 34%	113 39%gi	128 37%g	104 38%g	65 36%g	32 24%	32 32%	77 30%	222 43%ko	61 30%	167 47%ko	80 52%ko	10 58%	487 32%	708 34%
NET: At least monthly	1035 49%	40 46%	122 52%gi	166 57%gi	177 53%gi	146 53%gi	87 48%	50 38%	45 46%	106 41%	301 58%ko	87 43%	224 63%ko	99 64%ko	12 70%	715 47%	1017 49%
NET: Ever	1477 71%	52 59%	171 72%a	215 74%ai	250 73%a	193 71%	125 68%	91 68%	75 75%a	169 65%	390 75%ko	123 62%	275 78%ko	119 78%ko	15 88%	1063 69%	1456 71%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 5  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Landline phone calls**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	596 28%	34 38%ch	63 27%	74 25%	93 27%	78 28%	57 31%	42 32%	23 23%	88 34%e	128 25%	75 38%im	78 22%	34 22%	2 12%	460 30%jl	591 29%
Don't know	21 1%	2 3%d	3 1%	3 1%	1 *	2 1%	1 1%	-	2 2%	2 1%	3 1%	1 *	2 1%	-	-	12 1%	18 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 6  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	561	282	279	55	128	127	120	81	51	148	132	131	149	38	21	68	45	52	33	24	51	110	68	35	17	112	290	71
	27%	28%	26%	24% <i>ai</i>	35% <i>dhi</i>	38% <i>dhi</i>	32% <i>di</i>	26% <i>ai</i>	11%	26%	22%	31% <i>k</i>	29% <i>k</i>	21%	24%	29% <i>cx</i>	26%	29%	22%	24%	26%	40% <i>nop</i>	24%	20%	27%	32%	34%	38%
Once a day	228	106	123	38	38	40	37	29	46	63	63	50	52	17	11	29	13	18	18	13	16	34	27	22	10	44	93	24
	11%	10%	11%	16% <i>ghi</i>	10%	12%	10%	9%	10%	11%	11%	12%	10%	10%	13%	13%	8%	10%	12%	13%	8%	12%	10%	12%	16%	13%	11%	13%
Several times a week	616	310	306	77	89	86	106	93	165	173	171	123	149	55	30	63	54	55	49	33	57	67	84	55	17	100	241	48
	29%	30%	29%	33% <i>e</i>	25%	26%	29%	30%	34% <i>ef</i>	30%	29%	29%	29%	31%	35%	27%	31%	30%	33%	32%	29%	24%	29%	30%	26%	29%	28%	26%
Once a week	181	70	111	23	39	19	27	27	47	47	69	38	28	15	10	22	22	13	13	4	19	19	26	15	2	28	75	21
	9%	7%	10% <i>a</i>	10%	11% <i>f</i>	6%	7%	9%	10% <i>f</i>	8%	12% <i>m</i>	9%	6%	9%	11%	10%	13% <i>t</i>	7%	9%	4%	10%	7%	9%	8%	4%	8%	9%	11%
Several times a month	226	119	107	20	40	26	37	37	67	66	70	33	57	28	5	28	11	22	16	9	24	15	42	20	7	33	74	11
	11%	12%	10%	9%	11%	8%	10%	12%	14% <i>f</i>	11%	12%	8%	11%	16% <i>ooqv</i>	5%	12% <i>qv</i>	7%	12% <i>v</i>	11%	9%	12% <i>v</i>	5%	15% <i>ooqv</i>	11% <i>v</i>	10%	9%	9%	6%
Once a month	66	33	32	6	11	7	12	9	22	19	21	16	10	5	4	5	7	6	6	3	4	7	7	10	3	13	19	1
	3%	3%	3%	2%	3%	2%	3%	3%	4%	3%	4%	4%	2%	3%	4%	2%	4%	3%	4%	3%	2%	3%	3%	6%	4%	4%	2%	1%
Less often	141	66	75	10	12	14	19	29	57	34	45	22	40	12	3	14	10	11	11	9	18	14	21	18	1	9	43	7
	7%	6%	7%	4%	3%	4%	5%	9% <i>defg</i>	12% <i>defg</i>	6%	8%	5%	8%	7%	4%	6%	6%	6%	7%	9%	9%	5%	7%	10% <i>y</i>	1%	3%	5%	4%
NET: At least daily	789	388	402	92	165	167	157	111	97	211	195	182	201	55	31	97	58	71	51	37	66	143	95	58	27	156	383	94
	38%	38%	37%	40% <i>ai</i>	46% <i>hi</i>	50% <i>dhi</i>	42% <i>ai</i>	36% <i>ai</i>	20%	37%	33%	43% <i>k</i>	40% <i>k</i>	31%	37%	42%	34%	39%	34%	36%	34%	52% <i>nop</i>	34%	32%	43%	45%	44%	51%
NET: At least weekly	1587	768	819	192	293	272	290	231	309	432	435	342	379	126	71	182	133	139	112	74	143	229	205	128	46	285	699	164
	76%	75%	76%	83% <i>hi</i>	81% <i>ai</i>	81% <i>hi</i>	78% <i>ai</i>	74% <i>ai</i>	64%	76%	74%	80% <i>km</i>	74% <i>m</i>	71%	83%	78%	78%	77%	76%	73%	73%	84% <i>ntu</i>	72%	71%	73%	82%	81%	88%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 6  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: At least monthly	1879 90%	921 90%	958 89%	218 94% <sub>kl</sub>	344 95% <sub>hij</sub>	305 91% <sub>kl</sub>	339 91% <sub>kl</sub>	276 89% <sub>kl</sub>	398 82%	516 90%	525 89%	391 92% <sub>lm</sub>	446 88%	158 90%	79 93%	215 92% <sub>tp</sub>	151 88%	167 92% <sub>tr</sub>	134 90%	85 84%	171 88%	251 92% <sub>tv</sub>	255 90%	158 87%	55 87%	330 96% <sub>B</sub>	793 92%	176 95%
NET: Ever	2020 96%	987 97%	1033 96%	227 98%	356 98% <sub>kl</sub>	319 95%	358 97%	305 98% <sub>kl</sub>	455 94%	551 96%	570 97%	413 97%	486 95%	170 96% <sub>ny</sub>	82 97%	229 98% <sub>qly</sub>	161 94%	178 98% <sub>qly</sub>	144 97% <sub>ys</sub>	94 93%	189 97% <sub>yu</sub>	266 97% <sub>vy</sub>	275 97% <sub>wy</sub>	176 97% <sub>xy</sub>	56 89%	339 98%	835 97%	183 98%
Never	56 3%	28 3%	28 3%	2 1%	3 1%	7 2%	12 3%	5 2%	26 5% <sub>defh</sub>	19 3%	14 2%	10 2%	13 2%	3 2%	1 1%	4 2%	8 4%	3 2%	3 2%	5 5%	4 2%	7 2%	7 2%	5 3%	7 11% <sub>opqr</sub>	5 1%	18 2%	3 2%
Don't know	18 1%	7 1%	11 1%	3 1%	2 1%	9 3% <sub>ghi</sub>	1 *	-	2 *	2 *	4 1%	2 *	10 2% <sub>kl</sub>	3 2%	2 2%	1 *	2 1%	-	1 1%	2 2%	2 1%	2 1%	2 1%	-	-	1 *	10 1%	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 7  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	561 27%	479 25%	72 48%a	16 49%	36 54%a	16 47%	1 22%	3 28%	4 25%	4 38%	342 30%k	139 22%	61 28%	12 24%
Once a day	228 11%	207 11%	17 11%	4 12%	6 9%	6 17%	1 11%	1 7%	1 4%	*	119 10%	71 11%	24 11%	8 16%
Several times a week	616 29%	585 31%bd	29 19%	7 21%	10 15%	4 11%	2 31%	6 59%	6 39%	1 11%	320 28%	209 33%j	59 27%	16 32%
Once a week	181 9%	170 9%	11 7%	1 3%	6 9%	3 10%	-	1 6%	-	2 15%	92 8%	61 10%	21 9%	6 12%
Several times a month	226 11%	213 11%	13 8%	4 12%	6 9%	1 3%	2 26%	-	2 12%	1 12%	118 10%	76 12%	26 12%	4 8%
Once a month	66 3%	62 3%	2 1%	-	-	2 5%	1 9%	-	-	-	37 3%	19 3%	10 4%	-
Less often	141 7%	134 7%b	3 2%	* 1%	2 3%	-	-	-	1 3%	1 10%	81 7%	46 7%	10 5%	1 3%
NET: At least daily	789 38%	687 36%	90 60%a	20 61%	43 63%a	22 64%	2 33%	3 35%	4 29%	4 43%	461 40%k	210 33%	85 39%	19 40%
NET: At least weekly	1587 76%	1442 75%	129 86%a	27 85%	59 87%a	29 85%	4 65%	10 100%	10 68%	7 69%	873 76%	480 75%	165 75%	41 84%
NET: At least monthly	1879 90%	1717 90%	144 96%a	31 97%	65 95%	31 93%	7 100%	10 100%	12 80%	8 81%	1027 89%	575 90%	201 91%	45 92%
NET: Ever	2020 96%	1851 97%	147 98%	32 99%	67 99%	31 93%	7 100%	10 100%	12 84%	9 91%	1108 96%	621 97%	211 96%	46 95%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 7

**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**

**Base: All respondents**

**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	56 3%	52 3%	3 2%	1 1%	-	2 7%	-	-	2 16%	-	29 3%	15 2%	6 3%	2 4%
Don't know	18 1%	14 1%	1 1%	-	1 1%	-	-	-	-	1 9%	11 1%	1 *	3 1%k	1 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 8  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 under (s)	Any aged 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	561 27%	480 28%de	278 31%cde	202 26%cd	81 20%	73 20%	8 18%	402 33%ijlmn	328 34%jlmn	74 29%jlmn	159 18%kn	24 27%mn	36 19%kn	12 11%	28 8%	59 39%ijlmn	315 20%	245 45%p	220 46%p	185 42%p	99 50%pw	105 47%pw	88 41%pw	51 38%pw
Once a day	228 11%	187 11%	107 12%	81 10%	41 10%	39 11%	2 4%	137 11%	108 11%	29 11%	91 10%	8 9%	26 14%	11 9%	35 10%	11 7%	166 11%	61 11%	51 11%	53 12%	21 11%	26 13%	27 13%	13 10%
Several times a week	616 29%	495 29%	251 28%	243 31%ef	122 30%	115 31%ef	7 16%	341 28%	268 28%	73 29%	275 31%o	30 34%	60 32%o	37 31%	116 34%o	33 22%	477 31%qrs	140 26%	118 25%	115 26%	44 22%	55 25%	58 27%	34 26%
Once a week	181 9%	145 9%	81 9%	65 8%	36 9%	32 9%	5 12%	103 9%	81 8%	22 9%	78 9%	4 4%	16 8%	13 11%	32 9%	14 9%	140 9%u	38 7%	30 6%	30 7%	13 6%	10 5%	15 7%	14 11%u
Several times a month	226 11%	172 10%	97 11%	76 10%	54 13%	49 13%	5 11%	107 9%	85 9%	22 9%	120 14%ghi	9 10%	29 16%ghi	16 13%	50 15%ghi	16 11%	193 13%qrstuv	33 6%	30 6%	30 7%	9 4%	17 8%	13 6%	13 10%
Once a month	66 3%	45 3%ab	12 1%	33 4%ab	20 5%ab	13 4%ab	7 17%abcde	32 3%	25 3%	8 3%	33 4%	4 5%	3 1%	3 2%	20 6%ghl	4 3%	56 4%qs	10 2%	9 2%	7 2%	3 1%	3 1%	3 2%	3 2%
Less often	141 7%	105 6%	50 6%	56 7%	36 9%b	29 8%	7 16%abc	52 4%	32 3%	20 8%gh	89 10%gh	8 9%h	11 6%	20 17%ghil	41 12%ghl	9 6%	127 8%qrstuvw	14 3%	14 3%	10 2%	7 4%	6 3%	5 2%	4 3%
NET: At least daily	789 38%	668 40%def	385 43%cd	282 36%	122 30%	112 31%	9 22%	539 45%ijlmn	437 46%jlmn	103 41%jmn	250 28%kn	32 36%mn	62 33%mn	23 20%	64 19%	70 46%ijlmn	481 31%	306 56%p	271 57%p	238 55%p	121 61%pw	130 58%pw	114 54%pw	64 47%pw
NET: At least weekly	1587 76%	1307 78%def	717 80%cd	591 75%df	280 68%ef	259 71%ef	21 50%	984 81%ijlmn	786 82%jlmn	198 78%jmn	603 68%kn	66 74%	137 74%mn	73 62%	211 77%jmn	117 71%	1097 88%p	484 88%p	419 88%p	383 88%p	177 90%pw	195 87%pw	186 88%pw	112 84%pw
NET: At least monthly	1879 90%	1525 90%df	826 92%cd	699 89%ef	354 87%	322 88%	32 77%	1123 93%ijlmn	896 94%jlmn	227 90%mn	756 85%mn	78 88%	169 91%jmn	91 78%	281 82%	137 91%mn	1346 88%	527 96%p	458 96%p	420 96%p	189 95%pw	216 97%pw	203 96%pw	128 95%pw

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 8  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	2020	1630	876	755	390	351	39	1175	928	247	845	86	180	111	322	146	1473	541	472	430	196	221	208	132
	96%	97%	98% <sup>cd</sup>	96%	95%	96%	93%	97% <sup>jn</sup>	97% <sup>ln</sup>	97% <sup>n</sup>	95%	97%	97%	94%	94%	97%	96%	99% <sup>p</sup>	99% <sup>p</sup>	98% <sup>p</sup>	99% <sup>p</sup>	99% <sup>p</sup>	98%	98%
Never	56	39	18	22	17	15	1	23	19	4	33	1	3	7	19	3	53	3	3	2	2	2	2	-
	3%	2%	2%	3%	4% <sup>b</sup>	4% <sup>b</sup>	4%	2%	2%	1%	4% <sup>gh</sup>	1%	2%	6% <sup>ghi</sup>	5% <sup>ghil</sup>	2%	3% <sup>qrsuw</sup>	1%	1%	1%	1%	1%	1%	-
Don't know	18	16	3	13	2	1	1	11	8	3	7	1	3	-	2	1	12	4	2	4	-	-	2	2
	1%	1%	*	2% <sup>b</sup>	1%	*	3% <sup>be</sup>	1%	1%	1%	1%	2%	1%	-	1%	1%	1%	1%	*	1%	-	-	1%	2%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 9

**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**

**Base: All respondents**

**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	561 27%	20 23%	60 25%	67 23%	98 29%	77 28%	56 30%	40 30%	25 25%	87 33% <sup>c</sup>	142 27%	64 32%	94 27%	38 25%	5 31%	407 27%	555 27%
Once a day	228 11%	6 7%	23 10%	25 9%	38 11%	25 9%	29 16% <sup>ce</sup>	18 13%	12 12%	27 11%	58 11%	21 11%	39 11%	23 15%	2 11%	168 11%	227 11%
Several times a week	616 29%	20 23%	72 30%	86 29%	91 26%	77 28%	51 28%	39 30%	41 41% <sup>adef</sup>	81 31%	154 30%	58 29%	107 30%	43 28%	4 21%	452 29%	608 29%
Once a week	181 9%	8 10%	13 6%	21 7%	35 10%	27 10%	16 9%	11 9%	8 8%	15 6%	39 8%	13 6%	29 8%	11 7%	1 8%	142 9%	181 9%
Several times a month	226 11%	14 16% <sup>f</sup>	30 12%	32 11%	38 11%	33 12%	12 7%	15 11%	7 7%	28 11%	59 11%	23 12%	39 11%	16 10%	3 16%	162 11%	225 11%
Once a month	66 3%	3 3%	5 2%	11 4%	11 3%	6 2%	6 3%	3 2%	4 4%	10 4%	18 3%	7 3%	10 3%	3 2%	1 6%	48 3%	65 3%
Less often	141 7%	10 11% <sup>g</sup>	23 10% <sup>fghi</sup>	33 11% <sup>fghi</sup>	23 7% <sup>hi</sup>	19 7% <sup>hi</sup>	8 4%	3 2%	-	7 3%	33 6%	9 5%	22 6%	14 9%	-	107 7%	138 7%
NET: At least daily	789 38%	26 30%	83 35%	93 32%	136 40%	102 37%	85 46% <sup>abc</sup>	58 43% <sup>c</sup>	37 37%	114 44% <sup>ac</sup>	200 38%	85 43%	133 38%	61 40%	7 41%	575 38%	783 38%
NET: At least weekly	1587 76%	55 62%	169 71%	200 68%	262 76% <sup>ac</sup>	206 75% <sup>a</sup>	152 83% <sup>abc</sup>	108 82% <sup>abc</sup>	85 86% <sup>abc</sup>	210 81% <sup>abc</sup>	393 75%	157 78%	269 76%	115 75%	12 70%	1169 76%	1572 76%
NET: At least monthly	1879 90%	72 82%	204 86%	243 83%	312 91% <sup>ac</sup>	245 90% <sup>c</sup>	170 93% <sup>abc</sup>	126 95% <sup>abc</sup>	96 97% <sup>abc</sup>	248 95% <sup>abcd</sup>	470 90%	186 94% <sup>m</sup>	318 90%	133 87%	16 92%	1379 90%	1862 90%
NET: Ever	2020 96%	82 93%	227 96%	276 95%	335 97% <sup>a</sup>	264 97%	178 98%	129 97%	96 97%	255 98% <sup>ac</sup>	502 96%	196 98%	340 96%	147 96%	16 92%	1486 97%	2000 97%

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 9

**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**

**Base: All respondents**

**Mobile phone calls (via your provider's network, such as O2, EE, Three, Vodafone)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	56 3%	3 3%	4 2%	15 5% <sup>bi</sup>	9 3%	7 3%	5 2%	4 3%	3 3%	3 1%	18 3%	2 1%	13 4%	6 4%	1 8%	36 2%	53 3%
Don't know	18 1%	3 4% <sup>o</sup>	6 2% <sup>cd</sup>	1 *	-	1 1%	-	-	1 1%	2 1%	1 *	1 1%	1 *	-	-	13 1%	12 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 10  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Gender			Age						Social Grade						Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	526	231	295	89	134	113	83	67	39	146	143	104	133	33	19	65	28	58	34	24	50	104	67	32	11	118	243	78
	25%	23%	28%a	38%ghi	37%ghi	34%ghi	22%i	22%i	8%	26%	24%	24%	26%	19%	22%	28%qx	16%	32%nqx	23%	23%	26%q	38%nop	24%	18%	17%	34%	28%	42%
Once a day	125	63	62	20	28	21	25	17	14	38	36	22	29	7	5	14	11	13	2	13	6	21	20	8	6	24	54	20
	6%	6%	6%	9%i	8%i	6%i	7%i	5%	3%	7%	6%	5%	6%	4%	6%	6%sa	7%sa	7%sa	1%	13%np	3%	8%su	7%sa	4%	10%su	7%	6%	11%
Several times a week	338	167	171	42	58	49	64	43	82	98	93	76	71	35	15	37	24	31	38	11	17	38	54	29	10	55	150	35
	16%	16%	16%	18%	16%	15%	17%	14%	17%	16%	18%	14%	14%	20%u	17%	16%u	14%	17%u	25%pqt	11%	9%	14%	19%u	16%	16%	16%	17%	19%
Once a week	141	68	74	14	26	30	18	16	38	39	39	35	29	14	8	14	10	11	9	4	19	14	14	16	10	19	64	10
	7%	7%	7%	6%	7%	9%	5%	5%	8%	7%	7%	8%	6%	8%	10%	6%	6%	6%	6%	4%	10%w	5%	5%	9%	16%pqrs	6%	7%	5%
Several times a month	167	85	82	22	19	24	27	21	54	57	48	32	29	11	4	9	18	10	12	12	21	18	28	17	7	28	65	11
	8%	8%	8%	10%	5%	7%	7%	7%	11%e	10%e	8%	8%	6%	6%	4%	4%	10%p	6%	8%	11%p	11%p	7%	10%p	10%p	12%p	8%	8%	6%
Once a month	122	51	70	13	19	20	18	15	37	36	36	17	33	5	4	13	13	5	8	9	14	15	20	10	5	16	52	9
	6%	5%	7%	6%	5%	6%	5%	5%	8%	6%	6%	4%	6%	3%	4%	6%	8%	3%	6%	8%	7%	6%	7%	6%	8%	5%	6%	5%
Less often	262	132	130	15	43	36	62	47	58	57	76	60	69	33	14	28	26	23	18	9	21	26	26	31	7	38	118	11
	12%	13%	12%	7%	12%	11%	17%df	15%df	12%df	10%	13%	14%	14%	19%tw	16%	12%	15%	13%	12%	9%	11%	9%	9%	17%vw	11%	11%	14%	6%
NET: At least daily	651	293	357	109	161	135	109	84	53	185	179	126	161	40	24	78	39	71	36	37	56	125	87	40	17	142	296	98
	31%	29%	33%a	47%ghi	45%ghi	40%ghi	29%i	27%i	11%	32%	30%	32%	32%	23%	28%	34%nqx	23%	40%nqs	24%	36%nqs	29%	46%nop	31%	22%	27%	41%B	34%	53%
NET: At least weekly	1130	529	602	165	245	214	191	143	173	321	311	236	261	89	47	129	72	113	83	52	93	176	155	85	37	216	510	143
	54%	52%	56%	71%ghi	68%ghi	64%ghi	52%i	46%i	36%	56%	53%	56%	51%	50%	55%	55%q	42%	63%nqu	56%q	51%	47%	64%nqt	54%q	47%	59%q	62%	59%	77%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 10  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influ-encer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: At least monthly	1419	665	754	200	283	258	236	180	263	415	396	285	323	105	55	151	103	129	103	72	127	210	203	112	49	260	628	163
	68%	65%	70%	86%	78%	77%	64%	58%	54%	73%	67%	63%	60%	64%	65%	61%	71%	70%	71%	65%	77%	71%	62%	78%	75%	73%	87%	
NET: Ever	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69	179	129	152	121	82	148	236	229	143	56	299	746	174
	80%	78%	82%	93%	90%	88%	81%	73%	66%	82%	80%	81%	77%	78%	80%	77%	76%	84%	82%	80%	76%	86%	80%	79%	89%	86%	86%	93%
Never	389	212	177	13	30	33	70	83	159	98	110	74	108	35	17	51	39	26	25	20	46	33	56	35	7	44	107	12
	19%	21%	17%	6%	8%	10%	19%	27%	33%	17%	19%	17%	21%	20%	20%	22%	23%	15%	17%	20%	24%	12%	20%	19%	11%	13%	12%	7%
Don't know	25	14	11	4	6	8	2	1	4	3	7	6	9	4	-	4	2	3	3	-	1	5	-	3	-	4	10	-
	1%	1%	1%	2%	2%	3%	1%	*	1%	*	1%	2%	2%	2%	-	2%	1%	2%	2%	-	*	2%	-	2%	-	1%	1%	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 11  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	526 25%	443 23%	76 50%a	19 60%	34 50%a	16 46%	5 69%	2 24%	3 21%	2 15%	275 24%	162 25%	64 29%	12 25%
Once a day	125 6%	104 5%	18 12%a	6 18%	8 11%	4 12%	-	-	-	3 30%	58 5%	46 7%	12 5%	6 12%aj
Several times a week	338 16%	310 16%	23 15%	2 8%	13 19%	2 5%	-	6 61%	5 33%	-	198 17%k	78 12%	43 20%k	12 25%k
Once a week	141 7%	134 7%	5 4%	2 5%	1 2%	1 3%	1 11%	1 6%	1 4%	-	78 7%	44 7%	12 5%	5 11%
Several times a month	167 8%	157 8% <sup>d</sup>	7 5%	-	1 1%	5 14%	1 20%	-	-	1 11%	85 7%	60 9%	15 7%	5 10%
Once a month	122 6%	119 6% <sup>b</sup>	3 2%	-	2 3%	1 2%	-	-	-	1 6%	59 5%	45 7%	16 2%	1 2%
Less often	262 12%	253 13% <sup>b</sup>	8 6%	3 8%	4 5%	1 4%	-	1 9%	2 16%	2 19%	145 13%	80 13%	29 13%	2 3%
NET: At least daily	651 31%	547 29%	94 62% <sup>a</sup>	25 78%	42 61% <sup>a</sup>	20 59%	5 69%	2 24%	3 21%	4 45%	333 29%	209 33%	76 35%	18 37%
NET: At least weekly	1130 54%	991 52%	122 81% <sup>a</sup>	29 90%	56 83% <sup>a</sup>	23 67%	5 80%	9 91%	9 58%	4 45%	610 53%	331 52%	131 60%	35 73% <sup>jk</sup>
NET: At least monthly	1419 68%	1267 66%	132 88% <sup>a</sup>	29 90%	59 87% <sup>a</sup>	28 83%	7 100%	9 91%	9 58%	6 61%	753 66%	436 68%	162 74% <sup>j</sup>	41 84% <sup>jk</sup>
NET: Ever	1681 80%	1520 79%	140 93% <sup>a</sup>	32 99%	63 92% <sup>a</sup>	29 87%	7 100%	10 100%	11 74%	8 80%	899 78%	516 81%	191 87% <sup>j</sup>	42 88%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 11  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	389 19%	378 20%bd	6 4%	1%	2%	4 13%	-	-	3 22%	1 12%	233 20%lm	119 19%m	29 13%	3 7%
Don't know	25 1%	19 1%	4 2%	-	4 5%a	-	-	-	1 3%	1 9%	16 1%	3 *	-	3 5%jkl

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 12  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	526 25%	438 26% <sup>c</sup>	271 30% <sup>acde</sup>	168 21%	87 21%	78 21%	9 21%	361 30% <sup>ijmn</sup>	302 32% <sup>ijmn</sup>	59 23% <sup>mn</sup>	165 19% <sup>mn</sup>	24 27% <sup>mn</sup>	51 27% <sup>ijmn</sup>	9 7%	27 8%	54 36% <sup>ijmn</sup>	325 21%	196 36% <sup>p</sup>	178 37% <sup>p</sup>	144 33% <sup>p</sup>	85 43% <sup>psw</sup>	79 35% <sup>p</sup>	73 34% <sup>p</sup>	37 28%
Once a day	125 6%	105 6%	54 6%	50 6%	20 5%	18 5%	2 6%	78 6%	65 7%	13 5%	47 5%	6 6%	16 9% <sup>m</sup>	2 2%	16 5%	7 5%	82 5%	43 8% <sup>p</sup>	42 9% <sup>p</sup>	32 7%	18 9% <sup>p</sup>	19 8%	19 9% <sup>p</sup>	8 6%
Several times a week	338 16%	274 16%	140 16%	134 17%	65 16%	56 15%	8 20%	205 17%	164 17%	41 16%	133 15%	8 9%	25 13%	15 13%	64 19%	21 14%	237 15%	102 19%	87 18%	87 20% <sup>p</sup>	33 17%	46 21%	41 19%	24 18%
Once a week	141 7%	107 6%	56 6%	51 7%	34 8%	31 8%	3 8%	83 7%	66 7%	17 7%	59 7%	3 4%	13 7%	12 10%	18 5%	12 8%	104 7%	36 6%	32 7%	29 7%	13 7%	16 7%	14 7%	7 5%
Several times a month	167 8%	130 8%	65 7%	65 8%	37 9%	31 8%	6 14%	93 8%	72 8%	21 8%	74 8%	4 5%	16 9%	10 9%	33 10%	10 7%	125 8%	42 8%	37 8%	32 7%	15 8%	17 8%	15 7%	9 7%
Once a month	122 6%	94 6%	53 6%	42 5%	27 7%	26 7%	1 3%	69 6%	50 5%	19 7%	53 6%	6 7%	7 4%	10 9%	23 7%	6 4%	96 6%	26 5%	22 5%	22 5%	9 4%	11 5%	9 4%	6 5%
Less often	262 12%	211 13%	93 10%	118 15% <sup>b</sup>	50 12%	47 13%	4 9%	156 13%	114 12%	43 17% <sup>hjn</sup>	105 12%	11 13%	25 13%	18 15%	36 10%	16 11%	202 13%	60 11%	46 10%	52 12%	16 8%	19 9%	22 10%	23 17% <sup>rtu</sup>
NET: At least daily	651 31%	543 32% <sup>cde</sup>	325 36% <sup>cde</sup>	218 28%	108 26%	96 26%	11 27%	438 36% <sup>ijmn</sup>	367 38% <sup>ijmn</sup>	72 28% <sup>mn</sup>	213 24% <sup>mn</sup>	29 33% <sup>mn</sup>	67 36% <sup>ijmn</sup>	11 10%	43 13%	62 41% <sup>ijmn</sup>	407 26%	239 44% <sup>p</sup>	220 46% <sup>p</sup>	176 40% <sup>p</sup>	104 52% <sup>psw</sup>	97 44% <sup>p</sup>	92 44% <sup>p</sup>	45 34%
NET: At least weekly	1130 54%	924 55%	520 58% <sup>cde</sup>	404 51%	206 51%	184 50%	23 55%	726 60% <sup>ijklm</sup>	596 62% <sup>ijklm</sup>	129 51% <sup>mn</sup>	404 46% <sup>mn</sup>	41 46%	105 56% <sup>ijmn</sup>	38 33%	125 36%	95 63% <sup>ijklm</sup>	748 49%	376 69% <sup>pw</sup>	338 71% <sup>pw</sup>	293 67% <sup>pw</sup>	150 76% <sup>psw</sup>	159 71% <sup>pw</sup>	147 69% <sup>pw</sup>	76 57%
NET: At least monthly	1419 68%	1148 68%	638 71% <sup>c</sup>	510 65%	271 66%	241 66%	30 72%	888 74% <sup>ijklm</sup>	718 75% <sup>ijklm</sup>	170 67% <sup>jmn</sup>	531 60% <sup>n</sup>	52 58%	128 69% <sup>jmn</sup>	59 50%	181 53%	112 74% <sup>ijklm</sup>	969 63%	444 81% <sup>pw</sup>	398 83% <sup>pw</sup>	347 79% <sup>pw</sup>	173 88% <sup>psw</sup>	187 84% <sup>pw</sup>	172 81% <sup>pw</sup>	91 68%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 12  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1681	1359	731	628	321	288	34	1045	832	212	636	63	152	77	216	128	1170	504	443	399	190	207	194	114
	80%	81%	82%	80%	79%	78%	81%	86%	87%	84%	84%	72%	71%	82%	65%	63%	85%	92%	93%	91%	96%	93%	91%	85%
Never	389	301	158	144	87	79	8	150	110	40	239	24	28	39	125	23	353	36	30	31	7	15	17	16
	19%	18%	18%	18%	21%	22%	19%	12%	12%	16%	27%	27%	15%	33%	36%	15%	23%	7%	6%	7%	3%	7%	8%	12%
Don't know	25	25	7	17	-	-	-	14	12	1	11	2	5	2	2	-	15	8	4	7	2	1	1	4
	1%	1%	1%	2%	-	-	-	1%	1%	1%	1%	2%	3%	2%	1%	-	1%	2%	1%	2%	1%	1%	1%	3%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 13  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	526 25%	28 32%ce	54 23%	60 21%	86 25%e	49 18%	53 29%e	31 23%	36 36%bce	80 31%ce	122 23%	59 30%lm	73 20%	29 19%	6 32%	394 26%	526 25%
Once a day	125 6%	4 4%	11 5%	13 5%	18 5%	18 7%	20 11%bcd	12 9%	7 7%	16 6%	31 6%	10 5%	22 6%	10 6%	3 16%	91 6%	125 6%
Several times a week	338 16%	8 10%	33 14%	44 15%	59 17%	41 15%	25 13%	26 20%	20 20%	49 19%	85 16%	30 15%	61 17%	19 12%	2 12%	247 16%	338 16%
Once a week	141 7%	3 4%	10 4%	12 4%	35 10%bci	21 8%	13 7%	14 10%bc	7 7%	13 5%	39 7%	17 8%	30 9%	16 10%	1 4%	100 6%	141 7%
Several times a month	167 8%	6 7%	20 9%	25 8%	27 8%	20 7%	11 6%	9 6%	10 11%	21 8%	28 5%	11 6%	22 6%	6 4%	1 6%	136 9%j	167 8%
Once a month	122 6%	3 4%	10 4%	13 5%	18 5%	19 7%	13 7%	4 3%	4 4%	26 10%bcdg	23 4%	12 6%	16 4%	9 6%	-	96 6%	122 6%
Less often	262 12%	11 13%	34 14%	48 17%dfh	34 10%	41 15%	17 9%	16 12%	7 7%	30 12%	75 14%	28 14%	50 14%	22 14%	2 9%	184 12%	262 13%
NET: At least daily	651 31%	32 37%e	65 28%	74 25%	104 30%	67 25%	73 40%bcde32%	42 32%	43 43%bcde	96 37%bce	154 29%	69 35%	95 27%	39 26%	8 48%	485 32%	651 32%
NET: At least weekly	1130 54%	44 50%	109 46%	129 44%	197 57%bce	129 47%	110 60%bce	82 62%bce	69 70%abce	158 61%bce	277 53%	115 58%	186 53%	74 48%	11 64%	832 54%	1130 55%
NET: At least monthly	1419 68%	53 60%	139 59%	167 57%	243 71%bce	168 61%	134 73%abce72%bc	95 72%bc	83 84%abcd	206 79%abcd53%	328 63%	138 69%lm	224 63%	89 58%	12 71%	1064 69%jlm	1419 69%
NET: Ever	1681 80%	64 73%	173 73%	216 74%	277 81%b	209 77%	150 82%bc	111 84%bc	90 91%abcd	236 91%abcd77%	403 77%	166 83%lm	274 77%	111 72%	14 80%	1247 81%lm	1681 81%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 13  
**Q1. In the last 12 months how often have you used these services to make voice calls? This does not include calls made using video.**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	389 19%	20 23% <sup>hi</sup>	59 25% <sup>ghi</sup>	70 24% <sup>ghi</sup>	64 19% <sup>hi</sup>	64 23% <sup>hi</sup>	31 17% <sup>hi</sup>	20 15%	6 6%	24 9%	117 22% <sup>o</sup>	32 16%	79 22% <sup>o</sup>	42 27% <sup>ko</sup>	3 20%	266 17%	369 18%
Don't know	25 1%	4 4% <sup>dei</sup>	4 2% <sup>ei</sup>	6 2% <sup>ei</sup>	3 1%	-	1 1%	2 1%	2 2% <sup>ei</sup>	-	1 *	1 1%	1 *	1 1%	-	21 1% <sup>j</sup>	15 1%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 14  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Summary table**

	Skype	Google Hangouts	WhatsApp	Facebook messenger	Instagram	Snapchat	FaceTime	Other
Unweighted base	1692	1692	1692	1692	1692	1692	1692	1692
Weighted base	1681	1681	1681	1681	1681	1681	1681	1681
Several times a day	42 3%	21 1%	307 18%	209 12%	121 7%	87 5%	64 4%	41 2%
Once a day	24 1%	16 1%	89 5%	61 4%	43 3%	33 2%	41 2%	13 1%
Several times a week	42 2%	23 1%	217 13%	187 11%	31 2%	34 2%	104 6%	22 1%
Once a week	36 2%	12 1%	81 5%	72 4%	21 1%	17 1%	66 4%	16 1%
Several times a month	64 4%	12 1%	189 11%	156 9%	32 2%	41 2%	120 7%	32 2%
Once a month	60 4%	8 1%	118 7%	92 5%	19 1%	26 2%	78 5%	12 1%
Less often	435 26%	87 5%	280 17%	293 17%	118 7%	110 7%	287 17%	76 5%
NET: At least daily	66 4%	37 2%	396 24%	270 16%	165 10%	120 7%	105 6%	54 3%
NET: At least weekly	144 9%	72 4%	694 41%	529 31%	216 13%	172 10%	275 16%	92 5%
NET: At least monthly	268 16%	92 5%	1001 60%	777 46%	268 16%	239 14%	473 28%	136 8%
NET: Ever	702 42%	179 11%	1281 76%	1070 64%	386 23%	348 21%	760 45%	212 13%
Never	969 58%	1484 88%	393 23%	596 35%	1287 77%	1319 79%	904 54%	1120 67%
Don't know	10 1%	18 1%	7 *	14 1%	8 *	13 1%	16 1%	348 21%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 15  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
Several times a day	42 3%	30 4%b	12 1%	6 3%i	12 4%i	14 5%gi	4 1%	5 2%	1 *	17 4%	8 2%	7 2%	10 3%	3 2%	-	5 3%	2 2%	1 1%	4 3%	4 4%	7 4%	12 5%rwx	3 1%	1 1%	2 3%	11 4%	26 3%	22 13%
Once a day	24 1%	18 2%b	6 1%	5 3%hi	5 2%	10 4%ghi	2 1%	-	1 *	13 3%l	7 1%	1 *	4 1%	1 1%	2 2%	6 3%	-	4 3%	*	2 3%	1 1%	4 2%	3 1%	-	-	7 2%	12 2%	11 7%
Several times a week	42 2%	30 4%b	12 1%	6 3%i	7 2%	10 4%i	9 3%i	8 3%i	1 *	18 4%lm	10 2%	9 3%	5 1%	-	1 2%	5 3%	1 *	3 2%	5 4%n	4 4%n	1 1%	8 4%n	9 4%n	3 2%	1 2%	6 2%	29 4%	12 7%
Once a week	36 2%	23 3%	14 2%	4 2%	3 1%	7 3%	5 2%	4 2%	12 4%e	23 5%klm	6 1%	6 2%	1 *	3 2%	-	5 3%	3 2%	3 2%	-	-	3 2%	3 1%	8 3%e	7 5%e	1 2%	6 2%	16 2%	9 5%
Several times a month	64 4%	36 4%	28 3%	7 3%	11 3%	13 4%	10 3%	8 3%	15 5%	22 5%	19 4%	10 3%	13 3%	2 2%	-	4 2%	8 6%	7 5%	3 6%	5 5%	8 5%	13 5%	8 3%	4 3%	2 4%	5 2%	37 5%A	11 6%
Once a month	60 4%	28 4%	31 4%	8 4%	13 4%	13 4%	8 3%	10 4%	8 2%	18 4%	16 3%	15 4%	11 3%	2 1%	1 1%	12 7%ns	7 5%	5 3%	2 2%	1 1%	4 3%	11 5%	7 3%	5 4%	3 6%	13 4%	29 4%	14 8%
Less often	435 26%	221 28%	214 24%	55 25%	81 25%	66 22%	88 30%	55 24%	89 28%	130 28%lm	144 30%lm	81 23%	81 21%	39 28%p	12 17%	30 17%	33 26%	39 26%	39 32%op	22 27%	42 28%p	68 29%p	52 23%	47 33%op	12 21%	72 24%	198 27%	48 28%
NET: At least daily	66 4%	47 6%b	19 2%	12 6%i	17 5%i	24 8%ghi	7 2%	5 2%	2 1%	30 6%kl	15 3%	8 2%	14 3%	4 3%	2 2%	10 6%x	2 2%	5 4%	4 3%	6 7%x	8 5%x	16 7%qx	7 3%	1 1%	2 3%	18 6%	38 5%	33 19%
NET: At least weekly	144 9%	100 13%b	44 5%	22 10%i	27 8%	42 14%eghi	21 7%	16 7%	16 7%	71 15%klm	31 7%	23 7%	19 5%	7 5%	3 4%	21 12%q	6 4%	12 8%	9 8%	9 11%	13 8%	27 12%q	24 10%	10 7%	4 7%	30 10%	83 11%	55 32%
NET: At least monthly	268 16%	164 21%b	104 12%	38 17%	50 15%	68 23%egh	40 13%	34 15%	38 12%	110 23%klm	67 14%	47 14%	43 11%	11 8%	4 5%	37 21%nos	21 16%	23 15%	14 11%	15 19%no	25 17%no	51 22%nos	39 17%no	20 14%	9 16%	49 16%	148 20%	79 46%
NET: Ever	702 42%	385 48%b	317 36%	92 43%	132 40%	134 45%	128 43%	89 39%	128 40%	240 51%lm	211 45%lm	128 37%	124 31%	50 36%	16 23%	67 38%o	54 42%o	63 41%o	53 44%o	37 46%o	66 45%o	119 51%nop	91 40%o	66 46%o	21 37%	121 40%	346 46%	128 74%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 15  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
Never	969 58%	406 51%	563 64% <sup>a</sup>	122 57%	193 59%	159 54%	170 57%	136 60%	189 59%	230 49%	259 55%	216 63% <sup>jk</sup>	263 67% <sup>jk</sup>	88 64% <sup>v</sup>	52 76% <sup>qrs</sup>	110 62% <sup>v</sup>	75 58%	89 58%	68 56%	44 54%	82 55%	116 49%	134 58%	76 54%	35 63%	177 59%	393 53%	46 26%
Don't know	10 1%	5 1%	4 1%	1 *	1 *	1 1%	-	2 1%	4 1%	1 *	2 *	1 *	5 1%	*	1 1%	1 1%	1 *	*	1 1%	-	-	1 *	4 2%	-	-	1 *	6 1%	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 16  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	42 3%	30 2%	12 9%a	3 7%	6 10%a	1 1%	1 12%	3 26%	-	2 24%	18 2%	14 3%	9 5%j	-
Once a day	24 1%	16 1%	8 5%a	1 2%	5 8%a	2 5%	-	-	-	-	8 1%	12 2%j	3 2%	* 1%
Several times a week	42 2%	36 2%	6 4%	1 3%	5 8%a	-	-	-	-	-	14 2%	14 3%	12 6%jk	1 2%
Once a week	36 2%	32 2%	4 3%	1 3%	2 3%	1 2%	-	1 6%	-	-	10 1%	18 4%j	8 4%j	-
Several times a month	64 4%	58 4%	5 3%	-	2 4%	1 3%	1 10%	1 7%	-	-	29 3%	22 4%	9 5%	3 8%
Once a month	60 4%	54 4%	5 4%	1 5%	1 2%	2 6%	1 12%	-	-	-	25 3%	26 5%j	6 3%	2 5%
Less often	435 26%	391 26%	40 28%	5 15%	16 26%	14 48%	2 30%	3 28%	2 14%	1 11%	198 22%	166 32%j	54 28%	11 26%
NET: At least daily	66 4%	46 3%	20 14%a	3 9%	11 18%a	2 7%	1 12%	3 26%	-	2 24%	26 3%	12 5%j	12 6%j	* 1%
NET: At least weekly	144 9%	114 8%	29 21%a	5 15%	18 28%a	3 9%	3 12%	3 33%	-	2 24%	50 6%	58 11%j	32 17%jm	1 3%
NET: At least monthly	268 16%	225 15%	39 28%a	6 20%	21 34%a	6 19%	2 34%	4 40%	-	2 24%	103 12%	106 21%j	47 25%j	7 16%
NET: Ever	702 42%	617 41%	79 56%a	11 34%	38 60%a	20 67%	4 64%	7 68%	2 14%	3 35%	302 34%	272 53%j	101 53%j	18 42%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 16  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	969 58%	895 59%bd	60 43%	20 63%	25 39%	10 33%	2 36%	3 32%	9 86%	5 65%	589 66%kl	243 47%	90 47%	25 58%
Don't know	10 1%	8 1%	1 1%	1 3%	* 1%	-	-	-	-	-	8 1%	1 *	* *	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 17  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	42 3%	39 3%	25 3%de	14 2%	3 1%	3 1%	-	37 4%ijn	37 4%ijn	1 *	5 1%	-	2 1%	-	-	2 2%	19 2%	23 5%p	22 5%p	11 3%	14 7%psw	7 4%	5 3%	1 1%
Once a day	24 1%	24 2%de	12 2%de	12 2%de	-	-	-	19 2%i	19 2%ij	-	5 1%	-	2 2%	-	1 *	2 1%	14 1%	10 2%	10 2%	8 2%	3 2%	7 3%p	4 2%	1 1%
Several times a week	42 2%	33 2%	23 3%	11 2%	9 3%	8 3%	1 3%	36 3%jn	30 4%jn	6 3%en	6 1%	2 2%	3 2%	-	1 *	2 1%	24 2%	18 4%	16 4%	14 4%	7 4%	8 4%	8 4%	4 3%
Once a week	36 2%	30 2%	15 2%	15 2%	6 2%	6 2%	-	21 2%	18 2%	3 1%	15 2%	1 2%	1 1%	2 3%	10 5%ghilo	-	29 2%	7 1%	6 1%	5 1%	3 1%	2 1%	1 1%	1 1%
Several times a month	64 4%	49 4%	32 4%	17 3%	15 5%	12 4%	3 9%c	42 4%	33 4%	8 4%	22 3%	-	7 5%	5 6%	7 3%	3 3%	45 4%	18 4%	16 4%	17 4%	7 4%	10 5%	8 4%	7 6%
Once a month	60 4%	51 4%	31 4%	20 3%	8 3%	8 3%	-	42 4%	30 4%	12 6%j	17 3%	1 1%	9 6%	* 1%	5 3%	2 2%	42 4%	17 3%	15 3%	16 4%	3 1%	6 3%	10 5%	7 6%t
Less often	435 26%	336 25%	182 25%	154 25%	99 31%a	88 30%	11 33%	270 26%	218 26%	52 25%	165 26%	17 27%	40 26%	16 20%	65 30%	28 22%	314 27%	116 23%	101 23%	96 24%	38 20%	43 21%	53 27%	29 25%
NET: At least daily	66 4%	63 5%de	37 5%de	26 4%de	3 1%	3 1%	-	56 5%jn	55 7%ijmn	1 *	10 2%	-	5 3%i	-	1 *	4 3%in	33 3%	33 7%p	32 7%pw	19 5%	17 9%pw	14 7%pw	10 5%	2 2%
NET: At least weekly	144 9%	127 9%de	75 10%de	52 8%	18 5%	17 6%	1 3%	113 11%ijmno	103 12%ijmno	10 4%	31 5%	3 5%	9 6%	2 3%	12 6%	6 5%	86 7%	58 12%p	53 12%p	38 9%	27 14%p	25 12%p	19 10%	7 7%
NET: At least monthly	268 16%	227 17%	138 19%cde	89 14%	41 13%	37 13%	4 12%	197 19%jkno	167 20%ijkmno	30 14%	71 11%	4 6%	24 16%	7 9%	24 11%	12 9%	174 15%	94 19%	85 19%	71 18%	36 19%	40 20%	36 19%	21 18%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 17  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
NET: Ever	702	563	320	243	139	124	15	467	385	82	235	20	64	23	89	39	488	210	186	167	75	83	89	50
	42%	41%	44%	39%	43%	43%	44%	45% <small>jmo</small>	46% <small>ijmo</small>	39%	37%	32%	42%	30%	41%	31%	42%	42%	42%	42%	39%	40%	46%	44%
Never	969	789	408	380	180	162	18	570	443	128	398	43	88	54	125	89	674	293	256	231	114	123	104	64
	58%	58%	56%	61%	56%	56%	54%	55%	53%	60%	63% <small>gh</small>	68% <small>h</small>	58%	70% <small>gh</small>	58%	69% <small>ghn</small>	58%	58%	58%	58%	60%	60%	54%	56%
Don't know	10	8	3	5	2	2	*	7	4	3	3	-	-	-	3	-	8	2	2	1	1	1	-	-
	1%	1%	*	1%	1%	1%	1%	1%	*	1%	*	-	-	-	1%	-	1%	*	*	*	*	*	-	-

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 18  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	42 3%	- -	- -	10 4%b	10 4%b	3 1%	4 3%b	2 2%	5 5%b	5 2%	18 4%o	8 5%o	11 4%o	2 2%	4 25%	23 2%	42 3%
Once a day	24 1%	1 2%	2 1%	2 1%	3 1%	1 *	3 2%	2 2%	5 5%cd	2 1%	2 1%	1 1%	1 *	1 1%	-	22 2%	24 1%
Several times a week	42 2%	1 1%	2 1%	2 1%	13 5%bce	2 1%	5 4%	1 1%	5 5%c	8 3%	13 3%	6 4%	7 3%	4 4%	-	27 2%	42 2%
Once a week	36 2%	1 2%	1 *	2 1%	7 3%	4 2%	2 1%	1 1%	2 2%	11 5%bc	6 2%	5 2%	5 5%	-	30 2%	36 2%	
Several times a month	64 4%	1 2%	4 3%	10 5%	13 5%	9 4%	4 2%	3 2%	4 5%	13 5%	18 5%	5 3%	15 6%	4 4%	1 8%	44 4%	64 4%
Once a month	60 4%	2 3%	7 4%	7 3%	5 2%	13 6%cd	8 6%cd	4 4%	2 2%	8 3%	15 4%	7 4%	9 3%	2 2%	-	44 4%	60 4%
Less often	435 26%	12 19%	46 27%	52 24%	63 23%	62 30%	41 27%	31 28%	26 29%	65 27%	103 26%	37 22%	73 27%	27 25%	4 31%	328 26%	435 26%
NET: At least daily	66 4%	1 2%	2 1%	11 5%b	13 5%	4 2%	8 5%	4 4%	9 10%bei	7 3%	20 5%	9 5%	12 4%	3 3%	4 25%	44 4%	66 4%
NET: At least weekly	144 9%	3 5%	5 3%	15 7%	34 12%be	10 5%	15 10%b	7 6%	16 18%abce	26 11%be	39 10%	17 10%	25 9%	12 11%	4 25%	102 8%	144 9%
NET: At least monthly	268 16%	6 10%	16 10%	32 15%	52 19%b	32 15%	27 18%b	14 12%	23 25%abg	46 20%b	72 18%	29 17%	49 18%	19 17%	5 33%	190 15%	268 16%
NET: Ever	702 42%	19 29%	63 36%	84 39%	115 42%	95 45%a	68 45%a	45 40%	49 54%abc	111 47%ab	176 44%	65 39%	123 45%	46 41%	9 64%	518 42%	702 42%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 18  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	!£7k-£14k (b)	!£14k-£21k (c)	!£21k-£28k (d)	!£28k-£34k (e)	!£34k-£41k (f)	!£41k-£48k (g)	!£48k-£55k (h)	!£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	969 58%	45 69%hi	110 63%hi	130 60%h	162 58%	114 55%	81 54%	65 58%	41 46%	124 53%	226 56%	101 61%	151 55%	65 59%	5 36%	720 58%	969 58%
Don't know	10 1%	1 2%	1 *	3 1%	-	-	1 1%	2 2%	-	*	1 *	-	1 *	-	-	9 1%	10 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 19  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Google Hangouts**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
Several times a day	21 1%	13 2%	8 1%	6 3%gi	9 3%gi	3 1%	1 *	1 1%	-	14 3%klm	3 1%	-	4 1%	-	-	1 1%	1 *	7 5%npqv	2 1%	4 4%nw	3 2%	3 1%	1 *	-	-	5 2%	15 2%	15 9%
Once a day	16 1%	12 2%b	4 *	3 2%i	3 1%	6 2%i	3 1%	1 *	-	7 1%	4 1%	1 *	4 1%	-	1 2%	2 1%	-	2 2%	-	1 1%	1 1%	7 3%w	-	-	1 1%	5 2%	9 1%	10 6%
Several times a week	23 1%	18 2%b	5 1%	7 3%i	3 1%	6 2%i	5 2%i	2 1%	-	9 2%	6 1%	2 1%	6 2%	1 1%	2 2%	4 2%	-	2 1%	1 1%	2 2%	1 *	8 3%x	2 1%	-	1 1%	5 2%	17 2%	13 7%
Once a week	12 1%	5 1%	7 1%	2 1%	3 1%	3 1%	1 *	-	2 1%	5 1%	5 1%	-	2 *	2 2%	-	-	-	1 1%	-	1 2%	3 2%	2 1%	1 1%	1 *	-	8 *	5 1%	5 3%
Several times a month	12 1%	7 1%	5 1%	4 2%g	2 1%	4 1%	-	1 1%	1 *	7 2%	3 1%	1 *	1 *	-	-	1 1%	-	3 2%	1 1%	-	2 1%	4 2%	2 1%	-	-	2 1%	7 1%	2 1%
Once a month	8 1%	3 *	5 1%	1 1%	1 *	3 1%	4 1%	-	-	5 1%	1 *	1 *	2 *	1 1%	1 1%	1 1%	1 *	1 1%	-	-	1 *	1 *	1 1%	2 1%	-	5 2%	3 *	3 2%
Less often	87 5%	46 6%	41 5%	15 7%i	18 5%	24 8%hi	15 5%	8 3%	8 3%	30 6%k	20 4%	27 8%km	10 3%	9 6%	2 3%	9 5%	4 3%	4 3%	15 12%pqrt	2 3%	3 2%	19 8%ru	9 4%	9 7%	1 2%	18 6%	42 6%	18 11%
NET: At least daily	37 2%	25 3%b	12 1%	9 4%ghi	12 4%i	10 3%i	4 1%	2 1%	-	21 4%kl	7 1%	1 *	8 2%	-	1 2%	4 2%	1 *	10 6%nqsw	2 1%	5 6%nqwx	4 3%w	10 4%nqwx	1 *	-	1 1%	10 3%	24 3%	25 14%
NET: At least weekly	72 4%	48 6%b	23 3%	19 9%ghi	19 6%hi	18 6%hi	10 3%i	4 2%	2 1%	35 7%kl	18 4%l	3 1%	16 4%l	3 2%	3 4%	7 4%	1 1%	13 9%nqsw	3 3%	8 10%nqsw	8 5%wx	20 8%nqsw	3 1%	1 1%	1 2%	15 5%	49 7%	42 24%
NET: At least monthly	92 5%	58 7%b	34 4%	24 11%ghi	22 7%hi	24 8%hi	13 5%i	5 2%	3 1%	48 10%klm	21 5%l	5 1%	19 5%l	5 3%	4 5%	9 5%	1 1%	17 11%nqsw	4 4%	8 10%qwx	9 6%q	24 10%nqsw	6 2%	3 2%	1 2%	21 7%	59 8%	47 27%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 19  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Google Hangouts**

	Gender			Age							Social Grade					Region											Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174	
NET: Ever	179 11%	104 13%b	76 9%	39 18%ghi	40 12%hi	48 16%ghi	28 9%i	13 6%	11 4%	77 16%klm	42 9%	32 9%	29 7%	13 10%	6 9%	19 10%	6 4%	21 14%qwy	19 16%qwy	10 12%q	13 9%	43 18%npqu	14 6%	13 9%	2 4%	39 13%	102 14%	65 38%	
Never	1484 88%	685 86%	798 90%a	172 80%	283 87%	243 83%	268 90%df	211 93%def	306 95%def	391 83%	425 90%j	310 90%j	358 91%j	124 90%v	62 90%	157 88%	122 94%rsv	129 85%	101 83%	70 86%	134 91%v	190 80%	213 93%rsv	129 91%v	53 94%v	258 86%	639 86%	105 61%	
Don't know	18 1%	7 1%	11 1%	4 2%	3 1%	2 1%	2 1%	3 1%	4 1%	4 1%	5 1%	3 1%	6 2%	1 1%	1 1%	3 2%	2 1%	2 1%	1 1%	1 1%	1 1%	3 1%	1 *	1 1%	1 2%	2 1%	6 1%	3 2%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 20  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Google Hangouts**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	21 1%	12 1%	9 7%a	5 15%	4 7%a	*	-	-	-	-	4 *	11 2%j	6 3%j	-
Once a day	16 1%	10 1%	5 3%a	1 3%	2 3%a	2 5%	-	-	-	2 24%	6 1%	5 1%	3 2%	-
Several times a week	23 1%	21 1%	1 1%	-	1 2%	-	-	-	-	-	13 1%	5 1%	4 2%	1 2%
Once a week	12 1%	9 1%	* *	* 1%	-	-	-	-	-	-	4 *	3 1%	4 2%jk	1 2%
Several times a month	12 1%	8 1%	4 3%a	1 3%	2 3%a	1 2%	1 10%	-	-	-	6 1%	5 1%	1 1%	-
Once a month	8 1%	8 1%	1 *	-	1 1%	-	-	-	-	-	2 *	4 1%	2 1%	-
Less often	87 5%	71 5%	15 11%a	1 5%	8 13%a	4 14%	-	1 15%	1 8%	1 11%	39 4%	29 6%	14 7%	-
NET: At least daily	37 2%	22 1%	14 10%a	6 18%	6 10%a	2 7%	-	-	-	2 24%	10 1%	16 3%j	9 5%j	-
NET: At least weekly	72 4%	53 3%	16 11%a	6 20%	8 13%a	2 7%	-	-	-	2 24%	26 3%	25 5%	18 9%jk	1 3%
NET: At least monthly	92 5%	68 5%	21 15%a	7 22%	10 16%a	3 9%	1 10%	-	-	2 24%	34 4%	34 7%j	21 11%j	1 3%
NET: Ever	179 11%	140 9%	36 26%a	9 27%	19 30%a	7 23%	1 10%	1 15%	1 8%	3 35%	73 8%	63 12%j	35 18%jkm	1 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 20  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Google Hangouts**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	1484 88%	1367 90%bd	100 71%	23 71%	40 64%	23 77%	6 90%	8 85%	10 92%	5 65%	815 91%kl	448 87%	154 81%	39 92%
Don't know	18 1%	13 1%	5 3%a	1 2%	4 7%a	-	-	-	-	-	10 1%	4 1%	1 1%	2 4%k

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 21  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Google Hangouts**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	21 1%	21 2%de	14 2%de	7 1%	-	-	-	20 2%jn	19 2%ijn	*	1	1	*	-	-	-	10 1%	11 2%p	11 2%p	4 1%	7 3%p	4 2%	2 1%	-
Once a day	16 1%	16 1%	12 2%	4 1%	1	1	-	14 1%j	14 2%j	*	2	1	1	-	1	-	6 1%	10 2%p	10 2%p	8 2%p	4 2%p	5 3%p	5 2%p	-
Several times a week	23 1%	22 2%	12 2%	10 2%	1	1	-	22 2%ijn	21 3%ijn	1	1	-	1	-	-	-	15 1%	8 2%	8 2%	7 2%	2 1%	3 1%	5 3%	-
Once a week	12 1%	10 1%	6 1%	5 1%	1	1	-	9 1%	8 1%	*	3	-	1	1	1	-	7 1%	5 1%	5 1%	4 1%	3 1%	2 1%	1 1%	1
Several times a month	12 1%	9 1%	4 1%	5 1%	3	3	-	8 1%	7 1%	2	4	-	2	-	1	*	8 1%	4 1%	4 1%	2 1%	3 2%	1	1	1
Once a month	8 1%	7 1%	3	4 1%	1	1	-	8 1%	5 1%	2 1%j	1	*	-	-	-	*	3	5 1%	5 1%p	4 1%	1	2 1%	3 2%p	1
Less often	87 5%	72 5%	47 6%	25 4%	16 5%	14 5%	1	60 6%	54 7%i	6 3%	27 4%	5 8%	6 4%	1 1%	9 4%	6 5%	56 5%	30 6%	27 6%	27 7%	7 4%	12 6%	18 9%pt	12 10%pt
NET: At least daily	37 2%	37 3%de	26 4%de	11 2%	1	*	-	34 3%ijn	33 4%jino	1	3	2	1	-	1	-	16 1%	21 4%pw	21 5%pw	12 3%p	11 6%pw	10 5%pw	7 3%	-
NET: At least weekly	72 4%	69 5%de	43 6%de	26 4%de	3	3	-	64 6%ijno	62 8%ijlmo	2 1%	7	2	3	1	2	-	38 3%	33 7%pw	33 8%pw	23 6%pw	15 8%pw	15 7%pw	13 7%pw	1
NET: At least monthly	92 5%	85 6%de	50 7%de	35 6%de	7	7	-	80 8%ijmno	74 9%ijlmno	6 3%	12	2	5	1	3	1	49 4%	43 8%pw	42 10%pw	29 7%p	19 10%pw	18 9%pw	17 9%pw	3

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 21  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Google Hangouts**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
NET: Ever	179	157	97	59	23	22	1	141	129	12	39	7	11	1	12	7	105	73	69	56	26	30	35	14
	11%	12% <sup>d</sup>	13% <sup>cde</sup>	9%	7%	7%	4%	13% <sup>ijlm</sup>	15% <sup>ijlm</sup>	6%	6%	11% <sup>m</sup>	7%	2%	5%	5%	9%	15% <sup>p</sup>	16% <sup>p</sup>	14% <sup>p</sup>	14%	14% <sup>p</sup>	18% <sup>p</sup>	13%
Never	1484	1187	627	561	296	264	33	897	701	196	567	56	138	74	202	118	1054	425	369	337	160	175	155	98
	88%	87%	86%	89%	92% <sup>ab</sup>	92% <sup>ab</sup>	96%	86%	84%	92% <sup>gh</sup>	92% <sup>gh</sup>	89%	91% <sup>h</sup>	96% <sup>gh</sup>	93% <sup>gh</sup>	92% <sup>h</sup>	90% <sup>qrst</sup>	84%	83%	85%	84%	85%	80%	86%
Don't know	18	16	7	8	2	2	-	7	3	4	10	-	3	1	3	3	12	6	5	5	4	2	4	2
	1%	1%	1%	1%	1%	1%	-	1%	*	2% <sup>gh</sup>	2% <sup>h</sup>	-	2% <sup>h</sup>	2%	1%	2% <sup>h</sup>	1%	1%	1%	2%	1%	2%	2%	

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 22

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**Google Hangouts**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	21 1%	-	-	5 2%	4 1%	3 1%	-	2 2%	1 1%	2 2%	5 1%	5 3%	4 1%	1 1%	-	15 1%	21 1%
Once a day	16 1%	1 2% <sup>c</sup>	1 *	-	4 2%	-	3 2% <sup>ce</sup>	-	3 3% <sup>ce</sup>	3 1%	4 1%	1 *	2 1%	1 3%	*	12 1%	16 1%
Several times a week	23 1%	* 1%	-	5 3%	5 2%	1 *	5 3% <sup>b</sup>	1 1%	2 2%	3 1%	6 1%	4 2%	2 1%	-	-	17 1%	23 1%
Once a week	12 1%	-	1 *	2 1%	3 1%	-	-	3 3% <sup>e</sup>	-	1 1%	5 1%	5 3% <sup>o</sup>	1 *	-	-	7 1%	12 1%
Several times a month	12 1%	2 3%	1 *	1 *	1 *	2 1%	-	2 1%	-	4 2%	2 *	1 1%	1 *	-	-	10 1%	12 1%
Once a month	8 1%	-	-	2 1%	1 *	2 1%	1 *	-	-	3 1%	3 1%	1 1%	2 1%	-	-	5 *	8 1%
Less often	87 5%	3 5%	8 5%	9 4%	12 4%	4 2%	5 3%	13 12% <sup>bcd</sup>	5 5%	20 8% <sup>e</sup>	18 5%	11 7%	10 4%	7 6%	-	68 5%	87 5%
NET: At least daily	37 2%	1 2%	1 *	5 2%	8 3%	3 1%	3 2%	2 2%	3 4%	7 3%	9 2%	6 4%	6 2%	2 2%	*	27 2%	37 2%
NET: At least weekly	72 4%	2 3%	1 1%	13 6% <sup>be</sup>	16 6% <sup>be</sup>	4 2%	8 5% <sup>b</sup>	6 6% <sup>b</sup>	5 6% <sup>b</sup>	11 5% <sup>b</sup>	19 5%	15 9% <sup>lmo</sup>	10 3%	2 2%	*	51 4%	72 4%
NET: At least monthly	92 5%	4 6%	2 1%	16 7% <sup>b</sup>	18 7% <sup>b</sup>	8 4%	8 6% <sup>b</sup>	8 7% <sup>b</sup>	5 6%	18 8% <sup>b</sup>	24 6%	17 10% <sup>mo</sup>	13 5%	2 2%	*	67 5%	92 5%
NET: Ever	179 11%	7 11%	10 6%	25 11% <sup>e</sup>	30 11%	12 6%	13 9%	21 19% <sup>bef</sup>	10 11%	38 16% <sup>be</sup>	43 11%	28 17% <sup>lo</sup>	24 9%	9 8%	*	135 11%	179 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 22

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**Google Hangouts**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	1484 88%	56 87%	160 92%gi	189 88%	244 88%	192 92%gi	136 90%g	89 80%	79 88%	197 83%	355 88%	137 82%	246 90%k	99 89%	13 97%	1100 88%k	1484 88%
Don't know	18 1%	1 2%	3 2%	2 1%	2 1%	5 2%	1 1%	1 1%	1 1%	1 *	5 1%	2 1%	4 2%	3 2%	-	12 1%	18 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 23  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**WhatsApp**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
Several times a day	307	159	147	43	87	68	52	32	25	89	92	59	67	18	11	37	14	33	12	19	28	78	38	15	5	78	155	67
	18%	20%	17%	20% <sub>ci</sub>	27% <sub>ghi</sub>	23% <sub>ghi</sub>	17% <sub>ci</sub>	14% <sub>ci</sub>	8%	19%	20%	17%	17%	13%	15%	20% <sub>qrsx</sub>	11%	22% <sub>qsx</sub>	10%	24% <sub>qsx</sub>	19% <sub>st</sub>	33% <sub>nop</sub>	16% <sub>qrsuw</sub>	11%	9%	26%	21%	39%
Once a day	89	42	47	17	20	15	14	10	14	21	21	22	25	7	4	13	9	9	4	2	4	13	13	6	4	13	38	9
	5%	5%	5%	8%	6%	5%	5%	4%	4%	4%	5%	6%	6%	5%	6%	7%	7%	6%	4%	3%	3%	5%	6%	4%	8%	5%	5%	5%
Several times a week	217	98	119	33	44	33	36	32	39	62	67	38	51	14	6	24	14	20	18	6	15	36	39	13	12	40	96	22
	13%	12%	13%	15%	14%	11%	12%	14%	12%	13%	14%	11%	13%	10%	8%	13%	11%	13%	15%	8%	10%	15%	17% <sub>tx</sub>	9%	21% <sub>tx</sub>	13%	13%	13%
Once a week	81	44	37	16	21	11	13	6	13	30	23	17	11	6	6	2	4	9	8	5	8	14	10	7	1	14	33	4
	5%	6%	4%	8% <sub>h</sub>	6%	4%	4%	3%	4%	6% <sub>m</sub>	5%	5%	3%	4%	9% <sub>p</sub>	1%	3%	6% <sub>p</sub>	7% <sub>p</sub>	6% <sub>p</sub>	6% <sub>p</sub>	6% <sub>p</sub>	4%	5%	2%	5%	4%	2%
Several times a month	189	86	103	20	33	43	30	26	36	59	56	32	43	15	4	20	18	15	12	14	15	24	28	21	3	28	102	22
	11%	11%	12%	9%	10%	15%	10%	11%	11%	12%	12%	9%	11%	11%	6%	11%	14%	10%	10%	17%	10%	10%	12%	15%	6%	9%	14%	13%
Once a month	118	57	61	10	29	19	19	14	26	33	35	23	26	9	6	17	9	9	9	2	13	18	17	7	2	13	53	10
	7%	7%	7%	5%	9%	6%	6%	6%	8%	7%	7%	7%	7%	6%	8%	9%	7%	6%	7%	3%	8%	8%	7%	5%	4%	4%	7%	6%
Less often	280	114	166	42	60	43	55	41	40	80	80	60	61	31	12	27	23	21	24	12	29	28	30	31	11	60	132	13
	17%	14%	19% <sub>a</sub>	19% <sub>ci</sub>	18%	15%	19% <sub>ci</sub>	18%	12%	17%	17%	17%	15%	23% <sub>vw</sub>	17%	15%	18%	14%	20%	15%	20%	12%	13%	22% <sub>vw</sub>	20%	20%	18%	7%
NET: At least daily	396	201	194	59	107	82	66	42	39	109	114	81	91	25	14	50	22	41	16	22	33	91	51	21	9	92	193	76
	24%	25%	22%	28% <sub>hi</sub>	33% <sub>ghi</sub>	28% <sub>hi</sub>	22% <sub>ci</sub>	19% <sub>ci</sub>	12%	23%	24%	24%	23%	18%	21%	28% <sub>qsx</sub>	17%	27% <sub>sx</sub>	13%	27% <sub>sx</sub>	22%	39% <sub>nop</sub>	22% <sub>st</sub>	15%	17%	31%	26%	44%
NET: At least weekly	694	343	350	109	173	127	114	80	91	201	203	136	153	45	26	76	41	71	42	33	56	141	100	40	22	146	322	103
	41%	43%	40%	51% <sub>ghi</sub>	53% <sub>fgh</sub>	43% <sub>ci</sub>	38% <sub>ci</sub>	35%	28%	43%	43%	39%	39%	33%	38%	43% <sub>x</sub>	32%	47% <sub>nqx</sub>	35%	40%	38%	60% <sub>nop</sub>	44% <sub>qx</sub>	28%	39%	49%	43%	59%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 23  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**WhatsApp**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
NET: At least monthly	1001	487	514	139	235	189	164	120	153	293	294	192	222	69	36	113	69	95	63	49	83	183	145	69	27	187	478	134
	60%	61%	58%	65%ghi	72%ghi	64%ghi	55%	53%	48%	62%	62%	56%	57%	50%	52%	63%nx	53%	62%ax	52%	60%	56%	77%nopqrstuvwxy	64%nsx	48%	49%	62%	64%	77%
NET: Ever	1281	601	680	181	295	232	219	161	193	373	374	252	283	101	48	140	92	115	87	61	112	211	176	100	39	246	609	147
	76%	75%	77%	84%ghi	90%dfghi	79%hi	73%i	71%i	60%	79%m	79%m	73%	72%	73%	69%	78%	71%	76%	72%	75%	76%	89%nopqrstuvwxy	77%	70%	70%	83%	82%	85%
Never	393	191	202	34	31	59	78	64	126	99	97	92	105	38	20	38	37	35	34	20	33	25	53	43	17	52	135	26
	23%	24%	23%	16%e	10%	20%e	26%de	28%defgh	39%defgh	21%	21%	27%	27%	27%v	29%v	21%v	29%v	23%v	28%v	25%v	22%v	11%	23%v	30%v	30%v	17%	18%	15%
Don't know	7	4	3	-	-	3	1	1	3	-	1	2	4	-	1	1	-	2	1	-	3	-	-	-	-	-	2	-
	*	1%	*	-	-	1%	*	*	1%	-	*	*	1%j	-	1%	*	-	1%	1%	-	2%	-	-	-	-	-	*	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 24  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	307 18%	240 16%	62 44%a	15 48%	27 43%a	15 50%	3 53%	2 17%	1 5%	2 19%	153 17%	100 19%	41 22%	4 10%
Once a day	89 5%	80 5%	8 6%	1 2%	4 7%	3 11%	-	-	1 8%	2 24%	46 5%	31 6%	5 3%	4 9%
Several times a week	217 13%	183 12%	32 23%a	7 21%	18 29%a	3 9%	-	5 46%	4 40%	-	105 12%	70 14%	27 14%	8 18%
Once a week	81 5%	72 5%	6 5%	2 7%	2 4%	1 3%	-	1 8%	-	-	39 4%	25 5%	6 3%	10 23%ajkl
Several times a month	189 11%	174 11%	12 8%	* 1%	4 6%	5 16%	1 20%	1 14%	-	1 13%	102 11%	66 13%	19 10%	2 4%
Once a month	118 7%	113 7%	5 4%	-	3 5%	1 3%	-	1 9%	-	2 31%	65 7%	35 7%	12 6%	2 5%
Less often	280 17%	269 18%bd	8 6%	4 13%	2 3%	1 2%	2 27%	-	3 28%	-	144 16%	93 18%	36 19%	4 9%
NET: At least daily	396 24%	319 21%	70 50%a	16 51%	31 50%a	18 61%	3 53%	2 17%	1 12%	3 43%	199 22%	131 25%	47 24%	8 19%
NET: At least weekly	694 41%	575 38%	109 77%a	25 78%	52 83%a	21 72%	3 53%	7 71%	6 52%	3 43%	343 38%	226 44%	80 42%	26 60%ajkl
NET: At least monthly	1001 60%	862 57%	125 89%a	25 80%	59 95%a	27 91%	5 73%	9 94%	6 52%	7 87%	510 57%	327 63%j	111 58%	30 70%
NET: Ever	1281 76%	1131 74%	134 95%a	29 93%	61 98%a	27 93%	7 100%	9 94%	9 80%	7 87%	655 73%	420 81%j	147 77%	33 79%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 24

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**WhatsApp**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	393 23%	383 25%bd	7 5%	2 7%	2 2%	2 7%	-	1 6%	* 3%	1 13%	239 27%k	96 19%	44 23%	9 21%
Don't know	7	6	-	-	-	-	-	-	2 16%	-	5 1%	-	-	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 25  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**WhatsApp**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 under (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	307 18%	266 20%cd	170 23%cd	95 15%	41 13%	40 14%	1 4%	233 22%ijlmn	200 24%ijlm	33 16%no	73 12%	10 15%	23 15%no	7 9%	16 7%	19 15%no	168 14%	135 27%p	126 28%pw	101 25%p	56 30%pw	64 31%pw	46 24%p	21 18%
Once a day	89 5%	67 5%	38 5%	29 5%	21 7%	20 7%	1 3%	51 5%	42 5%	9 4%	37 6%	3 6%	10 6%	3 4%	12 6%	9 7%	57 5%	31 6%	28 6%	25 6%	13 7%	16 8%	13 7%	5 4%
Several times a week	217 13%	178 13%	97 13%	81 13%	39 12%	34 12%	5 16%	136 13%	109 13%	27 13%	82 13%	9 14%	19 12%	7 10%	30 14%	18 14%	155 13%	61 12%	49 11%	53 13%	18 10%	24 12%	21 11%	16 14%
Once a week	81 5%	71 5%	44 6%	26 4%	10 3%	9 3%	1 3%	48 5%	35 4%	12 6%	33 5%	4 6%	14 9%ghn	3 4%	8 4%	4 3%	54 5%	27 5%	25 6%	18 5%	14 8%	11 5%	8 4%	5 5%
Several times a month	189 11%	154 11%	84 11%	71 11%	35 11%	33 11%	2 6%	130 12%l	109 13%jl	21 10%	59 9%	3 4%	8 6%	8 11%	25 12%	15 12%	126 11%	63 12%	57 13%	51 13%	21 11%	22 11%	33 17%p	12 10%
Once a month	118 7%	84 6%	52 7%	32 5%	33 10%ac	28 10%ac	5 15%ac	66 6%	54 6%	13 6%	51 8%	9 14%ghl	7 5%	6 7%	19 9%	11 9%	88 7%	30 6%	29 7%	20 5%	11 6%	12 6%	11 6%	5 4%
Less often	280 17%	222 16%	104 14%	118 19%b	59 18%	51 18%	7 22%	191 18%jn	147 18%	44 21%jn	89 14%	11 17%	22 15%	9 11%	26 12%	21 16%	207 18%	72 14%	63 14%	57 14%	30 16%	27 13%	27 14%	20 17%
NET: At least daily	396 24%	333 25%cf	209 29%cd	125 20%	62 19%	60 21%	2 7%	285 27%ijlmn	242 29%ijlm	42 20%no	111 17%	13 21%	32 21%no	10 13%	28 13%	28 22%no	226 19%	167 33%pw	154 35%pw	127 32%p	69 36%pw	80 39%pw	59 30%p	26 22%
NET: At least weekly	694 41%	582 43%cd	350 48%acde	232 37%	111 35%	103 36%	9 25%	468 45%ijlmn	386 46%ijlm	82 39%	226 35%	25 40%	65 43%mn	20 27%	66 30%	49 38%	435 37%	254 50%p	227 51%p	198 50%p	101 53%p	115 56%pw	87 45%p	47 41%
NET: At least monthly	1001 60%	821 60%c	486 66%acde	335 53%	180 56%	164 57%	15 46%	664 64%ijlmn	548 66%ijlm	116 54%	337 53%	37 59%	80 53%	34 45%	110 51%	76 59%	649 55%	347 69%pw	314 71%pw	269 67%pw	133 70%pw	148 72%pw	132 68%pw	63 55%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 25  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**WhatsApp**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
NET: Ever	1281	1043	590	452	238	215	23	856	696	160	425	48	102	43	136	97	856	419	376	326	163	175	159	83
	76%	77% <sup>c</sup>	81% <sup>acd</sup>	72%	74%	75%	68%	82% <sup>ijlmn</sup>	84% <sup>ijlm</sup>	75% <sup>ijmn</sup>	67%	76% <sup>m</sup>	67%	56%	63%	76% <sup>mn</sup>	73%	83% <sup>pw</sup>	85% <sup>pw</sup>	82% <sup>pw</sup>	86% <sup>pw</sup>	85% <sup>pw</sup>	82% <sup>p</sup>	72%
Never	393	310	136	173	83	72	11	187	136	52	206	13	50	31	80	31	308	85	66	72	27	31	34	32
	23%	23% <sup>b</sup>	19%	28% <sup>ab</sup>	26% <sup>b</sup>	25% <sup>b</sup>	32%	18%	16%	24% <sup>gh</sup>	32% <sup>ghi</sup>	21%	33% <sup>gh</sup>	40% <sup>ghik</sup>	37% <sup>ghik</sup>	24% <sup>huv</sup>	26% <sup>qrst</sup>	17%	15%	18%	14%	15%	17%	28% <sup>qrstuv</sup>
Don't know	7	7	4	2	-	-	-	2	1	1	5	2	-	3	1	-	6	1	1	1	-	-	1	-
	*	*	1%	*	-	-	-	*	*	*	1%	3% <sup>gh</sup>	-	3% <sup>ghiln</sup>	*	-	1%	*	*	*	-	-	*	-

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 26

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	307 18%	13 21%	33 19%	40 19%	49 18%	35 17%	31 20%	23 20%	17 19%	47 20%	64 16%	32 20%	40 15%	13 11%	1 10%	234 19%	307 18%
Once a day	89 5%	4 6%	14 8% <sup>ai</sup>	10 5%	10 4%	10 5%	11 7% <sup>ai</sup>	6 5%	10 11% <sup>adi</sup>	6 2%	20 5%	4 2%	15 5%	5 4%	1 7%	67 5%	89 5%
Several times a week	217 13%	10 16%	20 12%	21 10%	41 15%	25 12%	24 16%	16 14%	12 12%	27 12%	51 13%	20 12%	32 12%	13 12%	2 15%	163 13%	217 13%
Once a week	81 5%	1 1%	3 2%	11 5%	11 4%	13 6% <sup>b</sup>	5 3%	8 7% <sup>b</sup>	4 4%	11 5%	19 5%	8 5%	13 5%	5 5%	-	62 5%	81 5%
Several times a month	189 11%	4 6%	16 9%	30 14%	32 12%	25 12%	15 10%	14 13%	13 14%	34 14%	39 10%	24 14%	22 8%	8 8%	2 11%	145 12%	189 11%
Once a month	118 7%	3 4%	12 7%	8 4%	21 8%	14 7%	8 5%	7 7%	5 5%	17 7%	22 6%	11 7%	17 6%	11 10%	-	95 8%	118 7%
Less often	280 17%	13 21%	23 13%	26 12%	47 17%	38 18%	18 12%	16 14%	13 14%	57 24% <sup>bcfg</sup>	63 16%	20 12%	43 16%	14 12%	-	215 17%	280 17%
NET: At least daily	396 24%	17 26%	47 27%	50 23%	59 21%	45 22%	42 28%	28 25%	26 29%	53 22%	84 21%	36 22%	55 20%	18 16%	2 17%	301 24%	396 24%
NET: At least weekly	694 41%	28 43%	71 41%	83 39%	111 40%	84 40%	71 47%	52 47%	42 47%	91 38%	154 38%	64 39%	100 36%	36 33%	4 32%	526 42%	694 41%
NET: At least monthly	1001 60%	35 54%	98 57%	121 56%	165 60%	123 59%	93 66%	74 66%	60 66%	141 60%	215 53%	100 60%	139 51%	55 50%	6 43%	766 61% <sup>ijlm</sup>	1001 60%
NET: Ever	1281 76%	48 75%	121 70%	148 68%	211 76%	161 77%	111 74%	89 80% <sup>c</sup>	73 81%	198 84% <sup>bcd</sup>	279 69%	120 72%	182 66%	69 62%	6 43%	980 79% <sup>ijlm</sup>	1281 76%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 26

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	393 23%	14 22%	50 29% <sub>ei</sub>	68 32% <sub>gi</sub>	65 24% <sub>li</sub>	48 23%	39 26% <sub>fi</sub>	21 19%	18 19%	37 16%	119 30% <sub>oj</sub>	45 27%	90 33% <sub>ol</sub>	39 35% <sub>om</sub>	8 57%	266 21%	393 23%
Don't know	7 *	2 3% <sub>ode</sub>	2 1%	-	-	-	-	1 1%	-	1 *	5 1% <sub>oj</sub>	2 1% <sub>ol</sub>	2 1%	3 2% <sub>om</sub>	-	2 *	7 *

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 27  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Facebook messenger**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165	
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174	
Several times a day	209 12%	93 12%	116 13%	33 15% i	68 21% gh	43 15% hi	31 10% i	23 10% i	12 4%	53 11%	51 11%	37 11%	68 17% jkl	11 8%	10 14%	33 19% n xy	14 11%	15 10%	15 12%	17 21% n xy	19 13%	34 14%	25 11%	13 9%	2 4%	30 10%	112 15% A	51 29%	
Once a day	61 4%	29 4%	32 4%	22 10% efgh i	11 3%	12 4% h	6 2%	2 1%	7 2%	25 5% m	15 3%	12 3%	9 2%	5 4%	3 4%	8 4%	3 2%	6 4%	4 3%	3 4%	4 3%	9 4%	6 3%	9 6%	1 2%	11 4%	29 4%	17 10%	
Several times a week	187 11%	71 9%	116 13% a	24 11%	32 10%	28 9%	35 12%	26 12%	41 13%	42 9%	48 10%	50 15% j	46 12%	18 13%	6 9%	23 13% v	13 10%	26 17% v	12 10%	7 9%	17 11%	15 6%	34 15% v	14 10%	3 5%	38 13%	72 10%	22 13%	
Once a week	72 4%	33 4%	39 4%	13 6% i	16 5%	15 5%	10 3%	10 4%	8 2%	25 5%	15 3%	20 6%	13 3%	7 5%	4 6%	9 5%	6 5%	5 3%	9 7%	2 3%	3 2%	8 3%	9 4%	5 4%	4 7%	17 6%	34 5%	8 5%	
Several times a month	156 9%	70 9%	86 10%	26 12%	25 8%	28 10%	24 8%	20 9%	33 10%	42 9%	45 9%	21 6%	48 12% l	12 9%	6 8%	10 5%	15 12%	9 6%	11 9%	14 18% p x	16 11%	15 6%	32 14% p r	10 7%	5 10%	24 8%	76 10%	14 8%	
Once a month	92 5%	42 5%	50 6%	16 7%	22 7%	17 6%	11 4%	9 4%	18 6%	22 5%	33 7%	14 4%	23 6%	9 7%	3 4%	10 5%	7 6%	5 3%	4 3%	5 6%	7 5%	22 9% r s	12 5%	5 4%	3 6%	13 4%	41 6%	7 4%	
Less often	293 17%	134 17%	159 18%	34 16%	64 20% i	48 16%	65 22% i	45 20% i	38 12%	73 16%	84 18%	69 20%	67 17%	24 18%	12 18%	25 14%	31 24% p s w	25 17%	16 14%	15 19%	32 21%	37 16%	33 15%	30 21%	10 19%	52 17%	137 18%	24 14%	
NET: At least daily	270 16%	122 15%	148 17%	54 25% gh i	79 24% ghi	55 19% hi	38 13% i	25 11% i	19 6%	78 17%	66 14%	49 14%	78 20% k	17 12%	13 19%	41 23% n q r w y	17 13%	21 14%	19 16%	20 25% n q r w y	23 16%	43 18% y	32 14%	22 15%	3 6%	41 14%	142 19%	68 39%	
NET: At least weekly	529 31%	227 28%	303 34% a	92 43% fgh i	127 39% ghi	98 33% i	83 28%	61 27%	68 21%	146 31%	128 27%	119 34% k	136 35% k	41 30%	23 34%	74 41% q u v x y	37 28%	52 34% y	39 32%	30 36% y	43 29%	65 28%	75 33%	41 29%	10 18%	96 32%	248 33%	98 57%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 27  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Facebook messenger**

	Gender		Age							Social Grade							Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	Northern Ireland (y)	Public (A)	Private (B)			
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174		
NET: At least monthly	777 46%	339 43%	439 50% <sup>a</sup>	133 62% <sup>fghi</sup>	174 53% <sup>ghi</sup>	143 49% <sup>ghi</sup>	117 39%	90 40%	119 37%	210 45%	206 44%	154 45%	208 53% <sup>ijkl</sup>	62 45%	32 46%	93 52% <sup>xy</sup>	59 46%	66 43%	54 44%	49 60% <sup>nrs</sup>	66 45%	102 43%	119 52% <sup>xy</sup>	56 39%	19 34%	132 44%	365 49%	120 69%		
NET: Ever	1070 64%	472 59%	598 68% <sup>a</sup>	167 78% <sup>fghi</sup>	238 73% <sup>ghi</sup>	191 65% <sup>i</sup>	182 61% <sup>i</sup>	136 60% <sup>i</sup>	157 49%	283 60%	290 61%	222 64%	275 70% <sup>jk</sup>	86 63%	44 64%	118 66%	90 70% <sup>yz</sup>	91 60%	70 58%	64 79% <sup>nrs</sup>	98 66%	139 59%	153 67%	86 61%	30 53%	184 62%	502 67%	144 83%		
Never	596 35%	317 40% <sup>b</sup>	280 32%	47 22%	86 26%	100 34% <sup>d</sup>	115 38% <sup>de</sup>	90 40% <sup>de</sup>	158 49% <sup>def</sup>	183 39% <sup>m</sup>	180 38% <sup>m</sup>	121 35%	111 28%	49 36% <sup>t</sup>	24 35%	59 33% <sup>t</sup>	39 30%	60 40% <sup>t</sup>	49 41% <sup>t</sup>	16 20%	50 34% <sup>t</sup>	96 41% <sup>t</sup>	74 33% <sup>t</sup>	55 38% <sup>t</sup>	25 45% <sup>t</sup>	114 38%	239 32%	29 17%		
Don't know	14 1%	7 1%	7 1%	1 *	2 1%	2 1%	2 1%	1 *	7 2%	5 1%	2 *	1 *	6 2%	2 2%	1 1%	2 1%	-	*	2 1%	1 2%	-	1 *	2 1%	2 1%	1 2%	1 *	5 1%	-		

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 28  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Facebook messenger**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	209	179	26	8	11	3	2	1	1	2	119	57	19	7
	12%	12%	18%a	24%	18%	12%	31%	12%	8%	24%	13%	11%	10%	17%
Once a day	61	53	7	2	3	2	-	-	1	-	25	19	11	4
	4%	3%	5%	6%	5%	5%	-	-	6%	-	3%	4%	6%j	10%ajk
Several times a week	187	180	7	2	2	1	1	-	1	-	113	51	16	5
	11%	12%b	5%	7%	4%	2%	11%	5%	10%	-	13%	10%	8%	13%
Once a week	72	63	9	3	2	2	1	1	-	-	33	23	12	4
	4%	4%	6%	8%	4%	8%	16%	7%	-	-	4%	4%	6%	10%
Several times a month	156	145	8	2	1	4	1	1	5	1	95	34	14	6
	9%	10%	6%	5%	2%	13%	10%	9%	47%	11%	11%k	7%	7%	14%
Once a month	92	86	6	1	5	-	-	-	-	-	47	34	6	4
	5%	6%	4%	3%	8%	-	-	-	-	-	5%	6%	3%	9%
Less often	293	268	25	8	8	6	-	3	-	2	154	97	34	4
	17%	18%	18%	26%	12%	20%	-	32%	-	26%	17%	19%	18%	10%
NET: At least daily	270	232	32	9	15	5	2	1	2	2	144	76	31	12
	16%	15%	23%a	30%	23%	17%	31%	12%	14%	24%	16%	15%	16%	27%k
NET: At least weekly	529	476	48	14	19	8	4	2	3	2	290	150	59	21
	31%	31%	34%	45%	31%	27%	58%	24%	23%	24%	32%	29%	31%	50%ajk
NET: At least monthly	777	707	62	17	26	12	4	3	8	3	433	218	78	31
	46%	46%	44%	53%	42%	40%	69%	32%	70%	35%	48%k	42%	41%	73%ajk
NET: Ever	1070	974	88	25	34	18	4	6	8	5	587	315	113	35
	64%	64%	62%	79%	54%	60%	69%	64%	70%	61%	65%	61%	59%	83%ajk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 28

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**Facebook messenger**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	596 35%	535 35%	50 36%	6 18%	28 44%	11 38%	2 31%	4 36%	3 30%	3 39%	305 34%m	194 38%m	78 41%m	7 17%
Don't know	14 1%	11 1%	3 2%	1 3%	1 2%	* 2%	-	-	-	-	7 1%	7 1%	* *	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 29  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Facebook messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	209 12%	183 13% <sup>de</sup>	106 15% <sup>de</sup>	77 12%	26 8%	25 9%	1 3%	142 14% <sup>in</sup>	125 15% <sup>ijmn</sup>	18 8%	67 11% <sup>n</sup>	9 14% <sup>n</sup>	24 16% <sup>imn</sup>	4 5%	10 4%	20 16% <sup>imn</sup>	109 9%	100 20% <sup>p</sup>	93 21% <sup>p</sup>	68 17% <sup>p</sup>	45 24% <sup>p</sup>	38 18% <sup>p</sup>	33 17% <sup>p</sup>	18 16% <sup>p</sup>
Once a day	61 4%	50 4%	29 4%	22 3%	10 3%	10 4%	-	41 4%	34 4%	7 3%	20 3%	4 7% <sup>n</sup>	7 5%	1 2%	3 1%	3 3%	41 3%	20 4%	19 4%	17 4%	5 3%	9 4%	9 5%	3 3%
Several times a week	187 11%	144 11%	74 10%	70 11%	43 13%	38 13%	5 14%	110 10%	82 10%	27 13%	77 12%	5 7%	16 11%	11 15%	28 13%	17 13%	125 11%	62 12%	54 12%	51 13%	19 10%	26 13%	26 13%	14 12%
Once a week	72 4%	62 5%	29 4%	33 5%	10 3%	8 3%	2 6%	51 5%	38 5%	13 6%	21 3%	1 1%	10 7%	2 3%	6 3%	3 2%	52 4%	20 4%	17 4%	15 4%	9 5%	7 3%	8 4%	3 3%
Several times a month	156 9%	122 9%	53 7%	70 11% <sup>b</sup>	34 10%	30 10%	3 10%	100 10%	80 10%	20 10%	56 9%	3 5%	13 9%	12 16% <sup>n</sup>	16 7%	11 9%	108 9%	48 9%	44 10%	37 9%	22 12%	24 12%	17 9%	11 9%
Once a month	92 5%	73 5%	44 6%	28 4%	19 6%	18 6%	1 4%	54 5%	47 6%	7 3%	38 6%	5 7%	12 8%	6 8%	11 5%	5 4%	70 6%	22 4%	19 4%	19 5%	7 3%	10 5%	8 4%	5 4%
Less often	293 17%	238 18%	132 18%	106 17%	55 17%	49 17%	6 18%	189 18% <sup>n</sup>	154 18% <sup>n</sup>	35 16%	104 16%	18 28% <sup>ijln</sup>	23 15%	14 19%	26 12%	23 18%	209 18%	81 16%	73 17%	69 17%	28 15%	28 14%	43 22% <sup>u</sup>	22 19%
NET: At least daily	270 16%	233 17% <sup>df</sup>	135 18% <sup>def</sup>	98 16%	37 11%	36 12%	1 3%	183 18% <sup>ijmn</sup>	158 19% <sup>ijmn</sup>	25 12% <sup>n</sup>	87 14% <sup>n</sup>	13 21% <sup>mn</sup>	32 21% <sup>ijmn</sup>	6 7%	13 6%	24 19% <sup>mn</sup>	150 13%	119 24% <sup>p</sup>	111 25% <sup>p</sup>	85 21% <sup>p</sup>	51 27% <sup>p</sup>	47 23% <sup>p</sup>	42 22% <sup>p</sup>	21 19%
NET: At least weekly	529 31%	439 32%	238 33%	202 32%	90 28%	82 28%	8 23%	343 33% <sup>n</sup>	279 34% <sup>n</sup>	65 30% <sup>n</sup>	186 29% <sup>n</sup>	18 29%	58 38% <sup>ejn</sup>	19 25%	47 22%	44 34% <sup>n</sup>	326 28%	202 40% <sup>p</sup>	183 41% <sup>p</sup>	151 38% <sup>p</sup>	79 42% <sup>p</sup>	80 39% <sup>p</sup>	76 39% <sup>p</sup>	38 33%
NET: At least monthly	777 46%	635 47%	335 46%	300 48%	143 44%	130 45%	12 37%	497 48% <sup>n</sup>	405 49% <sup>n</sup>	92 43% <sup>n</sup>	280 44% <sup>n</sup>	26 42%	82 54% <sup>ijn</sup>	37 48% <sup>n</sup>	74 34%	60 47% <sup>n</sup>	504 43%	272 54% <sup>p</sup>	246 55% <sup>p</sup>	207 52% <sup>p</sup>	108 57% <sup>p</sup>	115 55% <sup>p</sup>	101 52% <sup>p</sup>	54 47%
NET: Ever	1070 64%	873 64%	467 64%	406 65%	197 61%	179 62%	18 55%	686 66% <sup>jn</sup>	559 67% <sup>ijn</sup>	127 60% <sup>n</sup>	384 60% <sup>n</sup>	44 70% <sup>n</sup>	106 69% <sup>jn</sup>	51 67% <sup>n</sup>	100 46%	83 65% <sup>n</sup>	713 61%	354 70% <sup>p</sup>	319 72% <sup>p</sup>	276 69% <sup>p</sup>	136 72% <sup>p</sup>	143 69% <sup>p</sup>	144 74% <sup>p</sup>	76 66%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 29  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Facebook messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Never	596	477	259	218	119	104	15	353	271	82	243	19	45	25	111	44	446	147	122	121	51	63	48	39
	35%	35%	35%	35%	37%	36%	44%	34%	33%	39%	38%h	29%	29%	33%	51%ghij	34%	38%qrst	29%	27%	30%	27%	31%	25%	34%
Don't know	14	9	6	4	5	4	*	5	2	3	9	*	2	-	6	1	11	3	3	2	2	1	2	-
	1%	1%	1%	1%	2%	2%	1%	1%	*	1%h	1%h	1%	1%	-	3%gh	1%	1%	1%	1%	*	1%	*	1%	-

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

\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 30

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**Facebook messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	209 12%	15 23% <sup>d</sup>	28 16% <sup>g</sup>	36 17% <sup>i</sup>	33 12% <sup>l</sup>	22 11%	27 18% <sup>ei</sup>	12 11%	9 10%	14 6%	58 14%	25 15%	40 15%	13 12%	4 29%	141 11%	209 12%
Once a day	61 4%	2 3%	8 5% <sup>ee</sup>	9 4% <sup>ee</sup>	16 6% <sup>eg</sup>	2 1%	3 2%	1 1%	5 6% <sup>ee</sup>	10 4% <sup>ee</sup>	15 4%	10 6%	9 3%	3 3%	-	44 4%	61 4%
Several times a week	187 11%	4 7%	25 14% <sup>ai</sup>	17 8%	38 14% <sup>ci</sup>	35 17% <sup>ci</sup>	16 11%	11 10%	7 8%	18 16% <sup>o</sup>	66 14%	24 14%	45 16% <sup>o</sup>	16 15%	1 5%	119 10%	187 11%
Once a week	72 4%	2 4%	8 5%	6 3%	8 3%	8 4%	3 2%	12 11% <sup>cdef</sup>	3 3%	16 7% <sup>f</sup>	14 3%	9 5%	10 3%	5 5%	-	58 5%	72 4%
Several times a month	156 9%	5 8%	15 8%	25 11%	27 10%	19 9%	12 8%	10 9%	6 11%	26 11%	41 10%	18 11%	26 10%	13 12%	1 6%	112 9%	156 9%
Once a month	92 5%	4 7%	7 4%	15 7%	13 5%	15 7%	11 8%	6 5%	3 3%	9 4%	11 3%	7 4%	9 3%	5 4%	-	81 6% <sup>jl</sup>	92 5%
Less often	293 17%	13 20%	28 16%	33 15%	56 20%	33 16%	22 15%	24 21%	20 23%	38 16%	75 19%	35 21%	47 17%	17 16%	4 31%	216 17%	293 17%
NET: At least daily	270 16%	17 26% <sup>egi</sup>	36 21% <sup>ei</sup>	45 21% <sup>ei</sup>	49 18% <sup>ai</sup>	24 11%	31 20% <sup>ei</sup>	13 12%	14 16%	24 10%	74 18%	35 21%	49 18%	16 15%	4 29%	185 15%	270 16%
NET: At least weekly	529 31%	23 36%	69 40% <sup>aj</sup>	67 31%	96 35% <sup>ai</sup>	66 32%	50 33%	36 32%	24 27%	58 24%	153 38% <sup>o</sup>	67 40% <sup>o</sup>	103 38% <sup>o</sup>	38 34%	5 34%	362 29%	529 31%
NET: At least monthly	777 46%	33 51%	91 52% <sup>hi</sup>	107 50% <sup>ai</sup>	136 49% <sup>ai</sup>	100 48%	73 49%	51 37%	33 46%	92 39%	205 51% <sup>o</sup>	91 55% <sup>o</sup>	138 50%	56 50%	6 41%	555 44%	777 46%
NET: Ever	1070 64%	46 71% <sup>ai</sup>	119 69% <sup>ai</sup>	140 65%	192 69% <sup>ai</sup>	133 64%	95 63%	75 67% <sup>ai</sup>	53 59%	130 55%	280 70% <sup>o</sup>	127 76% <sup>o</sup>	185 67%	73 66%	10 71%	770 62%	1070 64%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 30  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Facebook messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	596 35%	18 28%	50 29%	72 33%	84 30%	74 35%	55 37%	35 31%	37 41%	105 44% abcd	119 30%	38 23%	86 31%	36 32%	4 29%	466 37% ijk	596 35%
Don't know	14 1%	1 2%	4 2%	4 2%	1 1%	2 1%	-	2 2%	-	* *	3 1%	2 1%	3 1%	2 2%	-	11 1%	14 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 31  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	Gender		Age							Social Grade							Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)		
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165	
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174	
Several times a day	121	53	68	40	46	20	10	4	2	44	36	16	26	5	7	17	7	12	5	8	7	30	15	7	-	20	69	38	
	7%	7%	8%	18% <sub>cfghi</sub>	14% <sub>fghi</sub>	7% <sub>hi</sub>	3% <sub>i</sub>	2%	1%	9% <sub>i</sub>	8%	5%	7%	4%	10% <sub>y</sub>	9% <sub>y</sub>	5%	8% <sub>y</sub>	4%	10% <sub>y</sub>	5%	13% <sub>nqsu</sub>	7% <sub>wxy</sub>	5%	-	7%	9%	22%	
Once a day	43	27	16	15	6	10	4	6	2	17	12	6	8	2	3	9	2	4	2	1	2	8	5	6	-	11	19	18	
	3%	3%	2%	7% <sub>eghi</sub>	2% <sub>i</sub>	3% <sub>i</sub>	1%	3%	1%	4%	3%	2%	2%	1%	4%	5%	1%	3%	1%	2%	2%	3%	2%	4%	-	4%	3%	10%	
Several times a week	31	19	12	9	9	4	5	3	-	8	11	5	7	1	3	*	5	2	5	-	7	2	1	1	1	8	17	9	
	2%	2%	1%	4% <sub>i</sub>	3% <sub>i</sub>	1% <sub>i</sub>	2% <sub>i</sub>	1% <sub>i</sub>	-	2%	2%	2%	2%	1%	4% <sub>u</sub>	3%	*	3% <sub>u</sub>	2%	6% <sub>quwx</sub>	-	3% <sub>u</sub>	1%	2%	2%	3%	2%	5%	
Once a week	21	11	10	2	5	5	6	1	3	9	3	6	3	1	-	2	3	2	2	-	4	4	2	-	-	2	12	2	
	1%	1%	1%	1%	2%	2%	2%	*	1%	2%	1%	2%	1%	1%	-	1%	2%	2%	2%	-	3%	2%	1%	-	-	1%	2%	1%	
Several times a month	32	13	19	4	8	5	9	4	3	8	5	7	13	1	-	7	3	7	1	4	2	5	3	1	-	6	16	3	
	2%	2%	2%	2%	2%	2%	3%	2%	1%	2%	1%	2%	3% <sub>k</sub>	1%	-	4%	2%	4%	1%	4%	1%	2%	3%	1%	-	2%	2%	2%	
Once a month	19	6	14	3	2	4	6	4	1	2	6	5	5	-	-	-	1	4	3	2	-	2	3	3	1	3	10	1	
	1%	1%	2%	1%	1%	1%	2%	2%	*	1%	1%	1%	1%	-	-	-	1%	2%	3% <sub>p</sub>	2% <sub>p</sub>	-	1%	1%	2%	2%	1%	1%	*	
Less often	118	46	72	19	21	27	20	11	19	27	25	25	41	12	2	20	4	6	9	3	13	19	13	17	1	20	46	12	
	7%	6%	8%	9%	7%	9%	7%	5%	6%	6%	5%	7%	10% <sub>jk</sub>	9%	3%	11% <sub>qry</sub>	3%	4%	7%	4%	9%	8%	6%	12% <sub>qry</sub>	2%	7%	6%	7%	
NET: At least daily	165	80	85	55	52	30	14	10	4	61	48	22	34	7	10	25	8	16	7	9	9	38	21	13	-	31	88	56	
	10%	10%	10%	25% <sub>efghi</sub>	16% <sub>ghi</sub>	10% <sub>ghi</sub>	5% <sub>i</sub>	4% <sub>i</sub>	1%	13% <sub>l</sub>	10%	6%	9%	5%	14% <sub>y</sub>	14% <sub>nqsu</sub>	6% <sub>y</sub>	11% <sub>y</sub>	6%	11% <sub>y</sub>	6%	16% <sub>nqsu</sub>	9% <sub>y</sub>	9% <sub>y</sub>	-	10%	12%	32%	
NET: At least weekly	216	110	107	66	67	39	25	14	6	78	62	33	43	10	13	31	12	24	11	14	13	49	25	14	1	41	118	67	
	13%	14%	12%	31% <sub>efghi</sub>	20% <sub>fghi</sub>	13% <sub>hi</sub>	8% <sub>i</sub>	6% <sub>i</sub>	2%	16% <sub>lm</sub>	13%	10%	11%	7%	18% <sub>ny</sub>	17% <sub>nsuy</sub>	9%	16% <sub>ny</sub>	9%	17% <sub>ny</sub>	9%	21% <sub>nqs</sub>	11% <sub>uwx</sub>	10%	2%	14%	16%	39%	
NET: At least monthly	268	128	139	73	76	47	39	22	11	88	73	46	61	11	13	38	16	34	15	20	15	56	31	18	2	50	143	70	
	16%	16%	16%	34% <sub>efghi</sub>	23% <sub>fghi</sub>	16% <sub>hi</sub>	13% <sub>i</sub>	10% <sub>i</sub>	3%	19% <sub>l</sub>	15%	13%	16%	8%	18% <sub>ny</sub>	21% <sub>nsu</sub>	12% <sub>y</sub>	22% <sub>nqs</sub>	12% <sub>uwx</sub>	24% <sub>nqs</sub>	10% <sub>uwx</sub>	24% <sub>nqs</sub>	14% <sub>uwx</sub>	13%	4%	17%	19%	40%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 31  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
NET: Ever	386 23%	175 22%	211 24%	92 43% efg	97 30% ghi	74 25% hij	60 20% klm	33 15%	30 9%	115 24%	98 21%	71 21%	102 26%	23 17%	15 21% nop	58 32% qrs	20 16%	39 26% tuvw	23 19% xy	27 28% z	19 19% aa	75 32% bb	44 19% cc	35 24% dd	3 6%	70 24%	190 25%	82 47%
Never	1287 77%	616 77%	670 76%	122 57%	228 70% d	220 75% e	238 80% de	192 85% def	287 89% del	356 76%	371 79%	273 79%	286 73%	115 83% pv	53 78%	121 68%	109 84% prt	112 74%	96 80% pv	59 72%	120 81% pv	160 68%	182 80% pv	107 75%	52 94% opr	228 76%	555 74%	91 52%
Don't know	8 *	5 1%	3 *	1 *	-	-	1 *	2 1%	4 1%	1 *	3 1%	1 *	3 1%	-	1 1%	-	-	-	2 1%	-	1 1%	1 *	3 1%	1 1%	-	1 *	2 *	1 *

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 32  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	121 7%	87 6%	31 22%a	11 34%	14 23%a	4 14%	1 10%	1 12%	1 5%	2 24%	56 6%	35 7%	18 9%	9 21%jkl
Once a day	43 3%	34 2%	8 5%a	2 7%	4 6%	2 5%	-	-	1 8%	-	21 2%	15 3%	4 2%	3 7%
Several times a week	31 2%	27 2%	3 2%	1 2%	2 3%	1 2%	-	-	-	-	13 1%	10 2%	4 2%	3 6%j
Once a week	21 1%	16 1%	5 3%a	1 3%	3 5%a	-	1 9%	-	-	-	11 1%	5 1%	3 1%	1 2%
Several times a month	32 2%	26 2%	6 4%	1 2%	1 1%	5 15%	-	-	-	-	19 2%	8 2%	2 1%	2 4%
Once a month	19 1%	19 1%	-	-	-	-	-	-	-	-	9 1%	8 2%	1 1%	1 2%
Less often	118 7%	108 7%	10 7%	-	2 4%	6 19%	1 21%	-	*	-	66 7%	30 6%	14 7%	4 10%
NET: At least daily	165 10%	121 8%	39 28%a	13 41%	18 29%a	6 19%	1 10%	1 12%	1 12%	2 24%	77 9%	50 10%	21 11%	12 28%jkl
NET: At least weekly	216 13%	165 11%	46 33%a	15 46%	23 37%a	6 21%	1 19%	1 12%	1 12%	2 24%	101 11%	65 13%	28 15%	15 36%jkl
NET: At least monthly	268 16%	209 14%	52 37%a	15 48%	24 38%a	11 37%	1 19%	1 12%	1 12%	2 24%	130 14%	82 16%	31 16%	18 42%jkl
NET: Ever	386 23%	317 21%	62 44%a	15 48%	26 42%a	17 56%	3 40%	1 12%	2 16%	2 24%	196 22%	112 22%	45 24%	22 52%jkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 32  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	1287 77%	1196 79%bd	78 55%	17 52%	36 58%	13 44%	3 48%	9 88%	9 84%	6 76%	698 78%m	401 78%m	146 76%m	20 48%
Don't know	8	7	1	-	-	-	1	-	-	-	5	3	-	-
	*	*	1%	-	-	-	12%	-	-	-	1%	1%	-	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 33  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	121 7%	112 8%de	70 10%de	43 7%de	9 3%	9 3%	-	89 8%ijmn	79 9%ijmn	10 5% <i>n</i>	33 5% <i>n</i>	5 8% <i>n</i>	20 13%ijmno	1 1%	1 *	6 5% <i>n</i>	65 6%	57 11% <i>p</i>	56 13% <i>ps</i>	32 8%	32 17% <i>psw</i>	22 11% <i>p</i>	17 9%	8 7%
Once a day	43 3%	37 3%	25 3%	13 2%	6 2%	5 2%	1 3%	31 3% <i>n</i>	25 3% <i>n</i>	6 3% <i>n</i>	13 2%	1 2%	7 5% <i>n</i>	1 1%	1 *	3 2%	32 3%	11 2%	10 2%	9 2%	4 2%	7 3%	3 2%	3 2%
Several times a week	31 2%	27 2%	15 2%	12 2%	4 1%	4 1%	-	25 2% <i>n</i>	20 2% <i>n</i>	5 2%	6 1%	-	5 3% <i>j</i>	-	1 *	1 1%	17 1%	14 3%	13 3%	10 3%	4 2%	4 2%	6 3%	1 1%
Once a week	21 1%	14 1%	10 1%	3 1%	7 2% <i>c</i>	6 2%	1 4% <i>c</i>	14 1%	12 1%	3 1%	6 1%	1 1%	1 1%	1 2%	1 1%	2 1%	8 1%	13 3% <i>p</i>	12 3% <i>p</i>	10 3% <i>p</i>	6 3% <i>p</i>	4 2%	6 3% <i>p</i>	3 3% <i>p</i>
Several times a month	32 2%	26 2%	16 2%	10 2%	7 2%	6 2%	2 2%	21 2%	15 3%	6 3%	11 2%	3 5%	3 2%	1 2%	3 1%	1 1%	15 1%	18 4% <i>p</i>	14 3% <i>p</i>	15 4% <i>p</i>	4 2%	4 2%	9 5% <i>p</i>	5 5% <i>p</i>
Once a month	19 1%	17 1%	10 1%	7 1%	2 1%	2 1%	-	13 1%	10 1%	3 1%	6 1%	2 4% <i>n</i>	2 1%	1 2%	-	13 1%	6 1%	6 1%	6 1%	1 *	2 1%	5 3%	2 1%	2 1%
Less often	118 7%	98 7%	49 7%	49 8%	20 6%	20 7%	1 3%	67 6%	53 6%	13 6%	51 8%	8 13%	14 9%	4 5%	12 6%	13 10%	71 6%	44 9%	38 9%	34 9%	16 8%	16 8%	18 9%	11 10%
NET: At least daily	165 10%	150 11% <i>de</i>	94 13% <i>cde</i>	55 9% <i>d</i>	15 5%	14 5%	1 3%	119 11% <i>jmn</i>	103 12% <i>ijmn</i>	16 7% <i>n</i>	45 7% <i>n</i>	7 10% <i>n</i>	27 18% <i>gijmn</i>	2 2%	2 1%	9 7% <i>n</i>	97 8%	68 14% <i>p</i>	67 15% <i>p</i>	41 10%	36 19% <i>psw</i>	29 14% <i>p</i>	21 11%	11 10%
NET: At least weekly	216 13%	190 14% <i>de</i>	119 16% <i>cde</i>	71 11%	26 8%	24 8%	2 7%	158 15% <i>jmn</i>	135 16% <i>ijmn</i>	23 11% <i>n</i>	58 9%	7 12% <i>n</i>	33 22% <i>gijmn</i>	3 4%	3 2%	11 9% <i>n</i>	121 10%	95 19% <i>p</i>	91 21% <i>p</i>	62 15% <i>p</i>	47 25% <i>psw</i>	37 18% <i>p</i>	32 17% <i>p</i>	16 14%
NET: At least monthly	268 16%	233 17% <i>de</i>	145 20% <i>cde</i>	87 14%	35 11%	32 11%	3 9%	193 18% <i>jmn</i>	161 19% <i>ijmn</i>	32 15% <i>n</i>	75 12% <i>n</i>	13 20% <i>mn</i>	38 25% <i>jmn</i>	5 7%	6 3%	13 10% <i>n</i>	149 13%	119 24% <i>p</i>	111 25% <i>p</i>	82 21% <i>p</i>	51 27% <i>p</i>	43 21% <i>p</i>	46 24% <i>p</i>	22 19% <i>p</i>

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 33  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
NET: Ever	386	331	194	136	55	52	3	260	214	46	126	21	52	9	18	26	220	164	149	116	67	59	64	33
	23%	24% <sup>de</sup>	27% <sup>def</sup>	22%	17%	18%	10%	25% <sup>jm</sup>	26% <sup>jmn</sup>	22% <sup>n</sup>	20% <sup>n</sup>	33% <sup>jm</sup>	34% <sup>ghij</sup>	12%	8%	20% <sup>n</sup>	19%	32% <sup>p</sup>	34% <sup>p</sup>	29% <sup>p</sup>	36% <sup>p</sup>	29% <sup>p</sup>	33% <sup>p</sup>	29% <sup>p</sup>
Never	1287	1023	534	489	264	234	30	782	617	166	505	42	101	66	195	101	942	341	294	282	122	148	130	81
	77%	75%	73%	78%	82% <sup>ab</sup>	81% <sup>ab</sup>	90% <sup>b</sup>	75% <sup>l</sup>	74%	78% <sup>l</sup>	79% <sup>hkl</sup>	67%	66%	87% <sup>ghkl</sup>	90% <sup>ghij</sup>	79% <sup>l</sup>	81% <sup>qrst</sup>	68%	66%	71%	64%	71%	67%	71%
Don't know	8	6	3	3	2	2	-	3	2	1	5	-	-	1	3	1	8	-	-	-	-	-	-	-
	*	*	*	*	1%	1%	-	*	*	*	1%	-	-	1%	2% <sup>gh</sup>	1%	1%	-	-	-	-	-	-	-

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 34  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	121 7%	10 15% bfi	7 4%	18 8%	20 7%	15 7%	8 5%	7 7%	7 7%	16 7%	28 7% m	16 10% m	17 6% m	1 1%	*	88 7% m	121 7%
Once a day	43 3%	2 4%	6 3%	8 4%	5 2%	2 1%	6 4% e	4 3%	4 4%	3 1%	10 2%	5 3%	7 2%	2 2%	-	33 3%	43 3%
Several times a week	31 2%	1 2%	3 2%	9 4% f	5 2%	2 1%	1 *	4 4%	*	4 2%	6 2%	5 3%	3 1%	-	-	24 2%	31 2%
Once a week	21 1%	2 3%	1 1%	3 1%	1 1%	1 1%	5 3% d	2 2%	-	5 2%	4 1%	2 1%	2 1%	2 2%	-	17 1%	21 1%
Several times a month	32 2%	2 2%	5 3%	6 3%	6 2%	5 2%	4 3%	1 1%	1 1%	2 1%	8 2%	1 1%	5 2%	5 4%	1 8%	24 2%	32 2%
Once a month	19 1%	2 3% i	5 3% i	1 1%	2 1%	2 1%	2 1%	1 1%	1 2%	-	8 2%	3 2%	5 2%	2 2%	-	11 1%	19 1%
Less often	118 7%	4 6%	17 10% i	10 5%	20 7%	11 5%	9 6%	7 6%	13 14% c e i	11 4%	30 7%	17 10%	17 6%	10 9%	1 5%	86 7%	118 7%
NET: At least daily	165 10%	12 19% b d e i	12 7%	26 12%	26 9%	17 8%	14 9%	11 10%	10 11%	20 8%	38 9%	21 13% m	24 9%	3 3%	*	121 10% m	165 10%
NET: At least weekly	216 13%	15 24% b d e i	17 10%	38 18% b e	32 12%	20 10%	20 13%	17 15%	11 12%	29 12%	48 12% m	28 17% m	29 10%	5 5%	*	162 13% m	216 13%
NET: At least monthly	268 16%	19 29% b d e i	27 15%	45 21% e i	40 15%	27 13%	25 17%	19 17%	13 15%	31 13%	64 16% m	32 19% m	39 14%	12 11%	2 11%	197 16% m	268 16%
NET: Ever	386 23%	22 35% d e i	44 25%	55 26% i	60 22%	39 18%	34 23%	26 23%	26 29%	41 17%	94 23% m	49 30% l	55 20%	22 20%	2 17%	283 23%	386 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 34  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Instagram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	!£7k-£14k (b)	!£14k-£21k (c)	!£21k-£28k (d)	!£28k-£34k (e)	!£34k-£41k (f)	!£41k-£48k (g)	!£48k-£55k (h)	!£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	1287 77%	41 64%	128 74%	159 74%	215 78%a	169 81%a	116 77%	84 76%	64 71%	195 83%ac	306 76%	117 70%	216 79%	88 79%	12 83%	959 77%	1287 77%
Don't know	8 *	1 2%	1 *	2 1%	1 *	2 1%	-	1 1%	-	-	3 1%	-	3 1%	1 1%	-	5 *	8 *

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 35  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapchat**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
Several times a day	87 5%	40 5%	47 5%	45 21%efgh i	26 8%fghi	7 3%i	7 2%i	2 1%	-	22 5%	28 6%	11 3%	26 7%i	4 3%	4 6%	14 8%	6 5%	6 4%	4 3%	5 6%	7 5%	13 5%	12 5%	10 7%	1 3%	14 5%	47 6%	26 15%
Once a day	33 2%	21 3%	13 1%	8 4%i	10 3%i	9 3%i	3 1%	2 1%	1 *	14 3%am	9 2%	6 2%	4 1%	2 1%	2 3%	9 5%w	1 1%	3 2%	2 2%	-	2 1%	9 4%	2 1%	1 1%	-	9 3%	18 2%	14 8%
Several times a week	34 2%	16 2%	19 2%	9 4%chi	12 4%hi	4 1%	9 3%i	1 1%	-	7 2%	7 1%	10 3%	10 3%	3 2%	3 5%w	6 3%	1 1%	4 2%	3 2%	-	3 2%	7 3%	2 1%	2 1%	-	5 2%	21 3%	4 3%
Once a week	17 1%	9 1%	8 1%	4 2%i	2 1%	7 2%i	3 1%	1 1%	-	4 1%	6 1%	5 1%	2 1%	-	-	1 1%	2 1%	-	-	-	2 1%	4 2%	5 2%	2 1%	1 2%	2 1%	11 1%	2 1%
Several times a month	41 2%	12 1%	29 3%a	18 9%efgh i	11 4%i	5 2%i	4 1%	3 1%	-	15 3%	8 2%	8 2%	11 3%	4 3%	1 1%	3 2%	8 6%x	4 3%	2 2%	2 2%	3 2%	8 3%	5 2%	1 1%	1 2%	10 3%	21 3%	10 6%
Once a month	26 2%	3 *	22 3%a	8 4%gi	6 2%	4 1%	2 1%	3 1%	3 1%	1 *	6 1%	10 3%j	8 2%j	1 1%	1 2%	-	1 1%	2 1%	3 3%p	*	4 3%p	7 3%p	2 1%	3 2%	1 2%p	2 1%	13 2%	4 2%
Less often	110 7%	38 5%	72 8%a	26 12%ghi	26 8%hi	26 9%hi	18 6%i	7 3%	7 2%	39 8%	26 6%	21 6%	24 6%	5 4%	3 5%	11 6%	6 5%	11 7%	8 7%	6 7%	10 7%	17 7%	17 10%	14 10%	1 2%	21 7%	45 6%	19 11%
NET: At least daily	120 7%	61 8%	59 7%	53 25%efg hi	36 11%fghi	17 6%hi	10 3%i	4 2%	1 *	37 8%	37 8%	17 5%	30 8%	5 4%	7 9%	23 13%ns	7 6%	10 8%	6 5%	5 6%	9 6%	22 9%	15 6%	11 8%	1 3%	23 8%	65 9%	41 23%
NET: At least weekly	172 10%	86 11%	86 10%	66 31%efg hi	50 15%fghi	27 9%hi	21 7%hi	6 3%i	1 *	48 10%	50 11%	32 9%	42 11%	9 6%	10 14%	30 17%nqrs twy	10 8%	14 9%	9 7%	5 6%	15 10%	33 14%	22 10%	14 10%	2 4%	30 10%	97 13%	47 27%
NET: At least monthly	239 14%	101 13%	138 16%	92 43%efg hi	68 21%fghi	36 12%hi	26 9%i	12 5%i	4 1%	63 13%	64 14%	50 15%	61 16%	14 10%	12 17%	33 18%	19 15%	20 13%	14 12%	7 9%	21 14%	48 20%ntw y	29 13%	18 13%	5 8%	41 14%	131 18%	61 35%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 35  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapshot**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)		Public (A)	Private (B)
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
NET: Ever	348 21%	139 17%	209 24% <sup>a</sup>	118 55% <sup>efg</sup>	93 29% <sup>fgh</sup>	62 21% <sup>hi</sup>	45 15% <sup>hi</sup>	19 8% <sup>i</sup>	11 3%	102 22%	90 19%	71 21%	85 22%	19 14%	15 22%	44 25% <sup>ny</sup>	26 20%	31 20%	23 19%	13 15%	31 21%	64 27% <sup>nty</sup>	45 20%	32 22%	6 10%	62 21%	176 24%	80 46%
Never	1319 79%	649 81% <sup>b</sup>	671 76%	96 45%	231 71% <sup>d</sup>	227 77% <sup>d</sup>	253 85% <sup>def</sup>	206 91% <sup>def</sup>	306 95% <sup>def</sup>	367 78%	380 80%	272 79%	301 77%	119 86% <sup>pv</sup>	53 77%	132 74%	104 80%	121 79%	95 79%	68 83%	116 79%	170 72%	182 80%	111 78%	49 88% <sup>pv</sup>	235 79%	563 75%	93 54%
Don't know	13 1%	8 1%	5 1%	1 *	1 *	4 2%	1 *	2 1%	4 1%	2 *	2 *	2 1%	6 2%	-	1 1%	2 1%	-	*	3 3%	1 2%	1 1%	2 1%	1 *	-	1 2%	2 1%	7 1%	1 *

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 36  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapchat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	87 5%	68 4%	19 14%a	4 13%	11 17%a	4 14%	1 10%	-	1 5%	2 24%	42 5%	20 4%	12 6%	10 24%jkl
Once a day	33 2%	27 2%	7 5%a	-	4 7%a	2 8%	-	-	1 8%	-	15 2%	12 2%	4 2%	1 3%
Several times a week	34 2%	27 2%	7 5%a	2 8%	3 4%	2 6%	-	-	-	-	20 2%	7 1%	4 2%	2 5%
Once a week	17 1%	13 1%	4 3%	1 4%	1 1%	1 5%	1 9%	-	-	-	7 1%	8 2%	1 1%	1 3%
Several times a month	41 2%	36 2%	5 3%	2 5%	3 5%	-	-	-	-	-	25 3%	12 2%	1 1%	2 5%l
Once a month	26 2%	21 1%	4 3%	-	3 5%a	1 2%	-	*	-	1 13%	15 2%	7 1%	1 1%	1 1%
Less often	110 7%	96 6%	13 9%	2 6%	5 9%	5 17%	1 11%	-	-	-	55 6%	32 6%	13 7%	7 15%jk
NET: At least daily	120 7%	94 6%	26 19%a	4 13%	15 24%a	7 22%	1 10%	-	1 12%	2 24%	57 6%	32 6%	17 9%	11 26%jkl
NET: At least weekly	172 10%	135 9%	37 26%a	8 24%	18 29%a	10 33%	1 19%	-	1 12%	2 24%	84 9%	47 9%	22 12%	15 34%jkl
NET: At least monthly	239 14%	192 13%	46 33%a	9 30%	24 38%a	10 35%	1 19%	*	1 5%	3 12%	124 14%	66 13%	25 13%	17 41%jkl
NET: Ever	348 21%	287 19%	59 42%a	11 36%	29 47%a	15 52%	2 30%	*	1 5%	3 12%	179 20%	98 19%	38 20%	24 56%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 36  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapshot**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	1319 79%	1223 80%bd	80 57%	19 61%	33 52%	14 48%	5 70%	9 95%	10 88%	5 63%	712 79% m	413 80% m	153 80% m	19 44%
Don't know	13 1%	10 1%	1 1%	1 3%	* 1%	-	-	-	-	-	8 1%	5 1%	* *	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 37  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapchat**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	87 5%	82 6%de	50 7%de	32 5%de	5 2%	5 2%	-	61 6%en	55 7%ijn	6 3%en	26 4%en	1 2%en	17 11%gijk n	1 1%	-	6 5%en	49 4%	38 8%ep	37 8%ep	21 5%	22 12%psw	15 7%	10 5%	5 4%
Once a day	33 2%	29 2%c	25 3%c	4 1%	4 1%	4 1%	-	27 3%en	22 3%jn	5 2%en	7 1%	1 2%	2 1%	-	-	4 3%en	20 2%	13 3%	12 3%	12 3%	2 1%	7 3%	6 3%	3 2%
Several times a week	34 2%	32 2%	16 2%	16 3%	2 1%	2 1%	-	26 3%en	23 3%en	3 1%	8 1%	2 3%	5 3%en	-	*	1 1%	18 2%	16 3%ep	15 3%ep	10 3%	7 4%	8 4%p	3 2%	2 2%
Once a week	17 1%	16 1%	10 1%	6 1%	2 1%	1 *	1 2%	12 1%	10 1%	2 1%	5 1%	1 2%	3 2%	-	1 *	9 1%	9 2%	8 2%	8 2%	2 1%	4 2%	4 2%	4 2%	1 1%
Several times a month	41 2%	34 2%	18 2%	16 3%	7 2%	7 2%	-	31 3%en	23 3%en	8 4%en	10 2%	2 3%en	7 4%jn	-	-	2 1%	23 2%	18 4%	17 4%ep	15 4%	5 3%	7 3%	10 5%ep	2 1%
Once a month	26 2%	20 1%	12 2%	9 1%	5 2%	5 2%	-	15 1%	9 1%	6 3%	10 2%	1 1%	4 2%	1 2%	3 1%	2 2%	17 1%	8 2%	7 2%	7 2%	2 1%	4 2%	2 1%	3 2%
Less often	110 7%	89 7%	49 7%	40 6%	21 7%	21 7%	-	66 6%en	55 7%en	10 5%en	44 7%en	13 20%ghij mno	16 10%in	2 3%	3 1%	11 9%en	64 5%	46 9%ep	41 9%ep	35 9%ep	19 10%ep	12 6%	21 11%ep	10 9%
NET: At least daily	120 7%	111 8%de	75 10%cde	36 6%	10 3%	10 3%	-	88 8%jmn	77 9%ijmn	11 5%en	32 5%en	3 4%en	19 12%ijmn	1 1%	-	10 8%mn	69 6%	52 10%p	49 11%p	33 8%	24 13%p	22 11%p	17 9%	7 6%
NET: At least weekly	172 10%	159 12%de	100 14%cde	58 9%de	14 4%	13 5%	1	127 12%ijmn	111 13%ijmn	16 8%mn	45 7%en	6 9%mn	27 17%ijmno	1 1%	1	11 9%mn	96 8%	76 15%p	71 16%p	51 13%p	33 17%p	34 17%p	24 13%	11 9%
NET: At least monthly	239 14%	213 16%def	130 18%cdef	83 13%cd	26 8%	25 9%	2	173 17%jmn	143 17%jmn	30 14%mn	66 10%mn	8 13%mn	37 24%ghijm no	2 3%	4 2%	15 12%mn	136 12%	102 20%p	96 22%pw	73 18%p	40 21%p	45 22%p	36 19%p	15 13%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 37  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapchat**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
NET: Ever	348	302	178	123	47	46	1	238	198	40	110	21	53	4	6	26	200	148	137	107	59	57	57	25
	21%	22%def	24%cd	20%ef	15%f	16%f	2%	23%jmn	24%jmn	19%mn	17%mn	33%ijmn	35%ghijm	5%	3%	20%mn	17%	29%p	31%p	27%p	31%p	28%p	29%p	22%
Never	1319	1046	547	499	273	240	33	798	628	170	522	42	100	72	206	102	963	350	303	287	128	147	136	86
	79%	77%	75%	79%	85%abc	84%ab	98%abcde	76%kl	75%l	80%kl	82%ghkl	67%	65%	94%ghij	95%ghij	80%l	82%qrst	70%	68%	72%	67%	71%	70%	75%
Don't know	13	12	6	6	1	1	-	8	6	2	4	-	-	1	4	-	8	5	4	4	3	2	1	3
	1%	1%	1%	1%	*	*	-	1%	1%	1%	1%	-	-	1%	2%	-	1%	1%	1%	1%	2%	1%	*	2%p

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 38  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapchat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	87 5%	5 9%	10 6%	17 8%e	12 4%	6 3%	4 3%	7 6%	7 7%	12 5%	21 5%	11 7%	15 6%	2 1%	*	66 5%	87 5%
Once a day	33 2%	-	5 3%e	8 4%e	4 1%	-	6 4%e	3 3%e	3 3%e	3 1%	6 1%	5 3%	3 1%	2 2%	-	27 2%	33 2%
Several times a week	34 2%	3 4% <sup>d</sup>	1 1%	4 2%	2 1%	5 2%	2 1%	5 4% <sup>d</sup>	2 2%	7 3%	4 1%	4 3% <sup>l</sup>	-	-	-	27 2%	34 2%
Once a week	17 1%	1 1%	-	1 1%	3 1%	2 1%	2 2%	1 1%	2 2%	2 1%	2 1%	1 1%	2 1%	-	-	15 1%	17 1%
Several times a month	41 2%	3 4% <sup>e</sup>	2 1%	5 2%	10 4% <sup>e</sup>	1 1%	9 6% <sup>be</sup>	4 4% <sup>e</sup>	1 1%	3 1%	8 2%	4 2%	5 2%	1 1%	-	31 3%	41 2%
Once a month	26 2%	2 3% <sup>f</sup>	5 3% <sup>f</sup>	3 1%	4 1%	4 2%	-	2 2%	1 1%	4 2%	8 2%	3 2%	5 2%	4 3%	-	18 1%	26 2%
Less often	110 7%	3 5%	15 9%	9 4%	19 7%	11 5%	6 4%	3 3%	10 12% <sup>c</sup>	16 7%	32 8%	21 13% <sup>lo</sup>	13 5%	8 7%	-	75 6%	110 7%
NET: At least daily	120 7%	5 9%	16 9% <sup>e</sup>	25 11% <sup>de</sup>	16 6%	6 3%	10 7%	10 9% <sup>e</sup>	15 11% <sup>e</sup>	27 6%	16 7%	19 10%	3 7%	3 3%	*	94 8%	120 7%
NET: At least weekly	172 10%	9 14%	17 10%	30 14% <sup>de</sup>	21 8%	12 6%	15 10%	16 14% <sup>e</sup>	13 14% <sup>e</sup>	23 10%	33 8%	21 13% <sup>m</sup>	21 8%	3 3%	*	136 11% <sup>m</sup>	172 10%
NET: At least monthly	239 14%	14 21% <sup>e</sup>	23 14%	38 18% <sup>e</sup>	35 13%	17 8%	24 16% <sup>e</sup>	22 20% <sup>e</sup>	15 17%	30 13%	49 12%	28 17% <sup>m</sup>	31 11%	8 7%	*	186 15% <sup>m</sup>	239 14%
NET: Ever	348 21%	17 26% <sup>e</sup>	39 22% <sup>e</sup>	47 22% <sup>e</sup>	54 20%	28 13%	29 19%	26 23% <sup>e</sup>	25 28% <sup>e</sup>	46 20%	81 20%	50 30% <sup>jm</sup>	44 16%	16 14%	*	261 21%	348 21%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 38  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Snapshot**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	1319 79%	46 72%	133 77%	166 77%	221 80%	180 86%	120 80%	83 74%	65 72%	189 80%	319 79%	116 70%	227 83%	94 85%	13 97%	976 78%	1319 79%
Don't know	13 1%	1 2%	2 1%	3 1%	2 1%	1 1%	1 1%	3 3%	-	1 *	3 1%	-	3 1%	1 1%	-	10 1%	13 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 39  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
Several times a day	64	32	33	16	24	12	6	5	2	23	7	8	26	2	1	12	1	7	5	5	9	14	7	2	-	12	34	23
	4%	4%	4%	7%ghi	7%ghi	4%i	2%	2%	1%	5%k	1%	2%	7%kl	2%	2%	6%qx	1%	5%	4%	6%q	6%qx	6%qx	3%	1%	-	4%	5%	13%
Once a day	41	18	23	7	15	11	6	2	-	13	15	6	6	-	3	9	1	1	2	3	-	13	5	3	2	9	22	9
	2%	2%	3%	3%i	5%hi	4%hi	2%i	1%	-	3%	3%	2%	2%	-	5%nu	5%nu	1%	1%	1%	3%u	-	6%nqr	2%	2%	4%nu	3%	3%	5%
Several times a week	104	41	63	25	23	20	18	8	11	34	24	22	24	13	5	9	9	7	8	2	12	13	14	11	1	19	52	19
	6%	5%	7%	11%ghi	7%	7%	6%	3%	3%	7%	5%	6%	6%	9%	7%	5%	7%	4%	7%	2%	8%	6%	6%	8%	2%	6%	7%	11%
Once a week	66	36	30	14	11	11	14	7	8	20	19	16	12	5	2	8	6	9	4	1	3	11	8	6	5	10	33	12
	4%	5%	3%	6%i	4%	4%	5%	3%	3%	4%	4%	5%	3%	4%	3%	4%	5%	6%	3%	1%	2%	5%	3%	4%	8%tu	3%	4%	7%
Several times a month	120	43	76	24	22	25	19	13	16	42	27	31	20	12	5	8	13	8	7	9	12	14	14	14	3	30	56	18
	7%	5%	9%a	11%i	7%	9%	6%	6%	5%	9%	6%	9%	5%	8%	7%	5%	10%	5%	6%	11%	8%	6%	6%	10%	5%	10%	7%	10%
Once a month	78	32	46	18	7	16	17	9	10	22	23	17	16	2	1	8	7	5	8	1	7	18	14	6	1	21	36	8
	5%	4%	5%	9%ei	2%	5%	6%e	4%	3%	5%	5%	5%	4%	1%	1%	5%	5%	3%	6%an	1%	5%	8%ent	6%an	5%	2%	7%	5%	5%
Less often	287	142	145	33	59	44	62	34	56	87	90	51	59	22	8	29	21	25	20	13	27	49	41	24	8	48	129	22
	17%	18%	16%	15%	18%	15%	21%	15%	17%	18%	19%	15%	15%	16%	11%	16%	16%	17%	17%	16%	18%	21%	18%	17%	15%	16%	17%	12%
NET: At least daily	105	50	55	23	39	24	12	7	2	37	22	14	32	2	4	20	2	8	6	7	9	27	12	4	2	21	56	32
	6%	6%	6%	11%ghi	12%ghi	8%ghi	4%i	3%i	1%	8%l	5%	4%	8%l	2%	6%	11%nqw	2%	5%	5%	9%nq	6%	11%nqw	5%	3%	4%	7%	8%	18%
NET: At least weekly	275	127	148	62	73	55	44	21	21	90	65	52	67	20	12	36	18	24	18	10	24	51	33	21	8	49	141	62
	16%	16%	17%	29%fgh	22%ghi	19%hi	15%j	9%	7%	19%k	14%	15%	17%	15%	12%	20%	14%	16%	15%	12%	16%	22%	15%	14%	14%	17%	19%	36%
NET: At least monthly	473	203	270	104	102	96	80	44	47	154	115	100	103	34	17	53	38	37	33	19	43	84	61	41	12	100	234	88
	28%	25%	31%a	48%efg	31%hi	33%hi	27%i	19%	15%	33%k	24%	29%	26%	24%	25%	30%	29%	25%	28%	24%	29%	36%nr	27%	29%	21%	34%	31%	51%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 39  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin- ion Influ- encer (C)
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
NET: Ever	760 45%	345 43%	415 47%	137 64%efg hi	161 50%hi	140 48%hi	141 47%hi	78 34%	103 32%	241 51%klm	205 43%	151 44%	163 41%	55 40%	25 36%	82 46%	59 46%	62 41%	53 44%	33 40%	70 47%	132 56%nop rstwy	102 45%	66 46%	20 36%	148 50%	363 49%	110 63%
Never	904 54%	446 56%	458 52%	76 35%	162 50%d	148 50%d	157 53%d	147 65%def g	214 67%def g	229 49%	263 56%j	189 55%	222 57%j	82 60%v	43 63%v	95 53%v	69 54%	89 59%v	66 55%v	48 58%v	77 52%	101 43%	124 54%v	77 54%	33 58%v	149 50%	377 51%	62 36%
Don't know	16 1%	5 1%	11 1%	2 1%	3 1%	5 2%g	-	2 1%	5 1%	1 *	4 1%	4 1%	7 2%j	*	1 1%	2 1%	1 1%	*	2 1%	1 1%	1 1%	3 1%	3 1%	-	3 6%npqr uvx	1 *	6 1%	2 1%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 40  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	64 4%	42 3%	21 15%a	4 11%	9 14%a	5 19%	1 22%	1 12%	-	2 24%	32 4%	21 4%	8 4%	1 2%
Once a day	41 2%	32 2%	8 6%a	4 14%	3 5%	1 3%	-	-	-	-	23 3%	11 2%	5 3%	2 4%
Several times a week	104 6%	94 6%	9 6%	2 7%	5 8%	2 7%	-	-	1 5%	-	57 6%	22 4%	16 9%k	8 18%jk
Once a week	66 4%	58 4%	8 6%	2 5%	5 8%	-	1 23%	-	-	-	35 4%	23 4%	6 3%	3 7%
Several times a month	120 7%	109 7%	9 7%	3 8%	4 6%	3 10%	-	-	1 13%	-	60 7%	41 8%	10 5%	6 14%l
Once a month	78 5%	72 5%	2 2%	-	2 3%	-	-	-	-	-	49 5%	23 4%	4 2%	2 4%
Less often	287 17%	263 17%	22 15%	5 16%	9 15%	5 18%	1 20%	1 6%	2 14%	1 13%	132 15%	94 18%	46 24%j	9 22%
NET: At least daily	105 6%	74 5%	29 21%a	8 25%	12 19%a	6 21%	1 22%	1 12%	-	2 24%	55 6%	32 6%	13 7%	3 6%
NET: At least weekly	275 16%	226 15%	46 33%a	12 37%	22 35%a	8 28%	3 45%	1 12%	1 5%	2 24%	146 16%	76 15%	36 19%	13 31%jk
NET: At least monthly	473 28%	407 27%	57 41%a	14 45%	28 44%a	11 38%	3 45%	1 12%	2 18%	2 24%	255 28%	141 27%	49 26%	21 49%jkl
NET: Ever	760 45%	670 44%	79 56%a	19 61%	37 59%a	17 56%	4 65%	2 18%	4 32%	3 37%	387 43%	234 45%	95 50%	30 72%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 40  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	904 54%	835 55%bd	60 43%	12 39%	25 41%	12 41%	2 35%	8 82%	8 68%	5 63%	503 56%m	277 54%m	94 49% m	11 26%
Don't know	16 1%	14 1%	1 1%	-	* 1%	1 3%	-	-	-	-	9 1%	5 1%	2 1%	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 41  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	64 4%	58 4%e	37 5%de	21 3%	6 2%	5 2%	1 3%	46 4%n	41 5%n	5 2%	18 3%n	6 10%ijmn	6 4%n	1 1%	1 *	5 4%n	29 2%	35 7%pw	35 8%pw	18 4%	24 13%pqsw	14 7%pw	9 5%	1 1%
Once a day	41 2%	36 3%	20 3%	15 2%	5 2%	5 2%	-	31 3%n	28 3%jn	3 1%	10 2%	1 2%	6 4%n	-	-	2 2%	19 2%	22 4%p	21 5%p	15 4%p	13 7%p	10 5%p	9 5%p	5 4%
Several times a week	104 6%	85 6%	46 6%	40 6%	18 6%	18 6%	1 2%	71 7%n	58 7%n	13 6%n	33 5%n	2 3%	13 9%n	4 6%	3 2%	10 7%n	61 5%	42 8%p	37 8%p	36 9%p	13 7%	21 10%p	17 9%	7 6%
Once a week	66 4%	55 4%	32 4%	24 4%	11 3%	10 3%	1 3%	43 4%	32 4%	10 5%	24 4%	*	13 9%ghjkn	1 2%	5 3%	4 3%	47 4%	20 4%	18 4%	14 4%	6 3%	5 3%	8 4%	4 3%
Several times a month	120 7%	86 6%	49 7%	38 6%	33 10%ac	30 11%ac	3 8%	86 8%jn	69 8%jn	17 8%n	34 5%	3 5%	9 6%	5 6%	7 3%	9 7%	72 6%	48 10%p	43 10%p	41 10%p	15 8%	19 9%	21 11%p	13 11%p
Once a month	78 5%	64 5%	38 5%	26 4%	14 4%	14 5%	-	57 5%	44 5%	13 6%o	21 3%	1 2%	7 4%	3 4%	8 4%	2 1%	51 4%	27 5%	23 5%	23 6%	8 4%	13 6%	7 4%	6 5%
Less often	287 17%	224 16%	121 17%	103 16%	63 20%	56 20%	7 20%	177 17%	138 17%	39 19%	110 17%	13 21%	30 20%	11 14%	41 19%	15 11%	209 18%	76 15%	66 15%	61 15%	22 12%	26 13%	37 19%	16 14%
NET: At least daily	105 6%	94 7%de	58 8%de	37 6%	11 3%	10 3%	1 3%	77 7%jn	69 8%ijmn	8 4%n	28 4%n	7 12%ijmn	12 8%n	1 1%	1 *	7 6%n	47 4%	57 11%p	56 13%psw	32 8%p	37 19%pqrs	24 12%p	18 9%p	6 5%
NET: At least weekly	275 16%	235 17%	135 18%de	100 16%	40 13%	37 13%	3 9%	191 18%jn	160 19%ijmn	31 15%n	84 13%n	10 16%n	38 25%ijmn	7 9%	9 4%	21 16%n	156 13%	119 24%pw	111 25%pw	83 21%p	56 29%psw	50 24%p	43 22%p	17 15%
NET: At least monthly	473 28%	386 28%	222 30%	164 26%	87 27%	81 28%	6 17%	334 32%jmn	273 33%jmn	61 29%jn	139 22%n	15 23%n	54 35%jmn	15 19%	25 11%	32 25%n	278 24%	194 38%p	177 40%p	147 37%p	79 41%p	82 40%p	71 37%p	36 31%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 41  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
NET: Ever	760	610	344	266	150	138	12	511	411	100	249	28	84	25	66	46	487	269	242	209	101	108	108	52
	45%	45%	47%	42%	47%	48%	37%	49% <small>jmno</small>	49% <small>jmno</small>	47% <small>jmno</small>	39% <small>n</small>	44%	55% <small>jmno</small>	33%	30%	36%	42%	53% <small>p</small>	55% <small>p</small>	52% <small>p</small>	53% <small>p</small>	52% <small>p</small>	56% <small>p</small>	45%
Never	904	736	378	358	168	149	19	526	417	110	378	35	69	50	147	78	671	230	197	186	86	97	82	62
	54%	54%	52%	57%	52%	52%	57%	50%	50%	52%	59% <small>ghil</small>	56%	45%	65% <small>ghl</small>	68% <small>ghij</small>	61% <small>ghl</small>	57% <small>qrst</small>	46%	44%	47%	45%	47%	43%	54%
Don't know	16	13	9	4	3	1	2	7	5	3	9	-	-	2	4	4	12	5	4	5	3	2	3	1
	1%	1%	1%	1%	1%	*	6% <small>abcde</small>	1%	1%	1%	1%	-	-	2%	2%	3% <small>ghl</small>	1%	1%	1%	1%	2%	1%	1%	1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 42  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	64 4%	3 5%	10 6%ei	9 4%	14 5%i	4 2%	5 4%	7 6%i	4 4%	4 2%	20 5%	9 5%	11 4%	5 5%	*	43 3%	64 4%
Once a day	41 2%	4 5%dh	3 2%	7 3%cd	1 1%	7 3%cd	9 6%bdghi	1 1%	-	5 2%	6 2%	4 3%	3 1%	3 2%	2 13%	34 3%	41 2%
Several times a week	104 6%	1 1%	11 7%	12 6%	13 5%	10 5%	9 6%	5 4%	12 13%ade	20 8%a	23 6%	12 7%	16 6%	8 7%	-	78 6%	104 6%
Once a week	66 4%	4 6%	5 3%	9 4%	6 2%	5 2%	3 2%	6 5%	3 4%	17 7%def	16 4%	6 4%	15 5%	6 6%	-	50 4%	66 4%
Several times a month	120 7%	3 5%	12 7%	10 5%	15 5%	18 9%	13 9%	8 7%	7 8%	23 10%	30 8%	14 8%	19 7%	4 4%	-	86 7%	120 7%
Once a month	78 5%	1 1%	7 4%	10 4%	17 6%	7 3%	7 4%	4 4%	4 4%	15 6%	17 4%	7 4%	13 5%	4 4%	-	60 5%	78 5%
Less often	287 17%	8 12%	23 14%	35 16%	43 15%	37 18%	25 17%	22 20%	23 25%b	48 20%	72 18%	33 20%	45 16%	19 17%	1 8%	212 17%	287 17%
NET: At least daily	105 6%	7 11%i	13 8%	16 7%	15 5%	11 5%	14 10%i	7 7%	4 4%	8 4%	26 6%	13 8%	14 5%	8 7%	2 17%	76 6%	105 6%
NET: At least weekly	275 16%	12 18%	30 17%	37 17%	35 13%	26 13%	27 18%	18 16%	19 21%	46 19%	65 16%	32 19%	45 16%	22 20%	2 17%	205 16%	275 16%
NET: At least monthly	473 28%	16 24%	49 28%	57 26%	67 24%	52 25%	47 31%	31 27%	29 33%	83 35%de	112 28%	52 31%	76 28%	31 28%	2 17%	351 28%	473 28%
NET: Ever	760 45%	23 36%	73 42%	92 42%	110 40%	89 42%	72 48%	52 47%	52 47%	131 58%abcd	184 46%	85 51%	121 44%	49 45%	3 25%	562 45%	760 45%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 42  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**FaceTime**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	!£7k-£14k (b)	!£14k-£21k (c)	!£21k-£28k (d)	!£28k-£34k (e)	!£34k-£41k (f)	!£41k-£48k (g)	!£48k-£55k (h)	!£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	904 54%	40 62%hi	97 56%i	121 56%hi	166 60%hi	118 57%hi	76 50%	57 52%	38 42%	105 44%	214 53%	80 48%	148 54%	59 53%	11 75%	674 54%	904 54%
Don't know	16 1%	1 2%	3 2%i	3 1%	1 *	2 1%	3 2%i	2 1%	* *	- -	5 1%	1 1%	5 2%	3 2%	- -	11 1%	16 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 43  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Other**

	Gender			Age						Social Grade				Region										Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1692	798	894	208	293	318	305	254	314	500	475	353	364	126	60	184	136	159	133	89	149	239	225	136	56	295	742	165	
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174	
Several times a day	41 2%	24 3%	17 2%	12 6% <sup>chi</sup>	8 3% <sup>i</sup>	8 3% <sup>i</sup>	8 3% <sup>i</sup>	3 1%	1 *	10 2%	8 2%	10 3%	13 3%	4 3%	1 2%	3 2%	1 1%	7 5%	1 1%	1 1%	4 3%	7 3%	5 2%	3 2%	2 4%	9 3%	22 3%	16 9%	
Once a day	13 1%	11 1% <sup>b</sup>	2 *	5 2% <sup>fi</sup>	3 1%	-	3 1%	2 1%	-	7 2%	1 *	1 *	3 1%	-	3 4% <sup>nu</sup>	3 2%	* 1%	1 1%	1 1%	-	-	3 1%	1 1%	1 1%	-	4 1%	8 1%	7 4%	
Several times a week	22 1%	10 1%	12 1%	5 2%	6 2%	4 1%	3 1%	1 1%	3 1%	5 1%	7 2%	5 2%	5 1%	2 1%	3 4% <sup>uw</sup>	2 1%	3 2%	1 1%	2 2%	1 1%	-	7 3%	1 1%	1 *	-	4 1%	13 2%	6 4%	
Once a week	16 1%	9 1%	6 1%	6 3% <sup>f</sup>	3 1%	1 *	3 1%	1 1%	2 1%	6 1%	6 1%	3 1%	1 *	-	1 1%	2 1%	1 *	1 1%	2 2%	3 3% <sup>nx</sup>	2 1%	1 *	1 1%	-	2 4% <sup>vw</sup>	1 1%	2 1%	10 2%	3 2%
Several times a month	32 2%	17 2%	15 2%	8 4% <sup>ee</sup>	2 1%	9 3% <sup>ee</sup>	6 2%	2 1%	4 1%	11 2%	9 2%	5 1%	6 2%	7 5% <sup>prx</sup>	-	1 *	2 1%	1 1%	4 3%	1 1%	4 3%	8 4% <sup>p</sup>	3 1%	1 1%	-	5 2%	17 2%	5 3%	
Once a month	12 1%	6 1%	6 1%	3 1%	3 1%	3 1%	1 *	1 *	1 *	4 1%	5 1%	3 1%	* 1%	1 1%	-	2 1%	* 1%	1 *	1 1%	-	1 1%	1 *	-	2 4% <sup>vw</sup>	2 1%	3 1%	5 1%	3 2%	
Less often	76 5%	40 5%	37 4%	4 2%	14 4%	18 6% <sup>d</sup>	18 6% <sup>d</sup>	6 3%	16 5%	24 5%	19 4%	24 7% <sup>m</sup>	9 2%	7 5%	3 4%	8 5%	2 1%	5 3%	5 4%	3 3%	9 6%	18 8% <sup>q</sup>	13 6%	4 3%	1 3%	14 5%	33 4%	12 7%	
NET: At least daily	54 3%	35 4% <sup>b</sup>	19 2%	17 8% <sup>efhi</sup>	11 3% <sup>i</sup>	8 3% <sup>i</sup>	11 4% <sup>i</sup>	4 2%	1 *	17 4%	9 2%	11 3%	16 4%	4 3%	6 3%	2 1%	8 5%	3 2%	1 1%	4 3%	10 4%	6 3%	4 3%	2 4%	2 4%	13 4%	30 4%	23 13%	
NET: At least weekly	92 5%	54 7% <sup>b</sup>	38 4%	28 13% <sup>efgh</sup>	20 6% <sup>i</sup>	12 4%	18 6% <sup>i</sup>	7 3%	7 2%	29 6%	22 5%	20 6%	21 5%	5 11%	8 6%	10 4%	5 7%	10 7%	7 6%	4 5%	6 4%	19 8%	10 4%	5 3%	3 6%	19 6%	53 7%	33 19%	
NET: At least monthly	136 8%	77 10% <sup>b</sup>	59 7%	40 18% <sup>efgh</sup>	25 8% <sup>i</sup>	25 9% <sup>i</sup>	24 8% <sup>i</sup>	10 5%	12 4%	44 9%	36 8%	27 8%	28 7%	14 10%	8 11%	13 7%	8 6%	12 8%	11 9%	4 5%	11 7%	27 12% <sup>w</sup>	13 6%	8 6%	6 10%	26 9%	76 10%	41 24%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 43  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Other**

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1681	796	885	215	326	294	298	226	321	472	472	345	392	138	69*	179	129	152	121	82*	148	236	229	143	56*	299	746	174
NET: Ever	212 13%	117 15% <sup>b</sup>	95 11%	44 20% <sup>e</sup>	40 12% <sup>h</sup>	43 15% <sup>i</sup>	42 14% <sup>h</sup>	16 7%	28 9%	68 14% <sup>m</sup>	56 12%	52 15% <sup>m</sup>	38 10%	21 15%	10 15%	21 12%	9 7%	17 11%	16 14%	7 9%	20 13%	46 19% <sup>q</sup>	26 11%	12 8%	7 12%	41 14%	108 15%	52 30%
Never	1120 67%	534 67%	586 66%	120 56%	226 69% <sup>d</sup>	191 65%	206 69% <sup>d</sup>	156 69% <sup>d</sup>	221 69% <sup>d</sup>	294 62%	315 67%	235 68%	276 70% <sup>j</sup>	90 65%	43 63%	123 69%	103 79% <sup>n</sup>	100 66%	84 69%	55 68%	96 65%	140 59%	148 65%	95 67%	43 77% <sup>v</sup>	192 64%	512 69%	76 44%
Don't know	348 21%	146 18%	203 23% <sup>a</sup>	51 24%	60 19%	60 20%	51 17%	54 24%	72 22%	110 23% <sup>l</sup>	101 21%	59 17%	78 20%	27 20%	15 22%	35 19%	17 13%	35 23% <sup>q</sup>	21 17%	19 24%	33 22%	50 21%	55 24% <sup>q</sup>	35 25% <sup>q</sup>	6 11%	66 22%	126 17%	45 26%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 44  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1692	1526	147	33	64	31	8	11	11	7	898	519	194	48
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Several times a day	41 2%	28 2%	12 8%a	3 11%	6 10%a	1 4%	-	1 12%	-	2 24%	14 2%	18 4%j	4 2%	1 2%
Once a day	13 1%	10 1%	3 2%	1 3%	-	2 5%	-	-	-	-	2 *	8 2%j	2 1%	-
Several times a week	22 1%	17 1%	6 4%a	-	5 8%a	-	-	1 7%	-	-	11 1%	7 1%	3 2%	1 2%
Once a week	16 1%	15 1%	1 *	-	-	-	-	6% -	-	-	8 1%	4 1%	4 2%	-
Several times a month	32 2%	26 2%	5 3%	2 6%	-	2 5%	1 19%	-	-	-	12 1%	15 3%	3 2%	2 4%
Once a month	12 1%	12 1%	-	-	-	-	-	-	-	-	8 1%	2 *	1 *	1 2%
Less often	76 5%	68 4%	8 5%	1 2%	4 6%	2 6%	1 21%	-	1 8%	-	40 4%	15 3%	15 8%k	3 8%
NET: At least daily	54 3%	38 2%	14 10%a	4 14%	6 10%a	3 9%	-	1 12%	-	2 24%	17 2%	27 5%j	6 3%	1 2%
NET: At least weekly	92 5%	70 5%	21 15%a	4 14%	11 18%a	3 9%	-	2 25%	-	2 24%	36 4%	38 7%j	13 7%	2 4%
NET: At least monthly	136 8%	108 7%	26 18%a	6 20%	11 18%a	4 14%	1 25%	2 -	-	2 24%	56 6%	55 11%j	17 9%	4 9%
NET: Ever	212 13%	176 12%	33 24%a	7 22%	15 24%a	6 21%	3 40%	2 25%	1 8%	2 24%	97 11%	70 14%	33 17%j	7 17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 44  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Other**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1681	1520	140	32**	63*	29**	7**	10**	11**	8**	899	516	191	42*
Never	1120 67%	1028 68% <sup>b</sup>	80 57%	15 48%	36 58%	20 69%	4 60%	4 39%	8 74%	5 65%	627 70% <sup>lm</sup>	337 65% <sup>m</sup>	118 62%	20 47%
Don't know	348 21%	316 21%	27 20%	9 29%	12 19%	3 10%	-	4 36%	2 18%	1 11%	175 19%	108 21%	41 21%	15 35% <sup>ijk</sup>

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 45  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1692	1370	741	629	322	287	35	1037	742	295	655	64	162	73	225	131	1164	524	459	425	187	223	211	121
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Several times a day	41 2%	37 3%	21 3%	15 2%	4 1%	4 1%	-	32 3%	29 3%	3 1%	9 1%	1 1%	4 3%	-	1 1%	3 3%	25 3%	15 3%	13 3%	11 3%	7 3%	9 4%	6 3%	3 3%
Once a day	13 1%	11 1%	7 1%	4 1%	2 1%	1 *	1 3%	12 1%	10 1%	1 1%	1 *	1 2%	-	-	-	-	13 1%	-	-	-	-	-	-	-
Several times a week	22 1%	22 2%	15 2%	7 1%	1 *	1 *	-	17 2%	14 2%	3 1%	6 1%	1 2%	3 2%	1 1%	1 *	-	14 1%	8 2%	7 2%	6 1%	4 2%	4 2%	2 1%	1 1%
Once a week	16 1%	14 1%	10 1%	5 1%	1 *	1 *	-	12 1%	10 1%	3 1%	4 1%	1 1%	1 *	-	1 *	2 1%	11 1%	5 1%	5 1%	4 1%	2 1%	2 1%	3 2%	-
Several times a month	32 2%	21 2%	13 2%	8 1%	11 3%	10 3%	1 3%	22 2%	21 2%	1 1%	10 2%	1 1%	3 2%	-	4 2%	1 1%	17 1%	15 3%	13 3%	12 3%	4 3%	3 1%	9 4%	5 4%
Once a month	12 1%	10 1%	6 1%	4 1%	2 1%	2 1%	-	8 1%	7 1%	1 1%	4 1%	-	3 2%	-	1 *	* *	8 1%	4 1%	4 1%	3 1%	1 *	3 2%	* *	1 1%
Less often	76 5%	62 5%	37 5%	25 4%	14 4%	14 5%	-	47 5%	38 5%	9 4%	29 5%	6 9%	5 4%	1 2%	12 6%	5 4%	46 6%	30 6%	26 6%	25 6%	9 5%	11 5%	11 6%	9 8%
NET: At least daily	54 3%	47 3%	28 4%	19 3%	6 2%	5 2%	1 3%	43 4%	40 5%	4 2%	11 2%	2 2%	4 3%	-	2 1%	3 3%	38 3%	15 3%	13 3%	11 3%	7 3%	9 4%	6 3%	3 3%
NET: At least weekly	92 5%	84 6%	52 7%	31 5%	8 3%	7 3%	1 3%	72 7%	63 8%	9 4%	20 3%	4 6%	7 5%	1 2%	4 2%	5 4%	63 5%	28 6%	25 6%	21 5%	13 7%	15 7%	11 6%	4 4%
NET: At least monthly	136 8%	114 8%	71 10%	43 7%	22 7%	19 7%	2 7%	102 10%	90 11%	12 5%	34 5%	4 7%	13 9%	1 3%	8 4%	7 5%	88 8%	46 9%	42 9%	35 9%	18 9%	20 10%	20 10%	10 8%
NET: Ever	212 13%	176 13%	108 15%	68 11%	36 11%	34 12%	2 7%	149 14%	129 15%	21 10%	63 10%	10 16%	19 12%	2 3%	21 10%	12 9%	134 11%	76 15%	67 15%	61 15%	27 14%	32 15%	31 16%	19 16%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 45  
**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**  
**Base: All respondents who have used Online communication services or apps in the past 12 months**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1681	1359	731	628	321	288	34*	1045	832	212	636	63*	152	77*	216	128	1170	504	443	399	190	207	194	114
Never	1120 67%	898 66%	483 66%	415 66%	222 69%	196 68%	25 75%	704 67% <sub>kl</sub>	557 67% <sub>kl</sub>	147 69% <sub>kl</sub>	416 65%	33 52%	91 60%	60 78% <sub>klj</sub>	147 68% <sub>kl</sub>	85 67%	785 66%	331 65%	290 66%	263 66%	126 66%	132 64%	127 66%	79 69%
Don't know	348 21%	285 21%	140 19%	145 23%	64 20%	58 20%	6 18%	192 18%	147 18%	45 21%	157 25% <sub>gh</sub>	20 31% <sub>gh</sub>	42 28% <sub>gh</sub>	15 19%	49 22%	31 24%	251 21%	96 19%	87 20%	75 19%	37 19%	43 21%	35 18%	17 15%

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 46

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1692	72	180	223	289	217	159	109	77	220	397	167	266	107	13	1264	1692
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Several times a day	41 2%	1 2%	6 3%	6 3%	7 2%	4 2%	3 2%	1 1%	4 4%	8 3%	11 3%	7 4%	9 3%	1 1%	*	28 2%	41 2%
Once a day	13 1%	-	1 1%	2 1%	1 *	-	1 1%	3 2%e	3 3%de	1 *	1 *	-	1 *	-	-	12 1%	13 1%
Several times a week	22 1%	1 1%	4 2%	5 2%e	8 3%e	-	2 1%	-	-	3 1%	4 1%	4 2%	1 *	-	-	18 1%	22 1%
Once a week	16 1%	-	-	1 1%	5 2%	2 1%	-	1 1%	3 3%b	4 2%	4 1%	1 *	4 1%	-	-	11 1%	16 1%
Several times a month	32 2%	1 2%	2 1%	6 3%	5 2%	4 2%	2 1%	2 2%	-	4 2%	9 2%	3 2%	7 3%	-	-	19 2%	32 2%
Once a month	12 1%	1 1%	1 1%	1 1%	1 *	-	2 1%	3 3%de	-	1 *	3 1%	1 1%	2 1%	-	-	10 1%	12 1%
Less often	76 5%	3 4%	10 6%	7 3%	11 4%	11 5%	8 5%	6 6%	7 8%	9 4%	16 4%	4 2%	11 4%	8 7%	-	59 5%	76 5%
NET: At least daily	54 3%	1 2%	7 4%	8 4%	8 3%	4 2%	4 3%	4 4%	7 7%e	9 4%	12 3%	7 4%	10 4%	1 1%	*	40 3%	54 3%
NET: At least weekly	92 5%	2 3%	10 6%	15 7%	21 8%e	6 3%	6 4%	5 4%	9 10%e	16 7%	21 5%	11 7% <i>m</i>	14 5%	1 1%	*	69 6%	92 5%
NET: At least monthly	136 8%	4 6%	13 8%	22 10%	27 10%	10 5%	10 7%	10 9%	9 10%	21 9%	33 8% <i>m</i>	16 9% <i>m</i>	23 8% <i>m</i>	1 1%	*	99 8% <i>m</i>	136 8%
NET: Ever	212 13%	6 10%	24 14%	29 13%	38 14%	21 10%	18 12%	17 15%	17 18%	30 13%	48 12%	19 12%	34 12%	9 8%	*	158 13%	212 13%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 46

**Q2. In the last 12 months, how often have you used these services or apps to make voice calls ? This does not include calls made using video.**

**Base: All respondents who have used Online communication services or apps in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1681	64*	173	216	277	209	150	111*	90*	236	403	166	274	111*	14**	1247	1681
Never	1120 67%	46 72%	117 68%	141 65%	184 66%	141 68%	104 69%	75 67%	67 74%	158 67%	253 63%	103 62%	176 64%	71 64%	10 75%	848 68%	1120 67%
Don't know	348 21%	11 18%	32 19%h	47 22%h	55 20%h	47 23%h	29 19%h	20 18%	7 8%	47 20%h	101 25%o	44 27%o	64 24%	31 28%o	3 22%	241 19%	348 21%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 47  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Summary table**

	Skype	Google Hangouts	WhatsApp	Facebook messenger	Instagram	Snapchat	FaceTime	Other
Unweighted base	2094	2094	2094	2094	2094	2094	2094	2094
Weighted base	2094	2094	2094	2094	2094	2094	2094	2094
Several times a day	32 2%	17 1%	150 7%	121 6%	64 3%	45 2%	57 3%	27 1%
Once a day	30 1%	19 1%	64 3%	54 3%	31 1%	24 1%	41 2%	14 1%
Several times a week	32 2%	16 1%	132 6%	130 6%	24 1%	31 1%	107 5%	23 1%
Once a week	46 2%	13 1%	78 4%	65 3%	11 1%	15 1%	66 3%	9 *
Several times a month	55 3%	14 1%	167 8%	138 7%	21 1%	32 2%	128 6%	16 1%
Once a month	75 4%	14 1%	119 6%	82 4%	16 1%	22 1%	97 5%	11 1%
Less often	380 18%	66 3%	301 14%	294 14%	90 4%	101 5%	254 12%	57 3%
NET: At least daily	62 3%	36 2%	214 10%	175 8%	95 5%	69 3%	98 5%	40 2%
NET: At least weekly	139 7%	65 3%	424 20%	370 18%	130 6%	115 6%	271 13%	72 3%
NET: At least monthly	270 13%	93 4%	710 34%	590 28%	168 8%	170 8%	495 24%	99 5%
NET: Ever	650 31%	159 8%	1011 48%	884 42%	257 12%	271 13%	749 36%	156 7%
Never	1424 68%	1909 91%	1062 51%	1191 57%	1814 87%	1799 86%	1317 63%	1613 77%
Don't know	20 1%	27 1%	21 1%	19 1%	23 1%	23 1%	28 1%	326 16%

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 48  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
Skype

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	32 2%	25 2% <sup>b</sup>	7 1%	6 3% <sup>i</sup>	8 2% <sup>i</sup>	9 3% <sup>i</sup>	5 1% <sup>i</sup>	2 1%	*	14 2% <sup>l</sup>	7 1%	1 *	10 2% <sup>l</sup>	2 1%	2 2%	2 1%	2 1%	3 2%	4 3% <sup>x</sup>	4 2%	10 4% <sup>pw</sup>	3 1%	-	-	4 1%	25 3%	17 9%	
Once a day	30 1%	25 2% <sup>b</sup>	5 *	8 3% <sup>eghi</sup>	2 1%	12 4% <sup>eghi</sup>	3 1%	2 *	4 1%	14 2% <sup>l</sup>	10 2% <sup>l</sup>	1 *	5 1%	1 1%	-	9 4% <sup>nqrx</sup>	1 *	1 1%	2 1%	3 3% <sup>x</sup>	2 1%	7 3%	4 2%	-	-	9 3%	11 1%	12 7%
Several times a week	32 2%	21 2%	11 1%	6 3% <sup>i</sup>	8 2% <sup>i</sup>	9 3% <sup>gi</sup>	2 1%	7 2% <sup>i</sup>	-	14 2% <sup>k</sup>	5 1%	7 2%	6 1%	1 1%	1 2%	5 2%	1 3%	3 2%	3 3%	4 2%	3 1%	3 1%	2 1%	2 1%	6 2%	21 2%	10 6%	
Once a week	46 2%	20 2%	25 2%	4 2%	6 2%	9 3%	6 2%	5 1%	15 3%	23 4% <sup>lm</sup>	13 2%	6 1%	4 1%	4 3%	-	7 3%	2 1%	2 1%	2 1%	-	3 2%	10 4%	13 5% <sup>qrt</sup>	3 2%	-	9 2%	19 2%	7 4%
Several times a month	55 3%	25 2%	30 3%	5 2%	9 3%	10 3%	11 3%	7 2%	13 3%	21 4%	11 2%	11 3%	13 3%	4 2%	-	4 2%	5 3%	10 6% <sup>op</sup>	4 3%	4 4%	4 2%	7 3%	7 2%	4 2%	2 3%	7 2%	31 4%	12 7%
Once a month	75 4%	43 4%	32 3%	11 5%	9 2%	15 4%	12 3%	9 3%	20 4%	26 5% <sup>m</sup>	28 5% <sup>m</sup>	14 3%	8 2%	3 2%	1 1%	10 4%	6 3%	6 3%	6 4%	3 3%	6 3%	17 6%	7 3%	8 4%	3 4%	15 4%	35 4%	15 8%
Less often	380 18%	191 19%	189 18%	49 21%	63 17%	65 19%	69 19%	50 16%	85 17%	125 22% <sup>km</sup>	125 21% <sup>m</sup>	71 17% <sup>m</sup>	60 12%	34 19% <sup>o</sup>	7 8%	30 13%	33 19% <sup>o</sup>	38 21% <sup>op</sup>	31 21% <sup>op</sup>	19 18%	34 17%	64 23% <sup>opw</sup>	44 15%	33 18%	15 23% <sup>o</sup>	69 20%	167 19%	46 25%
NET: At least daily	62 3%	50 5% <sup>b</sup>	11 1%	14 6% <sup>ghi</sup>	10 3%	22 6% <sup>eghi</sup>	8 2%	4 1%	4 1%	28 5% <sup>l</sup>	17 3% <sup>l</sup>	2 *	15 3% <sup>l</sup>	3 2%	2 2%	11 5% <sup>x</sup>	2 1%	2 1%	5 3% <sup>x</sup>	7 7% <sup>nqrx</sup>	6 3% <sup>x</sup>	17 6% <sup>nqrw</sup>	7 2%	-	-	13 4%	36 4%	29 16%
NET: At least weekly	139 7%	91 9% <sup>b</sup>	48 4%	24 11% <sup>ghi</sup>	24 7%	40 12% <sup>eghi</sup>	17 5%	15 5%	19 4%	65 11% <sup>klm</sup>	35 6%	15 3%	24 5%	9 5%	3 3%	22 10% <sup>qxy</sup>	5 3%	9 5%	10 7%	13 9% <sup>qxy</sup>	13 7%	30 11% <sup>nqrx</sup>	23 8% <sup>q</sup>	6 3%	*	28 8%	77 9%	47 25%
NET: At least monthly	270 13%	160 16% <sup>b</sup>	110 10%	41 18% <sup>ghi</sup>	42 11%	65 19% <sup>eghi</sup>	40 11%	31 10%	52 11%	112 20% <sup>klm</sup>	74 13%	39 9%	45 9%	16 9%	4 4%	36 15% <sup>o</sup>	16 9%	25 14% <sup>o</sup>	20 13% <sup>o</sup>	17 17% <sup>o</sup>	24 12%	54 20% <sup>noq</sup>	37 13%	17 10%	5 8%	50 15%	142 17%	74 40%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 48  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Skype**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	650 31%	351 34% <sup>b</sup>	300 28%	90 39% <sup>egh</sup>	104 29%	130 39% <sup>egh</sup>	109 29%	81 26%	136 28%	237 41% <sup>klm</sup>	198 34% <sup>lm</sup>	111 26%	105 21%	50 29% <sup>o</sup>	11 12%	66 28% <sup>o</sup>	49 29% <sup>o</sup>	63 35% <sup>o</sup>	51 34% <sup>o</sup>	35 35% <sup>o</sup>	57 29% <sup>o</sup>	118 43% <sup>nop</sup>	80 28% <sup>o</sup>	50 27% <sup>o</sup>	19 31% <sup>o</sup>	119 34%	310 36%	120 65%
Never	1424 68%	659 65%	765 71% <sup>a</sup>	140 60%	255 70% <sup>df</sup>	202 60%	255 69% <sup>df</sup>	226 73% <sup>df</sup>	346 72% <sup>df</sup>	334 58%	385 65% <sup>j</sup>	312 73% <sup>jk</sup>	393 77% <sup>jk</sup>	122 69% <sup>v</sup>	75 88% <sup>npq</sup>	165 70% <sup>v</sup>	117 69% <sup>v</sup>	116 64%	96 64%	66 65%	138 71% <sup>v</sup>	151 55%	204 72% <sup>v</sup>	130 72% <sup>v</sup>	43 69%	221 64%	546 63%	64 34%
Don't know	20 1%	12 1%	8 1%	3 1%	3 1%	4 1%	7 2% <sup>i</sup>	2 1%	1 *	1 *	5 1%	2 1%	11 2% <sup>j</sup>	4 2% <sup>w</sup>	-	3 1%	4 2% <sup>uw</sup>	2 1%	2 1%	-	-	5 2% <sup>w</sup>	-	1 *	-	5 2%	7 1%	2 1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 49  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Skype**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	32 2%	18 1%	14 9%a	3 10%	7 10%a	*	1 12%	3 26%	-	2 19%	10 1%	13 2%	7 3%j	-
Once a day	30 1%	22 1%	8 5%a	1 2%	5 7%a	2 5%	-	1 7%	-	-	12 1%	12 2%	5 2%	1 1%
Several times a week	32 2%	27 1%	5 3%	-	4 6%a	1 2%	-	-	-	-	13 1%	13 2%	5 2%	* 1%
Once a week	46 2%	38 2%	6 4%	1 3%	5 7%a	-	-	1 6%	-	-	15 1%	18 3%j	12 6%j	-
Several times a month	55 3%	50 3%	3 2%	1 2%	1 1%	1 3%	1 10%	-	-	1 9%	27 2%	16 2%	10 4%	1 2%
Once a month	75 4%	69 4%	6 4%	1 5%	3 4%	1 2%	1 12%	-	-	-	23 2%	35 5%j	13 6%j	3 6%j
Less often	380 18%	346 18%	31 21%	5 16%	10 14%	11 33%	3 39%	2 21%	2 11%	1 8%	162 14%	155 24%j	46 21%j	10 21%
NET: At least daily	62 3%	40 2%	22 14%a	4 11%	12 17%a	2 6%	1 12%	3 33%	-	2 19%	23 2%	25 4%j	11 5%j	1 1%
NET: At least weekly	139 7%	105 6%	33 22%a	5 14%	21 31%a	3 8%	4 12%	4 40%	-	2 19%	51 4%	56 9%j	29 13%jm	1 2%
NET: At least monthly	270 13%	224 12%	42 28%a	7 21%	24 36%a	4 13%	2 40%	4 28%	-	3 28%	101 9%	107 17%j	52 24%jk	5 11%
NET: Ever	650 31%	571 30%	73 48%a	12 38%	34 50%a	16 46%	5 73%	6 61%	2 11%	4 36%	263 23%	262 41%j	98 44%j	15 32%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 49  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1424 68%	1330 69%bd	75 50%	20 62%	32 46%	18 54%	2 27%	4 39%	13 89%	6 64%	869 76%kl	375 59%	122 55%	32 67%
Don't know	20 1%	16 1%	2 1%	-	2 3%	-	-	-	-	-	16 1%k	1 *	* *	1 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 50  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
Base: All respondents  
Skype

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	32 2%	30 2%	22 2%	8 1%	2 *	1 *	*	29 2%	29 3%	1 *	2 *	-	2 1%	-	*	-	14 1%	17 3%	14 3%	10 2%	9 5%	5 2%	5 2%	3 2%
Once a day	30 1%	27 2%	16 2%	12 1%	3 1%	3 1%	-	20 2%	20 2%	-	10 1%	-	4 2%	-	5 1%	1 1%	18 1%	12 2%	12 2%	10 2%	3 1%	8 4%	6 3%	1 1%
Several times a week	32 2%	27 2%	17 2%	10 1%	5 1%	5 1%	-	27 2%	24 3%	3 1%	5 1%	2 2%	2 1%	-	*	1 1%	17 1%	15 3%	13 3%	12 3%	4 2%	5 2%	7 3%	2 2%
Once a week	46 2%	37 2%	23 3%	14 2%	8 2%	7 2%	1 2%	28 2%	23 2%	5 2%	18 2%	1 1%	3 2%	1 1%	10 3%	2 2%	34 2%	11 2%	11 2%	6 1%	6 3%	5 2%	3 1%	-
Several times a month	55 3%	43 3%	27 3%	16 2%	12 3%	10 3%	2 5%	38 3%	28 3%	10 4%	18 2%	1 1%	4 2%	2 2%	8 2%	2 2%	38 2%	18 3%	14 3%	17 4%	5 3%	8 4%	5 3%	8 6%
Once a month	75 4%	56 3%	37 4%	19 2%	20 5%	17 5%	3 7%	50 4%	38 4%	12 5%	25 3%	-	9 5%	1 1%	12 4%	4 2%	59 4%	17 3%	14 3%	15 3%	3 2%	5 2%	11 5%	7 5%
Less often	380 18%	297 18%	166 19%	131 17%	83 20%	74 20%	9 22%	236 20%	185 19%	51 20%	144 16%	16 17%	39 21%	16 13%	61 18%	13 8%	284 18%	93 17%	79 17%	76 17%	27 14%	35 16%	41 19%	24 18%
NET: At least daily	62 3%	57 3%	37 4%	20 2%	5 1%	4 1%	*	50 4%	49 5%	1 *	12 1%	-	6 3%	-	5 1%	1 1%	33 2%	29 5%	26 5%	20 5%	12 6%	13 6%	11 5%	4 3%
NET: At least weekly	139 7%	121 7%	78 9%	44 6%	18 4%	16 4%	1 3%	105 9%	96 10%	9 4%	34 4%	2 3%	10 5%	1 1%	16 5%	5 3%	84 5%	55 10%	51 11%	39 9%	22 11%	23 10%	21 10%	7 5%
NET: At least monthly	270 13%	221 13%	142 16%	78 10%	49 12%	43 12%	6 15%	193 16%	161 17%	31 12%	77 9%	3 3%	23 12%	4 4%	36 11%	11 7%	180 12%	90 16%	79 17%	71 16%	30 15%	36 16%	37 18%	21 15%

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





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 50  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Skype**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	650 31%	518 31% <sup>c</sup>	308 34% <sup>c</sup>	209 27%	133 32% <sup>c</sup>	117 32%	16 38%	429 35% <sup>o</sup>	346 36% <sup>o</sup>	83 33% <sup>o</sup>	222 25% <sup>o</sup>	18 21%	62 33% <sup>o</sup>	20 17%	97 28% <sup>o</sup>	24 16%	465 30%	183 33%	158 33%	147 34%	58 29%	72 32%	78 37%	45 33%
Never	1424 68%	1149 68%	583 65%	567 72% <sup>b</sup>	274 67%	248 68%	26 62%	767 63%	598 63%	169 67%	657 74% <sup>ghil</sup>	69 77% <sup>ghl</sup>	120 64%	96 82% <sup>ghil</sup>	245 72% <sup>gh</sup>	127 84% <sup>ghij</sup>	1061 69%	360 66%	316 66%	286 65%	139 70%	152 68%	133 63%	87 65%
Don't know	20 1%	18 1%	5 1%	13 2% <sup>b</sup>	2 *	2 *	-	12 1%	11 1%	1 1%	7 1%	2 2% <sup>n</sup>	4 2% <sup>n</sup>	1 1%	-	* 1%	13 1%	6 1%	3 1%	4 1%	2 1%	-	1 1%	3 2% <sup>u</sup>

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 51  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	32 2%	-	-	10 4% <sup>bce</sup>	7 2% <sup>b</sup>	2 1%	3 2%	2 1%	1 1%	3 1%	17 3% <sup>o</sup>	7 3% <sup>o</sup>	11 3% <sup>o</sup>	2 1%	4 20%	14 1%	30 1%
Once a day	30 1%	1 1%	4 2%	2 1%	2 1%	1 *	4 2%	2 1%	5 5% <sup>cde</sup>	5 2%	5 1%	2 1%	3 1%	2 1%	-	25 2%	30 1%
Several times a week	32 2%	1 1%	2 1%	3 1%	10 3%	2 1%	6 3%	2 1%	2 2%	3 1%	8 1%	3 2%	3 1%	3 2%	-	24 2%	32 2%
Once a week	46 2%	1 1%	1 1%	5 2%	10 3%	7 3%	2 1%	3 2%	3 3%	7 3%	7 1%	1 *	5 1%	4 3%	-	39 3%	46 2%
Several times a month	55 3%	3 4% <sup>f</sup>	3 1%	7 2%	12 3% <sup>f</sup>	7 2%	1 *	3 2%	4 4% <sup>f</sup>	13 5% <sup>cbf</sup>	18 3%	5 3%	14 4%	3 2%	1 6%	36 2%	55 3%
Once a month	75 4%	2 2%	5 2%	6 2%	8 2%	9 3%	10 6%	6 5%	5 5%	19 7% <sup>bode</sup>	18 4%	8 4%	12 4%	1 *	-	56 4%	75 4%
Less often	380 18%	14 16%	37 16%	45 15%	64 19%	60 22%	30 16%	29 22%	19 20%	50 19%	85 16%	26 13%	60 17%	23 15%	4 22%	289 19%	380 18%
NET: At least daily	62 3%	1 1%	4 2%	12 4% <sup>e</sup>	9 3%	3 1%	7 4%	4 3%	6 6% <sup>be</sup>	8 3%	21 4%	9 4%	14 4%	4 3%	4 20%	39 3%	60 3%
NET: At least weekly	139 7%	3 4%	7 3%	20 7%	30 9% <sup>b</sup>	13 5%	16 9% <sup>b</sup>	8 6%	12 12% <sup>be</sup>	18 7%	36 7%	13 6%	22 6%	11 7%	4 20%	102 7%	137 7%
NET: At least monthly	270 13%	8 9%	14 6%	33 11% <sup>b</sup>	49 14% <sup>b</sup>	28 10%	27 15% <sup>b</sup>	17 13% <sup>b</sup>	21 21% <sup>bce</sup>	51 19% <sup>abce</sup>	72 14%	26 13%	49 14%	15 10%	5 27%	195 13%	268 13%
NET: Ever	650 31%	22 25%	51 22%	78 27%	113 33% <sup>b</sup>	88 32% <sup>b</sup>	57 31% <sup>b</sup>	46 35% <sup>b</sup>	40 40% <sup>bc</sup>	100 39% <sup>abc</sup>	157 30%	52 26%	110 31%	38 25%	9 49%	484 32%	648 31%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 51  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1424 68%	66 75%hi	179 76%degh	210 72%hi	230 67%	183 67%	124 68%	87 65%	57 58%	158 61%	359 69%	145 73%	241 68%	113 74%	9 51%	1037 68%	1402 68%
Don't know	20 1%	-	6 2%d	4 1%d	-	2 1%	2 1%d	-	2 2%d	1 1%	5 1%	2 1%	4 1%	2 1%	-	13 1%	14 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 52  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	17	13	4	4	6	4	2	1	-	7	5	-	5	-	-	1	-	2	2	4	4	4	1	-	-	6	11	12
	1%	1% <sup>b</sup>	*	2% <sup>i</sup>	2% <sup>i</sup>	1% <sup>i</sup>	1%	*	-	1% <sup>l</sup>	1%	-	1%	-	-	1%	-	1%	1%	3% <sup>n</sup> qwx	2%	2%	*	-	-	2%	1%	6%
Once a day	19	15	4	5	5	6	1	1	-	12	4	1	2	-	3	6	-	3	-	1	1	4	-	-	1	4	12	14
	1%	1% <sup>b</sup>	*	2% <sup>gi</sup>	1% <sup>i</sup>	2% <sup>gi</sup>	*	*	-	2% <sup>lm</sup>	1%	*	*	-	3% <sup>n</sup> qsw	3% <sup>q</sup> wx	-	1%	-	1%	1%	2% <sup>w</sup>	-	-	1%	1%	1%	7%
Several times a week	16	11	5	4	5	3	4	-	-	5	4	2	5	-	-	2	1	2	1	2	-	8	1	-	-	16	7	
	1%	1%	*	2% <sup>hi</sup>	1% <sup>hi</sup>	1%	1% <sup>i</sup>	-	-	1%	1%	*	1%	-	-	1%	*	1%	1%	2%	-	3% <sup>n</sup> uw	*	-	-	2% <sup>A</sup>	4%	
Once a week	13	9	4	2	2	4	1	1	3	5	3	1	4	-	-	-	-	2	2	1	1	4	-	1	1	2	7	3
	1%	1%	*	1%	1%	1%	*	*	1%	1%	1%	*	1%	-	-	-	-	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	
Several times a month	14	9	5	4	2	4	1	1	1	7	5	-	1	3	-	-	-	3	1	-	3	2	-	-	-	2	7	6
	1%	1%	*	2%	1%	1%	*	*	*	1% <sup>l</sup>	1%	-	*	2% <sup>w</sup>	-	-	-	2% <sup>pw</sup>	1%	-	2% <sup>w</sup>	1%	-	-	-	*	1%	3%
Once a month	14	5	9	5	1	4	2	3	-	8	2	2	2	1	-	1	*	3	1	-	*	1	4	2	-	5	8	4
	1%	1%	1%	2% <sup>i</sup>	*	1% <sup>i</sup>	1%	1%	-	1%	*	*	*	1%	-	*	*	2%	1%	-	*	1%	1%	1%	-	1%	1%	2%
Less often	66	33	32	10	16	21	11	6	3	24	19	13	9	7	4	5	4	7	12	2	5	8	5	7	1	15	30	16
	3%	3%	3%	4% <sup>i</sup>	4% <sup>i</sup>	6% <sup>ghi</sup>	3% <sup>i</sup>	2%	1%	4% <sup>m</sup>	3%	3%	2%	4%	4%	2%	2%	4%	8% <sup>p</sup> quv	2%	3%	3%	2%	4%	1%	4%	3%	8%
NET: At least daily	36	28	8	9	11	10	3	3	-	19	9	1	7	-	3	7	-	4	2	5	5	9	1	-	1	10	23	25
	2%	3% <sup>b</sup>	1%	4% <sup>ghi</sup>	3% <sup>gi</sup>	3% <sup>gi</sup>	1%	1% <sup>i</sup>	-	3% <sup>l</sup>	2%	*	1%	-	3% <sup>n</sup> qwx	3% <sup>n</sup> qwx	-	2%	1%	4% <sup>n</sup> qwx	2%	3% <sup>n</sup> qwx	*	-	1%	3%	3%	14%
NET: At least weekly	65	48	17	16	18	17	8	3	3	29	16	4	15	-	3	10	1	8	5	8	6	21	2	1	1	12	46	36
	3%	5% <sup>b</sup>	2%	7% <sup>ghi</sup>	5% <sup>hi</sup>	5% <sup>hi</sup>	2% <sup>i</sup>	1%	1%	5% <sup>kl</sup>	3%	1%	3% <sup>l</sup>	-	3% <sup>n</sup>	4% <sup>n</sup> qwx	*	5% <sup>n</sup> qwx	3% <sup>n</sup> w	8% <sup>n</sup> qwx	3% <sup>n</sup> w	8% <sup>n</sup> qwx	1%	1%	2%	4%	5%	19%
NET: At least monthly	93	63	30	25	22	24	11	7	4	45	23	6	19	5	3	10	1	14	7	8	10	25	6	3	1	18	60	46
	4%	6% <sup>b</sup>	3%	11% <sup>ghi</sup>	6% <sup>hi</sup>	7% <sup>ghi</sup>	3% <sup>i</sup>	2%	1%	8% <sup>klm</sup>	4% <sup>l</sup>	1%	4%	3%	3%	4% <sup>q</sup>	1%	8% <sup>n</sup> qwx	5% <sup>q</sup>	8% <sup>q</sup> wx	5% <sup>q</sup>	9% <sup>n</sup> qwx	2%	2%	2%	5%	7%	24%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 52  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	159 8%	96 9% <sup>b</sup>	63 6%	35 15% <sup>ghi</sup>	38 10% <sup>hi</sup>	45 13% <sup>ghi</sup>	22 6% <sup>i</sup>	12 4% <sup>i</sup>	6 1%	69 12% <sup>klm</sup>	43 7%	19 5%	28 5%	11 6%	6 8%	16 7%	5 3%	21 12% <sup>qw</sup>	19 13% <sup>pqw</sup>	10 10% <sup>qwx</sup>	15 8%	33 12% <sup>qwx</sup>	10 4%	5% <sup>v</sup>	2 3%	34 10%	90 10%	61 33%
Never	1909 91%	914 89%	995 93% <sup>a</sup>	191 82%	320 88%	283 85%	344 93% <sup>df</sup>	295 95% <sup>def</sup>	475 98% <sup>def</sup>	499 87%	539 92% <sup>j</sup>	402 95% <sup>j</sup>	468 92% <sup>j</sup>	163 92% <sup>sv</sup>	79 92%	216 92% <sup>sv</sup>	163 96% <sup>rsv</sup>	157 87%	125 84%	92 90%	179 92% <sup>sv</sup>	233 85%	273 96% <sup>rst</sup>	170 94% <sup>rsv</sup>	60 96% <sup>sv</sup>	307 89%	761 88%	121 65%
Don't know	27 1%	12 1%	15 1%	6 3% <sup>i</sup>	5 1%	7 2%	4 1%	3 1%	2 *	4 1%	7 1%	4 1%	13 2% <sup>j</sup>	3 2%	-	3 1%	2 1%	3 2%	4 3% <sup>w</sup>	-	1 1%	9 3% <sup>w</sup>	1 *	1 *	1 1%	5 1%	12 1%	4 2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 53  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)		
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Several times a day	17 1%	10 1%	7 5%a	2 5%	5 7%a	3 7%a	1 1%	-	-	-	2 19%	4 *	7 1%j	4 2%j	-
Once a day	19 1%	14 1%	4 3%a	1 3%	2 3%	2 5%	-	-	-	-	8 1%	6 1%	4 2%	1 1%	-
Several times a week	16 1%	13 1%	3 2%	-	3 4%a	-	-	-	-	-	8 1%	4 1%	5 2%	-	-
Once a week	13 1%	7 *	5 3%a	4 11%	1 2%	-	-	-	-	-	4 *	7 1%	2 1%	-	-
Several times a month	14 1%	8 *	4 3%a	1 1%	2 3%a	1 4%	1 10%	-	-	1 9%	4 *	4 1%	4 2%j	1 2%	-
Once a month	14 1%	11 1%	3 2%a	1 1%	2 3%a	-	-	1 9%	-	1 8%	6 *	6 1%	2 1%	-	-
Less often	66 3%	56 3%	8 6%	-	4 6%	4 13%	-	-	-	-	27 2%	24 4%	10 5%	2 4%	-
NET: At least daily	36 2%	25 1%	11 7%a	3 8%	6 9%a	2 6%	-	-	-	2 19%	12 1%	13 2%	8 4%j	1 1%	-
NET: At least weekly	65 3%	44 2%	19 12%a	6 20%	10 15%a	2 6%	-	-	-	2 19%	24 2%	24 4%j	15 7%j	1 1%	-
NET: At least monthly	93 4%	64 3%	26 18%a	7 22%	14 21%a	3 10%	1 9%	1 9%	-	4 36%	33 3%	35 5%j	20 9%j	2 3%	-
NET: Ever	159 8%	120 6%	35 23%a	7 22%	19 27%a	8 22%	1 10%	1 9%	-	4 36%	60 5%	59 9%j	30 14%j	3 7%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 53  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1909 91%	1779 93% <sup>bd</sup>	109 73%	25 76%	44 65%	26 78%	5 78%	9 91%	15 100%	6 64%	1069 93% <sup>kl</sup>	575 90%	188 86%	44 91%
Don't know	27 1%	18 1%	7 4% <sup>a</sup>	1 2%	5 8% <sup>a</sup>	-	1 12%	-	-	-	19 2%	4 1%	1 1%	1 3%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 54  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
Base: All respondents  
Google Hangouts

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	17 1%	17 1%	10 1% 1% <sup>d</sup>	7 1%	-	-	-	17 1% <sup>ej</sup>	16 2% <sup>ijn</sup>	*	*	-	-	-	*	6 *	11 2% <sup>p</sup>	11 2% <sup>p</sup>	4 1%	7 3% <sup>pw</sup>	4 2% <sup>p</sup>	2 1%	-	-
Once a day	19 1%	17 1%	13 1%	5 1%	1 *	1 *	-	17 1% <sup>ijn</sup>	17 2% <sup>ijn</sup>	-	2 *	-	2 1%	-	-	-	10 1%	8 2%	8 2% <sup>p</sup>	7 1%	3 2%	4 2%	5 3% <sup>p</sup>	-
Several times a week	16 1%	16 1%	11 1% 1% <sup>de</sup>	6 1%	-	-	-	16 1% <sup>ijn</sup>	15 2% <sup>ijn</sup>	1 *	1 *	1 1%	-	-	-	-	9 1%	7 1%	7 2%	6 1%	2 1%	4 2%	4 2%	-
Once a week	13 1%	13 1%	9 1%	4 1%	-	-	-	9 1%	9 1%	-	4 *	-	*	-	3 1%	-	8 1%	5 1%	5 1%	3 1%	3 1%	3 1%	-	1 1%
Several times a month	14 1%	10 1%	6 1%	4 1%	3 1%	3 1%	-	8 1%	6 1%	3 1%	5 1%	1 1%	3 2%	-	1 *	12 *	2 *	1 *	1 *	1 1%	-	-	-	1 *
Once a month	14 1%	12 1%	3 *	8 1%	2 1%	2 1%	-	12 1%	9 1%	3 1% <sup>n</sup>	2 *	1 1%	-	-	-	1 1%	6 *	8 1% <sup>p</sup>	8 2% <sup>p</sup>	6 1% <sup>p</sup>	2 1%	3 1%	5 2% <sup>p</sup>	1 1%
Less often	66 3%	56 3%	34 4%	22 3%	10 2%	9 2%	1 3%	45 4% <sup>n</sup>	39 4% <sup>n</sup>	6 2%	21 2%	3 3%	5 3%	1 1%	4 1%	8 5% <sup>n</sup>	37 2%	28 5% <sup>p</sup>	25 5% <sup>p</sup>	26 6% <sup>p</sup>	9 4%	10 5%	18 9% <sup>p</sup>	11 8% <sup>p</sup>
NET: At least daily	36 2%	35 2% <sup>de</sup>	23 3% <sup>de</sup>	12 2%	1 *	1 *	-	34 3% <sup>ijn</sup>	33 3% <sup>jno</sup>	*	2 *	-	2 1%	-	*	-	17 1%	19 4% <sup>pw</sup>	19 4% <sup>pw</sup>	11 2% <sup>p</sup>	10 5% <sup>pw</sup>	8 3% <sup>pw</sup>	7 3% <sup>pw</sup>	-
NET: At least weekly	65 3%	64 4% <sup>de</sup>	42 5% <sup>de</sup>	22 3% <sup>de</sup>	1 *	1 *	-	58 5% <sup>ijlmno</sup>	57 6% <sup>ijlmno</sup>	1 *	7 1%	1 1%	2 1%	-	4 1%	-	34 2%	31 6% <sup>pw</sup>	31 7% <sup>pw</sup>	20 5% <sup>p</sup>	14 7% <sup>pw</sup>	15 7% <sup>pw</sup>	11 5% <sup>pw</sup>	1 1%
NET: At least monthly	93 4%	86 5% <sup>de</sup>	52 6% <sup>de</sup>	34 4% <sup>d</sup>	7 2%	7 2%	-	79 7% <sup>ijlmno</sup>	72 8% <sup>ijlmno</sup>	6 3%	14 2%	2 3%	5 3%	-	5 1%	2 1%	52 3%	41 8% <sup>pw</sup>	41 9% <sup>pw</sup>	27 6% <sup>p</sup>	18 9% <sup>pw</sup>	17 8% <sup>pw</sup>	16 7% <sup>p</sup>	3 2%

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





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 54  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	159 8%	142 8% <sup>de</sup>	86 10% <sup>de</sup>	56 7%	17 4%	16 4%	1 3%	124 10% <sup>ijmn</sup>	111 12% <sup>ijklmn</sup>	12 5%	35 4%	5 6% <sup>m</sup>	10 6% <sup>m</sup>	1 1%	9 3%	10 6% <sup>mn</sup>	89 6%	69 13% <sup>p</sup>	66 14% <sup>p</sup>	53 12% <sup>p</sup>	26 13% <sup>p</sup>	27 12% <sup>p</sup>	34 16% <sup>p</sup>	14 10% <sup>p</sup>
Never	1909 91%	1521 90%	800 89%	721 91%	388 95% <sup>abc</sup>	347 95% <sup>ab</sup>	40 97%	1067 88%	830 87%	238 94% <sup>gh</sup>	841 95% <sup>gh</sup>	82 92%	171 92% <sup>h</sup>	115 98% <sup>gh</sup>	333 97% <sup>ghik</sup>	139 92%	1436 93% <sup>qrst</sup>	468 85%	403 85%	376 86%	167 84%	195 87%	174 82%	115 86%
Don't know	27 1%	23 1%	10 1%	13 2%	4 1%	4 1%	-	17 1%	14 1%	3 1%	9 1%	2 2%	4 2%	1 1%	1 *	2 1%	13 1%	12 2% <sup>p</sup>	8 2%	8 2%	5 2%	1 *	4 2%	6 4% <sup>pu</sup>

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 55  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	17 1%	-	-	5 2%	3 1%	4 1%	1 1%	1 1%	1 1%	1 *	7 1%	5 2%o	5 1%	-	-	10 1%	17 1%
Once a day	19 1%	1 1%	1 *	3 1%	4 1%	-	4 2%e	-	3 3%e	2 1%	3 1%	1 1%	2 1%	-	-	14 1%	19 1%
Several times a week	16 1%	1 1%	1 *	3 2%	6 2%e	-	2 1%	1 *	1 1%	3 1%	4 1%	4 2%l	-	1 1%	-	12 1%	16 1%
Once a week	13 1%	* 1%	-	3 1%	2 *	1 *	1 1%	4 3%bd	-	2 1%	-	-	-	-	-	13 1%	13 1%
Several times a month	14 1%	3 3%cd	2 1%	1 *	1 *	2 1%	* *	-	1 1%	3 1%	4 1%	2 1%	1 *	* *	3 3%	9 1%	14 1%
Once a month	14 1%	-	1 1%	3 1%	1 *	1 *	1 *	2 2%	-	5 2%	6 1%	3 2%	4 1%	1 1%	-	9 1%	14 1%
Less often	66 3%	5 5%	4 2%	7 2%	13 4%	5 2%	3 2%	7 6%	4 4%	10 4%	16 3%	7 4%	11 3%	7 5%	-	49 3%	66 3%
NET: At least daily	36 2%	1 1%	1 *	8 3%b	7 2%	4 1%	5 3%b	1 1%	4 4%b	3 1%	10 2%	6 3% <u>m</u>	7 2%	-	-	25 2%	36 2%
NET: At least weekly	65 3%	2 2%	2 1%	13 5%b	15 4%b	4 2%	8 5%b	5 4%b	5 5%b	8 3%	14 3%	10 5% <u>m</u>	7 2%	1 1%	-	50 3%	65 3%
NET: At least monthly	93 4%	5 5%	4 2%	18 6%be	17 5%	7 3%	9 6%be	7 5%	6 6%b	15 6%	23 4%	16 8% <u>lmo</u>	13 4%	2 1%	* 3%	68 4%	93 5%
NET: Ever	159 8%	9 10%b	8 4%	25 9%b	31 9%be	12 4%	12 7%	15 11%be	10 10%b	26 10%be	39 8%	24 12%	23 7%	9 6%	* 3%	117 8%	159 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 55  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Google Hangouts**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1909	78	221	265	312	258	168	116	86	232	475	173	326	142	17	1400	1886
	91%	88%	93%	91%	91%	94%	gh	92%	88%	87%	91%	87%	92%	93%	97%	91%	91%
Don't know	27	1	7	2	1	3	2	2	3	2	7	3	5	2	-	18	20
	1%	1%	3%	d	1%	*	1%	1%	1%	3%	d	1%	1%	1%	2%	-	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 56  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
 Base: All respondents  
**WhatsApp**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	150 7%	81 8%	70 6%	19 8%hi	50 14%ghi	34 10%hi	30 8%hi	11 3%	7 1%	44 8%	35 6%	32 8%	40 8%	7 4%	4 5%	15 6%	6 4%	16 9%q	9 6%	11 11%nqy	12 6%	44 16%nopq rsuwxy	16 6%	9 5%	1 2%	34 10%	88 10%	43 23%
Once a day	64 3%	44 4%b	20 2%	14 6%gi	14 4%	12 3%	7 2%	9 3%	9 2%	18 3%	16 3%	16 4%	14 3%	8 4%q	3 4%	7 3%	1 1%	6 3%	2 1%	2 2%	4 2%	17 6%qsux	10 4%	3 2%	1 1%	18 5%	28 3%	10 5%
Several times a week	132 6%	59 6%	72 7%	12 5%	34 9%i	31 9%i	20 5%	17 6%	17 4%	37 6%	37 6%	27 6%	31 6%	11 6%	3 3%	21 9%ix	11 7%	11 6%	16 11%ix	4 4%	10 5%	18 7%	16 6%	6 4%	4 7%	28 8%	56 7%	15 8%
Once a week	78 4%	36 4%	42 4%	15 7%hi	23 6%hi	15 4%i	13 4%i	7 2%	6 1%	29 5%	19 3%	16 4%	14 3%	4 2%	3 3%	10 4%t	2 1%	11 6%qt	5 4%	- 6%qt	11 6%qt	10 4%	13 4%t	6 3%	3 5%t	14 4%	44 5%	13 7%
Several times a month	167 8%	71 7%	96 9%	20 9%	39 11%i	39 12%ghi	24 6%	21 7%	24 5%	51 9%	49 8%	32 7%	36 7%	11 6%	10 12%	13 6%	13 8%	15 8%	14 10%	8 8%	15 7%	25 9%	20 7%	18 10%	5 8%	34 10%	77 9%	14 7%
Once a month	119 6%	42 4%	77 7%a	20 9%hi	25 7%	15 4%	26 7%	13 4%	19 4%	39 7%	38 6%	22 5%	21 4%	10 6%	5 6%	13 6%	10 6%	14 8%	10 7%	4 4%	7 3%	16 6%	17 6%	9 5%	2 4%	25 7%	49 6%	13 7%
Less often	301 14%	140 14%	161 15%	37 16%i	66 18%i	55 16%i	52 14%	44 14%i	47 10%	79 14%	91 15%	66 15%	66 13%	26 15%	12 14%	27 12%	24 14%	28 16%	24 16%	20 20%	24 13%	36 13%	45 16%	22 12%	11 18%	67 19%	130 15%	25 13%
NET: At least daily	214 10%	125 12%b	89 8%	33 14%hi	64 18%ghi	46 14%hi	37 10%i	20 6%i	16 3%	62 11%	50 9%	48 11%	54 11%	15 9%	7 9%	22 9%	7 4%	22 12%qy	12 8%	12 12%q	15 8%	61 22%nopq rstuwxy	26 9%	12 7%	2 3%	52 15%	116 13%	53 28%
NET: At least weekly	424 20%	221 22%	204 19%	60 26%hi	120 33%ghi	91 27%ghi	70 19%i	44 14%i	39 8%	127 22%	107 18%	91 21%	99 19%	30 17%	13 15%	53 23%qx	21 12%	45 25%qx	32 22%q	16 16%	37 19%	89 32%nop qstuwxy	55 19%	24 13%	9 15%	93 27%	216 25%	80 43%

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



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 56  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
WhatsApp

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	Northern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: At least monthly	710 34%	334 33%	376 35%	101 43% ghi	184 51% ghi	146 44% ghi	119 32% i	79 25% i	82 17%	216 38% m	193 33%	145 34%	156 31%	52 29%	28 33%	79 34%	44 26%	74 41% nqt ux	57 38% q	28 28%	58 30%	130 47% nop qtuwxy	93 33%	51 28%	16 26%	152 44%	342 40%	107 58%
NET: Ever	1011 48%	474 46%	538 50%	138 59% ghi hi	250 69% dfg hi	201 60% ghi	171 46% i	123 40% i	129 27%	295 52% m	284 48%	210 49%	221 43%	78 44%	40 47%	107 46%	68 40%	102 56% npq ux	81 54% q ux	48 47%	83 43%	166 61% nop qtuwxy	138 48%	74 41%	28 44%	218 63% B	472 55%	132 71%
Never	1062 51%	539 53%	523 49%	89 38%	111 31%	128 38%	196 53% def	186 60% def gh	352 73% def gh	274 48%	297 50%	210 49%	281 55% j	97 55% rv	46 53% v	125 53% rv	101 59% rsv	77 43%	66 45%	52 52% v	111 57% rsv	103 37%	145 51% v	106 59% rsv	34 54% v	125 36%	382 44% A	51 28%
Don't know	21 1%	9 1%	12 1%	5 2% e	1 *	7 2%	3 1%	1 *	4 1%	3 *	7 1%	5 1%	6 1%	2 1%	-	2 1%	2 1%	2 1%	2 1%	1 1%	1 1%	5 2%	2 1%	1 *	1 1%	2 1%	8 1%	2 1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 57  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	150 7%	102 5%	42 28%a	12 38%	17 25%a	10 29%	1 12%	2 17%	1 3%	-	75 7%	48 8%	20 9%	2 5%
Once a day	64 3%	51 3%	13 9%a	3 10%	7 11%a	3 8%	-	-	3 21%	2 19%	24 2%	23 4%	10 5%j	1 3%
Several times a week	132 6%	112 6%	18 12%a	3 10%	13 18%a	1 4%	-	1 7%	2 14%	-	70 6%	38 6%	16 7%	4 8%
Once a week	78 4%	63 3%	14 9%a	1 3%	6 8%a	3 9%	1 12%	3 33%	-	-	42 4%	26 4%	8 4%	2 4%
Several times a month	167 8%	152 8%	12 8%	* 1%	6 9%	2 7%	2 30%	1 6%	1 10%	2 19%	89 8%	55 9%	14 6%	5 10%
Once a month	119 6%	109 6%	7 5%	2 8%	2 3%	1 3%	-	2 16%	-	3 34%	74 6%k	26 4%	11 5%	6 12%k
Less often	301 14%	280 15%	18 12%	2 6%	8 11%	6 18%	1 19%	1 14%	1 8%	1 6%	160 14%	104 16%	26 12%	8 16%
NET: At least daily	214 10%	153 8%	55 37%a	16 48%	24 36%a	12 37%	1 12%	2 17%	4 24%	2 19%	100 9%	71 11%	30 14%j	4 8%
NET: At least weekly	424 20%	328 17%	87 58%a	20 62%	43 63%a	17 50%	2 24%	6 57%	6 39%	2 19%	212 18%	134 21%	54 25%j	10 20%
NET: At least monthly	710 34%	590 31%	106 70%a	23 71%	51 75%a	20 60%	4 54%	8 79%	7 49%	7 73%	374 33%	215 34%	79 36%	20 41%
NET: Ever	1011 48%	870 45%	124 83%a	25 77%	59 87%a	26 78%	5 73%	9 94%	8 57%	8 78%	535 47%	319 50%	104 47%	28 57%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 57  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1062 51%	1030 54%bd	23 16%	7 23%	6 9%	7 22%	2 27%	1 6%	6 43%	2 22%	599 52%	315 49%	115 53%	20 41%
Don't know	21 1%	16 1%	3 2%	-	3 4%a	-	-	-	-	-	14 1%	4 1%	-	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 58  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
Base: All respondents  
WhatsApp

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	150 7%	135 8% <sup>cde</sup>	93 10% <sup>cdef</sup>	43 5%	15 4%	15 4%	-	122 10% <sup>ijlmn</sup>	102 11% <sup>ijlmn</sup>	20 8% <sup>ijmn</sup>	28 3% <sup>n</sup>	5 6% <sup>n</sup>	7 4% <sup>n</sup>	2 2%	3 1%	10 7% <sup>jn</sup>	70 5%	80 14% <sup>p</sup>	74 15% <sup>p</sup>	54 12% <sup>p</sup>	37 19% <sup>p</sup>	32 14% <sup>p</sup>	29 14% <sup>p</sup>	14 10% <sup>p</sup>
Once a day	64 3%	55 3%	35 4%	19 2%	9 2%	9 3%	-	45 4% <sup>j</sup>	39 4% <sup>jm</sup>	6 3%	19 2%	2 2%	7 4% <sup>m</sup>	-	7 2%	3 2%	42 3%	22 4%	20 4%	16 4%	8 4%	10 4%	10 5%	3 2%
Several times a week	132 6%	106 6%	57 6%	49 6%	25 6%	22 6%	4 9%	84 7%	63 7%	20 8% <sup>m</sup>	48 5%	4 4%	13 7%	3 2%	17 5%	11 7%	77 5%	55 10% <sup>p</sup>	46 10% <sup>p</sup>	48 11% <sup>p</sup>	23 12% <sup>p</sup>	25 11% <sup>p</sup>	19 9% <sup>p</sup>	14 10% <sup>p</sup>
Once a week	78 4%	62 4%	38 4%	25 3%	16 4%	13 4%	3 6%	57 5% <sup>jn</sup>	48 5% <sup>jn</sup>	9 4% <sup>n</sup>	21 2%	2 2%	6 3% <sup>n</sup>	1 1%	3 1%	9 6% <sup>jmn</sup>	43 3%	32 6% <sup>p</sup>	27 6% <sup>p</sup>	25 6% <sup>p</sup>	10 5%	13 6% <sup>p</sup>	12 5% <sup>p</sup>	5 4%
Several times a month	167 8%	141 8%	72 8%	69 9%	26 6%	24 6%	2 5%	111 9% <sup>jn</sup>	91 9% <sup>jn</sup>	20 8%	56 6%	4 5%	10 5%	4 4%	19 6%	18 12% <sup>jlmn</sup>	104 7%	63 12% <sup>p</sup>	60 13% <sup>p</sup>	51 12% <sup>p</sup>	22 11% <sup>p</sup>	34 15% <sup>p</sup>	24 11% <sup>p</sup>	11 8%
Once a month	119 6%	92 5%	49 6%	42 5%	28 7%	25 7%	2 6%	74 6% <sup>n</sup>	63 7% <sup>n</sup>	11 5%	45 5%	8 9% <sup>n</sup>	11 6%	8 7%	10 3%	9 6%	79 5%	40 7%	37 8% <sup>p</sup>	34 8%	12 6%	17 8%	17 8%	8 6%
Less often	301 14%	237 14%	127 14%	110 14%	64 16%	57 16%	7 17%	196 16% <sup>jn</sup>	158 17% <sup>jn</sup>	39 15% <sup>n</sup>	104 12%	9 10%	27 14%	11 9%	34 10%	24 16%	221 14%	80 15%	72 15%	63 15%	29 15%	29 13%	35 16%	18 14%
NET: At least daily	214 10%	190 11% <sup>cdef</sup>	128 14% <sup>acdef</sup>	62 8%	24 6%	24 7%	-	168 14% <sup>jlmn</sup>	141 15% <sup>jlmn</sup>	26 10% <sup>jmn</sup>	47 5%	7 8%	14 8% <sup>mn</sup>	2 2%	10 3%	14 9% <sup>mn</sup>	112 7%	101 18% <sup>p</sup>	93 20% <sup>p</sup>	70 16% <sup>p</sup>	45 23% <sup>pw</sup>	41 19% <sup>p</sup>	38 18% <sup>p</sup>	17 13% <sup>p</sup>
NET: At least weekly	424 20%	359 21% <sup>cde</sup>	223 25% <sup>cde</sup>	136 17%	66 16%	59 16%	6 15%	309 26% <sup>ijklmn</sup>	253 26% <sup>ijklmn</sup>	56 22% <sup>jmn</sup>	116 13% <sup>mn</sup>	13 14% <sup>m</sup>	33 18% <sup>mn</sup>	5 5%	30 9%	34 23% <sup>jmn</sup>	232 15%	188 34% <sup>p</sup>	167 35% <sup>p</sup>	143 33% <sup>p</sup>	78 39% <sup>pw</sup>	79 35% <sup>p</sup>	70 33% <sup>p</sup>	37 27% <sup>p</sup>
NET: At least monthly	710 34%	591 35% <sup>d</sup>	344 38% <sup>cde</sup>	247 31%	119 29%	108 29%	11 26%	494 41% <sup>ijklmn</sup>	406 43% <sup>ijklmn</sup>	88 35% <sup>jmn</sup>	216 24% <sup>mn</sup>	25 28% <sup>mn</sup>	54 29% <sup>mn</sup>	17 15%	58 17%	61 40% <sup>jlmn</sup>	414 27%	291 53% <sup>pw</sup>	264 55% <sup>pw</sup>	228 52% <sup>pw</sup>	112 57% <sup>pw</sup>	130 58% <sup>pw</sup>	110 52% <sup>pw</sup>	55 41% <sup>pw</sup>

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





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 58  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
WhatsApp

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1011	828	471	357	183	165	18	690	564	126	321	34	81	29	92	85	635	372	336	292	142	159	145	73
	48%	49%	53% <sup>cde</sup>	45%	45%	45%	43%	57% <sup>ijklmn</sup>	59% <sup>ijklmn</sup>	50% <sup>ijmno</sup>	36% <sup>mn</sup>	39% <sup>mn</sup>	44% <sup>mn</sup>	24%	27%	56% <sup>ijklmn</sup>	41%	68% <sup>pw</sup>	70% <sup>pw</sup>	67% <sup>pw</sup>	72% <sup>pw</sup>	71% <sup>pw</sup>	68% <sup>pw</sup>	54% <sup>p</sup>
Never	1082	838	417	421	224	200	24	507	382	125	555	55	101	87	249	64	891	169	138	140	55	64	66	57
	51%	50%	47%	53% <sup>b</sup>	55% <sup>b</sup>	55% <sup>b</sup>	57%	42%	40%	49% <sup>gh</sup>	63% <sup>ghil</sup>	61% <sup>gho</sup>	54% <sup>gho</sup>	74% <sup>ghijlo</sup>	73% <sup>ghijlo</sup>	42%	58% <sup>qrstuvw</sup>	31%	29%	32%	28%	29%	31%	42% <sup>qrstuv</sup>
Don't know	21	19	8	11	2	2	-	11	9	2	10	-	4	2	2	2	12	7	3	5	2	-	1	4
	1%	1%	1%	1%	*	*	-	1%	1%	1%	1%	-	2%	2%	1%	2%	1%	1%	1%	1%	1%	-	1%	3% <sup>p</sup>

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 59  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	150 7%	6 7%	19 8%	22 8%	25 7%	16 6%	15 8%	13 10%	8 8%	15 6%	34 7%	15 8%	24 7%	6 4%	*	108 7%	150 7%
Once a day	64 3%	1 1%	7 3%	7 3%	8 2%	10 4%	5 3%	9 6% <sup>d</sup>	4 4%	9 3%	13 2%	4 2%	8 2%	6 4%	1 6%	50 3%	64 3%
Several times a week	132 6%	6 6%	13 6%	18 6%	24 7%	12 4%	18 10% <sup>e</sup>	12 9%	5 5%	17 7%	36 7%	16 8%	24 7%	11 7%	-	94 6%	132 6%
Once a week	78 4%	7 8% <sup>b</sup>	5 2%	8 3%	13 4%	11 4%	6 3%	7 6%	4 4%	10 4%	13 3%	7 4%	9 2%	5 3%	-	65 4%	78 4%
Several times a month	167 8%	6 7%	14 6%	22 8%	34 10% <sup>f</sup>	27 10% <sup>f</sup>	8 4%	8 6%	8 8%	29 11% <sup>bf</sup>	42 8%	21 11%	25 7%	9 6%	2 9%	121 8%	167 8%
Once a month	119 6%	4 5%	4 2%	18 6% <sup>b</sup>	18 5% <sup>b</sup>	13 5%	10 6% <sup>b</sup>	3 2%	6 6%	22 9% <sup>bg</sup>	28 5%	18 9% <sup>l</sup>	16 4%	6 4%	-	90 6%	119 6%
Less often	301 14%	10 12%	29 12%	28 10%	45 13%	41 15%	17 9%	26 20% <sup>cf</sup>	22 22% <sup>bcf</sup>	50 19% <sup>bcf</sup>	55 11%	21 11%	32 9%	24 16% <sup>l</sup>	3 17%	245 16% <sup>jl</sup>	301 15%
NET: At least daily	214 10%	7 8%	25 11%	29 10%	33 10%	26 10%	20 11%	22 16% <sup>i</sup>	12 12%	23 9%	47 9%	19 10%	32 9%	12 8%	1 8%	159 10%	214 10%
NET: At least weekly	424 20%	20 22%	44 19%	56 19%	71 21%	49 18%	44 24%	41 31% <sup>bcd</sup>	21 21%	51 20%	96 18%	43 21%	64 18%	28 18%	1 8%	318 21%	424 21%
NET: At least monthly	710 34%	30 34%	62 26%	96 33%	123 36% <sup>b</sup>	88 32%	63 34%	53 40% <sup>b</sup>	35 35%	102 39% <sup>b</sup>	166 32%	82 41% <sup>jm</sup>	105 30%	43 28%	3 17%	529 34%	710 34%
NET: Ever	1011 48%	40 46%	90 38%	124 42%	168 49% <sup>b</sup>	129 47%	80 44%	79 60% <sup>bcef</sup>	56 57% <sup>bc</sup>	152 59% <sup>abcd</sup>	221 42% <sup>ef</sup>	103 52% <sup>jl</sup>	137 39%	67 44%	6 34%	774 50% <sup>jl</sup>	1011 49%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 59  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1062 51%	48 54%gi	139 59%ghi	166 57%ghi	174 51%gi	140 51%gi	103 56%gi	52 39%	43 43%	104 40%	292 56%ko	92 46%	212 60%ko	84 55%	11 66%	750 49%	1040 50%
Don't know	21 1%	-	7 3%df	2 1%	1 *	3 1%	-	2 1%	-	3 1%	8 2%	4 2%	6 2%	3 2%	-	11 1%	14 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 60  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
Facebook messenger

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Several times a day	121 6%	50 5%	71 7%	11 5% i	42 12% dghi	27 8% hi	24 6% i	10 3%	7 1%	25 4%	32 5%	16 4%	49 10% jkl	6 4%	2 3%	21 9% qwx	6 3%	10 5%	13 9% qw	12 11% noq	11 5%	21 8%	12 4%	7 1%	1 20%	67 6%	29 8%	16% 6%	
Once a day	54 3%	33 3%	21 2%	10 4% ghi	20 5% ghi	12 4% ghi	3 1%	3 1%	6 1%	19 3%	15 3%	12 3%	8 2%	2 1%	6 7% nqsu	9 4%	2 1%	5 3%	2 1%	4 4%	3 1%	11 4%	8 3%	2 1%	- -	13 4%	25 3%	24 13%	
Several times a week	130 6%	45 4%	85 8% a	24 10% ghi	26 7% ghi	22 7% ghi	19 5% ghi	14 4% ghi	25 5% ghi	34 6% ghi	31 5% ghi	26 6% ghi	39 8% ghi	11 6% ghi	7 8% ghi	17 7% ghi	7 4% ghi	16 9% v	11 7% ghi	6 6% ghi	13 7% ghi	9 3% ghi	16 6% ghi	12 7% ghi	4 6% ghi	21 6% ghi	55 6% ghi	16 9% ghi	
Once a week	65 3%	32 3%	33 3%	9 4%	18 5% i	15 4% i	7 2% i	8 2% i	9 2% i	15 3% i	19 3% i	18 4% i	14 3% i	4 2% i	4 5% t	8 3% i	6 3% i	6 3% i	5 4% i	- -	4 2% i	6 2% i	13 5% t	5 3% t	4 6% t	9 3% t	36 4% t	10 6% t	
Several times a month	138 7%	55 5%	82 8% i	23 10% hi	24 7% hi	31 9% hi	21 6% hi	15 5% hi	24 5% hi	40 7% hi	31 5% hi	22 5% hi	44 9% k	19 11% pv	5 6% i	9 4% i	17 10% p	11 6% i	10 10% p	17 9% p	14 5% p	16 6% p	9 5% p	2 3% p	23 7% p	57 7% p	15 8% p		
Once a month	82 4%	32 3%	51 5% i	20 9% efghi	14 4% i	13 4% i	14 4% i	8 2% i	14 3% i	21 4% i	23 4% i	20 5% i	18 4% i	7 4% i	7 9% pqt	6 2% i	4 3% i	7 4% i	6 4% i	1 1% i	10 5% i	10 4% i	9 3% i	9 5% p	5 8% p	13 4% p	34 4% p	9 5% p	
Less often	294 14%	130 13%	164 15% i	49 21% hi	65 18% fi	39 12% i	60 16% i	42 14% i	39 8% i	83 15% i	80 14% i	70 16% i	61 12% i	18 10% i	6 8% i	32 14% i	28 17% i	23 13% i	20 13% i	19 18% i	32 17% i	34 12% i	41 14% i	34 19% no	7 11% i	54 16% i	136 16% i	22 12% i	
NET: At least daily	175 8%	83 8%	92 9% i	21 9% hi	62 17% dghi	39 12% hi	27 7% i	13 4% i	13 3% i	44 8% i	47 8% i	27 6% i	56 11% l	9 5% i	9 10% y	30 13% nqwx	8 5% i	15 8% i	15 10% y	13 15% enquw	13 7% i	33 12% nqxy	19 7% i	8 5% i	1 10% i	33 10% i	93 11% i	54 29% i	
NET: At least weekly	370 18%	160 16%	210 20% a	54 23% ghi	106 29% ghi	75 22% ghi	53 14% i	34 11% i	47 10% i	93 16% i	97 16% i	71 17% i	109 21% j	23 13% i	20 23% q	55 23% nqx	21 12% i	37 20% q	32 21% q	21 21% i	31 16% i	47 17% i	49 17% i	25 14% i	9 14% i	63 18% i	183 21% i	80 43% i	
NET: At least monthly	590 28%	247 24%	343 32% a	97 42% ghi	144 40% ghi	119 35% ghi	88 24% i	57 18% i	85 18% i	155 27% i	151 26% i	112 26% i	172 34% jkl	49 28% i	32 38% qx	69 29% i	42 25% i	55 30% i	48 32% i	33 32% i	58 30% i	71 26% i	74 26% i	43 24% i	16 25% i	99 29% i	274 32% i	105 56% i	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 60  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Facebook messenger**

	Gender			Age						Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	884 42%	377 37%	507 47% <sup>a</sup>	146 63% <sup>fgh</sup>	209 58% <sup>fgh</sup>	158 47% <sup>hi</sup>	148 40% <sup>hi</sup>	99 32%	124 26%	238 42%	231 39%	182 43%	233 46%	67 38%	39 46%	101 43%	70 41%	78 43%	67 45%	52 51% <sup>v</sup>	90 46%	105 38%	114 40%	78 43%	23 37%	153 44%	410 48%	127 68%
Never	1191 57%	634 62% <sup>b</sup>	557 52%	82 35%	153 42%	173 52% <sup>de</sup>	217 59% <sup>de</sup>	209 67% <sup>def</sup>	358 74% <sup>def</sup>	332 58%	354 60% <sup>m</sup>	242 57%	263 52%	106 60%	45 53%	132 56%	98 57%	102 56%	78 52%	50 49%	105 54%	164 60%	170 60%	103 57%	39 62%	191 55%	445 52%	59 32%
Don't know	19 1%	10 1%	8 1%	5 2% <sup>e</sup>	* *	4 1%	5 1%	2 1%	2 *	1 *	3 1%	1 *	13 3% <sup>kl</sup>	4 2% <sup>w</sup>	1 1%	1 *	2 1%	1 1%	3 2% <sup>uw</sup>	- -	- -	5 2% <sup>w</sup>	- -	- -	1 1%	2 1%	7 1%	- -

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 61  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Facebook messenger**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	121 6%	96 5%	22 15%a	7 22%	9 14%a	3 9%	1 12%	2 17%	1 6%	2 19%	70 6%	34 5%	11 5%	1 2%
Once a day	54 3%	45 2%	6 4%	1 4%	5 7%a	-	-	-	-	-	24 2%	15 2%	13 6%jk	3 5%
Several times a week	130 6%	124 6%	5 4%	2 5%	2 3%	2 6%	-	-	1 5%	-	83 7%	31 5%	10 5%	4 8%
Once a week	65 3%	58 3%	8 5%	1 2%	5 8%a	1 2%	-	1 7%	-	-	31 3%	27 4%	4 2%	2 5%
Several times a month	138 7%	127 7%	8 6%	1 3%	2 2%	4 11%	1 21%	1 9%	3 17%	2 17%	76 7%	39 6%	11 5%	6 13%l
Once a month	82 4%	82 4%b	-	-	-	-	-	-	-	-	44 4%	21 3%	10 4%	7 14%jkl
Less often	294 14%	269 14%	24 16%	5 15%	9 13%	9 26%	1 10%	1 6%	3 17%	2 17%	163 14%	90 14%	26 12%	10 20%
NET: At least daily	175 8%	141 7%	28 19%a	8 26%	14 21%a	3 9%	1 12%	2 17%	1 6%	2 19%	94 8%	49 8%	24 11%	4 7%
NET: At least weekly	370 18%	322 17%	41 27%a	11 33%	21 31%a	6 18%	1 12%	2 24%	2 11%	2 19%	208 18%	107 17%	39 18%	10 20%
NET: At least monthly	590 28%	531 28%	49 33%	12 36%	23 34%	9 28%	2 33%	3 32%	4 27%	4 36%	328 29%	168 26%	59 27%	23 47%jkl
NET: Ever	884 42%	800 42%	73 49%	17 51%	32 47%	18 54%	3 43%	4 39%	7 45%	5 53%	491 43%	258 40%	85 39%	32 66%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 61  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Facebook messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1191 57%	1101 57%	76 50%	16 49%	35 51%	16 46%	4 57%	6 61%	8 55%	5 47%	644 56% <sub>m</sub>	377 59% <sub>m</sub>	135 61% <sub>m</sub>	16 32%
Don't know	19 1%	16 1%	1 1%	-	1 2%	-	-	-	-	-	13 1%	3 *	* *	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 62  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
Facebook messenger

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	121 6%	106 6% <sup>d</sup>	63 7% <sup>d</sup>	44 6%	15 4%	15 4%	-	88 7% <sup>jn</sup>	75 8% <sup>jn</sup>	13 5% <sup>n</sup>	33 4% <sup>n</sup>	6 6% <sup>n</sup>	10 5% <sup>n</sup>	4 4%	3 1%	10 7% <sup>n</sup>	51 3%	70 13% <sup>p</sup>	65 14% <sup>p</sup>	43 10% <sup>p</sup>	35 18% <sup>psuw</sup>	20 9% <sup>p</sup>	23 11% <sup>p</sup>	11 8% <sup>p</sup>
Once a day	54 3%	45 3%	24 3%	21 3%	9 2%	9 2%	-	38 3% <sup>o</sup>	33 3% <sup>o</sup>	5 2%	16 2%	3 3%	7 4% <sup>mo</sup>	-	6 2%	-	40 3%	14 3%	12 3%	8 2%	7 3%	5 2%	3 1%	2 2%
Several times a week	130 6%	105 6%	46 5%	59 7%	25 6%	22 6%	3 6%	75 6%	56 6%	20 8% <sup>n</sup>	55 6%	6 7%	12 7%	14 12% <sup>ghjn</sup>	13 4%	9 6%	79 5%	51 9% <sup>p</sup>	48 10% <sup>p</sup>	41 9% <sup>p</sup>	17 8%	22 10% <sup>p</sup>	21 10% <sup>p</sup>	9 7%
Once a week	65 3%	54 3%	27 3%	27 3%	11 3%	9 3%	2 5%	45 4% <sup>n</sup>	36 4% <sup>n</sup>	10 4% <sup>n</sup>	20 2%	* 1%	6 3% <sup>n</sup>	5 5% <sup>n</sup>	2 1%	6 4% <sup>n</sup>	33 2%	33 6% <sup>p</sup>	24 5% <sup>p</sup>	25 6% <sup>p</sup>	13 6% <sup>p</sup>	12 5% <sup>p</sup>	9 4%	9 6% <sup>p</sup>
Several times a month	138 7%	116 7%	54 6%	62 8%	21 5%	19 5%	2 5%	79 7% <sup>n</sup>	62 7%	17 7%	58 7%	4 5%	14 8%	11 10% <sup>n</sup>	12 4%	16 11% <sup>n</sup>	100 7%	38 7%	34 7%	32 7%	10 5%	17 8%	18 9%	10 7%
Once a month	82 4%	61 4%	39 4%	21 3%	22 5% <sup>c</sup>	18 5%	4 8% <sup>c</sup>	47 4%	36 4%	11 4%	35 4%	5 5%	11 6%	5 4%	9 3%	6 4%	55 4%	25 5%	24 5%	21 5%	10 5%	16 7% <sup>pw</sup>	9 4%	3 2%
Less often	294 14%	230 14%	131 15%	99 13%	63 16%	58 16%	6 13%	190 16% <sup>jn</sup>	147 15% <sup>jn</sup>	43 17% <sup>ijmn</sup>	104 12%	14 16%	32 17% <sup>ijmn</sup>	10 8%	31 9%	16 11%	215 14%	79 15%	72 15%	68 16%	25 13%	33 15%	38 18%	19 14%
NET: At least daily	175 8%	152 9% <sup>d</sup>	87 10% <sup>df</sup>	65 8%	23 6%	23 6%	-	126 10% <sup>ijmn</sup>	108 11% <sup>ijmn</sup>	18 7% <sup>n</sup>	49 6% <sup>n</sup>	8 9% <sup>n</sup>	17 9% <sup>n</sup>	4 4%	9 3%	10 7% <sup>n</sup>	92 6%	83 15% <sup>p</sup>	77 16% <sup>p</sup>	50 12% <sup>p</sup>	42 21% <sup>psuw</sup>	25 11% <sup>p</sup>	26 12% <sup>p</sup>	14 10% <sup>p</sup>
NET: At least weekly	370 18%	311 18%	160 18%	150 19%	60 15%	55 15%	11%	247 20% <sup>jn</sup>	199 21% <sup>jn</sup>	48 19% <sup>jn</sup>	123 14% <sup>n</sup>	15 17% <sup>n</sup>	35 19% <sup>n</sup>	23 20% <sup>n</sup>	24 7%	25 17% <sup>n</sup>	203 13%	167 30% <sup>p</sup>	149 31% <sup>p</sup>	117 27% <sup>p</sup>	71 36% <sup>psuw</sup>	59 26% <sup>p</sup>	55 26% <sup>p</sup>	31 23% <sup>p</sup>
NET: At least monthly	590 28%	488 29%	254 28%	233 30%	103 25%	93 25%	24%	373 31% <sup>jn</sup>	297 31% <sup>jn</sup>	76 30% <sup>n</sup>	217 25% <sup>n</sup>	24 27% <sup>n</sup>	60 32% <sup>jn</sup>	40 34% <sup>n</sup>	46 13%	48 32% <sup>n</sup>	358 23%	229 42% <sup>p</sup>	206 43% <sup>pw</sup>	169 39% <sup>p</sup>	91 46% <sup>pw</sup>	91 41% <sup>p</sup>	83 39% <sup>p</sup>	44 32% <sup>p</sup>

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 62  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Facebook messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	884	718	386	332	166	151	16	563	444	119	321	38	92	49	77	64	573	308	278	237	117	124	121	63
	42%	43%	43%	42%	41%	41%	37%	47% <sub>ejn</sub>	47% <sub>ijn</sub>	47% <sub>ijn</sub>	36% <sub>ln</sub>	43% <sub>ln</sub>	50% <sub>ijn</sub>	42% <sub>ln</sub>	23%	42% <sub>ln</sub>	37%	56% <sub>p</sub>	58% <sub>pw</sub>	54% <sub>p</sub>	59% <sub>pw</sub>	56% <sub>p</sub>	57% <sub>p</sub>	47% <sub>p</sub>
Never	1191	952	505	447	239	214	26	636	502	134	555	51	87	68	263	86	952	236	197	196	81	99	90	69
	57%	56%	56%	57%	59%	58%	61%	53%	53%	53%	63% <sub>ghil</sub>	57%	47%	58%	77% <sub>ghijkmo</sub>	57%	62% <sub>qrst</sub>	43%	41%	45%	41%	44%	42%	52% <sub>r</sub>
Don't know	19	15	6	10	3	3	*	9	9	*	9	-	6	-	2	1	13	4	2	1	-	1	2	
	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	-	3% <sub>ghijn</sub>	-	1%	1%	1%	1%	*	1%	*	-	1%	2%

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 63  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
Base: All respondents  
**Facebook messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	121 6%	10 11% <sub>i</sub>	12 5%	23 8% <sub>i</sub>	20 6% <sub>i</sub>	15 6% <sub>i</sub>	14 8% <sub>i</sub>	9 7% <sub>i</sub>	7 7% <sub>i</sub>	5 2%	39 8% <sub>o</sub>	19 9% <sub>o</sub>	24 7%	11 7%	4 23%	75 5%	119 6%
Once a day	54 3%	2 3%	8 3%	5 2%	16 5% <sub>ce</sub>	3 1%	4 2%	2 1%	3 3%	10 4%	13 2%	8 4%	7 2%	2 2%	-	38 3%	54 3%
Several times a week	130 6%	3 3%	15 6%	16 5%	29 8% <sub>i</sub>	23 8% <sub>i</sub>	16 9% <sub>i</sub>	7 5%	4 4%	9 3%	43 8% <sub>o</sub>	17 8%	30 9%	17 11% <sub>o</sub>	1 4%	85 6%	130 6%
Once a week	65 3%	5 6%	9 4%	11 4%	11 3%	10 4%	2 1%	3 2%	4 4%	6 2%	16 3%	9 4%	10 3%	6 4%	-	48 3%	65 3%
Several times a month	138 7%	7 7%	24 10% <sub>efh</sub>	22 8%	25 7%	12 5%	7 4%	10 7%	2 2%	19 7%	48 9% <sub>o</sub>	19 9%	32 9% <sub>o</sub>	15 10%	-	89 6%	138 7%
Once a month	82 4%	4 4%	6 2%	15 5%	11 3%	12 4%	7 4%	5 4%	2 2%	9 3%	19 4%	9 4%	14 4%	3 2%	-	63 4%	82 4%
Less often	294 14%	19 22% <sub>bcdf</sub>	28 12%	30 10%	43 13%	43 16%	20 11%	28 21% <sub>bcdf</sub>	19 19% <sub>cc</sub>	42 16%	67 13%	29 15%	47 13%	20 13%	2 14%	224 15%	294 14%
NET: At least daily	175 8%	12 14% <sub>i</sub>	20 8%	28 9%	36 10% <sub>i</sub>	18 7%	18 10%	11 8%	10 10%	14 6%	52 10%	26 13% <sub>o</sub>	31 9%	14 9%	4 23%	114 7%	173 8%
NET: At least weekly	370 18%	20 23% <sub>i</sub>	44 18% <sub>i</sub>	55 19% <sub>i</sub>	76 22% <sub>i</sub>	52 19% <sub>i</sub>	37 20% <sub>i</sub>	21 15%	17 17%	29 11%	112 21% <sub>o</sub>	52 26% <sub>o</sub>	71 20%	37 24% <sub>o</sub>	5 27%	247 16%	368 18%
NET: At least monthly	590 28%	30 34% <sub>i</sub>	74 31% <sub>i</sub>	91 31% <sub>i</sub>	112 33% <sub>i</sub>	76 28%	50 27%	35 21%	21 22%	57 34% <sub>o</sub>	179 40% <sub>o</sub>	79 40% <sub>o</sub>	117 33% <sub>o</sub>	55 36% <sub>o</sub>	5 27%	398 26%	588 28%
NET: Ever	884 42%	50 56% <sub>cfi</sub>	102 43%	121 42%	155 45%	119 44%	70 38%	63 48%	40 40%	98 38%	245 47% <sub>o</sub>	108 54% <sub>o</sub>	163 46%	75 49%	7 42%	623 41%	882 43%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 63  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Facebook messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1191 57%	38 44%	127 53%	165 56%	188 55%	154 56%	113 62% <sup>ea</sup>	69 52%	59 60%	159 61% <sup>ea</sup>	271 52%	89 44%	186 52%	75 49%	10 58%	900 59% <sup>jk</sup>	1169 57%
Don't know	19 1%	-	8 3% <sup>def</sup>	6 2% <sup>de</sup>	-	-	-	-	-	2 1%	5 1%	3 1%	5 1%	3 2%	-	12 1%	14 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 64  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	64 3%	34 3%	30 3%	16 7%	26 7%ghi	12 4%chi	6 2%ai	3 1%	1 *	21 4%	17 3%	8 2%	18 3%	5 3%	2 3%	8 3%	1 1%	7 4%q	3 2%	5 5%q	6 3%	18 6%qswx	7 3%	2 1%	-	8 2%	43 5%	23 13%
Once a day	31 1%	22 2%b	8 1%	9 4%hi	6 2%ai	8 2%ai	6 1%ai	2 1%	-	12 2%	8 1%	5 1%	6 1%	-	1 2%	8 3%an	1 1%	2 1%	1 1%	3 3%an	3 1%	6 2%	3 1%	2 1%	-	11 3%	15 2%	14 7%
Several times a week	24 1%	10 1%	14 1%	6 2%ai	7 2%ai	2 1%	6 2%ai	2 1%	1 *	11 2%	5 1%	3 1%	5 1%	2 1%	2 2%	2 1%	1 *	3 1%	3 2%	3 3%u	*	5 2%	3 1%	2 1%	-	3 1%	13 1%	8 4%
Once a week	11 1%	6 1%	5 *	3 1%ai	2 1%	4 1%hi	2 *	-	-	4 1%	3 *	3 1%	1 *	-	-	-	2 1%	*	1 1%	1 1%	-	3 1%	4 1%	-	-	2 *	8 1%	4 2%
Several times a month	21 1%	11 1%	10 1%	8 4%efhi	2 1%	3 1%	6 2%ai	1 *	1 *	9 2%	5 1%	2 *	6 1%	2 1%	-	3 1%	4 2%	6 3%uvw	2 1%	2 2%	1 *	1 *	1 1%	1 1%	-	3 1%	9 1%	4 2%
Once a month	16 1%	9 1%	8 1%	4 2%	3 1%	3 1%	3 1%	1 *	2 *	4 1%	4 1%	4 1%	4 1%	1 1%	1 2%	1 *	1 1%	1 *	1 1%	1 1%	-	5 2%	3 1%	1 1%	-	2 1%	10 1%	1 1%
Less often	90 4%	31 3%	58 5%a	16 7%gi	21 6%ai	20 6%ai	11 3%	12 4%	9 2%	20 3%	26 4%	20 5%	24 5%	5 3%	5 6%	11 5%	6 3%	7 4%	12 8%nw	3 3%	8 4%	18 7%w	7 2%	6 3%	1 2%	12 4%	41 5%	16 8%
NET: At least daily	95 5%	57 6%b	38 4%	25 11%ghi	31 9%ghi	21 6%hi	12 3%ai	5 2%ai	1 *	34 6%kl	25 4%	13 3%	23 5%	5 3%	4 5%	16 7%qy	2 1%	9 5%q	4 2%	9 y	8 4%	23 9%nqsw	10 4%	5 3%	-	19 5%	58 7%	37 20%
NET: At least weekly	130 6%	73 7%	57 5%	33 14%fghi	41 11%ghi	27 8%hi	19 5%ai	7 2%ai	2 *	49 9%kl	33 6%	19 4%	29 6%	6 4%	5 6%	18 8%qy	4 3%	12 7%y	8 5%	13 wxy	9 5%	31 wxy	17 6%	6 3%	-	24 7%	78 9%	49 26%
NET: At least monthly	168 8%	93 9%	74 7%	46 20%efghi	46 13%ghi	33 10%hi	28 7%hi	10 3%ai	5 1%	62 11%kl	42 7%	25 6%	39 8%	10 6%	7 8%y	21 9%y	10 6%	19 10%y	11 7%y	16 wxy	9 5%	37 wxy	21 7%y	8 5%	-	29 8%	97 11%	54 29%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 64  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	257 12%	124 12%	133 12%	62 27% efg hi	68 19% ghi	54 16% ghi	39 10% i	22 7% i	13 3%	81 14%	69 12%	45 10%	63 12%	15 9%	12 14% y	32 14% y	15 9%	25 14% y	23 15% y	19 19% nquwxy	18 9%	55 20% nquwxy	27 10%	14 8%	1 2%	41 12%	139 16%	69 37%
Never	1814 87%	886 87%	928 87%	164 71%	291 80% d	278 83% d	325 88% de	287 93% defg	469 97% defgh	487 85%	516 88%	377 89%	434 85%	161 91% stv	74 86%	200 85% v	151 89% v	153 84%	123 83%	83 81%	176 90% stv	210 77%	257 90% stv	166 92% rstv	61 98% opqrstv	300 87%	712 83%	114 61%
Don't know	23 1%	11 1%	12 1%	6 3% hi	3 1%	4 1%	7 2% i	1 *	2 *	3 1%	4 1%	4 1%	12 2% jk	1 1%	-	2 1%	4 2% w	3 1%	3 2% w	-	1 1%	9 3% wx	-	-	-	4 1%	11 1%	3 2%

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 65  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	64 3%	42 2%	21 14%a	5 17%	11 16%a	3 9%	-	2 17%	1 3%	-	27 2%	20 3%	14 7%jk	1 3%
Once a day	31 1%	24 1%	7 4%a	1 4%	4 6%a	2 5%	-	-	1 6%	2 19%	18 2%	9 1%	2 1%	-
Several times a week	24 1%	22 1%	1 1%	-	1 1%	-	-	-	-	-	9 1%	9 1%	4 2%	1 1%
Once a week	11 1%	10 1%	1 1%	-	1 2%	-	-	-	-	-	5 *	3 *	2 1%	-
Several times a month	21 1%	15 1%	3 2%	1 2%	2 3%	-	1 10%	-	-	1 9%	10 1%	5 1%	2 1%	3 5%jkl
Once a month	16 1%	14 1%	1 *	-	-	1 2%	-	-	-	-	8 1%	8 1%	-	1 2%
Less often	90 4%	77 4%	12 8%a	1 3%	5 7%	6 17%	1 12%	-	1 3%	-	50 4%	23 4%	9 4%	3 7%
NET: At least daily	95 5%	66 3%	27 18%a	7 21%	14 21%a	5 14%	-	2 17%	1 9%	2 19%	44 4%	29 5%	16 7%j	1 3%
NET: At least weekly	130 6%	98 5%	29 19%a	7 21%	16 24%a	5 14%	-	2 17%	1 9%	2 19%	59 5%	41 6%	22 10%j	2 4%
NET: At least monthly	168 8%	127 7%	33 22%a	7 23%	18 27%a	5 16%	1 10%	2 17%	1 9%	3 28%	77 7%	54 9%	24 11%j	5 11%
NET: Ever	257 12%	204 11%	45 30%a	8 25%	23 34%a	11 33%	2 22%	2 17%	2 13%	3 28%	127 11%	78 12%	33 15%	9 18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 65  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1814 87%	1695 88% <sup>bd</sup>	101 67%	24 75%	42 62%	23 67%	4 66%	8 83%	13 87%	7 72%	1007 88%	553 87%	187 85%	39 81%
Don't know	23 1%	18 1%	4 2%	-	3 4% <sup>ea</sup>	-	1 12%	-	-	-	14 1%	6 1%	-	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 66  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
 Base: All respondents  
 Instagram

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No chil- dren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	64 3%	59 4%de	43 5%de	16 2%	5 1%	5 1%	-	51 4%jn	44 5%jn	7 3%n	13 1%n	3 4%n	5 3%n	1 1%	-	3 2%n	28 2%	36 7%p	34 7%p	23 5%p	17 8%p	13 6%p	12 6%p	4 3%
Once a day	31 1%	28 2%	17 2%	11 1%	3 1%	3 1%	-	25 2%jn	20 2%j	6 2%jn	6 1%	1 1%	3 1%	-	2 *	1 *	22 1%	9 2%	8 2%	9 *	3 1%	7 3%pt	3 2%	
Several times a week	24 1%	19 1%	8 1%	10 1%	5 1%	5 1%	-	16 1%	14 2%	1 1%	8 1%	2 2%	3 1%	-	1 *	3 2%	15 1%	9 2%	6 1%	8 2%	3 2%	5 2%	2 1%	4 3%p
Once a week	11 1%	9 1%	5 1%	3 *	2 1%	2 *	1 1%	9 1%	6 1%	3 1%jn	2 *	-	-	-	-	2 *	6 1%	5 1%	5 1%	3 1%	3 2%p	1 1%	1 1%	-
Several times a month	21 1%	17 1%	6 1%	11 1%	4 1%	4 1%	-	13 1%	9 1%	4 2%	9 1%	3 3%n	4 2%n	-	1 *	1 1%	16 1%	5 1%	5 1%	5 1%	1 1%	1 1%	4 2%	2 2%
Once a month	16 1%	12 1%	6 1%	6 1%	5 1%	5 1%	-	12 1%	11 1%	1 *	5 1%	1 1%	2 1%	-	2 *	1 *	7 *	9 2%p	9 2%p	6 1%	4 2%p	4 2%	5 2%p	1 1%
Less often	90 4%	74 4%	43 5%	30 4%	16 4%	15 4%	1 2%	54 4%n	46 5%n	8 3%	36 4%n	8 9%in	14 8%jn	3 3%	4 1%	7 5%n	50 3%	40 7%p	37 8%p	30 7%p	17 8%p	11 5%	19 9%p	10 7%p
NET: At least daily	95 5%	87 5%de	59 7%de	28 3%	8 2%	8 2%	-	77 6%jmn	64 7%jmn	13 5%jn	18 2%	4 5%n	8 4%n	1 1%	2 *	4 2%	50 3%	45 8%p	42 9%p	32 7%p	17 9%p	16 7%p	19 9%p	7 5%
NET: At least weekly	130 6%	114 7%de	73 8%de	41 5%	15 4%	15 4%	1 1%	102 8%jmn	84 9%jmn	18 7%jmn	28 3%n	6 7%mn	10 6%mn	1 1%	2 1%	8 5%n	71 5%	59 11%p	54 11%p	42 10%p	23 12%p	23 10%p	22 10%p	11 8%
NET: At least monthly	168 8%	143 8%	85 10%de	58 7%	24 6%	24 6%	1 1%	126 10%jmn	104 11%jmn	23 9%jmn	41 5%n	10 11%jmn	17 9%jmn	1 1%	5 1%	9 6%mn	94 6%	74 13%p	69 14%p	53 12%p	29 14%p	28 12%p	31 15%p	14 11%
NET: Ever	257 12%	217 13%	129 14%df	88 11%	40 10%	39 11%	1 3%	180 15%jmn	149 16%jmn	31 12%mn	77 9%n	17 20%jmn	31 17%jmn	4 3%	9 3%	16 11%mn	144 9%	114 21%p	106 22%p	83 19%p	45 23%p	39 17%p	50 24%p	24 18%p

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 66  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Never	1814	1445	755	691	369	328	40	1013	790	223	801	72	151	114	333	133	1380	428	367	350	149	184	160	108
	87%	86%	84%	87%	90%ab	89%b	97%ab	84%	83%	88%h	90%ghkl	80%	81%	97%ghijkl	97%ghijkl	88%	90%qrst	78%	77%	80%	75%	82%	76%	81%
Don't know	23	23	13	10	-	-	-	16	16	-	7	-	4	-	2	2	15	7	4	4	3	1	2	2
	1%	1%de	1%de	1%de	-	-	-	1%	2%i	-	1%	-	2%i	-	*	1%	1%	1%	1%	2%	*	1%	2%	

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 67  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	64 3%	4 5% <sup>d</sup>	4 2%	15 5% <sup>d</sup>	5 1%	11 4% <sup>d</sup>	5 3%	5 4%	2 2%	7 3%	13 3%	9 4%	9 3%	1 1%	*	47 3%	62 3%
Once a day	31 1%	4 4% <sup>e</sup>	2 1%	4 1%	8 2%	1 *	4 2%	3 2%	2 2%	2 1%	7 1%	5 2%	3 1%	1 1%	-	24 2%	31 1%
Several times a week	24 1%	1 1%	2 1%	4 1%	5 1%	4 1%	-	2 2%	*	4 2%	10 2%	8 4% <sup>o</sup>	6 2%	4 2%	-	13 1%	24 1%
Once a week	11 1%	3 3% <sup>cde</sup>	2 1%	1 *	1 *	1 *	1 1%	-	-	3 1%	1 *	1 *	-	-	-	11 1%	11 1%
Several times a month	21 1%	4 5% <sup>bcfe</sup>	2 1%	-	7 2% <sup>c</sup>	1 *	1 1%	3 2% <sup>c</sup>	2 2%	2 1%	7 1%	3 2%	5 1%	3 2%	-	13 1%	21 1%
Once a month	16 1%	1 1%	1 *	2 1%	4 1%	2 1%	1 1%	1 1%	-	3 1%	3 1%	2 1%	2 1%	2 1%	-	11 1%	16 1%
Less often	90 4%	4 4%	15 6% <sup>e</sup>	10 3%	13 4%	6 2%	9 5%	5 4%	7 7% <sup>e</sup>	10 4%	21 4%	8 4%	11 3%	9 6%	-	67 4%	90 4%
NET: At least daily	95 5%	8 9% <sup>bd</sup>	6 3%	19 6%	13 4%	13 5%	9 5%	7 5%	3 3%	9 4%	20 4%	13 7% <sup>m</sup>	13 4%	2 1%	*	71 5%	93 4%
NET: At least weekly	130 6%	12 13% <sup>bdth</sup>	10 4%	24 8%	19 6%	17 6%	10 6%	9 7%	4 4%	17 6%	31 6%	22 11% <sup>jlmo</sup>	19 5%	5 4%	*	95 6%	128 6%
NET: At least monthly	168 8%	16 19% <sup>bcdef</sup>	13 6%	26 9%	30 9%	20 7%	12 7%	14 10%	5 5%	21 8%	42 8%	27 13% <sup>jlmo</sup>	25 7%	10 6%	*	119 8%	166 8%
NET: Ever	257 12%	20 23% <sup>bcde</sup>	28 12%	36 12%	43 13%	26 9%	20 11%	19 14%	12 12%	31 12%	62 12%	35 17% <sup>l</sup>	37 10%	18 12%	*	186 12%	255 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 67  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Instagram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1814	68	203	251	298	247	160	114	84	226	454	162	313	135	17	1332	1791
	87%	77%	86%	86%	87% <sup>a</sup>	91% <sup>a</sup>	88% <sup>a</sup>	86%	85%	87% <sup>a</sup>	87%	81%	88% <sup>k</sup>	88%	97%	87% <sup>k</sup>	87%
Don't know	23	-	5	5	2	-	2	-	3	2	5	3	4	1	-	16	18
	1%	-	2% <sup>e</sup>	2% <sup>e</sup>	1%	-	1%	-	3% <sup>e</sup>	1%	1%	2%	1%	*	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 68  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
Snapchat

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Several times a day	45 2%	26 3%	19 2%	15 6% fghi	21 6% fghi	4 1% i	5 1% i	1 *	-	9 2%	16 3%	7 2%	14 3%	2 1%	1 1%	6 2%	2 1%	4 2%	3 2%	4 4%	5 3%	9 3%	6 2%	3 1%	-	11 3%	27 3%	19 10%	
Once a day	24 1%	18 2% b	6 1%	11 5% efghi	4 1% i	6 2% i	1 *	2 1%	-	11 2%	8 1%	2 1%	3 1%	1 *	-	9 4% nw	3 2%	3 1%	1 1%	-	2 1%	4 1%	1 *	1 1%	-	7 2%	12 1%	12 7%	
Several times a week	31 1%	16 2%	15 1%	9 4% fghi	12 3% hi	4 1% i	5 1% i	1 *	-	10 2%	7 1%	6 1%	8 2%	3 2%	6 7% prst wx	4 2%	3 2%	2 1%	2 1%	-	4 2%	5 2%	1 *	1 *	1 1%	6 2%	18 2%	7 4%	
Once a week	15 1%	9 1%	7 1%	6 3% hi	4 1% i	3 1% i	2 1%	-	-	5 1%	3 *	6 1%	1 *	-	-	2 1%	1 *	1 *	1 1%	-	2 1%	1 *	6 2%	1 1%	1 1%	3 1%	10 1%	6 3%	
Several times a month	32 2%	5 1%	27 3% a	12 5% fghi	12 3% hi	4 1% i	4 1% i	*	-	9 2%	8 1%	8 1%	7 1%	3 2%	-	6 2%	2 1%	5 3%	2 1%	-	5 2%	5 2%	4 1%	2 1%	1 1%	2 1%	14 2%	5 3%	
Once a month	22 1%	8 1%	15 1%	8 3% ghi	4 1% i	7 2% gi	2 *	1 *	-	6 1%	4 1%	2 1%	10 2%	3 2%	1 1%	2 1%	1 1%	2 1%	-	1 1%	3 2%	6 2%	2 1%	1 *	1 1%	5 1%	8 1%	3 2%	
Less often	101 5%	34 3%	67 6% a	35 15% efghi	21 6% hi	21 6% hi	11 3%	6 2%	7 1%	34 6%	25 4%	25 6%	19 4%	4 2%	3 3%	10 4%	12 7% n	5 3%	11 7% nu	4 4%	5 3%	16 6%	14 5%	17 9% npru	1 2%	24 7%	40 5%	18 10%	
NET: At least daily	69 3%	44 4% b	25 2%	26 11% fghi	24 7% fghi	10 3% hi	6 2% i	2 1%	-	19 3%	24 4%	9 2%	17 3%	3 2%	1 1%	15 6% nw	5 3%	7 4%	4 3%	4 4%	7 4%	13 5%	7 2%	4 2%	-	18 5%	39 5%	32 17%	
NET: At least weekly	115 6%	69 7% b	47 4%	41 18% efghi	41 11% fghi	17 5% hi	13 4% i	4 1% i	-	35 6%	34 6%	20 5%	26 5%	6 4%	7 8%	20 9% x	9 5%	9 5%	7 5%	4 4%	13 7%	18 7%	13 5%	6 3%	2 3%	26 8%	67 8%	44 24%	
NET: At least monthly	170 8%	82 8%	88 8%	61 26% efghi	57 16% fghi	28 8% hi	18 5% hi	6 2% i	-	50 9%	46 8%	31 7%	44 9%	12 7%	8 10%	28 12% wx	11 7%	16 9%	9 6%	5 5%	21 11% x	29 11% x	19 7%	8 5%	3 5%	34 10%	89 10%	52 28%	

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 68  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Snapchat**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	271 13%	116 11%	156 15% <sup>a</sup>	96 41% <sup>efg</sup>	78 21% <sup>ghi</sup>	49 15% <sup>ghi</sup>	30 8% <sup>hi</sup>	12 4% <sup>i</sup>	7 1%	84 15%	70 12%	55 13%	62 12%	16 9%	11 13%	37 16%	23 13%	21 11%	20 13%	9 9%	26 13%	45 16% <sup>n</sup>	33 12%	25 14%	4 7%	58 17%	129 15%	70 38%
Never	1799 86%	894 87%	905 84%	131 56%	281 78% <sup>d</sup>	279 83% <sup>d</sup>	339 92% <sup>def</sup>	296 95% <sup>def</sup>	474 98% <sup>def</sup>	485 85% <sup>g</sup>	509 86%	368 87%	437 86%	157 89% <sup>v</sup>	74 87%	194 83%	145 85%	160 88% <sup>v</sup>	125 84%	92 91% <sup>v</sup>	169 87%	221 80%	252 88% <sup>v</sup>	154 85%	58 92% <sup>v</sup>	286 83%	721 84%	111 60%
Don't know	23 1%	12 1%	11 1%	5 2%	3 1%	7 2%	2 *	2 1%	4 1%	3 *	10 2%	2 *	9 2% <sup>j</sup>	4 2% <sup>w</sup>	-	3 1%	2 1%	* *	3 2% <sup>uw</sup>	-	-	9 3% <sup>ruw</sup>	-	2 1%	1 1%	2 1%	12 1%	4 2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 69  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Snapchat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	45 2%	34 2%	11 7%a	3 9%	7 10%a	1 3%	-	*	1 3%	2 19%	23 2%	13 2%	6 3%	1 3%
Once a day	24 1%	17 1%	6 4%a	* 1%	4 5%a	2 7%	-	-	1 6%	-	10 1%	7 1%	5 2%	1 2%
Several times a week	31 1%	23 1%	7 5%a	1 3%	3 5%a	3 9%	-	-	-	-	15 1%	11 2%	5 2%	-
Once a week	15 1%	15 1%	-	-	-	-	-	-	-	-	10 1%	2 *	3 1%	1 1%
Several times a month	32 2%	27 1%	4 3%	1 4%	2 2%	1 2%	1 10%	-	-	-	20 2%	8 1%	2 1%	3 7%jkl
Once a month	22 1%	13 1%	7 4%a	2 8%	3 4%a	1 4%	-	-	-	1 9%	12 1%	5 1%	3 1%	1 2%
Less often	101 5%	91 5%	9 6%	1 3%	6 9%	2 6%	1 9%	-	-	-	52 5%	30 5%	8 4%	8 16%jkl
NET: At least daily	69 3%	51 3%	18 12%a	3 11%	10 15%a	3 10%	-	*	1 5%	2 9%	33 3%	20 3%	11 5%	2 5%
NET: At least weekly	115 6%	90 5%	25 17%a	4 14%	14 20%a	6 18%	-	*	1 5%	2 9%	57 5%	33 5%	18 8%	3 6%
NET: At least monthly	170 8%	131 7%	36 24%a	8 25%	18 27%a	8 25%	1 10%	*	1 5%	3 9%	89 8%	46 7%	23 11%	7 15%
NET: Ever	271 13%	222 12%	45 30%a	9 29%	24 35%a	10 30%	1 19%	*	1 5%	3 9%	141 12%	76 12%	32 14%	15 31%jkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 69  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Snapshot**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1799 86%	1679 88% <sup>bd</sup>	100 66%	23 70%	40 59%	24 70%	5 69%	9 95%	13 91%	7 72%	996 87% <sup>m</sup>	555 87% <sup>m</sup>	186 85% <sup>m</sup>	32 66%
Don't know	23 1%	16 1%	5 4% <sup>a</sup>	1 2%	4 6% <sup>a</sup>	-	1 12%	-	-	-	12 1%	6 1%	2 1%	1 3%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 70  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
Base: All respondents  
Snapchat

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	45 2%	43 3%de	26 3%de	17 2%	3 1%	3 1%	-	38 3%jn	34 4%jn	3 1%n	8 1%	-	6 3%jn	-	-	2 1%n	22 1%	23 4%p	23 5%p	13 3%p	13 6%pw	9 4%p	6 3%	2 1%
Once a day	24 1%	21 1%	14 2%	7 1%	2 1%	2 1%	-	19 2%jn	16 2%jn	3 1%	4 1%	-	4 2%jn	-	*	-	16 1%	7 1%	6 1%	7 2%	1 *	4 2%	4 2%	1 1%
Several times a week	31 1%	26 2%	16 2%	9 1%	5 1%	5 1%	-	24 2%jn	21 2%jn	3 1%n	7 1%	2 2%n	1 *	-	-	5 3%jn	11 1%	20 4%p	18 4%p	12 3%p	8 4%p	6 3%p	6 3%p	3 2%
Once a week	15 1%	14 1%	6 1%	8 1%	1 *	1 *	-	13 1%j	12 1%j	1 1%	2 *	-	2 1%	-	-	-	9 1%	6 1%	5 1%	5 1%	1 *	4 2%	1 *	1 1%
Several times a month	32 2%	26 2%	18 2%	8 1%	6 2%	6 2%	1	16 1%n	12 1%n	4 2%n	16 2%n	1 1%n	10 5%ghijm n	-	-	5 3%n	22 1%	11 2%	11 2%	9 2%	5 2%	7 3%p	2 1%	2 1%
Once a month	22 1%	19 1%	11 1%	8 1%	4 1%	4 1%	-	13 1%	8 1%	5 2%n	9 1%	4 4%ghijm n	3 2%	-	1 *	2 1%	11 1%	11 2%p	10 2%p	10 2%p	4 2%	6 3%p	6 3%p	3 2%
Less often	101 5%	88 5%	46 5%	42 5%	13 3%	13 4%	-	64 5%n	53 6%n	11 4%n	37 4%n	10 11%ijm n	14 8%mn	1 1%	4 1%	9 6%n	61 4%	40 7%p	37 8%p	28 6%p	19 10%p	14 6%	18 9%p	7 5%
NET: At least daily	69 3%	64 4%de	40 4%de	24 3%	5 1%	5 1%	-	57 5%jmn	51 5%ijkmn	6 2%n	12 1%	-	10 5%jkmn	-	*	2 1%	39 3%	30 6%p	29 6%p	21 5%p	13 7%p	14 6%p	11 5%p	3 2%
NET: At least weekly	115 6%	105 6%de	62 7%de	42 5%de	11 3%	11 3%	-	94 8%ijmn	84 9%ijkmn	10 4%mn	22 2%n	2 2%	13 7%jmn	-	*	7 4%mn	59 4%	56 10%p	53 11%pw	38 9%p	23 11%p	23 10%p	18 8%p	6 5%
NET: At least monthly	170 8%	149 9%de	91 10%de	58 7%	21 5%	20 5%	1	123 10%jmn	104 11%jmn	19 7%mn	47 5%mn	7 8%mn	26 14%ijm n	-	1 *	13 9%mn	92 6%	78 14%p	74 16%pw	56 13%p	32 16%p	37 17%pw	25 12%p	11 8%

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 70  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Snapchat**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	271 13%	238 14%def	137 15%def	100 13%df	34 8%	33 9%	1 1%	187 15%jmn	158 17%ijmn	30 12%mn	84 9%mn	16 18%jmn	40 22%gjmn	1 1%	5 1%	22 14%mn	153 10%	118 22%pw	111 23%pw	84 19%p	51 26%pw	51 23%pw	43 20%p	18 14%
Never	1799 86%	1427 85%	749 84%	678 86%	373 91%abc	331 90%abc	41 99%abc	1007 83%l	785 82%	222 88%hl	792 89%ghkl	71 80%	141 76%	116 99%ghij klo	334 98%ghij klo	129 86%l	1371 89%qrst uvw	422 77%	362 76%	346 79%	145 73%	171 77%	167 79%	112 83%
Don't know	23 1%	21 1%	10 1%	11 1%	2 1%	2 1%	-	14 1%	12 1%	2 1%	10 1%	2 2%	4 2%	-	4 1%	-	14 1%	8 1%	3 1%	7 2%	2 1%	1 *	2 1%	4 3%pru

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 71  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Snapchat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	45 2%	3 4%	2 1%	8 3%	7 2%	6 2%	4 2%	4 3%	3 3%	8 3%	9 2%	4 2%	8 2%	1 1%	*	37 2%	45 2%
Once a day	24 1%	1 1%	2 1%	6 2%e	4 1%	-	4 2%e	*	2 1%	3 1%	6 1%	5 1%	3 1%	1 1%	-	18 1%	24 1%
Several times a week	31 1%	2 2%	6 3%	6 2%	6 2%	2 1%	3 2%	4 3%	-	2 1%	9 2%	6 3%	4 1%	2 1%	-	21 1%	31 2%
Once a week	15 1%	2 2%be	-	1 *	4 1%	-	1 1%	1 1%	1 1%	3 1%	1 *	1 *	-	-	-	14 1%	15 1%
Several times a month	32 2%	5 6%cd	4 2%	* *	5 2%	3 1%	2 1%	1 1%	3 3%cd	4 1%	6 1%	4 2%	3 1%	-	-	26 2%	32 2%
Once a month	22 1%	2 2%f	1 *	3 1%	2 *	3 1%	-	5 4%bdfi	1 1%	1 *	7 1%	5 2%	3 1%	1 1%	-	15 1%	22 1%
Less often	101 5%	3 3%	13 5%	8 3%	12 4%	12 5%	9 5%	7 5%	9 5%cd	14 5%	24 5%	14 7%	12 3%	9 6%	-	75 5%	101 5%
NET: At least daily	69 3%	4 5%	3 1%	15 5%b	11 3%	6 2%	8 5%	4 3%	5 5%	11 4%	15 3%	10 5%	11 3%	2 1%	*	54 4%	69 3%
NET: At least weekly	115 6%	8 9%ce	10 4%	21 7%e	21 6%	8 3%	12 7%	9 7%	6 7%	15 7%	24 5%	17 8%em	15 4%	4 2%	*	90 6%	115 6%
NET: At least monthly	170 8%	15 17%bcdef	15 6%	25 8%	28 8%	14 5%	14 8%	15 11%e	11 11%	20 8%	36 7%	25 12%jlm	20 6%	4 3%	*	131 9%am	170 8%
NET: Ever	271 13%	18 20%ce	28 12%	33 11%	40 12%	26 10%	23 13%	22 16%	20 20%ce	34 13%	61 12%	39 20%jlm	32 9%	13 9%	*	206 13%l	271 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 71  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Snapshot**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1799	70	201	255	301	247	159	109	79	223	455	156	320	140	17	1312	1777
	86%	80%	85%	87%	88%	90%	87%	82%	80%	86%	87%	78%	90%	91%	97%	86%	86%
Don't know	23	-	8	5	2	-	1	2	-	2	6	4	2	1	-	16	17
	1%	-	3%	2%	1%	-	*	1%	-	1%	1%	2%	1%	*	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 72  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
FaceTime

	Gender			Age						Social Grade						Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Several times a day	57 3%	24 2%	32 3%	9 4% i	22 6% ghi	15 5% ghi	6 2% i	5 2% i	1 *	16 3%	10 2%	7 2%	24 5% kl	-	2 2%	13 5% nqx	-	5 3% nq	4 3% nq	4 3% nq	7 3% nq	14 5% nqx	7 3% q	1 1%	1 1%	7 2%	27 3%	19 10%	
Once a day	41 2%	19 2%	22 2%	17 7% efgh i	11 3% hi	6 2%	5 1%	1 *	2 *	17 3% l	14 2%	3 1%	7 1%	1 1%	5 6% nqx	6 3% w	1 1%	2 2%	2 1%	4 4% x	3 2%	9 3% x	5 2%	1 *	1 1%	7 2%	20 2%	11 6%	
Several times a week	107 5%	42 4%	65 6%	20 8% chi	31 9% ghi	20 6% hi	17 5%	6 2%	12 3%	32 6%	27 5%	25 6%	23 5%	11 6%	3 4%	12 5%	12 7%	8 4%	9 6%	2 2%	15 8% t	10 4%	13 4%	10 5%	3 4%	25 7%	50 6%	16 8%	
Once a week	66 3%	30 3%	36 3%	15 6% ghi	10 3% hi	14 4%	9 2%	7 2%	11 2%	23 4%	15 3%	14 3%	14 3%	7 4% u	5 6% u	6 3%	3 2%	4 2%	5 3% u	3 3%	1 *	11 4% u	8 3%	7 4% u	6 10% pqr w	10 3%	31 4%	8 4%	
Several times a month	128 6%	57 6%	71 7%	32 14% eghi	20 6% ghi	28 8% i	18 5%	16 5%	13 3%	44 8% m	30 5%	33 8% m	20 4%	12 7%	5 6%	13 8%	12 7%	8 5%	6 6%	8 4%	8 6%	16 6% p	14 5%	13 13%	5 14%	35 10%	57 7%	15 8%	
Once a month	97 5%	41 4%	56 5%	17 7% ai	19 5%	14 4%	19 5%	12 4%	16 3%	23 4%	29 5%	25 6%	19 4%	1 1%	5 6% n	9 4% n	8 5% n	8 5% n	9 6% n	4 4%	9 4% n	18 7% ny	15 5% n	11 6% n	-	12 4%	52 6%	15 8%	
Less often	254 12%	114 11%	139 13%	32 14%	41 11%	48 14% h	51 14% h	27 9%	55 11%	77 13% m	90 15% lm	43 10%	43 8%	19 11%	8 10%	22 9%	17 10%	21 12%	18 12%	11 11%	24 13%	43 16% p	38 13%	23 13%	9 14%	45 13%	117 14%	27 14%	
NET: At least daily	98 5%	44 4%	54 5%	26 11% ghi	32 9% ghi	21 6% ghi	10 3% i	6 2%	3 1%	33 6% l	25 4%	10 2%	31 6% l	1 1%	7 8% nqx	19 8% nqx	1 1%	7 4% q	6 4% q	7 7% nqx	10 5% nqx	24 9% nqxw 4% q	12 4% q	1 1%	1 2%	15 4%	47 5%	29 16%	
NET: At least weekly	271 13%	116 11%	155 14% a	60 26% cfgh i	74 20% ghi	55 17% ghi	37 10% i	19 6%	26 5%	87 15% l	67 11% m	49 11% m	68 13% m	20 11%	15 18%	37 16% n	16 10% n	19 10% n	20 14%	12 12%	26 13% n	45 16% n	33 12% n	19 10% n	10 16%	51 15%	127 15%	53 28%	
NET: At least monthly	495 24%	213 21%	282 26% a	109 47% efgh hi	113 31% ghi	97 29% ghi	74 20% i	47 15%	56 12%	154 27% km	127 22%	107 25%	107 21%	33 18%	25 29%	61 26%	37 22%	39 22%	37 25%	22 21%	42 22%	80 29% n	62 22%	42 23%	15 24%	97 28%	236 27%	83 45%	

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



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 72  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**FaceTime**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	749 36%	327 32%	421 39% a	141 61% efg	153 42% ghi	145 43% ghi	125 34% hi	74 24%	110 23%	231 40% m	217 37% m	151 35%	150 30%	52 29%	33 39%	83 35%	54 32%	60 33%	55 37%	33 32%	67 34%	123 45% npq rtuw	100 35%	65 36%	24 38%	143 41%	353 41%	110 59%
Never	1317 63%	685 67% b	632 59%	87 38%	203 56% d	181 54% d	243 66% def	233 75% defg	369 76% defg	340 59%	361 61%	270 64%	346 68% jk	125 71% v	51 60%	147 63% v	110 64% v	117 65% v	90 61%	69 68% v	128 66% v	145 53%	181 64% v	115 64% v	39 62%	198 57%	497 58%	72 39%
Don't know	28 1%	9 1%	19 2%	4 2%	6 2%	8 2%	2 1%	3 1%	4 1%	1 *	11 2% j	4 1%	12 2% j	-	1 1%	4 2%	7 4% nux	3 2%	3 2% u	-	-	7 3% u	3 1%	-	-	5 1%	12 1%	4 2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 73  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**FaceTime**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	57 3%	39 2%	16 11%a	3 9%	10 14%a	2 5%	1 12%	1 12%	-	-	30 3%	19 3%	7 3%	-
Once a day	41 2%	34 2%	7 5%a	2 6%	3 5%	2 7%	-	-	-	2 19%	21 2%	9 1%	6 3%	4 7%jk
Several times a week	107 5%	95 5%	10 7%	3 10%	4 6%	3 8%	-	-	1 3%	-	62 5%k	18 3%	17 8%k	8 17%jk
Once a week	66 3%	53 3%	8 5%	2 7%	5 7%	1 4%	-	-	-	1 9%	35 3%	20 3%	6 3%	3 6%
Several times a month	128 6%	119 6%	9 6%	2 5%	3 5%	2 7%	1 21%	-	1 10%	-	56 5%	50 8%j	13 6%	7 15%jl
Once a month	97 5%	88 5%	8 5%	1 4%	5 7%	1 4%	1 12%	-	-	-	59 5%	25 4%	8 4%	3 6%
Less often	254 12%	230 12%	19 12%	5 15%	6 9%	5 14%	2 30%	1 6%	2 10%	1 10%	120 10%	93 15%j	27 12%	7 14%
NET: At least daily	98 5%	73 4%	24 16%a	5 15%	13 19%a	4 12%	1 12%	-	-	2 19%	51 4%	28 4%	13 6%	4 7%
NET: At least weekly	271 13%	222 12%	42 28%a	10 32%	22 32%a	8 24%	1 12%	1 12%	1 3%	3 28%	148 13%	66 10%	36 17%k	14 30%jkl
NET: At least monthly	495 24%	428 22%	59 39%a	13 41%	30 44%a	12 35%	3 45%	1 12%	2 13%	3 28%	263 23%	141 22%	57 26%	25 51%jkl
NET: Ever	749 36%	658 34%	78 52%a	18 56%	36 53%a	17 49%	5 75%	2 18%	4 24%	4 38%	383 33%	234 37%	85 39%	31 65%jkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 73  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**FaceTime**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1317 63%	1237 65%bd	68 45%	14 44%	27 40%	16 48%	2 25%	8 82%	11 73%	5 47%	751 65%m	398 62%m	131 59% m	16 34%
Don't know	28 1%	21 1%	5 3%a	-	4 7%a	1 2%	-	-	1 3%	2 15%	14 1%	5 1%	4 2%	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 74  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
FaceTime

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	57 3%	52 3% <sup>d</sup>	30 3% <sup>d</sup>	22 3%	5 1%	5 1%	-	35 3% <sup>n</sup>	31 3% <sup>n</sup>	4 1% <sup>n</sup>	22 3% <sup>n</sup>	7 8% <sup>ghijm</sup>	9 5% <sup>in</sup>	1 1%	-	5 3% <sup>n</sup>	21 1%	35 6% <sup>pw</sup>	35 7% <sup>pw</sup>	20 5% <sup>p</sup>	20 10% <sup>psw</sup>	16 7% <sup>pw</sup>	10 5% <sup>p</sup>	2 1%
Once a day	41 2%	37 2%	19 2%	18 2%	4 1%	4 1%	-	27 2%	25 3% <sup>n</sup>	3 1%	14 2%	1 1%	8 4% <sup>ijmn</sup>	-	2 1%	3 2%	26 2%	15 3%	14 3%	9 2%	9 5% <sup>p</sup>	6 3%	6 3%	3 2%
Several times a week	107 5%	89 5%	50 6%	39 5%	18 4%	17 5%	1 2%	75 6% <sup>jn</sup>	62 7% <sup>kn</sup>	13 5% <sup>n</sup>	32 4% <sup>n</sup>	1 1%	10 5% <sup>n</sup>	6 5% <sup>n</sup>	4 1%	12 8% <sup>kn</sup>	61 4%	46 8% <sup>p</sup>	40 8% <sup>p</sup>	37 8% <sup>p</sup>	17 8% <sup>p</sup>	20 9% <sup>p</sup>	18 9% <sup>p</sup>	7 5%
Once a week	66 3%	56 3%	31 4%	25 3%	10 2%	10 3%	-	41 3%	31 3%	10 4% <sup>n</sup>	25 3%	2 2%	13 7% <sup>ghjn</sup>	2 2%	5 1%	3 2%	46 3%	21 4%	21 4%	13 3%	10 5%	5 2%	9 4%	3 2%
Several times a month	128 6%	97 6%	54 6%	43 5%	31 8%	28 8%	3 7%	91 8% <sup>jmn</sup>	75 8% <sup>jmn</sup>	16 6% <sup>n</sup>	36 4%	2 2%	15 8% <sup>jmn</sup>	2 2%	8 2%	9 6% <sup>n</sup>	81 5%	47 9% <sup>p</sup>	39 8% <sup>p</sup>	39 9% <sup>p</sup>	15 7%	21 9% <sup>p</sup>	16 8%	15 11% <sup>p</sup>
Once a month	97 5%	82 5%	49 5%	33 4%	15 4%	14 4%	1 2%	65 5% <sup>no</sup>	49 5% <sup>o</sup>	15 6% <sup>no</sup>	32 4%	3 3%	13 7% <sup>no</sup>	7 6% <sup>o</sup>	9 3%	1 1%	69 4%	28 5%	23 5%	23 5%	8 4%	8 4%	10 5%	7 5%
Less often	254 12%	200 12%	101 11%	99 13%	54 13%	48 13%	6 15%	162 13% <sup>j</sup>	122 13%	40 16% <sup>jmn</sup>	92 10%	8 9%	16 8%	8 7%	40 12%	19 13%	169 11%	82 15% <sup>p</sup>	73 15% <sup>p</sup>	73 17% <sup>p</sup>	22 11%	35 16% <sup>p</sup>	44 21% <sup>pt</sup>	17 13%
NET: At least daily	98 5%	89 5% <sup>de</sup>	49 5% <sup>de</sup>	40 5% <sup>d</sup>	9 2%	9 2%	-	62 5% <sup>in</sup>	56 6% <sup>imn</sup>	6 2% <sup>n</sup>	36 4% <sup>n</sup>	8 9% <sup>ijmn</sup>	17 9% <sup>ijmn</sup>	1 1%	2 1%	8 5% <sup>n</sup>	48 3%	49 9% <sup>p</sup>	48 10% <sup>pw</sup>	28 6% <sup>p</sup>	29 15% <sup>qqsw</sup>	22 10% <sup>pw</sup>	16 7% <sup>p</sup>	5 4%
NET: At least weekly	271 13%	234 14% <sup>df</sup>	131 15% <sup>def</sup>	103 13% <sup>f</sup>	37 9%	36 10%	2 2%	178 15% <sup>jn</sup>	149 16% <sup>jmn</sup>	28 11% <sup>n</sup>	93 11% <sup>n</sup>	11 13% <sup>n</sup>	39 21% <sup>ijmn</sup>	9 8%	10 3%	24 16% <sup>n</sup>	155 10%	115 21% <sup>pw</sup>	109 23% <sup>pw</sup>	79 18% <sup>p</sup>	56 28% <sup>psw</sup>	48 21% <sup>pw</sup>	43 20% <sup>pw</sup>	15 11%
NET: At least monthly	495 24%	413 24%	233 26% <sup>df</sup>	180 23%	82 20%	78 21%	5 11%	334 28% <sup>jmn</sup>	274 29% <sup>jkmn</sup>	60 24% <sup>jn</sup>	162 18% <sup>n</sup>	15 17% <sup>n</sup>	67 36% <sup>gijk</sup>	18 15% <sup>n</sup>	27 8%	34 23% <sup>n</sup>	304 20%	172 35% <sup>p</sup>	141 36% <sup>p</sup>	141 32% <sup>p</sup>	78 39% <sup>pw</sup>	77 34% <sup>p</sup>	70 33% <sup>p</sup>	37 28% <sup>p</sup>

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





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 74  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**FaceTime**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	749 36%	612 36%	334 37%	278 35%	137 33%	126 34%	11 26%	496 41%	395 41%	100 40%	253 29%	23 26%	83 45%	26 22%	68 20%	53 35%	473 31%	272 50%	245 51%	214 49%	100 50%	112 50%	114 54%	55 41%
Never	1317 63%	1046 62%	546 61%	500 63%	271 66%	240 65%	31 74%	695 58%	545 57%	150 59%	622 70%	66 74%	100 54%	89 75%	274 80%	94 63%	1046 68%	268 49%	229 48%	218 50%	95 48%	111 50%	98 46%	75 56%
Don't know	28 1%	27 2%	16 2%	11 1%	1 *	1 *	-	18 1%	15 2%	2 1%	10 1%	-	3 2%	3 2%	2 *	3 2%	19 1%	8 1%	3 1%	5 1%	3 2%	1 *	-	4 3%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 75  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**FaceTime**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	57 3%	6 7%ei	11 5%	7 3%	9 3%	5 2%	5 3%	4 3%	1 1%	4 1%	21 4%	11 6%	12 3%	9 6%	2 13%	34 2%	57 3%
Once a day	41 2%	1 1%	1 *	7 3%	5 2%	7 2%	6 3%ab	1 1%	2 2%	6 2%	7 1%	2 1%	5 1%	-	-	34 2%	41 2%
Several times a week	107 5%	1 1%	14 6%	8 3%	12 3%	11 4%	12 7%a	5 4%	12 12%acdeg	18 7%ac	21 4%	12 6%	16 4%	7 5%	-	81 5%	107 5%
Once a week	66 3%	3 4%	4 2%	6 2%	9 3%	8 3%	5 3%	9 7%bc	2 2%	13 5%	13 2%	7 4%	11 3%	6 4%	-	50 3%	66 3%
Several times a month	128 6%	2 2%	9 4%	13 4%	21 6%	17 6%	13 7%	7 5%	8 8%	28 11%abcd	25 5%	7 4%	17 5%	5 3%	-	100 7%	128 6%
Once a month	97 5%	3 3%	15 6%	8 3%	14 4%	9 3%	7 4%	6 4%	6 6%	15 5%	25 5%	8 4%	20 6%	4 2%	-	71 5%	97 5%
Less often	254 12%	7 8%	17 7%	32 11%	46 13%b	36 13%b	22 12%	22 17%b	13 13%	40 15%b	58 11%	26 13%	40 11%	14 9%	-	193 13%	254 12%
NET: At least daily	98 5%	7 8%	12 5%	15 5%	14 4%	12 4%	11 6%	5 4%	3 3%	9 4%	28 5%	13 7%	17 5%	9 6%	2 13%	68 4%	98 5%
NET: At least weekly	271 13%	11 12%	30 13%	29 10%	35 10%	31 12%	28 15%	19 14%	17 17%	40 16%	62 12%	32 16%	44 12%	22 14%	2 13%	199 13%	271 13%
NET: At least monthly	495 24%	15 17%	54 23%	50 17%	70 20%	57 21%	48 26%c	31 24%	32 32%acde	83 32%abcd	113 22%	47 24%	80 23%	31 20%	2 13%	370 24%	495 24%
NET: Ever	749 36%	22 25%	71 30%	82 28%	116 34%	93 34%	70 38%c	53 40%ac	45 45%abc	123 47%abcd	171 33%	74 37%	120 34%	45 30%	2 13%	563 37%	749 36%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 75  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**FaceTime**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1317 63%	65 73% <sup>fghi</sup>	158 67% <sup>ghi</sup>	207 71% <sup>fghi</sup>	225 65% <sup>ghi</sup>	180 66% <sup>ghi</sup>	110 60%	77 58%	52 53%	136 52%	343 66%	122 61%	230 65%	106 69%	15 87%	953 62%	1294 63%
Don't know	28 1%	2 2% <sup>e</sup>	7 3% <sup>ei</sup>	4 1%	3 1%	-	4 2% <sup>e</sup>	3 2% <sup>e</sup>	2 2%	1 *	8 1%	4 2%	4 1%	2 1%	-	19 1%	21 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 76  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
Other

	Gender			Age							Social Grade							Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177		
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186		
Several times a day	27 1%	16 2%	11 1%	7 3%hi	5 1%hi	9 3%hi	4 1%hi	1 *	-	5 1%	5 1%	5 1%	12 2%	2 1%	-	-	-	5 3%pq	2 2%	5 5%pqw	4 2%p	4 2%	1 *	2 1%	1 1%	6 2%	20 2%	12 7%		
Once a day	14 1%	12 1%b	1 *	3 1%hi	4 1%hi	4 1%hi	2 1%	* *	-	6 1%	4 1%	1 *	3 1%	-	2 2%	6 2%	* *	2 1%	-	-	1 1%	2 1%	1 *	-	-	7 2%B	5 1%	9 5%		
Several times a week	23 1%	12 1%	11 1%	5 2%hi	8 2%hi	3 1%	4 1%	2 1%	1 *	6 1%	11 2%	2 1%	3 1%	-	2 2%	5 2%	-	-	2 2%	1 *	10 4%nqrs	2 1%	1 *	1 1%	4 1%	16 2%	10 5%			
Once a week	9 *	5 1%	4 *	4 2%fg	1 *	-	1 *	1 *	2 1%	5 1%	3 *	1 *	1 *	-	-	2 1%	1 *	1 *	-	2 2%	2 1%	1 *	1 *	-	-	1 *	5 1%	3 2%		
Several times a month	16 1%	13 1%b	3 *	4 2%	1 *	6 2%hi	2 1%	2 1%	1 *	3 1%	7 1%	2 1%	3 1%	4 2%w	-	2 1%	1 1%	1 1%	1 1%	3 3%wx	1 *	2 1%	-	-	-	6 2%	6 1%	5 3%		
Once a month	11 1%	5 1%	5 *	-	2 1%	3 1%	3 1%	2 1%	1 *	5 1%	1 *	1 *	4 1%	3 2%	-	-	-	-	1 1%	1 1%	1 1%	2 1%	-	-	1 2%pw	2 1%	8 1%	3 1%		
Less often	57 3%	29 3%	27 3%	4 2%	15 4%	13 4%	12 3%	5 1%	8 2%	18 3%	11 2%	20 5%km	8 2%	3 1%	1 1%	7 3%	4 2%	7 4%	6 4%	1 1%	3 2%	12 4%	6 2%	6 3%	2 3%	9 3%	27 3%	10 6%		
NET: At least daily	40 2%	28 3%b	12 1%	10 4%hi	9 2%hi	13 4%hi	7 2%hi	2 1%	-	11 2%	8 1%	6 1%	15 3%	2 1%	2 2%	6 2%	* *	7 4%qw	2 2%	5 5%qw	5 3%	7 2%	2 1%	2 1%	1 1%	13 4%	24 3%	22 3%		
NET: At least weekly	72 3%	45 4%b	27 3%	20 8%ghi	17 5%hi	16 5%hi	11 3%hi	4 1%	4 1%	23 4%	22 4%	9 2%	19 4%	2 1%	4 4%	12 5%qw	1 1%	7 4%q	2 2%	9 13%npqr	7 5%	18 8%qsw	5 2%	3 1%	1 2%	18 5%	45 5%	35 19%		
NET: At least monthly	99 5%	64 6%b	35 3%	23 10%ghi	21 6%hi	24 7%hi	16 4%hi	8 3%	6 1%	31 5%	29 5%	12 3%	26 5%	9 5%	4 4%	14 6%qw	2 1%	8 5%	5 3%	13 5%suwx	10 5%	22 8%qwx	5 2%	3 1%	3 4%	26 7%	59 7%	43 23%		

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



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 76  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Other**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	156 7%	93 9% <sup>b</sup>	62 6%	28 12% <sup>hi</sup>	36 10% <sup>hi</sup>	37 11% <sup>hi</sup>	28 8% <sup>i</sup>	13 4%	14 3%	49 9%	40 7%	33 8%	34 7%	12 7%	5 5%	22 9% <sup>qw</sup>	6 4%	15 8%	11 7%	15 14% <sup>nquw</sup>	13 7%	34 12% <sup>qwx</sup>	12 4%	8 5%	5 7%	35 10%	86 10%	53 29%
Never	1613 77%	787 77%	826 77%	144 62%	278 77% <sup>d</sup>	247 74% <sup>d</sup>	296 80% <sup>d</sup>	253 82% <sup>df</sup>	394 81% <sup>df</sup>	427 75%	456 77%	335 79%	395 78%	134 76%	68 80%	181 77% <sup>v</sup>	139 82% <sup>v</sup>	138 77%	119 80% <sup>v</sup>	74 73%	151 78% <sup>v</sup>	187 68%	222 78% <sup>v</sup>	146 81% <sup>v</sup>	53 85% <sup>v</sup>	251 73%	661 77%	87 47%
Don't know	326 16%	141 14%	184 17% <sup>a</sup>	60 26% <sup>efg</sup>	49 13%	51 15%	46 12%	44 14%	76 16%	96 17%	92 16%	57 13%	80 16%	31 18%	13 15%	31 13%	25 15%	28 15%	18 12%	13 13%	31 16%	53 19% <sup>y</sup>	51 18%	26 15%	5 8%	60 17%	116 13%	46 25%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 77  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	27 1%	20 1%	6 4%a	2 8%	3 4%a	-	-	1 12%	-	2 19%	8 1%	15 2%j	2 1%	-
Once a day	14 1%	12 1%	2 1%	-	-	2 5%	-	-	-	-	7 1%	4 1%	3 1%	-
Several times a week	23 1%	15 1%	8 5%a	2 6%	5 7%a	-	-	1 7%	-	-	9 1%	8 1%	4 2%	1 1%
Once a week	9 *	8 *	1 *	-	-	-	-	6% -	-	-	7 1%	-	2 1%k	-
Several times a month	16 1%	13 1%	2 1%	-	2 2%	-	1 10%	-	-	-	4 *	8 1%	3 2%j	1 2%
Once a month	11 1%	9 *	-	-	-	-	-	-	1 -	6 9%	1 1%	3 *	-	-
Less often	57 3%	50 3%	7 5%	-	4 6%	3 8%	1 9%	-	-	-	30 3%	16 3%	9 4%	1 3%
NET: At least daily	40 2%	32 2%	8 5%a	2 8%	3 4%	2 5%	-	1 12%	-	2 19%	15 1%	19 3%j	5 2%	-
NET: At least weekly	72 3%	56 3%	16 11%a	4 14%	8 12%a	2 5%	-	2 25%	-	2 19%	32 3%	27 4%	11 5%	1 1%
NET: At least monthly	99 5%	77 4%	19 12%a	4 14%	9 14%a	2 5%	1 10%	2 25%	-	3 28%	42 4%	35 6%	17 8%j	2 3%
NET: Ever	156 7%	127 7%	26 17%a	4 14%	13 20%a	4 12%	1 19%	2 25%	-	3 28%	72 6%	51 8%	26 12%j	3 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 77  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1613 77%	1499 78%bd	95 63%	20 61%	40 59%	27 79%	5 69%	4 39%	10 68%	5 49%	912 79%lm	491 77%m	157 71%	31 64%
Don't know	326 16%	291 15%	30 20%	8 25%	14 21%	3 9%	1 12%	4 36%	5 32%	2 24%	165 14%	95 15%	38 17%	15 30%ijkl

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 78  
Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?  
Base: All respondents  
Other

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	27 1%	27 2%de	18 2%de	9 1%cd	-	-	-	25 2%jn	23 2%jn	2 1%	2 *	1 1%	*	-	-	1 *	14 1%	13 2%p	13 3%p	7 2%	9 4%p	5 2%	5 2%	2 2%
Once a day	14 1%	13 1%	9 1%	4 1%	1 *	1 *	-	12 1%j	12 1%j	-	2 *	-	1 1%	-	*	-	13 1%	1 *	1 *	1 *	-	1 *	-	-
Several times a week	23 1%	21 1%	17 2%cd	4 1%	1 *	1 *	-	19 2%j	14 1%j	5 2%jn	3 *	-	2 1%	-	1 *	-	14 1%	9 2%	6 1%	8 2%	2 1%	3 1%	3 1%	3 2%
Once a week	9 *	8 *	4 *	5 1%	1 *	1 *	-	6 *	5 1%	1 *	3 *	-	-	-	1 *	2 1%	6 *	3 1%	3 1%	3 1%	-	1 1%	3 1%	-
Several times a month	16 1%	11 1%	7 1%	5 1%	5 1%	4 1%	1 3%	12 1%	11 1%	1 *	4 *	-	2 1%	-	2 1%	-	9 1%	7 1%	7 1%	6 1%	3 2%	4 2%	3 2%	1 1%
Once a month	11 1%	8 *	5 1%	3 *	3 1%	3 1%	-	10 1%j	7 1%j	3 1%jn	1 *	-	1 *	-	-	-	3 *	7 1%p	5 1%p	6 1%p	1 1%	-	4 2%p	3 2%pu
Less often	57 3%	47 3%	32 4%	15 2%	10 2%	10 3%	-	36 3%	32 3%	5 2%	21 2%	5 6%im	4 2%	-	7 2%	4 2%	32 2%	25 5%p	19 4%p	19 4%p	9 5%p	8 3%	8 4%	9 7%p
NET: At least daily	40 2%	40 2%de	27 3%de	13 2%de	1 *	1 *	-	37 3%jn	35 4%jino	2 1%	3 *	1 1%	2 1%	-	*	1 *	26 2%	14 3%	14 3%	8 2%	9 4%p	6 3%	5 2%	2 2%
NET: At least weekly	72 3%	69 4%de	47 5%de	22 3%de	3 1%	3 1%	-	62 5%jmn	55 6%jlmn	8 3%jn	10 1%	1 1%	4 2%	-	3 1%	3 2%	46 3%	26 5%	23 5%	19 4%	11 5%	10 4%	11 5%	6 4%
NET: At least monthly	99 5%	89 5%de	59 7%de	30 4%	10 2%	9 2%	3%	84 7%jkmno	73 8%jklmn	11 4%jmn	14 2%	1 1%	6 3%	-	5 1%	3 2%	58 4%	40 7%p	34 7%p	31 7%p	15 8%p	13 6%	18 8%p	10 7%

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 78  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	156	136	90	45	20	19	1	121	105	16	35	6	11	-	12	6	90	65	54	50	24	21	26	19
	7%	8% <sup>d</sup>	10% <sup>cde</sup>	6%	5%	5%	3%	10% <sup>ijmno</sup>	11% <sup>ijlmno</sup>	6% <sup>m</sup>	4% <sup>m</sup>	7% <sup>m</sup>	6% <sup>m</sup>	-	3%	4% <sup>m</sup>	6%	12% <sup>p</sup>	11% <sup>p</sup>	12% <sup>p</sup>	12% <sup>p</sup>	9%	12% <sup>p</sup>	14% <sup>p</sup>
Never	1613	1284	681	603	329	293	36	912	709	203	701	63	137	101	282	117	1212	396	348	320	143	168	154	99
	77%	76%	76%	76%	80%	80%	85%	75%	74%	80% <sup>h</sup>	79% <sup>h</sup>	71%	74%	86% <sup>ghkl</sup>	82% <sup>ghkl</sup>	78%	79% <sup>qrs</sup>	72%	73%	73%	72%	75%	73%	73%
Don't know	326	266	125	141	60	55	5	175	141	34	150	20	38	16	49	28	236	87	76	67	31	35	32	16
	16%	16%	14%	18% <sup>b</sup>	15%	15%	12%	15%	15%	14%	17%	23%	20%	14%	14%	18%	15%	16%	16%	15%	16%	15%	15%	12%

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 79  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	27 1%	2 2%	1 *	5 2%	6 2%	3 1%	3 2%	-	1 1%	4 2%	6 1%	4 2%	6 2%	*	*	19 1%	25 1%
Once a day	14 1%	-	1 *	2 1%	1 *	-	2 1%	1 1%	5 5%abcdei	2 1%	1 *	1 *	1 *	-	-	13 1%	14 1%
Several times a week	23 1%	-	3 1%	4 2%	7 2%	-	3 2%	1 1%	1 1%	3 1%	5 1%	4 2%	1 *	-	-	17 1%	23 1%
Once a week	9 *	-	1 *	1 *	4 1%	1 *	1 1%	-	-	1 1%	3 1%	1 *	2 1%	-	-	6 *	9 *
Several times a month	16 1%	2 2%	1 di	3 1%	-	1 *	2 1%	2 1%	4 4%abdei	-	2 *	1 *	2 1%	-	-	14 1%	16 1%
Once a month	11 1%	1 2%	2 1%	1 *	1 *	1 *	1 1%	2 1%	-	1 *	5 1%	-	5 1%	-	-	4 *	11 1%
Less often	57 3%	3 3%	9 4%cc	2 1%	11 3%	12 4%cc	3 1%	5 4%cc	5 5%cc	5 2%	10 2%	3 1%	4 1%	2 1%	1 6%	47 3%	57 3%
NET: At least daily	40 2%	2 2%	2 1%	7 2%	7 2%	3 1%	5 3%	1 1%	6 6%beg	6 2%	7 1%	4 2%	6 2%	1 1%	*	32 2%	38 2%
NET: At least weekly	72 3%	2 2%	5 2%	12 4%ee	19 6%ee	3 1%	9 5%ee	2 1%	6 7%ee	11 4%ee	15 3%	9 4%	10 3%	1 1%	*	54 3%	70 3%
NET: At least monthly	99 5%	5 6%	8 3%	17 6%ee	20 6%ee	5 2%	12 7%ee	5 4%	10 10%be	12 5%	22 4%	10 5%em	17 5%em	1 1%	*	72 5%em	97 5%
NET: Ever	156 7%	8 9%	16 7%	19 7%	31 9%	16 6%	15 8%	11 8%	15 15%bcei	17 7%	31 6%	12 6%	21 6%	3 2%	1 8%	120 8%em	154 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 79  
**Q3. In the last 12 months, how often have you used each of the following online communication services or apps to make video calls?**  
**Base: All respondents**  
**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1613	69	184	231	264	216	142	99	75	199	399	149	274	119	12	1190	1592
	77%	78%	78%	79%	77%	79%	78%	75%	76%	77%	77%	75%	77%	77%	66%	78%	77%
Don't know	326	11	37	41	48	41	26	23	9	44	91	38	60	31	4	225	319
	16%	13%	15%	14%	14%	15%	14%	17%	9%	17%	17%	19%	17%	20%	25%	15%	15%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 80  
**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Gender			Age						Social Grade					Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1841	875	966	220	303	335	329	289	365	540	511	383	407	138	66	209	150	170	145	97	163	252	245	148	58	318	785	173	
Weighted base	1833	877	956	227	336	314	322	256	379	508	509	376	441	151	77*	203	143	164	132	90*	161	248	249	156	59*	323	791	181	
Price/ cheaper / it's free	1166	537	629	132	196	207	233	151	247	328	319	233	287	102	47	127	85	108	85	50	95	162	160	103	42	207	507	111	
	64%	61%	66%	58%	58%	66%	72%	deh	59%	65%	65%	63%	62%	65%	68%	60%	63%	66%	64%	56%	59%	65%	64%	66%	72%	64%	64%	61%	
Convenience/ ease of use	879	417	463	132	168	145	154	120	160	234	253	174	217	55	40	89	65	77	60	49	82	126	125	82	28	154	381	88	
	48%	47%	48%	58%	fgh	50%	46%	48%	47%	42%	46%	50%	46%	49%	36%	52%	44%	46%	47%	46%	54%	n	51%	n	50%	n	53%	n	48%
To use video/ to see the person I'm calling	723	330	393	107	139	131	122	95	128	202	222	141	159	59	26	69	52	58	60	40	68	105	93	71	22	132	316	79	
	39%	38%	41%	47%	ghi	41%	42%	38%	37%	34%	40%	44%	m	39%	34%	34%	36%	35%	45%	p	44%	42%	42%	38%	46%	p	38%	41%	40%
I am contacting the person on their preferred method of communication	542	271	271	72	98	75	82	88	127	158	164	103	117	50	24	53	44	49	38	32	54	72	75	39	12	84	219	70	
	30%	31%	28%	32%	29%	24%	25%	34%	fg	34%	fg	31%	32%	27%	26%	33%	31%	26%	30%	29%	35%	34%	29%	30%	25%	21%	26%	28%	39%
To send picture/ photos/ emojis during the call	477	211	266	83	74	80	83	60	99	128	138	93	117	31	22	59	30	42	39	27	35	69	81	30	13	87	186	63	
	26%	24%	28%	36%	efg	22%	25%	26%	23%	26%	25%	25%	27%	20%	29%	29%	21%	26%	29%	31%	22%	28%	32%	nqu	19%	27%	24%	35%	
To involve more than one person/ contact a group of people	346	162	184	67	51	61	52	50	65	119	97	66	65	24	13	35	24	34	35	18	28	48	54	27	6	71	131	57	
	19%	19%	19%	30%	efg	15%	19%	16%	20%	17%	23%	lm	19%	16%	17%	17%	16%	21%	26%	np	20%	18%	19%	22%	18%	11%	22%	17%	31%
Habit/ always use online communication services or apps	299	144	154	73	76	51	43	31	25	87	86	61	65	24	19	30	22	34	17	11	20	50	44	20	8	68	137	52	
	16%	16%	16%	32%	efg	23%	ghi	16%	13%	12%	12%	7%	17%	17%	16%	15%	16%	24%	u	13%	13%	12%	20%	18%	13%	14%	21%	17%	29%
Reliability/ quality of service/ coverage	278	161	117	56	67	48	38	32	37	91	80	49	58	19	12	28	20	27	18	9	22	41	40	31	10	52	136	40	
	15%	18%	b	25%	fgh	20%	ghi	15%	12%	12%	10%	18%	13%	12%	16%	14%	14%	16%	14%	10%	13%	17%	16%	20%	17%	16%	17%	22%	
More secure/private service	146	98	48	18	26	30	16	21	35	53	31	25	37	14	8	18	6	16	14	4	10	26	17	9	4	25	68	23	
	8%	11%	b	8%	8%	10%	g	5%	8%	9%	k	6%	7%	8%	9%	9%	4%	10%	11%	q	4%	6%	7%	5%	7%	8%	9%	13%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 80  
**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1833	877	956	227	336	314	322	256	379	508	509	376	441	151	77*	203	143	164	132	90*	161	248	249	156	59*	323	791	181
Other (please specify)	76 4%	40 5%	36 4%	4 2%	8 2%	10 3%	11 4%	20 8%	23 6%	17 3%	22 4%	13 4%	25 6%	5 3%	2 3%	13 6%	6 4%	6 4%	4 3%	4 4%	6 4%	10 4%	12 5%	7 5%	3 5%	9 3%	26 3%	3 2%
I do not have a landline or mobile phone network	11 1%	6 1%	5 1%	1 *	2 1%	4 1%	1 *	2 1%	2 1%	-	4 1%	2 *	6 1%	1 1%	-	-	1 1%	1 *	1 1%	2 2%	-	-	2 1%	3 2%	-	1 *	5 1%	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 81  
**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	1841	1668	151	33	68	31	8	11	14	9	990	557	204	52
Weighted base	1833	1665	145	32**	67*	29**	7**	10**	15**	9**	995	555	200	46*
Price/ cheaper / it's free	1166 64%	1061 64%	88 61%	18 57%	39 59%	21 72%	4 67%	5 52%	14 95%	2 26%	623 63%	363 65%	132 66%	25 56%
Convenience/ ease of use	879 48%	789 47%	83 57%a	21 65%	38 56%	16 53%	4 58%	5 51%	2 16%	3 28%	479 48%	270 49%	92 46%	24 52%
To use video/ to see the person I'm calling	723 39%	650 39%	61 42%	14 45%	27 40%	13 45%	1 20%	5 56%	3 24%	2 20%	366 37%	235 42%j	87 43%	24 53%j
I am contacting the person on their preferred method of communication	542 30%	484 29%	54 37%	12 38%	22 33%	12 40%	1 40%	7 68%	4 28%	2 22%	276 28%	183 33%j	62 31%	11 25%
To send picture/ photos/ emojis during the call	477 26%	427 26%	44 31%	10 32%	25 37%	7 23%	2 31%	* 5%	1 10%	4 38%	270 27%l	145 26%	38 19%	16 34%l
To involve more than one person/ contact a group of people	346 19%	313 19%	28 20%	7 20%	12 18%	9 31%	- -	1 6%	1 7%	- -	161 16%	115 21%j	52 26%j	13 29%j
Habit/ always use online communication services or apps	299 16%	255 15%	43 30%a	11 34%	21 31%a	7 23%	1 9%	4 42%	- -	2 20%	141 14%	98 18%	43 21%j	14 30%jk
Reliability/ quality of service/ coverage	278 15%	249 15%	25 17%	6 19%	9 13%	8 27%	1 16%	1 12%	1 6%	- -	141 14%	90 16%	32 16%	10 22%
More secure/private service	146 8%	123 7%	18 13%a	2 5%	11 17%a	5 16%	1 -	- -	3 21%	4 40%	62 6%	44 8%	26 13%jk	3 6%
Other (please specify)	76 4%	69 4%	6 4%	3 8%	3 5%	- -	- -	- -	- -	1 13%	38 4%	27 5%	10 5%	1 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 81  
**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1833	1665	145	32**	67*	29**	7**	10**	15**	9**	995	555	200	46*
I do not have a landline or mobile phone network	11	10	-	-	-	-	-	-	1	-	7	1	2	1
	1%	1%	-	-	-	-	-	-	5%	-	1%	*	1%	2%k

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 82  
**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1841	1492	798	694	349	312	37	1103	785	318	738	71	178	88	263	138	1293	544	475	441	192	231	219	128
Weighted base	1833	1487	788	699	347	311	36*	1114	883	231	719	72*	166	96*	252	133	1302	525	460	415	195	216	200	122
Price/ cheaper / it's free	1166 64%	948 64%	503 64%	445 64%	218 63%	194 62%	25 70%	714 64%	566 64%	148 64%	452 63%	48 67%	98 59%	59 61%	165 65%	83 62%	806 62%	356 68%p	308 67%	284 68%p	122 62%	144 67%	141 70%p	91 75%pt
Convenience/ ease of use	879 48%	716 48%	390 50%	326 47%	163 47%	146 47%	17 47%	535 48%	419 47%	116 50% m	344 48%	37 52%	92 55% mn	36 37%	112 45%	67 50%	615 47%	260 49%	227 49%	210 51%	82 42%	106 49%	107 53% t	66 54% t
To use video/ to see the person I'm calling	723 39%	576 39%	315 40%	262 37%	147 42%	126 40%	22 60% abcde	449 40% m	358 40% m	91 39%	275 38%	30 42%	66 40%	26 27%	89 35%	63 47% mn	482 37%	237 45%p	216 47%p	198 48%p	86 44%	107 50%p	103 51% pw	47 38%
I am contacting the person on their preferred method of communication	542 30%	423 28%	224 28%	199 28%	119 34% a	108 35% a	11 31%	304 27%	232 26%	71 31%	238 33% gh	37 52% ghij lmo	46 28%	23 24%	99 39% ghil mo	33 24%	423 32% qrst u	115 22%	101 22%	99 24%	38 19%	48 22%	52 26%	30 24%
To send picture/ photos/ emojis during the call	477 26%	391 26%	216 27%	175 25%	86 25%	81 26%	5 13%	273 25%	211 24%	63 27%	204 28%	21 29%	44 27%	20 21%	76 30% h	43 32%	329 25%	146 28%	127 28%	118 28%	49 25%	56 26%	65 32% p	42 34% p
To involve more than one person/ contact a group of people	346 19%	288 19%	157 20%	131 19%	59 17%	49 16%	10 28%	202 18%	158 18%	44 19%	144 20%	15 21%	43 26% ghmo	13 3%	53 21%	20 15%	246 19%	100 19%	87 19%	84 20%	27 14%	39 18%	43 21%	28 23%
Habit/ always use online communication services or apps	299 16%	250 17%	149 19% c	101 14%	48 14%	45 15%	3 9%	205 18% ijmno	178 20% ijmno	27 12%	93 13% n	17 24% ijmno	37 22% ijmno	6 6%	18 7%	15 12%	205 16%	93 18% w	89 19% w	64 15%	40 21% w	41 19% w	35 17%	12 10%
Reliability/ quality of service/ coverage	278 15%	229 15%	127 16%	102 15%	49 14%	45 14%	5 13%	187 17% ijn	167 19% ijn	20 9%	91 13%	15 21% in	26 15% i	10 10%	24 9%	17 13%	207 16%	70 13%	65 14%	59 14%	24 12%	33 15%	30 15%	12 9%
More secure/private service	146 8%	124 8%	73 9%	50 7%	22 6%	20 6%	2 6%	93 8% i	82 9% il	11 5%	53 7%	7 9%	7 4%	8 9%	25 10% il	7 5%	108 8%	38 7%	36 8%	29 7%	16 8%	14 6%	16 8%	6 5%

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





## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 82  
**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1833	1487	788	699	347	311	36*	1114	883	231	719	72*	166	96*	252	133	1302	525	460	415	195	216	200	122
Other (please specify)	76	59	31	28	18	14	3	36	27	8	41	8	11	4	16	2	66	10	10	5	5	1	5	2
	4%	4%	4%	4%	5%	5%	9%	3%	3%	4%	6%gh	11%ghio	7%gho	4%	6%gh	2%	5%qrstu	2%	2%	1%	3%	1%	3%	1%
I do not have a landline or mobile phone network	11	9	2	7	2	2	-	6	4	2	5	1	2	2	-	-	9	2	2	1	1	-	1	-
	1%	1%	*	1%	*	*	-	1%	*	1%	1%	2%n	1%	2%n	-	-	1%	*	*	*	*	-	*	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 83

**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**

**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1841	86	201	246	312	240	166	117	81	235	442	182	297	128	15	1363	1839
Weighted base	1833	79*	196	236	300	230	159	121	94*	251	446	177	306	132	17**	1352	1829
Price/ cheaper / it's free	1166 64%	44 56%	136 69%ce	139 59%	202 67%e	134 58%	104 66%	81 67%	64 67%	155 62%	297 67%	115 65%	202 66%	85 65%	9 53%	846 63%	1164 64%
Convenience/ ease of use	879 48%	33 42%	87 45%	123 52%	143 48%	115 50%	74 46%	63 52%	46 48%	119 47%	234 52%o	101 57%o	155 51%	70 53%	9 56%	628 46%	877 48%
To use video/ to see the person I'm calling	723 39%	18 23%	58 30%	93 39%a	112 37%a	94 41%ab	70 44%ab	54 45%ab	38 40%a	115 46%ab	178 40%	78 44%	121 40%	55 42%	5 27%	533 39%	723 40%
I am contacting the person on their preferred method of communication	542 30%	26 33%	67 34%h	69 29%	93 31%	65 28%	46 29%	42 35%h	19 20%	74 30%	155 35%o	64 36%o	108 35%o	50 38%o	6 39%	376 28%	540 30%
To send picture/ photos/ emojis during the call	477 26%	21 27%	54 27%	74 31%i	73 24%	56 24%	41 26%	29 24%	31 33%i	52 21%	129 29%	56 32%	86 28%	32 24%	*	335 25%	477 26%
To involve more than one person/ contact a group of people	346 19%	12 15%	29 15%	37 16%	61 20%	40 17%	26 16%	25 21%	22 23%	57 23%b	98 22%	40 23%	64 21%	23 18%	1 6%	241 18%	346 19%
Habit/ always use online communication services or apps	299 16%	18 22%ce	26 13%	26 11%	48 16%	28 12%	25 16%	28 23%bce	28 29%bcode	44 17%	68 15%	33 19%	37 12%	15 11%	*	225 17%	297 16%
Reliability/ quality of service/ coverage	278 15%	9 12%	20 10%	32 13%	46 15%	33 14%	25 16%	19 15%	22 23%b	48 19%b	58 13%	34 19%lm	25 8%	13 10%	2 9%	213 16%l	278 15%
More secure/private service	146 8%	5 7%	17 9%	21 9%	22 7%	17 7%	10 6%	7 6%	11 12%	25 10%	40 9%	14 8%	23 8%	8 6%	3 19%	98 7%	146 8%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 83

**Q4. Which, if any, of the following are reasons why you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**

**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	!£7k-£14k (b)	!£14k-£21k (c)	!£21k-£28k (d)	!£28k-£34k (e)	!£34k-£41k (f)	!£41k-£48k (g)	!£48k-£55k (h)	!£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1833	79*	196	236	300	230	159	121	94*	251	446	177	306	132	17**	1352	1829
Other (please specify)	76 4%	1 2%	11 6%g	14 6%g	10 3%	8 4%	9 5%g	1 1%	2 2%	9 4%	30 7%o	10 6%	23 7%o	8 6%	4 24%	42 3%	76 4%
I do not have a landline or mobile phone network	11 1%	3 4%dei	5 2%dei	2 1%	1 *	-	1 *	-	-	-	5 1%	2 1%	2 1%	1 1%	-	6 *	11 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 84  
**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1841	875	966	220	303	335	329	289	365	540	511	383	407	138	66	209	150	170	145	97	163	252	245	148	58	318	785	173
Weighted base	1833	877	956	227	336	314	322	256	379	508	509	376	441	151	77*	203	143	164	132	90*	161	248	249	156	59*	323	791	181
Price/ cheaper / it's free	649	293	356	60	100	116	147	84	143	173	177	128	170	49	28	76	48	53	34	24	62	92	94	58	31	104	305	53
	35%	33%	37%	26%	30%	37%	46%	33%	38%	34%	35%	34%	39%	32%	37%	37%	33%	32%	26%	27%	39%	37%	38%	37%	52%	32%	39%	29%
To use video/ to see the person I'm calling	312	133	179	52	68	59	43	33	58	83	96	69	65	31	11	22	21	27	28	20	31	43	42	29	8	59	129	29
	17%	15%	19%	23%	20%	19%	13%	13%	15%	16%	19%	18%	15%	20%	14%	11%	15%	17%	21%	22%	19%	17%	17%	18%	14%	18%	16%	16%
Convenience/ ease of use	279	148	131	39	56	38	46	45	56	87	72	51	69	17	9	34	23	29	19	16	22	34	44	25	8	44	120	27
	15%	17%	14%	17%	17%	12%	14%	17%	15%	17%	14%	16%	16%	11%	12%	16%	16%	18%	14%	18%	14%	14%	18%	16%	14%	14%	15%	15%
I am contacting the person on their preferred method of communication	183	98	85	18	30	29	28	30	48	53	51	42	38	23	9	21	18	15	15	11	19	22	17	11	2	30	66	21
	10%	11%	9%	8%	9%	9%	9%	12%	13%	10%	10%	11%	9%	15%	12%	10%	12%	9%	11%	13%	12%	9%	7%	7%	3%	9%	8%	11%
To send picture/ photos/ emojis during the call	90	32	58	13	15	16	14	8	24	26	24	18	22	5	-	10	8	10	10	7	7	18	9	3	2	17	34	17
	5%	4%	6%	6%	5%	5%	4%	3%	6%	5%	5%	5%	5%	3%	-	5%	6%	6%	8%	8%	4%	7%	4%	2%	4%	5%	4%	9%
To involve more than one person/ contact a group of people	82	38	44	10	8	16	17	13	18	28	24	19	12	7	5	10	6	9	6	2	5	11	15	7	-	24	29	14
	4%	4%	5%	5%	3%	5%	5%	5%	5%	5%	5%	5%	3%	4%	6%	5%	4%	5%	4%	2%	3%	5%	6%	4%	-	7%	4%	8%
Habit/ always use online communication services or apps	69	38	30	17	26	12	9	4	1	16	26	15	12	8	7	6	8	5	4	4	4	11	6	5	2	16	37	11
	4%	4%	3%	7%	8%	4%	3%	2%	*	3%	5%	4%	3%	5%	9%	3%	5%	3%	4%	4%	2%	4%	2%	3%	3%	5%	5%	6%
Reliability/ quality of service/ coverage	64	41	23	11	22	13	5	10	2	21	14	13	16	6	5	10	6	7	5	1	4	4	6	7	2	11	34	4
	3%	5%	2%	5%	7%	4%	1%	4%	1%	4%	3%	3%	4%	4%	7%	5%	4%	4%	4%	1%	3%	2%	2%	5%	4%	3%	4%	2%
More secure/private service	31	19	13	5	4	3	4	7	8	9	6	7	10	2	1	4	-	4	6	-	1	7	3	2	1	9	12	3
	2%	2%	1%	2%	1%	1%	1%	3%	2%	2%	1%	2%	2%	1%	1%	2%	-	3%	4%	-	*	3%	1%	1%	1%	3%	2%	2%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 84  
**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North East (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1833	877	956	227	336	314	322	256	379	508	509	376	441	151	77*	203	143	164	132	90*	161	248	249	156	59*	323	791	181
Other	63	31	33	1	5	8	9	19	20	12	16	12	23	3	1	11	5	5	4	3	6	7	10	5	3	8	20	3
	3%	4%	3%	1%	2%	3%	3%	8%	5%	2%	3%	3%	5%	2%	2%	5%	4%	3%	4%	4%	3%	4%	4%	3%	5%	2%	3%	2%
I do not have a landline or mobile phone network	11	6	5	1	2	4	1	2	2	-	4	2	6	1	-	-	1	1	1	2	-	-	2	3	-	1	5	-
	1%	1%	1%	*	1%	1%	*	1%	1%	-	1%	*	1%	1%	-	-	1%	*	1%	2%	-	-	1%	2%	-	*	1%	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 85

**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**

**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1841	1668	151	33	68	31	8	11	14	9	990	557	204	52
Weighted base	1833	1665	145	32**	67*	29**	7**	10**	15**	9**	995	555	200	46*
Price/ cheaper / it's free	649 35%	595 36% <sup>d</sup>	46 32%	10 31%	15 23%	13 45%	4 58%	3 35%	8 55%	1 9%	379 38% <sup>m</sup>	182 33% <sup>m</sup>	70 35% <sup>m</sup>	7 16%
To use video/ to see the person I'm calling	312 17%	287 17%	19 13%	4 13%	10 15%	3 9%	-	3 31%	1 3%	-	157 16%	100 18%	35 18%	16 35% <sup>kl</sup>
Convenience/ ease of use	279 15%	252 15%	25 17%	4 12%	15 22%	3 10%	2 31%	1 14%	1 6%	-	155 16%	88 16%	22 11%	6 14%
I am contacting the person on their preferred method of communication	183 10%	166 10%	16 11%	5 17%	6 10%	3 11%	-	1 8%	4 25%	1 11%	102 10%	51 9%	21 11%	3 7%
To send picture/ photos/ emojis during the call	90 5%	79 5%	11 8%	2 5%	7 11% <sup>a</sup>	3 9%	-	-	-	3 27%	51 5%	30 5%	4 2%	1 3%
To involve more than one person/ contact a group of people	82 4%	77 5%	3 2%	2 6%	-	* 2%	-	1 6%	-	-	40 4%	29 5%	13 6%	1 2%
Habit/ always use online communication services or apps	69 4%	57 3%	12 8% <sup>a</sup>	2 6%	7 11% <sup>a</sup>	2 7%	-	* 5%	-	-	27 3%	23 4%	13 7% <sup>j</sup>	5 11% <sup>jk</sup>
Reliability/ quality of service/ coverage	64 3%	59 4%	5 4%	1 4%	2 3%	1 5%	-	-	1 6%	-	27 3%	23 4%	10 5%	3 7%
More secure/private service	31 2%	26 2%	4 2%	-	2 3%	1 4%	1 10%	-	-	4 40%	16 2%	9 2%	1 *	1 1%
Other	63 3%	59 4%	4 3%	2 5%	2 3%	-	-	-	-	1 13%	33 3%	19 3%	9 5%	1 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 85

**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**

**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1833	1665	145	32**	67*	29**	7**	10**	15**	9**	995	555	200	46*
I do not have a landline or mobile phone network	11	10	-	-	-	-	-	-	1	-	7	1	2	1
	1%	1%	-	-	-	-	-	-	5%	-	1%	*	1%	2%k

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 86  
**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1841	1492	798	694	349	312	37	1103	785	318	738	71	178	88	263	138	1293	544	475	441	192	231	219	128
Weighted base	1833	1487	788	699	347	311	36*	1114	883	231	719	72*	166	96*	252	133	1302	525	460	415	195	216	200	122
Price/ cheaper / it's free	649 35%	527 35%	272 35%	254 36%	122 35%	108 35%	15 42%	409 37%l	323 37%l	85 37%	240 33%	22 31%	47 28%	39 40%	87 34%	46 34%	455 35%	191 36%	161 35%	145 35%	72 37%	73 34%	67 33%	50 41%
To use video/ to see the person I'm calling	312 17%	252 17%	144 18%	108 16%	59 17%	53 17%	6 17%	188 17%	148 17%	40 17%	124 17%	11 16%	32 19%	11 11%	39 16%	30 23% <sup>m</sup>	197 15%	113 22% <sup>p</sup>	106 23% <sup>p</sup>	96 24% <sup>p</sup>	46 26% <sup>pw</sup>	56 23% <sup>p</sup>	45 23% <sup>p</sup>	20 16%
Convenience/ ease of use	279 15%	219 15%	117 15%	101 15%	60 17%	55 18%	5 14%	164 15%	130 15%	34 15%	115 16%	10 14%	31 19%	17 18%	37 15%	20 15%	208 16%	71 14%	57 12%	56 13%	24 12%	31 14%	23 11%	21 17%
I am contacting the person on their preferred method of communication	183 10%	153 10%	75 10%	77 11%	30 9%	28 9%	2 5%	96 9%	69 8%	28 12% <sup>h</sup>	86 12% <sup>gh</sup>	9 12%	18 11%	10 10%	37 15% <sup>gh</sup>	14 10%	144 11% <sup>q<sup>r</sup>t</sup>	38 7%	33 7%	33 8%	11 6%	15 7%	18 9%	9 8%
To send picture/ photos/ emojis during the call	90 5%	72 5%	39 5%	33 5%	18 5%	17 6%	1 2%	52 5%	40 5%	12 5%	39 5%	2 3%	5 3%	8 8%	17 7%	7 5%	55 4%	33 6%	30 6%	26 6%	14 7%	13 6%	15 7%	11 9% <sup>p</sup>
To involve more than one person/ contact a group of people	82 4%	68 5%	34 4%	33 5%	14 4%	12 4%	2 6%	53 5%	41 5%	12 5%	29 4%	3 4%	7 4%	5 5%	12 5%	3 2%	56 4%	26 5%	22 5%	25 6% <sup>t</sup>	3 2%	9 4%	13 7% <sup>t</sup>	8 6% <sup>t</sup>
Habit/ always use online communication services or apps	69 4%	57 4%	38 5% <sup>c</sup>	18 3%	12 3%	12 4%	-	53 5% <sup>ij<sup>n</sup></sup>	50 6% <sup>ij<sup>m</sup>n</sup>	3 1%	16 2%	4 5% <sup>mn</sup>	7 4% <sup>n</sup>	-	1 3% <sup>n</sup>	4 3%	45 3%	24 5%	22 5%	13 3%	14 7% <sup>psv</sup>	8 4%	5 3%	3 2%
Reliability/ quality of service/ coverage	64 3%	54 4%	27 3%	27 4%	10 3%	8 3%	1 4%	45 4% <sup>i</sup>	42 5% <sup>ij<sup>n</sup></sup>	3 1%	19 3%	3 4%	6 4%	-	4 2%	6 4%	50 4% <sup>w</sup>	14 3%	14 3%	11 3%	4 2%	8 4% <sup>w</sup>	5 3%	-
More secure/private service	31 2%	26 2%	13 2%	13 2%	5 1%	4 1%	1 3%	21 2%	16 2%	4 2%	10 1%	-	1 *	2 2%	6 2%	2 1%	24 2%	7 1%	7 2%	2 1%	2 1%	5 3%	1 1%	1

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 86  
**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**  
**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Weighted base	1833	1487	788	699	347	311	36*	1114	883	231	719	72*	166	96*	252	133	1302	525	460	415	195	216	200	122	
Other	63	49	25	25	14	11	3	28	20	7	36	6	11	4	13	2	58	5	5	2	3	1	2	*	
		3%	3%	3%	4%	4%	3%	9%	2%	2%	3%	5%gh	9%gho	6%gh	4%	5%gh	2%	4%qrsuv	1%	1%	1%	2%	1%	1%	*
I do not have a landline or mobile phone network	11	9	2	7	2	2	-	6	4	2	5	1	2	2	-	-	9	2	2	1	1	-	1	-	
	1%	1%	*	1%	*	*	-	1%	*	1%	1%	2%n	1%	2%n	-	-	1%	*	*	*	*	-	*	-	

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 87

**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**

**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1841	86	201	246	312	240	166	117	81	235	442	182	297	128	15	1363	1839
Weighted base	1833	79*	196	236	300	230	159	121	94*	251	446	177	306	132	17**	1352	1829
Price/ cheaper / it's free	649 35%	24 31%	85 43%ei	80 34%	122 41%i	75 33%	55 35%	41 34%	31 33%	74 29%	143 32%	60 34%	91 30%	34 26%	4 22%	493 36%lm	647 35%
To use video/ to see the person I'm calling	312 17%	5 6%	21 11%	38 16%a	45 15%a	44 19%ab	32 20%ab	24 17%a	16 21%ab	52 16%	70 16%	36 20%	52 17%	30 23%	1 6%	239 18%	312 17%
Convenience/ ease of use	279 15%	14 18%	22 11%	49 21%bdg	37 12%	38 16%	21 13%	14 12%	20 21%	37 15%	64 14%	25 14%	44 15%	21 16%	2 14%	211 16%	279 15%
I am contacting the person on their preferred method of communication	183 10%	8 10%	30 15%c	17 7%	28 9%	24 10%	20 13%	13 11%	6 7%	27 11%	56 12%	17 9%	40 13%	22 17%o	4 22%	126 9%	183 10%
To send picture/ photos/ emojis during the call	90 5%	6 8%	12 6%	11 5%	17 6%	10 4%	6 4%	5 4%	6 6%	7 3%	20 5%	4 2%	18 6%	4 3%	-	68 5%	90 5%
To involve more than one person/ contact a group of people	82 4%	4 5%	4 2%	8 4%	11 4%	10 4%	6 4%	9 7%b	3 3%	21 8%bcd	22 5%	6 3%	18 6%	5 4%	-	56 4%	82 4%
Habit/ always use online communication services or apps	69 4%	7 8%bc	3 2%	6 3%	14 5%	8 3%	5 3%	7 6%	6 6%	7 3%	13 3%	8 5%	6 2%	3 2%	* 3%	55 4%	67 4%
Reliability/ quality of service/ coverage	64 3%	4 5%	2 1%	8 3%	12 4%	9 4%	5 3%	5 4%	4 4%	12 5%b	14 3%	7 4%	5 2%	3 2%	2 9%	49 4%	64 3%
More secure/private service	31 2%	3 3%	2 1%	4 2%	6 2%	4 2%	2 1%	3 2%	1 1%	6 3%	10 2%	2 1%	8 3%	1 1%	-	19 1%	31 2%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 87

**Q5. And which of these reasons is the most important to you when you choose to make calls on your online communication service or app rather than make calls using a landline or mobile phone network?**

**Base: All respondents who have used online communication services or apps to make voice or video calls in the past 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	
Weighted base	1833	79*	196	236	300	230	159	121	94*	251	446	177	306	132	17**	1352	1829
Other	63 3%	1 2%	11 6%g	13 6%g	9 3%	7 3%	5 3%	1 1%	2 2%	6 2%	29 7%o	10 6%o	22 7%o	8 6%o	4 24%	30 2%	63 3%
I do not have a landline or mobile phone network	11 1%	3 4%dei	5 2%dei	2 1%	1 *	- -	1 *	- -	- -	- -	5 1%	2 1%	2 1%	1 1%	- -	6 *	11 1%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 88  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**Summary table**

	SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)	Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)
Unweighted base	2094	2094
Weighted base	2094	2094
Several times a day	661 32%	984 47%
Once a day	195 9%	109 5%
Several times a week	528 25%	365 17%
Once a week	139 7%	75 4%
Several times a month	213 10%	137 7%
Once a month	68 3%	42 2%
Less often	158 8%	91 4%
NET: At least daily	856 41%	1094 52%
NET: At least weekly	1524 73%	1534 73%
NET: At least monthly	1805 86%	1713 82%
NET: Ever	1964 94%	1804 86%
Never	100 5%	272 13%
Don't know	30 1%	18 1%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 89  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Gender			Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Several times a day	661	281	380	85	135	111	146	100	85	151	165	172	174	47	25	78	62	57	51	24	66	87	88	52	23	131	295	66	
	32%	28%	35%a	37%i	37%i	33%i	39%i	32%i	18%	26%	28%	40%jk	34%jk	27%	29%	33%	36%t	32%	35%	24%	34%	32%	31%	29%	37%	38%	34%	35%	
Once a day	195	98	97	27	44	43	26	19	36	63	54	40	37	17	9	27	12	20	11	10	17	22	22	21	7	44	91	30	
	9%	10%	9%	12%h	12%ghi	13%ghi	7%	6%	7%	11%lm	9%	9%	7%	9%	11%	11%	7%	11%	7%	10%	9%	8%	8%	11%	13%	11%	16%		
Several times a week	528	267	261	46	74	88	107	86	128	154	141	97	137	46	20	60	45	40	39	26	56	68	72	44	12	83	226	47	
	25%	26%	24%	20%	20%	26%	29%de	28%e	26%	27%	24%	23%	27%	26%	24%	25%	26%	22%	27%	26%	29%	25%	25%	19%	24%	26%	25%		
Once a week	139	75	64	19	16	23	21	20	40	43	43	24	30	11	7	15	13	14	10	7	8	16	18	14	6	18	62	10	
	7%	7%	6%	8%	4%	7%	6%	7%	8%e	7%	7%	6%	6%	6%	8%	6%	8%	8%	6%	7%	4%	6%	6%	8%	9%	5%	7%	6%	
Several times a month	213	109	104	24	39	23	33	35	58	70	70	33	41	22	9	20	13	17	17	10	22	25	31	21	5	36	74	14	
	10%	11%	10%	10%	11%	7%	9%	11%	12%f	12%lm	12%l	8%	8%	13%	11%	8%	8%	10%	11%	10%	11%	9%	11%	12%	8%	11%	9%	7%	
Once a month	68	35	33	10	15	5	7	7	24	21	23	14	11	8	1	9	7	3	3	3	3	16	8	6	1	4	24	3	
	3%	3%	3%	4%f	4%f	1%	2%	2%	5%fg	4%	4%	3%	2%	5%	1%	4%	4%	2%	2%	3%	1%	6%ru	3%	3%	2%	1%	3%	2%	
Less often	158	79	79	12	29	24	20	30	44	38	57	23	41	15	6	14	8	15	10	10	12	26	27	10	5	18	58	7	
	8%	8%	7%	5%	8%	7%	6%	10%	9%	7%	10%l	5%	8%	8%	7%	6%	5%	8%	7%	10%	6%	10%	9%	5%	7%	5%	7%	4%	
NET: At least daily	856	379	477	112	178	153	172	119	121	214	219	212	211	64	34	105	73	77	62	34	83	109	111	72	30	175	385	95	
	41%	37%	45%a	48%hi	49%hi	46%i	46%hi	38%i	25%	37%	37%	50%jkm	41%	36%	40%	45%	43%	43%	42%	33%	43%	40%	39%	40%	48%	51%	45%	51%	
NET: At least weekly	1524	721	802	177	268	264	300	225	289	411	403	333	377	121	62	180	131	131	111	67	148	193	201	131	48	277	674	153	
	73%	71%	75%a	76%j	74%j	79%j	81%ehi	73%i	60%	72%	68%	78%jkl	74%	69%	73%	77%t	77%	72%	75%	66%	76%	70%	71%	72%	76%	80%	78%	82%	
NET: At least monthly	1805	866	940	212	322	292	340	268	371	501	495	380	429	152	72	208	151	151	131	80	173	234	240	158	53	317	772	170	
	86%	85%	88%	91%i	89%i	87%i	92%hi	86%i	77%	88%	84%	89%km	84%	84%	89%t	89%t	84%	89%t	79%	89%t	79%	85%	84%	88%	85%	92%	89%	91%	
NET: Ever	1964	945	1019	224	351	316	361	298	415	539	552	403	470	167	78	223	160	166	141	90	185	261	267	168	58	336	830	177	
	94%	92%	95%a	96%i	97%i	94%i	97%i	96%i	86%	94%	94%	95%	92%	94%	91%	95%t	94%	92%	95%	89%	95%	95%t	94%	93%	92%	97%	96%	95%	

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 89  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Gender		Age							Social Grade					Region											Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Never	100 5%	65 6% <sup>a</sup>	35 3%	3 1%	6 2%	10 3%	6 2%	11 4%	63 13% <sup>h</sup>	31 5%	29 5%	18 4%	23 5%	7 4%	1 2%	11 5%	8 4%	10 6%	5 4%	8 8% <sup>v</sup>	9 5%	8 3%	15 5%	12 6%	5 8%	5 1%	19 2%	7 4%
Don't know	30 1%	12 1%	18 2%	6 2%	5 1%	9 3% <sup>h</sup>	4 1%	1 *	6 1%	2 *	7 1%	5 1%	16 3% <sup>j</sup>	3 2%	6 7% <sup>n</sup>	- psu	3 2% <sup>p</sup>	4 2% <sup>p</sup>	2 1%	3 3% <sup>p</sup>	1 *	5 2% <sup>p</sup>	2 1%	1 1%	-	5 1%	14 2%	2 1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 90  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	661 32%	610 32%	43 28%	15 47%	18 27%	6 17%	1 10%	3 25%	3 19%	3 30%	412 36%k	165 26%	64 29%	12 25%
Once a day	195 9%	175 9%	17 11%	5 16%	6 9%	3 9%	1 11%	2 19%	2 15%	1 7%	87 8%	83 13%j	18 8%	5 10%
Several times a week	528 25%	496 26%d	29 19%	6 18%	7 10%	13 38%	1 20%	2 25%	5 34%	4 36%	292 25%	152 24%	61 28%	12 24%
Once a week	139 7%	128 7%	11 8%	1 3%	7 10%	2 6%	- -	2 16%	1 4%	1 8%	72 6%	45 7%	15 7%	5 11%
Several times a month	213 10%	193 10%	16 11%	2 5%	5 8%	7 20%	1 22%	1 6%	1 10%	1 11%	92 8%	79 12%j	30 14%j	8 17%j
Once a month	68 3%	60 3%	8 5%	- -	6 9%a	- -	2 25%	- -	- -	- -	36 3%	27 4%	5 2%	1 2%
Less often	158 8%	142 7%	15 10%	2 6%	9 13%	3 10%	1 12%	1 8%	* 2%	- -	88 8%	48 8%	15 7%	4 8%
NET: At least daily	856 41%	785 41%	60 40%	20 63%	25 36%	9 26%	1 21%	4 44%	5 34%	4 36%	499 43%	247 39%	82 37%	17 35%
NET: At least weekly	1524 73%	1408 73%d	100 67%	27 84%	39 57%	24 70%	3 41%	8 85%	11 72%	8 81%	863 75%k	444 70%	157 72%	33 69%
NET: At least monthly	1805 86%	1662 87%d	124 82%	29 89%	50 73%	31 90%	6 92%	9 82%	12 91%	9 86%	991 86%	550 86%	192 87%	43 88%
NET: Ever	1964 94%	1805 94%d	139 93%	31 95%	58 86%	34 100%	7 100%	10 100%	13 85%	9 91%	1079 94%	598 94%	208 95%	47 96%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 90  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	100 5%	92 5%	5 3%	2 5%	3 5%	-	-	-	2 15%	-	51 4%	36 6%	10 5%	-
Don't know	30 1%	20 1%	6 4%a	-	6 9%a	-	-	-	-	1 9%	19 2%	4 1%	2 1%	2 4%k

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 91  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
Base: All respondents  
SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seek work (k)	Not working not seek work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	661 32%	540 32% <sup>f</sup>	296 33% <sup>f</sup>	244 31% <sup>f</sup>	121 30% <sup>f</sup>	115 31% <sup>f</sup>	6 15%	426 35% <sup>g</sup> <sup>jmn</sup>	334 35% <sup>g</sup> <sup>jmn</sup>	91 36% <sup>g</sup> <sup>jmn</sup>	236 27% <sup>g</sup> <sup>n</sup>	39 44% <sup>g</sup> <sup>klmn</sup>	55 30% <sup>g</sup> <sup>mn</sup>	21 18%	51 15%	69 46% <sup>g</sup> <sup>hij</sup>	424 28%	237 43% <sup>p</sup>	207 43% <sup>p</sup>	193 44% <sup>p</sup>	84 42% <sup>p</sup>	103 46% <sup>p</sup>	90 42% <sup>p</sup>	58 43% <sup>p</sup>
Once a day	195 9%	163 10%	93 10%	69 9%	32 8%	30 8%	2 4%	135 11% <sup>g</sup> <sup>jn</sup>	110 12% <sup>g</sup> <sup>jn</sup>	25 10%	60 7%	5 6%	18 10%	6 5%	22 6%	9 6%	133 9%	62 11%	49 10%	42 10%	31 16% <sup>p</sup> <sup>su</sup>	18 8%	19 9%	19 14% <sup>p</sup>
Several times a week	528 25%	434 26%	215 24%	219 28%	95 23%	87 24%	8 19%	310 26%	245 26%	65 25%	219 25%	16 18%	41 22%	29 24%	102 30% <sup>ko</sup>	31 21%	384 25% <sup>t</sup>	140 25% <sup>t</sup>	121 25% <sup>t</sup>	121 28% <sup>t</sup>	35 18%	61 27% <sup>t</sup>	63 30% <sup>t</sup>	36 27%
Once a week	139 7%	107 6%	56 6%	51 6%	32 8%	25 7%	7 17% <sup>a</sup> <sup>bce</sup>	80 7%	65 7%	15 6%	59 7%	2 3%	15 8%	10 8%	28 8% <sup>o</sup>	4 3%	118 8% <sup>q</sup> <sup>r</sup> <sup>s</sup> <sup>uw</sup>	21 4%	15 4%	12 3%	7 6%	10 3%	2 5%	2 2%
Several times a month	213 10%	160 10%	83 9%	78 10%	52 13%	44 12%	8 19% <sup>a</sup> <sup>b</sup>	110 9%	83 9%	27 11%	103 12%	13 14%	22 12%	13 11%	42 12%	12 8%	173 11% <sup>q</sup> <sup>r</sup> <sup>t</sup> <sup>v</sup>	40 7%	35 7%	34 8%	11 6%	21 9%	13 6%	9 7%
Once a month	68 3%	55 3%	34 4%	21 3%	14 3%	9 3%	4 10% <sup>a</sup> <sup>c</sup> <sup>d</sup> <sup>e</sup>	29 2%	22 2%	7 3%	40 4% <sup>g</sup> <sup>h</sup>	4 5%	9 5% <sup>g</sup> <sup>h</sup>	3 2%	20 6% <sup>g</sup> <sup>h</sup> <sup>i</sup>	3 2%	63 4% <sup>q</sup> <sup>r</sup> <sup>s</sup> <sup>t</sup> <sup>v</sup>	5 1%	4 1%	4 1%	2 1%	3 1%	2 1%	2 2%
Less often	158 8%	125 7%	69 8%	56 7%	33 8%	29 8%	4 9%	76 6%	62 7%	14 5%	82 9% <sup>g</sup> <sup>h</sup> <sup>i</sup>	7 8%	14 8%	14 12% <sup>g</sup> <sup>i</sup>	34 10% <sup>g</sup> <sup>i</sup>	14 9%	134 9% <sup>q</sup> <sup>r</sup> <sup>s</sup> <sup>u</sup> <sup>v</sup> <sup>w</sup>	25 4%	24 5%	13 3%	13 7% <sup>u</sup>	4 2%	10 5%	3 2%
NET: At least daily	856 41%	702 42% <sup>f</sup>	390 43% <sup>f</sup>	313 40% <sup>f</sup>	154 38% <sup>f</sup>	146 40% <sup>f</sup>	8 19%	561 46% <sup>g</sup> <sup>jmn</sup>	445 47% <sup>g</sup> <sup>jmn</sup>	116 46% <sup>g</sup> <sup>jmn</sup>	295 33% <sup>g</sup> <sup>m</sup> <sup>n</sup>	44 50% <sup>g</sup> <sup>klmn</sup>	73 39% <sup>g</sup> <sup>mn</sup>	27 23%	73 21%	79 52% <sup>g</sup> <sup>klmn</sup>	557 36%	299 55% <sup>p</sup>	256 54% <sup>p</sup>	235 54% <sup>p</sup>	114 58% <sup>p</sup>	120 54% <sup>p</sup>	109 51% <sup>p</sup>	77 58% <sup>p</sup>
NET: At least weekly	1524 73%	1243 74% <sup>f</sup>	661 74% <sup>f</sup>	582 74% <sup>f</sup>	281 69%	258 70%	23 55%	950 79% <sup>g</sup> <sup>klmn</sup>	755 79% <sup>g</sup> <sup>klmn</sup>	196 77% <sup>g</sup> <sup>klmn</sup>	573 65%	62 70%	129 69% <sup>g</sup> <sup>mn</sup>	65 56%	202 59%	115 76% <sup>g</sup> <sup>klmn</sup>	1059 69%	460 84% <sup>p</sup>	399 84% <sup>p</sup>	371 85% <sup>p</sup>	161 81% <sup>p</sup>	188 84% <sup>p</sup>	182 86% <sup>p</sup>	116 86% <sup>p</sup>
NET: At least monthly	1805 86%	1458 87%	777 87%	681 86%	347 85%	312 85%	35 84%	1089 90% <sup>g</sup> <sup>jmn</sup>	859 90% <sup>g</sup> <sup>jmn</sup>	230 91% <sup>g</sup> <sup>jmn</sup>	716 81% <sup>m</sup>	79 89% <sup>g</sup> <sup>mn</sup>	160 86% <sup>g</sup> <sup>mn</sup>	81 69%	265 77%	130 86% <sup>g</sup> <sup>mn</sup>	1296 84%	504 92% <sup>p</sup>	438 92% <sup>p</sup>	410 94% <sup>p</sup>	174 88%	212 95% <sup>pt</sup>	197 93% <sup>p</sup>	127 95% <sup>p</sup>

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 91  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1964	1584	847	737	380	341	39	1165	922	244	798	86	175	95	298	143	1430	529	462	423	187	217	207	130
	94%	94%	94%	93%	93%	93%	94%	96% <sub>ijmn</sub>	97% <sub>jmn</sub>	96% <sub>jmn</sub>	90% <sub>m</sub>	97% <sub>jmn</sub>	94% <sub>mn</sub>	81%	87%	95% <sub>mn</sub>	93%	96% <sub>p</sub>	97% <sub>p</sub>	97% <sub>p</sub>	95%	97% <sub>p</sub>	98% <sub>p</sub>	97%
Never	100	72	37	35	28	25	3	24	17	7	76	2	8	19	42	5	92	9	9	7	5	5	4	-
	5%	4%	4%	4%	7% <sub>a</sub>	7%	6%	2%	2%	3%	9% <sub>ghilo</sub>	3%	4%	16% <sub>ghijlo</sub>	12% <sub>ghiklo</sub>	3%	6% <sub>qrsuvw</sub>	2%	2%	2%	3%	2%	2%	-
Don't know	30	29	12	17	1	1	-	19	16	3	12	-	3	3	3	17	11	7	7	5	1	1	4	3% <sub>p</sub>
	1%	2% <sub>de</sub>	1%	2% <sub>de</sub>	*	*	-	2%	2%	1%	1%	-	2%	3%	1%	2%	1%	2%	1%	2%	3%	1%	1%	3% <sub>p</sub>

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 92  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	661 32%	25 28%	74 31%	84 29%	105 30%	91 33%	61 33%	52 39% <sup>c</sup>	34 35%	93 36%	179 34%	82 41% <sup>mo</sup>	118 33%	45 30%	8 44%	471 31%	657 32%
Once a day	195 9%	9 10%	16 7%	23 8%	29 9%	19 7%	23 12%	20 15% <sup>bce</sup>	13 14%	27 10%	41 8%	15 7%	29 8%	12 8%	-	150 10%	194 9%
Several times a week	528 25%	18 20%	62 26%	70 24%	91 26%	70 26%	48 26%	31 23%	17 17%	70 27%	123 24%	43 22%	85 24%	37 24%	3 16%	392 26%	526 25%
Once a week	139 7%	4 5%	16 7%	21 7%	18 5%	14 5%	12 7%	6 5%	14 15% <sup>abcde</sup>	21 8%	35 7%	13 7%	26 7%	13 9%	2 11%	104 7%	137 7%
Several times a month	213 10%	12 14%	18 8%	33 11%	39 11%	29 10%	16 9%	9 7%	7 7%	26 10%	47 9%	19 10%	32 9%	15 10%	2 9%	164 11%	212 10%
Once a month	68 3%	4 5%	7 3%	11 4%	11 3%	12 4%	4 2%	3 3%	3 3%	4 2%	17 3%	5 3%	13 4%	4 3%	-	52 3%	67 3%
Less often	158 8%	9 10%	21 9%	28 9%	25 7%	23 8%	8 5%	6 5%	7 7%	14 5%	45 9%	16 8%	30 8%	12 8%	1 6%	113 7%	158 8%
NET: At least daily	856 41%	34 38%	89 38%	107 37%	134 39%	110 40%	84 46%	72 54% <sup>abcd</sup>	48 48%	119 46% <sup>c</sup>	221 42%	97 48% <sup>o</sup>	148 42%	57 37%	8 44%	621 40%	851 41%
NET: At least weekly	1524 73%	56 63%	167 70%	198 68%	242 71%	195 71%	144 79% <sup>ac</sup>	109 82% <sup>abcd</sup>	79 80% <sup>ac</sup>	210 81% <sup>abcd</sup>	379 73%	153 77%	259 73%	107 70%	12 71%	1117 73%	1514 73%
NET: At least monthly	1805 86%	72 81%	191 81%	241 83%	293 85%	236 86%	165 90% <sup>bc</sup>	122 92% <sup>abc</sup>	90 91% <sup>b</sup>	241 93% <sup>abcd</sup>	443 85%	178 89%	303 85%	127 83%	14 80%	1333 87%	1793 87%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 92  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**SMS Text messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: Ever	1964 94%	81 92%	212 90%	269 92%	318 93%	258 95%	173 95%	128 96%b	97 98%ab	255 98%abcd	487 94%ef	194 97%lm	332 94%	139 91%	15 86%	1445 94%	1951 94%
Never	100 5%	3 4%	17 7%gi	20 7%gi	22 6%gi	14 5%i	9 5%i	2 2%	2 2%	4 1%	28 5%	5 2%	18 5%	14 9%ko	2 14%	70 5%	93 4%
Don't know	30 1%	4 4%cefi	7 3%ei	3 1%	4 1%	1 *	1 *	3 2%	-	1 *	6 1%	1 1%	4 1%	1 1%	-	19 1%	21 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 93  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
Base: All respondents  
Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)

	Gender			Age						Social Grade				Region								Employment Sector							
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(z)	(A)	(B)	(C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Several times a day	984 47%	418 41%	566 53%a	180 78% fgh i	266 73% fgh i	198 59% ghi	173 47% hi	104 34% i	63 13%	269 47%	295 50% m	206 49%	214 42%	73 41%	46 54%	97 41%	74 43%	88 49%	65 44%	42 41%	92 47%	166 60% npq rstuw	135 48%	76 42%	31 49%	221 64% B	468 54%	118 64%	
Once a day	109 5%	52 5%	57 5%	17 7% g	19 5%	18 5%	12 3%	14 4%	30 6%	37 6% m	41 7% m	18 4%	13 3%	11 6%	4 5%	15 7%	8 5%	8 4%	6 4%	6 6%	6 3%	14 5%	15 5%	12 6%	3 5%	24 7%	45 5%	19 10%	
Several times a week	365 17%	188 18%	177 17%	16 7%	41 11%	66 20% de	84 23% de	66 21% de	92 19% de	94 16%	90 15%	85 20%	95 19%	38 22% v	9 10%	48 21% v	36 21% v	37 21% v	27 18%	18 18%	30 15%	34 12%	53 19%	24 13%	11 18%	45 13%	158 18% A	23 12%	
Once a week	75 4%	36 4%	39 4%	2 1%	7 2%	5 1%	22 6% def	9 3%	30 6% defh	21 4%	11 2%	20 5% k	23 4% k	4 2%	6 7% v	10 4% v	6 3%	6 3%	6 4%	1 1%	9 5% v	3 1%	15 5% v	9 5% v	-	6 2%	30 3%	3 2%	
Several times a month	137 7%	72 7%	65 6%	6 2%	9 3%	15 4%	15 4%	24 8% deg h	68 14% defg	38 7%	31 5%	28 7%	39 8%	20 11% p	5 6%	10 4%	11 6%	10 6%	14 9% p	10 10%	13 7%	15 5%	16 6%	11 6%	3 4%	16 5%	44 5%	5 3%	
Once a month	42 2%	27 3%	16 1%	1 1%	-	4 1%	10 3% e	6 2% e	21 4% def	7 1%	16 3%	8 2%	11 2%	1 1%	2 3%	4 2%	4 2%	1 1%	6 4% r	4 4% r	3 1%	6 2%	6 2%	4 2%	2 2%	4 1%	13 1%	1 1%	
Less often	91 4%	51 5%	40 4%	3 1%	8 2%	6 2%	13 3%	26 8% defg	35 7% defg	20 3%	25 4%	15 4%	31 6%	4 2%	3 3%	12 5%	5 3%	8 5%	9 6% v	4 4%	9 5%	6 2%	13 4%	15 8% nv	4 6%	9 3%	28 3%	4 2%	
NET: At least daily	1094 52%	471 46%	623 58% a	197 85% fgh i	285 92% fgh i	215 64% ghi	185 50% hi	118 38% i	93 19%	306 54% m	337 57% m	224 53% m	227 45%	84 47%	51 60%	112 48%	82 48%	96 53%	72 48%	48 47%	98 50%	180 66% npq rstuw	150 53%	88 49%	34 54%	245 71% B	513 59%	138 74%	
NET: At least weekly	1534 73%	695 68%	839 78% a	216 93% fgh i	333 92% fgh i	286 85% ghi	290 78% hi	194 63% i	215 44%	421 74% m	438 75% m	329 77% m	345 68%	126 71%	66 77%	170 73%	123 72%	140 77% tx	105 71%	67 66%	137 70%	217 79% tx	218 77% tx	120 67%	45 72%	296 86%	700 81%	164 88%	
NET: At least monthly	1713 82%	793 78%	920 86% a	223 96% fgh i	342 94% fgh i	305 91% ghi	315 85% hi	224 72% i	304 63%	466 82%	486 83%	365 86% m	395 78%	147 83%	73 86%	183 78%	138 81%	151 83%	125 84% x	81 80%	154 79%	238 87% pux	240 84% x	135 75%	49 79%	316 92%	757 88%	170 91%	

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 93  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76	195	143	159	134	85	162	244	253	149	53	326	785	173
	86%	83%	89% <sup>a</sup>	98% <sup>d</sup>	97% <sup>e</sup>	93% <sup>f</sup>	88% <sup>g</sup>	80% <sup>h</sup>	70% <sup>i</sup>	85%	87%	89% <sup>m</sup>	84%	85%	89%	84%	88%	90%	84%	83%	89%	89%	89%	83%	85%	94%	91%	93%
Never	272	168	104	3	10	18	42	58	141	83	72	42	75	25	7	37	24	20	14	17	32	27	28	31	10	19	67	12
	13%	16% <sup>b</sup>	10%	1%	3%	5% <sup>d</sup>	11% <sup>def</sup>	19% <sup>def</sup>	29% <sup>def</sup>	14% <sup>l</sup>	12%	10%	15% <sup>l</sup>	14%	9%	16% <sup>w</sup>	14%	11%	9%	16%	17% <sup>vw</sup>	10%	10%	17% <sup>vw</sup>	15%	5%	8%	6%
Don't know	18	9	9	3	3	6	1	3	4	3	5	3	8	2	2	1	3	1	1	-	-	3	4	1	-	1	10	1
	1%	1%	1%	1%	1%	2%	*	1%	1%	*	1%	1%	2%	1%	2%	*	2%	1%	*	-	-	1%	1%	*	-	*	1%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 94  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	984 47%	869 45%	104 69%a	22 70%	48 71%a	22 66%	5 80%	6 58%	5 37%	4 45%	496 43%	320 50%j	110 50%	39 80%jkl
Once a day	109 5%	98 5%	11 7%	3 11%	6 8%	1 4%	-	1 7%	-	-	60 5%	31 5%	15 7%	3 6%
Several times a week	365 17%	348 18%bd	13 8%	3 10%	3 5%	3 9%	1 10%	2 20%	4 25%	1 6%	209 18%lm	108 17%lm	41 19%lm	1 2%
Once a week	75 4%	72 4%	2 1%	-	1 1%	-	-	1 9%	1 4%	1 8%	53 5%k	16 2%	5 2%	-
Several times a month	137 7%	129 7%	6 4%	1 3%	2 4%	2 6%	1 10%	-	3 21%	1 11%	82 7%	36 6%	13 6%	2 4%
Once a month	42 2%	41 2%	1 1%	-	-	1 2%	-	-	-	1 7%	27 2%	13 2%	2 1%	-
Less often	91 4%	85 4%	4 3%	-	2 3%	1 3%	-	1 6%	-	1 10%	56 5%	25 4%	9 4%	1 2%
NET: At least daily	1094 52%	968 50%	115 76%a	26 80%	54 79%a	24 70%	5 80%	6 65%	5 37%	4 45%	556 48%	351 55%j	125 57%j	42 86%jkl
NET: At least weekly	1534 73%	1388 72%	129 86%a	29 91%	58 86%a	27 79%	6 90%	9 94%	10 67%	6 59%	818 71%	474 74%	171 78%	43 88%jk
NET: At least monthly	1713 82%	1558 81%	137 91%a	31 95%	61 89%	29 87%	7 100%	9 94%	13 88%	8 76%	927 81%	523 82%	186 85%	45 92%j
NET: Ever	1804 86%	1643 86%	140 93%a	35 95%	63 92%	31 90%	7 100%	10 100%	13 88%	9 86%	983 86%	547 86%	195 89%	46 94%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 94  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	272 13%	261 14%bd	7 5%	2 5%	2 3%	3 10%	-	-	2 12%	*	155 13%m	87 14%m	24 11%	2 3%
Don't know	18 1%	13 1%	3 2%	-	3 4%a	-	-	-	-	1 9%	11 1%	3 *	1 *	1 2%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 95  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
 Base: All respondents  
 Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	984 47%	814 48%de	466 52%cde	348 44%	170 42%	152 41%	19 45%	689 57% ijkmn	572 60% ijkmn	117 46% jmn	295 33% mn	37 41% mn	112 60% ijkmn	16 14%	44 13%	86 57% ijkmn	633 41%	347 63% pw	313 66% pw	263 60% pw	146 74% pqsvw	145 65% pw	129 61% pw	70 52% pw
Once a day	109 5%	81 5%	42 5%	39 5%	28 7%	27 7%	1 3%	69 6%	53 6%	16 6%	41 5%	1 1%	9 5%	3 2%	24 7%	4 2%	75 5%	35 6%	32 7%	26 6%	12 6%	12 5%	15 7%	4 3%
Several times a week	365 17%	288 17%	151 17%	137 17%	77 19%	71 19%	6 14%	203 17%	157 16%	46 18% l	162 18% l	20 22% l	21 11%	19 16%	72 21% l	30 20% l	266 17%	99 18% t	82 17%	91 21% t	22 11%	45 20% t	41 20% t	29 22% t
Once a week	75 4%	60 4%	38 4%	22 3%	15 4%	14 4%	1 3%	35 3%	28 3%	7 3%	40 4% l	2 2%	1 1%	10 8% ghil	20 6% ghl	6 4% l	62 4% qrsu	11 2%	8 2%	8 2%	4 2%	1 1%	3 1%	7 5% ru
Several times a month	137 7%	117 7%	49 5%	68 9% bd	20 5%	19 5%	1 3%	60 5%	40 4%	21 8% gh	76 9% gh	2 2%	9 5%	19 16% ghij	40 12% ghklo	6 4%	118 8% qrstu	18 3%	15 3%	15 3%	6 3%	6 3%	8 4%	6 5%
Once a month	42 2%	34 2%	20 2%	15 2%	8 2%	8 2%	-	17 1%	12 1%	5 2%	26 3% gh	1 1%	2 1%	5 4% gh	15 4% gh	2 1%	35 2% t	7 1%	5 1%	7 2%	-	2 1%	3 1%	3 2% t
Less often	91 4%	75 4%	30 3%	45 6% b	16 4%	15 4%	1 2%	38 3%	27 3%	11 4%	54 6% gh	4 4%	7 4%	11 10% gho	27 8% gh	5 3%	82 5% qrst	9 2%	8 2%	8 2%	2 1%	6 2%	5 2%	3 3%
NET: At least daily	1094 52%	895 53%	508 57% cde	387 49%	198 49%	178 49%	20 48%	758 63% ijkmn	625 65% ijkmn	133 52% jmn	336 38% mn	38 43% mn	121 65% ijkmn	19 16%	68 20%	89 59% ijkmn	708 46%	381 69% pw	345 72% pw	288 66% pw	158 80% pqsuw	157 71% pw	144 68% pw	74 55% pw
NET: At least weekly	1534 73%	1243 74% c	697 78% acde	546 69%	291 71%	264 72%	27 65%	996 82% ijkmn	810 85% ijklmn	186 73% jmn	537 61% mn	59 67% mn	144 77% jmn	48 41%	160 47%	126 83% ijkmn	1036 67%	492 90% pw	435 91% pw	388 89% pw	185 94% pw	204 91% pw	189 89% pw	110 82% pw

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 95  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
Base: All respondents  
Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: At least monthly	1713	1394	766	628	319	290	29	1073	862	212	639	62	155	73	216	134	1190	517	454	410	191	212	199	120
	82%	83%df	85%cdef	80%	78%	79%	68%	89%ijklmn	90%ijklmn	84%jkmn72%mn	70%	83%jkmn62%	63%	89%jkmn77%	77%	94%pw	95%pw	94%pw	97%pw	95%pw	94%pw	89%pw		
NET: Ever	1804	1469	796	673	335	306	30	1111	888	223	693	66	162	84	242	139	1272	526	463	418	194	218	204	123
	86%	87%df	89%cdef	85%f	82%	83%	71%	92%ijklmn	93%ijklmn	88%jkmn78%mn	74%	87%jkmn71%	71%	92%jkmn83%	83%	96%pw	97%pw	96%pw	98%pw	97%pw	96%pw	92%pw		
Never	272	201	95	106	71	59	12	85	57	29	187	23	21	34	98	11	256	16	12	13	3	5	8	6
	13%	12%	11%	13%	17%ab	16%ab	29%abce	7%	6%	11%gh	21%ghil	26%ghil	11%h	29%ghil	29%ghij	8%	17%qrstuvw	3%	3%	3%	2%	2%	4%	5%
Don't know	18	16	5	10	2	2	-	12	10	2	6	-	3	-	2	1	10	7	2	6	1	1	-	5
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	2%	-	1%	*	1%	1%	*	1%	1%	*	-	4%prtuv

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 96  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
 Base: All respondents  
 Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)

	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	984 47%	33 38%	94 40%	106 36%	149 43%	119 44%	90 49% <sub>c</sub>	68 51% <sub>c</sub>	65 66% <sub>abcd</sub>	167 64% <sub>abcd</sub>	219 42% <sub>efg</sub>	112 56% <sub>ijlm</sub>	140 40%	52 34%	5 30%	748 49% <sub>ijlm</sub>	984 48%
Once a day	109 5%	6 6%	5 2%	20 7% <sub>b</sub>	23 7% <sub>b</sub>	15 6%	15 8% <sub>b</sub>	5 4%	6 6%	9 4%	19 4%	4 2%	13 4%	3 2%	* 3%	90 6% <sub>k</sub>	109 5%
Several times a week	365 17%	10 11%	38 16%	49 17%	64 19%	45 17%	37 20%	28 21%	12 12%	47 18%	106 20%	35 18%	70 20%	37 24% <sub>o</sub>	2 12%	251 16%	365 18%
Once a week	75 4%	6 7% <sub>fi</sub>	11 5% <sub>f</sub>	10 3%	14 4%	9 3%	2 1%	12 9% <sub>cce</sub>	1 1%	5 2%	17 3%	6 3%	10 3%	6 4%	2 10%	57 4%	75 4%
Several times a month	137 7%	6 7%	19 8%	26 9% <sub>fi</sub>	26 8%	18 7%	7 4%	4 3%	6 6%	9 4%	33 6%	11 5%	29 8%	12 8%	- -	102 7%	137 7%
Once a month	42 2%	2 2%	5 2%	6 2%	9 3%	5 2%	5 3%	2 1%	1 1%	2 1%	7 1%	1 *	7 2%	3 2%	1 6%	35 2%	42 2%
Less often	91 4%	6 7% <sub>h</sub>	15 6% <sub>fh</sub>	17 6% <sub>ch</sub>	20 6% <sub>h</sub>	16 6% <sub>h</sub>	4 2%	2 2%	- -	7 3%	25 5%	7 4%	19 5%	11 7%	1 8%	67 4%	91 4%
NET: At least daily	1094 52%	39 44%	99 42%	126 43%	172 50%	134 49%	105 57% <sub>bc</sub>	73 55% <sub>abc</sub>	71 72% <sub>abcd</sub>	176 68% <sub>abcd</sub>	238 46% <sub>efg</sub>	116 58% <sub>ijlm</sub>	154 43%	55 36%	6 33%	838 55% <sub>ijlm</sub>	1094 53%
NET: At least weekly	1534 73%	55 62%	148 63%	185 63%	250 73% <sub>bc</sub>	188 69%	144 79% <sub>abce</sub>	113 85% <sub>abcd</sub>	85 86% <sub>abcd</sub>	228 88% <sub>abcd</sub>	361 69%	158 79% <sub>ijlm</sub>	234 66%	99 64%	10 55%	1146 75% <sub>ijlm</sub>	1534 74%
NET: At least monthly	1713 82%	63 71%	172 73%	217 74%	285 83% <sub>abc</sub>	211 77%	156 85% <sub>abce</sub>	119 90% <sub>abce</sub>	92 93% <sub>abcd</sub>	239 92% <sub>abcd</sub>	401 77% <sub>ef</sub>	169 85% <sub>ijlm</sub>	270 76%	113 74%	11 61%	1282 84% <sub>ijlm</sub>	1713 83%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 96  
**Q6. In the last 12 months how often have you used these services to send text messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Facebook Messenger, iMessage or WhatsApp)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: Ever	1804 86%	69 78%	187 79%	234 80%	305 89%abc	227 83%	160 87%b	121 91%abce	92 93%abce	247 95%abcd	426 82%	177 89%jl	289 81%	124 81%	12 69%	1349 88%jlm	1804 87%
Never	272 13%	17 20%dg	47 20%dghi	56 19%dghi	37 11%i	45 16%dghi	23 13%i	10 7%	7 7%	12 5%	92 18%ko	20 10%	64 18%ko	28 18%ko	5 31%	174 11%	249 12%
Don't know	18 1%	2 2%	2 1%	2 1%	2 1%	1 *	- -	2 1%	- -	1 *	3 1%	2 1%	2 *	1 *	- -	11 1%	12 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 97  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Summary table**

	WhatsApp	WeChat	iMessage	Facebook Messenger	Skype	Instagram (direct messaging)	Google chats	KIK	IMO	Signal	Line	Viber	Twitter (direct messaging)	Snapchat	Telegram	Other
Unweighted base	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809	1809
Weighted base	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804	1804
Several times a day	722 40%	15 1%	246 14%	433 24%	39 2%	85 5%	13 1%	14 1%	10 1%	15 1%	20 1%	23 1%	32 2%	141 8%	27 2%	27 1%
Once a day	106 6%	12 1%	55 3%	102 6%	27 1%	51 3%	15 1%	12 1%	10 1%	20 1%	17 1%	14 1%	40 2%	48 3%	11 1%	8 *
Several times a week	313 17%	6 *	118 7%	307 17%	26 1%	105 6%	13 1%	11 1%	6 *	13 1%	14 1%	13 1%	45 2%	69 4%	16 1%	18 1%
Once a week	59 3%	3 *	28 2%	89 5%	21 1%	48 3%	8 *	7 *	4 *	2 *	1 *	2 *	22 1%	23 1%	3 *	10 1%
Several times a month	147 8%	7 *	68 4%	198 11%	39 2%	104 6%	14 1%	11 1%	6 *	7 *	14 1%	16 1%	54 3%	55 3%	20 1%	15 1%
Once a month	43 2%	7 *	10 1%	87 5%	27 2%	45 3%	12 1%	10 1%	5 *	8 *	7 *	11 1%	52 3%	31 2%	15 1%	5 *
Less often	95 5%	18 1%	61 3%	203 11%	248 14%	169 9%	46 3%	33 2%	22 1%	11 1%	24 1%	46 3%	215 12%	96 5%	51 3%	46 3%
NET: At least daily	829 46%	27 2%	301 17%	535 30%	66 4%	136 8%	29 2%	26 1%	20 1%	36 2%	37 2%	36 2%	72 4%	189 10%	38 2%	35 2%
NET: At least weekly	1201 67%	36 2%	448 25%	931 52%	113 6%	288 16%	49 3%	44 2%	31 2%	51 3%	51 3%	50 3%	138 8%	281 16%	58 3%	63 4%
NET: At least monthly	1391 77%	50 3%	526 29%	1217 67%	180 10%	438 24%	75 4%	65 4%	42 2%	66 4%	72 4%	77 4%	244 14%	367 20%	93 5%	83 5%
NET: Ever	1486 82%	68 4%	587 33%	1419 79%	428 24%	607 34%	121 7%	98 5%	64 4%	77 4%	97 5%	123 7%	459 25%	463 26%	144 8%	129 7%
Never	315 17%	1717 95%	1197 66%	378 21%	1361 75%	1186 66%	1666 92%	1682 93%	1699 94%	1692 94%	1671 93%	1658 92%	1334 74%	1334 74%	1644 91%	1425 79%
Don't know	3 *	19 1%	20 1%	7 *	15 1%	11 1%	17 1%	24 1%	41 2%	35 2%	36 2%	23 1%	11 1%	7 *	16 1%	250 14%

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 98  
Q7. In the last 12 months how often have you used these services or apps to send text messages?  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
WhatsApp

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	722 40%	336 40%	386 40%	102 45% chi hi	215 61% dfg	153 49% ghi	126 38% i	81 32% j	46 14%	215 44% m	220 43% m	160 42% m	128 30%	38 25%	34 44% n	73 37% n	46 32% o	75 47% nqs	43 32%	33 38% n	65 40% n	142 58% npq rstuw	100 40% n	51 34%	24 46% n	188 58% B	368 47%	96 55%
Once a day	106 6%	43 5%	63 7%	30 13% efgh i	17 5%	19 6%	11 3%	14 6%	14 4%	31 6%	35 7%	19 5%	22 5%	18 12% q w	3 4%	19 9% qt	5 4%	10 6%	8 6%	1 2%	8 5%	12 5%	13 5%	7 5%	1 2%	22 7%	49 6%	17 10%
Several times a week	313 17%	142 17%	172 18%	27 12%	53 15%	54 17%	62 19% d	50 20% d	66 19% d	88 18%	86 17%	62 16%	77 18%	33 22% t	9 12%	28 14%	31 22% t	31 19% t	24 18%	8 9%	31 19%	41 17%	44 18%	22 15%	11 21%	52 16%	135 17%	27 15%
Once a week	59 3%	31 4%	28 3%	9 4%	11 3%	7 2%	16 5% h	3 1%	13 4%	18 4%	15 3%	15 4%	11 3%	5 3%	1 2%	8 4%	9 6% rv	2 1%	3 2%	1 1%	3 2%	4 2%	15 6% rv	7 5%	- 2%	5 3%	26 3%	3 2%
Several times a month	147 8%	71 8%	76 8%	23 10% e	11 3%	20 7%	26 8% e	23 9% e	44 13% efg	38 8%	43 8%	27 7%	39 9%	13 9%	7 9%	14 7%	9 6%	8 5%	18 14% qrv	12 9%	15 9%	14 6%	17 7%	17 12%	4 7%	14 4%	55 7%	9 5%
Once a month	43 2%	19 2%	23 2%	8 3% e	2 1%	6 2%	8 2%	4 2%	16 5% eh	9 2%	16 3% l	4 1%	14 3% l	3 2%	- -	5 3%	5 4% v	2 1%	5 4% uv	2 3%	1 *	2 1%	7 3%	10 7% oruv	1 3%	8 2%	16 2%	4 2%
Less often	95 5%	48 6%	48 5%	7 3%	12 3%	13 4%	20 6%	17 7%	27 8% de	25 5%	17 3%	25 6% k	28 7% k	10 7%	4 5%	8 4%	11 8%	12 7%	8 6%	3 4%	6 4%	9 4%	12 5%	11 7%	2 4%	11 3%	38 5%	3 2%
NET: At least daily	829 46%	379 45%	449 47%	132 58% ghi i	232 66% fgh	172 55% ghi	136 42% i	95 38% i	60 18%	246 50% m	255 50% m	179 47% m	149 35%	56 37%	37 49%	91 47%	51 36%	85 53% nqs	51 38%	34 40%	73 45%	154 63% npq stuw	114 45%	58 39%	26 48%	210 64% B	417 53%	113 65%
NET: At least weekly	1201 67%	552 65%	649 68%	169 74% ghi hi	297 85% dgh	234 75% ghi	215 66% i	148 59% i	139 41%	352 72% m	356 70% m	256 67% m	238 56%	94 62%	47 63%	128 65% t	91 64%	118 74% nst	78 58%	43 50%	107 66% t	200 82% nop qstuw y	173 68% t	87 58%	37 69% t	267 82% B	578 74%	143 82%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 98  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WhatsApp**

	Gender		Age							Social Grade					Region								Employment Sector					
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: At least monthly	1391 77%	642 76%	749 78%	199 88% ghi	309 89% ghi	260 84% ghi	249 76% i	175 70% i	199 59%	399 82% lm	415 81% lm	286 75% m	291 68%	110 73%	54 71%	146 75%	105 73%	127 80% t	101 76%	57 67%	123 75%	215 88% nop x	196 78%	114 76%	42 79%	288 88% B	649 83%	156 90%
NET: Ever	1486 82%	690 82%	797 83%	206 91% ghi	322 92% ghi	273 88% hi	268 82% i	192 77% i	225 66%	424 87% lm	433 85% m	311 82% m	319 75%	120 80%	58 76%	154 79%	116 81%	139 87% t	109 81%	60 71%	129 79%	224 92% nop x y	209 83% t	125 83% t	44 83%	299 92%	687 87%	159 92%
Never	315 17%	152 18%	163 17%	20 9%	26 7%	38 12%	60 18% def	57 23% def	114 34% def gh	61 13%	78 15%	68 18% j	107 25% kl	31 20% v	18 24% rv	41 21% rv	27 19% v	19 12%	25 19% v	25 29% rvw x	34 21% rv	19 8%	44 17% v	25 16% v	9 17% v	27 8%	97 12%	14 8%
Don't know	3 *	3 *	-	-	2 1%	* *	-	-	-	1 *	* *	1 *	-	-	-	-	-	2 1%	-	-	-	1 *	-	* *	-	-	2 *	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 99  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	722 40%	612 37%	100 72%a	25 80%	47 74%a	18 57%	5 79%	6 65%	1 11%	3 40%	346 35%	248 45%j	102 52%jm	15 34%
Once a day	106 6%	93 6%	11 8%	1 3%	6 9%	4 12%	-	-	3 24%	-	53 5%	31 6%	13 7%	5 11%
Several times a week	313 17%	299 18%bd	12 8%	4 13%	2 4%	3 11%	-	2 20%	2 19%	2 19%	175 18%	93 17%	31 16%	7 15%
Once a week	59 3%	56 3%	2 2%	-	2 3%	-	1 11%	-	-	-	35 4%	18 3%	3 2%	4 9%l
Several times a month	147 8%	141 9%	5 4%	-	3 4%	2 6%	1 10%	-	4 29%	1 12%	88 9%l	41 7%	7 3%	7 15%l
Once a month	43 2%	36 2%	3 2%	1 3%	1 1%	2 6%	-	-	-	-	26 3%	14 2%	2 1%	1 3%
Less often	95 5%	93 6%	2 2%	-	1 1%	1 2%	-	1 9%	1 7%	1 10%	57 6%	29 5%	5 3%	2 4%
NET: At least daily	829 46%	705 43%	111 79%a	25 83%	53 84%a	21 70%	5 79%	6 65%	5 35%	3 40%	399 41%	279 51%j	115 59%j	20 45%
NET: At least weekly	1201 67%	1061 65%	125 89%a	29 96%	57 90%a	25 81%	6 90%	8 85%	7 54%	5 58%	608 62%	390 71%j	149 76%j	32 69%
NET: At least monthly	1391 77%	1238 75%	134 95%a	30 99%	60 96%a	29 93%	7 100%	8 85%	11 82%	6 71%	721 73%	445 81%j	157 81%j	40 88%j
NET: Ever	1486 82%	1331 81%	136 97%a	30 99%	61 97%a	29 96%	7 100%	9 94%	12 89%	7 80%	779 79%	474 87%j	163 83%	42 92%j

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 99  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	315 17%	310 19%bd	4 3%	1 1%	2 3%	1 4%	-	1 6%	1 11%	2 20%	204 21%km	72 13%	32 16%	3 7%
Don't know	3 *	2 *	1 *	-	1 1%	-	-	-	-	-	1 *	1 *	1 *	1 1%j

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 100  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WhatsApp**

	Which of the following best describes where you live?						Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	722 40%	602 41% <sup>c</sup>	366 46% <sup>acde</sup>	236 35%	120 36%	107 35%	13 44%	556 50% <sup>ijklmno</sup>	467 53% <sup>ijklmno</sup>	89 40% <sup>ijmn</sup>	167 24% <sup>mn</sup>	18 28% <sup>mn</sup>	50 31% <sup>mn</sup>	8 10%	36 15%	54 39% <sup>ijmn</sup>	450 35%	270 51% <sup>pw</sup>	245 53% <sup>pw</sup>	208 50% <sup>pw</sup>	119 61% <sup>pqs</sup>	121 56% <sup>pw</sup>	98 48% <sup>p</sup>	48 39%
Once a day	106 6%	87 6%	50 6%	37 6%	19 6%	18 6%	1 4%	71 6% <sup>m</sup>	54 6% <sup>m</sup>	16 7% <sup>mo</sup>	36 5%	2 4%	16 10% <sup>jm</sup>	-	14 6% <sup>m</sup>	3 2%	78 6%	27 5%	23 5%	21 5%	6 3%	8 4%	11 6%	6 5%
Several times a week	313 17%	243 17%	137 17%	105 16%	71 21% <sup>c</sup>	65 21%	6 20%	187 17%	144 16%	43 19%	127 18%	14 22%	29 18%	14 16%	43 18%	27 19%	218 17%	95 18%	83 18%	81 19%	29 15%	41 19%	41 20%	27 22%
Once a week	59 3%	50 3%	26 3%	24 4%	9 3%	9 3%	-	32 3%	25 3%	7 3%	28 4%	3 5%	7 5%	3 3%	11 4%	4 3%	47 4% <sup>rsu</sup>	11 2%	8 2%	6 1%	5 3%	1 1%	3 1%	3 2%
Several times a month	147 8%	128 9%	58 7%	70 10% <sup>de</sup>	19 6%	17 6%	1 4%	69 6%	52 6%	17 8%	78 11% <sup>gh</sup>	6 9%	16 10%	11 13% <sup>gh</sup>	29 12% <sup>gh</sup>	17 12% <sup>gh</sup>	113 9% <sup>t</sup>	34 7%	31 7%	32 8%	8 4%	14 7%	21 10% <sup>t</sup>	11 9%
Once a month	43 2%	34 2%	18 2%	16 2%	9 3%	8 3%	1 3%	23 2%	15 2%	9 4% <sup>h</sup>	20 3%	3 5%	1 1%	4 5%	9 4%	2 1%	33 3%	10 2%	8 2%	7 2%	2 1%	3 1%	3 1%	3 2%
Less often	95 5%	78 5%	31 4%	47 7% <sup>b</sup>	17 5%	16 5%	1 3%	49 4%	38 4%	11 5%	46 7%	3 5%	9 5%	3 4%	22 9% <sup>gh</sup>	9 6%	76 6% <sup>u</sup>	20 4%	16 4%	14 3%	7 3%	4 2%	8 4%	5 4%
NET: At least daily	829 46%	689 47% <sup>c</sup>	416 52% <sup>acde</sup>	273 41%	139 42%	125 41%	14 48%	626 56% <sup>ijklmno</sup>	521 59% <sup>ijklmno</sup>	106 47% <sup>ijkmn</sup>	202 29% <sup>mn</sup>	21 32% <sup>m</sup>	66 41% <sup>jm</sup>	8 10%	50 20% <sup>m</sup>	58 42% <sup>jm</sup>	527 41%	297 56% <sup>pw</sup>	268 58% <sup>pw</sup>	229 55% <sup>pw</sup>	125 65% <sup>psw</sup>	130 60% <sup>pw</sup>	109 53% <sup>p</sup>	54 44%
NET: At least weekly	1201 67%	982 67% <sup>c</sup>	579 73% <sup>acde</sup>	403 60%	219 65%	199 65%	20 68%	844 76% <sup>ijklmno</sup>	690 78% <sup>ijklmno</sup>	155 69% <sup>ijmn</sup>	357 52% <sup>mn</sup>	38 58% <sup>mn</sup>	102 63% <sup>jm</sup>	25 29%	103 43%	88 64% <sup>jm</sup>	793 62%	403 77% <sup>p</sup>	359 78% <sup>pw</sup>	315 75% <sup>p</sup>	159 82% <sup>pw</sup>	172 79% <sup>pw</sup>	153 75% <sup>p</sup>	84 69%
NET: At least monthly	1391 77%	1144 78% <sup>c</sup>	655 82% <sup>acde</sup>	490 73%	247 74%	224 73%	22 75%	936 84% <sup>ijklmno</sup>	756 85% <sup>ijklmno</sup>	180 81% <sup>ijmn</sup>	455 66% <sup>mn</sup>	48 72% <sup>m</sup>	120 74% <sup>mn</sup>	40 47%	141 58%	107 77% <sup>jm</sup>	939 74%	446 85% <sup>p</sup>	398 86% <sup>p</sup>	354 85% <sup>p</sup>	169 87% <sup>p</sup>	189 87% <sup>p</sup>	176 86% <sup>p</sup>	98 80%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 100  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WhatsApp**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: Ever	1486	1222	686	537	264	241	23	986	794	191	501	51	128	43	163	115	1014	466	414	368	176	193	184	103
	82%	83%	86% <sup>cde</sup>	80%	79%	79%	78%	89% <sup>ijklm</sup>	89% <sup>ijklm</sup>	86% <sup>jmno</sup>	72% <sup>am</sup>	77% <sup>m</sup>	79% <sup>mn</sup>	52%	67% <sup>lm</sup>	83% <sup>jmno</sup>	80%	89% <sup>p</sup>	90% <sup>p</sup>	88% <sup>p</sup>	91% <sup>p</sup>	89% <sup>p</sup>	90% <sup>p</sup>	84%
Never	315	244	109	135	71	64	6	124	93	31	192	15	33	41	80	23	256	60	48	50	18	24	20	20
	17%	17%	14%	20% <sup>b</sup>	21% <sup>b</sup>	21% <sup>b</sup>	22%	11%	10%	14%	28% <sup>ghio</sup>	23% <sup>gh</sup>	20% <sup>gh</sup>	48% <sup>ghij</sup>	33% <sup>ghil</sup>	17% <sup>h</sup>	20% <sup>qrst</sup>	11%	10%	12%	9%	11%	10%	16%
Don't know	3	2	1	1	*	*	-	2	1	1	1	-	1	-	-	2	*	*	*	-	*	-	-	-
	*	*	*	*	*	*	-	*	*	*	*	-	*	-	-	*	*	*	*	*	*	*	*	*

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 101  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	722 40%	14 20%	56 30%	69 30%	106 35%a	88 39%a	69 43%abc	56 46%abcd	45 49%abcd	156 63%abcd	133 31%	61 34% <sup>m</sup>	83 29%	28 23%	3 28%	579 43% <sup>ijklm</sup>	722 40%
Once a day	106 6%	9 13% <sup>bdefi</sup>	6 3%	17 7% <sup>i</sup>	18 6%	12 5%	8 5%	11 9% <sup>i</sup>	9 9% <sup>i</sup>	7 3%	21 5%	10 6%	12 4%	5 4%	* 4%	83 6%	106 6%
Several times a week	313 17%	12 17%	29 16%	40 17%	58 19%	37 16%	26 16%	15 12%	14 15%	44 18%	75 18%	27 15%	45 15%	22 18%	3 24%	231 17%	313 17%
Once a week	59 3%	5 7% <sup>ci</sup>	7 4% <sup>i</sup>	4 2%	7 2%	9 4% <sup>i</sup>	6 4% <sup>i</sup>	7 6% <sup>ci</sup>	3 3%	2 1%	11 3%	7 4%	7 2%	3 2%	- 4%	49 4%	59 3%
Several times a month	147 8%	7 10%	14 8%	23 10% <sup>f</sup>	27 9%	25 11% <sup>fi</sup>	7 4%	11 9%	8 5%	12 5%	36 9%	16 9%	27 9%	8 6%	1 8%	107 8%	147 8%
Once a month	43 2%	2 3% <sup>i</sup>	5 3% <sup>i</sup>	8 3% <sup>i</sup>	9 3% <sup>i</sup>	8 3% <sup>i</sup>	7 4% <sup>i</sup>	1 1%	- -	- -	8 2%	2 1%	6 2%	1 1%	- -	35 3%	43 2%
Less often	95 5%	5 8%	10 5%	10 4%	22 7%	11 5%	11 7%	9 7%	2 2%	8 3%	27 6%	15 9%	19 7%	9 7%	- -	68 5%	95 5%
NET: At least daily	829 46%	23 33%	62 33%	86 37%	124 41%	101 44% <sup>b</sup>	78 49% <sup>abc</sup>	67 55% <sup>abcd</sup>	54 59% <sup>abcd</sup>	163 66% <sup>abcd</sup>	155 36%	71 40% <sup>m</sup>	94 33%	33 27%	4 32%	662 49% <sup>ijklm</sup>	829 46%
NET: At least weekly	1201 67%	39 57%	99 53%	130 56%	189 62%	147 65% <sup>b</sup>	110 69% <sup>bc</sup>	89 73% <sup>abcd</sup>	71 77% <sup>abcd</sup>	209 85% <sup>abcd</sup>	240 56%	105 60%	146 50%	59 47%	7 55%	941 70% <sup>ijklm</sup>	1201 67%
NET: At least monthly	1391 77%	48 70%	118 63%	161 69%	225 74% <sup>b</sup>	179 79% <sup>bc</sup>	123 77% <sup>b</sup>	100 83% <sup>bc</sup>	79 86% <sup>abcd</sup>	221 90% <sup>abcd</sup>	285 67% <sup>m</sup>	123 70% <sup>m</sup>	179 62%	68 54%	8 64%	1082 80% <sup>ijklm</sup>	1391 77%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 101  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**WhatsApp**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
NET: Ever	1486	53	127	171	247	190	134	109	81	229	312	139	198	76	8	1150	1486
	82%	78%	68%	73%	81% <sup>bc</sup>	84% <sup>bc</sup>	84% <sup>bc</sup>	90% <sup>abcd</sup>	88% <sup>bc</sup>	93% <sup>abcd</sup>	73% <sup>lm</sup>	79% <sup>lm</sup>	68%	61%	64%	85% <sup>ijklm</sup>	82%
Never	315	15	60	61	58	37	26	12	11	18	113	37	91	48	4	196	315
	17%	21% <sup>gi</sup>	32% <sup>defghi</sup>	26% <sup>efghi</sup>	19% <sup>gi</sup>	16% <sup>i</sup>	16% <sup>i</sup>	10%	12%	7%	27% <sup>o</sup>	21% <sup>o</sup>	31% <sup>ko</sup>	38% <sup>jklo</sup>	36%	15%	17%
Don't know	3	1	-	2	-	-	-	-	-	-	*	*	*	*	-	2	3
	*	1%	-	1%	-	-	-	-	-	-	*	*	*	*	-	*	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 102  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WeChat**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	15 1%	12 1% <sup>b</sup>	3 *	5 2% <sup>ci</sup>	4 1%	2 1%	4 1%	1 *	-	5 1%	5 1%	-	6 1% <sup>l</sup>	-	-	3 1%	-	-	2 2%	-	4 3%	5 2%	1 *	-	-	5 1%	10 1%	10 6%
Once a day	12 1%	11 1% <sup>b</sup>	1 *	5 2% <sup>ghi</sup>	3 1%	4 1%	-	-	-	7 2%	2 *	1 *	2 *	-	1 2%	4 2% <sup>w</sup>	-	2 1%	-	2 2% <sup>w</sup>	-	3 1%	-	-	-	3 1%	8 1%	10 6%
Several times a week	6 *	4 1%	1 *	1 *	3 1%	2 1%	-	-	-	4 1%	1 *	-	1 *	2 2%	-	1 *	-	1 1%	-	-	-	-	1 *	-	1 2%	-	4 1%	5 3%
Once a week	3 *	3 *	-	2 1%	1 *	-	-	-	-	2 *	-	1 *	-	-	2 2% <sup>w</sup>	-	1 *	-	-	-	1 1%	-	-	-	-	-	3 *	3 2%
Several times a month	7 1%	5 1%	1 *	3 1% <sup>ei</sup>	-	2 1%	1 *	1 *	-	3 1%	4 1%	-	-	-	-	1 *	-	1 1%	1 2% <sup>sv</sup>	2 1%	1 1%	-	1 *	-	-	-	5 1%	3 2%
Once a month	7 *	5 1%	2 *	2 1%	-	4 1% <sup>i</sup>	1 *	-	-	3 1%	3 1%	1 *	-	1 1%	-	2 1%	-	-	-	2 1%	1 *	-	1 1%	-	4 1%	2 *	3 2%	
Less often	18 1%	7 1%	11 1%	5 2%	2 1%	3 1%	3 1%	2 1%	3 1%	8 2%	5 1%	3 1%	2 *	2 1%	1 1%	2 1%	3 2%	-	-	-	-	4 2%	5 2%	-	-	2 1%	9 1%	3 2%
NET: At least daily	27 2%	23 3% <sup>b</sup>	5 *	10 4% <sup>ghi</sup>	8 2% <sup>i</sup>	6 2% <sup>i</sup>	4 1%	1 *	-	12 2% <sup>l</sup>	7 1%	1 *	7 2%	-	1 2%	6 3% <sup>nqwx</sup>	-	2 1%	2 2%	2 2%	4 3%	8 3% <sup>nqwx</sup>	1 *	-	-	8 2%	18 2%	20 11%
NET: At least weekly	36 2%	30 4% <sup>b</sup>	6 1%	13 6% <sup>ghi</sup>	12 3% <sup>hi</sup>	8 2% <sup>hi</sup>	4 1%	1 *	-	19 4% <sup>kl</sup>	7 1%	2 1%	8 2%	2 2%	3 4% <sup>x</sup>	7 4% <sup>wx</sup>	1 *	3 2%	2 2%	2 2%	5 3% <sup>x</sup>	8 3% <sup>x</sup>	2 1%	-	1 2%	8 2%	26 3%	28 16%
NET: At least monthly	50 3%	40 5% <sup>b</sup>	10 1%	18 8% <sup>eghi</sup>	12 3% <sup>hi</sup>	13 4% <sup>hi</sup>	5 2% <sup>i</sup>	1 *	-	24 5% <sup>lm</sup>	15 3%	3 1%	8 2%	4 3%	3 4%	10 5% <sup>qwx</sup>	1 3%	4 3%	4 5% <sup>qwx</sup>	8 5% <sup>qwx</sup>	9 4%	3 1%	3 1%	1 2%	1 4%	11 4%	33 4%	34 19%
NET: Ever	68 4%	47 6% <sup>b</sup>	20 2%	24 10% <sup>efgh</sup>	14 4% <sup>hi</sup>	17 5% <sup>hi</sup>	8 2%	3 1%	3 1%	33 7% <sup>klm</sup>	19 4%	6 2%	10 2%	6 4%	3 4%	12 6% <sup>x</sup>	4 3%	4 3%	3 3%	4 5% <sup>x</sup>	8 5% <sup>x</sup>	13 5% <sup>x</sup>	8 3%	1 1%	14 4%	42 5%	37 21%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 102  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WeChat**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Never	1717 95%	786 93%	931 97% <sup>a</sup>	203 90%	331 95% <sup>d</sup>	287 92%	319 97% <sup>df</sup>	244 98% <sup>df</sup>	333 98% <sup>def</sup>	450 92%	486 95%	371 98% <sup>j</sup>	410 96% <sup>j</sup>	142 94%	72 96%	183 94%	139 97% <sup>v</sup>	153 96%	129 96%	80 94%	153 94%	223 91%	245 97% <sup>v</sup>	148 99% <sup>npt</sup>	51 97%	307 94%	734 93%	131 76%
Don't know	19 1%	11 1%	8 1%	- -	4 1%	8 2% <sup>dg</sup>	1 *	3 1%	3 1%	4 1%	6 1%	3 1%	6 1%	3 2% <sup>w</sup>	- -	- -	1 *	2 1%	1 1%	1 1%	1 1%	8 3% <sup>pw</sup>	- -	* *	1 2%	5 2%	10 1%	5 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 103  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WeChat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	15 1%	9 1%	7 5%a	3 9%	3 4%a	3 4%a	1 12%	-	-	2 22%	1 *	8 1%j	4 2%j	-
Once a day	12 1%	5 *	8 5%a	1 4%	4 6%a	2 5%	1 11%	-	-	-	3 *	5 1%	3 1%	1 2%
Several times a week	6 *	6 *	-	-	-	-	-	-	-	-	1 *	1 *	2 1%j	1 1%j
Once a week	3 *	3 *	1 *	1 2%	-	-	-	-	-	-	2 *	2 *	-	-
Several times a month	7 *	4 *	3 2%a	-	1 2%a	1 2%	1 10%	-	-	-	3 *	2 *	1 1%	-
Once a month	7 *	7 *	1 *	-	-	1 2%	-	-	-	-	3 *	2 *	1 1%	1 2%
Less often	18 1%	12 1%	6 4%a	2 7%	2 3%	1 4%	1 9%	-	-	-	10 1%	3 1%	3 1%	1 1%
NET: At least daily	27 2%	13 1%	14 10%a	4 13%	7 11%a	2 6%	2 23%	-	-	2 22%	5 *	13 2%j	7 4%j	1 2%
NET: At least weekly	36 2%	22 1%	15 10%a	5 15%	7 11%a	2 6%	2 23%	-	-	2 22%	8 1%	16 3%j	9 5%j	1 3%
NET: At least monthly	50 3%	32 2%	18 13%a	5 15%	8 13%a	3 11%	2 33%	-	-	2 22%	14 1%	20 4%j	12 6%j	2 5%
NET: Ever	68 4%	44 3%	24 17%a	7 22%	10 16%a	5 15%	3 42%	-	-	2 22%	25 2%	24 4%	14 7%j	3 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 103  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WeChat**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1717	1585	114	24	51	26	4	9	11	6	950	523	176	43
	95%	96%bd	81%	78%	82%	85%	58%	91%	83%	68%	97%l	95%l	90%	94%
Don't know	19	14	3	-	2	-	-	1	2	1	8	1	4	-
	1%	1%	2%	-	3%	-	-	9%	17%	10%	1%	*	2%k	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 104  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WeChat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	15 1%	15 1%	8 1%	7 1%	-	-	-	15 1% <sub>j</sub>	14 2% <sub>j</sub>	*	*	-	*	-	-	6 *	9 2% <sub>p</sub>	9 2% <sub>p</sub>	6 1%	5 2% <sub>p</sub>	5 2% <sub>p</sub>	2 1%	1 1%	-
Once a day	12 1%	12 1%	10 1%	2 *	-	-	-	12 1% <sub>j</sub>	11 1% <sub>j</sub>	*	1 *	-	1 *	-	-	4 *	8 2% <sub>p</sub>	7 2% <sub>p</sub>	5 1% <sub>p</sub>	5 2% <sub>p</sub>	4 2% <sub>p</sub>	3 1% <sub>p</sub>	1 1%	-
Several times a week	6 *	5 *	4 *	1 *	1 *	1 *	-	4 *	3 *	1 *	1 *	-	1 *	-	-	3 *	3 1%	3 1%	1 *	2 1%	-	1 *	-	-
Once a week	3 *	3 *	3 *	-	-	-	-	3 *	3 *	1 *	-	-	-	-	-	3 *	-	-	-	-	-	-	-	-
Several times a month	7 *	5 *	1 *	4 1%	1 *	1 *	-	5 *	4 *	1 1%	1 *	-	1 *	-	-	4 *	3 *	3 1%	3 1%	1 *	1 *	2 1%	-	-
Once a month	7 *	6 *	3 *	3 *	1 *	1 *	-	6 1%	6 1%	-	2 *	1 1%	1 1%	-	-	5 *	2 *	2 1%	2 1%	-	1 *	1 1%	-	-
Less often	18 1%	17 1%	9 1%	7 1%	1 *	1 *	-	11 1%	9 1%	2 1%	7 1%	1 1%	2 1%	2 2%	2 1%	13 1%	5 1%	5 1%	5 1%	-	2 1%	4 2%	1 1%	-
NET: At least daily	27 2%	27 2% <sub>de</sub>	18 2% <sub>de</sub>	9 1% <sub>d</sub>	-	-	-	26 2% <sub>j</sub>	25 3% <sub>j</sub>	1 *	1 *	-	1 1%	-	-	10 1%	18 3% <sub>p</sub>	16 4% <sub>p</sub>	11 3% <sub>p</sub>	9 5% <sub>p</sub>	8 4% <sub>p</sub>	5 2% <sub>p</sub>	2 2%	-
NET: At least weekly	36 2%	36 2% <sub>de</sub>	25 3% <sub>de</sub>	10 2%	1 *	1 *	-	34 3% <sub>j</sub>	31 4% <sub>j</sub>	3 1%	2 *	-	2 1%	-	-	16 1%	21 4% <sub>p</sub>	19 4% <sub>p</sub>	12 3% <sub>p</sub>	11 6% <sub>p</sub>	8 4% <sub>p</sub>	6 3%	2 2%	-
NET: At least monthly	50 3%	47 3% <sub>d</sub>	29 4% <sub>de</sub>	17 3%	3 1%	3 1%	-	45 4% <sub>j</sub>	41 5% <sub>j</sub>	4 2% <sub>n</sub>	5 1%	1 1%	5 3% <sub>j</sub>	-	-	24 2%	26 5% <sub>p</sub>	24 5% <sub>p</sub>	17 4% <sub>p</sub>	12 6% <sub>p</sub>	10 5% <sub>p</sub>	9 5% <sub>p</sub>	2 2%	-
NET: Ever	68 4%	64 4% <sub>de</sub>	39 5% <sub>de</sub>	25 4% <sub>d</sub>	4 1%	4 1%	-	56 5% <sub>j</sub>	50 6% <sub>j</sub>	6 3%	12 2%	1 2%	6 4% <sub>n</sub>	2 2%	2 1%	38 3%	30 6% <sub>p</sub>	29 6% <sub>p</sub>	21 5%	12 6% <sub>p</sub>	12 6%	13 6% <sub>p</sub>	4 3%	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 104  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**WeChat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?											
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123	
Never	1717	1388	747	641	329	299	30	1040	826	214	677	63	155	81	241	136	1224	487	425	389	179	200	187	118	
		95%	95%	94%	95%	98%abc	98%ab	100%	94%	93%	96%	98%ggh	96%	96%	97%	99%ghik	98%gghuv	96%qrst	93%	92%	93%	92%	92%	92%	96%
Don't know	19	17	10	7	2	2	-	15	12	3	4	2	-	1	-	1	10	9	9	8	3	5	4	1	
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	3%an	-	1%	-	1%	1%	2%	2%	2%	2%	2%	2%	2%	

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 105

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**WeChat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	15 1%	* 1%	-	5 2%	4 1%	-	1 1%	-	2 2%	1 *	6 1%	3 2%	6 2%	-	-	8 1%	15 1%
Once a day	12 1%	-	1 *	-	4 1%	2 1%	2 1%	1 1%	2 2%	1 *	* *	-	-	* *	* *	12 4%	12 1%
Several times a week	6 *	1 1%	1 *	2 1%	-	-	-	-	-	2 1%	3 1%	2 1%	1 *	-	-	3 *	6 *
Once a week	3 *	-	-	2 1%	-	-	-	1 1%	1 1%	-	-	-	-	-	-	3 *	3 *
Several times a month	7 *	1 2%	-	-	3 1%	1 *	1 *	-	-	1 1%	-	-	-	-	-	7 *	7 *
Once a month	7 *	-	1 1%	2 1%	-	1 *	2 1%	-	-	1 1%	1 *	-	1 *	-	-	6 *	7 *
Less often	18 1%	2 3%	3 1%	1 1%	1 *	1 *	1 1%	3 2%	1 1%	4 1%	4 1%	1 1%	2 1%	2 1%	-	14 1%	18 1%
NET: At least daily	27 2%	* 1%	1 *	5 2%	8 2%	2 1%	3 2%	1 1%	3 4%	2 1%	6 1%	3 2%	6 2%	* *	* 4%	20 1%	27 2%
NET: At least weekly	36 2%	1 1%	2 1%	8 4%	8 2%	2 1%	3 2%	1 1%	4 5%	4 2%	9 2%	5 3%	6 2%	* *	* 4%	27 2%	36 2%
NET: At least monthly	50 3%	2 3%	3 1%	11 5%	10 3%	3 2%	6 3%	1 1%	4 5%	6 2%	10 2%	5 3%	7 3%	* *	* 4%	39 3%	50 3%
NET: Ever	68 4%	4 6%	5 3%	12 5%	12 4%	4 2%	7 4%	4 3%	6 6%	10 4%	13 3%	6 4%	10 3%	2 2%	* 4%	54 4%	68 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 105

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**WeChat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1717	64	182	219	291	220	152	112	86	237	409	167	277	121	12	1281	1717
	95%	94%	97%	94%	95%	97%	95%	93%	94%	96%	96%	94%	96%	97%	96%	95%	95%
Don't know	19	-	1	3	3	4	1	5	-	-	4	4	2	1	-	14	19
	1%	-	*	1%	1%	2%	1%	4% <sup>bi</sup>	-	-	1%	2%	1%	1%	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 106  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
iMessage

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	246 14%	88 10%	158 16% <sup>a</sup>	68 30% <sup>efg</sup>	63 18% <sup>ghi</sup>	42 14% <sup>hi</sup>	42 13% <sup>hi</sup>	18 7%	13 4%	66 14%	67 13%	65 17% <sup>m</sup>	48 11%	13 9%	13 17%	22 11%	18 13%	17 11%	20 15%	9 10%	31 19% <sup>np</sup>	36 15%	32 13%	28 19% <sup>n</sup>	7 13%	63 19%	114 14%	30 17%
Once a day	55 3%	30 4%	26 3%	19 8% <sup>ghi</sup>	14 4% <sup>hi</sup>	13 4% <sup>hi</sup>	7 2%	1 *	1 *	23 5% <sup>l</sup>	15 3%	6 2%	12 3%	3 2%	3 4%	12 6% <sup>rsu</sup>	7 5% <sup>ru</sup>	1 *	2 2%	3 4%	1 1%	13 5% <sup>ru</sup>	6 2%	4 2%	-	16 5%	22 3%	17 10%
Several times a week	118 7%	53 6%	65 7%	20 9% <sup>ei</sup>	22 6%	28 9% <sup>ei</sup>	27 8% <sup>ei</sup>	12 5%	10 3%	45 9% <sup>lm</sup>	34 7%	18 5%	22 5%	12 8%	5 6%	10 5%	10 7%	8 5%	5 4%	6 7%	8 5%	19 8%	22 9%	11 7%	3 5%	18 6%	72 9%	18 11%
Once a week	28 2%	12 1%	16 2%	7 3% <sup>ei</sup>	7 2%	3 1%	6 2%	4 2%	2 1%	14 3% <sup>m</sup>	7 1%	5 1%	2 1%	2 2%	1 2%	4 2%	3 2%	3 2%	2 2%	2 2%	3 2%	4 2%	1 1%	3 2%	1 2%	3 1%	17 2%	4 3%
Several times a month	68 4%	33 4%	34 4%	17 7% <sup>egh</sup>	12 3%	12 4%	7 2%	5 2%	15 4%	22 4% <sup>m</sup>	27 5% <sup>m</sup>	11 3%	8 2%	8 5%	1 1%	7 4%	2 1%	4 3%	5 4%	4 4%	5 3%	13 5%	11 5%	6 4%	1 2%	24 7% <sup>B</sup>	21 3%	8 5%
Once a month	10 1%	7 1%	4 *	1 *	4 1%	2 1%	1 *	-	2 1%	3 1%	2 *	5 1%	1 *	-	3 3% <sup>nr</sup>	1 *	1 *	-	-	-	1 *	2 1%	2 1%	2 1%	2 1%	-	6 1%	-
Less often	61 3%	22 3%	39 4%	6 3%	9 3%	13 4%	8 2%	14 6% <sup>g</sup>	11 3%	19 4%	20 4%	9 2%	13 3%	5 4%	1 2%	6 3%	4 2%	7 4%	8 6% <sup>w</sup>	1 1%	6 4%	10 4%	3 1%	7 5%	2 4%	12 4%	22 3%	6 4%
NET: At least daily	301 17%	118 14%	183 19% <sup>a</sup>	87 38% <sup>efg</sup>	78 22% <sup>ghi</sup>	55 18% <sup>hi</sup>	49 15% <sup>hi</sup>	19 8%	14 4%	88 18%	82 16%	71 19%	59 14%	16 11%	16 21%	34 17%	26 18%	18 11%	22 16%	12 14%	32 20% <sup>nr</sup>	49 20% <sup>nr</sup>	38 15%	31 21% <sup>nr</sup>	7 13%	79 24% <sup>B</sup>	136 17%	47 27%
NET: At least weekly	448 25%	183 22%	265 28% <sup>a</sup>	114 50% <sup>efg</sup>	106 30% <sup>ghi</sup>	86 28% <sup>hi</sup>	81 25% <sup>hi</sup>	35 14% <sup>i</sup>	26 8%	147 30% <sup>km</sup>	123 24%	94 25%	84 20%	31 20%	21 28%	48 25%	38 27%	29 18%	29 22%	19 23%	44 27%	72 29% <sup>r</sup>	62 25%	45 30% <sup>r</sup>	11 20%	101 31%	225 29%	70 40%
NET: At least monthly	526 29%	223 26%	303 32% <sup>a</sup>	132 58% <sup>efg</sup>	122 35% <sup>ghi</sup>	100 32% <sup>hi</sup>	89 27% <sup>hi</sup>	40 16%	42 13%	171 35% <sup>m</sup>	151 30% <sup>m</sup>	111 29% <sup>m</sup>	93 22%	39 26%	24 32%	56 29%	41 28%	33 21%	34 25%	23 27%	49 30%	87 36% <sup>rs</sup>	75 30%	52 35% <sup>r</sup>	12 23%	125 38%	252 32%	78 45%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 106  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**iMessage**

	Gender			Age							Social Grade					Region											Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173	
NET: Ever	587 33%	245 29%	341 36% <sup>a</sup>	138 61% <sup>efg</sup>	132 38% <sup>ghi</sup>	113 36% <sup>hi</sup>	97 30% <sup>hi</sup>	54 22%	53 16%	190 39% <sup>lm</sup>	171 33% <sup>m</sup>	120 32% <sup>m</sup>	105 25%	44 29%	26 34%	62 32%	44 31%	40 25%	42 31%	24 28%	55 34%	97 40% <sup>r</sup>	79 31%	60 40% <sup>r</sup>	14 27%	137 42% <sup>B</sup>	274 35%	85 49%	
Never	1197 66%	592 70% <sup>b</sup>	605 63%	87 38%	215 61% <sup>d</sup>	193 62% <sup>d</sup>	229 70% <sup>def</sup>	192 77% <sup>def</sup>	281 83% <sup>def</sup>	294 60%	335 66%	257 68% <sup>j</sup>	311 73% <sup>jk</sup>	105 70% <sup>v</sup>	50 66%	132 67%	97 68%	117 73% <sup>vx</sup>	92 69%	61 71% <sup>v</sup>	103 63%	142 58%	172 68% <sup>v</sup>	90 60%	39 73%	186 57%	503 64% <sup>A</sup>	86 50%	
Don't know	20 1%	7 1%	13 1%	2 1%	3 1%	5 2%	2 1%	4 2%	5 1%	2 *	5 1%	3 1%	10 2% <sup>j</sup>	1 1%	1 1%	1 1%	2 1%	2 1%	-	1 1%	4 3%	5 2%	2 1%	* -	- -	3 1%	9 1%	3 2%	

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 107  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	246 14%	213 13%	29 20%a	8 27%	13 20%	6 18%	1 12%	1 12%	-	-	127 13%	74 14%	28 14%	17 37%jkl
Once a day	55 3%	45 3%	10 7%a	-	7 11%a	2 8%	1 10%	-	-	2 22%	21 2%	19 4%	8 4%	4 9%j
Several times a week	118 7%	103 6%	13 9%	5 15%	2 3%	4 14%	2 30%	-	-	-	53 5%	37 7%	21 11%j	6 13%j
Once a week	28 2%	28 2%	-	-	-	-	-	-	-	-	13 1%	9 2%	5 3%	1 1%
Several times a month	68 4%	58 4%	9 7%	4 12%	6 9%a	-	-	-	-	-	25 3%	30 5%j	11 6%j	3 6%
Once a month	10 1%	8 *	2 2%	2 6%	-	1 2%	-	-	-	-	6 1%	4 1%	-	1 2%l
Less often	61 3%	55 3%	6 4%	-	4 6%	-	1 20%	1 6%	-	-	29 3%	18 3%	11 6%	1 1%
NET: At least daily	301 17%	259 16%	39 28%a	8 27%	20 32%a	8 26%	1 22%	1 12%	-	2 22%	148 15%	94 17%	36 18%	21 47%jkl
NET: At least weekly	448 25%	390 24%	51 37%a	13 42%	22 35%	12 40%	3 52%	1 12%	-	2 22%	214 22%	140 26%	63 32%j	28 61%jkl
NET: At least monthly	526 29%	456 28%	63 45%a	18 60%	27 43%a	13 42%	3 52%	1 12%	-	2 22%	245 25%	173 32%j	73 38%j	31 69%jkl
NET: Ever	587 33%	511 31%	69 49%a	18 60%	31 50%a	13 42%	5 73%	2 18%	-	2 22%	274 28%	191 35%j	85 44%jk	32 70%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 107  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1197 66%	1113 68% <sup>bd</sup>	70 50%	12 40%	31 50%	17 55%	2 27%	8 82%	12 95%	5 60%	699 71% <sup>klm</sup>	352 64% <sup>lm</sup>	107 55% <sup>m</sup>	13 28%
Don't know	20 1%	19 1%	1 1%	-	* 1%	1 3%	-	-	1 5%	2 18%	10 1%	4 1%	3 2%	1 2%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 108  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**iMessage**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	246 14%	207 14%	119 15%	88 13%	39 12%	38 12%	1 3%	177 16% <small>ijmn</small>	148 17% <small>ijmn</small>	28 13% <small>mn</small>	69 10% <small>mn</small>	5 7%	34 21% <small>ijkmn</small>	2 2%	8 3%	20 14% <small>mn</small>	160 13%	86 16%	77 17% <small>p</small>	64 15%	39 20% <small>p</small>	35 16%	33 16%	19 16%
Once a day	55 3%	47 3%	30 4%	17 3%	8 2%	8 3%	-	38 3% <small>n</small>	35 4% <small>n</small>	3 1%	17 2%	5 7% <small>ijmno</small>	10 6% <small>ijmno</small>	-	1 1%	1 1%	35 3%	21 4%	18 4%	14 3%	7 4%	8 3%	8 4%	4 3%
Several times a week	118 7%	95 6%	56 7%	39 6%	23 7%	19 6%	4 12%	90 8% <small>ijmn</small>	75 8% <small>ijmno</small>	15 7% <small>n</small>	28 4%	1 2%	14 9% <small>ijmn</small>	1 1%	7 3%	5 3%	77 6%	41 8%	37 8%	33 8%	16 8%	19 9%	16 8%	6 5%
Once a week	28 2%	15 1%	8 1%	7 1%	13 4% <small>abc</small>	11 4% <small>abc</small>	2 8%	20 2%	13 2%	7 3% <small>n</small>	8 1%	2 3%	3 2%	-	2 1%	2 1%	21 2%	8 1%	6 1%	6 1%	3 1%	3 1%	2 1%	1 1%
Several times a month	68 4%	53 4%	28 4%	25 4%	15 4%	14 4%	1 4%	45 4%	34 4%	11 5%	23 3%	2 3%	5 3%	3 3%	11 5%	2 2%	49 4%	19 4%	17 4%	15 4%	7 4%	8 4%	7 3%	4 3%
Once a month	10 1%	6 *	4 *	2 *	5 1% <small>a</small>	5 1% <small>a</small>	-	6 1%	5 1%	1 *	5 1%	1 1%	1 1%	1 1%	1 1%	4 1%	6 1% <small>p</small>	6 1% <small>p</small>	4 1%	5 2% <small>p</small>	2 1%	4 2% <small>p</small>	* 2% <small>p</small>	* 2% <small>p</small>
Less often	61 3%	47 3%	29 4%	18 3%	14 4%	13 4%	1 4%	34 3%	28 3%	6 3%	27 4%	3 5%	6 4%	4 4%	7 3%	6 5%	43 3%	17 3%	17 4%	15 3%	3 2%	8 4%	8 4%	3 2%
NET: At least daily	301 17%	254 17%	149 19%	105 16%	48 14%	47 15%	1 3%	215 19% <small>ijmn</small>	183 21% <small>ijmn</small>	32 14% <small>mn</small>	86 12% <small>mn</small>	10 15% <small>mn</small>	44 27% <small>gijmn</small>	2 2%	10 4%	21 15% <small>mn</small>	195 15%	106 20% <small>p</small>	95 20% <small>p</small>	78 19%	47 24% <small>p</small>	43 20%	41 20%	23 19%
NET: At least weekly	448 25%	364 25%	213 27%	151 22%	84 25%	77 25%	7 24%	326 29% <small>ijmno</small>	272 31% <small>ijmno</small>	54 24% <small>ijmn</small>	122 18% <small>mn</small>	13 19% <small>mn</small>	61 38% <small>gijkm</small>	3 3%	18 8%	27 20% <small>mn</small>	292 23%	154 29% <small>p</small>	138 30% <small>p</small>	117 28%	66 34% <small>p</small>	64 29%	59 29%	31 25%
NET: At least monthly	526 29%	422 29%	244 31%	178 26%	103 31%	95 31%	8 29%	376 34% <small>ijmno</small>	311 35% <small>ijmno</small>	65 29% <small>ijmn</small>	149 22% <small>mn</small>	15 23% <small>mn</small>	67 41% <small>ijkmn</small>	7 8%	30 12%	31 22% <small>mn</small>	345 27%	180 34% <small>p</small>	161 35% <small>p</small>	135 32%	77 40% <small>pw</small>	74 34% <small>p</small>	69 34%	35 28%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 108  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**iMessage**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: Ever	587	469	273	196	117	108	10	411	339	72	176	18	73	10	38	37	388	196	178	150	81	82	77	38
	33%	32%	34%	29%	35%	35%	33%	37% <small>jmno</small>	38% <small>jmno</small>	32% <small>jmno</small>	25% <small>mn</small>	27% <small>mn</small>	45% <small>gijk</small>	12%	16%	27% <small>mn</small>	31%	37% <small>p</small>	38% <small>p</small>	36%	42% <small>p</small>	38% <small>p</small>	38% <small>p</small>	31%
Never	1197	984	513	471	213	193	20	689	542	147	508	47	87	70	203	100	870	323	278	262	112	131	124	84
	66%	67%	64%	70% <small>b</small>	64%	63%	67%	62% <small>l</small>	61%	66% <small>l</small>	73% <small>ghil</small>	72% <small>l</small>	54%	84% <small>ghil</small>	84% <small>ghij</small>	72% <small>ghl</small>	68% <small>qrst</small>	61%	60%	63%	58%	60%	61%	68%
Don't know	20	16	10	6	4	4	-	11	7	4	9	1	2	3	2	2	13	7	7	7	1	5	3	2
	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%	4% <small>gh</small>	1%	1%	1%	1%	1%	2%	*	2%	2%	1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 109  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	246 14%	6 9%	15 8%	23 10%	35 12%	33 15%	26 16%b	17 14%	19 21%bcd	48 20%bcd	40 9%	21 12%	26 9%	6 5%	*	202 15%jlm	246 14%
Once a day	55 3%	4 6%eg	3 2%	9 4%	11 4%	3 2%	6 4%	1 *	2 2%	12 5%eg	11 3%	8 4%	8 3%	5 4%	-	44 3%	55 3%
Several times a week	118 7%	1 1%	6 3%	9 4%	20 7%	11 5%	8 5%	11 9%a	9 9%a	27 11%abce	21 5%	10 6%	14 5%	6 5%	-	94 7%	118 7%
Once a week	28 2%	1 1%	2 1%	4 2%	4 1%	4 2%	2 1%	3 2%	2 3%	8 3%cd	11 3%	7 4%o	6 2%	3 3%	-	16 1%	28 2%
Several times a month	68 4%	1 1%	9 5%cd	6 3%	4 1%	6 3%	10 7%cd	3 2%	3 3%	19 8%cde	9 2%	2 1%	7 2%	5 4%	-	57 4%	68 4%
Once a month	10 1%	-	1 *	1 *	3 1%	1 1%	-	2 1%	-	-	1 *	1 *	1 *	-	-	10 1%	10 1%
Less often	61 3%	3 4%	8 4%c	2 1%	15 5%c	10 4%c	7 5%c	3 2%	3 3%	5 2%	17 4%	7 4%	13 5%	9 7%o	1 12%o	43 3%	61 3%
NET: At least daily	301 17%	11 15%	18 10%	32 14%	46 15%	37 16%	33 20%b	18 14%	21 23%b	61 25%bcde	51 12%	29 16%	33 11%	11 9%	*	246 18%jlm	301 17%
NET: At least weekly	448 25%	12 17%	27 14%	45 19%	69 22%b	52 23%b	43 27%b	31 26%b	32 35%abcd	95 38%abcd	83 19%	45 26%	54 19%	21 17%	*	356 26%jlm	448 25%
NET: At least monthly	526 29%	13 19%	37 20%	52 22%	75 25%	59 26%	54 34%abc	35 29%	35 38%abcd	114 46%abcd	93 22%	48 27%	61 21%	26 21%	*	423 31%jlm	526 29%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 109

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
NET: Ever	587	15	45	55	90	69	61	38	38	119	110	55	74	34	2	466	587
	33%	23%	24%	23%	30%	30%	38%abc	32%	41%abc	48%abcd	26%	31%	26%	28%	15%	35%jl	33%
Never	1197	52	138	177	210	157	97	81	54	128	310	119	211	88	10	870	1197
	66%	75%fhi	74%fhi	76%fhi	69%i	69%i	61%	67%i	58%	52%	73%o	68%	73%o	71%	85%	64%	66%
Don't know	20	2	5	2	5	1	1	1	*	-	7	2	4	2	-	13	20
	1%	2%i	2%i	1%	2%	1%	1%	1%	*	-	2%	1%	1%	2%	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 110  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Facebook Messenger**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	433	152	281	109	122	83	64	36	18	98	111	97	127	31	23	44	39	35	37	24	45	47	61	35	12	78	197	49
	24%	18%	29% <sup>a</sup>	48% <sup>efg</sup>	35% <sup>fgh</sup>	27% <sup>ghi</sup>	20% <sup>hi</sup>	15% <sup>i</sup>	5%	20%	22%	26%	30% <sup>jk</sup>	21%	30%	22%	27%	22%	27%	28%	28%	19%	24%	24%	23%	24%	25%	28%
Once a day	102	49	53	26	26	24	11	3	12	39	30	14	18	16	1	13	6	7	4	10	8	11	13	12	1	24	54	31
	6%	6%	5%	11% <sup>ghi</sup>	8% <sup>ghi</sup>	8% <sup>ghi</sup>	3%	1%	3%	8% <sup>lm</sup>	6%	4%	4%	10% <sup>osv</sup>	2%	7%	4%	5%	3%	11% <sup>oqrs</sup>	5%	4%	5%	8%	2%	7%	7%	18%
Several times a week	307	125	182	26	53	55	70	49	53	83	79	61	84	25	21	40	23	28	25	14	30	31	37	26	6	49	141	26
	17%	15%	19% <sup>a</sup>	11%	15%	18%	21% <sup>d</sup>	20% <sup>d</sup>	16%	17%	15%	16%	20%	17%	28% <sup>vw</sup>	21% <sup>vw</sup>	16%	18%	19%	16%	18%	13%	15%	18%	11%	15%	18%	15%
Once a week	89	53	36	9	20	17	20	8	15	30	29	19	12	5	3	8	8	10	7	4	9	12	14	5	3	15	47	10
	5%	6% <sup>b</sup>	4%	4%	6%	5%	6%	3%	4%	6% <sup>m</sup>	6%	5%	3%	3%	4%	4%	6%	6%	6%	4%	6%	5%	6%	4%	6%	5%	6%	6%
Several times a month	198	90	109	12	36	30	36	35	50	48	53	47	50	25	6	12	17	22	16	14	14	23	25	17	7	46	76	18
	11%	11%	11%	5%	10%	10%	11% <sup>d</sup>	14% <sup>d</sup>	15% <sup>d</sup>	10%	10%	12%	12%	16% <sup>p</sup>	8%	6%	12%	14% <sup>p</sup>	12%	17% <sup>p</sup>	8%	9%	10%	12%	14%	14% <sup>B</sup>	10%	10%
Once a month	87	51	37	11	12	9	15	16	25	23	32	17	16	5	5	12	10	6	6	1	6	14	11	9	3	10	35	12
	5%	6% <sup>b</sup>	4%	5%	4%	3%	5%	6% <sup>f</sup>	7% <sup>f</sup>	5%	6%	5%	4%	3%	7%	6%	7% <sup>t</sup>	4%	4%	1%	4%	6%	5%	6%	5%	3%	4%	7%
Less often	203	102	101	5	28	33	39	40	58	47	60	45	51	9	7	24	13	17	15	8	15	35	36	18	6	36	80	5
	11%	12%	11%	2%	8% <sup>d</sup>	11% <sup>d</sup>	12% <sup>d</sup>	16% <sup>d</sup>	17% <sup>def</sup>	10%	12%	12%	12%	6%	9%	12%	9%	10%	12%	9%	9%	14% <sup>n</sup>	14% <sup>n</sup>	12%	10%	11%	10%	3%
NET: At least daily	535	201	334	134	148	108	75	40	30	137	141	112	145	47	24	57	45	42	41	34	54	57	74	47	13	102	252	80
	30%	24%	35% <sup>a</sup>	59% <sup>efg</sup>	42% <sup>ghi</sup>	35% <sup>ghi</sup>	23% <sup>hi</sup>	16% <sup>i</sup>	9%	28%	28%	29%	34%	31%	31%	29%	31%	27%	31%	39% <sup>rv</sup>	33% <sup>v</sup>	24%	29%	31%	25%	31%	32%	46%
NET: At least weekly	931	379	552	170	221	179	165	97	98	250	249	191	241	78	48	105	76	81	74	51	93	100	125	79	22	167	439	116
	52%	45%	58% <sup>a</sup>	75% <sup>efg</sup>	63% <sup>ghi</sup>	58% <sup>hi</sup>	50% <sup>hi</sup>	39% <sup>i</sup>	29%	51%	49%	50%	57% <sup>k</sup>	52%	63% <sup>vy</sup>	54% <sup>v</sup>	53% <sup>v</sup>	51%	55% <sup>v</sup>	60% <sup>v</sup>	57% <sup>v</sup>	41%	50%	53% <sup>v</sup>	42%	51%	56%	67%
NET: At least monthly	1217	519	697	192	269	218	216	148	173	321	334	256	306	107	59	129	103	109	96	66	113	137	162	105	32	223	550	146
	67%	61%	73% <sup>a</sup>	85% <sup>efg</sup>	77% <sup>ghi</sup>	70% <sup>hi</sup>	66% <sup>i</sup>	59% <sup>i</sup>	51%	66%	65%	67%	72%	71% <sup>v</sup>	78% <sup>v</sup>	66% <sup>v</sup>	72% <sup>v</sup>	68% <sup>v</sup>	71% <sup>v</sup>	77% <sup>vw</sup>	69% <sup>v</sup>	56%	64%	70% <sup>v</sup>	61%	68%	70%	84%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 110  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Facebook Messenger**

	Gender		Age							Social Grade					Region										Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)		Private (B)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	1419 79%	621 74%	799 83% <sup>a</sup>	197 87% <sup>ghi</sup>	297 85% <sup>ghi</sup>	251 81% <sup>hi</sup>	255 78% <sup>hi</sup>	188 76% <sup>hi</sup>	230 68%	367 76%	394 77%	301 79%	357 84% <sup>jk</sup>	116 77%	66 87% <sup>vy</sup>	153 78%	116 81% <sup>vw</sup>	125 79%	111 83% <sup>vw</sup>	73 86% <sup>vy</sup>	128 79%	172 70%	198 78%	123 82% <sup>v</sup>	38 71%	259 80%	629 80%	151 87%
Never	378 21%	222 26% <sup>b</sup>	156 16%	28 12%	47 14%	60 19%	73 22% <sup>de</sup>	61 24% <sup>de</sup>	109 32% <sup>def</sup>	116 24% <sup>m</sup>	115 23% <sup>m</sup>	79 21%	68 16%	34 23%	10 13%	41 21%	27 19%	31 20%	23 17%	12 14%	34 21%	69 28% <sup>ost</sup>	55 22%	26 17%	15 29% <sup>ot</sup>	67 20%	151 19%	18 11%
Don't know	7 *	1 *	5 1%	1 *	5 1% <sup>gi</sup>	* *	- -	- -	- -	3 1%	2 *	- -	1 *	- -	- -	1 1%	- -	2 2%	- -	- -	- -	3 1%	- -	* *	- -	- -	5 1%	4 2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 111  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	433 24%	401 24%	29 20%	8 26%	11 17%	6 20%	2 32%	2 17%	4 31%	2 22%	235 24%	122 22%	43 22%	23 49% <sup>ijkl</sup>
Once a day	102 6%	89 5%	10 7%	2 7%	5 7%	2 8%	1 10%	-	-	-	49 5%	32 6%	16 8%	5 11%
Several times a week	307 17%	287 17% <sup>b</sup>	15 11%	2 8%	8 13%	2 6%	1 12%	1 14%	1 7%	1 12%	196 20% <sup>kl</sup>	72 13%	32 17%	4 10%
Once a week	89 5%	82 5%	5 3%	3 11%	1 1%	1 3%	-	-	-	-	41 4%	34 6%	10 5%	3 7%
Several times a month	198 11%	186 11%	11 8%	4 15%	4 6%	2 6%	-	1 9%	3 24%	2 28%	101 10%	66 12% <sup>m</sup>	25 13% <sup>m</sup>	1 2%
Once a month	87 5%	80 5%	6 4%	2 8%	2 3%	1 5%	1 10%	-	-	-	47 5%	26 5%	10 5%	4 9%
Less often	203 11%	178 11%	24 17% <sup>a</sup>	2 8%	9 14%	8 27%	2 36%	2 25%	1 5%	1 8%	117 12%	62 11%	18 9%	2 3%
NET: At least daily	535 30%	490 30%	38 27%	10 33%	15 24%	8 28%	3 42%	2 17%	4 31%	2 22%	284 29%	154 28%	59 30%	28 60% <sup>ijkl</sup>
NET: At least weekly	931 52%	859 52% <sup>b</sup>	58 41%	16 52%	24 39%	11 37%	4 54%	3 30%	5 38%	3 34%	521 53%	260 48%	101 52%	35 77% <sup>ijkl</sup>
NET: At least monthly	1217 67%	1126 69% <sup>bd</sup>	75 54%	23 47%	30 47%	15 48%	4 64%	4 62%	8 62%	5 62%	669 68%	353 64%	136 70%	40 88% <sup>ijkl</sup>
NET: Ever	1419 79%	1305 79% <sup>bd</sup>	100 71%	25 83%	39 61%	23 75%	7 100%	6 64%	9 67%	6 70%	786 80%	415 76%	154 79%	42 91% <sup>k</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 111

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	378 21%	334 20%	39 28%a	5 17%	23 36%a	8 25%	-	4 36%	4 33%	3 30%	196 20%m	131 24%m	39 20%	3 7%
Don't know	7 *	5 *	1 1%	-	1 2%a	-	-	-	-	-	1 *	2 *	2 1%j	1 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 112  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Facebook Messenger

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129	
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	433	358	195	163	75	68	7	276	221	55	157	26	66	9	11	46	270	162	149	123	68	65	60	33
	24%	24%	24%	24%	22%	22%	23%	25%mn	25%mn	25%mn	23%mn	39%ghijmn	41%ghijmn	10%	4%	33%jmn	21%	31%p	32%p	29%p	35%p	30%p	30%p	27%
Once a day	102	80	41	39	21	20	1	78	62	16	24	1	8	2	8	5	62	40	36	32	16	18	18	8
	6%	5%	5%	6%	6%	7%	4%	7%jn	7%j	7%j	3%	1%	5%	2%	3%	4%	5%	8%p	8%p	8%p	8%	8%p	9%p	6%
Several times a week	307	244	122	122	63	57	6	190	153	37	116	12	24	20	34	27	207	100	83	83	27	41	40	28
	17%	17%	15%	18%	19%	19%	19%	17%	17%	17%	17%	18%	15%	23%	14%	19%	16%	19%	18%	20%	14%	19%	19%	23%
Once a week	89	66	45	21	23	23	-	62	48	14	27	3	5	3	15	2	65	22	21	16	9	8	12	3
	5%	5%	6%c	3%	7%c	7%ac	-	6%o	5%o	6%o	4%	5%	3%	3%	6%o	1%	5%	4%	5%	4%	4%	4%	6%	2%
Several times a month	198	167	89	77	31	26	5	122	97	26	76	7	12	18	28	11	144	54	48	46	17	28	19	15
	11%	11%	11%	12%	9%	9%	18%	11%	11%	12%	11%	10%	7%	21%ghijIno	12%	8%	11%	10%	10%	11%	9%	13%	9%	12%
Once a month	87	69	39	30	18	15	3	45	40	5	43	3	9	9	17	5	73	15	12	11	7	5	4	3
	5%	5%	5%	4%	5%	5%	11%	4%	4%	2%	6%i	4%	6%	10%ghi	7%i	4%	6%qrstv	3%	3%	3%	4%	2%	2%	3%
Less often	203	167	84	83	36	33	3	116	91	25	87	5	9	14	45	14	147	55	52	41	25	19	26	13
	11%	11%	11%	12%	11%	11%	9%	10%	10%	11%	13%l	8%	6%	17%l	18%ghijlo	10%	12%	11%	11%	10%	13%	9%	13%	11%
NET: At least daily	535	438	236	202	97	89	8	354	283	71	181	27	74	10	19	51	332	202	185	155	84	84	78	41
	30%	30%	30%	30%	29%	29%	27%	32%jmn	32%jmn	32%mn	26%mn	41%jmn	46%ghijmn	12%	8%	37%jmn	26%	38%p	40%p	37%p	43%p	39%p	38%p	33%
NET: At least weekly	931	748	403	345	183	169	14	606	484	122	325	42	103	33	68	79	604	324	289	254	120	133	130	72
	52%	51%	51%	51%	55%	55%	46%	55%jmn	55%jmn	55%jmn	47%n	64%jmn	64%ghjmn	39%	28%	57%jmn	47%	62%p	62%p	61%p	62%p	61%p	63%p	58%p

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 112  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Facebook Messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: At least monthly	1217	984	532	452	232	210	22	773	621	152	444	52	124	59	112	96	821	393	349	312	144	167	153	89
	67%	67%	67%	67%	69%	69%	75%	70% <sub>ejn</sub>	70% <sub>jn</sub>	68% <sub>en</sub>	64% <sub>en</sub>	78% <sub>ejn</sub>	77% <sub>ejn</sub>	71% <sub>en</sub>	46%	69% <sub>en</sub>	65%	75% <sub>ep</sub>	75% <sub>ep</sub>	74% <sub>ep</sub>	74% <sub>ep</sub>	77% <sub>ep</sub>	75% <sub>ep</sub>	73%
NET: Ever	1419	1151	616	535	268	243	25	889	712	177	531	57	133	74	157	110	968	448	401	353	169	186	178	103
	79%	78%	77%	80%	80%	80%	85%	80% <sub>en</sub>	80% <sub>en</sub>	79% <sub>en</sub>	77% <sub>en</sub>	86% <sub>en</sub>	82% <sub>en</sub>	88% <sub>ejn</sub>	65%	79% <sub>en</sub>	76%	85% <sub>ep</sub>	87% <sub>ep</sub>	84% <sub>ep</sub>	87% <sub>ep</sub>	86% <sub>ep</sub>	87% <sub>ep</sub>	84%
Never	378	311	175	137	67	62	5	218	172	45	160	9	27	10	85	29	298	78	61	65	25	31	26	20
	21%	21%	22%	20%	20%	20%	15%	20%	19%	20%	23% <sub>m</sub>	14%	17%	12%	35% <sub>ghij</sub>	21% <sub>kmo</sub>	23% <sub>qrst</sub>	15%	13%	16%	13%	14%	13%	16%
Don't know	7	6	5	1	*	*	-	5	4	1	2	-	2	-	-	-	6	*	*	*	-	*	-	-
	*	*	1%	*	*	*	-	*	*	*	*	-	1%	-	-	-	*	*	*	*	-	*	-	-

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 113  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	433 24%	25 36% dghi	54 29% ghi	59 25%	64 21%	63 28% ghi	43 27%	27 22%	14 16%	45 18%	110 26%	63 36% jlm	69 24%	25 20%	3 23%	311 23%	433 24%
Once a day	102 6%	5 7%	8 4%	9 4%	21 7%	7 3%	9 6%	8 7%	11 12% abce	15 6%	19 5%	7 4%	14 5%	8 6%	*	81 6%	102 6%
Several times a week	307 17%	10 14%	28 15%	38 16%	54 18%	50 22%	28 17%	15 13%	13 15%	42 17%	100 24% o	41 23% o	64 22% o	31 25% o	2 19%	199 15%	307 17%
Once a week	89 5%	3 4%	11 6%	11 5%	9 3%	8 3%	10 6%	12 10% de	3 3%	18 7% d	14 3%	7 4%	8 3%	3 2%	1 6%	74 5%	89 5%
Several times a month	198 11%	6 9%	24 13%	25 11%	37 12%	16 7%	18 11%	11 9%	18 20% eg	28 11%	47 11%	13 7%	41 14% k	13 10%	-	149 11%	198 11%
Once a month	87 5%	3 4%	5 3%	12 5%	14 4%	17 7% b	9 5%	7 6%	4 5%	13 4%	17 5%	2 1%	15 5% k	5 4%	-	70 5% k	87 5%
Less often	203 11%	9 13%	26 14%	28 12%	39 13%	22 10%	16 10%	16 13%	6 7%	20 8%	44 10%	19 11%	28 10%	14 11%	3 28%	156 12%	203 11%
NET: At least daily	535 30%	29 43% di	62 33%	69 29%	84 28%	71 31%	52 32%	35 29%	25 27%	61 25%	129 30%	70 40% jlm	83 29%	33 26%	3 27%	392 29%	535 30%
NET: At least weekly	931 52%	42 61%	101 54%	117 50%	147 48%	128 56%	89 56%	62 51%	41 45%	121 49%	243 57% o	118 67% jlm	155 54%	66 53%	6 52%	665 49%	931 52%
NET: At least monthly	1217 67%	51 74%	130 69%	154 66%	198 65%	160 71%	116 73%	80 66%	63 68%	162 66%	308 72% o	134 76% o	211 73% o	84 68%	6 52%	885 66%	1217 67%
NET: Ever	1419 79%	60 87% i	156 83% i	183 78%	237 78%	183 80%	132 83% i	96 79%	69 75%	181 74%	351 82% o	153 86% o	238 83%	98 79%	10 80%	1041 77%	1419 79%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 113

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)		
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	378 21%	8 12%	31 17%	50 22%	64 21%	45 20%	28 17%	25 21%	23 25%	65 26%abf	72 17%	22 12%	50 17%	26 21%	2 20%	303 22%jk	378 21%
Don't know	7 *	1 1%	-	1 *	4 1%	-	-	-	-	-	2 1%	2 1%	* *	* *	-	4 *	7 *

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 114  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Skype

	Gender		Age						Social Grade					Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	39 2%	25 3%	15 2%	7 3%g	13 4%gi	10 3%g	1 *	4 2%	4 1%	16 3%	8 2%	6 2%	9 2%	-	-	6 3%	1 1%	1 1%	6 4%n	4 4%n	5 3%	7 3%	5 2%	2 1%	3 5%n	9 3%	25 3%	16 10%
Once a day	27 1%	20 2%b	7 1%	8 4%eghi	2 1%	12 4%eghi	2 1%	-	2 1%	9 2%	10 2%	3 1%	5 1%	1 1%	3 4%qx	6 3%qx	-	1 1%	2 2%	-	4 2%	7 3%	3 1%	-	-	10 3%B	9 1%	15 9%
Several times a week	26 1%	18 2%b	8 1%	4 2%	5 1%	7 2%	4 1%	3 1%	3 1%	10 2%	8 2%	4 1%	4 1%	1 1%	-	4 2%	2 1%	1 1%	2 2%	3 4%	1 *	7 3%	4 2%	1 1%	1 1%	5 2%	17 2%	5 3%
Once a week	21 1%	13 1%	8 1%	3 2%	4 1%	4 1%	5 2%	1 1%	3 1%	12 2%kl	3 1%	2 1%	3 1%	5 3%su	-	2 1%	1 *	3 2%	-	1 1%	-	3 1%	4 2%	2 1%	-	3 1%	12 2%	7 4%
Several times a month	39 2%	18 2%	21 2%	7 3%e	2 1%	10 3%e	7 2%	8 3%e	5 2%	23 5%klm	7 1%	6 2%	3 1%	3 2%	-	5 3%	4 3%	5 3%	3 2%	1 1%	3 2%	6 1%	4 2%	3 2%	3 5%	10 3%	23 3%	11 6%
Once a month	27 2%	13 2%	14 1%	3 1%	9 3%g	7 2%g	1 *	3 1%	4 1%	10 2%	8 2%	7 2%	2 1%	* 1%	-	5 3%	3 2%	2 1%	2 1%	-	2 1%	4 2%	4 2%	3 2%	1 2%	4 1%	17 2%	10 6%
Less often	248 14%	117 14%	131 14%	23 10%	48 14%	44 14%	47 14%	32 13%	54 16%	71 15%	78 15%	43 11%	56 13%	17 11%	6 7%	15 8%	22 15%p	24 15%p	21 15%p	9 11%	27 17%p	48 20%opw	32 13%	23 15%p	4 7%	41 12%	111 14%	30 17%
NET: At least daily	66 4%	45 5%b	21 2%	15 7%ghi	15 4%g	23 7%ghi	3 1%	4 2%	6 2%	25 5%	18 4%	9 2%	14 3%	1 1%	3 4%	12 6%nqrx	1 1%	2 1%	8 6%nqx	4 4%	9 5%nq	14 6%nqrx	9 3%	2 1%	3 5%	19 6%	35 4%	32 18%
NET: At least weekly	113 6%	76 9%b	38 4%	22 10%ghi	25 7%l	34 11%ghi	13 4%	9 3%	11 3%	47 10%klm	29 6%	16 4%	22 5%	7 5%	3 4%	18 9%qrx	3 2%	6 4%	10 7%	7 9%q	9 6%	25 10%qrx	17 7%	4 3%	3 6%	27 8%	63 8%	44 25%
NET: At least monthly	180 10%	107 13%b	73 8%	33 14%ghi	35 10%	50 16%eghi	21 6%	19 8%	21 6%	79 16%klm	45 9%	29 8%	27 6%	11 7%	3 4%	28 14%o	10 7%	13 8%	14 10%	8 8%	13 15%noq	25 10%	11 7%	7 14%	41 13%	103 13%	65 37%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 114  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Skype**

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	428 24%	224 27% <sup>b</sup>	204 21%	56 25%	83 24%	94 30% <sup>ghi</sup>	68 21%	52 22%	75 22%	150 31% <sup>klm</sup>	123 24%	72 19%	83 19%	28 18%	9 11%	43 22%	32 22%	38 24%	35 26% <sup>o</sup>	17 20%	41 25% <sup>o</sup>	83 34% <sup>nop</sup>	57 23%	34 23%	11 21%	82 25%	213 27%	95 55%
Never	1361 75%	615 73%	746 78% <sup>a</sup>	169 75%	263 75%	214 69%	259 79% <sup>f</sup>	195 78% <sup>f</sup>	261 77% <sup>f</sup>	334 69%	385 75% <sup>j</sup>	306 80% <sup>j</sup>	336 79% <sup>j</sup>	122 81% <sup>v</sup>	67 89% <sup>rsu</sup>	150 77% <sup>v</sup>	109 76% <sup>v</sup>	120 76% <sup>v</sup>	97 73%	66 77% <sup>v</sup>	119 74%	157 64%	195 77% <sup>v</sup>	115 77% <sup>v</sup>	42 79%	243 75%	566 72%	77 44%
Don't know	15 1%	6 1%	9 1%	1 *	4 1%	3 1%	1 *	3 1%	3 1%	2 *	3 1%	2 1%	7 2%	* *	- -	2 1%	2 1%	1 1%	1 1%	2 3%	2 1%	3 1%	1 *	* *	- -	* *	6 1%	2 1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 115  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Skype**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	39 2%	29 2%	10 7%a	3 3%	6 9%a	* 1%	1 12%	3 26%	-	-	16 2%	17 3%	7 3%	-
Once a day	27 1%	19 1%	8 5%a	* 1%	5 8%a	2 5%	1 10%	-	-	2 22%	12 1%	9 2%	4 2%	-
Several times a week	26 1%	22 1%	4 3%	2 6%	2 3%	-	-	-	-	-	12 1%	10 2%	4 2%	-
Once a week	21 1%	18 1%	3 2%	-	2 3%	-	-	1 13%	-	-	4 *	6 1%	10 5%jk	1 1%
Several times a month	39 2%	33 2%	6 4%	1 5%	1 2%	2 7%	1 16%	-	-	-	19 2%	13 2%	6 3%	1 2%
Once a month	27 2%	25 2%	2 1%	1 2%	* 1%	1 2%	-	-	-	-	13 1%	11 2%	3 2%	-
Less often	248 14%	217 13%	27 19%	3 9%	12 19%	9 28%	2 31%	1 14%	-	1 10%	112 11%	97 18%j	27 14%	8 17%
NET: At least daily	66 4%	48 3%	18 13%a	1 4%	10 17%a	2 6%	3 22%	-	3 26%	-	2 22%	28 3%	27 5%	10 5%
NET: At least weekly	113 6%	88 5%	25 18%a	3 11%	14 23%a	2 6%	4 22%	-	4 40%	-	2 22%	43 4%	43 8%j	24 12%jm
NET: At least monthly	180 10%	147 9%	33 23%a	5 17%a	16 25%a	5 16%	3 38%	4 40%	-	2 22%	75 8%	66 12%j	34 17%jm	2 4%
NET: Ever	428 24%	364 22%	59 42%a	8 27%	28 44%a	13 44%	5 69%	5 54%	-	3 32%	188 19%	163 30%j	60 31%j	9 21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 115  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1361 75%	1268 77% <sup>bd</sup>	79 56%	22 73%	33 52%	17 56%	2 31%	5 46%	13 100%	4 51%	787 80% <sup>kl</sup>	383 70%	132 68%	36 78%
Don't know	15 1%	12 1%	2 2%	-	2 3% <sup>a</sup>	-	-	-	-	2 18%	8 1%	2 *	2 1%	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 116  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Skype**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	39 2%	34 2%	18 2%	16 2%	5 2%	4 1%	1 3%	35 3%ijl	33 4%ijl	2 1%	5 1%	-	-	-	4 2%	1 1%	20 2%	20 4%p	18 4%p	11 3%	11 6%p	7 3%	4 2%	1 1%
Once a day	27 1%	25 2%	15 2%	10 2%	2 1%	2 1%	-	19 2%	19 2%ai	* 1%	7 1%	-	3 2%	-	2 1%	2 2%	12 2%	10 2%	11 3%	2 1%	8 3%p	5 3%	4 3%	4 3%
Several times a week	26 1%	25 2%	16 2%	9 1%	1 *	1 *	-	22 2%j	19 2%j	3 1%	5 1%	1 1%	1 1%	-	2 1%	1 1%	15 2%	11 2%	11 2%	11 3%p	2 1%	7 3%p	7 3%p	* *
Once a week	21 1%	19 1%	14 2%	4 1%	2 1%	2 1%	-	15 1%	11 1%	3 2%	6 1%	1 1%	2 1%	-	3 1%	1 *	14 1%	7 1%	6 1%	4 1%	3 2%	3 2%	1 *	1 1%
Several times a month	39 2%	32 2%	16 2%	15 2%	8 2%	8 3%	-	33 3%j	24 3%j	9 4%jno	6 1%	-	4 2%	1 1%	2 *	* *	27 2%	13 2%	11 2%	11 3%	2 1%	4 2%	7 4%	3 2%
Once a month	27 2%	22 2%	13 2%	9 1%	5 2%	5 2%	-	20 2%	15 2%	5 2%	7 1%	2 2%	1 1%	4 1%	1 *	18 1%	9 2%	8 2%	7 2%	3 1%	3 1%	4 2%	3 2%	
Less often	248 14%	190 13%	110 14%	81 12%	58 17%ac	55 18%ac	2 8%	151 14%	124 14%	28 12%	97 14%	10 16%	26 16%	14 17%	34 14%	12 9%	184 14%	61 12%	53 12%	52 12%	23 12%	24 11%	30 15%	14 11%
NET: At least daily	66 4%	59 4%	33 4%	26 4%	7 2%	6 2%	1 3%	54 5%ij	52 6%ijmn	2 1%	12 2%	-	3 2%	-	6 2%	3 2%	34 3%	32 6%p	28 6%p	22 5%p	13 7%p	15 7%p	9 4%	5 4%
NET: At least weekly	113 6%	103 7%de	63 8%de	40 6%	11 3%	10 3%	1 3%	91 8%ijmn	82 9%ijmn	9 4%	23 3%	2 2%	7 4%	-	10 4%	5 3%	63 5%	50 10%p	46 10%p	37 9%p	19 10%p	25 12%p	17 8%	6 5%
NET: At least monthly	180 10%	157 11%	93 12%cd	64 10%	23 7%	23 7%	1 3%	144 13%ijmn	121 14%ijmn	23 10%jmo	36 5%	3 5%	12 7%am	1 1%	15 6%	6 4%	108 9%	72 14%p	65 14%p	56 13%p	24 12%	33 15%p	28 14%p	12 10%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 116  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Skype**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: Ever	428	347	202	145	81	78	3	295	244	51	133	13	37	15	49	18	292	133	119	107	47	57	58	26
	24%	24%	25%	21%	24%	25%	11%	27% <sub>jo</sub>	28% <sub>jno</sub>	23% <sub>o</sub>	19%	20%	23% <sub>o</sub>	18%	20%	13%	23%	25%	26%	26%	24%	26%	28%	21%
Never	1361	1108	585	523	253	227	26	809	639	170	552	53	123	67	191	117	970	388	339	306	145	157	145	94
	75%	75%	74%	78%	75%	74%	89%	73%	72%	77%	80% <sub>gh</sub>	80%	76%	80%	79% <sub>h</sub>	85% <sub>gh</sub>	76%	74%	73%	73%	75%	72%	71%	76%
Don't know	15	14	8	5	1	1	-	7	5	2	8	-	2	2	3	10	5	5	5	1	4	1	3	
	1%	1%	1%	1%	*	*	-	1%	1%	1%	1%	-	1%	2%	1%	2% <sub>gh</sub>	1%	1%	1%	1%	2%	1%	2%	

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 117

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	39 2%	1 1%	2 1%	9 4%	7 2%	4 2%	4 2%	3 2%	4 4%	4 2%	14 3%	5 3%	10 4%	2 2%	1 12%	23 2%	39 2%
Once a day	27 1%	1 2%	3 2%	3 1%	5 2%	1 *	5 3%e	2 2%	4 4%e	2 1%	5 1%	1 1%	3 1%	1 4%	*	22 2%	27 1%
Several times a week	26 1%	-	2 1%	2 1%	6 2%	3 1%	2 1%	1 1%	1 2%	9 4%	5 1%	2 1%	3 1%	1 1%	-	20 1%	26 1%
Once a week	21 1%	1 1%	1 1%	2 1%	3 1%	1 *	-	1 1%	1 1%	9 4%def	4 1%	3 2%	1 *	2 1%	-	17 1%	21 1%
Several times a month	39 2%	2 3%	2 1%	3 1%	7 2%	6 2%	3 2%	2 2%	3 4%	10 4%	11 3%	3 1%	11 4%	1 1%	-	27 2%	39 2%
Once a month	27 2%	1 1%	* 1%	5 2%	6 2%	6 3%	4 2%	-	3 3%	3 1%	9 2%	3 2%	5 2%	1 1%	-	19 1%	27 2%
Less often	248 14%	6 9%	20 10%	28 12%	43 14%	43 19%bi	26 16%	15 12%	14 15%	27 11%	58 14%	18 10%	42 14%	18 14%	-	186 14%	248 14%
NET: At least daily	66 4%	2 3%	5 3%	11 5%	13 4%	5 2%	9 5%	5 4%	7 8%ei	6 2%	19 4%	6 4%	13 5%	4 3%	2 15%	45 3%	66 4%
NET: At least weekly	113 6%	3 4%	8 4%	16 7%	21 7%	9 4%	10 7%	7 6%	10 11%e	24 10%e	28 6%	11 6%	17 6%	6 5%	2 15%	82 6%	113 6%
NET: At least monthly	180 10%	5 7%	10 6%	24 10%	33 11%	20 9%	17 9%	9 7%	15 16%b	36 15%b	47 11%	17 10%	32 11%	8 6%	2 15%	128 10%	180 10%
NET: Ever	428 24%	11 16%	30 16%	52 22%	76 25%b	63 28%b	43 27%b	23 19%	29 31%ab	63 26%b	105 25%	36 20%	74 26%	26 21%	2 15%	315 23%	428 24%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 117

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1361 75%	55 81%	156 84% i	180 77%	225 74%	164 72%	117 73%	95 79%	63 68%	183 74%	315 74%	139 78%	212 73%	98 79%	10 85%	1025 76%	1361 75%
Don't know	15 1%	2 3% fi	1 *	1 1%	4 1%	1 *	-	3 2%	*	*	5 1%	2 1%	3 1%	*	-	9 1%	15 1%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 118  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Instagram (direct messaging)**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165	
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173	
Several times a day	85 5%	45 5%	40 4%	39 17% efgh i	28 8% fghi	9 3% hi	4 1%	4 1%	1 *	31 6% k	17 3%	19 5%	18 4%	3 2%	9 11% npq xy	8 4%	2 2%	8 5%	4 3%	8 9% nqx	7 4%	21 9% nqsx	12 5%	2 1%	1 1%	12 4%	50 6%	30 17%	
Once a day	51 3%	21 2%	30 3%	25 11% efgh i	14 4% ghi	6 2% hi	4 1%	-	2 1%	16 3%	18 4%	6 2%	10 2%	-	-	14 7% nost uw	6 4%	5 3%	2 1%	-	4 2%	11 4% nw	3 1%	6 4% n	-	19 6% B	18 2%	12 7%	
Several times a week	105 6%	42 5%	63 7%	41 18% efgh i	31 9% fghi	14 4% hi	14 4% i	5 2% i	-	36 7% m	33 6%	19 5%	17 4%	7 5%	9 12% qr	11 6%	6 4%	7 4%	11 8%	4 4%	5 3%	22 9% u	14 5%	9 6%	1 2%	22 7%	46 6%	19 11%	
Once a week	48 3%	12 1%	35 4% a	20 9% efgh i	12 3% hi	8 3% hi	6 2% i	*	1 *	12 2%	16 3%	11 3%	9 2%	5 3%	1 1%	2 3%	5 3%	3 2%	4 3%	3 3%	4 2%	9 4%	8 3%	4 3%	1 1%	6 2%	24 3%	9 5%	
Several times a month	104 6%	39 5%	65 7%	29 13% fgh i	34 10% ghi	21 7% gi	10 3% i	8 3% i	2 1%	31 6%	35 7%	21 6%	16 4%	9 6%	4 5%	13 7%	11 7%	6 4%	8 6%	2 3%	11 7%	17 7%	10 4%	10 7%	2 4%	22 7%	53 7%	13 7%	
Once a month	45 3%	18 2%	27 3%	8 3% i	12 3% i	13 4% hi	7 2%	3 1%	2 1%	11 2%	14 3%	6 2%	14 3%	2 2%	2 3%	5 1%	2 3%	5 3%	5 4%	4 5%	4 2%	7 3%	5 2%	2 1%	2 3%	13 4%	21 3%	5 3%	
Less often	169 9%	63 8%	106 11% a	23 10% i	49 14% ghi	42 14% ghi	25 8% i	19 8% i	11 3%	42 9%	51 10%	32 8%	44 10%	17 11%	9 12%	18 9%	12 9%	14 9%	10 8%	12 14% v	14 9%	16 6%	24 10%	19 13% v	4 8%	33 10%	87 11%	15 9%	
NET: At least daily	136 8%	66 8%	70 7%	64 28% efgh i	43 12% fghi	15 5% hi	8 2%	4 1%	3 1%	47 10% m	35 7%	26 15%	28 13%	3 2%	9 11% ny	22 11% nswy	8 6%	13 8% n	6 5%	8 9% n	11 7%	32 13% nqsx y	15 6%	8 5%	1 1%	31 9%	68 9%	42 24%	
NET: At least weekly	288 16%	120 14%	168 18%	125 55% efgh i	86 24% fgh	37 12% hi	28 9% hi	9 3% i	3 1%	95 20% m	84 16%	55 15%	54 13%	15 10%	19 25% nu	35 18% y	19 13%	22 14%	21 16% y	14 17% y	20 12%	64 26% nqr suwx	37 14%	21 14%	2 4%	59 18%	138 18%	70 41%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 118  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 Instagram (direct messaging)

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: At least monthly	438 24%	178 21%	260 27% a	162 71% efg hi	132 38% fgh i	71 23% ghi	45 14% hi	20 8% i	8 2%	138 28% lm	133 26% m	83 22%	85 20%	26 18%	25 33% ny	53 27% y	31 22%	34 21%	34 25% y	21 25%	35 21%	88 36% nqr suwxy	52 21%	33 22%	6 11%	94 29%	213 27%	88 51%
NET: Ever	607 34%	241 29%	365 38% a	185 81% efg hi	181 52% fgh i	114 36% ghi	70 21% i	39 16% i	18 5%	180 37% lm	183 36%	114 30%	129 30%	43 29%	34 45% nwy	71 36% y	43 30%	48 30%	44 33%	33 39% y	49 30%	104 43% nqr uwy	76 30%	52 35% y	10 18%	127 39%	299 38%	103 59%
Never	1186 66%	595 70% b	591 62%	41 18%	165 47% d	196 63% de	254 77% def	209 84% def	321 95% def gh	305 63%	325 64%	263 69%	292 68%	107 71% ov	42 55%	123 63%	100 70% v	110 69% v	89 66% v	50 59%	114 70% v	135 55%	176 70% ov	97 65%	43 82% opt vx	199 61%	477 61%	68 39%
Don't know	11 1%	8 1%	3 *	1 *	3 1%	2 1%	4 1% i	1 1%	-	1 *	2 *	3 1%	5 1%	*	-	1 1%	-	1 1%	1 1%	1 1%	-	5 2%	1 *	*	-	-	9 1%	2 1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 119  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	85 5%	62 4%	22 16%a	5 18%	10 16%a	3 10%	2 24%	2 20%	-	-	43 4%	26 5%	11 5%	4 9%
Once a day	51 3%	41 3%	9 7%a	1 4%	6 10%a	2 5%	-	-	-	2 22%	19 2%	19 3%	6 3%	5 10%ajkl
Several times a week	105 6%	86 5%	19 13%a	5 16%	10 16%a	3 9%	-	1 5%	1 11%	-	44 4%	31 6%	11 6%	16 35%ajkl
Once a week	48 3%	45 3%	3 2%	-	1 2%	-	-	2 19%	-	-	18 2%	18 3%	7 4%	4 8%j
Several times a month	104 6%	85 5%	16 12%a	6 21%	6 10%	3 9%	1 10%	1 6%	2 15%	1 12%	54 6%	22 4%	19 10%ajk	6 14%jk
Once a month	45 3%	36 2%	8 6%a	2 5%	5 8%a	1 5%	-	-	-	-	24 2%	18 3%	2 1%	1 2%
Less often	169 9%	157 10%	11 8%	2 6%	4 6%	4 12%	2 30%	-	1 6%	-	83 8%	62 11%	16 8%	5 11%
NET: At least daily	136 8%	103 6%	31 22%a	7 22%	16 26%a	5 15%	2 24%	2 20%	-	2 22%	62 6%	45 8%	17 9%	9 19%ajkl
NET: At least weekly	288 16%	234 14%	53 38%a	12 39%	28 44%a	7 24%	2 24%	4 44%	1 11%	2 22%	124 13%	94 17%j	35 18%	28 62%ajkl
NET: At least monthly	438 24%	355 22%	78 55%a	20 65%	39 62%a	12 38%	2 34%	3 50%	3 26%	3 34%	202 21%	134 24%	56 29%aj	36 78%ajkl
NET: Ever	607 34%	512 31%	89 63%a	22 71%	42 67%a	15 50%	4 64%	5 50%	4 33%	3 34%	285 29%	196 36%j	73 37%j	40 88%ajkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 119  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1186 66%	1122 68% <sup>bd</sup>	50 36%	9 29%	19 30%	15 50%	2 36%	5 50%	9 67%	6 66%	689 70% <sup>klm</sup>	352 64% <sup>m</sup>	120 61% <sup>m</sup>	5 10%
Don't know	11 1%	9 1%	1 1%	-	1 2%	-	-	-	-	-	8 1% <sup>k</sup>	-	2 1% <sup>k</sup>	1 1% <sup>k</sup>

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 120  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Instagram (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	85 5%	80 5%de	52 7%de	28 4%de	5 1%	5 2%	-	62 6%jno	52 6%jno	9 4%n	23 3%n	7 10%jmno	14 9%jmno	1 1%	1 *	1 1%	52 4%	33 6%	31 7%p	19 4%	18 9%psu	8 4%	9 4%	5 4%
Once a day	51 3%	44 3%	32 4%ce	12 2%	7 2%	7 2%	-	37 3%no	32 4%no	5 2%n	13 2%	1 2%	10 6%jno	1 1%	1 *	-	37 3%	14 3%	11 2%	10 2%	5 3%	4 2%	6 3%	4 3%
Several times a week	105 6%	89 6%	57 7%	32 5%	16 5%	16 5%	-	69 6%mn	57 6%mn	12 5%mn	37 5%	3 5%	24 15%ghijmno	-	* *	9 6%mn	71 6%	34 7%	33 7%	26 6%	15 8%	17 8%	17 8%	5 4%
Once a week	48 3%	39 3%	26 3%	13 2%	9 3%	7 2%	1 5%	30 3%n	24 3%n	6 3%n	17 2%n	3 4%	13 8%ghijmno	1 1%	* *	1 1%	33 3%	14 3%	13 3%	9 2%	6 3%	6 3%	3 1%	2 2%
Several times a month	104 6%	84 6%	53 7%	31 5%	20 6%	19 6%	1 4%	75 7%jn	58 7%n	17 7%jn	29 4%	5 7%	14 9%jmn	1 2%	1 *	8 6%n	69 5%	36 7%	33 7%	27 7%	14 7%	10 4%	16 8%	8 7%
Once a month	45 3%	38 3%	14 2%	24 4%	7 2%	7 2%	-	34 3%n	27 3%n	8 3%n	11 2%	3 4%	3 2%	1 2%	-	3 2%n	31 2%	14 3%	11 2%	10 2%	4 2%	5 2%	5 2%	5 4%
Less often	169 9%	138 9%	69 9%	69 10%	31 9%	31 10%	-	120 11%jmn	96 11%jmn	24 11%mn	49 7%	9 13%mn	20 12%jmn	2 3%	6 2%	12 9%	102 8%	64 12%p	56 12%p	50 12%p	25 13%	24 11%	28 14%p	18 14%p
NET: At least daily	136 8%	124 8%de	84 11%de	40 6%	11 3%	11 4%	-	99 9%jno	84 9%jno	15 7%no	37 5%no	8 12%jmno	24 15%ghijmno	2 2%	2 1%	1 8%	89 7%	47 9%	41 9%	28 7%	23 12%pu	12 6%	14 7%	9 8%
NET: At least weekly	288 16%	252 17%de	167 21%de	85 13%	37 11%	35 12%	1 5%	198 18%jmno	165 19%jmno	33 15%mn	91 13%mn	14 21%mnno	61 38%ghijkmno	3 3%	2 1%	11 8%n	192 15%	96 18%	87 19%	63 15%	43 22%ps	36 16%	34 16%	17 14%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 120  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Instagram (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: At least monthly	438	374	234	140	64	61	3	307	250	57	131	22	78	5	3	22	292	145	131	101	61	50	54	30
	24%	25%cd	29%cd	21%	19%	20%	9%	28%jmno	28%jmno	26%jmno	19%mn	33%jmno	48%ghijk	6%n	1%	16%n	23%	28%p	24%	31%p	23%	27%	25%	
NET: Ever	607	512	302	210	95	92	3	427	346	81	180	31	98	7	9	34	394	209	187	151	85	75	82	48
	34%	35%d	38%cd	31%	28%	30%	9%	38%jmno	39%jmno	36%jmno	26%mn	46%jmno	61%ghijm	9%	4%	25%mn	31%	40%p	40%p	36%	44%p	34%	40%p	39%
Never	1186	946	488	458	240	213	27	675	534	141	511	35	61	77	233	104	869	314	273	264	107	141	121	74
	66%	64%	61%	68%b	72%ab	70%b	91%	61%l	60%l	63%l	74%ghik	54%l	38%	91%ghij	96%ghij	75%ghik	68%qrv	60%	59%	63%	55%	65%	59%	60%
Don't know	11	11	6	5	*	*	-	9	9	1	2	-	2	-	-	-	9	3	3	3	1	2	1	1
	1%	1%	1%	1%	*	*	-	1%	1%	*	*	-	1%	-	-	-	1%	*	1%	1%	1%	1%	*	1%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 121  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Instagram (direct messaging)

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	85 5%	4 6%	3 2%	14 6%b	11 4%	16 7%bf	3 2%	2 2%	3 4%	15 6%b	16 4%	10 5%	10 4%	2 2%	*	67 5%	85 5%
Once a day	51 3%	3 4%	5 3%	5 2%	10 3%e	1 1%	6 4%e	8 7%cei	4 4%e	5 2%	6 1%	3 2%	3 1%	-	-	45 3%j	51 3%
Several times a week	105 6%	7 10%cd	14 7%cd	8 3%	5 2%	11 5%cd	7 5%	12 10%cd	5 6%cd	20 8%cd	20 5%l	18 10%jlm	4 1%	4 3%	-	83 6%l	105 6%
Once a week	48 3%	2 3%e	6 3%e	5 2%e	4 1%	-	3 2%e	5 4%e	3 3%e	10 4%e	10 2%	3 2%	10 3%	5 4%	-	36 3%	48 3%
Several times a month	104 6%	7 10%bfg	6 3%	13 5%	17 6%	10 5%	8 5%	2 2%	8 9%g	19 8%g	22 5%	12 7%	13 5%	3 3%	-	80 6%	104 6%
Once a month	45 3%	2 3%	5 3%	7 3%	7 2%	5 2%	7 5%	1 2%	2 5%	8 3%	9 2%	2 1%	5 2%	4 3%	1 9%	36 3%	45 3%
Less often	169 9%	5 7%	19 10%	22 9%	27 9%	24 11%	12 8%	9 7%	11 12%	22 9%	47 11%	28 16%o	28 10%	13 10%	-	121 9%	169 9%
NET: At least daily	136 8%	7 10%	8 4%	19 8%	21 7%	17 6%	9 6%	11 9%	7 8%	20 8%	22 5%	13 7%lm	13 4%	2 2%	*	112 8%jlm	136 8%
NET: At least weekly	288 16%	16 23%de	28 15%	32 14%	29 10%	28 12%	20 12%	28 23%cdef	15 17%	50 20%de	52 12%	34 19%jlm	26 9%	11 8%	*	231 17%jlm	288 16%
NET: At least monthly	438 24%	24 36%bcde	39 21%	52 22%	54 18%	43 19%	35 22%	31 26%	25 28%	77 31%bcde	83 20%	48 27%lm	45 15%	18 14%	2 13%	347 26%jlm	438 24%
NET: Ever	607 34%	29 43%cd	58 31%	74 31%	80 26%	67 29%	47 30%	40 33%	36 39%cd	99 40%def	130 31%	76 43%jmo	73 25%	31 25%	2 13%	468 35%lm	607 34%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 121

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1186	39	129	156	223	159	112	80	56	146	291	98	214	93	10	874	1186
	66%	57%	69%	67%	73% <sup>ahi</sup>	70% <sup>ai</sup>	70% <sup>ai</sup>	66%	61%	59%	68% <sup>k</sup>	55%	74% <sup>klo</sup>	75% <sup>klo</sup>	87%	65% <sup>k</sup>	66%
Don't know	11	1	-	5	2	1	-	1	-	1	5	2	2	1	-	7	11
	1%	1%	-	2%	1%	*	-	1%	-	*	1%	1%	1%	1%	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 122  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Google chats

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(A)	(B)	(C)	
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	13	9	4	4	4	4	1	2	-	4	4	-	5	-	-	1	-	2	2	1	4	2	1	1	-	3	10	11
	1%	1%	*	2% <i>i</i>	1%	1%	*	1%	-	1%	1%	-	1% <i>l</i>	-	-	1%	-	1%	1%	1%	3% <i>w</i>	1%	*	1%	-	1%	1%	6%
Once a day	15	13	3	7	3	4	2	-	-	7	6	-	3	-	-	6	1	2	-	2	-	5	-	-	-	9	6	11
	1%	2% <i>b</i>	*	3% <i>ghi</i>	1%	1%	1%	-	-	2% <i>l</i>	1%	-	1%	-	-	3% <i>ansuw</i>	*	1%	-	2% <i>w</i>	-	2% <i>w</i>	-	-	-	3% <i>B</i>	1%	7%
Several times a week	13	11	2	4	2	1	5	1	-	5	2	2	4	1	4	1	-	*	1	-	1	3	2	-	-	1	9	6
	1%	1% <i>b</i>	*	2% <i>i</i>	1%	*	2% <i>i</i>	*	-	1%	2	1%	1%	1%	5% <i>pqr</i>	1%	-	*	1%	-	*	1%	1%	-	-	*	1%	4%
Once a week	8	5	3	-	3	2	2	-	1	5	2	-	1	1	-	-	-	-	-	2	-	1	1	2	1	1	5	4
	*	1%	*	-	1%	1%	1%	-	*	1%	*	-	*	1%	-	-	-	-	-	2% <i>p</i>	-	1%	1%	1%	1%	*	1%	2%
Several times a month	14	8	6	6	2	2	2	1	1	10	*	-	3	1	-	2	2	3	1	1	-	2	2	-	-	2	9	8
	1%	1%	1%	2% <i>hi</i>	1%	1%	1%	*	*	2% <i>kl</i>	*	-	1%	1%	-	1%	1%	2%	1%	1%	-	1%	1%	-	-	1%	1%	4%
Once a month	12	8	3	1	1	4	2	1	2	4	5	2	1	3	-	1	-	1	-	-	5	1	-	1	-	1	4	3
	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	1%	*	2%	-	1%	-	*	-	-	3% <i>qsw</i>	1%	-	1%	-	*	*	2%
Less often	46	24	22	9	7	13	11	2	3	12	17	12	5	3	3	5	3	2	7	3	4	7	6	2	-	8	18	9
	3%	3%	2%	4% <i>hi</i>	2%	4% <i>hi</i>	3% <i>h</i>	1%	1%	2%	3%	3%	1%	2%	4%	2%	2%	1%	5%	4%	3%	3%	3%	1%	-	2%	2%	5%
NET: At least daily	29	22	7	10	7	7	3	2	-	11	10	-	8	-	-	7	1	4	2	3	4	7	1	1	-	12	16	22
	2%	3% <i>b</i>	1%	4% <i>ghi</i>	2% <i>i</i>	2% <i>i</i>	1%	1%	-	2% <i>l</i>	2% <i>l</i>	-	2% <i>l</i>	-	-	4% <i>nw</i>	*	2%	1%	3% <i>nw</i>	3% <i>w</i>	3% <i>w</i>	*	1%	-	4%	2%	13%
NET: At least weekly	49	38	11	14	11	10	10	3	1	21	14	2	13	2	4	9	1	4	3	5	5	11	4	3	1	14	31	32
	3%	5% <i>b</i>	1%	6% <i>hi</i>	3% <i>i</i>	3% <i>i</i>	3% <i>i</i>	1%	*	4% <i>l</i>	3% <i>l</i>	1%	3% <i>l</i>	2%	5% <i>q</i>	4% <i>q</i>	*	3%	2%	6% <i>qw</i>	3%	4% <i>q</i>	1%	2%	1%	4%	4%	19%
NET: At least monthly	75	55	20	21	14	17	14	5	5	36	19	4	16	6	4	12	3	8	4	5	10	14	6	4	1	17	43	43
	4%	6% <i>b</i>	2%	9% <i>eghi</i>	4%	5% <i>hi</i>	4% <i>i</i>	2%	1%	7% <i>klm</i>	4% <i>l</i>	1%	4% <i>l</i>	4%	5%	6%	2%	5%	3%	6%	6%	6%	2%	3%	1%	5%	6%	25%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 122  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Google chats**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	121 7%	79 9%b	42 4%	30 13%ehi	21 6%i	30 10%hi	25 8%hi	7 3%	8 2%	47 10%lm	36 7%	16 4%	22 5%	9 6%	7 9%	17 8%	6 4%	10 6%	11 8%	9 10%y	14 9%	20 8%	12 5%	6 4%	1 1%	25 8%	61 8%	52 30%
Never	1666 92%	758 90%	908 95%a	196 87%	325 93%df	273 88%	301 92%	241 97%dfg	329 97%defg	433 89%	472 92%	363 95%j	398 93%j	141 94%	69 91%	179 92%	136 95%v	147 93%	121 91%	75 89%	145 89%	216 89%	240 95%tv	143 96%tv	53 99%tuv	299 92%	715 91%	117 67%
Don't know	17 1%	8 1%	9 1%	1 *	4 1%	8 2%i	3 1%	1 1%	2 *	6 1%	3 1%	1 *	7 2%	-	-	-	2 1%	2 1%	1 1%	1 1%	3 2%	8 3%npw	1 *	*	-	1 *	9 1%	5 3%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 123  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Google chats**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	13 1%	7 *	7 5%a	3 10%	3 5%a	*	1%	-	-	-	2 *	5 1%	6 3%jk	-
Once a day	15 1%	9 1%	6 4%a	2 6%	3 4%a	2 5%	-	-	-	2 22%	5 1%	7 1%	1 1%	-
Several times a week	13 1%	12 1%	* *	- *	- 1%	-	-	-	-	-	6 1%	3 1%	3 2%	1 1%
Once a week	8 *	7 *	- -	- -	- -	- -	-	-	-	-	4 *	1 *	3 2%k	-
Several times a month	14 1%	12 1%	2 1%	1 2%	* 1%	-	1 10%	-	-	-	5 1%	7 1%	2 1%	-
Once a month	12 1%	10 1%	2 2%	-	-	1 4%	-	1 9%	-	1 10%	6 1%	3 1%	1 *	-
Less often	46 3%	37 2%	8 6%a	1 3%	4 7%a	2 7%	1 9%	-	1 7%	-	22 2%	16 3%	4 2%	2 5%
NET: At least daily	29 2%	16 1%	13 9%a	5 17%	6 9%a	2 6%	-	-	-	2 22%	8 1%	12 2%j	7 4%j	-
NET: At least weekly	49 3%	35 2%	13 9%a	5 17%	6 10%a	2 6%	-	-	-	2 22%	18 2%	16 3%	13 7%jk	1 1%
NET: At least monthly	75 4%	57 3%	17 12%a	6 19%	7 11%a	3 11%	1 10%	1 9%	-	3 32%	29 3%	27 5%	16 8%j	1 1%
NET: Ever	121 7%	94 6%	25 18%a	7 22%	11 17%a	5 18%	1 19%	1 9%	1 7%	3 32%	51 5%	42 8%	20 11%j	3 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 123  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Google chats**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1666 92%	1536 93%bd	112 80%	24 78%	50 79%	25 82%	5 69%	9 91%	12 93%	4 51%	927 94%l	501 92%	170 87%	41 91%
Don't know	17 1%	13 1%	3 2%	-	2 4%a	-	1 12%	-	-	2 18%	5 *	4 1%	4 2%j	1 3%j

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 124  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Google chats

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	13 1%	12 1%	7 1%	4 1%	2 1%	1	1 4%	13 1%j	12 1%j	1	1	-	1	-	-	4	9 2%p	9 2%p	6 1%p	5 2%p	6 3%p	2 1%	-	-
Once a day	15 1%	15 1%	9 1%	7 1%	-	-	-	15 1%j	15 2%jn	-	-	-	-	-	-	9 1%	6 1%	5 1%	5 1%	1	1	4 2%	1 1%	-
Several times a week	13 1%	13 1%	10 1% <sup>d</sup>	2	-	-	-	10 1%	9 1%	1	2	1	1	-	-	9 1%	4 1%	4 1%	2	3	1	2	1	-
Once a week	8	7 1%	6 1%	1	1	1	-	6 1%	5 1%	1	2	-	1	1	1	3	5 1%p	5 1%p	3	3	1	2	1	-
Several times a month	14 1%	10 1%	2	8 1%	4	4	-	11 1%	9 1%	2	3	1	1	1	-	7	7 1%	6 1%	7	1	2	4	2	1
Once a month	12 1%	9 1%	5 1%	4 1%	3 1%	3	-	5	3	2	6	2	1	-	2	9 1%	3 1%	3	1	2	1	1	-	-
Less often	46 3%	36 2%	22 3%	14 2%	10 3%	8 3%	2	26 2%	20 2%	6 3%	20 3%	4 6%n	8 5%n	1	2	6 4%n	22 2%	21 4%p	18 5%p	11 3%	8 6%p	13 6%p	4 4%	4
NET: At least daily	29 2%	27 2%	16 2% <sup>e</sup>	11 2%	2 1%	1	1	28 3%jn	27 3%jn	1	1	-	1	-	-	14 1%	15 3%p	14 3%p	11 3%p	5 3%	6 3%	6 3%	1 1%	1
NET: At least weekly	49 3%	47 3% <sup>de</sup>	33 4% <sup>de</sup>	15 2%	2 1%	1	1	45 4%jno	42 5%jln	3	5	1	2	1	1	25 2%	25 5%p	23 5%p	15 4%	11 5%p	8 4%	9 4%	1 1%	1
NET: At least monthly	75 4%	66 4%	40 5%	26 4%	9 3%	8 3%	4	61 5%jno	54 6%jno	6 3%	14 2%	4 5%	4 2%	2	4	40 3%	35 7%p	33 7%p	24 6%p	13 7%p	11 5%	15 7%p	3 2%	3
NET: Ever	121 7%	102 7%	62 8%	40 6%	19 6%	16 5%	3	86 8%jn	74 8%jn	12 5%	35 5%	8 12%jn	11 7%n	3	5	7 5%	63 5%	57 11%p	54 12%p	41 10%p	24 13%p	19 9%p	28 14%pw	7 6%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 124  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Google chats**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Never	1666	1352	721	631	314	289	25	1014	805	210	651	58	149	79	237	127	1200	461	400	369	167	193	171	112
	92%	92%	91%	94%b	94%	94%	86%	91%	91%	94%	94%h	88%	92%	95%	98%ghij	92%	94%qrst	88%	87%	88%	86%	88%	84%	91%
Don't know	17	15	13	3	2	1	1	10	9	1	7	-	1	2	4	9	8	8	8	2	6	5	4	
	1%	1%	2%c	*	1%	*	4%	1%	1%	*	1%	-	1%	2%	3%gin	1%	2%	2%	2%p	1%	3%p	2%p	3%p	

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 125  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Google chats

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	13 1%	-	-	5 2% <sup>cde</sup>	1	-	2 1%	1 1%	2 2%	2 1%	5 1%	3 2%	4 1%	*	*	8 1%	13 1%
Once a day	15 1%	-	1	-	7 2% <sup>ce</sup>	-	3 2% <sup>ce</sup>	1	2	2	2	-	2	-	-	14	15
Several times a week	13 1%	-	-	7 3% <sup>bdi</sup>	1	2 1%	1 1%	-	1 1%	1	5 1%	5 3% <sup>lo</sup>	-	-	-	8 1%	13 1%
Once a week	8 *	1 1%	1 1%	1 *	-	3 1%	1 *	-	1 1%	-	1 *	-	1 *	-	-	6 *	8 *
Several times a month	14 1%	1 2%	1 *	3 1%	1 *	2 1%	-	1 1%	-	5 2%	5 1%	2 1%	3 1%	1 1%	-	9 1%	14 1%
Once a month	12 1%	-	2 1%	2 1%	1 *	2 1%	-	1 1%	1 1%	2 1%	5 1%	4 2% <sup>o</sup>	5 2%	3 3% <sup>o</sup>	-	7 1%	12 1%
Less often	46 3%	3 5%	2 1%	6 3%	11 4%	2 1%	6 4%	3 3%	3 3%	5 2%	11 3%	6 3%	7 3%	1 1%	-	35 3%	46 3%
NET: At least daily	29 2%	-	1 *	5 2% <sup>e</sup>	8 2% <sup>e</sup>	-	6 4% <sup>be</sup>	1 1%	3 4% <sup>e</sup>	4 2%	7 2%	3 2%	6 2%	*	*	21 4%	29 2%
NET: At least weekly	49 3%	1 1%	2 1%	13 5% <sup>b</sup>	9 3%	5 2%	7 5%	1 1%	5 6%	5 2%	12 3%	8 4%	7 3%	*	*	35 4%	49 3%
NET: At least monthly	75 4%	2 2%	5 2%	17 7% <sup>b</sup>	11 4%	9 4%	7 5%	4 3%	6 7%	12 5%	22 8% <sup>o</sup>	13 5%	15 4%	5 4%	*	51 6%	75 4%
NET: Ever	121 7%	5 7%	7 4%	23 10% <sup>b</sup>	22 7%	11 5%	13 8%	7 6%	9 10%	17 7%	33 8%	19 11% <sup>o</sup>	22 8%	6 5%	*	86 6%	121 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 125

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Google chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1666	62	179	210	279	215	143	111	83	228	388	155	264	118	12	1250	1666
	92%	90%	96% <sup>cf</sup>	90%	91%	95%	90%	92%	90%	93%	91%	88%	91%	95%	96%	93% <sup>k</sup>	92%
Don't know	17	2	1	*	4	1	3	3	-	1	5	2	3	*	-	13	17
	1%	3% <sup>c</sup>	*	*	1%	*	2%	2%	-	1%	1%	1%	1%	*	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 126  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 KIK

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Priv-ate (B)	Opin-ion Influ-encer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	14 1%	11 1% <sup>b</sup>	3 *	6 3% <sup>hi</sup>	4 1%	2 1%	2 1%	1 *	-	2 1%	5 1%	2 *	5 1%	-	-	1 1%	-	-	2 1%	2 2%	4 2%	3 1%	1 *	-	2 3% <sup>nqrw</sup>	4 1%	11 1%	10 6%
Once a day	12 1%	10 1% <sup>b</sup>	3 *	6 3% <sup>ghi</sup>	2 1%	4 1% <sup>i</sup>	-	-	-	6 1%	4 1%	1 *	*	-	1 2%	7 4% <sup>nqrw</sup>	-	*	1 *	-	-	2 1%	-	-	1 1%	6 2%	5 1%	11 7%
Several times a week	11 1%	7 1%	4 *	-	6 2% <sup>hi</sup>	3 1%	2 1%	-	-	4 1%	5 1%	1 *	1 *	1 1%	-	-	3 2%	-	-	-	4 2%	2 1%	1 1%	-	-	4 1%	5 1%	4 3%
Once a week	7 *	4 *	3 *	5 2% <sup>fhi</sup>	1 *	-	1 *	-	-	2 *	4 1%	1 *	1 *	-	-	1 *	-	1 *	-	2 2% <sup>w</sup>	1 1%	1 *	-	2 1%	-	-	4 *	4 2%
Several times a month	11 1%	7 1%	4 *	3 1%	5 1%	2 1%	-	-	2 1%	6 1%	2 *	2 *	2 1%	1 1%	2 2%	3 1%	1 *	2 1%	1 1%	-	-	2 1%	1 *	-	-	1 *	9 1%	7 4%
Once a month	10 1%	6 1%	4 *	3 1%	4 1%	3 1%	-	-	-	4 1%	2 *	3 1%	1 *	1 1%	2 2% <sup>w</sup>	-	-	-	2 2%	-	1 1%	2 1%	-	1 1%	-	1 *	6 1%	1 1%
Less often	33 2%	15 2%	18 2%	7 3% <sup>i</sup>	10 3% <sup>i</sup>	3 1%	7 2% <sup>i</sup>	4 2%	1 *	10 2%	8 2%	8 2%	6 1%	-	-	5 3%	1 1%	6 4% <sup>n</sup>	5 4% <sup>n</sup>	1 1%	4 3%	4 2%	3 1%	3 2%	-	7 2%	13 2%	7 4%
NET: At least daily	26 1%	20 2% <sup>b</sup>	6 1%	12 5% <sup>efghi</sup>	6 2% <sup>i</sup>	2 1%	1 *	-	-	9 2%	9 2%	3 1%	5 1%	-	1 2%	9 4% <sup>nqrw</sup>	-	*	2 2%	2 2%	4 2%	5 2%	1 *	-	2 4% <sup>nqrw</sup>	9 3%	16 2%	21 12%
NET: At least weekly	44 2%	32 4% <sup>b</sup>	12 1%	17 7% <sup>fghi</sup>	13 4% <sup>hi</sup>	8 3% <sup>hi</sup>	5 2% <sup>i</sup>	1 *	-	15 3%	18 3%	5 1%	7 2%	1 1%	1 2%	9 5% <sup>nw</sup>	3 2%	1 1%	2 2%	4 5% <sup>rw</sup>	8 5% <sup>rw</sup>	8 3%	2 1%	2 1%	2 4%	13 4%	25 3%	30 17%
NET: At least monthly	65 4%	45 5% <sup>b</sup>	20 2%	23 10% <sup>fghi</sup>	23 6% <sup>ghi</sup>	12 4% <sup>hi</sup>	5 2%	1 *	2 1%	24 5%	22 4%	9 2%	10 2%	4 3%	4 6% <sup>w</sup>	12 6% <sup>w</sup>	4 2%	3 2%	5 4%	4 5% <sup>w</sup>	10 6% <sup>w</sup>	12 5% <sup>w</sup>	3 1%	3 2%	2 4%	16 5%	40 5%	38 22%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 126  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 KIK

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	98 5%	60 7% <sup>b</sup>	38 4%	30 13% <sup>fghi</sup>	33 9% <sup>fghi</sup>	16 5% <sup>hi</sup>	12 4% <sup>i</sup>	5 2%	3 1%	34 7% <sup>m</sup>	30 6%	17 5%	16 4%	4 3%	4 6%	17 9% <sup>nw</sup>	5 3%	9 6%	10 8% <sup>w</sup>	5 6%	14 9% <sup>nw</sup>	16 7% <sup>w</sup>	5 2%	6 4%	2 4%	23 7%	53 7%	45 26%
Never	1682 93%	774 92%	909 95% <sup>a</sup>	195 86%	311 89%	285 92% <sup>d</sup>	314 96% <sup>def</sup>	243 97% <sup>def</sup>	335 99% <sup>def</sup>	447 92%	474 93%	360 95%	402 94%	145 97% <sup>sv</sup>	71 94%	178 91%	136 95%	146 92%	120 90%	77 90%	149 91%	218 90%	247 98% <sup>prstuv</sup>	144 96% <sup>v</sup>	51 96%	300 92%	719 92%	122 70%
Don't know	24 1%	11 1%	13 1%	2 1%	6 2%	10 3% <sup>gi</sup>	2 1%	2 1%	2 *	6 1%	7 1%	3 1%	8 2%	1 1%	-	-	2 1%	4 3% <sup>pw</sup>	3 2% <sup>pw</sup>	3 4% <sup>puwx</sup>	-	9 4% <sup>puwx</sup>	-	* *	-	3 1%	13 2%	7 4%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 127  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**KIK**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	14 1%	10 1%	4 3%a	1 3%	2 4%a	*	-	-	-	2 22%	4 *	5 1%	3 2%	-
Once a day	12 1%	7 *	6 4%a	* 1%	3 5%a	2 5%	1 10%	-	-	-	4 *	5 1%	3 1%	-
Several times a week	11 1%	9 1%	1 1%	-	1 2%	-	-	-	-	-	3 *	4 1%	4 2%j	-
Once a week	7 *	5 *	2 1%	1 3%	-	1 3%	-	-	-	-	3 *	-	1 *	3 6%jkl
Several times a month	11 1%	10 1%	2 1%	2 5%	-	-	-	-	-	-	5 1%	4 1%	2 1%	-
Once a month	10 1%	8 *	2 1%	-	1 2%	1 2%	-	-	-	-	5 *	3 1%	2 1%	-
Less often	33 2%	29 2%	4 3%	-	4 6%a	-	-	-	-	-	15 1%	13 2%	4 2%	-
NET: At least daily	26 1%	17 1%	9 7%a	1 5%	5 8%a	2 6%	1 10%	-	-	2 22%	8 1%	11 2%	6 3%j	-
NET: At least weekly	44 2%	31 2%	13 9%a	2 8%	7 10%a	3 10%	1 10%	-	-	2 22%	14 1%	14 3%	11 6%j	3 6%j
NET: At least monthly	65 4%	49 3%	16 12%a	4 13%	8 13%a	4 12%	1 10%	-	-	2 22%	24 2%	22 4%	14 7%j	3 6%
NET: Ever	98 5%	78 5%	20 14%a	4 13%	12 19%a	4 12%	1 10%	-	-	2 22%	39 4%	35 6%j	19 10%j	3 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 127  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**KIK**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1682 93%	1548 94%bd	117 83%	27 87%	48 77%	27 88%	5 78%	10 100%	13 100%	5 60%	936 95%kl	507 93%	172 88%	41 90%
Don't know	24 1%	18 1%	4 3%	-	3 5%a	-	1 12%	-	-	2 18%	8 1%	6 1%	4 2%	2 4%j

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 128  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 KIK

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	14 1%	14 1%	6 1%	8 1%	-	-	-	14 1%ej	14 2%j	*	-	-	-	-	-	5 *	9 2%p	9 2%p	3 1%	6 3%psv	3 1%	-	-	-
Once a day	12 1%	12 1%	6 1%	5 1%	1 *	1 *	-	11 1%	10 1%j	*	1 *	-	1 1%	-	-	7 1%	5 1%	4 1%	3 1%	2 1%	2 1%	2 1%	1 1%	1 1%
Several times a week	11 1%	10 1%	6 1%	4 1%	1 *	1 *	-	10 1%	10 1%	-	1 *	-	-	-	1 1%	7 1%	4 1%	4 1%	3 1%	3 1%	3 1%	1 1%	-	-
Once a week	7 *	6 *	2 *	4 1%	1 *	1 *	-	4 *	3 *	1 *	3 *	-	3 2%ghn	-	-	3 *	4 1%	4 1%	4 1%	-	2 1%	3 1%	3 1%p	-
Several times a month	11 1%	11 1%	11 1%cd	1 *	-	-	-	10 1%	8 1%	1 1%	2 *	-	-	2 2%jn	-	8 1%	3 1%	3 1%	3 1%	-	1 *	2 1%	-	-
Once a month	10 1%	8 1%	5 1%	3 *	2 1%	2 1%	-	7 1%	7 1%	-	2 *	1 1%	1 1%	-	-	6 *	4 1%	3 1%	4 1%	-	1 *	2 1%	1 1%	1 1%
Less often	33 2%	27 2%	17 2%	11 2%	5 2%	5 2%	-	21 2%	19 2%	2 1%	12 2%	6 9%ghij	3 2%	-	2 1%	2 1%	22 2%	9 2%	7 2%	6 1%	5 2%	3 1%	4 2%	2 2%
NET: At least daily	26 1%	26 2%d	13 2%	13 2%de	1 *	1 *	-	25 2%ijn	24 3%ijn	1 *	1 *	-	1 1%	-	-	12 1%	14 3%p	12 3%p	6 1%	8 4%p	4 2%	2 1%	1 1%	1 1%
NET: At least weekly	44 2%	41 3%d	21 3%	21 3%de	3 1%	3 1%	-	38 3%ijn	37 4%ijn	2 1%	6 1%	-	4 3%n	-	1 1%	23 2%	22 4%p	20 4%p	12 3%	11 5%p	9 4%p	6 3%	1 1%	1 1%
NET: At least monthly	65 4%	60 4%de	36 5%de	24 4%	5 1%	5 2%	-	55 5%ijn	52 6%jno	3 1%	10 1%	1 1%	6 4%n	2 2%n	-	1 1%	37 3%	28 5%p	26 6%p	19 5%	11 5%	11 5%	10 5%	2 2%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 128  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 KIK

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: Ever	98 5%	88 6% <sup>ld</sup>	53 7% <sup>de</sup>	35 5%	10 3%	10 3%	-	76 7% <sup>ijn</sup>	71 8% <sup>ijno</sup>	5 2%	22 3% <sup>ln</sup>	6 10% <sup>ijno</sup>	9 5% <sup>ln</sup>	2 2%	2 1%	3 2%	58 5%	37 7% <sup>qp</sup>	34 7% <sup>qp</sup>	25 6%	15 8%	14 6%	14 7%	4 3%
Never	1682 93%	1358 92%	725 91%	633 94% <sup>b</sup>	324 97% <sup>ab</sup>	295 96% <sup>ab</sup>	30 100%	1019 92%	803 90%	215 97% <sup>ghk</sup>	664 96% <sup>ghk</sup>	58 88%	151 94%	81 96%	240 99% <sup>ghij</sup>	133 96% <sup>ghk</sup>	1201 94% <sup>qrst</sup>	477 91%	418 90%	381 91%	173 89%	197 91%	183 89%	116 94%
Don't know	24 1%	23 2%	18 2% <sup>cde</sup>	5 1%	1 *	1 *	-	16 1%	14 2%	2 1%	8 1%	2 3% <sup>n</sup>	2 1%	2 2%	-	2 2% <sup>ln</sup>	12 1%	12 2% <sup>qp</sup>	12 3% <sup>p</sup>	12 3% <sup>p</sup>	5 3%	6 3% <sup>p</sup>	8 4% <sup>p</sup>	3 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 129

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**KIK**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	14 1%	- -	1 1%	5 2% i	2 1%	3 1%	1 1%	-	2 3% i	-	5 1%	3 2%	5 2%	-	-	7 1%	14 1%
Once a day	12 1%	1 2%	1 *	-	5 2%	-	3 2%	-	2 2%	1 *	1 *	-	1 *	*	*	11 4%	12 1%
Several times a week	11 1%	-	-	2 1%	-	1 1%	1 1%	-	2 2% d	4 2% d	5 1%	4 2% o	1 1%	-	-	6 *	11 1%
Once a week	7 *	1 1%	-	1 *	3 1%	-	-	-	-	-	1 *	1 1%	-	-	-	4 *	7 *
Several times a month	11 1%	-	1 *	2 1%	-	-	1 1%	2 1%	2 2% d	3 1%	2 *	-	-	2 1%	-	10 1%	11 1%
Once a month	10 1%	* 1%	1 *	3 1%	-	1 *	1 1%	-	1 1%	3 1%	2 1%	2 1%	-	1 1%	-	7 1%	10 1%
Less often	33 2%	1 2%	6 3%	6 3%	2 1%	9 4% d f g j	1 1%	-	4 4%	2 1%	7 2%	3 2%	5 2%	-	-	25 2%	33 2%
NET: At least daily	26 1%	1 2%	2 1%	5 2%	7 2%	3 1%	4 2%	-	4 4% g i	1 *	6 1%	3 2%	5 2%	*	*	18 1%	26 1%
NET: At least weekly	44 2%	2 3%	2 1%	8 4%	9 3%	4 2%	5 3%	-	6 7% b e g	5 2%	12 3%	8 5% m	7 2%	*	*	28 4%	44 2%
NET: At least monthly	65 4%	2 4%	3 2%	13 6%	9 3%	5 2%	7 5%	2 1%	9 9% b d e g	10 4%	17 4%	10 6%	7 2%	3 2%	*	45 3%	65 4%
NET: Ever	98 5%	4 5%	9 5%	19 8% d g	12 4%	14 6% g	8 5%	2 1%	12 13% b d g i	12 5%	24 6%	13 7%	12 4%	3 2%	*	70 5%	98 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 129

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**KIK**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1682 93%	62 91%	176 94%	212 91%	290 95% <sup>h</sup>	210 92%	148 93%	117 97% <sup>h</sup>	80 87%	234 95% <sup>h</sup>	397 93%	161 91%	275 95%	121 97% <sup>kl</sup>	12 96%	1261 93%	1682 93%
Don't know	24 1%	3 4% <sup>i</sup>	2 1%	3 1%	4 1%	4 2%	3 2% <sup>i</sup>	3 2% <sup>i</sup>	-	-	5 1%	3 2%	2 1%	*	-	18 1%	24 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 130  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
IMO

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	10 1%	4 1%	5 1%	5 2%gi	3 1%	2 1%	-	1 *	-	2 *	2 *	2 1%	4 1%	-	1 2%	* *	-	1 1%	2 1%	-	3 2%	2 1%	1 *	-	-	2 1%	8 1%	8 5%
Once a day	10 1%	9 1%b	1 *	4 2%ghi	5 1%	1 *	-	-	-	7 2%am	2 *	1 *	-	-	-	5 3%w	1 *	-	* *	2 2%w	-	1 *	-	1 1%	-	3 1%	7 1%	8 5%
Several times a week	6 *	5 1%	1 *	2 1%	1 *	3 1%	1 *	-	-	2 *	1 *	2 *	2 *	-	2 2%	-	2 1%	-	-	2 1%	-	2 1%	1 *	-	-	-	6 1%	4 3%
Once a week	4 *	4 1%b	-	1 *	2 1%	-	2 *	-	-	3 1%	1 *	-	1 *	-	-	1 1%	-	1 1%	-	-	-	2 1%	-	-	-	-	3 *	2 1%
Several times a month	6 *	4 1%	2 *	2 1%	2 1%	1 *	2 1%	-	-	4 1%	-	-	2 1%	2 1%	-	-	1 *	-	1 *	-	* *	2 1%	1 *	-	-	2 1%	3 *	4 2%
Once a month	5 *	2 *	3 *	2 1%	2 *	1 *	-	1 *	-	2 *	3 *	-	-	1 1%	-	1 *	-	-	-	-	1 *	1 *	-	1 1%	1 1%	2 1%B	-	2 1%
Less often	22 1%	14 2%	8 1%	3 1%	2 1%	7 2%	6 2%	1 1%	3 1%	4 1%	9 2%	6 1%	4 1%	-	1 1%	4 2%	1 1%	-	5 3%nr	-	1 1%	7 3%r	4 1%	-	-	4 1%	12 2%	4 2%
NET: At least daily	20 1%	13 2%	7 1%	9 4%fghi	8 2%gi	3 1%	-	1 *	-	9 2%	4 1%	3 1%	4 1%	-	2 2%	5 3%w	1 *	1 1%	2 2%	2 2%	2 2%	3 3%nw	3 1%	1 1%	-	5 2%	14 2%	16 9%
NET: At least weekly	31 2%	23 3%b	8 1%	11 5%ghi	11 3%ghi	6 2%i	2 1%	1 *	-	14 3%	6 1%	4 1%	6 1%	-	3 4%n	7 3%nw	1 *	4 2%	2 2%	2 2%	5 3%nw	5 2%	1 1%	1 1%	-	5 2%	24 3%	23 13%
NET: At least monthly	42 2%	30 4%b	12 1%	16 7%fghi	14 4%ghi	7 2%i	4 1%	1 1%	-	20 4%kl	10 2%	4 1%	8 2%	3 2%	3 4%	8 4%w	1 1%	4 2%	3 2%	2 2%	6 4%w	8 3%	2 1%	2 1%	1 1%	10 3%	26 3%	29 17%
NET: Ever	64 4%	44 5%b	21 2%	18 8%ghi	17 5%hi	14 4%hi	10 3%i	3 1%	3 1%	24 5%	18 4%	10 3%	12 3%	2 2%	4 5%	12 6%wx	2 2%	4 2%	7 5%	2 2%	7 5%	15 6%qwx	5 2%	2 1%	1 1%	13 4%	38 5%	33 19%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 130  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**IMO**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Never	1699 94%	778 92%	921 96% <sup>a</sup>	204 90%	323 92%	285 92%	313 96% <sup>d</sup>	242 97% <sup>def</sup>	332 98% <sup>def</sup>	450 93%	481 94%	365 96% <sup>j</sup>	403 94%	146 97% <sup>psv</sup>	72 95%	179 91%	135 94%	151 95% <sup>v</sup>	122 91%	80 94%	154 95%	217 89%	243 96% <sup>v</sup>	147 99% <sup>psv</sup>	53 99% <sup>v</sup>	305 94%	730 93%	131 75%
Don't know	41 2%	22 3%	18 2%	5 2%	10 3%	12 4% <sup>i</sup>	5 1%	5 2%	4 1%	13 3%	11 2%	5 1%	11 3%	1 *	-	5 2%	6 4% <sup>n</sup>	4 2%	4 3%	3 4% <sup>x</sup>	1 1%	12 5% <sup>n</sup>	5 2%	* -	-	8 2%	17 2%	10 6%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 131  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**IMO**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	10 1%	4 *	6 4%a	1 4%	4 6%a	*	1%	-	-	-	2 *	4 1%	4 2%j	-
Once a day	10 1%	6 *	4 3%a	-	2 4%a	2 5%	-	-	-	-	3 *	6 1%	1 1%	-
Several times a week	6 *	4 *	2 1%	-	1 2%	1 2%	-	-	-	-	2 *	3 *	2 1%	-
Once a week	4 *	3 *	1 1%	1 3%	* 1%	-	-	-	-	-	2 *	-	1 1%	1 1%k
Several times a month	6 *	4 *	2 1%	1 2%	1 1%	-	1 10%	-	-	2 22%	1 *	1 *	3 1%jk	-
Once a month	5 *	3 *	2 2%a	1 3%	-	1 2%	-	1 9%	-	1 10%	1 *	3 1%	-	1 2%jl
Less often	22 1%	9 1%	13 9%a	-	11 18%a	2 7%	-	-	-	-	13 1%	8 1%	1 *	-
NET: At least daily	20 1%	10 1%	9 7%a	1 4%	6 10%a	2 6%	-	-	-	-	5 1%	10 2%j	5 3%j	-
NET: At least weekly	31 2%	18 1%	13 9%a	2 7%	8 12%a	3 8%	-	-	-	-	9 1%	13 2%j	8 4%j	1 1%
NET: At least monthly	42 2%	25 2%	17 12%a	4 13%	8 13%a	3 11%	1 10%	1 9%	-	3 32%	11 1%	16 3%j	11 5%j	2 4%
NET: Ever	64 4%	34 2%	30 21%a	4 13%	19 31%a	5 18%	1 10%	1 9%	-	3 32%	24 2%	24 4%	11 6%j	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 131  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**IMO**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1699 94%	1572 96%bd	108 77%	27 87%	42 66%	25 82%	5 78%	9 91%	13 100%	4 51%	937 95%	514 94%	181 93%	41 90%
Don't know	41 2%	37 2%	3 2%	-	2 3%	-	1 12%	-	-	2 18%	22 2%	10 2%	3 1%	3 7%kl

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 132  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 IMO

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	10 1%	10 1%	4 1%	6 1%	-	-	-	10 1%j	9 1%j	1 *	-	-	-	-	-	1 *	9 2%p	9 2%p	4 1%p	5 3%p	4 2%p	2 1%p	-	-
Once a day	10 1%	9 1%	7 1%	2 *	1 *	1 *	-	10 1%j	9 1%j	1 *	* *	-	* *	-	-	-	5 *	5 1%	4 1%	3 1%	2 1%	2 1%	1 *	1 1%
Several times a week	6 *	6 *	6 1%	1 *	-	-	-	6 1%	5 1%	1 *	-	-	-	-	-	-	3 *	4 1%	4 1%	4 1%	2 1%p	3 1%p	2 1%p	-
Once a week	4 *	4 *	4 *	1 *	-	-	-	3 *	2 *	1 *	1 *	-	1 1%	-	-	-	2 *	2 *	2 1%	2 1%	-	1 *	2 1%p	-
Several times a month	6 *	6 *	3 *	4 1%	-	-	-	5 *	4 *	1 1%	1 *	-	1 1%	-	-	-	4 *	2 *	2 1%	1 *	2 1%	1 *	-	-
Once a month	5 *	3 *	2 *	1 *	2 1%	2 1%	-	2 *	2 *	-	3 *	2 2%ghin	1 1%	-	-	-	3 *	3 1%	3 1%	1 *	1 1%	-	1 1%	-
Less often	22 1%	21 1%	17 2%cd	3 1%	1 *	1 *	-	16 1%	13 1%	2 1%	7 1%	-	1 1%	-	3 1%	3 2%	11 1%	10 2%	8 2%	10 2%p	1 *	4 2%	7 3%pt	5 4%pt
NET: At least daily	20 1%	19 1%	11 1%	8 1%	1 *	1 *	-	19 2%jn	18 2%jn	2 1%	* *	-	* *	-	-	-	6 *	14 3%p	13 3%p	7 2%p	8 4%p	6 3%p	2 1%	1 1%
NET: At least weekly	31 2%	30 2%de	21 3%de	9 1%	1 *	1 *	-	29 3%jn	25 3%jn	3 2%jn	2 *	-	2 1%	-	-	-	11 1%	20 4%p	18 4%p	13 3%p	10 5%p	10 4%p	7 3%p	1 1%
NET: At least monthly	42 2%	39 3%	26 3%de	14 2%	3 1%	3 1%	-	36 3%jno	32 4%jno	5 2%jn	6 1%	2 2%jn	5 3%jn	-	-	-	17 1%	25 5%p	24 5%p	15 4%p	14 7%pw	10 5%p	8 4%p	1 1%
NET: Ever	64 4%	60 4%de	43 5%de	17 3%	4 1%	4 1%	-	52 5%jn	45 5%jn	7 3%	13 2%	2 2%	6 3%	-	3 1%	3 2%	28 2%	35 7%p	31 7%p	25 6%p	14 7%p	14 7%p	15 7%p	7 5%p

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 132  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 IMO

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Never	1699	1375	732	643	324	294	30	1035	823	211	664	62	151	81	238	132	1216	478	419	383	172	197	184	115
	94%	94%	92%	96%b	97%b	96%b	100%	93%	93%	95%	96%gh	93%	94%	97%	98%ghik	95%	96%qrst	91%	91%	92%	89%	91%	90%	93%
Don't know	41	33	20	13	8	8	-	24	20	4	16	3	5	3	2	4	28	13	12	10	8	6	5	2
	2%	2%	3%	2%	2%	2%	-	2%	2%	2%	2%	5%n	3%	3%	1%	3%	2%	2%	3%	2%	4%	3%	2%	2%

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 133  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
IMO

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	10 1%	-	-	5 2% <sup>ee</sup>	1	-	1	1	1	1	4	3	3	*	*	6	10
Once a day	10 1%	1 2% <sup>ci</sup>	1	-	4	2	-	1	2	-	1	1	-	-	-	9	10
Several times a week	6	-	1	2	-	1	1	-	2	-	-	-	-	-	-	6	6
Once a week	4	-	-	*	1	-	1	-	-	-	1	1	-	-	-	3	4
Several times a month	6	1	-	2	2	-	1	1	-	-	3	1	2	-	-	3	6
Once a month	5	1	-	3	-	1	-	-	-	1	1	1	1	-	-	4	5
Less often	22 1%	1 2%	4 2%	4 2%	4 1%	3 1%	2 1%	2 1%	1 1%	1 *	4 1%	3 2%	1 *	-	-	18 1%	22 1%
NET: At least daily	20 1%	1 2%	1 *	5 2%	5 2%	2 1%	1 1%	1 1%	2 2%	1 *	4 1%	4 2%	3 1%	*	4%	16 1%	20 1%
NET: At least weekly	31 2%	1 2%	2 1%	7 3% <sup>ai</sup>	6 2%	3 1%	3 2%	1 1%	4 5% <sup>ai</sup>	1 *	5 1%	5 3%	3 1%	*	4%	25 2%	31 2%
NET: At least monthly	42 2%	2 4%	2 1%	12 5% <sup>bei</sup>	8 3%	3 1%	3 3%	2 2%	4 5% <sup>ai</sup>	2 1%	10 2%	7 4%	6 2%	1 1%	*	32 2%	42 2%
NET: Ever	64 4%	4 5% <sup>ai</sup>	5 3%	17 7% <sup>ei</sup>	13 4% <sup>i</sup>	6 3%	6 4%	4 3%	6 6% <sup>ai</sup>	2 1%	14 3%	10 6%	8 3%	1 1%	*	50 4%	64 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 133

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**IMO**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1699 94%	61 89%	178 95%	212 91%	287 94%	218 96% <sup>ac</sup>	149 93%	114 94%	86 94%	239 97% <sup>ac</sup>	402 94%	163 92%	274 95%	120 97%	12 96%	1268 94%	1699 94%
Don't know	41 2%	4 6% <sup>h</sup>	4 2%	5 2%	6 2%	3 2%	5 3%	3 3%	-	5 2%	10 2%	4 2%	7 3%	3 2%	-	31 2%	41 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 134  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Signal**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	15 1%	6 1%	9 1%	7 3% ghi	4 1%	4 1%	-	1 *	-	2 *	6 1%	2 1%	5 1%	2 2%	-	* *	-	1 *	4 3% w	-	7 4% pqr v	1 1%	1 *	-	-	2 1%	11 1%	6 3%
Once a day	20 1%	13 2%	7 1%	9 4% ghi	5 2% i	4 1%	2 1%	-	-	11 2% kl	1 *	2 1%	5 1%	1 *	1 2%	5 3%	-	1 1%	-	3 4% qsu w	-	4 2%	1 *	4 2%	-	6 2%	13 2%	12 7%
Several times a week	13 1%	10 1% b	3 *	6 3% ghi	4 1%	2 1%	1 *	-	-	5 1%	5 1%	2 *	1 *	1 1%	3 4% qsw x	1 1%	-	1 *	-	-	3 2%	2 1%	1 1%	-	1 1%	2 1%	6 1%	7 4%
Once a week	2 *	1 *	2 *	-	1 *	1 *	1 *	-	-	-	1 *	-	1 *	-	1 1%	1 *	1 *	-	-	-	-	* *	-	-	-	-	2 *	-
Several times a month	7 *	6 1% b	1 *	1 *	4 1%	1 *	-	1 *	-	2 *	3 *	1 *	1 *	2 2%	-	2 1%	-	1 *	1 1%	-	1 1%	-	-	-	-	1 *	4 *	4 2%
Once a month	8 *	6 1%	2 *	2 1%	-	6 2% eghi	-	-	-	4 1%	4 1%	-	1 *	1 1%	-	2 1%	1 *	-	-	-	1 *	2 1%	1 *	-	-	4 1%	4 *	3 2%
Less often	11 1%	4 1%	7 1%	3 1%	-	1 *	4 1%	2 1%	2 *	2 *	4 1%	2 1%	2 1%	-	2 2%	2 1%	* *	-	* *	-	1 1%	1 *	3 1%	2 1%	-	1 *	4 1%	3 2%
NET: At least daily	36 2%	20 2%	16 2%	16 7% efgh i	9 3% hi	7 2% hi	2 1%	1 *	-	14 3%	8 2%	4 1%	10 2%	3 2%	1 2%	5 3%	-	2 1%	4 3%	3 4% qw	7 4% qw	5 2%	2 1%	4 2%	-	9 3%	24 3%	18 11%
NET: At least weekly	51 3%	30 4%	20 2%	22 10% efgh i	14 4% ghi	10 3% hi	3 1%	1 *	-	19 4%	14 3%	6 2%	12 3%	4 3%	5 7% qw	7 4%	1 *	3 2%	4 3%	3 4%	10 6% qrw	8 3%	3 1%	4 2%	1 1%	11 3%	33 4%	26 15%
NET: At least monthly	66 4%	42 5% b	23 2%	25 11% efgh i	18 5% ghi	17 6% ghi	3 1%	1 1%	-	25 5% l	20 4%	7 2%	14 3%	8 5% w	5 7% qw	12 6% qw	1 1%	3 2%	5 3%	3 4%	12 7% qrw	10 4%	3 1%	4 2%	1 1%	15 5%	41 5%	32 18%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 134  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Signal**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	77 4%	47 6% <sup>b</sup>	30 3%	28 12% <sup>e</sup>	18 5% <sup>h</sup>	18 6% <sup>g</sup>	8 2% <sup>h</sup>	3 1%	2 *	27 6% <sup>l</sup>	24 5%	10 3%	16 4%	8 5%	7 9% <sup>q</sup>	14 7% <sup>r</sup>	2 1%	3 2%	5 4%	3 4%	13 8% <sup>u</sup>	11 4% <sup>v</sup>	6 2%	5 3%	1 1%	16 5%	45 6%	35 20%
Never	1692 94%	783 93%	909 95%	189 83%	323 92% <sup>d</sup>	283 91% <sup>d</sup>	316 96% <sup>g</sup>	244 98% <sup>h</sup>	338 100% <sup>i</sup>	448 92%	480 94%	366 96% <sup>j</sup>	398 93%	142 94%	68 90%	180 92%	139 97% <sup>v</sup>	151 95%	126 94%	80 94%	149 92%	222 91%	242 96%	143 96%	52 97%	304 93%	725 92%	130 75%
Don't know	35 2%	14 2%	21 2%	10 4% <sup>g</sup>	9 3% <sup>i</sup>	10 3% <sup>h</sup>	4 1%	2 1%	-	11 2%	7 1%	5 1%	12 3%	1 1%	1 1%	2 2%	3 3%	5 2%	3 2%	2 2%	* *	11 4% <sup>n</sup>	5 2% <sup>p</sup>	1 1%	1 2%	5 2%	16 2%	9 5%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 135  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Signal**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	15 1%	13 1%	3 2%	-	2 4%a	*	-	-	-	-	4 *	7 1%	3 2%	1 1%
Once a day	20 1%	13 1%	6 4%a	1 4%	3 5%a	2 5%	-	-	-	2 22%	8 1%	6 1%	4 2%	-
Several times a week	13 1%	11 1%	2 1%	1 3%	-	1 3%	-	-	-	-	4 *	3 1%	3 2%	2 5%jk
Once a week	2 *	2 *	-	-	-	-	-	-	-	-	2 *	1 *	-	-
Several times a month	7 *	5 *	2 1%a	1 3%	*	-	1 10%	-	-	-	2 *	3 *	2 1%	-
Once a month	8 *	6 *	2 2%a	1 2%	1 1%	1 2%	-	-	-	-	4 *	3 1%	1 1%	-
Less often	11 1%	9 1%	3 2%	-	2 3%a	-	1 10%	-	-	-	6 1%	3 1%	1 *	1 2%
NET: At least daily	36 2%	26 2%	8 6%a	1 4%	5 8%a	2 6%	-	-	-	2 22%	13 1%	13 2%	7 4%j	1 1%
NET: At least weekly	51 3%	39 2%	10 7%a	2 7%	5 8%a	3 9%	-	-	-	2 22%	19 2%	17 3%	10 5%j	3 6%
NET: At least monthly	66 4%	50 3%	14 10%a	4 13%	6 10%a	3 11%	1 10%	-	-	2 22%	25 3%	23 4%	14 7%j	3 6%
NET: Ever	77 4%	58 4%	17 12%a	4 13%	8 13%a	3 11%	1 20%	-	-	2 22%	31 3%	26 5%	14 7%j	4 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 135

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Signal**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1692 94%	1559 95%bd	116 82%	26 86%	49 78%	26 87%	4 68%	9 92%	13 100%	7 78%	936 95%lm	514 94%m	175 90%	38 83%
Don't know	35 2%	26 2%	8 6%a	* 1%	5 8%a	1 2%	1 12%	1 8%	-	-	16 2%	8 1%	5 3%	4 9%jk

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 136  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 Signal

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	15 1%	15 1%	8 1%	8 1%	-	-	-	14 1%	13 1%	*	2	-	2	-	-	-	8 1%	8 1%	7 2%	4 1%	3 2%	2 1%	2 2%	2 2%
Once a day	20 1%	19 1%	10 1%	9 1%	1	1	-	20 2%	16 2%	3 1%	1	-	1	-	-	-	8 1%	12 2%	11 2%	6 1%	8 4%	5 2%	2 1%	3 2%
Several times a week	13 1%	11 1%	11 1%	-	1	1	-	8 1%	8 1%	-	4	-	4	-	-	-	8 1%	5 1%	5 1%	4 1%	2 1%	3 1%	2 1%	-
Once a week	2	2	1	1	1	1	-	2	1	2	-	-	-	-	-	-	1	1	1	-	1	-	-	-
Several times a month	7	6	5	1	1	1	-	5	5	-	2	-	2	-	-	-	6	1	1	-	1	-	-	-
Once a month	8	6	4	2	1	1	-	7	6	1	1	1	-	-	-	-	4	3	3	2	1	-	2	-
Less often	11 1%	10 1%	6 1%	3 1%	1	1	-	5	3	2	6	-	1	1	2	3	6 2%	5 1%	5 1%	5 1%	-	2 1%	4 2%	1 1%
NET: At least daily	36 2%	35 2%	18 2%	17 3%	1	1	-	33 3%	30 3%	3 2%	3	-	3	-	-	-	16 1%	20 4%	18 4%	10 2%	11 6%	6 3%	4 2%	5 4%
NET: At least weekly	51 3%	48 3%	30 4%	18 3%	3	3	-	44 4%	39 4%	5 2%	7	-	7	-	-	-	25 2%	26 5%	24 5%	15 4%	13 7%	10 5%	6 3%	5 4%
NET: At least monthly	66 4%	61 4%	39 5%	21 3%	5	5	-	56 5%	50 6%	6 3%	9	1	9	-	-	-	35 3%	31 6%	29 6%	17 4%	16 8%	10 5%	8 4%	5 4%
NET: Ever	77 4%	70 5%	46 6%	24 4%	6	6	-	61 6%	53 6%	9 4%	15	1	10	1	2	3	41 3%	35 7%	33 7%	22 5%	16 8%	12 6%	12 6%	6 5%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 136  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Signal**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Never	1692	1366	725	641	326	297	30	1029	818	211	664	62	146	83	241	131	1210	476	416	382	173	195	184	117
		94%	93%	91%	95%b	97%ab	100%	93%	92%	95%	96%ghl	94%	90%	99%ghl	99%ghijkl	95%	95%qrst	91%	90%	91%	89%	89%	90%	95%
Don't know	35	33	25	7	2	2	-	21	18	3	14	3	6	-	-	5	20	15	14	14	5	11	8	1
		2%	2%	3%cde	1%	1%	-	2%n	2%n	2%n	2%n	5%n	4%n	-	-	3%n	2%	3%	3%	3%p	2%	5%pw	4%p	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 137

**Q7. In the last 12 months how often have you used these services or apps to send text messages?****Base: All respondents who have used online communication services or apps in the past 12 months to send text messages****Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	15 1%	1 1%	-	5 2%	2 1%	1 *	-	-	3 3% <sup>bef</sup>	1 1%	5 1%	4 2%	4 2%	-	-	11 1%	15 1%
Once a day	20 1%	1 1%	1 *	1 *	8 3% <sup>c</sup>	4 2%	*	2 2%	3 3%	1 *	4 1%	2 1%	3 1%	*	*	16 1%	20 1%
Several times a week	13 1%	1 1%	1 *	2 1%	-	2 1%	1 1%	-	2 2% <sup>d</sup>	1 1%	2 *	2 1%	1 *	1 1%	-	10 1%	13 1%
Once a week	2 *	-	1 1%	1 *	1 *	-	-	-	-	-	1 *	1 *	1 *	-	-	1 *	2 *
Several times a month	7 *	1 2%	-	2 1%	2 1%	-	-	1 1%	-	1 *	1 *	1 1%	-	-	-	6 *	7 *
Once a month	8 *	-	1 *	1 1%	-	1 *	2 2% <sup>d</sup>	2 2%	1 1%	-	-	-	-	-	-	8 1%	8 *
Less often	11 1%	1 2% <sup>i</sup>	2 1%	2 1%	1 *	2 1%	2 1%	-	*	-	3 1%	2 1%	1 *	1 1%	-	8 1%	11 1%
NET: At least daily	36 2%	1 2%	1 *	6 3%	10 3%	4 2%	*	2 2%	5 6% <sup>bfi</sup>	2 1%	9 2%	6 3%	7 3%	*	4%	27 2%	36 2%
NET: At least weekly	51 3%	2 3%	3 1%	9 4%	10 3%	6 3%	2 1%	2 2%	8 8% <sup>befgi</sup>	4 1%	13 3%	8 4%	9 3%	1 1%	*	37 3%	51 3%
NET: At least monthly	66 4%	3 4%	3 2%	13 5%	12 4%	7 3%	4 2%	5 4%	8 9% <sup>befi</sup>	5 2%	14 3%	9 5%	9 3%	1 1%	*	51 4%	66 4%
NET: Ever	77 4%	4 6%	5 3%	15 6% <sup>ci</sup>	14 4%	9 4%	6 4%	5 4%	9 10% <sup>bi</sup>	5 2%	17 4%	12 7%	10 4%	2 2%	*	59 4%	77 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 137

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1692 94%	64 93%	180 96%	216 93%	282 93%	214 94%	149 94%	115 94%	83 90%	239 97% <sup>cdh</sup>	401 94%	158 89%	275 95% <sup>kl</sup>	121 97% <sup>kl</sup>	12 96%	1265 94% <sup>kl</sup>	1692 94%
Don't know	35 2%	1 1%	2 1%	3 1%	9 3%	5 2%	5 3%	2 1%	-	3 1%	9 2%	7 4%	3 1%	2 2%	-	25 2%	35 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 138  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 Line

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165	
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173	
Several times a day	20 1%	15 2% <sup>b</sup>	5 *	5 2%	7 2% <sup>i</sup>	3 1%	3 1%	1 *	1 *	7 1% <sup>l</sup>	6 1%	-	7 2% <sup>l</sup>	2 1%	-	2 1%	2 1%	2 2%	2 2%	2 2%	3 2%	5 2%	1 *	-	-	7 2%	9 1%	10 6%	
Once a day	17 1%	10 1%	7 1%	4 2%	2 1%	4 1%	4 1%	2 1%	1 *	7 1%	4 1%	3 1%	3 1%	-	1 2%	6 3% <sup>nq</sup>	-	1 1%	2 1%	-	1 1%	2 1%	-	2 1%	1 2%	7 2%	8 1%	10 6%	
Several times a week	14 1%	6 1%	7 1%	2 1%	4 1%	3 1%	1 *	-	3 1%	4 1%	4 1%	3 1%	3 1%	1 1%	2 2%	3 2%	1 1%	2 1%	-	-	1 1%	-	2 1%	1 1%	1 1%	3 1%	7 1%	6 3%	
Once a week	1 *	1 *	1 *	-	-	1 *	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-	-	-	1 *	-	-	-	-	1 *	-	
Several times a month	14 1%	10 1%	4 *	3 1%	2 *	1 *	5 2%	1 *	2 1%	4 1%	3 1%	2 1%	5 1%	1 1%	-	1 1%	-	2 1%	3 2%	-	2 1%	3 1%	1 *	2 1%	-	2 1%	7 1%	4 2%	
Once a month	7 *	2 *	5 1%	3 1%	1 *	1 *	-	1 *	1 *	3 1%	2 1%	1 *	2 1%	1 1%	1 2%	-	1 *	1 *	-	-	2 1%	-	-	1 1%	-	2 1%	1 *	1 1%	
Less often	24 1%	12 1%	12 1%	4 2%	2 1%	4 1%	10 3% <sup>ei</sup>	2 1%	2 *	8 2%	5 1%	5 1%	7 2%	2 1%	1 1%	4 2%	2 1%	-	3 2%	-	1 1%	5 2%	5 2%	1 1%	-	7 2%	12 1%	3 2%	
NET: At least daily	37 2%	25 3% <sup>b</sup>	11 1%	9 4% <sup>i</sup>	10 3%	7 2%	7 2%	3 1%	2 1%	14 3% <sup>l</sup>	9 2%	3 1%	10 2%	2 1%	1 2%	9 4% <sup>qw</sup>	-	4 2%	4 3% <sup>w</sup>	2 2%	4 3% <sup>w</sup>	8 3% <sup>w</sup>	3 3% <sup>w</sup>	1 *	1 2%	14 4%	17 2%	20 12%	
NET: At least weekly	51 3%	32 4% <sup>b</sup>	19 2%	11 5% <sup>hi</sup>	13 4% <sup>h</sup>	11 3%	9 3%	3 1%	5 2%	18 4%	15 3%	6 2%	13 3%	3 2%	3 4%	12 6% <sup>qw</sup>	1 1%	6 3%	4 3%	2 2%	6 3%	8 3%	2 1%	3 2%	1 3%	17 5%	25 3%	26 15%	
NET: At least monthly	72 4%	44 5% <sup>b</sup>	28 3%	17 7% <sup>hi</sup>	16 5%	13 4%	14 4%	5 2%	8 2%	24 5% <sup>l</sup>	19 4%	9 2%	20 5%	6 4%	4 5%	13 7% <sup>qw</sup>	2 1%	8 5% <sup>w</sup>	6 5% <sup>w</sup>	2 2%	10 6% <sup>w</sup>	11 4%	3 1%	6 4%	1 3%	20 6%	34 4%	31 18%	
NET: Ever	97 5%	56 7% <sup>b</sup>	40 4%	21 9% <sup>hi</sup>	19 5%	17 5%	24 7% <sup>hi</sup>	7 3%	10 3%	33 7%	24 5%	13 4%	26 6%	8 5%	5 7%	17 9% <sup>qw</sup>	4 3%	8 5%	9 7%	2 2%	11 7%	16 6%	8 3%	5 5%	7 3%	27 8%	46 6%	34 20%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 138  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 Line

	Gender		Age							Social Grade					Region										Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)		Private (B)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Never	1671	769	902	202	324	281	300	240	323	445	475	365	386	140	70	177	136	147	123	76	151	219	240	141	50	293	726	129
	93%	91%	94% <sup>a</sup>	89%	93%	90%	92%	96% <sup>d</sup>	95% <sup>df</sup>	91%	93%	96% <sup>g</sup>	91%	93%	93%	91%	95%	92%	92%	90%	93%	90%	95%	95%	95%	90%	92%	74%
Don't know	36	19	17	4	7	13	4	2	6	9	11	2	14	2	1	1	3	4	1	7	1	9	4	1	1	6	14	11
	2%	2%	2%	2%	2%	4% <sup>gh</sup>	1%	1%	2%	2%	2%	1%	3% <sup>l</sup>	2%	1%	1%	2%	3%	1%	8% <sup>n</sup>	1% <sup>pqs</sup>	4%	2%	1%	3%	2%	2%	6%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 139  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Line**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	20 1%	14 1%	6 4%a	2 6%	4 6%a	* 1%	- -	- -	- -	2 22%	4 *	7 1%	6 3%j	- -
Once a day	17 1%	12 1%	4 3%a	* 1%	2 3%	2 5%	1 10%	- -	- -	- -	11 1%	4 1%	2 1%	- -
Several times a week	14 1%	13 1%	1 *	- -	- -	1 2%	- -	- -	- -	- -	5 *	4 1%	4 2%j	1 1%
Once a week	1 *	1 *	1 *	- -	- -	- -	- -	1 6%	- -	- -	1 *	- -	1 *	- -
Several times a month	14 1%	12 1%	1 1%	- -	1 2%	- -	- -	- -	- -	1 12%	7 1%	5 1%	1 *	- -
Once a month	7 *	6 *	1 1%	1 2%	- -	1 2%	- -	- -	- -	- -	3 *	3 1%	- -	1 2%l
Less often	24 1%	18 1%	5 3%a	1 3%	3 4%	- -	1 9%	* 5%	- -	- -	15 2%	7 1%	2 1%	- -
NET: At least daily	37 2%	26 2%	10 7%a	2 7%	6 9%a	2 6%	1 10%	- -	- -	2 22%	15 2%	11 2%	9 5%j	- -
NET: At least weekly	51 3%	40 2%	12 8%a	2 7%	6 9%a	3 8%	1 10%	1 6%	- -	2 22%	21 2%	15 3%	14 7%jk	1 1%
NET: At least monthly	72 4%	58 4%	14 10%a	3 9%	7 11%a	3 11%	1 10%	1 6%	- -	3 34%	31 3%	23 4%	14 7%j	2 4%
NET: Ever	97 5%	76 5%	19 13%a	4 13%	9 15%a	3 11%	1 19%	1 11%	- -	3 34%	46 5%	30 5%	16 8%	2 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 139  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Line**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1671	1537	117	27	50	27	5	8	12	4	921	509	175	41
	93%	94%bd	83%	87%	79%	89%	69%	81%	95%	48%	94%	93%	90%	90%
Don't know	36	30	5	-	4	-	1	1	1	2	16	9	5	3
	2%	2%	4%	-	6%	-	12%	8%	5%	18%	2%	2%	2%	6%jk

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 140  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Line

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	20 1%	20 1% <sup>d</sup>	12 1% <sup>de</sup>	8 1%	-	-	-	16 1%	16 2% <sup>j</sup>	*	3 *	-	1 1%	-	1 *	1 1%	10 1%	10 2% <sup>p</sup>	9 2% <sup>p</sup>	4 1%	7 3% <sup>p</sup>	4 2%	1 1%	1 1%
Once a day	17 1%	11 1%	5 1%	6 1%	6 2%	5 2%	1 4%	15 1% <sup>j</sup>	10 1%	5 2% <sup>j</sup>	2 *	-	1 *	-	1 1%	-	10 1%	7 1%	6 1%	6 1%	1 1%	3 2%	4 2%	1 1%
Several times a week	14 1%	12 1%	7 1%	5 1%	2 1%	2 1%	-	9 1%	7 1%	2 1%	4 1%	-	1 1%	1 2%	2 1%	-	6 *	8 1% <sup>p</sup>	7 2% <sup>p</sup>	4 1%	6 3% <sup>p</sup>	3 1%	1 1%	1 *
Once a week	1 *	1 *	1 *	1 *	-	-	-	1 *	1 *	1 *	-	-	-	-	-	-	-	1 *	1 *	1 *	-	1 1% <sup>p</sup>	-	1 1% <sup>p</sup>
Several times a month	14 1%	13 1%	7 1%	5 1%	1 *	1 *	-	9 1%	8 1%	1 *	5 1%	1 1%	1 1%	-	3 1%	-	11 1%	3 1%	3 1%	3 1%	1 *	1 *	2 1%	1 1%
Once a month	7 *	5 *	2 *	3 *	2 1%	2 1%	-	3 *	1 *	2 1%	4 1%	1 1%	1 1%	-	1 *	1 1%	5 *	2 *	2 *	1 *	*	-	1 1%	-
Less often	24 1%	22 2%	16 2%	7 1%	2 1%	2 1%	-	19 2%	14 2%	5 2%	6 1%	1 1%	*	1 1%	1 *	3 2%	16 1%	9 2%	9 2%	9 2%	*	2 1%	8 4% <sup>pt</sup>	2 1%
NET: At least daily	37 2%	30 2%	17 2%	14 2%	6 2%	5 2%	1 4%	31 3% <sup>j</sup>	26 3% <sup>j</sup>	5 2% <sup>j</sup>	5 1%	-	2 1%	-	2 1%	1 2%	20 2%	17 3% <sup>p</sup>	15 3% <sup>p</sup>	10 2%	8 4% <sup>p</sup>	7 3%	5 2%	2 2%
NET: At least weekly	51 3%	44 3%	24 3%	19 3%	8 2%	7 2%	1 4%	42 4% <sup>j</sup>	34 4% <sup>j</sup>	8 4% <sup>j</sup>	9 1%	-	3 2%	1 2%	4 2%	1 1%	25 2%	26 5% <sup>p</sup>	24 5% <sup>p</sup>	15 4%	14 7% <sup>p</sup>	11 5% <sup>p</sup>	6 3%	3 2%
NET: At least monthly	72 4%	61 4%	33 4%	28 4%	11 3%	10 3%	1 4%	54 5% <sup>j</sup>	43 5% <sup>j</sup>	11 5%	18 3%	1 2%	5 3%	1 2%	8 3%	2 2%	42 3%	31 6% <sup>p</sup>	28 6% <sup>p</sup>	19 5%	15 8% <sup>p</sup>	11 5%	10 5%	4 3%
NET: Ever	97 5%	83 6%	49 6%	34 5%	13 4%	12 4%	1 4%	73 7% <sup>j</sup>	57 6% <sup>j</sup>	16 7% <sup>j</sup>	24 3%	2 3%	6 4%	2 2%	9 4%	5 4%	57 4%	40 8% <sup>p</sup>	37 8% <sup>p</sup>	28 7%	15 8%	14 6%	18 9% <sup>p</sup>	6 5%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 140  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
 Line

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Never	1671	1357	726	631	314	286	28	1019	813	205	653	60	153	80	230	130	1198	468	407	374	167	193	179	116
		93%	92%	91%	94%	93%	96%	92%	92%	92%	94%	91%	95%	95%	93%		94% uv	89%	88%	89%	86%	89%	88%	94% t
Don't know	36	28	20	8	8	8	-	20	18	2	16	4	3	2	4	4	17	19	18	16	11	10	8	2
		2%	2%	3%	1%	2%	3%	-	2%	2%	1%	2%	5% i	2%	3%	2%	3%	4% p	4% p	4% p	6% p	5% p	4% p	2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 141

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Line**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	20 1%	* 1%	1 *	6 3%	3 1%	2 1%	2 2%	1 1%	2 2%	1 *	7 2%	4 2%	5 2%	1 1%	-	12 1%	20 1%
Once a day	17 1%	1 2%	3 ce 1%	- -	3 -	- -	6 4% ce de gi	- -	3 3% ce	2 1%	3 1%	1 *	2 1%	* *	* 4%	14 1%	17 1%
Several times a week	14 1%	1 1%	1 *	6 3%	1 *	2 1%	- -	- -	1 1%	1 *	4 1%	3 1%	1 *	1 1%	- -	9 1%	14 1%
Once a week	1 *	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	1 *	1 *	1 *	- -	- -	1 *	1 *
Several times a month	14 1%	1 2%	- -	4 2%	3 1%	3 1%	1 *	- -	1 1%	1 1%	3 1%	2 1%	3 1%	- -	- -	11 1%	14 1%
Once a month	7 *	- -	1 1%	2 1%	* *	1 *	1 1%	1 1%	- -	- -	2 1%	- -	2 1%	- -	- -	5 *	7 *
Less often	24 1%	2 3%	5 3%	3 1%	5 2%	3 1%	2 1%	1 1%	1 1%	3 1%	7 2%	2 1%	5 2%	1 1%	- -	16 1%	24 1%
NET: At least daily	37 2%	2 3%	3 2%	6 3%	6 2%	2 1%	8 5% egi	1 1%	4 5% e	3 1%	11 2%	5 3%	7 2%	2 2%	* 4%	26 2%	37 2%
NET: At least weekly	51 3%	2 4%	4 2%	13 5% gi	7 2%	5 2%	8 5% gi	1 1%	6 6% gi	4 2%	16 4%	8 4%	8 3%	3 3%	* 4%	36 3%	51 3%
NET: At least monthly	72 4%	4 5%	5 3%	19 8% bdgi	10 3%	9 4%	9 6% gi	1 1%	7 7% gi	5 1%	20 5%	10 6%	13 5%	3 3%	* 4%	52 4%	72 4%
NET: Ever	97 5%	6 8% g	10 6%	22 9% gi	15 5%	12 5%	11 7%	2 2%	8 8%	8 3%	28 7%	12 7%	18 6%	4 3%	* 4%	67 5%	97 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 141

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Line**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1671	61	173	204	282	214	146	116	84	237	385	157	262	116	12	1258	1671
	93%	89%	92%	87%	92%	94% <sup>c</sup>	91%	96% <sup>c</sup>	92%	96% <sup>a,c</sup>	90%	89%	91%	93%	96%	93%	93%
Don't know	36	2	4	8	8	1	3	3	-	2	13	7	9	4	-	23	36
	2%	2%	2%	3% <sup>e</sup>	3%	*	2%	2%	-	1%	3%	4%	3%	4%	-	2%	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 142  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Viber**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165	
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173	
Several times a day	23	15	7	5	8	5	3	2	-	7	6	3	6	3	-	1	1	2	2	2	7	4	1	-	-	6	14	12	
	1%	2%	1%	2% <i>i</i>	2% <i>i</i>	2% <i>i</i>	1%	1%	-	1%	1%	1%	1%	2%	-	1%	1%	1%	2%	2%	4% <i>px</i>	2%	*	-	-	2%	2%	7%	
Once a day	14	11	3	5	4	4	1	-	-	8	2	2	1	-	1	5	1	-	-	1	4	2	-	-	4	9	10		
	1%	1% <i>b</i>	*	2% <i>ghi</i>	1%	1%	*	-	-	2% <i>am</i>	*	1%	*	-	2%	3%	*	-	-	1%	2%	1%	-	-	1%	1%	6%		
Several times a week	13	9	4	2	3	4	2	1	1	6	3	2	2	3	2	3	-	-	3	1	-	1	-	-	1	9	5		
	1%	1%	*	1%	1%	1%	*	*	*	1%	1%	1%	*	2% <i>w</i>	2% <i>w</i>	1%	-	-	2% <i>w</i>	1%	-	1%	-	-	*	1%	3%		
Once a week	2	2	-	-	-	1	1	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1		
	*	*	-	-	-	*	*	-	-	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*		
Several times a month	16	6	10	3	5	4	2	2	-	7	3	2	3	2	3	-	2	1	1	-	4	1	1	1	2	12	5		
	1%	1%	1%	1%	1%	1% <i>i</i>	*	1%	-	1%	1%	1%	1%	1%	2%	-	1%	*	1%	-	2%	*	1%	2%	1%	2%	3%		
Once a month	11	7	4	1	1	3	4	-	2	2	5	2	3	-	2	1	1	-	1	2	3	-	1	1	5	3	6		
	1%	1%	*	*	*	1%	1%	-	1%	*	1%	1%	1%	-	1%	*	1%	-	2% <i>w</i>	1%	1%	1%	-	1%	1%	2%	3%		
Less often	46	22	24	7	7	14	8	7	3	13	15	9	9	2	1	5	3	5	1	2	16	4	4	-	5	30	9		
	3%	3%	2%	3%	2%	4% <i>i</i>	2%	3%	1%	3%	3%	2%	2%	1%	1%	3%	2%	2%	4%	1%	7% <i>nruw</i>	1%	3%	-	2%	4%	5%		
NET: At least daily	36	26	10	11	12	8	4	2	-	15	9	5	7	3	1	6	2	2	2	2	8	8	3	-	10	23	22		
	2%	3% <i>b</i>	1%	5% <i>ghi</i>	3% <i>hi</i>	3% <i>i</i>	1%	1%	-	3%	2%	1%	2%	2%	3% <i>x</i>	1%	1%	2%	2%	5% <i>wx</i>	3% <i>x</i>	1%	-	-	3%	3%	12%		
NET: At least weekly	50	36	14	13	15	13	6	2	1	22	12	8	9	6	3	9	2	2	5	3	8	10	3	-	11	34	27		
	3%	4% <i>b</i>	1%	6% <i>ghi</i>	4% <i>hi</i>	4% <i>hi</i>	2%	1%	*	4%	2%	2%	2%	4% <i>x</i>	4% <i>x</i>	5% <i>wx</i>	1%	1%	4% <i>x</i>	4% <i>x</i>	5% <i>wx</i>	4% <i>wx</i>	1%	-	-	3%	4%	16%	
NET: At least monthly	77	50	28	16	21	21	12	5	3	30	20	13	14	8	3	14	2	4	6	5	10	4	2	1	17	49	38		
	4%	6% <i>b</i>	3%	7% <i>hi</i>	6% <i>hi</i>	7% <i>hi</i>	4% <i>i</i>	2%	1%	6%	4%	3%	3%	5%	4%	7% <i>qwx</i>	2%	3%	4%	6% <i>w</i>	6% <i>w</i>	7% <i>qwx</i>	2%	2%	3%	5%	6%	22%	
NET: Ever	123	71	52	23	28	34	20	11	6	44	35	21	23	10	4	20	6	7	11	6	12	33	8	6	1	23	79	47	
	7%	8% <i>b</i>	5%	10% <i>hi</i>	8% <i>i</i>	11% <i>ghi</i>	6% <i>i</i>	5%	2%	9%	7%	6%	5%	7%	5%	10% <i>qw</i>	4%	5%	8% <i>w</i>	7%	7%	13% <i>qrwx</i>	3%	4%	3%	7%	10%	27%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 142  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Viber**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Never	1658	759	899	201	318	267	304	236	331	438	472	357	391	141	72	176	135	150	121	77	149	201	242	143	52	300	696	122
	92%	90%	94%a	89%	91%	86%	93%f	95%df	98%def	90%	92%	94%	92%	93%v	95%v	90%	94%v	90%	90%	92%v	82%	96%psv	96%v	97%v	92%	89%	71%	
Don't know	23	14	9	2	3	10	4	2	2	5	3	2	13	-	-	-	2	2	2	2	2	10	3	*	-	3	10	5
	1%	2%	1%	1%	1%	3%i	1%	1%	*	1%	1%	1%	3%jkl	-	-	-	1%	1%	2%	3%p	1%	4%np	1%	*	-	1%	1%	3%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 143  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Viber**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	23 1%	16 1%	6 5%a	1	4 6%a	*	-	2 19%	-	-	9 1%	9 2%	5 3%	-
Once a day	14 1%	9 1%	4 3%a	-	3 5%a	2 5%	-	-	-	-	3 *	6 1%	5 3%j	-
Several times a week	13 1%	10 1%	2 1%	2 5%	-	-	-	-	-	-	3 *	6 1%	2 1%	1 1%
Once a week	2 *	1 *	1 1%a	1 3%	-	-	-	-	-	-	-	1 *	1 j	-
Several times a month	16 1%	13 1%	2 1%	1 3%	1 1%	-	1 10%	-	-	-	2 *	6 1%j	6 3%j	-
Once a month	11 1%	10 1%	1 1%	1 2%	-	-	-	1 7%	-	2 22%	5 1%	1 *	2 1%	-
Less often	46 3%	32 2%	14 10%a	1 2%	8 12%a	2 8%	2 29%	1 11%	-	-	20 2%	18 3%	6 3%	1 2%
NET: At least daily	36 2%	25 2%	11 8%a	* 1%	7 11%a	2 6%	-	2 19%	-	-	12 1%	14 3%	10 5%j	-
NET: At least weekly	50 3%	36 2%	14 10%a	3 10%	7 11%a	2 6%	-	2 19%	-	-	15 2%	21 4%j	13 7%j	1 1%
NET: At least monthly	77 4%	59 4%	17 12%a	4 15%	7 11%a	2 6%	1 10%	3 26%	-	2 22%	23 2%	28 5%j	22 11%jkm	1 1%
NET: Ever	123 7%	91 6%	31 22%a	5 17%	15 24%a	15 15%	3 39%	4 37%	-	2 22%	42 4%	47 9%j	28 14%jk	2 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 143  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Viber**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1658 92%	1535 93%bd	106 76%	25 83%	46 73%	26 85%	3 49%	5 54%	13 100%	4 51%	926 94%kl	498 91%l	166 85%	44 95%
Don't know	23 1%	18 1%	3 2%	-	2 3%	-	1 12%	1 9%	-	2 27%	15 1%	2 *	1 1%	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 144  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Viber**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	23 1%	19 1%	14 2%	5 1%	4 1%	4 1%	-	20 2%jn	18 2%jn	2 1%	2 *	-	-	-	2 1%	5 *	17 3%pw	17 4%pw	9 2%p	12 6%psw	6 3%p	6 3%p	-	-
Once a day	14 1%	14 1%	10 1%	4 1%	-	-	-	13 1%j	13 1%j	-	1 *	-	-	-	1 1%	6 1%	7 1%	6 1%	5 1%	3 2%	4 2%	2 1%	2 1%	1 1%
Several times a week	13 1%	13 1%	9 1%	4 1%	-	-	-	10 1%	10 1%	-	2 *	1 1%	1 *	-	1 *	8 1%	5 1%	4 1%	3 1%	3 1%	3 1%	1 *	1 *	1 *
Once a week	2 *	2 *	2 *	-	-	-	-	2 *	2 *	-	-	-	-	-	-	-	2 *	2 *	2 *	-	2 1%p	1 1%p	-	-
Several times a month	16 1%	14 1%	7 1%	7 1%	1 *	1 *	-	14 1%j	13 1%j	1 1%	1 *	-	1 *	-	1 1%	9 1%	6 1%	6 1%	4 1%	3 1%	1 1%	3 1%	3 1%	-
Once a month	11 1%	8 1%	2 *	5 1%	4 1%	4 1%	-	8 1%	6 1%	1 1%	4 1%	-	1 *	-	2 1%	1 1%	8 1%	3 1%	3 1%	3 1%	1 *	1 1%	2 1%	-
Less often	46 3%	43 3%	32 4%cd	11 2%	3 1%	3 1%	-	35 3%j	30 3%j	5 2%	11 2%	1 2%	4 3%	-	3 1%	2 1%	26 4%	19 4%p	17 4%p	9 5%	10 5%p	11 5%p	4 4%	4 4%
NET: At least daily	36 2%	32 2%	23 3%	9 1%	4 1%	4 1%	-	33 3%jn	31 4%ijn	2 1%	3 *	-	-	-	3 2%n	12 1%	25 5%p	23 5%p	14 3%p	15 8%psw	10 5%p	7 4%p	1 4%p	1 1%
NET: At least weekly	50 3%	47 3%	34 4%cd	13 2%	4 1%	4 1%	-	45 4%ijn	43 5%ijn	2 1%	5 1%	1 1%	1 1%	-	1 *	3 2%	31 6%p	29 6%pw	19 5%p	18 9%psw	14 7%pw	9 5%p	2 2%	2 2%
NET: At least monthly	77 4%	69 5%	44 5%cd	25 4%	9 3%	9 3%	-	67 6%ijmn	62 7%ijmn	5 2%	10 3%	1 1%	2 1%	-	3 1%	4 3%	37 8%pw	41 8%pw	39 6%pw	26 11%pw	21 8%pw	17 8%pw	14 7%pw	2 2%
NET: Ever	123 7%	112 8%de	75 9%cd	36 5%	11 3%	11 4%	-	102 9%ijm	92 10%ijmn	10 4%	21 3%	2 3%	6 4%	-	7 3%	6 4%	63 5%	60 11%pw	57 12%pw	43 10%pw	29 15%pw	28 13%pw	26 13%pw	6 5%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 144  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Viber**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Never	1658	1335	703	632	323	293	30	995	786	209	663	60	154	82	236	130	1195	457	396	367	161	184	175	114
	92%	91%	88%	94%ab	96%ab	96%ab	100%	90%	89%	94%gh	96%gh	91%	95%gh	98%gh	97%ghk	94%	94%qrst	87%	86%	88%	83%	85%	86%	92%tu
Don't know	23	22	18	4	1	1	-	14	10	4	9	4	1	2	-	3	14	9	9	8	3	6	3	3
	1%	1%	2%cd	1%	*	*	-	1%	1%	2%n	1%	6%ghjn	1%	2%	-	2%n	1%	2%	2%	2%	2%	3%	2%	2%

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 145

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	23 1%	* 1%	1 1%	7 3%	3 1%	5 2%	3 2%	- -	2 2%	1 1%	5 1%	3 2%	4 2%	* *	- -	18 1%	23 1%
Once a day	14 1%	- -	1 *	- -	6 2%ce	- -	- -	2 1%	3 3%ce	2 1%	- -	- -	- -	- -	- -	14 1%	14 1%
Several times a week	13 1%	- -	1 *	4 2%	1 *	1 *	1 1%	3 2%e	- -	2 1%	2 *	2 1%	- -	- -	- -	10 1%	13 1%
Once a week	2 *	- -	- -	- -	- -	- -	- -	- -	- *	1 *	- -	- -	- -	- -	- -	1 *	2 *
Several times a month	16 1%	1 1%	1 1%	- -	3 1%	4 2%	1 1%	1 1%	- -	2 1%	6 1%	5 3%o	2 1%	- -	- -	9 1%	16 1%
Once a month	11 1%	1 1%	- -	- -	3 1%	2 1%	2 1%	1 1%	- -	3 1%	2 1%	- -	2 1%	- -	- -	9 1%	11 1%
Less often	46 3%	3 4%	3 2%	7 3%	10 3%	4 2%	3 2%	2 2%	5 5%	6 3%	4 1%	2 1%	1 *	1 1%	- -	42 3%j	46 3%
NET: At least daily	36 2%	* 1%	2 1%	7 3%	9 3%	5 2%	3 2%	2 1%	4 5%	3 1%	5 1%	3 2%	4 2%	* *	4 4%	31 2%	36 2%
NET: At least weekly	50 3%	* 1%	3 1%	10 4%	10 3%	6 3%	4 2%	4 4%	4 5%	6 2%	7 2%	5 3%	4 2%	* *	4 4%	42 3%	50 3%
NET: At least monthly	77 4%	2 2%	4 2%	10 4%	15 5%	12 5%	7 5%	7 5%	4 5%	11 5%	15 3%	10 6% <sub>m</sub>	9 3%	* *	60 4%	77 4% <sub>m</sub>	77 4%
NET: Ever	123 7%	4 6%	7 4%	17 7%	25 8%	16 7%	11 7%	9 7%	9 10%	18 7%	19 4%	12 7% <sub>m</sub>	10 3%	1 1%	* 4%	102 8% <sub>jm</sub>	123 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 145

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1658 92%	62 91%	178 95%	212 90%	278 91%	209 92%	147 92%	110 91%	83 90%	227 92%	400 94%	161 91%	274 95%	122 98%	12 96%	1231 91%	1658 92%
Don't know	23 1%	2 3%	2 1%	5 2%	2 1%	2 1%	2 1%	3 2%	- -	2 1%	7 2%	3 2%	5 2%	1 1%	- -	16 1%	23 1%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 146  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Twitter (direct messaging)

	Gender			Age						Social Grade				Region								Employment Sector						
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	32 2%	19 2%	13 1%	12 5% fghi	12 3% gi	5 2% gi	-	3 1% gi	-	10 2%	9 2%	7 2%	5 1%	1 1%	-	2 1%	1 1%	5 3%	3 2%	1 2%	4 2%	10 4% w	3 1%	2 1%	-	6 2%	20 3%	14 8%
Once a day	40 2%	29 3% b	11 1%	15 7% efgh i	9 3% i	8 2% i	7 2% i	1 *	1 *	18 4% k	7 1%	8 2%	8 2%	2 2%	2 2%	6 3% q	-	2 1%	2 1%	2 2%	*	15 6% nqrs uw	2 1%	6 4% qu	-	13 4%	22 3%	19 11%
Several times a week	45 2%	35 4% b	10 1%	12 5% hi	9 3%	8 2%	9 3% i	4 2%	2 1%	14 3%	17 3%	7 2%	6 2%	7 5% x	3 4%	3 2%	4 3%	6 4%	4 3%	4 4%	3 2%	4 2%	5 2%	1 1%	-	8 2%	24 3%	13 8%
Once a week	22 1%	8 1%	14 1%	2 1%	8 2% i	5 2% i	5 2% i	1 *	1 *	5 1%	7 1%	4 1%	5 1%	3 2%	1 1%	1 *	4 2%	4 2%	2 1%	2 2%	1 1%	1 1%	3 1%	-	-	5 1%	8 1%	4 2%
Several times a month	54 3%	34 4% b	20 2%	13 6% ehi	6 2%	17 6% ehi	10 3%	4 2%	3 1%	28 6% klm	15 3% m	7 2%	4 1%	8 5%	3 5%	5 2%	6 4%	4 3%	3 2%	4 4%	2 1%	12 5%	5 2%	3 2%	-	13 4%	29 4%	11 6%
Once a month	52 3%	26 3%	26 3%	15 7% gghi	11 3%	11 3%	5 2%	4 2%	5 1%	20 4%	15 3%	7 2%	10 2%	3 2%	1 6%	11 1%	2 1%	3 2%	2 2%	3 3%	6 4%	12 5%	5 2%	2 2%	1 2%	15 5%	27 3%	18 10%
Less often	215 12%	105 12%	109 11%	29 13% i	54 15% i	44 14% i	39 12% i	27 11% i	21 6%	67 14%	54 11%	48 13%	46 11%	17 11%	12 16%	29 15%	21 15%	18 12%	16 12%	8 10%	15 9%	27 11%	23 9%	23 15%	4 7%	49 15%	95 12%	23 13%
NET: At least daily	72 4%	49 6% b	24 2%	26 12% efgh i	21 6% ghi	13 4% i	7 2% i	4 2%	1 *	28 6%	16 3%	15 4%	13 3%	4 2%	2 4%	8 1%	1 4%	7 4%	5 3%	4 4%	4 3%	25 10% nopq rsuw y	5 2%	8 5%	-	19 6%	42 5%	33 19%
NET: At least weekly	138 8%	91 11% b	47 5%	41 18% efg hi	38 11% hi	26 8% hi	21 6% i	9 4% i	4 1%	47 10% m	39 8%	27 7%	25 6%	14 9% y	6 8%	13 7%	9 6%	17 11% y	10 7%	9 10% y	9 5%	31 13% puwx y	13 5%	9 6%	-	31 10%	75 9%	50 29%
NET: At least monthly	244 14%	151 18% b	93 10%	70 31% efg hi	55 16% hi	54 17% ghi	36 11% i	18 7% i	12 3%	96 20% klm	69 13%	41 11%	39 9%	24 16% y	10 13%	28 15% y	17 12%	25 15% y	15 11%	16 18% wxy	17 10%	55 22% qsu xy	23 9%	13 9%	1 2%	59 18%	130 17%	78 45%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 146  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Twitter (direct messaging)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	459 25%	256 30%b	203 21%	99 44%efg hi	109 31%ghi	98 32%ghi	75 23%i	45 18%i	32 9%	163 33%klm	123 24%	89 23%	85 20%	41 27%y	22 29%y	58 30%uwy	38 27%y	43 27%wy	32 24%y	24 28%y	32 20%	82 34%uwy	46 18%	37 24%y	5 9%	108 33%	225 29%	101 58%
Never	1334 74%	581 69%	753 78%a	128 56%	235 67%d	211 68%d	251 77%def	202 81%def	307 91%def gh	322 66%	386 76%j	288 76%j	338 79%j	110 73%	54 71%	136 69%	105 73%	115 72%	101 75%	60 70%	128 79%v	158 65%	206 82%prt v	113 76%v	48 91%nop qrstx	217 67%	552 70%	69 40%
Don't know	11 1%	7 1%	4 *	- 2%ci	6 2%ci	1 *	2 1%	2 1%	-	1 *	2 *	4 1%	4 1%	-	-	2 1%	-	1 1%	1 1%	1 1%	2 1%	3 1%	-	-	-	-	8 1%	3 2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 147  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	32 2%	22 1%	10 7%a	3 8%	5 8%a	1 4%	-	1 12%	-	-	11 1%	11 2%	8 4%j	2 3%
Once a day	40 2%	33 2%	8 5%a	1 5%	4 6%a	2 5%	1 10%	-	-	2 22%	13 1%	18 3%j	6 3%	1 3%
Several times a week	45 2%	41 2%	2 2%	-	2 3%	1 2%	-	-	-	-	21 2%	16 3%	4 2%	2 5%
Once a week	22 1%	22 1%	-	-	-	-	-	-	-	-	10 1%	7 1%	4 2%	1 2%
Several times a month	54 3%	46 3%	8 5%	-	4 6%	3 9%	-	1 9%	1 7%	1 10%	18 2%	21 4%j	9 5%j	2 5%
Once a month	52 3%	49 3%	3 2%	1 2%	1 1%	1 2%	1 10%	-	-	-	29 3%	16 3%	6 3%	1 3%
Less often	215 12%	197 12%	14 10%	2 8%	5 8%	4 12%	1 20%	2 20%	-	1 12%	106 11%	69 13%	30 15%	7 16%
NET: At least daily	72 4%	55 3%	18 12%a	4 13%	9 14%a	3 9%	1 10%	1 12%	-	2 22%	24 2%	30 5%j	14 7%j	3 6%
NET: At least weekly	138 8%	117 7%	20 14%a	4 13%	11 17%a	3 11%	1 10%	1 12%	-	2 22%	55 6%	53 10%j	22 11%j	6 13%j
NET: At least monthly	244 14%	213 13%	30 21%a	5 15%	15 24%a	7 23%	1 20%	2 20%	1 7%	3 32%	102 10%	89 16%j	37 19%j	9 21%j
NET: Ever	459 25%	410 25%	44 32%	7 23%	20 32%	11 35%	3 41%	4 40%	1 7%	4 44%	208 21%	158 29%j	67 34%j	17 37%j

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 147

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1334 74%	1225 75%	95 68%	24 77%	42 67%	20 65%	3 47%	6 60%	12 93%	5 56%	770 78%klm	386 71%	126 65%	28 62%
Don't know	11 1%	8 1%	1 1%	-	* 1%	-	1 12%	-	-	-	5 1%	2 *	2 1%	1 1%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 148  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Twitter (direct messaging)

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	32 2%	29 2%	21 3% <sup>c</sup>	8 1%	3 1%	3 1%	-	27 2% <sup>jn</sup>	25 3% <sup>ijn</sup>	1 1%	5 1%	-	5 3% <sup>ijno</sup>	-	-	17 1%	14 3%	12 3%	9 2%	6 3%	6 3%	3 1%	1 1%	
Once a day	40 2%	39 3% <sup>cde</sup>	30 4% <sup>cde</sup>	9 1%	2 1%	1 *	1 4%	35 3% <sup>ijno</sup>	33 4% <sup>ijno</sup>	2 1%	6 1%	-	5 3% <sup>jn</sup>	-	1 *	26 2%	14 3%	13 3%	10 2%	5 3%	6 3%	6 3%	1 1%	
Several times a week	45 2%	36 2%	18 2%	18 3%	9 3%	9 3%	-	32 3%	26 3%	5 2%	13 2%	4 6% <sup>n</sup>	5 3%	-	2 1%	2 1%	28 3%	16 3%	15 3%	13 3%	4 2%	7 3%	7 3%	2 1%
Once a week	22 1%	13 1%	7 1%	6 1%	8 2% <sup>ab</sup>	8 3% <sup>abc</sup>	-	13 1%	12 1%	1 *	9 1%	4 6% <sup>ghijlmn</sup>	1 *	-	1 *	3 2%	11 2%	11 2% <sup>p</sup>	9 2%	4 2%	7 3% <sup>p</sup>	2 1%	-	
Several times a month	54 3%	44 3%	24 3%	20 3%	9 3%	9 3%	-	42 4% <sup>jn</sup>	35 4% <sup>jn</sup>	6 3% <sup>n</sup>	12 2%	5 8% <sup>ijmno</sup>	4 3%	-	1 *	2 1%	36 3%	17 3%	14 3%	13 3%	4 2%	3 1%	8 4%	5 4%
Once a month	52 3%	41 3%	23 3%	18 3%	11 3%	11 4%	-	42 4% <sup>jno</sup>	32 4% <sup>jno</sup>	10 4% <sup>jno</sup>	10 2%	3 5% <sup>no</sup>	4 2%	2 3%	1 *	41 3%	11 2%	10 2%	10 3%	2 1%	7 3%	4 2%	3 3%	
Less often	215 12%	175 12%	105 13%	70 10%	39 12%	34 11%	5 17%	145 13% <sup>n</sup>	117 13% <sup>n</sup>	27 12% <sup>n</sup>	70 10% <sup>n</sup>	13 20% <sup>ijmno</sup>	25 15% <sup>n</sup>	6 7%	13 6%	13 9%	140 11%	72 14%	65 14%	61 15%	24 13%	29 13%	35 17% <sup>p</sup>	15 12%
NET: At least daily	72 4%	67 5% <sup>cde</sup>	51 6% <sup>cde</sup>	16 2%	5 2%	4 1%	1 4%	61 6% <sup>ijmno</sup>	58 7% <sup>ijkmn</sup>	3 1%	11 2%	-	10 6% <sup>ijmno</sup>	-	1 *	44 3%	28 5%	25 5%	19 4%	11 6%	12 5%	9 5%	3 2%	
NET: At least weekly	138 8%	116 8%	76 10% <sup>c</sup>	41 6%	22 7%	21 7%	1 4%	106 10% <sup>ijmno</sup>	97 11% <sup>ijmno</sup>	9 4%	33 5% <sup>n</sup>	7 11% <sup>ijmn</sup>	16 10% <sup>ijmno</sup>	-	4 2%	5 4%	83 7%	55 10% <sup>pw</sup>	51 11% <sup>pw</sup>	40 10% <sup>pw</sup>	20 10% <sup>w</sup>	25 12% <sup>pw</sup>	18 9%	4 4%
NET: At least monthly	244 14%	202 14%	123 15%	79 12%	42 13%	41 13%	1 4%	189 17% <sup>ijmno</sup>	164 18% <sup>ijmno</sup>	25 11% <sup>mno</sup>	55 8% <sup>n</sup>	16 23% <sup>ijmno</sup>	24 15% <sup>ijmno</sup>	2 3%	6 3%	7 5%	160 13%	83 16%	74 16%	64 15%	26 13%	35 16%	30 15%	12 10%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 148  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Twitter (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: Ever	459	377	229	149	82	76	6	334	281	53	125	28	49	8	20	19	301	155	140	125	50	63	65	27
	25%	26%	29% <sup>c</sup>	22%	24%	25%	21%	30% <sup>ijmno</sup>	32% <sup>ijmno</sup>	24% <sup>mno</sup>	18% <sup>no</sup>	43% <sup>gijm</sup>	31% <sup>ijmno</sup>	10%	8%	14%	24%	30% <sup>p</sup>	30% <sup>p</sup>	30% <sup>p</sup>	26%	29%	32% <sup>p</sup>	22%
Never	1334	1081	561	521	253	229	23	769	600	170	565	38	112	76	223	117	964	367	320	289	141	152	138	95
	74%	74%	70%	77% <sup>b</sup>	75%	75%	79%	69%	67%	76% <sup>ghk</sup>	82% <sup>ghkl</sup>	57%	69%	90% <sup>ghikl</sup>	92% <sup>ghijkl</sup>	84% <sup>ghkl</sup>	76% <sup>qrs</sup>	70%	69%	69%	73%	70%	68%	77%
Don't know	11	10	7	3	1	1	-	8	8	*	3	-	1	-	-	2	7	4	4	4	2	2	1	1
	1%	1%	1%	1%	*	*	-	1%	1%	*	*	-	*	-	-	2%	1%	1%	1%	1%	1%	1%	1%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 149

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	32 2%	2 3%	1 1%	9 4%	4 1%	1 1%	4 2%	3 3%	-	6 2%	12 3%	8 5%	7 2%	2 2%	-	20 1%	32 2%
Once a day	40 2%	1 1%	3 1%	3 1%	5 2%	2 1%	6 4%	7 5%	3 3%	8 3%	5 1%	-	5 2%	*	*	34 3%	40 2%
Several times a week	45 2%	1 2%	6 3%	5 2%	11 4%	6 3%	1 1%	2 2%	3 3%	8 3%	16 4%	12 7%	8 3%	3 3%	1 6%	26 2%	45 2%
Once a week	22 1%	-	1 *	3 1%	5 2%	1 *	1 1%	-	3 4%	6 3%	10 2%	7 4%	8 3%	5 4%	-	11 1%	22 1%
Several times a month	54 3%	1 2%	5 3%	4 2%	5 2%	8 3%	4 2%	6 5%	4 4%	10 4%	6 1%	3 2%	3 1%	2 2%	-	46 3%	54 3%
Once a month	52 3%	2 4%	2 1%	4 2%	2 1%	11 5%	7 4%	2 3%	3 3%	13 5%	8 2%	2 1%	2 1%	4 3%	-	44 3%	52 3%
Less often	215 12%	12 18%	20 11%	26 11%	29 9%	30 13%	21 13%	10 8%	14 16%	35 14%	50 12%	28 16%	32 11%	18 14%	1 8%	159 12%	215 12%
NET: At least daily	72 4%	3 4%	4 2%	11 5%	9 3%	3 1%	10 6%	10 8%	3 3%	14 6%	17 4%	8 5%	11 4%	3 2%	*	54 4%	72 4%
NET: At least weekly	138 8%	4 6%	10 5%	19 8%	26 8%	10 4%	11 7%	12 10%	9 10%	28 11%	43 10%	27 15%	27 9%	11 8%	1 10%	91 7%	138 8%
NET: At least monthly	244 14%	8 12%	18 9%	28 12%	33 11%	29 13%	22 14%	20 17%	16 18%	51 21%	57 13%	32 18%	32 11%	16 13%	1 10%	182 13%	244 14%
NET: Ever	459 25%	20 30%	38 20%	54 23%	62 20%	58 26%	44 27%	30 25%	31 34%	86 35%	108 25%	60 34%	64 22%	34 27%	2 18%	340 25%	459 25%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 149

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1334 74%	48 69%	149 79% <sup>hi</sup>	178 76% <sup>hi</sup>	241 79% <sup>hi</sup>	166 73%	116 73%	88 73%	61 66%	160 65%	315 74% <sup>kl</sup>	114 65%	223 77% <sup>kl</sup>	90 73%	10 82%	1001 74% <sup>kl</sup>	1334 74%
Don't know	11 1%	1 1%	1 1%	1 1%	2 1%	3 1%	-	3 2% <sup>hi</sup>	-	-	4 1%	2 1%	2 1%	-	-	7 1%	11 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 150  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Snapchat**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165	
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173	
Several times a day	141	51	90	85	32	12	8	4	-	40	36	27	37	6	9	16	14	12	11	1	15	20	19	14	4	31	52	27	
	8%	6%	9%a	38%efgh	9%fghi	4%i	2%i	1%i	-	8%	7%	7%	9%	4%	12%ant	8%t	10%t	8%t	8%t	1%	9%t	8%t	7%t	9%t	8%	9%	7%	16%	
Once a day	48	20	28	26	8	11	1	1	1	14	14	13	7	2	2	13	6	3	2	2	4	9	4	2	-	13	25	15	
	3%	2%	3%	11%efgh	2%gi	3%ghi	*	*	*	3%	3%	3%	2%	1%	3%	7%nrsw4%	4%	2%	1%	2%	4%	4%	1%	2%	-	4%	3%	9%	
Several times a week	69	31	38	19	30	10	7	2	-	18	23	14	14	11	-	13	5	5	6	3	7	6	4	7	3	18	32	6	
	4%	4%	4%	8%fghi	9%fghi	3%i	2%i	1%	-	4%	4%	4%	3%	7%ovw	-	7%ow	4%	3%	5%	3%	4%	2%	2%	5%	6%	5%	4%	4%	
Once a week	23	10	13	6	8	5	1	2	1	8	4	9	2	1	2	1	4	1	-	2	2	5	3	2	-	3	14	7	
	1%	1%	1%	3%gi	2%gi	2%	*	1%	*	2%	1%	2%am	*	1%	2%	*	3%as	1%	-	2%	1%	2%	1%	1%	-	1%	2%	4%	
Several times a month	55	22	33	13	22	11	7	2	-	19	12	10	14	3	5	4	5	6	3	4	2	7	7	6	1	15	23	10	
	3%	3%	3%	6%gghi	6%gghi	3%i	2%i	1%	-	4%	2%	3%	3%	2%	7%u	2%	4%	4%	2%	5%	1%	3%	3%	4%	3%	5%	3%	6%	
Once a month	31	7	24	5	15	3	7	1	-	4	14	6	7	4	-	2	2	2	-	2	4	8	3	2	2	4	19	5	
	2%	1%	3%a	2%i	4%fhi	1%	2%i	*	-	1%	3%j	2%	2%	2%	-	1%	1%	2%	-	2%	2%	3%as	1%	1%	3%	1%	2%	3%	
Less often	96	35	60	15	23	27	16	8	6	34	28	20	14	6	7	6	7	8	10	2	4	13	18	12	1	15	54	12	
	5%	4%	6%	7%ci	7%ci	9%hi	5%i	3%	2%	7%am	5%	5%	3%	4%	10%	3%	5%	5%	7%	3%	3%	5%	7%	8%	2%	5%	7%	7%	
NET: At least daily	189	70	119	111	40	23	9	5	1	54	50	40	44	8	11	29	20	15	13	3	19	29	22	16	4	43	77	42	
	10%	8%	12%a	49%efgh	12%ghi	7%ghi	3%i	2%	*	11%	10%	11%	10%	5%	15%ant	15%ant	14%ant	9%	10%	3%	11%t	12%ant	9%	11%	8%	13%	10%	24%	
NET: At least weekly	281	112	169	136	79	38	17	9	3	81	77	63	61	20	13	43	30	21	19	8	27	40	29	25	7	64	124	56	
	16%	13%	18%a	60%efgh	23%fgh	12%ghi	5%i	3%i	1%	17%	15%	16%	14%	13%	17%	22%artw	21%twtw	13%	14%	9%	17%	16%	12%	17%	13%	20%	16%	32%	
NET: At least monthly	367	141	226	154	116	52	31	12	3	104	103	78	81	27	18	49	37	30	22	14	33	55	40	33	10	84	166	71	
	20%	17%	24%a	68%efgh	33%fgh	17%ghi	9%hi	5%i	1%	21%	20%	21%	19%	18%	24%	25%aw	26%aw	19%	16%	16%	20%	23%	16%	22%	19%	26%	21%	41%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 150  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Snapchat**

	Gender			Age						Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
NET: Ever	463 26%	176 21%	287 30% <sup>a</sup>	169 75% <sup>efg</sup>	139 40% <sup>fgh</sup>	79 25% <sup>ghi</sup>	47 14% <sup>hi</sup>	20 8% <sup>i</sup>	8 2%	138 28%	132 26%	98 26%	95 22%	33 22%	26 34%	56 28%	44 30%	38 24%	32 24%	16 19%	38 23%	68 28%	58 23%	45 30%	11 21%	99 30%	220 28%	83 48%
Never	1334 74%	664 79% <sup>b</sup>	670 70%	58 25%	210 60% <sup>d</sup>	229 74% <sup>de</sup>	280 85% <sup>def</sup>	227 91% <sup>def</sup>	331 98% <sup>def</sup>	347 71%	378 74%	282 74%	327 77%	118 78%	50 66%	138 71%	100 70%	121 76%	101 75%	68 80%	125 77%	173 71%	195 77%	105 70%	42 79%	225 69%	563 72%	88 51%
Don't know	7 *	4 *	3 *	- -	1 *	3 1%	1 *	2 1%	- -	1 *	1 *	- -	4 1%	- -	- -	2 1%	- -	* *	1 1%	1 1%	- -	2 1%	- -	- -	- -	2 *	2 *	2 1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 151  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Snapchat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	141 8%	117 7%	24 17%a	6 19%	12 19%a	6 18%	-	1 8%	-	2 22%	72 7%	33 6%	15 8%	18 40%jkl
Once a day	48 3%	40 2%	9 6%a	* 1%	6 10%a	2 5%	1 11%	-	-	-	24 2%	17 3%	5 3%	2 3%
Several times a week	69 4%	60 4%	8 6%	-	6 10%a	2 5%	-	* 5%	2 18%	1 12%	40 4%	17 3%	4 2%	3 8%
Once a week	23 1%	20 1%	3 2%	2 5%	1 2%	-	-	-	-	-	11 1%	6 1%	6 3%	-
Several times a month	55 3%	46 3%	8 6%	2 8%	2 3%	3 9%	1 10%	-	-	-	31 3%	13 2%	9 4%	2 5%
Once a month	31 2%	24 1%	7 5%a	-	5 9%a	2 6%	-	-	-	-	13 1%	13 2%	3 1%	2 4%
Less often	96 5%	84 5%	11 8%	2 8%	5 7%	3 9%	1 20%	-	1 4%	-	50 5%	32 6%	8 4%	4 8%
NET: At least daily	189 10%	156 10%	33 23%a	6 20%	18 28%a	7 24%	1 11%	1 8%	-	2 22%	97 10%	50 9%	20 10%	20 44%jkl
NET: At least weekly	281 16%	237 14%	44 31%a	8 26%	25 40%a	9 29%	1 11%	1 13%	2 18%	3 34%	148 15%	73 13%	31 16%	23 51%jkl
NET: At least monthly	367 20%	306 19%	59 42%a	10 34%	32 52%a	13 43%	1 21%	1 13%	2 18%	3 34%	192 20%	100 18%	42 21%	27 60%jkl
NET: Ever	463 26%	391 24%	70 50%a	13 41%	37 59%a	16 53%	3 42%	1 13%	3 22%	3 34%	241 25%	131 24%	50 25%	31 68%jkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 151

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Snapshot**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1334 74%	1249 76%bd	69 49%	18 59%	25 40%	14 47%	3 46%	8 78%	10 78%	5 56%	737 75% <sup>m</sup>	415 76% <sup>m</sup>	145 74% <sup>m</sup>	14 31%
Don't know	7 *	3 *	2 1% <sup>a</sup>	-	* 1%	-	1 12%	1 9%	-	1 10%	4 *	1 *	* *	1 1%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 152  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
Snapchat

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	141 8%	126 9%de	74 9%de	52 8%	15 4%	15 5%	-	83 7%mn	71 8%mn	12 6%n	58 8%mn	9 13%mn	37 23%ghijm	1 1%	-	11 8%mn	97 8%	43 8%	41 9%w	27 7%	22 11%vw	21 9%w	10 5%	4 3%
Once a day	48 3%	43 3%	30 4%	13 2%	5 2%	5 2%	-	38 3%jno	31 4%jno	7 3%no	10 2%	2 3%no	9 5%jno	-	-	-	32 3%	16 3%	14 3%	11 3%	6 3%	2 1%	9 4%u	3 3%
Several times a week	69 4%	53 4%	24 3%	30 4%	16 5%	15 5%	1 2%	50 5%no	43 5%no	7 3%no	19 3%no	3 4%no	6 4%no	-	-	10 7%jmn	43 3%	27 5%	25 5%	20 5%	11 6%	13 6%	11 5%	5 4%
Once a week	23 1%	19 1%	14 2%	4 1%	4 1%	4 1%	1 2%	17 2%	13 1%	4 2%	6 1%	-	4 2%	1 2%	1 *	-	14 2%	9 2%	9 2%	6 1%	5 3%	4 2%	2 1%	-
Several times a month	55 3%	50 3%	27 3%	23 3%	5 2%	5 2%	-	39 3%no	34 4%no	4 2%no	16 2%no	5 8%ijmn	7 4%no	-	-	4 3%no	36 3%	19 4%	19 4%	17 4%	4 2%	15 7%pt	6 3%	3 3%
Once a month	31 2%	25 2%	15 2%	10 2%	6 2%	6 2%	-	23 2%no	20 2%no	2 1%	8 1%	1 1%	5 3%no	-	-	3 2%no	22 2%	9 2%	8 2%	6 1%	5 2%	2 1%	5 2%	3 2%
Less often	96 5%	78 5%	44 5%	34 5%	18 5%	18 6%	-	70 6%ijmn	50 6%mn	19 9%jmn	26 4%	8 13%hjmno	8 5%no	-	4 2%	5 4%	55 4%	41 8%p	38 8%p	34 8%p	17 9%p	15 7%	21 10%p	9 8%
NET: At least daily	189 10%	169 12%de	104 13%de	66 10%	20 6%	20 6%	-	121 11%mn	102 11%mn	19 9%mn	68 10%mn	10 16%mn	46 28%ghijm	1 1%	-	11 8%mn	129 10%	60 11%	55 12%	38 9%	27 14%w	23 10%	19 9%	7 6%
NET: At least weekly	281 16%	241 16%	141 18%de	100 15%	40 12%	39 13%	1 4%	188 17%mn	158 18%ijmn	30 14%mn	93 13%mn	13 20%mn	56 34%ghijm	2 2%	1 *	21 15%mn	186 15%	95 18%w	88 19%pw	64 15%	43 22%pw	40 18%w	32 15%	12 10%
NET: At least monthly	367 20%	317 22%de	184 23%de	133 20%	51 15%	49 16%	1 4%	250 22%ijmn	212 24%ijmn	37 17%mn	118 17%mn	19 29%ijmn	67 42%ghijm	2 2%	1 *	28 20%mn	244 19%	123 23%	116 25%pw	87 21%	52 27%pw	57 26%pw	43 21%	19 15%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 152  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Snapchat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
NET: Ever	463	395	227	167	68	67	1	319	263	57	144	27	75	2	5	34	298	165	154	121	70	72	64	28
	26%	27% <sup>d</sup>	29% <sup>de</sup>	25%	20%	22%	4%	29% <sup>jmn</sup>	30% <sup>jmn</sup>	25% <sup>mn</sup>	21% <sup>mn</sup>	42% <sup>gijm</sup>	47% <sup>ghijm</sup>	2%	2%	24% <sup>mn</sup>	23%	31% <sup>p</sup>	33% <sup>pw</sup>	29% <sup>p</sup>	36% <sup>pw</sup>	33% <sup>p</sup>	31% <sup>p</sup>	23%
Never	1334	1067	566	501	267	239	28	788	622	166	546	38	86	82	237	104	972	357	305	293	122	144	139	92
	74%	73%	71%	74%	80% <sup>ab</sup>	78% <sup>b</sup>	96%	71% <sup>kl</sup>	70% <sup>kl</sup>	74% <sup>kl</sup>	79% <sup>ghkl</sup>	57%	53%	98% <sup>ghij</sup>	98% <sup>ghij</sup>	75% <sup>kl</sup>	76% <sup>qrst</sup>	68%	66%	70%	63%	66%	68%	75% <sup>t</sup>
Don't know	7	7	3	4	-	-	-	4	4	*	3	1	1	-	-	1	2	5	3	4	2	1	1	3
	*	*	*	1%	-	-	-	*	*	*	*	1%	*	-	-	1%	*	1% <sup>p</sup>	1%	1% <sup>p</sup>	1% <sup>p</sup>	1%	1%	2% <sup>p</sup>

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 153  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Snapchat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	141 8%	11 15%def	14 7%	18 8%	17 6%	9 4%	10 6%	12 10%e	6 6%	25 10%e	28 6%	17 10% m	17 6%	3 2%	* 4%	112 8% m	141 8%
Once a day	48 3%	1 1%	2 1%	6 3%	10 3%	3 1%	7 4% b	3 3%	6 7% bei	4 2%	14 3%	10 6% o	9 3%	4 3%	-	34 3%	48 3%
Several times a week	69 4%	1 1%	6 3%	12 5% d	5 2%	11 5% d	7 4%	5 4%	5 6%	10 4%	15 3%	9 5%	7 3%	4 3%	-	54 4%	69 4%
Once a week	23 1%	2 2%	2 1%	2 1%	1 *	3 1%	2 1%	2 2%	2 2%	7 3% d	4 1%	3 2%	-	1 1%	-	19 1%	23 1%
Several times a month	55 3%	6 8% bcg	2 1%	2 1%	11 4%	9 4%	4 3%	1 1%	3 4%	9 4%	7 2%	3 2%	4 1%	3 2%	-	46 3%	55 3%
Once a month	31 2%	1 2%	8 4% ef	6 3%	8 3% f	2 1%	-	2 2%	1 1%	3 1%	9 2%	6 3%	5 2%	1 1%	-	21 2%	31 2%
Less often	96 5%	5 7%	8 4%	10 4%	18 6%	9 4%	10 6%	5 4%	11 12% bcei	10 4%	28 7%	17 9% o	15 5%	6 5%	-	68 5%	96 5%
NET: At least daily	189 10%	12 17% e	15 8%	24 10%	27 9%	12 5%	17 11%	16 13% e	12 13% e	29 12% e	42 10%	27 15% m	26 9%	6 5%	* 4%	146 11%	189 10%
NET: At least weekly	281 16%	14 20% d	22 12%	38 16%	32 11%	27 12%	26 16%	23 19% d	19 21% d	47 19% de	60 14%	38 22% jlm	34 12%	12 9%	* 4%	219 16%	281 16%
NET: At least monthly	367 20%	21 30% bde	32 17%	47 20%	52 17%	37 16%	30 19%	26 22%	24 26%	59 24%	76 18%	48 27% jlm	43 15%	15 12%	* 4%	286 21% lm	367 20%
NET: Ever	463 26%	25 37% bcde	40 21%	56 24%	70 23%	46 20%	40 25%	31 26%	35 38% bcde	69 28%	104 24%	64 36% jlm	58 20%	21 17%	* 4%	354 26% lm	463 26%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 153

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Snapshot**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1334 74%	43 62%	147 79%ah	176 75%ah	233 76%ah	181 80%ah	119 75%	88 72%	57 62%	178 72%	320 75%k	111 63%	229 79%k	102 82%ko	12 96%	990 73%k	1334 74%
Don't know	7 *	1 1%	-	1 1%	2 1%	-	-	3 2%ei	-	-	2 *	1 *	2 1%	1 1%	-	5 *	7 *

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 154  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Telegram**

	Gender			Age						Social Grade						Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin- ion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	27 2%	18 2%	10 1%	6 3%ghi	13 4%ghi	8 2%ghi	1 *	1 *	-	8 2%	7 1%	6 2%	6 1%	2 2%	1 1%	*	1 *	1 *	2 1%	2 2%	4 3%	9 4%p	4 1%	1 1%	1 1%	3 1%	19 2%	16 9%
Once a day	11 1%	10 1%b	1 *	4 2%i	4 1%	2 1%	1 *	-	-	5 1%	3 *	1 *	2 *	-	2 2%w	2 1%	-	4 3%w	1 1%	-	2 1%	-	-	-	-	3 1%	7 1%	4 2%
Several times a week	16 1%	10 1%	6 1%	5 2%hi	6 2%hi	4 1%i	1 *	-	-	8 2%	3 1%	3 1%	2 1%	2 2%	-	4 2%w	-	-	1 1%	1 2%	3 2%	3 1%	-	1 1%	1 1%	3 1%	8 1%	9 5%
Once a week	3 *	1 *	2 *	1 *	1 *	1 *	-	-	-	-	2 *	-	1 *	-	-	-	-	-	1 *	-	-	1 *	1 *	1 1%	1 1%	-	1 *	1 1%
Several times a month	20 1%	15 2%b	5 *	5 2%i	4 1%	7 2%i	4 1%	1 *	-	4 1%	6 1%	5 1%	4 1%	2 1%	2 3%	4 2%	-	3 2%	1 1%	3 3%quw	-	4 2%	1 *	1 1%	-	5 2%	11 3%	7 4%
Once a month	15 1%	11 1%	5 *	1 1%	6 2%i	3 1%	4 1%	1 1%	-	2 *	5 1%	4 1%	4 1%	1 1%	-	3 2%	2 2%	1 1%	1 1%	-	1 1%	5 2%w	-	2 1%	-	5 2%	8 1%	7 4%
Less often	51 3%	22 3%	29 3%	4 2%	13 4%	14 4%	7 2%	7 3%	6 2%	17 3%	19 4%	7 2%	9 2%	4 3%	1 3%	5 4%	5 4%	2 1%	3 2%	5 6%r	3 2%	10 4%	10 4%	3 2%	1 1%	7 2%	25 3%	6 4%
NET: At least daily	38 2%	27 3%b	10 1%	10 4%ghi	16 5%ghi	10 3%ghi	2 *	1 *	-	13 3%	10 2%	7 2%	7 2%	2 2%	3 3%	3 1%	1 *	5 3%	3 2%	2 2%	4 3%	10 4%q	4 1%	1 1%	1 1%	5 2%	26 3%	20 11%
NET: At least weekly	58 3%	39 5%b	19 2%	16 7%ghi	24 7%ghi	15 5%ghi	3 1%	1 *	-	22 4%	15 3%	10 3%	11 3%	5 3%	3 3%	7 3%	1 *	5 3%	4 3%	3 4%	7 4%q	14 6%qw	4 2%	3 2%	2 4%	8 2%	35 4%	29 17%
NET: At least monthly	93 5%	64 8%b	28 3%	22 10%ghi	33 9%ghi	25 8%ghi	10 3%i	3 1%i	-	29 6%	26 5%	19 5%	19 5%	7 5%	5 6%	14 7%qw	3 2%	9 6%	6 4%	6 7%w	8 5%	23 9%qw	5 2%	6 4%	2 4%	18 6%	54 7%	43 25%
NET: Ever	144 8%	87 10%b	57 6%	26 11%ghi	45 13%ghi	39 12%ghi	18 5%i	11 4%	6 2%	45 9%	45 9%	26 7%	28 7%	11 7%	6 8%	19 10%	8 5%	11 7%	8 6%	11 13%w	11 7%	33 13%qrs	15 6%	9 6%	2 4%	25 8%	80 10%	49 28%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 154  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Telegram**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Never	1644	748	896	199	303	264	308	237	333	435	462	352	394	139	69	175	135	148	122	73	151	205	238	138	51	299	695	121
	91%	89%	93% <sup>a</sup>	88%	87%	85%	94% <sup>def</sup>	95% <sup>def</sup>	98% <sup>def</sup>	89%	90%	93%	93%	93% <sup>v</sup>	91%	90%	94% <sup>tv</sup>	93% <sup>v</sup>	92% <sup>v</sup>	86%	93% <sup>w</sup>	84%	94% <sup>tv</sup>	92% <sup>v</sup>	96% <sup>v</sup>	92%	89%	70%
Don't know	16	10	6	2	1	9	2	2	-	6	4	2	4	-	1	1	1	*	3	1	1	6	-	2	-	1	10	3
	1%	1%	1%	1%	*	3% <sup>egi</sup>	1%	1%	-	1%	1%	1%	1%	-	1%	*	*	*	2% <sup>w</sup>	1%	*	3% <sup>w</sup>	-	1%	-	1%	1%	2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 155  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Telegram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	27 2%	19 1%	8 5%a	-	7 12%a	*	-	-	-	-	11 1%	10 2%	6 3%j	-
Once a day	11 1%	5 *	5 4%a	1 5%	3 5%a	-	1 10%	-	-	-	2 *	6 1%j	2 1%	-
Several times a week	16 1%	11 1%	5 4%a	1 3%	2 3%	2 5%	1 12%	-	-	-	5 1%	5 1%	4 2%j	1 1%
Once a week	3 *	3 *	-	-	-	-	-	-	-	-	2 *	-	-	1 2%jkl
Several times a month	20 1%	15 1%	4 3%	2 6%	1 2%	* 2%	-	-	-	2 22%	11 1%	5 1%	2 1%	1 2%
Once a month	15 1%	15 1%	1 *	1 2%	-	-	-	-	1 11%	-	8 1%	4 1%	2 1%	-
Less often	51 3%	38 2%	12 9%a	3 9%	6 10%a	2 5%	1 9%	1 9%	-	1 16%	22 2%	18 3%	6 3%	2 4%
NET: At least daily	38 2%	24 1%	13 9%a	1 5%	10 16%a	* 1%	1 10%	-	-	-	13 1%	17 3%j	8 4%j	-
NET: At least weekly	58 3%	39 2%	18 13%a	2 8%	12 19%a	2 6%	1 22%	-	-	-	21 2%	22 4%j	12 6%j	2 4%
NET: At least monthly	93 5%	69 4%	22 16%a	5 16%	13 21%a	2 8%	1 22%	-	1 11%	2 22%	40 4%	31 6%	16 8%j	2 5%
NET: Ever	144 8%	107 7%	34 24%a	8 25%	20 31%a	4 13%	2 31%	1 9%	1 11%	3 38%	62 6%	49 9%	22 11%j	4 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 155  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Telegram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1644 91%	1526 93% <sup>bd</sup>	101 72%	23 75%	41 66%	26 84%	3 46%	8 83%	12 89%	5 62%	914 93% <sup>l</sup>	494 90%	172 88%	40 88%
Don't know	16 1%	10 1%	5 3% <sup>a</sup>	-	2 3%	1 3%	2 23%	1 8%	-	-	7 1%	5 1%	1 1%	2 3%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 156  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
 Base: All respondents who have used online communication services or apps in the past 12 months to send text messages  
**Telegram**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	27 2%	25 2%	17 2%	8 1%	2 1%	2 1%	-	22 2% <sub>n</sub>	21 2% <sub>jn</sub>	1 1%	6 1%	1 2% <sub>n</sub>	2 1%	-	-	2 2%	14 1%	13 3% <sub>p</sub>	13 3% <sub>p</sub>	8 2%	8 4% <sub>p</sub>	7 3% <sub>p</sub>	4 2%	1 1%
Once a day	11 1%	9 1%	8 1%	1 *	1 *	1 *	-	9 1%	9 1%	* *	1 *	-	1 1%	-	-	-	4 *	7 1% <sub>p</sub>	5 1% <sub>p</sub>	7 2% <sub>p</sub>	2 1%	4 2% <sub>p</sub>	4 2% <sub>p</sub>	1 1%
Several times a week	16 1%	16 1%	12 1%	4 1%	1 *	1 *	-	11 1%	10 1%	1 *	6 1%	-	2 1%	-	-	4 3% <sub>n</sub>	7 1%	9 2% <sub>p</sub>	9 2% <sub>p</sub>	7 2%	5 2% <sub>p</sub>	6 3% <sub>p</sub>	3 2%	2 1%
Once a week	3 *	3 *	2 *	1 *	1 *	1 *	-	1 *	-	1 1% <sub>h</sub>	2 *	-	2 1% <sub>gh</sub>	-	-	-	2 *	1 *	1 *	1 *	-	1 *	-	-
Several times a month	20 1%	18 1%	7 1%	11 2%	1 *	1 *	-	17 1%	15 2% <sub>j</sub>	2 1%	3 *	-	3 2% <sub>n</sub>	-	-	-	10 1%	10 2%	9 2%	6 2%	4 2%	2 1%	4 2%	1 1%
Once a month	15 1%	15 1%	10 1%	4 1%	1 *	1 *	-	13 1%	11 1%	2 1%	2 *	-	1 1%	-	-	1 1%	13 1%	3 1%	2 1%	2 1%	1 *	1 *	-	1 1%
Less often	51 3%	41 3%	23 3%	18 3%	10 3%	10 3%	-	32 3%	30 3%	2 1%	19 3%	3 5%	3 2%	3 3%	5 2%	5 4%	27 2%	23 4% <sub>p</sub>	23 5% <sub>p</sub>	16 4%	8 4%	9 4%	12 6% <sub>p</sub>	3 2%
NET: At least daily	38 2%	34 2%	25 3% <sub>c</sub>	9 1%	4 1%	4 1%	-	31 3% <sub>jn</sub>	30 3% <sub>jn</sub>	2 1%	7 1%	1 2% <sub>n</sub>	3 2% <sub>n</sub>	-	-	2 2%	18 1%	20 4% <sub>p</sub>	19 4% <sub>p</sub>	15 3% <sub>p</sub>	10 5% <sub>p</sub>	11 5% <sub>p</sub>	8 4% <sub>p</sub>	3 2%
NET: At least weekly	58 3%	53 4%	38 5% <sub>code</sub>	14 2%	5 2%	5 2%	-	43 4% <sub>jn</sub>	39 4% <sub>jn</sub>	4 2% <sub>n</sub>	14 2% <sub>n</sub>	1 2% <sub>n</sub>	7 4% <sub>n</sub>	-	-	6 4% <sub>n</sub>	27 2%	30 6% <sub>p</sub>	29 6% <sub>p</sub>	22 5% <sub>p</sub>	16 8% <sub>p</sub>	16 7% <sub>p</sub>	12 6% <sub>p</sub>	4 4%
NET: At least monthly	93 5%	86 6% <sub>de</sub>	56 7% <sub>de</sub>	30 4%	7 2%	7 2%	-	73 7% <sub>jmn</sub>	65 7% <sub>jmn</sub>	8 3% <sub>n</sub>	20 3% <sub>n</sub>	2 3% <sub>n</sub>	11 7% <sub>jmn</sub>	-	-	7 5% <sub>n</sub>	50 4%	43 8% <sub>p</sub>	40 9% <sub>p</sub>	31 7% <sub>p</sub>	20 10% <sub>p</sub>	19 9% <sub>p</sub>	16 8% <sub>p</sub>	7 5%
NET: Ever	144 8%	127 9% <sub>d</sub>	78 10% <sub>de</sub>	49 7%	17 5%	17 6%	-	105 9% <sub>jn</sub>	95 11% <sub>jn</sub>	10 5%	39 6% <sub>n</sub>	5 8% <sub>n</sub>	13 8% <sub>n</sub>	3 3%	5 2%	13 9% <sub>n</sub>	77 6%	66 13% <sub>p</sub>	63 14% <sub>p</sub>	47 11% <sub>p</sub>	28 15% <sub>p</sub>	28 13% <sub>p</sub>	27 13% <sub>p</sub>	9 8%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 156  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Telegram**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123	
Never	1644	1329	707	621	315	286	30	994	783	211	650	61	145	81	238	125	1186	453	393	364	164	185	172	111	
		91%	90%	89%	92% <sup>b</sup>	94% <sup>ab</sup>	94% <sup>b</sup>	100%	89%	88%	95% <sup>gh</sup>	94% <sup>gh</sup>	92%	90%	97% <sup>h</sup>	98% <sup>ghijkl</sup>	90%	93% <sup>qrst</sup>	86%	85%	87%	85%	85%	84%	90%
Don't know	16	13	10	3	3	3	-	12	10	2	4	-	3	-	1	9	7	7	7	1	4	5	3		
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	2% <sup>n</sup>	-	1%	1%	1%	2%	2%	1%	2%	2% <sup>p</sup>	3% <sup>p</sup>		

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 157

**Q7. In the last 12 months how often have you used these services or apps to send text messages?****Base: All respondents who have used online communication services or apps in the past 12 months to send text messages****Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	27 2%	1 1%	3 2%	5 2%	4 1%	4 2%	3 2%	-	2 2%	6 3%	7 2%	6 3%	5 2%	-	-	19 1%	27 2%
Once a day	11 1%	1 2%	1 *	2 1%	3 1%	1 *	2 1%	-	-	-	2 *	-	1 *	*	*	8 4%	11 1%
Several times a week	16 1%	1 1%	-	2 1%	4 1%	2 1%	2 1%	1 1%	2 2%	1 *	7 2%	4 2%	3 1%	-	-	10 1%	16 1%
Once a week	3 *	1 1%	1 *	1 *	1 *	-	-	-	-	1 *	1 *	-	1 *	-	-	3 *	3 *
Several times a month	20 1%	1 1%	1 1%	-	7 2% <sup>c</sup>	1 *	1 *	3 2% <sup>c</sup>	1 1%	4 2%	4 1%	1 1%	3 1%	1 1%	-	16 1%	20 1%
Once a month	15 1%	-	1 1%	3 1%	3 1%	-	3 2%	2 2%	2 2% <sup>e</sup>	1 *	5 1%	2 1%	2 1%	-	-	10 1%	15 1%
Less often	51 3%	2 3%	3 2%	12 5%	7 2%	7 3%	3 2%	4 3%	3 3%	8 3%	15 4%	8 5%	14 5%	8 7% <sup>o</sup>	-	35 3%	51 3%
NET: At least daily	38 2%	2 2%	4 2%	7 3%	6 2%	5 2%	4 3%	-	2 2%	6 3%	9 2%	6 3%	7 2%	*	*	27 2%	38 2%
NET: At least weekly	58 3%	3 4%	5 3%	10 4%	11 3%	7 3%	7 4%	1 1%	3 4%	8 3%	16 4%	10 5% <sup>m</sup>	10 4%	*	*	40 3%	58 3%
NET: At least monthly	93 5%	4 5%	8 4%	13 6%	21 7%	8 4%	10 6%	5 4%	6 7%	13 5%	25 6%	13 7% <sup>m</sup>	15 5%	2 1%	*	66 5%	93 5%
NET: Ever	144 8%	6 8%	11 6%	25 11%	27 9%	15 6%	14 8%	10 8%	9 10%	21 9%	40 9%	21 12%	29 10%	10 8%	*	101 7%	144 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 157

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1644	62	175	208	276	212	145	108	82	225	383	153	257	113	12	1235	1644
	91%	91%	93%	89%	90%	93%	91%	89%	90%	91%	90%	87%	89%	91%	96%	92%	91%
Don't know	16	1	2	1	2	1	1	3	1	-	3	2	3	1	-	13	16
	1%	1%	1%	*	1%	*	1%	3% <sup>i</sup>	1%	-	1%	1%	1%	1%	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 158  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Several times a day	27 1%	15 2%	12 1%	5 2% ci	9 3% i	4 1% i	5 1% i	5 2% i	-	2 *	4 1%	7 2%	14 3% jk	4 3%	-	3 1%	1 *	4 2%	1 1%	1 1%	7 4% qw	3 1%	1 *	2 1%	1 2%	1 *	18 2% A	9 5%
Once a day	8 *	7 1% b	1 *	4 2% ghi	2 1% i	2 1%	-	-	-	5 *	2 *	1 *	-	-	1 2%	4 2% w	-	-	-	2 2% w	-	1 *	-	-	-	4 1%	5 1%	8 5%
Several times a week	18 1%	13 2% b	5 *	3 1%	5 1%	1 *	4 1%	2 1%	2 1%	11 2% m	3 1%	3 1%	-	1 1%	-	2 1%	-	1 1%	2 1%	-	4 2%	5 2%	2 1%	1 *	-	3 1%	8 1%	6 3%
Once a week	10 1%	6 1%	4 *	3 1% e	-	-	1 *	1 *	5 2% ef	4 1%	2 *	3 1%	2 *	-	2 3% vw	1 1%	2 1%	2 2%	-	-	2 1%	-	-	1 1%	-	-	4 1%	2 1%
Several times a month	15 1%	10 1%	5 1%	7 3% efgi	1 *	-	2 1% f	3 1% f	1 *	4 1%	7 1%	1 *	3 1%	4 2%	2 3%	2 1%	1 1%	* *	1 2%	2 2%	-	2 1%	1 *	-	-	5 2%	7 1%	7 4%
Once a month	5 *	3 *	1 *	1 *	2 *	-	1 1%	-	1 *	1 *	-	3 1%	-	-	-	-	-	-	-	-	2 1%	1 1%	-	1 1%	-	* *	3 *	* *
Less often	46 3%	24 3%	22 2%	4 2%	8 2%	12 4%	11 3%	4 1%	9 3%	15 3%	11 2%	12 3%	7 2%	2 2%	-	4 2%	5 3%	6 4%	4 3%	1 2%	4 2%	10 4%	6 2%	1 1%	2 4%	7 2%	28 4%	7 4%
NET: At least daily	35 2%	22 3%	13 1%	9 4% i	11 3% i	6 2% i	5 1% i	5 2% i	-	7 1%	7 1%	8 2%	14 3%	4 3%	1 2%	7 3% w	1 *	4 2%	1 1%	3 3% w	7 4% qw	4 2%	* 1%	1 2%	1 2%	5 1%	22 3%	17 10%
NET: At least weekly	63 4%	41 5% b	22 2%	15 7% fi	16 5% f	7 2% i	10 3% i	8 3% i	8 2%	22 4%	12 2%	14 4%	15 4%	5 3%	4 5%	10 5% w	2 2%	7 4%	3 2%	3 3%	12 8% qsw	9 4%	3 1%	4 2%	1 2%	8 2%	35 4%	24 14%
NET: At least monthly	83 5%	54 6% b	29 3%	23 10% efgh i	18 5% f	9 3% i	12 4% i	12 5% i	9 3%	27 6%	20 4%	15 4%	22 5%	8 6% w	6 8% w	13 7% w	3 2%	7 5%	4 3%	5 6% w	15 9% qswx	12 5%	4 2%	5 3%	1 2%	13 4%	44 6%	31 18%
NET: Ever	129 7%	78 9% b	51 5%	27 12% chi	25 7% e	21 7% f	23 7% f	16 6% g	17 5% h	42 9%	31 6%	27 7%	29 7%	11 7%	6 8%	17 9%	8 6%	14 8%	8 6%	6 7%	18 11% wx	22 9% w	10 4%	6 4%	3 6%	21 6%	72 9%	39 22%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 158  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Never	1425	664	761	165	285	242	264	196	273	371	414	303	337	116	59	154	113	126	116	65	123	181	206	119	48	255	620	102
	79%	79%	79%	73%	82%	78%	80%	79%	80%	76%	81%	80%	79%	77%	78%	79%	79%	79%	87%	77%	76%	74%	81%	80%	91%	78%	79%	59%
Don't know	250	102	147	35	39	48	41	37	49	74	66	50	60	24	11	24	23	20	10	14	21	41	37	24	2	50	93	33
	14%	12%	15%	15%	11%	15%	13%	15%	14%	15%	13%	13%	14%	16%	14%	13%	16%	12%	7%	16%	13%	17%	14%	16%	3%	15%	12%	19%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 159  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Several times a day	27 1%	24 1%	3 2%	1 3%	1 1%	-	-	1 12%	-	-	15 2%	8 1%	3 2%	1 1%
Once a day	8 *	6 *	3 2%a	-	1 2%	2 5%	-	-	-	-	6 1%	2 *	1 1%	-
Several times a week	18 1%	16 1%	2 2%	1 3%	1 2%	-	-	-	-	-	12 1%	4 1%	1 *	1 1%
Once a week	10 1%	10 1%	-	-	-	-	-	-	-	-	4 *	5 1%	-	1 2%
Several times a month	15 1%	13 1%	2 1%	* 1%	1 1%	-	1 10%	-	-	2 22%	5 1%	3 1%	3 2%	2 4%jk
Once a month	5 *	4 *	1 *	-	-	1 2%	-	-	-	-	3 *	1 *	-	1 2%kl
Less often	46 3%	38 2%	7 5%a	-	5 8%a	1 4%	1 9%	1 6%	1 7%	-	22 2%	16 3%	6 3%	-
NET: At least daily	35 2%	30 2%	6 4%	1 3%	2 3%	2 5%	-	1 12%	-	-	21 2%	9 2%	4 2%	1 1%
NET: At least weekly	63 4%	56 3%	8 5%	2 7%	3 5%	2 5%	-	1 12%	-	-	37 4%	19 3%	5 3%	2 5%
NET: At least monthly	83 5%	73 4%	10 7%	2 8%	4 6%	2 7%	1 10%	1 12%	-	2 22%	45 5%	23 4%	8 4%	5 11%k
NET: Ever	129 7%	110 7%	18 13%a	2 8%	9 14%a	4 12%	1 19%	2 18%	1 7%	2 22%	68 7%	39 7%	14 7%	5 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 159  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Never	1425 79%	1313 80%bd	96 69%	22 73%	43 68%	23 75%	5 69%	4 39%	8 60%	4 44%	786 80%m	437 80%m	154 79% m	30 65%
Don't know	250 14%	220 13%	26 19%	6 19%	12 18%	4 13%	1 12%	4 43%	4 33%	3 34%	129 13%	71 13%	27 14%	11 24% jk

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 160  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Several times a day	27 1%	21 1%	11 1%	11 2%	6 2%	6 2%	-	19 2%	17 2% <sub>n</sub>	1 1%	8 1%	2 3% <sub>n</sub>	3 2% <sub>n</sub>	-	-	3 2% <sub>n</sub>	16 1%	9 2%	7 2%	8 4% <sub>pv</sub>	4 2%	2 1%	1 1%	
Once a day	8 *	8 1%	5 1%	4 1%	-	-	-	8 1% <sub>j</sub>	8 1% <sub>j</sub>	-	-	-	-	-	-	-	5 *	3 1%	3 1%	-	3 2% <sub>ps</sub>	-	-	-
Several times a week	18 1%	18 1%	13 2% <sub>de</sub>	5 1%	-	-	-	12 1%	9 1%	3 1%	6 1%	1 1%	3 2%	-	1 *	2 1%	15 1%	3 1%	2 *	3 1%	-	1 *	2 1%	1 1%
Once a week	10 1%	8 1%	7 1%	1 *	2 1%	2 1%	-	4 *	3 *	1 1%	6 1%	1 1%	1 1%	-	4 2% <sub>gh</sub>	-	10 1%	-	-	-	-	-	-	-
Several times a month	15 1%	12 1%	3 *	9 1%	3 1%	1 *	1 5%	12 1%	11 1%	* *	3 *	-	2 2%	1 1%	-	-	12 1%	3 1%	3 1%	3 1%	-	-	3 2%	-
Once a month	5 *	5 *	2 *	3 *	-	-	-	3 *	1 *	2 1%	2 *	1 1%	1 1%	-	-	-	3 *	2 *	2 *	1 *	* *	-	1 1%	-
Less often	46 3%	35 2%	26 3% <sub>c</sub>	9 1%	11 3% <sub>c</sub>	11 4% <sub>c</sub>	-	35 3%	27 3%	8 4%	11 2%	1 2%	1 1%	1 1%	5 2%	3 2%	24 2%	22 4% <sub>p</sub>	18 4% <sub>p</sub>	19 5% <sub>p</sub>	6 3%	7 3%	12 6% <sub>p</sub>	8 7% <sub>p</sub>
NET: At least daily	35 2%	30 2%	15 2%	14 2%	6 2%	6 2%	-	27 2% <sub>n</sub>	25 3% <sub>jn</sub>	1 1%	8 1%	2 3% <sub>n</sub>	3 2% <sub>n</sub>	-	-	3 2% <sub>n</sub>	21 2%	14 3%	13 3%	7 2%	11 6% <sub>psv</sub>	4 2%	2 1%	1 1%
NET: At least weekly	63 4%	55 4%	35 4%	20 3%	8 2%	8 3%	-	43 4%	37 4%	6 3%	20 3%	4 6% <sub>m</sub>	7 4%	-	5 2%	4 3%	47 4%	17 3%	14 3%	10 2%	11 6% <sub>sv</sub>	5 2%	3 2%	2 2%
NET: At least monthly	83 5%	72 5%	40 5%	32 5%	11 3%	9 3%	1 5%	58 5%	50 6% <sub>n</sub>	8 4%	25 4%	5 7%	10 6% <sub>n</sub>	1 1%	5 2%	4 3%	61 5%	22 4%	20 4%	14 3%	12 6%	5 2%	8 4%	2 2%
NET: Ever	129 7%	107 7%	66 8%	41 6%	22 6%	20 7%	1 5%	93 8% <sub>jn</sub>	76 9% <sub>jn</sub>	16 7%	36 5%	6 9%	11 7%	2 2%	10 4%	7 5%	85 7%	44 8%	38 8%	33 8%	18 9%	12 5%	20 10%	10 8%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 160  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Never	1425	1160	636	524	265	240	25	875	700	175	550	45	124	72	199	110	1012	408	357	327	148	174	152	101
	79%	79%	80%	78%	79%	79%	85%	79% <sub>kl</sub>	79% <sub>kl</sub>	78%	79% <sub>kl</sub>	67%	77%	86% <sub>kl</sub>	82% <sub>kl</sub>	79%	80%	78%	77%	78%	76%	80%	75%	82%
Don't know	250	201	93	108	48	45	3	143	112	32	107	16	27	10	33	21	175	74	68	58	28	31	32	12
	14%	14%	12%	16% <sub>b</sub>	14%	15%	11%	13%	13%	14%	15%	24% <sub>gh</sub>	16%	12%	14%	15%	14%	15%	14%	14%	14%	16%	16%	9%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 161  
**Q7. In the last 12 months how often have you used these services or apps to send text messages?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**  
**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Several times a day	27 1%	2 3%	7 4%e	7 3%e	3 1%	1 *	2 1%	-	3 4%e	2 1%	9 2%	7 4%o	7 2%	1 1%	-	18 1%	27 1%
Once a day	8 *	-	-	-	2 1%	2 1%	2 1%	-	2 2%	-	-	-	-	-	-	8 1%	8 *
Several times a week	18 1%	-	1 1%	-	4 1%	-	1 1%	3 2%ce	3 3%ce	3 1%	6 1%	3 2%	4 1%	2 1%	-	11 1%	18 1%
Once a week	10 1%	-	1 1%	2 1%	5 2%	-	1 1%	1 1%	-	-	2 1%	1 1%	1 *	-	-	8 1%	10 1%
Several times a month	15 1%	1 1%	1 *	4 2%ei	5 2%	-	2 1%	-	-	-	4 1%	-	3 1%	2 1%	4 *	11 1%	15 1%
Once a month	5 *	-	-	2 1%	2 1%	1 *	-	-	-	-	1 *	-	1 *	-	-	3 *	5 *
Less often	46 3%	2 3%	4 2%	3 1%	11 4%	9 4%	2 2%	2 3%	3 3%	6 3%	6 1%	2 1%	4 1%	1 1%	1 8%	39 3%	46 3%
NET: At least daily	35 2%	2 3%	7 4%	7 3%	5 2%	3 1%	4 3%	-	5 5%gi	2 1%	9 2%	7 4%	7 2%	1 1%	-	26 2%	35 2%
NET: At least weekly	63 4%	2 3%	9 5%e	9 4%	14 5%e	3 1%	7 4%	4 3%	8 9%ei	5 2%	17 4%	11 6%	12 4%	3 2%	-	45 3%	63 4%
NET: At least monthly	83 5%	2 3%	10 5%e	15 7%ei	21 7%ei	4 2%	8 5%	4 3%	8 9%ei	5 2%	22 5%	11 6%	16 3%	4 4%	*	60 4%	83 5%
NET: Ever	129 7%	4 6%	14 8%	18 8%	32 11%i	13 6%	11 7%	6 5%	11 12%i	2 5%	28 7%	13 7%	20 7%	5 4%	1 12%	99 7%	129 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 161

**Q7. In the last 12 months how often have you used these services or apps to send text messages?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Never	1425	57	147	180	235	186	130	98	75	197	335	140	225	96	7	1068	1425
	79%	83%	79%	77%	77%	82%	82%	81%	82%	80%	79%	80%	78%	77%	62%	79%	79%
Don't know	250	7	26	36	38	29	19	17	6	38	63	23	44	23	3	182	250
	14%	11%	14%	15%	12%	13%	12%	14%	7%	15%	15%	13%	15%	19%	26%	13%	14%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 162

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1475	673	802	210	289	297	266	207	206	432	420	308	315	112	52	153	117	140	120	78	129	211	205	117	41	278	666	159
Weighted base	1465	673	792	217	324	272	258	184	210	409	421	304	331	123*	60*	149	112	134	109	71*	127	209	211	123	39*	290	671	168
I contact people using the app/service they use to contact me	982	445	537	141	193	171	176	143	156	287	289	200	206	81	48	97	82	81	78	46	88	128	139	87	27	193	438	102
	67%	66%	68%	65%	60%	63%	68%	78%def	74%ef	70%am	69%	66%	62%	66%	81%prv	66%	73%rv	60%	71%	65%	70%	61%	66%	71%	70%	67%	65%	61%
All the people I want to contact cannot be contacted on just one online communication service	641	305	335	92	139	125	122	83	79	183	192	131	135	59	33	60	39	58	47	31	52	102	85	54	20	135	303	86
	44%	45%	42%	43%	43%	46%	47% <i>i</i>	45%	38%	45%	45%	43%	41%	48%	55% <i>q</i>	40%	35%	43%	43%	44%	41%	49% <i>q</i>	40%	44%	51%	47%	45%	51%
Some services are more suitable for certain types of messages	494	214	280	111	105	78	77	64	59	143	145	97	108	39	25	44	39	45	41	20	53	66	73	39	10	88	227	67
	34%	32%	35%	51% <i>efg</i>	33%	28%	30%	35%	28%	35%	34%	32%	33%	32%	42%	30%	35%	33%	37%	28%	42%	31%	35%	32%	25%	30%	34%	40%
The services have different features that I want to use	382	164	217	99	74	80	46	36	46	106	109	66	100	26	19	36	33	33	29	17	34	55	60	31	9	69	181	49
	26%	24%	27%	46% <i>efg</i>	23%	30% <i>gh</i>	18%	20%	22%	26%	26%	22%	30% <i>l</i>	21%	31%	24%	30%	24%	27%	25%	27%	26%	28%	25%	24%	24%	27%	29%
I prefer to use different services for one particular set of people (such as friends), and another service for a different group of people (such as family)	381	163	217	94	85	73	52	46	31	111	125	71	74	23	17	41	26	35	23	18	32	56	62	37	10	82	171	56
	26%	24%	27%	43% <i>efg</i>	26% <i>i</i>	27% <i>i</i>	20%	25% <i>i</i>	15%	27%	30% <i>m</i>	23%	22%	19%	28%	28%	24%	27%	21%	26%	25%	27%	29% <i>n</i>	30%	26%	28%	25%	33%
Some services are more secure/private	167	97	69	36	34	38	22	16	21	52	48	25	41	12	10	15	10	17	14	10	17	36	16	8	3	33	85	40
	11%	14% <i>b</i>	9%	17% <i>gh</i>	10%	14%	8%	9%	10%	13%	11%	8%	12%	10%	16%	10%	9%	13%	12%	14%	13%	17% <i>wx</i>	8%	6%	8%	11%	13%	24%
Other (please specify)	24	13	11	3	3	3	9	2	5	4	5	10	5	2	1	4	2	2	1	3	2	2	5	1	-	2	9	1
	2%	2%	1%	1%	1%	1%	4% <i>ee</i>	1%	2%	1%	1%	3% <i>j</i>	1%	1%	2%	2%	2%	1%	1%	4%	1%	1%	2%	1%	-	1%	1%	1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 162

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	Gender		Age							Social Grade			Region											Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1465	673	792	217	324	272	258	184	210	409	421	304	331	123*	60*	149	112	134	109	71*	127	209	211	123	39*	290	671	168
Don't know	16	8	9	2	6	1	4	1	2	4	3	1	8	2	2	-	2	5	*	-	2	2	-	2	-	5	5	1
	1%	1%	1%	1%	2%	*	2%	1%	1%	1%	1%	*	2%	2%	3%w	-	2%	4%pw	*	-	1%	1%	-	1%	-	2%	1%	1%

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 163

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1475	1322	137	32	58	28	8	11	9	5	777	457	166	50
Weighted base	1465	1320	129	30**	56*	27**	7**	10**	9**	5**	774	457	166	44*
I contact people using the app/service they use to contact me	982 67%	897 68%b	75 58%	17 56%	32 57%	17 62%	4 62%	5 56%	5 53%	4 81%	517 67%	293 64%	128 77%jk	30 67%
All the people I want to contact cannot be contacted on just one online communication service	641 44%	568 43%	68 53%a	15 52%	33 59%a	9 35%	4 67%	6 62%	2 22%	-	342 44%	203 44%	78 47%	14 31%
Some services are more suitable for certain types of messages	494 34%	446 34%	46 36%	11 38%	22 39%	8 30%	1 10%	4 44%	1 8%	1 19%	252 33%	168 37%	47 29%	21 48%jl
The services have different features that I want to use	382 26%	329 25%	49 38%a	13 43%	20 35%	11 41%	-	6 57%	4 41%	3 65%	185 24%	119 26%	48 29%	20 45%jk
I prefer to use different services for one particular set of people (such as friends), and another service for a different group of people (such as family)	381 26%	323 24%	56 44%a	18 59%	23 42%a	8 32%	2 25%	5 51%	1 17%	2 35%	191 25%	127 28%	41 25%	17 39%j
Some services are more secure/private	167 11%	139 11%	24 19%a	8 28%	11 19%	1 4%	2 32%	2 17%	-	1 10%	77 10%	57 12%	26 16%j	5 12%
Other (please specify)	24 2%	23 2%	1 1%	-	-	1 5%	-	-	-	-	12 2%	8 2%	3 2%	1 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 163

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1465	1320	129	30**	56*	27**	7**	10**	9**	5**	774	457	166	44*
Don't know	16	15	-	-	-	-	-	-	-	-	9	4	1	2
	1%	1%	-	-	-	-	-	-	-	-	1%	1%	1%	5%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 164

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1475	1197	675	522	278	251	27	944	686	258	531	61	155	45	157	113	989	483	433	385	182	211	195	104
Weighted base	1465	1187	665	522	278	253	25**	960	773	187	505	59*	138	47*	152	108*	997	463	417	359	182	196	177	97*
I contact people using the app/service they use to contact me	982 67%	777 65%	421 63%	356 68%	205 74%ab	186 74%ab	19 75%	631 66%	499 65%	132 71%	351 70%	41 69%	90 65%	31 65%	123 81%ghijlmo	66 61%	676 68%	302 65%	274 66%	239 66%	113 62%	126 64%	125 70%	67 69%
All the people I want to contact cannot be contacted on just one online communication service	641 44%	521 44%	306 46%	215 41%	119 43%	105 41%	15 58%	438 46%	355 46%	83 44%	203 40%	30 51%	52 38%	14 31%	60 39%	45 42%	425 43%	213 46%	193 46%	171 48%	86 47%	100 51%p	84 47%	42 43%
Some services are more suitable for certain types of messages	494 34%	398 33%	234 35%	163 31%	96 35%	88 35%	8 33%	315 33%	254 33%	61 33%	179 35%	25 42%	59 43%ghin	13 28%	46 30%	36 33%	352 35%t	139 30%	123 30%	117 32%	46 25%	55 28%	61 34%	32 33%
The services have different features that I want to use	382 26%	311 26%	168 25%	143 27%	71 25%	64 25%	6 25%	250 26%	207 27%	44 23%	131 26%	18 30%	44 32%n	13 27%	30 20%	26 24%	276 28%qrt	101 22%	91 22%	84 23%	36 20%	48 24%	37 21%	22 22%
I prefer to use different services for one particular set of people (such as friends), and another service for a different group of people (such as family)	381 26%	319 27%	195 29%cd	124 24%	62 22%	59 23%	2 9%	253 26%n	208 27%n	45 24%	128 25%n	20 33%mn	51 37%ghijmno	7 14%	24 16%	26 24%	273 27%sv	104 22%	96 23%	75 21%	49 27%	46 24%	35 20%	21 21%
Some services are more secure/private	167 11%	151 13%de	91 14%de	60 12%de	16 6%	13 5%	2 9%	118 12%i	105 14%i	12 7%	49 10%	5 9%	13 9%	6 13%	14 9%	11 10%	110 11%	57 12%	52 12%	43 12%	22 12%	24 12%	24 14%	11 11%
Other (please specify)	24 2%	16 1%	6 1%	10 2%	9 3%ab	9 3%ab	-	11 1%	10 1%	1 *	14 3%gi	5 8%ghil	2 2%	1 2%	4 3%i	2 2%	21 2%	4 1%	3 1%	4 1%	1 *	2 1%	1 1%	3 3%qr

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 164

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1465	1187	665	522	278	253	25**	960	773	187	505	59*	138	47*	152	108*	997	463	417	359	182	196	177	97*
Don't know	16	11	5	6	5	5	-	10	10	-	6	-	4	-	1	2	12	4	4	4	1	2	3	1
		1%	1%	1%	2%	2%	-	1%	1%	-	1%	-	3%	-	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 165

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1475	65	144	181	250	197	140	104	65	201	334	156	204	84	10	1114	1475
Weighted base	1465	56*	138	172	240	193	133	106*	76*	217	333	149	209	84*	10**	1106	1465
I contact people using the app/service they use to contact me	982 67%	36 65%	87 63%	119 69%	149 62%	136 70%	90 68%	70 66%	56 74%	147 68%	246 74%o	106 71%	165 79%o	66 78%o	8 80%	719 65%	982 67%
All the people I want to contact cannot be contacted on just one online communication service	641 44%	28 50%	54 39%	67 39%	109 46%	73 38%	66 50%eg	38 36%	36 47%	104 48%	139 42%	67 45%	87 41%	36 43%	3 34%	491 44%	641 44%
Some services are more suitable for certain types of messages	494 34%	13 23%	38 28%	57 33%	89 37%	60 31%	44 33%	32 30%	36 47%abeg	78 36%	123 37%	53 35%	72 35%	32 38%	4 42%	364 33%	494 34%
The services have different features that I want to use	382 26%	14 26%	39 28%	40 23%	62 26%	41 21%	31 23%	26 25%	19 26%	70 32%ce	91 27%	38 26%	53 25%	25 30%	2 23%	286 26%	382 26%
I prefer to use different services for one particular set of people (such as friends), and another service for a different group of people (such as family)	381 26%	14 26%	31 23%	46 27%	54 23%	41 21%	39 30%	27 25%	16 22%	73 34%bde	72 22%	31 21%	43 21%	14 17%	2 18%	301 27%	381 26%
Some services are more secure/private	167 11%	8 15%	14 10%	22 13%	25 11%	19 10%	18 13%	13 13%	7 9%	27 12%	43 13%	20 14%	26 13%	7 8%	1 7%	115 10%	167 11%
Other (please specify)	24 2%	-	6 4%cgi	1 1%	4 2%	4 2%	5 4%l	-	-	2 1%	9 3%	4 3%	4 2%	2 3%	-	15 1%	24 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 165

**Q8. You said that you used the following services or apps to send text messages in the last 12 months. Why did you use more than one online communication service to send text messages?**

**Base: All respondents who have used more than one service or app to send text messages in the last 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1465	56*	138	172	240	193	133	106*	76*	217	333	149	209	84*	10**	1106	1465
Don't know	16	1	3	5	3	1	1	1	*	1	5	4	2	-	-	11	16
	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	1%	2%	1%	-	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 166  
Service or Apps with highest frequency usage from Q7 answers  
Base: All respondents who have used a service or app to send text messages in the last 12 months

	Gender		Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)										
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North East (y)	Public (A)		Private (B)									
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165									
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173									
WhatsApp	1168	556	612	115	264	214	214	162	199	344	339	250	236	83	47	120	83	120	81	46	100	197	166	86	39	250	553	122									
		65%	66%	64%	51%	76%	dgh	69%	di	65%	d	65%	d	59%	71%	m	66%	m	66%	m	55%	55%	62%	61%	58%	75%	npq	61%	54%	62%	197	166	86	39	250	553	122
Facebook Messenger	850	352	498	125	159	134	147	122	163	195	219	183	254	76	40	93	80	73	74	50	82	76	116	69	21	126	357	78									
		47%	42%	52%	a	55%	efg	46%	43%	45%	49%	48%	40%	43%	48%	j	60%	ijkl	51%	51%	53%	v	48%	v	56%	v	59%	w	50%	v	76	116	69	21	126	357	78
iMessage	355	148	207	79	75	65	64	35	36	101	103	83	68	21	16	38	27	25	30	14	40	49	46	40	8	78	172	42									
		20%	18%	22%	a	35%	efg	22%	hi	21%	hi	19%	ai	14%	11%	21%	20%	22%	m	16%	14%	21%	20%	19%	16%	23%	16%	24%	n	49	46	40	8	78	172	42	
Snapchat	201	80	121	96	44	26	17	12	6	56	58	38	48	11	12	28	22	14	17	1	21	29	24	17	6	43	83	39									
		11%	9%	13%	hi	43%	efg	13%	ghi	8%	8%	5%	5%	2%	12%	11%	10%	11%	10%	11%	7%	15%	t	14%	nt	15%	nt	9%	t	13%	t	12%	t	10%	t	13%	t
Instagram (direct messaging)	147	79	68	47	39	19	16	14	11	50	34	30	34	5	13	19	9	12	10	12	12	31	16	6	2	21	85	38									
		8%	9%	7%	hi	21%	efg	11%	fghi	6%	5%	6%	3%	3%	10%	k	7%	8%	8%	4%	4%	17%	nq	wl	0%	n	7%	xy	17%	nq	wl	0%	n	7%	xy		
Skype	113	69	43	10	20	25	14	20	24	41	29	20	23	4	2	19	12	4	9	6	10	22	10	9	5	24	60	31									
		6%	8%	b	5%	5%	6%	8%	4%	8%	7%	8%	6%	5%	5%	2%	3%	9%	n	r	7%	9%	n	r	4%	6%	10%	n	7%	8%	8%	7%	8%	8%	7%	8%	
Twitter (direct messaging)	89	56	33	16	17	15	17	14	10	29	23	18	18	5	3	11	7	11	6	4	9	21	5	5	1	16	47	24									
		5%	7%	b	3%	7%	i	5%	5%	5%	5%	3%	6%	5%	5%	4%	4%	4%	6%	w	5%	7%	w	5%	4%	6%	9%	w	2%	3%	2%	5%	6%	5%	6%	14%	
Telegram	63	35	27	9	18	15	7	7	7	17	22	12	12	2	3	5	3	5	6	3	8	16	5	5	2	8	38	20									
		3%	4%	3%	4%	5%	ai	5%	2%	3%	2%	4%	3%	2%	3%	2%	2%	3%	4%	4%	5%	7%	n	w	2%	3%	3%	2%	4%	5%	5%	5%	5%	5%	5%	5%	12%
Viber	60	35	25	8	14	15	9	9	6	20	15	9	15	5	2	8	4	3	5	2	10	11	4	2	2	13	35	17									
		3%	4%	3%	3%	4%	5%	ai	3%	4%	2%	4%	3%	2%	3%	4%	3%	2%	4%	2%	6%	w	5%	2%	2%	4%	4%	5%	10%								
Line	59	36	23	8	10	13	10	8	10	17	18	6	18	2	4	11	4	5	6	2	10	11	2	2	1	15	26	16									
		3%	4%	b	2%	4%	3%	4%	3%	4%	3%	2%	4%	1%	5%	w	5%	w	3%	3%	4%	w	2%	1%	2%	2%	5%	3%	5%	3%	5%	3%	5%	3%	5%		

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 166  
**Service or Apps with highest frequency usage from Q7 answers**  
**Base: All respondents who have used a service or app to send text messages in the last 12 months**

	Gender		Age							Social Grade				Region											Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
Google chats	52 3%	34 4% <sup>b</sup>	18 2%	6 3%	8 2%	13 4%	10 3%	8 3%	7 2%	15 3%	16 3%	6 2%	16 4%	1 1%	2 3%	11 5% <sup>nw</sup>	3 2%	4 2%	3 2%	1 1%	8 5% <sup>nw</sup>	11 4%	4 2%	3 2%	1 2%	11 3%	29 4%	19 11%
Signal	45 3%	22 3%	23 2%	11 5% <sup>gi</sup>	7 2%	11 4%	4 1%	7 3%	5 1%	11 2%	14 3%	7 2%	14 3%	2 2%	2 3%	6 3%	3 2%	2 1%	4 3%	-	12 7% <sup>nqr</sup>	7 3%	2 1%	4 3%	1 2%	8 2%	28 4%	11 6%
KIK	44 2%	27 3%	17 2%	9 4%	7 2%	11 4%	6 2%	6 2%	5 1%	11 2%	15 3%	6 2%	11 3%	-	2 3%	9 5% <sup>nw</sup>	3 2%	1 1%	2 2%	2 2%	8 5% <sup>nw</sup>	9 3% <sup>n</sup>	2 1%	3 2%	3 5% <sup>nw</sup>	11 3%	25 3%	18 10%
WeChat	43 2%	27 3% <sup>b</sup>	16 2%	8 3%	8 2%	10 3%	8 2%	6 2%	5 1%	14 3%	13 3%	4 1%	12 3%	-	3 3%	9 4% <sup>nw</sup>	3 2%	1 1%	3 2%	-	8 5% <sup>nrtw</sup>	11 4% <sup>nw</sup>	3 1%	2 2%	1 2%	10 3%	25 3%	15 9%
IMO	37 2%	18 2%	18 2%	6 3%	7 2%	9 3%	4 1%	6 2%	5 1%	11 2%	10 2%	6 2%	10 2%	-	4 5% <sup>nw</sup>	6 3%	3 2%	3 2%	2 1%	-	7 4% <sup>nw</sup>	7 3%	2 1%	2 2%	1 2%	8 2%	23 3%	13 7%
Other	71 4%	44 5% <sup>b</sup>	26 3%	8 3%	11 3%	15 5%	12 4%	13 5%	10 3%	18 4%	14 3%	15 4%	23 5%	6 4%	2 3%	13 7% <sup>w</sup>	5 3%	7 4% <sup>w</sup>	3 2%	1 1%	15 9% <sup>stwx</sup>	10 4% <sup>w</sup>	2 1%	4 3%	2 4%	9 3%	37 5%	17 10%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 167  
**Service or Apps with highest frequency usage from Q7 answers**  
**Base: All respondents who have used a service or app to send text messages in the last 12 months**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
WhatsApp	1168 65%	1032 63%	118 84%a	27 88%	54 85%a	26 84%	5 79%	7 71%	8 59%	6 71%	598 61% <i>m</i>	385 70% <i>jm</i>	146 75% <i>jm</i>	16 36%
Facebook Messenger	850 47%	805 49% <i>bd</i>	39 28%	8 27%	15 23%	10 34%	3 42%	2 25%	8 62%	5 64%	494 50% <i>kl</i>	231 42%	82 42%	25 55%
iMessage	355 20%	314 19%	36 26%	9 29%	16 26%	9 28%	1 22%	1 12%	-	-	180 18%	112 20%	42 22%	19 42% <i>ijkl</i>
Snapchat	201 11%	168 10%	32 23% <i>a</i>	6 20%	16 25% <i>a</i>	9 30%	-	1 8%	-	3 34%	110 11%	48 9%	19 10%	20 44% <i>ijkl</i>
Instagram (direct messaging)	147 8%	116 7%	30 21% <i>a</i>	6 19%	14 22% <i>a</i>	7 21%	2 24%	2 20%	1 4%	-	74 8%	47 9%	18 9%	5 12%
Skype	113 6%	95 6%	17 12% <i>a</i>	1 3%	8 12% <i>a</i>	3 11%	1 22%	3 33%	-	-	52 5%	42 8%	18 9% <i>jm</i>	-
Twitter (direct messaging)	89 5%	70 4%	17 12% <i>a</i>	3 8%	7 12% <i>a</i>	5 16%	1 10%	2 20%	1 7%	1 10%	37 4%	35 6% <i>ej</i>	12 6%	2 5%
Telegram	63 3%	51 3%	11 8% <i>a</i>	-	10 15% <i>a</i>	* 1%	1 10%	-	-	-	26 3%	25 4%	9 5%	2 5%
Viber	60 3%	49 3%	10 7% <i>a</i>	1 4%	5 9% <i>a</i>	2 6%	-	2 19%	-	-	24 2%	23 4%	11 6% <i>j</i>	1 1%
Line	59 3%	48 3%	11 8% <i>a</i>	2 6%	6 10% <i>a</i>	3 9%	1 10%	-	-	3 34%	25 3%	19 3%	11 5%	1 1%
Google chats	52 3%	41 2%	11 8% <i>a</i>	3 10%	5 8% <i>a</i>	3 9%	-	-	-	-	21 2%	19 4%	11 6% <i>j</i>	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 167

**Service or Apps with highest frequency usage from Q7 answers****Base: All respondents who have used a service or app to send text messages in the last 12 months**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
Signal	45 3%	39 2%	6 5%	-	4 6%	3 9%	-	-	-	-	18 2%	20 4%j	6 3%	1 3%
KIK	44 2%	36 2%	8 6%a	1 3%	4 6%	3 9%	1 10%	-	-	2 22%	17 2%	18 3%	6 3%	1 2%
WeChat	43 2%	32 2%	11 8%a	3 9%	5 8%a	3 9%	1 12%	-	-	2 22%	13 1%	21 4%j	7 3%j	1 1%
IMO	37 2%	27 2%	9 7%a	1 4%	6 9%a	3 9%	-	-	-	-	13 1%	17 3%j	6 3%	-
Other	71 4%	64 4%	7 5%	1 3%	2 4%	2 7%	-	1 12%	-	-	40 4%	21 4%	7 4%	2 5%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 168  
**Service or Apps with highest frequency usage from Q7 answers**  
**Base: All respondents who have used a service or app to send text messages in the last 12 months**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
WhatsApp	1168 65%	962 65% <sup>c</sup>	557 70% <sup>acde</sup>	404 60%	206 62%	186 61%	20 68%	803 72% <sup>ijkl</sup>	657 74% <sup>ijkl</sup>	146 66% <sup>ijklm</sup>	365 53% <sup>l</sup>	33 49%	69 42%	37 44%	143 59% <sup>lm</sup>	84 60% <sup>lm</sup>	793 62%	369 70% <sup>p</sup>	331 72% <sup>p</sup>	296 71% <sup>p</sup>	141 73% <sup>p</sup>	162 75% <sup>p</sup>	144 70% <sup>p</sup>	80 65%
Facebook Messenger	850 47%	693 47%	352 44%	342 51% <sup>b</sup>	157 47%	142 46%	15 52%	483 43%	374 42%	109 49%	367 53% <sup>ghn</sup>	38 57% <sup>gh</sup>	93 57% <sup>ghn</sup>	60 71% <sup>ghij</sup>	108 44%	69 50%	603 47%	247 47%	217 47%	195 47%	87 45%	96 44%	97 47%	62 51%
iMessage	355 20%	296 20%	164 21%	132 20%	59 18%	55 18%	4 13%	250 22% <sup>jkmn</sup>	207 23% <sup>jkmn</sup>	42 19% <sup>mn</sup>	105 15% <sup>m</sup>	7 10%	41 26% <sup>jkmn</sup>	3 3%	28 12% <sup>m</sup>	26 18% <sup>m</sup>	240 19%	115 22%	101 22%	89 21%	47 24%	48 22%	43 21%	27 22%
Snapchat	201 11%	176 12% <sup>d</sup>	102 13% <sup>de</sup>	73 11%	25 7%	25 8%	-	126 11% <sup>mn</sup>	106 12% <sup>mn</sup>	20 9% <sup>mn</sup>	74 11% <sup>mn</sup>	10 15% <sup>mn</sup>	43 27% <sup>ghijm</sup>	1 1%	6 3%	14 10% <sup>mn</sup>	139 11%	61 12%	55 12%	42 10%	25 13%	29 13%	16 8%	9 7%
Instagram (direct messaging)	147 8%	132 9% <sup>de</sup>	83 10% <sup>cde</sup>	49 7%	15 4%	15 5%	-	106 9% <sup>jno</sup>	88 10% <sup>jno</sup>	17 8% <sup>o</sup>	41 6% <sup>o</sup>	7 11% <sup>no</sup>	20 12% <sup>jmno</sup>	3 3%	9 4%	2 1%	97 8%	50 9%	42 9%	34 8%	20 10%	14 7%	14 7%	11 9%
Skype	113 6%	95 6%	51 6%	44 7%	18 5%	17 5%	1 3%	84 8% <sup>jlo</sup>	73 8% <sup>jlo</sup>	10 5%	29 4%	2 2%	3 2%	2 3%	18 8% <sup>ijl</sup>	4 3%	79 6%	34 6%	29 6%	24 6%	14 7%	13 6%	10 5%	6 5%
Twitter (direct messaging)	89 5%	77 5%	48 6%	29 4%	12 3%	12 4%	-	63 6% <sup>mo</sup>	55 6% <sup>jmo</sup>	8 3%	26 4%	6 9% <sup>mo</sup>	8 5% <sup>o</sup>	-	11 5%	1 1%	61 5%	27 5%	23 5%	20 5%	8 4%	11 5%	8 4%	6 5%
Telegram	63 3%	54 4%	33 4%	21 3%	8 3%	8 3%	-	46 4%	41 5% <sup>j</sup>	5 2%	17 2%	1 2%	5 3%	1 1%	6 3%	3 2%	38 3%	24 5%	21 5%	18 4%	11 6%	10 5%	8 4%	6 5%
Viber	60 3%	53 4%	34 4%	19 3%	7 2%	7 2%	-	49 4% <sup>jl</sup>	43 5% <sup>jl</sup>	6 2%	11 2%	1 1%	1 1%	-	6 3%	3 2%	31 2%	29 6% <sup>p</sup>	27 6% <sup>p</sup>	19 4% <sup>p</sup>	16 8% <sup>p</sup>	13 6% <sup>p</sup>	8 4%	3 3%
Line	59 3%	50 3%	26 3%	24 4%	9 3%	9 3%	-	41 4%	35 4%	6 3%	18 3%	1 1%	3 2%	1 2%	9 4%	3 2%	40 3%	18 3%	16 3%	11 3%	9 5%	7 3%	4 2%	4 3%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 168  
**Service or Apps with highest frequency usage from Q7 answers**  
**Base: All respondents who have used a service or app to send text messages in the last 12 months**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
Google chats	52 3%	47 3%	27 3%	19 3%	5 2%	4 1%	1 4%	39 4%j	34 4%j	5 2%	13 2%	3 5%o	1 1%	-	8 3%	1 *	35 3%	17 3%	15 3%	12 3%	6 3%	9 4%	5 2%	3 3%
Signal	45 3%	41 3%	23 3%	18 3%	4 1%	4 1%	-	36 3%j	30 3%j	6 3%	9 1%	1 1%	3 2%	-	5 2%	1 *	29 2%	16 3%	14 3%	10 2%	7 3%	4 2%	4 2%	6 5%
KIK	44 2%	41 3%	20 3%	20 3%	3 1%	3 1%	-	36 3%j	32 4%j	4 2%	8 1%	1 1%	2 1%	-	5 2%	1 *	28 2%	16 3%	14 3%	8 2%	7 4%	5 2%	2 1%	3 3%
WeChat	43 2%	40 3%	24 3%	16 2%	3 1%	3 1%	-	35 3%j	30 3%j	4 2%	8 1%	1 1%	2 1%	-	5 2%	1 *	26 2%	17 3%	14 3%	12 3%	6 3%	7 3%	4 2%	4 3%
IMO	37 2%	33 2%	18 2%	15 2%	3 1%	3 1%	-	30 3%j	26 3%j	4 2%	7 1%	1 1%	-	-	5 2%	1 *	21 2%	16 3%	14 3%	10 2%	7 4%	7 3%	3 2%	3 3%
Other	71 4%	60 4%	34 4%	26 4%	11 3%	11 4%	-	47 4%	37 4%	9 4%	24 3%	4 6%	6 3%	1 1%	9 4%	6 4%	55 4%	16 3%	14 3%	11 3%	9 5%	7 3%	3 2%	3 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 169  
**Service or Apps with highest frequency usage from Q7 answers**  
**Base: All respondents who have used a service or app to send text messages in the last 12 months**

	Total	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k or more (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809	
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804	
WhatsApp	1168 65%	27 40%	99 53%	133 57%a	186 61%a	156 69%abc	103 64%ab	85 70%abc	66 72%abc	202 82%abcd	230 54%	93 52%	147 51%	63 51%	6 48%	922 68%klm	1168 65%	
Facebook Messenger	850 47%	41 59%ghi	118 63%defg	127 54%ghi	145 47%hi	115 51%ghi	75 47%i	44 36%	34 37%	78 32%	239 56%o	105 60%o	164 57%o	75 60%o	5 41%	593 44%	850 47%	
iMessage	355 20%	8 12%	27 15%	33 14%	57 19%	43 19%	36 22%	26 21%	25 27%abc	68 28%abcd	61 14%	30 17%	39 14%	15 12%	2 15%	289 21%jlm	355 20%	
Snapchat	201 11%	11 17%e	20 11%	26 11%	32 10%	13 6%	17 11%	18 15%e	12 13%	30 12%e	40 9%	24 14%	24 8%	8 6%	* 4%	158 12%	201 11%	
Instagram (direct messaging)	147 8%	7 10%	12 6%	21 9%f	24 8%	21 9%f	5 3%	8 6%	8 9%	21 8%	31 7%	19 11%	20 7%	9 7%	2 13%	114 8%	147 8%	
Skype	113 6%	4 5%	5 3%	16 7%	25 8%b	15 7%	13 8%b	7 6%	9 10%b	15 6%	31 7%	10 6%	24 8%	9 7%	1 12%	79 6%	113 6%	
Twitter (direct messaging)	89 5%	5 7%	7 4%	16 7%	16 5%	8 4%	8 5%	8 6%	5 5%	11 4%	29 7%	17 9%o	18 6%	10 8%	1 6%	58 4%	89 5%	
Telegram	63 3%	3 4%	7 4%	11 5%	15 5%	6 3%	4 2%	3 2%	3 4%	10 4%	19 4%	10 5%	15 5%	4 3%	- 3%	43 3%	63 3%	
Viber	60 3%	* 1%	5 3%	11 5%	13 4%	6 3%	5 3%	6 5%	5 5%	7 3%	10 2%	7 4%	7 3%	3 2%	* 4%	49 4%	60 3%	
Line	59 3%	2 3%	4 2%	14 6%e	14 5%	4 2%	5 3%	3 2%	6 7%e	6 2%	16 4%	8 4%	10 4%	5 4%	- 3%	43 3%	59 3%	
Google chats	52 3%	- -	4 2%	13 5%	9 3%	5 2%	6 4%	3 3%	5 5%	6 2%	12 3%	9 5%	7 3%	3 2%	* 4%	39 3%	52 3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 169

**Service or Apps with highest frequency usage from Q7 answers****Base: All respondents who have used a service or app to send text messages in the last 12 months**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k or more (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
Signal	45 3%	1 1%	2 1%	10 4% <sup>f</sup>	10 3%	4 2%	1 *	2 1%	6 6% <sup>bf</sup>	5 2%	10 2%	7 4%	7 3%	2 2%	-	35 3%	45 3%
KIK	44 2%	1 1%	3 2%	10 4%	10 3%	4 2%	4 3%	2 1%	5 6%	4 2%	9 2%	6 3%	8 3%	2 2%	-	33 2%	44 2%
WeChat	43 2%	1 2%	2 1%	10 4% <sup>e</sup>	12 4% <sup>e</sup>	2 1%	2 1%	2 1%	5 5% <sup>e</sup>	5 2%	11 3%	7 4%	9 3%	2 2%	-	31 2%	43 2%
IMO	37 2%	-	2 1%	9 4% <sup>e</sup>	10 3%	2 1%	2 1%	3 3%	4 4%	5 2%	8 2%	6 3%	6 2%	3 2%	*	29 4%	37 2%
Other	71 4%	2 4%	10 6% <sup>e</sup>	12 5% <sup>e</sup>	16 5% <sup>e</sup>	3 1%	7 5%	4 3%	6 7% <sup>e</sup>	6 3%	20 5%	13 7% <sup>o</sup>	14 5%	5 4%	-	50 4%	71 4%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 170

**Q9. You said you used (single highest frequency service app from Q7) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	Gender		Age							Social Grade						Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1096	532	564	80	154	206	217	197	242	310	319	221	246	91	37	124	92	89	87	65	102	141	152	84	32	184	431	72
Weighted base	1086	527	558	77*	177	194	211	172	254	287	321	211	267	102*	44*	119	85*	87*	74*	57*	101*	142	151	90*	33**	180	432	75*
It is the main service used by the people I want to contact	658	332	326	49	90	106	121	119	172	171	201	128	158	73	21	77	58	46	39	35	64	80	98	50	17	103	258	43
	61%	63%	58%	63%	51%	55%	57%	69%efg	68%efg	59%	63%	61%	59%	71%ors	49%	65%	67%	53%	52%	61%	63%	56%	65%	56%	52%	57%	60%	57%
It is an easy service to use	579	258	320	51	72	96	116	102	142	151	177	108	142	48	22	77	52	45	39	29	57	66	80	50	13	90	222	33
	53%	49%	57%a	66%ef	40%	50%	55%e	60%e	56%e	52%	55%	51%	53%	47%	50%	64%nv	61%v	52%	51%	57%	46%	53%	56%	40%	50%	51%	44%	
It is free/ cheaper than other services	549	246	303	27	80	99	112	87	144	137	182	94	136	45	14	59	51	53	31	23	55	73	71	48	25	82	225	36
	51%	47%	54%a	35%	45%	51%d	53%d	51%d	57%de	48%	57%jl	44%	51%	44%	32%	50%	59%ost	61%nos	42%	40%	55%o	51%	47%	54%o	76%	46%	52%	48%
It is a reliable service/ good quality of service	371	175	196	31	52	70	71	63	84	107	117	70	77	24	16	33	29	32	20	21	42	54	50	39	12	60	153	35
	34%	33%	35%	40%	29%	36%	34%	36%	33%	37%	36%	33%	29%	23%	36%	28%	35%	37%	26%	37%	41%ns	38%n	33%	43%nps	36%	33%	35%	46%
Out of habit/ I have always used that service	283	126	157	42	60	62	46	40	33	78	96	43	66	21	13	32	21	23	16	12	29	45	34	27	9	53	124	25
	26%	24%	28%	54%efg	34%ghi	32%gi	22%i	23%i	13%	27%	30%l	20%	25%	21%	30%	27%	25%	26%	22%	22%	28%	32%	22%	30%	26%	30%	29%	34%
It is more suitable for the types of messages I send	264	113	151	29	38	54	42	48	53	75	88	43	58	20	9	37	23	29	23	12	26	33	23	24	4	48	103	23
	24%	21%	27%a	38%egi	21%	28%	20%	28%	21%	26%	28%	20%	22%	20%	21%	31%w	27%w	33%w	32%w	21%	26%	23%	15%	27%	14%	27%	24%	31%
I like the unique features of this service	135	63	72	14	24	28	24	21	24	30	45	25	34	8	7	16	9	15	5	6	16	24	18	6	5	21	62	15
	12%	12%	13%	19%i	13%	15%	11%	12%	9%	11%	14%	12%	13%	8%	15%	13%	11%	17%x	7%	10%	16%	17%x	12%	7%	16%	12%	14%	20%
I think it is more secure/ private than other services	108	57	51	6	13	26	17	18	28	32	36	17	24	6	7	13	10	7	4	9	13	21	9	7	2	20	43	16
	10%	11%	9%	8%	7%	13%	8%	10%	11%	11%	11%	8%	9%	6%	15%	11%	11%	8%	5%	17%nsw	13%	15%sw	6%	8%	6%	11%	10%	22%
Other (please specify)	40	19	21	2	4	7	8	8	11	13	8	6	13	-	5	1	1	4	2	3	6	3	8	6	-	7	11	2
	4%	4%	4%	3%	2%	4%	4%	5%	4%	4%	3%	3%	5%	-	12%npqv	1%	1%	4%	3%	5%n	6%np	2%	5%n	7%np	-	4%	3%	3%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 170

**Q9. You said you used {single highest frequency service app from Q7} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1086	527	558	77*	177	194	211	172	254	287	321	211	267	102*	44*	119	85*	87*	74*	57*	101*	142	151	90*	33**	180	432	75*
Don't know	10	6	4	1	1	2	3	2	2	3	4	2	1	1	1	-	2	3	1	-	-	*	-	1	-	2	4	-
	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	*	1%	2%	-	3%	4%pw	1%	-	-	*	-	2%	-	1%	1%	-

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 171

**Q9. You said you used (single highest frequency service app from Q7) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1096	1018	69	14	29	16	4	6	10	4	611	328	113	22
Weighted base	1086	1005	70*	14**	30**	16**	4**	6**	9**	4**	608	331	108*	18**
It is the main service used by the people I want to contact	658 61%	608 61%	45 64%	10 75%	17 56%	9 57%	4 100%	4 76%	5 48%	3 67%	368 61%	205 62%	64 59%	9 51%
It is an easy service to use	579 53%	543 54%	30 43%	7 48%	15 50%	6 34%	2 46%	1 21%	1 14%	4 100%	337 55%	161 49%	63 59%	9 49%
It is free/ cheaper than other services	549 51%	511 51%	31 45%	5 35%	17 56%	8 49%	- -	1 21%	5 49%	4 100%	309 51%	161 49%	67 62%jk	2 13%
It is a reliable service/ good quality of service	371 34%	349 35%	19 26%	5 35%	5 15%	6 37%	2 46%	1 21%	1 14%	2 60%	202 33%	104 32%	49 45%jk	9 52%
Out of habit/ I have always used that service	283 26%	256 25%	24 35%	5 33%	10 33%	8 46%	1 28%	1 22%	3 31%	2 45%	133 22%	103 31%j	32 30%	8 44%
It is more suitable for the types of messages I send	264 24%	248 25%	15 21%	4 31%	7 21%	4 21%	- -	1 10%	3 29%	- -	150 25%	79 24%	25 23%	6 33%
I like the unique features of this service	135 12%	116 12%	16 23%a	4 30%	8 27%	- -	1 28%	2 42%	1 13%	- -	82 13%	30 9%	18 17%k	2 11%
I think it is more secure/ private than other services	108 10%	98 10%	8 11%	3 21%	4 12%	1 7%	- -	- -	2 17%	1 15%	60 10%	34 10%	10 10%	1 6%
Other (please specify)	40 4%	35 3%	5 7%	1 7%	- -	3 16%	- -	1 24%	- -	- -	21 4%	11 3%	7 6%	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 171

**Q9. You said you used {single highest frequency service app from Q7} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1086	1005	70*	14**	30**	16**	4**	6**	9**	4**	608	331	108*	18**
Don't know	10 1%	10 1%	-	-	-	-	-	-	-	-	7 1%	1 *	2 2%	1 3%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 172

**Q9. You said you used (single highest frequency service app from Q7) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1096	880	460	420	216	194	22	615	429	186	481	37	93	59	194	98	788	305	264	254	97	124	132	77
Weighted base	1086	872	460	412	214	193	20**	613	481	131	473	37*	89*	64*	187	96*	789	291	253	238	99*	118	119	71*
It is the main service used by the people I want to contact	658 61%	514 59%	270 59%	244 59%	144 67%ab	128 66%	15 76%	361 59%	273 57%	88 67%h	297 63%	23 62%	49 56%	39 61%	133 71%ghlo	53 55%	491 62%	162 56%	140 55%	141 59%	52 52%	66 56%	74 62%	46 65%
It is an easy service to use	579 53%	471 54%	246 53%	225 55%	108 50%	97 50%	11 53%	312 51%	236 49%	76 58%	267 56%h	21 55%	55 62%h	32 50%	111 59%h	49 51%	429 54%	145 50%	128 51%	115 49%	47 48%	57 48%	55 46%	34 48%
It is free/ cheaper than other services	549 51%	441 51%	228 49%	213 52%	108 50%	95 49%	13 64%	308 50%	233 48%	75 57%	241 51%	14 39%	43 48%	33 51%	101 54%	50 52%	399 51%	148 51%	130 51%	120 50%	42 43%	60 51%	62 52%	32 45%
It is a reliable service/ good quality of service	371 34%	302 35%	162 35%	140 34%	69 32%	60 31%	9 46%	213 35%	168 35%	45 34%	158 33%	12 33%	30 34%	20 31%	63 34%	34 35%	276 35%	91 31%	83 33%	72 30%	31 32%	36 30%	37 31%	21 29%
Out of habit/ I have always used that service	283 26%	231 26%	120 26%	111 27%	52 24%	46 24%	6 29%	177 29%jmn	139 29%jmn	38 29%mn	106 22%mn	20 53%ghij	31 35%jmn	7 10%	27 15%	21 21%	204 26%	76 26%	70 28%	61 26%	23 24%	32 27%	30 25%	13 18%
It is more suitable for the types of messages I send	264 24%	217 25%	114 25%	103 25%	48 22%	40 21%	7 35%	151 25%	115 24%	36 27%am	113 24%	7 20%	22 25%	9 13%	51 27%am	24 25%	189 24%	72 25%	63 25%	57 24%	22 22%	32 27%	26 22%	17 24%
I like the unique features of this service	135 12%	117 13%	57 12%	60 15%de	18 8%	16 8%	2 8%	84 14%	64 13%	19 15%	51 11%	2 6%	12 14%	6 9%	17 9%	14 15%	93 12%	39 14%	35 14%	35 15%	12 12%	19 16%	18 15%	8 11%
I think it is more secure/ private than other services	108 10%	96 11%de	55 12%de	41 10%e	12 6%	9 5%	3 15%	63 10%	53 11%	10 8%	45 10%	1 2%	10 11%	9 15%	16 8%	9 10%	83 11%w	25 8%	25 10%	19 8%	7 7%	9 8%	16 13%w	2 3%
Other (please specify)	40 4%	30 3%	12 3%	17 4%	10 5%	9 5%	1 6%	19 3%	17 4%	1 1%	21 4%i	1 4%	4 4%	6 10%ghi	6 3%	4 4%	31 4%	9 3%	6 2%	7 3%	2 2%	4 3%	* *	3 5%v

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 172

**Q9. You said you used {single highest frequency service app from Q7} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1086	872	460	412	214	193	20**	613	481	131	473	37*	89*	64*	187	96*	789	291	253	238	99*	118	119	71*
Don't know	10	9	4	5	1	1	-	5	5	1	5	-	1	1	2	8	2	2	2	1	1	1	1	1
		1%	1%	1%	1%	*	1%	1%	1%	*	1%	-	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	1%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 173

**Q9. You said you used (single highest frequency service app from Q7) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1096	49	121	165	199	128	100	72	45	130	275	109	194	85	7	805	1096
Weighted base	1086	46*	120	158	196	122	94*	76*	51*	133	276	106*	200	85*	8**	794	1086
It is the main service used by the people I want to contact	658 61%	27 58%	72 60%	97 61%	122 62%	67 55%	59 62%	47 61%	30 60%	84 63%	168 61%	62 59%	124 62%	50 58%	4 52%	481 61%	658 61%
It is an easy service to use	579 53%	21 46%	68 57%	84 53%	102 52%	70 58%	61 64% <sup>i</sup>	39 51%	29 56%	60 45%	157 57%	64 60%	108 54%	50 58%	5 62%	416 52%	579 53%
It is free/ cheaper than other services	549 51%	17 37%	72 60% <sup>agi</sup>	84 53%	95 48%	66 54%	57 60% <sup>agi</sup>	33 43%	23 46%	61 46%	147 53%	63 60%	106 53%	45 52%	3 33%	395 50%	549 51%
It is a reliable service/ good quality of service	371 34%	7 16%	43 36% <sup>a</sup>	46 29%	70 36% <sup>a</sup>	43 36% <sup>a</sup>	43 46% <sup>acg</sup>	22 29%	20 40% <sup>a</sup>	51 38% <sup>a</sup>	103 37%	38 35%	69 35%	28 33%	2 29%	264 33%	371 34%
Out of habit/ I have always used that service	283 26%	10 21%	30 25%	37 23%	46 23%	30 25%	32 34%	20 27%	21 41% <sup>cd</sup>	33 25%	69 25%	31 29%	50 25%	23 26%	-	208 26%	283 26%
It is more suitable for the types of messages I send	264 24%	7 16%	26 22%	41 26%	56 28%	25 21%	23 24%	24 31%	9 19%	36 27%	69 25%	27 26%	46 23%	22 25%	2 22%	193 24%	264 24%
I like the unique features of this service	135 12%	5 10%	10 9%	18 12%	25 13%	8 6%	16 17% <sup>e</sup>	13 17% <sup>e</sup>	7 13%	20 15% <sup>e</sup>	31 11%	12 11%	22 11%	9 11%	-	102 13%	135 12%
I think it is more secure/ private than other services	108 10%	4 8%	16 13%	15 10%	20 12%	9 8%	8 8%	8 8%	6 11%	15 11%	34 12%	12 12%	20 10%	11 12%	3 30%	71 9%	108 10%
Other (please specify)	40 4%	-	9 8% <sup>g</sup>	5 3%	6 3%	7 5%	2 2%	-	2 4%	8 6% <sup>g</sup>	12 4%	2 2%	9 5%	2 2%	4 48%	28 3%	40 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 173

**Q9. You said you used (single highest frequency service app from Q7) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used one online communication service or app most often in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1086	46*	120	158	196	122	94*	76*	51*	133	276	106*	200	85*	8**	794	1086
Don't know	10	1	2	1	3	1	-	1	-	-	2	1	2	*	-	8	10
	1%	2%	1%	1%	1%	1%	-	1%	-	-	1%	1%	1%	*	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 174  
Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?  
Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	713	309	404	140	157	131	116	87	82	208	190	161	154	46	27	78	59	74	61	30	62	104	94	57	21	134	344	93
Weighted base	718	317	401	149	172	117	116	78*	86*	199	190	170	159	49*	32**	76*	58*	72*	60*	28**	61*	101*	101*	60*	20**	145	353	98*
WhatsApp	313	142	171	39	99	57	53	27	38	89	75	81	67	25	15	27	19	40	25	12	19	55	50	18	8	67	152	39
	44%	45%	43%	26%	57% <sup>dh</sup>	49% <sup>dh</sup>	46% <sup>d</sup>	35%	44% <sup>d</sup>	45%	39%	48%	42%	52% <sup>lux</sup>	46%	36%	33%	55% <sup>pqu</sup>	42%	41%	30%	54% <sup>pqu</sup>	49% <sup>lux</sup>	31%	41%	46%	43%	39%
Facebook Messenger	230	97	133	39	46	36	41	34	34	58	60	50	62	14	10	22	28	18	24	10	19	22	32	24	6	44	113	24
	32%	31%	33%	26%	26%	31%	36%	43% <sup>d</sup>	40% <sup>d</sup>	29%	31%	29%	39%	29%	32%	29%	49% <sup>prv</sup>	25%	40% <sup>v</sup>	36%	31%	22%	32%	39% <sup>v</sup>	28%	30%	32%	25%
iMessage	90	35	55	32	14	12	16	12	5	23	26	23	18	4	5	13	5	6	5	3	18	9	8	11	2	21	51	12
	13%	11%	14%	21% <sup>efi</sup>	8%	10%	14%	15%	6%	12%	14%	13%	11%	9%	15%	17%	8%	9%	8%	9%	30% <sup>nqrs</sup>	9%	8%	19%	10%	14%	14%	12%
Snapchat	31	7	24	26	4	1	-	-	-	9	12	6	5	3	1	3	2	1	4	-	4	4	7	2	1	3	10	5
	4%	2%	6% <sup>a</sup>	17% <sup>efgh</sup>	2%	1%	-	-	-	4%	6%	3%	3%	6%	3%	4%	4%	1%	6%	-	6%	4%	7%	3%	5%	2%	3%	5%
Instagram (direct messaging)	13	8	5	8	4	-	1	-	-	7	2	3	1	-	1	2	1	2	1	3	-	2	2	-	-	2	9	7
	2%	3%	1%	6% <sup>fghi</sup>	2%	-	*	-	-	3%	1%	2%	1%	-	4%	2%	1%	3%	1%	9%	-	2%	2%	-	-	1%	3%	7%
Skype	12	8	4	2	1	*	2	1	6	3	2	4	3	-	-	1	-	-	2	1	-	3	1	2	2	-	6	3
	2%	2%	1%	1%	*	*	2%	1%	7% <sup>def</sup>	2%	1%	2%	2%	-	-	1%	-	-	3%	4%	-	3%	1%	3%	11%	-	2%	3%
Viber	6	3	2	-	3	2	1	1	-	3	2	1	1	2	-	1	1	-	-	-	-	1	1	-	1	1	3	-
	1%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	1%	*	4%	-	1%	1%	-	-	-	-	1%	1%	-	5%	1%	1%	-
Telegram	5	3	2	2	1	-	1	-	-	-	4	1	-	-	-	-	-	2	-	-	-	2	-	1	-	1	1	-
	1%	1%	1%	1%	1%	-	1%	-	-	-	2%	1%	-	-	-	-	-	3%	-	-	-	2%	-	2%	-	1%	*	-
Twitter (direct messaging)	3	3	-	-	-	2	1	-	1	2	2	-	-	-	-	1	1	1	-	1	-	-	*	-	-	-	2	1
	* 1%	-	-	-	-	2%	1%	-	1%	1%	-	-	-	-	-	1%	2%	1%	-	1%	-	-	1%	-	-	-	1%	1%
Google chats	2	2	-	-	1	2	-	-	-	-	2	-	1	-	-	-	2	1	-	-	-	-	-	-	-	-	2	1
	* 1%	1%	-	-	*	1%	-	-	-	-	1%	-	*	-	-	-	3%	1%	-	-	-	-	-	-	-	-	*	1%

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



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 174  
Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?  
Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages

	Gender		Age							Social Grade				Region											Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North East (y)	Public (A)		Private (B)
Weighted base	718	317	401	149	172	117	116	78*	86*	199	190	170	159	49*	32**	76*	58*	72*	60*	28**	61*	101*	101*	60*	20**	145	353	98*
Line	2*	2	-	-	-	2	-	-	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	-	2	-	2
		1%				2%					1%					3%										2%B		2%
IMO	1*	1*	-	*	-	1	-	-	-	1*	-	-	*	-	-	-	*	-	-	-	1	-	-	-	-	*	1*	1
				*		1%				*			*								1%					*	*	1%
KIK	1*	1*	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1*	1
				1%						1%											1%					*	*	1%
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WeChat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9	4	5	1	1	2	1	3	2	4	2	1	2	-	-	3	-	1	-	1	2	1	1	-	4	3	3	
	1%	1%	1%	*	*	2%	1%	4%de	2%	2%	1%	1%	1%	-	-	5%	-	2%	-	2%	2%	2%	1%	2%	-	3%	1%	3%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 175

**Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?**

**Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?							
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Unweighted base	713	623	80	19	36	16	4	5	3	4	369	219	83	30	
Weighted base	718	639	70*	17**	32*	14**	3**	4**	4**	5**	375	217	87*	27**	
WhatsApp	313	272	34	5	19	7	1	2	2	1	159	93	50	6	
		44%	43%	48%	32%	58%	49%	27%	62%	22%	42%	43%	57% <sup>ijk</sup>	21%	
Facebook Messenger	230	217	12	5	4	2	1	1	1	4	125	74	17	6	
		32%	34% <sup>abd</sup>	17%	29%	11%	12%	21%	21%	38%	78%	33% <sup>kl</sup>	34% <sup>kl</sup>	20%	24%
iMessage	90	83	6	3	1	1	1	1	-	-	49	27	7	6	
		13%	13%	9%	17%	3%	4%	23%	29%	-	13%	13%	8%	22%	
Snapchat	31	26	5	-	2	3	-	-	-	-	19	3	2	7	
		4%	4%	7%	-	7%	19%	-	-	-	5% <sup>k</sup>	1%	3%	25%	
Instagram (direct messaging)	13	8	5	1	2	2	-	-	-	-	8	2	2	1	
		2%	1%	7% <sup>a</sup>	9%	5%	11%	-	-	-	2%	1%	3%	2%	
Skype	12	11	1	-	-	-	1	-	-	-	3	8	1	-	
		2%	2%	1%	-	-	29%	-	-	-	1%	4% <sup>j</sup>	1%	-	
Viber	6	5	1	-	1	-	-	-	-	-	3	2	2	-	
		1%	1%	1%	-	3%	-	-	-	-	1%	1%	2%	-	
Telegram	5	2	3	-	3	-	-	-	-	-	1	3	-	1	
		1%	* <sup>a</sup>	4% <sup>a</sup>	-	8% <sup>a</sup>	-	-	-	-	* <sup>a</sup>	1%	-	3%	
Twitter (direct messaging)	3	2	1	1	-	1	-	-	-	-	2	1	1	-	
		* <sup>a</sup>	* <sup>a</sup>	2% <sup>a</sup>	5%	-	5%	-	-	-	1%	* <sup>a</sup>	1%	-	
Google chats	2	2	-	-	-	-	-	-	-	-	2	-	-	-	
		* <sup>a</sup>	* <sup>a</sup>	-	-	-	-	-	-	-	1%	-	-	-	
Line	2	2	-	-	-	-	-	-	-	-	2	-	-	-	
		* <sup>a</sup>	* <sup>a</sup>	-	-	-	-	-	-	-	1%	-	-	-	

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 175  
**Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?**  
**Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	718	639	70*	17**	32*	14**	3**	4**	4**	5**	375	217	87*	27**
IMO	1*	-	1 2%a	3%	1 3%a	-	-	-	-	-	-	*	1 1%	-
KIK	1*	-	1 1%a	6%	-	-	-	-	-	*	1	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WeChat	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9 1%	9 1%	1 1%	-	1 2%	-	-	-	-	-	2 *	4 2%	3 4%j	1 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 176  
**Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?**  
**Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	713	595	339	256	118	109	9	478	357	121	235	31	85	17	56	46	471	241	215	190	95	109	91	52
Weighted base	718	597	335	261	122	112*	9**	499	407	92	220	29**	73*	20**	55*	43*	482	235	210	180	95*	100*	85*	52*
WhatsApp	313	262	161	102	50	46	4	219	182	37	93	14	25	13	20	21	204	108	98	88	45	51	43	17
	44%	44%	48% <sup>c</sup>	39%	41%	41%	44%	44%	45%	40%	43%	49%	35%	63%	37%	49%	46%	47%	49%	48%	51% <sup>w</sup>	51%	33%	
Facebook Messenger	230	182	85	97	47	43	4	157	125	32	73	10	19	5	26	12	151	79	69	60	28	27	31	25
	32%	31%	25%	37% <sup>b</sup>	39% <sup>b</sup>	38% <sup>b</sup>	46%	31%	31%	35%	33%	36%	26%	27%	47% <sup>g</sup> h	27%	31%	34%	33%	33%	30%	27%	36%	48% <sup>p</sup> r
iMessage	90	72	40	33	18	17	1	72	57	14	18	1	9	1	3	5	65	25	23	22	9	13	8	7
	13%	12%	12%	12%	15%	10%	14% <sup>j</sup>	14% <sup>j</sup>	16%	8%	4%	12%	3%	5%	12%	13%	11%	11%	12%	10%	14%	10%	14%	
Snapchat	31	28	19	9	3	3	-	13	13	*	18	2	14	-	-	3	24	7	7	3	5	2	-	1
	4%	5%	6%	3%	3%	3%	-	3%	3%	*	8% <sup>g</sup> h	5%	19% <sup>g</sup> h	5%	19% <sup>g</sup> h	6% <sup>i</sup>	5% <sup>sv</sup>	3%	3%	1%	6% <sup>v</sup>	2%	-	1%
Instagram (direct messaging)	13	13	9	4	-	-	-	11	8	3	2	-	2	-	-	9	4	3	1	3	-	-	-	1
	2%	2%	3%	2%	-	-	-	2%	2%	4%	1%	-	2%	-	-	2%	2%	2%	*	4% <sup>s</sup>	-	-	-	1%
Skype	12	10	5	5	2	2	-	6	5	1	6	1	-	1	4	-	11	1	1	1	*	1	-	-
	2%	2%	1%	2%	2%	2%	-	1%	1%	1%	3%	3%	-	6%	6% <sup>g</sup> h	-	2%	*	1%	*	1%	-	-	-
Viber	6	5	5	-	1	1	-	4	4	-	2	-	-	-	-	2	1	5	5	2	3	2	1	-
	1%	1%	2%	-	*	1%	-	1%	1%	-	1%	-	-	-	5% <sup>g</sup> h	*	2% <sup>p</sup>	2% <sup>p</sup>	1%	4% <sup>p</sup>	2% <sup>p</sup>	2%	-	-
Telegram	5	5	4	1	-	-	-	2	2	-	3	-	3	-	-	-	4	1	-	1	-	-	-	1
	1%	1%	1%	*	-	-	-	*	*	-	1%	-	4% <sup>g</sup> h	-	-	-	1%	1%	-	1%	-	-	-	2% <sup>r</sup>
Twitter (direct messaging)	3	3	1	2	*	*	-	2	1	1	2	1	-	1	-	2	1	1	1	-	1	-	-	-
	*	*	*	1%	*	*	-	*	*	1%	1%	2%	-	-	2%	-	*	*	1%	1%	-	1%	-	-
Google chats	2	2	1	2	-	-	-	2	2	-	1	-	1	-	-	2	-	-	-	-	-	-	-	-
	*	*	1%	1%	-	-	-	*	*	-	*	-	1%	-	-	*	-	-	-	-	-	-	-	-
Line	2	2	-	2	-	-	-	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-
	*	*	-	1%	-	-	-	*	1%	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 176  
**Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?**  
**Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	718	597	335	261	122	112*	9**	499	407	92	220	29**	73*	20**	55*	43*	482	235	210	180	95*	100*	85*	52*
IMO	1	1	1	-	-	-	-	1	1	*	-	-	-	-	-	*	1	1	1	1%	-	1	1	-
KIK	1	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WeChat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9	9	5	5	-	-	-	7	5	2	2	-	1	-	2	8	2	2	2	-	2	-	-	-
	1%	2%	1%	2%	-	-	-	1%	1%	3%	1%	-	1%	-	3%	2%	1%	1%	1%	-	2%	-	-	-

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 177

**Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?**

**Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	713	29	70	80	116	107	65	44	34	100	150	76	85	38	4	549	713
Weighted base	718	23**	67*	76*	109	106*	65*	45*	41*	113*	150	71*	89*	39*	4**	554	718
WhatsApp	313	10	33	30	42	43	27	18	22	57	75	34	44	21	-	229	313
	44%	43%	49%	39%	38%	41%	42%	39%	54%	50%	50%	48%	49%	54%	-	41%	44%
Facebook Messenger	230	6	21	30	39	41	22	14	6	30	46	20	27	14	2	181	230
	32%	27%	31%	39%h	35%h	39%h	34%	32%	15%	26%	30%	28%	30%	37%	48%	33%	32%
iMessage	90	1	6	9	14	10	8	8	9	15	13	7	10	2	1	76	90
	13%	5%	9%	11%	13%	9%	12%	17%	23%	13%	9%	10%	12%	5%	39%	14%	13%
Snapchat	31	4	4	3	1	3	2	2	-	5	4	4	1	-	-	27	31
	4%	17%	6%	4%	1%	3%	3%	4%	-	5%	3%	6%	1%	-	-	5%	4%
Instagram (direct messaging)	13	1	1	-	3	4	-	2	2	1	1	1	1	-	-	12	13
	2%	4%	1%	-	3%	4%	-	3%	4%	1%	*	1%	1%	-	-	2%	2%
Skype	12	1	-	3	1	2	-	-	2	2	6	1	5	-	-	4	12
	2%	4%	-	4%	1%	2%	-	-	4%	2%	4%o	1%	5%o	-	-	1%	2%
Viber	6	-	1	-	3	-	-	-	-	1	-	-	-	-	-	6	6
	1%	-	2%	-	2%	-	-	-	-	1%	-	-	-	-	-	1%	1%
Telegram	5	-	1	1	-	1	1	1	-	-	1	1	-	-	-	4	5
	1%	-	2%	1%	-	1%	1%	3%	-	-	1%	2%	-	-	-	1%	1%
Twitter (direct messaging)	3	-	-	*	1	2	-	1	-	-	1	1	1	1	-	2	3
	*	-	-	1%	1%	1%	-	2%	-	-	1%	2%	1%	3%o	-	*	*
Google chats	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	2
	*	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	*	*
Line	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	2	2
	*	-	-	-	-	-	3%	-	-	-	-	-	-	-	-	*	*
IMO	1	-	-	-	-	-	*	-	-	1	*	-	-	*	*	1	1
	*	-	-	-	-	-	1%	-	-	1%	*	-	-	1%	13%	*	*

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 177

**Q10. You said you used the services or apps listed below to send text messages in the last 12 months. Which one do you use most often?**

**Base: All respondents who have used 2 or more online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	718	23**	67*	76*	109	106*	65*	45*	41*	113*	150	71*	89*	39*	4**	554	718
Kik	1*	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1*	1*
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
WeChat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	9	-	1	1	4	1	2	-	-	1	3	2	1	-	-	6	9
	1%	-	1%	1%	4%	*	3%	-	-	1%	2%	3%	1%	-	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 178  
**Q11. You said you used [service or app from Q10] most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	713	309	404	140	157	131	116	87	82	208	190	161	154	46	27	78	59	74	61	30	62	104	94	57	21	134	344	93
Weighted base	718	317	401	149	172	117	116	78*	86*	199	190	170	159	49*	32**	76*	58*	72*	60*	28**	61*	101*	101*	60*	20**	145	353	98*
It is the main service used by the people I want to contact	403	174	229	81	97	59	69	51	48	123	101	104	75	35	13	36	30	37	38	10	30	66	64	33	11	73	199	46
	56%	55%	57%	54%	56%	50%	59%	65%	56%	62%	53%	61%	47%	72%	40%	48%	52%	51%	63%	36%	49%	65%	63%	56%	51%	51%	56%	46%
It is an easy service to use	380	171	208	84	92	54	56	44	49	112	95	88	85	29	21	41	31	36	29	15	24	56	53	35	10	93	168	52
	53%	54%	52%	56%	53%	46%	48%	57%	58%	56%	50%	52%	53%	60%	65%	54%	53%	49%	48%	52%	40%	56%	52%	58%	50%	64%	48%	52%
It is free/ cheaper than other services	305	127	178	51	53	59	55	41	45	84	74	77	70	19	16	36	16	31	28	11	27	42	44	26	10	70	144	41
	42%	40%	44%	34%	31%	50%	48%	53%	53%	42%	39%	46%	44%	39%	50%	47%	28%	43%	47%	38%	44%	41%	44%	43%	48%	48%	41%	42%
It is a reliable service/ good quality of service	253	119	134	60	48	37	46	32	30	73	61	62	56	17	12	32	12	24	17	9	17	37	41	27	7	63	119	38
	35%	38%	33%	40%	28%	31%	39%	41%	35%	37%	32%	37%	35%	35%	38%	42%	20%	33%	29%	33%	29%	37%	40%	46%	34%	43%	34%	38%
Out of habit/ I have always used that service	233	92	141	87	65	26	26	19	11	64	65	55	49	15	11	19	22	29	9	8	21	40	30	20	9	59	111	35
	32%	29%	35%	58%	38%	22%	22%	24%	13%	32%	34%	33%	31%	31%	35%	25%	37%	40%	14%	28%	34%	39%	30%	34%	44%	40%	31%	35%
It is more suitable for the types of messages I send	187	86	101	37	47	31	34	17	21	43	52	48	44	10	11	20	15	22	15	7	13	30	20	19	5	45	87	22
	26%	27%	25%	25%	28%	27%	30%	21%	24%	22%	27%	28%	28%	20%	36%	26%	26%	30%	25%	26%	22%	29%	19%	33%	23%	31%	25%	22%
I like the unique features of this service	93	47	47	29	26	21	8	5	4	24	21	26	22	5	7	8	5	7	8	7	10	17	10	3	5	18	42	25
	13%	15%	12%	19%	15%	18%	7%	7%	4%	12%	11%	15%	14%	11%	22%	11%	9%	10%	14%	24%	17%	17%	10%	4%	27%	12%	12%	25%
I think it is more secure/ private than other services	87	57	30	28	16	16	12	5	11	31	16	20	21	6	4	10	4	7	7	6	5	16	13	7	2	14	49	20
	12%	18%	8%	19%	9%	13%	10%	7%	13%	15%	8%	12%	13%	12%	13%	13%	6%	10%	13%	21%	9%	16%	13%	11%	10%	10%	14%	21%
Other (please specify)	25	9	16	3	7	1	3	7	4	6	10	4	5	2	3	3	1	2	3	1	4	3	2	-	1	5	12	1
	3%	3%	4%	2%	4%	1%	3%	9%	4%	3%	5%	2%	3%	3%	8%	4%	1%	3%	6%	5%	7%	3%	2%	-	4%	3%	3%	1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 178

**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	718	317	401	149	172	117	116	78*	86*	199	190	170	159	49*	32**	76*	58*	72*	60*	28**	61*	101*	101*	60*	20**	145	353	98*
Don't know	12	5	7	1	3	4	-	2	2	2	6	2	3	-	3	1	3	2	-	-	1	-	2	1	-	2	9	1
	2%	2%	2%	1%	2%	4%g	-	3%	2%	1%	3%	1%	2%	-	8%	1%	5%v	3%	-	-	2%	-	2%	2%	-	1%	3%	1%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 179  
**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	713	623	80	19	36	16	4	5	3	4	369	219	83	30
Weighted base	718	639	70*	17**	32*	14**	3**	4**	4**	5**	375	217	87*	27**
It is the main service used by the people I want to contact	403	357	40	5	21	9	3	2	1	1	203	125	57	16
	56%	56%	58%	30%	65%	63%	100%	62%	14%	17%	54%	58%	66%	58%
It is an easy service to use	380	336	37	8	21	6	1	2	-	4	195	110	51	17
	53%	53%	53%	46%	65%	41%	21%	59%	-	83%	52%	51%	59%	64%
It is free/ cheaper than other services	305	266	33	7	16	6	1	3	1	3	154	102	39	5
	42%	42%	47%	42%	50%	44%	21%	79%	25%	61%	41%	47%	45%	18%
It is a reliable service/ good quality of service	253	216	32	6	14	9	1	3	-	1	123	84	35	10
	35%	34%	45%	34%	42%	61%	21%	79%	-	22%	33%	39%	40%	38%
Out of habit/ I have always used that service	233	201	30	7	13	8	1	2	-	-	110	78	27	18
	32%	31%	43%	41%	41%	55%	21%	41%	-	-	29%	36%	31%	67%
It is more suitable for the types of messages I send	187	163	21	5	10	4	1	2	1	4	101	55	17	9
	26%	25%	30%	32%	31%	27%	21%	41%	25%	83%	27%	25%	20%	32%
I like the unique features of this service	93	76	17	3	11	1	-	2	-	1	48	23	14	6
	13%	12%	25%a	17%	35%a	9%	-	41%	-	22%	13%	11%	16%	23%
I think it is more secure/ private than other services	87	66	17	3	9	3	-	2	2	1	30	38	11	4
	12%	10%	24%a	17%	29%a	22%	-	41%	62%	22%	8%	17%j	13%	15%
Other (please specify)	25	24	1	-	-	1	-	-	-	-	11	10	3	1
	3%	4%	1%	-	-	5%	-	-	-	-	3%	4%	4%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 179

**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	718	639	70*	17**	32*	14**	3**	4**	4**	5**	375	217	87*	27**
Don't know	12	12	-	-	-	-	-	-	-	-	11	1	1	-
	2%	2%	-	-	-	-	-	-	-	-	3%k	*	1%	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 180

**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	713	595	339	256	118	109	9	478	357	121	235	31	85	17	56	46	471	241	215	190	95	109	91	52
Weighted base	718	597	335	261	122	112*	9**	499	407	92	220	29**	73*	20**	55*	43*	482	235	210	180	95*	100*	85*	52*
It is the main service used by the people I want to contact	403	332	198	134	71	63	8	272	221	52	131	23	44	8	30	26	285	117	104	98	37	54	47	33
	56%	56%	59%	51%	59%	56%	90%	55%	54%	56%	60%	78%	61%	39%	54%	61%	59% <sup>q</sup>	50%	49%	55% <sup>t</sup>	39%	54%	55%	64% <sup>t</sup>
It is an easy service to use	380	309	178	131	70	64	6	262	216	46	118	14	40	11	30	22	266	112	101	88	39	46	46	24
	53%	52%	53%	50%	58%	57%	62%	53%	53%	50%	54%	50%	55%	55%	50%	55% <sup>t</sup>	55% <sup>t</sup>	48%	48%	49%	41%	46%	54%	45%
It is free/ cheaper than other services	305	243	138	106	62	57	5	214	174	40	91	12	25	9	28	16	209	95	83	78	31	48	35	25
	42%	41%	41%	40%	51%	51%	49%	43%	43%	43%	42%	43%	34%	46%	51%	38%	43%	40%	40%	43%	32%	48% <sup>t</sup>	42%	48%
It is a reliable service/ good quality of service	253	206	117	89	47	44	3	183	150	32	70	13	20	8	14	16	176	77	69	64	24	33	35	17
	35%	35%	35%	34%	39%	39%	34%	37%	37%	35%	32%	44%	28%	38%	25%	38%	37% <sup>t</sup>	33%	33%	36%	25%	33%	42% <sup>t</sup>	32%
Out of habit/ I have always used that service	233	197	116	80	37	34	3	169	146	23	64	10	36	1	6	11	161	71	66	49	34	26	28	11
	32%	33%	35%	31%	30%	30%	29%	34% <sup>n</sup>	36% <sup>n</sup>	25% <sup>n</sup>	29% <sup>n</sup>	36%	50% <sup>ghijn</sup>	3%	11%	25%	33%	30%	31%	27%	35%	26%	33%	21%
It is more suitable for the types of messages I send	187	158	89	69	29	29	1	132	112	19	55	9	22	1	15	9	129	57	52	44	21	21	27	14
	26%	26%	26%	26%	24%	26%	9%	26%	28%	21%	25%	30%	30%	5%	27%	20%	27%	24%	25%	24%	22%	21%	31%	26%
I like the unique features of this service	93	89	47	42	5	5	-	60	54	5	34	3	17	1	3	10	61	32	31	21	18	13	10	4
	13%	15% <sup>de</sup>	14% <sup>de</sup>	16% <sup>de</sup>	4%	4%	-	12%	13% <sup>i</sup>	6%	15% <sup>i</sup>	9%	23% <sup>ghin</sup>	4%	5%	24% <sup>gin</sup>	13%	14%	15%	11%	19%	13%	11%	9%
I think it is more secure/ private than other services	87	81	45	36	7	7	-	63	58	6	24	3	9	3	6	3	60	27	26	21	9	14	10	5
	12%	14% <sup>de</sup>	13% <sup>de</sup>	14% <sup>d</sup>	6%	6%	-	13%	14% <sup>i</sup>	6%	11%	9%	12%	17%	11%	7%	13%	11%	12%	12%	9%	14%	12%	10%
Other (please specify)	25	19	11	8	6	6	-	16	11	5	8	2	1	-	4	2	18	6	6	3	3	1	2	1
	3%	3%	3%	3%	5%	5%	-	3%	3%	6%	4%	6%	1%	-	7%	5%	4%	3%	3%	2%	3%	1%	2%	1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 180  
**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	718	597	335	261	122	112*	9**	499	407	92	220	29**	73*	20**	55*	43*	482	235	210	180	95*	100*	85*	52*
Don't know	12	12	3	9	*	*	-	11	8	3	2	-	-	2	-	8	4	3	3	2	2	1	1	
		2%	2%	1%	4%b	*	*	-	2%	2%	3%	1%	-	-	3%	-	2%	2%	2%	2%	2%	2%	1%	2%

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 181

**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	!£7k-£14k (b)	!£14k-£21k (c)	!£21k-£28k (d)	!£28k-£34k (e)	!£34k-£41k (f)	!£41k-£48k (g)	!£48k-£55k (h)	!£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	713	29	70	80	116	107	65	44	34	100	150	76	85	38	4	549	713
Weighted base	718	23**	67*	76*	109	106*	65*	45*	41*	113*	150	71*	89*	39*	4**	554	718
It is the main service used by the people I want to contact	403	15	37	28	53	66	41	30	25	65	90	39	52	26	1	302	403
	56%	66%	56% <sup>c</sup>	37%	48%	63% <sup>cd</sup>	63% <sup>c</sup>	66% <sup>c</sup>	61% <sup>c</sup>	57% <sup>c</sup>	60%	56%	58%	65%	39%	54%	56%
It is an easy service to use	380	7	33	44	58	51	31	19	25	65	88	38	51	24	2	281	380
	53%	31%	49%	57%	53%	48%	48%	43%	62%	58%	59%	53%	57%	61%	48%	51%	53%
It is free/ cheaper than other services	305	10	38	30	42	41	25	20	19	49	77	32	48	25	2	220	305
	42%	43%	57% <sup>def</sup>	40%	38%	39%	38%	44%	48%	43%	51% <sup>o</sup>	45%	54% <sup>o</sup>	64% <sup>o</sup>	60%	40%	42%
It is a reliable service/ good quality of service	253	5	29	18	27	39	21	17	21	45	55	25	33	16	*	190	253
	35%	20%	43% <sup>cd</sup>	24%	25%	37%	32%	38%	51% <sup>cd</sup>	40% <sup>cd</sup>	36%	35%	37%	41%	13%	34%	35%
Out of habit/ I have always used that service	233	9	17	22	25	33	19	15	15	56	41	23	26	11	-	187	233
	32%	40%	26%	28%	23%	31%	30%	33%	38%	49% <sup>bcde</sup>	27% <sup>f</sup>	33%	29%	28%	-	34%	32%
It is more suitable for the types of messages I send	187	4	14	22	30	30	21	11	12	23	43	19	26	10	-	138	187
	26%	18%	20%	29%	27%	28%	32%	25%	29%	20%	29%	27%	29%	24%	-	25%	26%
I like the unique features of this service	93	1	9	14	7	13	7	3	8	20	25	14	13	5	*	66	93
	13%	6%	13%	18% <sup>d</sup>	6%	12%	11%	8%	19% <sup>d</sup>	18% <sup>d</sup>	16%	20%	15%	13%	13%	12%	13%
I think it is more secure/ private than other services	87	3	11	11	8	6	8	9	7	15	20	13	10	5	*	63	87
	12%	15%	16% <sup>e</sup>	15%	7%	6%	12%	19% <sup>de</sup>	18% <sup>e</sup>	13%	13%	19%	11%	12%	13%	11%	12%
Other (please specify)	25	-	3	3	7	1	-	1	-	5	8	4	3	2	1	17	25
	3%	-	5%	4%	6% <sup>e</sup>	1%	-	3%	-	5%	5%	5%	4%	4%	27%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 181

**Q11. You said you used {service or app from Q10} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	718	23**	67*	76*	109	106*	65*	45*	41*	113*	150	71*	89*	39*	4**	554	718
Don't know	12	-	-	3	5	1	1	-	-	-	1	1	*	*	-	11	12
	2%	-	-	4%i	5%i	1%	2%	-	-	-	1%	1%	*	1%	-	2%	2%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 182

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Summary table**

	Q7/Q10. Most often used service or app																
	Total	WhatsApp	WeChat	iMessage	Facebook Messenger	Skype	Instagram (direct messaging)	Google chats	KIK	IMO	Signal	Line	Viber	Twitter (direct messaging)	Snapchat	Telegram	Other
Unweighted base	1809	919	-	149	584	19	20	6	1	2	2	6	15	13	44	8	21
Weighted base	1804	907	-	155	583	21	21	6	1	1	2	7	13	13	47	8	19
I think it is more secure/ private than other services	195 11%	118 13%	-	16 11%	36 6%	2 9%	2 9%	-	-	* 32%	2 78%	1 12%	2 15%	3 20%	9 20%	3 44%	1 8%
It is free/ cheaper than other services	854 47%	487 54%	-	64 41%	243 42%	7 34%	8 39%	* 7%	-	1 68%	1 22%	1 14%	7 58%	6 50%	15 31%	3 34%	10 54%
Out of habit/ I have always used that service	516 29%	238 26%	-	51 33%	174 30%	7 31%	5 23%	-	-	1 68%	-	1 13%	4 32%	4 33%	27 58%	1 13%	2 12%
It is an easy service to use	958 53%	512 57%	-	80 52%	305 52%	8 41%	9 42%	3 41%	-	1 68%	-	3 39%	4 34%	4 29%	17 37%	2 21%	10 53%
It is a reliable service/ good quality of service	624 35%	369 41%	-	67 43%	150 26%	4 18%	7 33%	1 23%	-	1 100%	-	3 39%	1 9%	2 15%	13 28%	2 21%	4 19%
It is the main service used by the people I want to contact	1061 59%	559 62%	-	87 56%	336 58%	8 39%	9 44%	2 25%	1 100%	-	-	3 44%	8 63%	7 60%	27 58%	3 42%	9 47%
I like the unique features of this service	228 13%	135 15%	-	16 10%	40 7%	3 12%	7 31%	-	-	1 100%	-	2 31%	-	1 7%	21 44%	3 45%	-
It is more suitable for the types of messages I send	451 25%	254 28%	-	26 17%	130 22%	6 31%	9 43%	* 7%	-	-	-	-	-	2 13%	20 42%	1 15%	2 10%
Other (please specify)	64 4%	33 4%	-	3 2%	21 4%	4 18%	1 5%	-	-	-	-	-	-	-	-	-	2 13%
Don't know	22 1%	4 *	-	3 2%	12 2%	-	-	2 27%	-	-	-	-	-	* 3%	-	-	2 8%

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 183  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**WhatsApp**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	919	439	480	60	183	188	178	141	169	296	267	191	165	64	30	94	66	92	68	42	75	164	132	61	31	195	410	79
Weighted base	907	444	462	57*	210	173	173	124	170	270	268	197	173	71**	35**	89*	61*	95*	61*	33*	74*	165	132	61*	31**	196	415	83*
It is the main service used by the people I want to contact	559	279	280	37	116	94	109	89	115	170	164	122	103	51	17	55	42	41	39	21	49	99	91	36	17	114	252	45
	62%	63%	61%	66%	55%	54%	63%	71%ef	68%ef	63%	61%	62%	60%	73%r	48%	62%r	69%r	43%	64%r	66%r	67%r	60%r	69%r	59%	55%	58%	61%	54%
It is an easy service to use	512	234	278	38	109	85	97	80	102	148	161	102	102	40	26	60	35	52	30	20	36	88	74	38	13	117	223	44
	57%	53%	60%a	67%f	52%	49%	56%	64%ef	60%	55%	60%	52%	59%	56%	75%	68%sv	58%	55%	49%	62%	49%	53%	56%	41%	60%	54%	53%	
It is free/ cheaper than other services	487	218	269	28	83	91	101	74	110	135	164	98	91	39	15	48	42	51	33	13	38	82	65	38	23	99	218	40
	54%	49%	58%a	48%	40%	53%e	59%e	60%e	64%def	50%	61%jl	50%	52%	55%	44%	53%	69%tw	54%	54%	41%	52%	50%	49%	61%	77%	51%	53%	48%
It is a reliable service/ good quality of service	369	181	189	27	78	71	64	56	72	113	109	82	66	25	13	34	25	37	21	12	32	70	53	38	11	83	164	44
	41%	41%	41%	48%	37%	41%	37%	46%	42%	42%	41%	41%	38%	35%	37%	38%	40%	38%	35%	35%	43%	43%	40%	62%npqrstuvw	35%	42%	40%	52%
It is more suitable for the types of messages I send	254	120	134	14	59	50	50	41	41	72	77	56	49	17	16	30	18	37	18	8	16	41	23	24	5	60	122	22
	28%	27%	29%	24%	28%	29%	29%	33%	24%	27%	29%	29%	28%	25%	45%	34%w	29%	39%uvw30%	30%	25%	21%	25%	18%	39%uw	18%	31%	29%	26%
Out of habit/ I have always used that service	238	116	123	25	82	52	38	27	15	71	81	47	39	9	12	23	15	30	10	9	19	61	28	16	6	59	128	37
	26%	26%	27%	44%ghi	39%ghi	30%i	22%i	22%i	9%	26%	30%	24%	23%	12%	35%	26%	32%ns	17%	17%	29%n	25%	37%nsw21%	21%	26%	18%	30%	31%	45%
I like the unique features of this service	135	65	70	6	35	34	14	23	24	34	42	24	34	9	9	15	5	17	8	3	12	29	18	4	7	25	63	16
	15%	15%	15%	10%	17%g	20%g	8%	18%g	14%	13%	16%	12%	20%	12%	26%	17%	7%	18%	13%	8%	16%	18%x	14%	6%	22%	13%	15%	19%
I think it is more secure/ private than other services	118	73	44	6	23	23	22	18	26	37	38	22	21	8	6	13	6	10	8	5	11	23	15	9	2	27	55	20
	13%	17%b	10%	11%	11%	13%	13%	14%	15%	14%	14%	11%	12%	12%	16%	15%	10%	11%	13%	14%	15%	14%	12%	15%	7%	14%	13%	24%
Other (please specify)	33	16	17	1	8	4	7	11	3	10	10	6	7	2	5	2	-	5	1	3	6	3	2	3	1	8	11	1
	4%	4%	4%	2%	4%	2%	4%	9%fi	2%	4%	4%	3%	4%	2%	15%	2%	-	5%	2%	11%pqw8%qvw	8%qvw	2%	1%	5%	3%	4%	3%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 183

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**WhatsApp**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	907	444	462	57*	210	173	173	124	170	270	268	197	173	71*	35**	89*	61*	95*	61*	33*	74*	165	132	61*	31**	196	415	83*
Don't know	4	1	3	-	1	2	-	-	2	2	-	2	1	-	-	1	-	2	1	-	-	-	-	1	-	2	-	-
	*	*	1%	-	*	1%	-	-	1%	1%	-	1%	*	-	-	1%	-	2%	1%	-	-	-	-	1%	-	1%	-	-

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 184

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 WhatsApp**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	919	808	97	18	46	22	4	7	6	3	464	310	119	10
Weighted base	907	798	93*	17**	46*	21**	4**	6**	7**	3**	459	302	120	8**
It is the main service used by the people I want to contact	559 62%	489 61%	61 65%	10 57%	29 63%	14 70%	4 100%	4 74%	1 15%	2 48%	279 61%	190 63%	78 65%	6 80%
It is an easy service to use	512 57%	451 56%	52 56%	8 47%	30 65%	10 49%	2 45%	2 41%	1 8%	3 100%	270 59%	160 53%	73 61%	3 44%
It is free/ cheaper than other services	487 54%	426 53%	50 54%	7 41%	27 60%	12 59%	-	3 55%	3 40%	3 100%	244 53%	161 53%	71 59%	3 44%
It is a reliable service/ good quality of service	369 41%	327 41%	34 37%	6 38%	14 31%	9 42%	2 45%	3 55%	1 8%	2 52%	175 38%	125 41%	61 51%j	3 44%
It is more suitable for the types of messages I send	254 28%	224 28%	26 28%	7 38%	13 27%	6 27%	-	1 18%	2 28%	1 34%	139 30%	82 27%	30 25%	-
Out of habit/ I have always used that service	238 26%	198 25%	36 39%a	7 40%	17 37%	9 46%	1 28%	2 31%	1 9%	-	98 21%	93 31%j	43 36%j	3 38%
I like the unique features of this service	135 15%	109 14%	24 26%a	5 29%	14 30%a	1 6%	1 28%	3 51%	1 7%	1 34%	73 16%	34 11%	24 20%k	-
I think it is more secure/ private than other services	118 13%	98 12%	15 16%	4 21%	8 17%	3 14%	-	* 8%	3 44%	2 52%	52 11%	44 14%	15 13%	2 25%
Other (please specify)	33 4%	30 4%	3 3%	1 6%	-	2 9%	-	-	-	-	15 3%	11 4%	7 6%	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 184

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	907	798	93*	17**	46*	21**	4**	6**	7**	3**	459	302	120	8**
Don't know	4	4	-	-	-	-	-	-	-	-	3	1	1	-
	*	1%	-	-	-	-	-	-	-	-	1%	*	1%	-

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 185  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**WhatsApp**

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	NET: Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	919	759	441	318	160	144	16	605	451	154	314	26	52	31	131	74	620	295	263	246	107	135	124	60
Weighted base	907	745	441	304	162	145	16**	610	501	109	296	26**	46*	33**	125	68*	622	279	250	227	107*	126	110	55*
It is the main service used by the people I want to contact	559 62%	443 59%	266 60%	176 58%	117 72%abc	104 71%abc	13 79%	366 60%	292 58%	74 67%	193 65%	18 69%	28 61%	22 67%	85 68%h	40 59%	407 66%qrst u	146 52%	133 53%	127 56%t	46 43%	69 54%	67 61%t	34 63%t
It is an easy service to use	512 57%	416 56%	246 56%	170 56%	97 60%	88 61%	8 52%	340 56%	272 54%	68 63%	172 58%	16 62%	25 54%	18 54%	78 63%	36 53%	364 59%sv	143 51%	128 51%	114 50%	53 50%	62 49%	53 48%	27 49%
It is free/ cheaper than other services	487 54%	394 53%	238 54%	156 51%	93 57%	83 57%	10 63%	317 52%	250 50%	67 61%h	170 57%	12 47%	25 56%	17 53%	79 63%gh	36 53%	345 55%t	140 50%	121 49%	117 52%	43 40%	66 52%	53 48%	32 58%t
It is a reliable service/ good quality of service	369 41%	304 41%	183 41%	121 40%	65 40%	57 39%	9 53%	246 40%	199 40%	47 43%	123 42%	15 58%	15 33%	12 38%	51 41%	30 44%	267 43%qsu	98 35%	91 36%	77 34%	38 35%	40 32%	41 38%	17 31%
It is more suitable for the types of messages I send	254 28%	204 27%	118 27%	86 28%	50 31%	44 30%	6 39%	181 30%	149 30%	33 30%	73 25%	6 25%	11 23%	3 11%	34 27%	19 28%	175 28%	74 27%	67 27%	56 25%	28 26%	31 25%	28 25%	14 25%
Out of habit/ I have always used that service	238 26%	198 27%	125 28%	72 24%	41 25%	36 25%	4 27%	188 31%ijn	164 33%ijn	24 22%n	51 17%	9 34%	15 32%jn	1 2%	12 10%	15 22%n	157 25%	78 28%	73 29%	59 26%	32 30%	35 28%	32 29%	9 17%
I like the unique features of this service	135 15%	120 16%de	69 16%de	52 17%de	14 9%	13 9%	1 6%	88 14%	74 15%	14 13%	47 16%	2 7%	6 14%	5 14%	19 15%	15 22%	89 14%	44 16%	42 17%	38 17%	17 16%	25 20%	19 18%	6 11%
I think it is more secure/ private than other services	118 13%	103 14%	59 13%	44 14%	15 9%	12 8%	3 19%	82 13%	71 14%	11 10%	36 12%	2 8%	5 11%	6 19%	14 11%	8 12%	87 14%t	30 11%	30 12%	26 12%	6 6%	13 11%	16 15%t	3 6%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 185  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**WhatsApp**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Work-ing full time (h)	Work-ing part time (i)	NET: Not work-ing (j)	Not work-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pension only (m)	Ret-ired pri-vate pen-sion (n)	House person (o)	No child-ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	907	745	441	304	162	145	16**	610	501	109	296	26**	46*	33**	125	68*	622	279	250	227	107*	126	110	55*
Other (please specify)	33	22	12	10	11	10	1	20	18	1	13	3	2	-	3	5	22	11	9	8	3	4	2	3
	4%	3%	3%	3%	7%ab	7%ab	8%	3%	4%	1%	5%	11%	5%	-	3%	7%ai	3%	4%	3%	4%	3%	3%	2%	6%
Don't know	4	4	2	3	-	-	-	2	2	-	3	-	-	-	2	1	3	2	2	2	1	2	1	-
	*	1%	*	1%	-	-	-	*	*	-	1%	-	-	-	1%	2%	*	1%	1%	1%	1%	1%	1%	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 186

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	
Unweighted base	919	29	83	108	149	126	82	65	49	148	190	74	123	54	4	713	919
Weighted base	907	23**	78*	103*	142	118	77*	69*	54*	159	184	72*	121	54*	4**	707	907
It is the main service used by the people I want to contact	559	16	44	61	89	70	48	40	34	105	115	39	76	32	3	436	559
	62%	70%	56%	59%	62%	60%	62%	59%	62%	66%	62%	54%	63%	59%	61%	62%	62%
It is an easy service to use	512	11	44	66	80	72	47	34	31	81	101	35	61	28	3	401	512
	57%	49%	57%	64% <sup>i</sup>	56%	61%	60%	49%	57%	51%	55%	50%	51%	51%	83%	57%	57%
It is free/ cheaper than other services	487	11	50	61	69	66	43	33	32	73	107	41	72	32	1	371	487
	54%	47%	64% <sup>d</sup>	59%	49%	56%	55%	48%	59%	46%	58%	57%	60%	58%	22%	53%	54%
It is a reliable service/ good quality of service	369	4	38	43	52	50	34	23	24	71	85	28	54	26	2	279	369
	41%	18%	49%	42%	36%	42%	44%	33%	44%	45%	46%	39%	45%	48%	59%	39%	41%
It is more suitable for the types of messages I send	254	3	20	34	44	34	24	21	15	43	56	19	37	15	2	194	254
	28%	13%	26%	33%	31%	29%	31%	31%	27%	27%	30%	26%	31%	27%	46%	27%	28%
Out of habit/ I have always used that service	238	4	16	23	31	29	24	16	25	53	40	20	27	10	-	197	238
	26%	16%	21%	23%	22%	25%	31%	23%	46% <sup>abcde33%<sup>d</sup></sup>	33% <sup>d</sup>	22%	28%	23%	19%	-	28%	26%
I like the unique features of this service	135	2	9	23	20	13	15	10	5	25	27	5	20	9	-	106	135
	15%	9%	12%	22% <sup>ae</sup>	14%	11%	19%	15%	10%	16%	14%	7%	17%	17%	-	15%	15%
I think it is more secure/ private than other services	118	3	12	16	18	10	11	9	9	19	28	14	16	6	1	87	118
	13%	12%	16%	15%	13%	9%	14%	12%	18%	12%	15%	19%	13%	12%	17%	12%	13%
Other (please specify)	33	-	5	2	6	5	1	1	1	8	8	5	4	2	2	25	33
	4%	-	6%	2%	4%	4%	1%	2%	1%	5%	5%	7%	4%	4%	37%	3%	4%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 186

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	907	23**	78*	103*	142	118	77*	69*	54*	159	184	72*	121	54*	4**	707	907
Don't know	4*	-	-	1%	2%	-	-	1%	-	-	-	-	-	-	-	4%	4*

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 191

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	Gender		Age							Social Grade					Region										Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)		Private (B)
Unweighted base	149	66	83	27	17	30	36	23	16	44	44	35	26	8	3	19	13	13	10	8	21	13	20	18	3	31	72	16
Weighted base	155	69*	86*	33**	22**	28**	34*	20**	17**	43*	46*	36*	30**	9**	5**	20**	13**	11**	9**	6**	23**	13**	21**	22**	3**	35**	78*	17*
It is the main service used by the people I want to contact	87	40	47	13	17	17	19	11	12	20	27	25	16	6	2	9	7	8	5	2	11	8	12	14	2	20	44	6
It is an easy service to use	80	34	47	21	8	17	16	11	7	24	24	21	11	5	4	10	8	6	3	2	12	10	11	9	1	19	39	6
It is a reliable service/ good quality of service	67	29	37	15	6	10	13	13	9	18	25	16	8	4	4	9	4	6	4	2	6	9	9	7	3	21	28	5
It is free/ cheaper than other services	64	24	40	8	5	17	14	13	7	14	23	17	10	3	2	9	5	7	5	2	11	4	7	6	2	18	27	8
Out of habit/ I have always used that service	51	16	36	20	8	9	7	6	2	15	14	14	9	6	4	6	4	4	1	7	8	5	7	1	18	22	3	
It is more suitable for the types of messages I send	26	14	12	8	4	6	4	2	2	7	7	7	5	1	1	2	4	3	1	2	1	2	4	5	-	10	10	2
I think it is more secure/ private than other services	16	10	6	9	-	3	3	2	-	7	-	2	8	-	-	4	*	-	-	1	3	3	2	3	-	4	11	4
I like the unique features of this service	16	8	8	8	-	2	4	2	1	1	5	4	6	1	2	1	2	-	-	5	2	1	1	-	3	9	4	
Other (please specify)	3	1	3	-	-	1	1	1	-	2	1	-	-	-	-	-	-	-	1	-	-	1	1	-	-	3	-	
	2%	1%	3%	-	-	5%	3%	4%	-	5%	2%	-	-	-	-	-	-	-	10%	-	-	10%	5%	-	-	3%	-	

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 191

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	155	69*	86*	33**	22**	28**	34*	20**	17**	43*	46*	36*	30**	9**	5**	20**	13**	11**	9**	6**	23**	13**	21**	22**	3**	35**	78*	17*
Don't know	3	3	-	1	-	-	1	-	-	-	3	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	3	-
		2%	4%	-	4%	-	-	4%	-	-	6%	-	-	-	-	-	21%	-	-	-	-	-	-	-	-	-	3	-

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 192

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	149	139	9	3	1	3	1	1	-	-	82	44	16	6
Weighted base	155	145	9**	3**	1**	3**	1**	1**	-**	-**	83*	49*	15**	7**
It is the main service used by the people I want to contact	87	83	5	1	1	1	1	1	-	-	53	25	7	2
	56%	57%	55%	39%	100%	28%	100%	100%	-	-	64%	51%	48%	31%
It is an easy service to use	80	76	5	1	1	1	-	1	-	-	44	21	8	7
	52%	52%	53%	39%	100%	48%	-	100%	-	-	53%	43%	52%	100%
It is a reliable service/ good quality of service	67	63	4	1	1	1	-	1	-	-	34	22	7	4
	43%	43%	47%	39%	100%	28%	-	100%	-	-	41%	44%	43%	63%
It is free/ cheaper than other services	64	59	5	2	-	1	-	1	-	-	32	21	10	1
	41%	40%	58%	75%	-	52%	-	100%	-	-	38%	43%	65%	8%
Out of habit/ I have always used that service	51	48	4	1	-	1	-	1	-	-	25	18	3	5
	33%	33%	43%	39%	-	48%	-	100%	-	-	31%	36%	19%	80%
It is more suitable for the types of messages I send	26	24	2	*	-	-	-	1	-	-	17	5	2	2
	17%	17%	19%	14%	-	-	-	100%	-	-	21%	9%	16%	28%
I think it is more secure/ private than other services	16	13	3	-	1	1	-	1	-	-	7	6	3	1
	11%	9%	30%	-	100%	20%	-	100%	-	-	8%	12%	18%	17%
I like the unique features of this service	16	15	1	-	-	-	-	1	-	-	6	6	2	2
	10%	10%	14%	-	-	-	-	100%	-	-	7%	13%	13%	32%
Other (please specify)	3	2	1	-	-	1	-	-	-	-	-	2	1	-
	2%	1%	16%	-	-	52%	-	-	-	-	-	4%	9%	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 192

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	155	145	9**	3**	1**	3**	1**	1**	**	**	83*	49*	15**	7**
Don't know	3	3	-	-	-	-	-	-	-	-	3	-	-	-
	2%	2%	-	-	-	-	-	-	-	-	3%	-	-	-

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 193  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	NET: Any 5-18 (t)	Any aged under 5 (u)	Any aged 5-10 (v)	Any aged 11-15 (w)
Unweighted base	149	116	61	55	33	32	1	103	75	28	46	3	15	2	15	11	104	45	38	41	12	20	22	14
Weighted base	155	122*	64*	58*	33**	32**	1**	113*	90*	23**	42*	2**	15**	2**	13**	10**	108*	46*	39*	41*	14**	21**	20**	13**
It is the main service used by the people I want to contact	87 56%	70 57%	42 65%	28 48%	18 54%	17 53%	1 100%	64 57%	50 55%	15 64%	23 55%	1 70%	9 59%	-	8 61%	5 48%	58 53%	30 64%	26 65%	29 71%	7 50%	16 77%	14 72%	8 64%
It is an easy service to use	80 52%	65 54%	35 55%	30 52%	15 46%	15 47%	-	58 51%	44 49%	14 60%	23 54%	1 70%	10 69%	2 100%	3 25%	6 58%	60 56%	20 43%	19 48%	17 42%	5 35%	10 48%	11 57%	4 27%
It is a reliable service/ good quality of service	67 43%	53 43%	31 48%	22 37%	14 43%	14 45%	-	49 44%	39 44%	9 41%	18 42%	1 70%	7 47%	2 100%	5 39%	2 23%	54 50%qs	13 27%	12 31%	12 29%	3 21%	7 33%	7 35%	2 17%
It is free/ cheaper than other services	64 41%	48 39%	24 38%	24 41%	16 48%	16 49%	-	45 40%	34 38%	11 48%	18 43%	1 70%	8 51%	1 63%	4 26%	5 46%	44 40%	20 43%	18 46%	15 37%	6 42%	6 27%	11 55%	3 23%
Out of habit/ I have always used that service	51 33%	43 35%	23 35%	21 35%	8 25%	8 25%	-	40 35%	31 34%	9 39%	11 27%	2 100%	7 47%	1 37%	1 7%	1 10%	40 36%	12 25%	10 25%	11 27%	3 18%	6 26%	5 26%	3 21%
It is more suitable for the types of messages I send	26 17%	25 20%	16 25%	9 15%	1 4%	1 4%	-	20 18%	16 17%	5 21%	6 13%	* 24%	2 16%	-	2 11%	1 13%	20 18%	6 13%	6 16%	6 15%	1 8%	5 25%	4 19%	-
I think it is more secure/ private than other services	16 11%	15 13%	11 17%	4 7%	1 3%	1 3%	-	15 13%	14 16%	1 3%	1 3%	-	-	-	* 3%	1 10%	10 9%	7 15%	7 17%	3 7%	5 36%	3 14%	1 3%	1 9%
I like the unique features of this service	16 10%	16 13%	3 5%	13 22%b	-	-	-	12 11%	9 10%	3 13%	4 9%	1 46%	3 21%	-	-	-	12 11%	4 9%	4 10%	1 3%	3 21%	-	1 5%	-
Other (please specify)	3 2%	3 3%	2 3%	1 2%	-	-	-	3 2%	1 2%	1 5%	1 2%	-	-	-	1 6%	-	3 3%	-	-	-	-	-	-	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 193  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	155	122*	64*	58*	33**	32**	1**	113*	90*	23**	42*	2**	15**	2**	13**	10**	108*	46*	39*	41*	14**	21**	20**	13**
Don't know	3	3	1	1	-	-	-	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-
	2%	2%	2%	2%	-	-	-	2%	3%	-	-	-	-	-	-	2%	-	-	-	-	-	-	-	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 194

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	149	5	11	12	31	17	17	11	9	24	25	14	17	5	1	122	149
Weighted base	155	4**	11**	11**	30**	17**	18**	12**	12**	25**	25**	13**	18**	4**	1**	129	155
It is the main service used by the people I want to contact	87	2	9	4	17	10	9	8	9	12	15	8	9	3	1	71	87
	56%	62%	77%	40%	56%	59%	52%	64%	77%	48%	60%	58%	49%	65%	100%	55%	56%
It is an easy service to use	80	1	4	4	18	6	10	5	8	14	13	6	8	2	-	67	80
	52%	14%	39%	37%	58%	36%	56%	41%	61%	56%	50%	45%	43%	53%	-	52%	52%
It is a reliable service/ good quality of service	67	1	4	1	14	8	10	6	5	8	13	5	8	3	-	53	67
	43%	14%	33%	8%	47%	45%	56%	48%	43%	33%	51%	41%	46%	66%	-	41%	43%
It is free/ cheaper than other services	64	3	6	5	11	6	10	3	3	11	12	8	9	1	1	51	64
	41%	69%	58%	43%	37%	34%	54%	24%	24%	45%	48%	63%	47%	34%	100%	40%	41%
Out of habit/ I have always used that service	51	1	3	2	11	5	5	6	4	7	10	5	7	2	-	40	51
	33%	28%	24%	15%	36%	27%	29%	45%	34%	28%	42%	35%	38%	53%	-	31%	33%
It is more suitable for the types of messages I send	26	1	1	*	5	2	6	6	-	4	3	2	1	-	-	23	26
	17%	14%	8%	4%	15%	10%	32%	45%	-	14%	11%	14%	4%	-	-	18%	17%
I think it is more secure/ private than other services	16	-	-	4	4	-	1	4	-	2	4	4	3	-	-	13	16
	11%	-	-	38%	12%	-	5%	29%	-	6%	15%	28%	17%	-	-	10%	11%
I like the unique features of this service	16	-	3	3	1	1	-	1	2	2	6	4	5	-	-	10	16
	10%	-	24%	28%	4%	5%	-	8%	19%	8%	24%	29%	29%	-	-	8%	10%
Other (please specify)	3	-	-	1	-	2	-	-	-	-	-	-	-	-	-	3	3
	2%	-	-	10%	-	13%	-	-	-	-	-	-	-	-	-	3%	2%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 194

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	155	4**	11**	11**	30**	17**	18**	12**	12**	25**	25**	13**	18**	4**	1**	129	155
Don't know	3 2%	-	-	-	-	1 8%	1 7%	-	-	-	-	-	-	-	-	3 2%	3 2%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 195  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	584	248	336	77	83	94	103	107	120	126	155	124	179	55	26	70	63	41	59	40	54	44	73	46	13	73	229	41
Weighted base	583	246	337	76*	91*	87*	106*	93*	132	124	151	118	191	60*	31**	66*	61*	38*	54*	39*	50*	41*	76*	51*	14**	75*	226	40*
It is the main service used by the people I want to contact	336	143	194	41	46	45	56	62	86	75	90	70	101	46	13	40	35	25	28	19	27	22	46	29	7	35	127	22
	58%	58%	57%	55%	50%	52%	53%	67%	65%	61%	60%	59%	53%	77%	41%	60%	58%	66%	51%	48%	54%	53%	61%	58%	46%	47%	56%	56%
It is an easy service to use	305	126	178	50	41	40	54	49	71	68	72	62	103	29	12	40	34	16	28	19	28	18	40	34	6	40	107	19
	52%	51%	53%	67%	46%	46%	51%	52%	54%	55%	48%	52%	54%	48%	38%	60%	57%	43%	49%	49%	55%	45%	52%	66%	44%	53%	47%	48%
It is free/ cheaper than other services	243	97	146	18	38	38	47	38	65	52	56	43	92	20	10	35	17	19	18	16	29	21	29	25	5	29	96	15
	42%	39%	43%	23%	42%	44%	44%	41%	49%	42%	37%	37%	48%	33%	31%	52%	28%	50%	32%	42%	57%	51%	38%	49%	36%	38%	43%	39%
Out of habit/ I have always used that service	174	66	109	53	30	22	26	22	21	39	54	25	56	19	8	18	21	14	12	10	17	8	20	21	7	29	65	8
	30%	27%	32%	70%	33%	26%	25%	24%	16%	31%	36%	22%	29%	32%	25%	27%	34%	37%	22%	26%	33%	20%	26%	40%	51%	38%	29%	20%
It is a reliable service/ good quality of service	150	56	94	29	15	20	35	21	31	39	32	26	54	11	10	16	11	8	9	14	19	6	23	19	3	15	62	11
	26%	23%	28%	38%	16%	23%	33%	23%	23%	32%	21%	22%	28%	18%	33%	24%	18%	22%	16%	37%	37%	15%	31%	38%	24%	20%	27%	29%
It is more suitable for the types of messages I send	130	49	82	16	19	29	22	21	23	35	37	18	40	10	2	20	14	7	15	7	18	13	12	11	1	21	47	10
	22%	20%	24%	22%	21%	33%	21%	23%	18%	28%	25%	16%	21%	17%	5%	31%	24%	17%	28%	19%	35%	32%	16%	21%	6%	27%	21%	26%
I like the unique features of this service	40	17	23	5	8	9	14	2	3	9	6	11	14	2	2	5	6	1	5	6	6	3	4	1	1	6	18	4
	7%	7%	7%	6%	9%	11%	13%	2%	2%	7%	4%	9%	7%	1%	8%	8%	9%	2%	9%	14%	12%	7%	5%	2%	9%	7%	8%	9%
I think it is more secure/ private than other services	36	14	22	3	1	11	4	3	12	9	3	9	15	1	5	4	5	3	3	7	2	6	*	-	-	2	13	5
	6%	6%	6%	4%	1%	13%	4%	4%	9%	7%	2%	8%	8%	2%	17%	6%	8%	7%	5%	19%	4%	14%	1%	-	-	3%	6%	13%
Other (please specify)	21	7	14	4	1	1	2	4	10	3	4	3	10	-	3	2	1	-	3	-	5	-	4	3	-	3	6	-
	4%	3%	4%	6%	1%	1%	1%	4%	7%	2%	3%	3%	5%	-	9%	2%	2%	-	6%	-	9%	-	5%	6%	-	4%	3%	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 195  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	583	246	337	76*	91*	87*	106*	93*	132	124	151	118	191	60*	31**	66*	61*	38*	54*	39*	50*	41*	76*	51*	14**	75*	226	40*
Don't know	12	5	7	1	3	2	2	4	1	2	5	2	3	1	4	-	1	4	-	-	-	*	1	1	-	2	7	1
	2%	2%	2%	1%	3%	2%	2%	4%	1%	1%	3%	1%	2%	1%	12%	-	1%	9% <sub>psu</sub>	-	-	-	1%	1%	3%	-	2%	3%	2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 196

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	584	566	16	6	4	3	2	1	7	5	346	159	40	22
Weighted base	583	567	14**	6**	4**	2**	1**	1**	6**	5**	349	160	40*	19**
It is the main service used by the people I want to contact	336	328	8	2	2	2	1	1	4	2	200	94	25	10
	58%	58%	57%	31%	45%	100%	100%	100%	67%	34%	57%	59%	62%	51%
It is an easy service to use	305	301	3	3	-	-	1	-	1	5	187	79	21	9
	52%	53%	24%	48%	-	-	45%	-	12%	85%	54%	49%	53%	50%
It is free/ cheaper than other services	243	240	2	1	1	-	1	-	3	4	153	67	16	-
	42%	42%	17%	17%	23%	-	45%	-	45%	65%	44%	42%	40%	-
Out of habit/ I have always used that service	174	165	8	3	2	2	1	-	2	2	86	62	8	13
	30%	29%	58%	47%	65%	100%	45%	-	38%	31%	25%	38% <sup>kl</sup>	20%	69%
It is a reliable service/ good quality of service	150	147	3	2	-	1	1	-	1	2	99	32	8	9
	26%	26%	23%	29%	-	42%	45%	-	12%	31%	28%	20%	20%	46%
It is more suitable for the types of messages I send	130	126	5	2	*	2	1	-	2	3	71	42	5	6
	22%	22%	34%	34%	12%	70%	45%	-	28%	54%	20%	26%	13%	33%
I like the unique features of this service	40	39	1	1	-	-	-	-	1	-	27	9	2	-
	7%	7%	8%	19%	-	-	-	-	12%	-	8%	6%	6%	-
I think it is more secure/ private than other services	36	35	1	1	-	-	-	-	1	-	21	11	2	-
	6%	6%	7%	17%	-	-	-	-	12%	-	6%	7%	6%	-
Other (please specify)	21	21	-	-	-	-	-	-	-	-	13	6	2	-
	4%	4%	-	-	-	-	-	-	-	-	4%	4%	5%	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 196  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	583	567	14**	6**	4**	2**	1**	1**	6**	5**	349	160	40*	19**
Don't know	12	12	-	-	-	-	-	-	-	-	9	-	2	1
	2%	2%	-	-	-	-	-	-	-	-	3%	-	4%k	3%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 197  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	584	469	222	247	115	102	13	302	201	101	282	27	76	40	90	49	420	164	142	130	54	62	65	49
Weighted base	583	466	213	253	117*	105*	11**	301	227	74*	282	28**	69*	47*	89*	49*	422	160	138	125	54*	56*	62*	50*
It is the main service used by the people I want to contact	336 58%	262 56%	121 57%	141 56%	74 63%	64 60%	10 90%	162 54%	117 52%	45 61%	174 62%h	20 71%	35 51%	25 53%	63 70%ghl	31 63%	248 59%	89 55%	75 54%	73 58%	30 56%	29 51%	35 56%	33 66%
It is an easy service to use	305 52%	244 52%	112 53%	131 52%	61 52%	54 51%	7 61%	147 49%	112 50%	34 46%	158 56%	13 45%	46 67%ghi	22 47%	52 58%	26 52%	223 53%	82 51%	71 51%	63 50%	24 45%	27 48%	32 51%	25 51%
It is free/ cheaper than other services	243 42%	191 41%	78 36%	113 45%	52 45%	45 43%	7 64%	125 41%	93 41%	32 43%	119 42%	9 34%	26 38%	23 50%	41 45%	19 39%	181 43%	62 39%	55 40%	50 40%	18 33%	28 50%	21 35%	20 40%
Out of habit/ I have always used that service	174 30%	140 30%	62 29%	78 31%	34 29%	30 28%	4 38%	94 31%mn	72 32%mn	22 29%n	80 28%n	17 60%	31 45%gijm	6 13%	14 16%	13 25%	125 30%	49 31%	44 32%	36 28%	17 32%	13 23%	19 30%	12 24%
It is a reliable service/ good quality of service	150 26%	116 25%	43 20%	72 29%	35 30%	31 29%	4 35%	77 25%	58 25%	19 25%	74 26%	7 26%	19 28%	12 27%	20 22%	15 30%	107 25%	44 27%	38 28%	38 30%	10 19%	18 32%	18 29%	16 32%
It is more suitable for the types of messages I send	130 22%	107 23%	53 25%	54 21%	23 20%	22 21%	2 15%	67 22%	51 23%	16 21%	63 22%	6 22%	16 23%	4 9%	25 28%mn	12 25%	87 21%	43 27%	37 27%	34 27%	12 22%	14 26%	19 30%	16 33%
I like the unique features of this service	40 7%	34 7%	14 7%	21 8%	5 5%	5 4%	1 6%	24 8%n	20 9%n	4 5%	16 6%	-	4 6%	2 4%	1 1%	9 18%gijlmn	24 6%	16 10%	12 9%	12 9%	6 11%	5 10%	5 7%	7 13%p
I think it is more secure/ private than other services	36 6%	34 7% <sup>d</sup>	16 8% <sup>d</sup>	18 7% <sup>d</sup>	2 2%	2 2%	-	15 5%	12 5%	3 5%	21 7%	1 3%	5 7%	7 14%g	6 7%	2 4%	27 6%	9 6%	8 6%	6 5%	3 6%	3 5%	5 8%	3 6%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 197  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Work-ing full time (h)	Work-ing part time (i)	NET: Not work-ing (j)	Not work-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pension only (m)	Ret-ired pri-vate pension (n)	House person (o)	No child-ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	583	466	213	253	117*	105*	11**	301	227	74*	282	28**	69*	47*	89*	49*	422	160	138	125	54*	56*	62*	50*
Other (please specify)	21 4%	17 4%	5 2%	12 5%	4 3%	4 4%	-	9 3%	5 2%	4 6% <sub>l</sub>	11 4%	-	-	6 13% <sub>ghj</sub>	4 4%	1 3%	18 4%	3 2%	2 2%	1 1%	2 3%	* 1%	-	1 1%
Don't know	12 2%	11 2%	3 2%	7 3%	1 1%	1 1%	-	9 3%	7 3%	2 3%	3 1%	-	1 1%	1 2%	-	1 2%	8 2%	4 2%	3 2%	3 2%	2 4%	1 2%	1 1%	2 3%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 198

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	
Unweighted base	584	30	82	107	106	75	52	27	17	40	168	74	115	55	3	407	584
Weighted base	583	30**	82*	103*	102*	75*	50*	26**	45*	45*	175	71*	125*	58*	4**	399	583
It is the main service used by the people I want to contact	336	18	51	55	59	44	35	17	9	21	112	42	84	39	2	219	336
	58%	58%	62%	53%	57%	58%	69% <i>i</i>	66%	46%	46%	64%	60%	67% <i>o</i>	68%	52%	55%	58%
It is an easy service to use	305	15	47	52	49	40	27	14	13	20	110	48	81	40	4	192	305
	52%	51%	57%	51%	48%	53%	55%	56%	46%	46%	63% <i>o</i>	67% <i>o</i>	64% <i>o</i>	68% <i>o</i>	100%	48%	52%
It is free/ cheaper than other services	243	11	49	40	41	33	23	10	4	19	93	39	66	37	3	148	243
	42%	36%	60% <i>cd</i>	39%	40%	44%	46%	40%	19%	42%	53% <i>o</i>	55% <i>o</i>	52% <i>o</i>	63% <i>o</i>	73%	37%	42%
Out of habit/ I have always used that service	174	9	21	29	26	23	19	9	4	19	50	23	37	18	-	119	174
	30%	31%	26%	28%	25%	31%	38%	33%	20%	44% <i>d</i>	28%	32%	30%	31%	-	30%	30%
It is a reliable service/ good quality of service	150	5	26	21	23	23	15	9	7	11	54	24	38	14	-	93	150
	26%	15%	31%	20%	23%	30%	30%	34%	33%	25%	31%	34%	31%	25%	-	23%	26%
It is more suitable for the types of messages I send	130	7	14	24	30	14	11	4	3	10	41	18	28	13	-	87	130
	22%	24%	17%	24%	30%	18%	21%	16%	17%	23%	24%	25%	22%	-	22%	-	22%
I like the unique features of this service	40	2	5	5	7	4	2	2	4	7	13	7	9	4	-	27	40
	7%	7%	6%	4%	7%	5%	4%	7%	19%	15% <i>c</i>	7%	10%	7%	7%	-	7%	7%
I think it is more secure/ private than other services	36	1	10	5	4	3	2	1	2	5	17	4	11	8	2	18	36
	6%	3%	12%	5%	4%	4%	4%	5%	9%	11%	10% <i>o</i>	5%	9%	14% <i>o</i>	52%	4%	6%
Other (please specify)	21	-	7	5	4	-	1	-	1	3	5	*	4	-	1	16	21
	4%	-	8% <i>e</i>	5%	4%	-	2%	-	7%	7% <i>e</i>	3%	1%	3%	-	27%	4%	4%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 198

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	
Weighted base	583	30**	82*	103*	102*	75*	50*	26**	20**	45*	175	71*	125*	58*	4**	399	583
Don't know	12	1	2	3	4	1	-	-	-	2	1	2	*	-	10	12	
	2%	3%	2%	3%	4%	1%	-	-	-	1%	1%	2%	1%	-	2%	2%	

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 199  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Skype**

	Gender		Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	19	12	7	1	4	3	2	3	6	7	3	5	4	-	2	-	-	2	1	-	4	3	5	2	-	11	5
Weighted base	21*	12**	8**	2**	4**	3**	2**	3**	8**	7**	4**	5**	5**	**	3**	**	**	2**	1**	**	4**	4**	4**	2**	**	12**	5*
It is an easy service to use	8	5	3	2	-	1	-	1	5	-	1	3	5	-	2	-	2	1	-	-	-	-	1	2	-	3	2
	41%	42%	39%	100%	-	33%	-	36%	61%	-	34%	50%	88%	-	70%	-	100%	100%	-	-	-	-	22%	85%	-	23%	33%
It is the main service used by the people I want to contact	8	8	-	2	1	*	1	2	3	3	-	2	3	-	2	-	2	-	-	3	-	2	2	-	5	3	
	39%	66%	-	100%	24%	12%	42%	60%	35%	48%	-	34%	60%	-	-	-	66%	-	-	75%	-	36%	100%	-	43%	59%	
It is free/ cheaper than other services	7	5	2	2	1	1	1	-	3	1	-	4	2	-	1	-	2	-	-	-	1	1	2	-	4	2	
	34%	41%	24%	100%	22%	33%	58%	-	31%	16%	-	84%	30%	-	30%	-	100%	-	-	-	29%	20%	85%	-	32%	33%	
Out of habit/ I have always used that service	7	4	2	2	-	-	-	1	4	1	-	2	4	-	2	-	2	-	-	-	-	-	1	2	-	3	2
	31%	36%	25%	100%	-	-	-	40%	46%	16%	-	34%	70%	-	70%	-	66%	-	-	-	-	-	25%	85%	-	25%	33%
It is more suitable for the types of messages I send	6	4	2	2	-	-	-	1	4	-	-	2	5	-	2	-	2	-	-	-	-	1	2	-	2	2	
	31%	35%	25%	100%	-	-	-	36%	46%	-	-	34%	88%	-	70%	-	66%	-	-	-	-	-	22%	85%	-	15%	33%
It is a reliable service/ good quality of service	4	4	-	2	-	1	-	-	1	1	-	3	-	-	-	-	1	-	-	1	-	-	2	-	4	2	
	18%	31%	-	100%	-	33%	-	-	15%	18%	-	50%	-	-	-	-	34%	-	-	31%	-	-	85%	-	33%	33%	
I like the unique features of this service	3	2	1	2	1	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-	-	-	1	2	-	3	3
	12%	14%	10%	100%	21%	-	-	-	-	-	-	50%	-	-	-	-	-	-	-	-	-	-	19%	85%	-	22%	48%
I think it is more secure/ private than other services	2	2	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2	-	2	2	
	9%	14%	-	100%	-	-	-	-	-	-	-	34%	-	-	-	-	-	-	-	-	-	-	85%	-	15%	33%	
Other (please specify)	4	1	2	-	1	1	-	-	1	1	2	-	-	-	-	-	-	-	-	1	3	-	-	-	3	1	
	18%	11%	28%	-	33%	55%	-	-	12%	20%	66%	-	-	-	-	-	-	-	-	25%	71%	-	-	-	23%	26%	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 200

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Skype**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri-ary (i)	Sec-ndary (j)	Univ-ersity degree (k)	Higher univ-ersity degree (l)	Still in full time education (m)
Unweighted base	19	15	4	1	-	-	1	2	-	-	7	10	2	-
Weighted base	21*	17**	4**	1**	-**	-**	1**	2**	-**	-**	8**	11**	2**	-**
It is an easy service to use	8 41%	8 50%	-	-	-	-	-	-	-	-	3 37%	6 49%	-	-
It is the main service used by the people I want to contact	8 39%	6 34%	2 63%	1 100%	-	-	1 100%	1 31%	-	-	-	8 68%	1 36%	-
It is free/ cheaper than other services	7 34%	7 42%	-	-	-	-	-	-	-	-	3 33%	3 30%	1 64%	-
Out of habit/ I have always used that service	7 31%	7 38%	-	-	-	-	-	-	-	-	2 27%	4 40%	-	-
It is more suitable for the types of messages I send	6 31%	6 38%	-	-	-	-	-	-	-	-	2 27%	4 39%	-	-
It is a reliable service/ good quality of service	4 18%	4 22%	-	-	-	-	-	-	-	-	1 11%	3 27%	-	-
I like the unique features of this service	3 12%	3 15%	-	-	-	-	-	-	-	-	1 10%	2 16%	-	-
I think it is more secure/ private than other services	2 9%	2 10%	-	-	-	-	-	-	-	-	-	2 16%	-	-
Other (please specify)	4 18%	2 14%	1 37%	-	-	-	-	1 69%	-	-	2 30%	1 12%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 201  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Skype**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	19	14	5	9	5	5	-	11	9	2	8	2	-	1	4	1	14	5	5	2	3	1	1	-
Weighted base	21*	16**	6**	10**	5**	5**	**	12**	10**	1**	9**	2**	**	1**	6**	1**	17**	4**	4**	2**	2**	1**	1**	**
It is an easy service to use	8 41%	7 46%	2 28%	6 56%	1 23%	1 23%	-	3 23%	3 25%	-	6 63%	1 60%	-	1 100%	4 66%	-	8 45%	1 22%	1 22%	1 51%	-	-	1 100%	-
It is the main service used by the people I want to contact	8 39%	8 48%	5 80%	3 30%	1 12%	1 12%	-	5 43%	5 45%	*	3 34%	2 100%	-	-	2 28%	-	7 41%	1 33%	1 33%	-	1 59%	-	-	-
It is free/ cheaper than other services	7 34%	7 45%	3 48%	4 44%	-	-	-	4 32%	4 36%	-	3 37%	-	-	-	3 45%	1 100%	5 32%	2 45%	2 45%	1 51%	1 41%	-	1 100%	-
Out of habit/ I have always used that service	7 31%	6 35%	2 28%	4 39%	1 21%	1 21%	-	3 25%	3 27%	-	4 40%	-	-	-	4 66%	-	7 38%	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	6 31%	6 41%	2 28%	5 48%	-	-	-	2 15%	2 17%	-	5 50%	1 60%	-	-	4 66%	-	6 38%	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	4 18%	4 24%	1 21%	3 26%	-	-	-	4 33%	4 37%	-	-	-	-	-	-	-	3 17%	1 22%	1 22%	1 51%	-	-	1 100%	-
I like the unique features of this service	3 12%	2 11%	-	2 18%	1 16%	1 16%	-	3 22%	2 17%	1 72%	-	-	-	-	-	-	2 10%	1 22%	1 22%	1 49%	-	1 100%	-	-
I think it is more secure/ private than other services	2 9%	2 11%	-	2 18%	-	-	-	2 15%	2 17%	-	-	-	-	-	-	-	2 10%	-	-	-	-	-	-	-
Other (please specify)	4 18%	2 15%	-	2 23%	1 27%	1 27%	-	3 23%	3 26%	-	1 11%	-	-	-	1 18%	-	4 22%	-	-	-	-	-	-	-

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

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 202

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	19	2	1	3	3	3	1	1	1	3	10	2	8	2	1	8	19
Weighted base	21*	1**	2**	3**	3**	3**	1**	1**	2**	4**	11**	1**	9**	3**	1**	8**	21*
It is an easy service to use	8	-	2	3	-	1	1	-	2	-	4	-	4	2	-	2	8
	41%	-	100%	90%	-	32%	100%	-	100%	-	38%	-	48%	77%	-	31%	41%
It is the main service used by the people I want to contact	8	1	-	2	-	1	-	1	2	1	2	1	2	1	-	4	8
	39%	43%	-	62%	-	32%	-	100%	100%	33%	21%	43%	27%	23%	-	51%	39%
It is free/ cheaper than other services	7	-	-	2	1	1	-	2	1	1	-	1	-	-	-	4	7
	34%	-	-	52%	27%	32%	100%	-	100%	30%	8%	-	10%	-	-	56%	34%
Out of habit/ I have always used that service	7	-	2	2	-	1	-	2	-	2	-	2	2	-	-	3	7
	31%	-	100%	52%	-	36%	-	100%	-	19%	-	24%	77%	-	-	34%	31%
It is more suitable for the types of messages I send	6	-	2	2	-	1	-	2	-	3	-	3	2	-	-	2	6
	31%	-	100%	52%	-	32%	-	100%	-	28%	-	34%	77%	-	-	20%	31%
It is a reliable service/ good quality of service	4	-	-	-	-	-	1	-	2	1	-	-	-	-	-	2	4
	18%	-	-	-	-	-	100%	-	100%	33%	-	-	-	-	-	26%	18%
I like the unique features of this service	3	1	-	-	-	-	-	-	2	-	1	1	-	-	-	-	3
	12%	57%	-	-	-	-	-	-	100%	-	7%	57%	-	-	-	-	12%
I think it is more secure/ private than other services	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	-	2
	9%	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	9%
Other (please specify)	4	-	-	-	2	-	-	-	-	1	4	-	2	-	1	-	4
	18%	-	-	-	73%	-	-	-	-	38%	33%	-	26%	-	100%	-	18%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 203  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Instagram (direct messaging)**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	Public (A)	Private (B)	
Unweighted base	20	12	8	12	3	1	2	-	2	7	4	5	4	2	2	1	2	1	4	1	3	3	1	1	11	7
Weighted base	21*	14**	8**	14**	4**	1**	2**	-**	2**	8**	4**	6**	4**	2**	2**	1**	2**	1**	6**	1**	3**	3**	1**	2**	12**	9*
It is the main service used by the people I want to contact	9	5	4	9	-	-	1	-	-	3	2	4	-	1	-	-	2	-	3	-	2	1	-	-	5	3
	44%	38%	54%	64%	-	-	34%	-	-	39%	48%	76%	-	46%	-	-	100%	-	45%	-	79%	43%	-	-	40%	33%
It is more suitable for the types of messages I send	9	6	3	8	-	-	-	-	2	1	3	4	2	1	-	-	1	1	2	1	1	1	1	-	4	3
	43%	42%	45%	55%	-	-	-	-	100%	14%	68%	66%	47%	46%	-	-	52%	100%	35%	100%	43%	43%	100%	-	33%	33%
It is an easy service to use	9	6	3	8	1	1	-	-	-	2	3	4	-	1	1	1	1	-	2	-	1	2	-	-	6	6
	42%	42%	41%	55%	22%	100%	-	-	-	29%	67%	69%	-	54%	26%	100%	52%	-	35%	-	43%	71%	-	-	54%	61%
It is free/ cheaper than other services	8	5	4	8	-	-	-	-	-	1	3	5	-	2	-	1	1	1	2	-	-	1	-	-	5	4
	39%	35%	49%	62%	-	-	-	-	-	8%	68%	90%	-	100%	-	100%	52%	100%	35%	-	-	43%	-	-	41%	43%
It is a reliable service/ good quality of service	7	5	2	6	-	-	1	-	1	2	3	2	1	1	2	-	-	1	3	-	-	-	1	2	5	5
	33%	37%	25%	42%	-	-	34%	-	39%	20%	68%	34%	18%	54%	74%	-	-	100%	45%	-	-	-	100%	100%	40%	53%
I like the unique features of this service	7	6	1	4	2	-	-	-	-	3	3	1	-	-	-	1	-	-	4	-	1	1	-	-	5	5
	31%	43%	7%	33%	56%	-	-	-	-	34%	60%	23%	-	-	-	100%	-	-	71%	-	21%	43%	-	-	40%	51%
Out of habit/ I have always used that service	5	2	3	4	1	1	-	-	-	2	-	2	1	-	1	-	2	-	-	-	-	2	-	-	3	1
	23%	15%	39%	26%	22%	100%	-	-	-	21%	-	45%	23%	-	26%	-	100%	-	-	-	-	72%	-	-	21%	6%
I think it is more secure/ private than other services	2	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-	2	2
	9%	14%	-	15%	-	-	-	-	-	48%	-	-	-	-	-	-	-	-	35%	-	-	-	-	-	17%	22%
Other (please specify)	1	1	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-
	5%	8%	-	-	-	-	66%	-	-	-	-	-	30%	-	-	-	-	-	19%	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 204

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	20	14	6	2	3	1	-	-	-	-	13	3	3	1
Weighted base	21*	16**	6**	1**	3**	2**	**	**	**	**	15**	3**	3**	1**
It is the main service used by the people I want to contact	9	7	2	-	2	-	-	-	-	-	7	-	2	-
	44%	46%	36%	-	79%	-	-	-	-	-	47%	-	77%	-
It is more suitable for the types of messages I send	9	8	1	-	1	-	-	-	-	-	8	-	2	-
	43%	52%	20%	-	43%	-	-	-	-	-	50%	-	60%	-
It is an easy service to use	9	6	3	1	1	-	-	-	-	-	6	1	1	-
	42%	40%	46%	100%	43%	-	-	-	-	-	43%	47%	38%	-
It is free/ cheaper than other services	8	8	1	1	-	-	-	-	-	-	8	-	-	-
	39%	49%	12%	45%	-	-	-	-	-	-	56%	-	-	-
It is a reliable service/ good quality of service	7	5	2	-	-	2	-	-	-	-	5	2	1	-
	33%	34%	28%	-	-	100%	-	-	-	-	32%	53%	23%	-
I like the unique features of this service	7	5	1	1	1	-	-	-	-	-	6	-	-	1
	31%	34%	21%	45%	21%	-	-	-	-	-	40%	-	-	100%
Out of habit/ I have always used that service	5	5	-	-	-	-	-	-	-	-	3	1	1	-
	23%	32%	-	-	-	-	-	-	-	-	22%	19%	40%	-
I think it is more secure/ private than other services	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	9%	13%	-	-	-	-	-	-	-	-	13%	-	-	-
Other (please specify)	1	1	-	-	-	-	-	-	-	-	1	-	-	-
	5%	7%	-	-	-	-	-	-	-	-	7%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 205  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages Instagram (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	20	19	12	7	1	1	-	12	7	5	8	2	4	2	-	-	15	5	4	2	3	-	1	1
Weighted base	21*	20**	13**	8**	1**	1**	**	14**	10**	4**	8**	2**	4**	2**	**	**	15**	7**	6**	3**	4**	**	2**	1**
It is the main service used by the people I want to contact	9	9	4	5	-	-	-	5	3	2	5	2	2	-	-	-	7	3	2	3	-	-	2	1
	44%	46%	35%	63%	-	-	-	36%	32%	46%	58%	100%	57%	-	-	-	46%	40%	34%	100%	-	-	100%	100%
It is more suitable for the types of messages I send	9	8	2	6	1	1	-	4	4	-	5	2	1	2	-	-	7	2	2	2	-	-	2	-
	43%	40%	19%	76%	100%	100%	-	29%	41%	-	67%	100%	32%	100%	-	-	49%	31%	34%	78%	-	-	100%	-
It is an easy service to use	9	9	4	5	-	-	-	6	5	1	2	1	1	-	-	-	5	4	4	2	2	-	2	-
	42%	44%	35%	58%	-	-	-	48%	54%	32%	32%	53%	32%	-	-	-	34%	59%	65%	78%	47%	-	100%	-
It is free/ cheaper than other services	8	8	2	7	-	-	-	5	4	1	4	2	1	-	-	-	5	3	3	2	1	-	2	-
	39%	42%	15%	84%	-	-	-	36%	43%	18%	46%	100%	32%	-	-	-	35%	51%	56%	78%	33%	-	100%	-
It is a reliable service/ good quality of service	7	7	2	5	-	-	-	6	6	1	1	-	-	1	-	-	3	4	3	3	1	-	2	1
	33%	34%	12%	70%	-	-	-	47%	59%	15%	8%	-	-	39%	-	-	21%	60%	56%	100%	33%	-	100%	100%
I like the unique features of this service	7	7	5	2	-	-	-	5	4	1	2	1	1	-	-	-	2	4	4	2	2	-	2	-
	31%	32%	36%	26%	-	-	-	35%	42%	18%	23%	53%	14%	-	-	-	17%	63%	69%	78%	53%	-	100%	-
Out of habit/ I have always used that service	5	5	4	1	-	-	-	3	-	3	2	1	1	-	-	-	4	1	1	-	1	-	-	-
	23%	25%	30%	16%	-	-	-	19%	-	67%	32%	53%	32%	-	-	-	30%	9%	9%	-	14%	-	-	-
I think it is more secure/ private than other services	2	2	-	2	-	-	-	2	2	-	-	-	-	-	-	-	-	2	2	2	-	-	2	-
	9%	10%	-	26%	-	-	-	15%	21%	-	-	-	-	-	-	-	-	31%	34%	78%	-	-	100%	-
Other (please specify)	1	1	1	-	-	-	-	-	-	-	1	-	1	-	-	-	1	-	-	-	-	-	-	-
	5%	5%	9%	-	-	-	-	-	-	-	14%	-	29%	-	-	-	7%	-	-	-	-	-	-	-

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

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 206

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Yes -									NET: Yes (j)	Yes -		No (o)			
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)		mental condition (k)	physical condition (l)				disability (m)
Unweighted base	20	1	4	1	4	4	-	2	1	2	4	2	3	2	1	16	20
Weighted base	21*	1**	3**	1**	5**	5**	-**	2**	2**	2**	4**	2**	2**	2**	1**	18**	21*
It is the main service used by the people I want to contact	9	-	1	1	3	2	-	-	2	2	2	2	1	-	-	8	9
	44%	-	20%	100%	59%	44%	-	-	100%	51%	100%	25%	-	-	42%	44%	
It is more suitable for the types of messages I send	9	-	1	1	3	-	-	1	-	2	2	1	1	-	7	9	
	43%	-	23%	100%	59%	-	-	56%	-	100%	53%	69%	28%	37%	41%	43%	
It is an easy service to use	9	-	1	-	5	-	-	1	-	2	1	1	-	-	8	9	
	42%	-	19%	-	100%	-	-	44%	-	100%	35%	69%	-	-	43%	42%	
It is free/ cheaper than other services	8	-	-	1	3	-	-	2	-	2	1	1	-	-	7	8	
	39%	-	-	100%	64%	-	-	100%	-	100%	35%	69%	-	-	40%	39%	
It is a reliable service/ good quality of service	7	-	1	-	3	-	-	1	2	-	1	1	1	-	6	7	
	33%	-	43%	-	64%	-	-	56%	100%	-	34%	31%	53%	37%	32%	33%	
I like the unique features of this service	7	-	-	-	2	3	-	1	-	1	1	1	-	-	5	7	
	31%	-	-	-	38%	56%	-	44%	-	51%	35%	69%	-	-	30%	31%	
Out of habit/ I have always used that service	5	1	1	-	-	1	-	-	-	2	1	1	-	-	4	5	
	23%	100%	19%	-	-	24%	-	-	-	100%	35%	69%	-	-	21%	23%	
I think it is more secure/ private than other services	2	-	-	-	2	-	-	-	-	-	-	-	-	-	2	2	
	9%	-	-	-	38%	-	-	-	-	-	-	-	-	-	11%	9%	
Other (please specify)	1	-	1	-	-	-	-	-	-	1	-	1	1	1	-	1	
	5%	-	38%	-	-	-	-	-	-	31%	-	47%	63%	100%	-	5%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 207  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	Gender		Age							Social Grade			Region							Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of England (u)	South East (w)	South West (x)		Public (A)	Private (B)
Unweighted base	6	6	-	-	2	1	1	1	1	-	3	1	2	-	1	1	2	-	-	1	1	-	3	2
Weighted base	6*	6**	**	**	1**	2**	1**	1**	1**	**	4**	1**	2**	**	1**	2**	1**	**	**	1**	1**	**	3**	2*
It is an easy service to use	3	3	-	-	-	-	1	1	-	-	1	-	1	-	-	-	-	-	-	1	1	-	1	1
	41%	41%	-	-	-	-	100%	100%	-	-	40%	-	67%	-	-	-	-	-	-	100%	100%	-	35%	67%
It is the main service used by the people I want to contact	2	2	-	-	1	-	-	-	1	-	-	1	1	-	1	-	1	-	-	-	-	-	-	1
	25%	25%	-	-	57%	-	-	-	100%	-	-	100%	33%	-	100%	-	57%	-	-	-	-	-	-	33%
It is a reliable service/ good quality of service	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-
	23%	23%	-	-	-	-	100%	-	-	-	40%	-	-	-	-	-	-	-	-	100%	-	-	-	-
It is free/ cheaper than other services	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	*	-
	7%	7%	-	-	43%	-	-	-	-	-	12%	-	-	-	-	-	43%	-	-	-	-	-	13%	-
It is more suitable for the types of messages I send	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	*	-
	7%	7%	-	-	43%	-	-	-	-	-	12%	-	-	-	-	-	43%	-	-	-	-	-	13%	-
I think it is more secure/private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 207

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East-ern (u)	South East (w)	South West (x)	Public (A)	Private (B)			
Weighted base	6*	6**	-**	-**	1**	2**	1**	1**	1**	-**	4**	1**	2**	-**	1**	2**	1**	-**	-**	1**	1**	-**	3**	2*		
Don't know	2	2	-	-	2	-	-	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	2	-		
	27%	27%	-	-	100%	-	-	-	-	48%	-	-	-	-	100%	-	-	-	-	-	-	-	52%	-		

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 208  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri-ary (i)	Sec-ndary (j)	Univ-ersity degree (k)	Higher univ-ersity degree (l)
Unweighted base	6	5	1	-	1	-	-	-	-	4	-	2	-
Weighted base	6*	6**	***	..**	***	..**	..**	..**	..**	4**	..**	2**	..**
It is an easy service to use	3	3	-	-	-	-	-	-	-	1	-	1	-
	41%	44%	-	-	-	-	-	-	-	26%	-	78%	-
It is the main service used by the people I want to contact	2	2	-	-	-	-	-	-	-	2	-	-	-
	25%	27%	-	-	-	-	-	-	-	36%	-	-	-
It is a reliable service/ good quality of service	1	1	-	-	-	-	-	-	-	-	-	1	-
	23%	25%	-	-	-	-	-	-	-	-	-	78%	-
It is free/ cheaper than other services	*	-	*	-	*	-	-	-	-	-	-	*	-
	7%	-	100%	-	100%	-	-	-	-	-	-	22%	-
It is more suitable for the types of messages I send	*	-	*	-	*	-	-	-	-	-	-	*	-
	7%	-	100%	-	100%	-	-	-	-	-	-	22%	-
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 208  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri-ary (i)	Sec-ndary (j)	Univ-ersity degree (k)	Higher univ-ersity degree (l)	Still in full time education (m)
Weighted base	6*	6**	***	-.**	***	-.**	-.**	-.**	-.**	-.**	4**	-.**	2**	-.**
Don't know	2 27%	2 29%	-	-	-	-	-	-	-	-	2 39%	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 209  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	6	5	3	2	1	-	1	3	2	1	3	1	1	-	1	-	6	-	-	-	-	-	-	-
Weighted base	6*	5**	2**	3**	1**	**	1**	3**	3**	**	3**	1**	1**	**	1**	**	6**	**	**	**	**	**	**	**
It is an easy service to use	3 41%	1 28%	1 60%	-	1 100%	-	1 100%	1 35%	1 40%	-	1 48%	1 100%	-	-	-	-	3 41%	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	2 25%	2 31%	1 23%	1 38%	-	-	-	-	-	-	2 52%	-	1 100%	-	1 100%	-	2 25%	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	1 23%	1 28%	1 60%	-	-	-	-	-	-	-	1 48%	1 100%	-	-	-	-	1 23%	-	-	-	-	-	-	-
It is free/ cheaper than other services	* 7%	* 8%	* 17%	-	-	-	-	* 13%	-	* 100%	-	-	-	-	-	-	* 7%	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	* 7%	* 8%	* 17%	-	-	-	-	* 13%	-	* 100%	-	-	-	-	-	-	* 7%	-	-	-	-	-	-	-
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 209

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	6*	5**	2**	3**	1**	-**	1**	3**	3**	**	3**	1**	1**	-**	1**	-**	6**	-**	-**	-**	-**	-**	-**	-**
Don't know	2 27%	2 33%	-	2 62%	-	-	-	2 52%	2 60%	-	-	-	-	-	-	-	2 27%	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 210

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (l)		Yes - disability other (n)			
												Yes (k)	No (o)	Yes (m)	No (n)		
Unweighted base	6	-	-	1	2	2	1	-	-	-	2	1	1	-	-	4	6
Weighted base	6*	**	**	***	2**	2**	1**	**	**	**	3**	1**	1**	**	**	4**	6*
It is an easy service to use	3	-	-	-	1	1	1	-	-	-	3	1	1	-	-	1	3
	41%	-	-	-	58%	100%	-	-	-	100%	100%	100%	-	-	-	41%	
It is the main service used by the people I want to contact	2	-	-	1	1	-	-	-	-	-	-	-	-	-	-	2	2
	25%	-	-	24%	42%	-	-	-	-	-	-	-	-	-	43%	25%	
It is a reliable service/ good quality of service	1	-	-	-	1	-	-	-	-	-	1	1	-	-	-	1	1
	23%	-	-	-	58%	-	-	-	-	56%	100%	-	-	-	-	23%	
It is free/ cheaper than other services	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	7%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	11%	7%
It is more suitable for the types of messages I send	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	7%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	11%	7%
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 210

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Google chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	6*	..*	..*	..*	2**	2**	1**	..*	..*	..*	3**	1**	1**	..*	..*	4**	6*
Don't know	2 27%	-	-	-	2 76%	-	-	-	-	-	-	-	-	-	-	2 46%	2 27%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 211  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**KIK**

	Gender		Age						Social Grade			Region									Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	AB (i)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	Public (A)		Private (B)
Unweighted base	1	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1
Weighted base	1*	1**	..*	1**	..*	..*	..*	..*	..*	1**	..*	..*	..*	..*	..*	..*	..*	1**	..*	..*	..*	..*	1**	1*
It is the main service used by the people I want to contact	1	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1
It is free/ cheaper than other services	100%	100%	-	100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	100%
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 212  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**KIK**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	
Unweighted base	1	-	1	1	-	-	-	-	-	-	1	-	-
Weighted base	1*	-.**	1**	1**	-.**	-.**	-.**	-.**	-.**	-.**	1**	-.**	-.**
It is the main service used by the people I want to contact	1	-	1	1	-	-	-	-	-	-	1	-	-
It is free/ cheaper than other services	100%	-	100%	100%	-	-	-	-	-	-	100%	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 213  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**KIK**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
Weighted base	1*	1**	1**	-.**	-.**	-.**	-.**	1**	1**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	1**	-.**	-.**	-.**	-.**	-.**	-.**	-.**
It is the main service used by the people I want to contact	1	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
100%	100%	100%	100%	-	-	-	-	100%	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-
It is free/ cheaper than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 214

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**KIK**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical (k)		Yes - disability other (n)			No (o)
												Yes - mental condition (l)	Yes - physical (m)	Yes - disability other (n)	No (o)		
Unweighted base	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	1
Weighted base	1*	**	**	**	**	**	1**	**	**	**	**	**	**	**	**	1**	1*
It is the main service used by the people I want to contact	1 100%	-	-	-	-	-	1 100%	-	-	-	-	-	-	-	-	1 100%	1 100%
It is free/ cheaper than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I think it is more secure/ private than other services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 215  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**IMO**

	Gender		Age						Social Grade				Region								Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	AB (i)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	Public (A)		Private (B)
Unweighted base	2	2	-	1	-	1	-	-	1	-	-	1	-	-	-	1	-	-	1	-	-	1	1	2
Weighted base	1*	1**	**	***	**	1**	**	**	1**	**	**	***	**	**	**	***	**	**	1**	**	**	***	1**	1*
It is a reliable service/ good quality of service	1	1	-	*	-	1	-	-	1	-	-	*	-	-	*	-	-	1	-	-	*	1	1	
	100%	100%	-	100%	-	100%	-	-	100%	-	-	100%	-	-	100%	-	-	100%	-	-	100%	100%	100%	
I like the unique features of this service	1	1	-	*	-	1	-	-	1	-	-	*	-	-	*	-	-	1	-	-	*	1	1	
	100%	100%	-	100%	-	100%	-	-	100%	-	-	100%	-	-	100%	-	-	100%	-	-	100%	100%	100%	
It is an easy service to use	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	
	68%	68%	-	-	-	100%	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	68%	
It is free/ cheaper than other services	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	
	68%	68%	-	-	-	100%	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	68%	
Out of habit/ I have always used that service	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	1	
	68%	68%	-	-	-	100%	-	-	100%	-	-	-	-	-	-	-	-	100%	-	-	-	100%	68%	
I think it is more secure/ private than other services	*	*	-	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-	-	-	*	-	*	
	32%	32%	-	100%	-	-	-	-	-	-	100%	-	-	-	100%	-	-	-	-	-	100%	-	32%	
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 216  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**IMO**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	2	-	2	1	1	-	-	-	-	-	-	1	1	-
Weighted base	1*	-.**	1**	***	1**	-.**	-.**	-.**	-.**	-.**	-.**	***	1**	-.**
It is a reliable service/ good quality of service	1	-	1	*	1	-	-	-	-	-	-	*	1	-
100%	100%	-	100%	100%	100%	-	-	-	-	-	-	100%	100%	-
I like the unique features of this service	1	-	1	*	1	-	-	-	-	-	-	*	1	-
100%	100%	-	100%	100%	100%	-	-	-	-	-	-	100%	100%	-
It is an easy service to use	1	-	1	-	1	-	-	-	-	-	-	-	1	-
68%	68%	-	68%	-	100%	-	-	-	-	-	-	-	100%	-
It is free/ cheaper than other services	1	-	1	-	1	-	-	-	-	-	-	-	1	-
68%	68%	-	68%	-	100%	-	-	-	-	-	-	-	100%	-
Out of habit/ I have always used that service	1	-	1	-	1	-	-	-	-	-	-	-	1	-
68%	68%	-	68%	-	100%	-	-	-	-	-	-	-	100%	-
I think it is more secure/ private than other services	*	-	*	*	-	-	-	-	-	-	-	*	-	-
32%	32%	-	32%	100%	-	-	-	-	-	-	-	100%	-	-
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 217  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**IMO**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)
Unweighted base	2	2	2	-	-	-	2	1	1	-	-	-	-	-	-	1	1	1	1	-	1	1	-
Weighted base	1*	1**	1**	..	..	..	1**	1**	**	..	..	..	..	..	..	**	1**	1**	1**	..	1**	1**	..
It is a reliable service/ good quality of service	1	1	1	-	-	-	1	1	*	-	-	-	-	-	-	*	1	1	1	-	1	1	-
I like the unique features of this service	1	1	1	-	-	-	1	1	*	-	-	-	-	-	-	*	1	1	1	-	1	1	-
It is an easy service to use	1	1	1	-	-	-	1	1	-	-	-	-	-	-	-	-	1	1	1	-	1	1	-
It is free/ cheaper than other services	1	1	1	-	-	-	1	1	-	-	-	-	-	-	-	-	1	1	1	-	1	1	-
Out of habit/ I have always used that service	1	1	1	-	-	-	1	1	-	-	-	-	-	-	-	-	1	1	1	-	1	1	-
I think it is more secure/private than other services	*	*	*	-	-	-	*	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 218  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**IMO**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	2	-	-	-	-	-	1	-	-	1	1	-	-	1	1	1	2
Weighted base	1*	..**	..**	..**	..**	..**	***	..**	..**	1**	***	..**	..**	***	***	1**	1*
It is a reliable service/ good quality of service	1	-	-	-	-	-	*	-	-	1	*	-	-	*	*	1	1
100%	100%	-	-	-	-	-	100%	-	-	100%	100%	-	-	100%	100%	100%	100%
I like the unique features of this service	1	-	-	-	-	-	*	-	-	1	*	-	-	*	*	1	1
100%	100%	-	-	-	-	-	100%	-	-	100%	100%	-	-	100%	100%	100%	100%
It is an easy service to use	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1
68%	68%	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	68%	
It is free/ cheaper than other services	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	
68%	68%	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	68%	
Out of habit/ I have always used that service	1	-	-	-	-	-	-	-	-	1	-	-	-	-	1	1	
68%	68%	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	68%	
I think it is more secure/ private than other services	*	-	-	-	-	-	*	-	-	-	*	-	-	*	-	*	
32%	32%	-	-	-	-	-	100%	-	-	100%	-	-	100%	100%	-	32%	
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 219  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Signal**

	Gender		Age						Social Grade				Region							Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	AB (i)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	East of England (u)	South East (w)	South West (x)		Public (A)	Private (B)
Unweighted base	2	1	1	-	1	1	-	-	1	1	-	-	1	-	-	-	1	-	-	-	-	1	1	-
Weighted base	2*	1**	2**	-.*	2**	1**	-.*	-.*	1**	2**	-.*	-.*	2**	-.*	-.*	-.*	1**	-.*	-.*	-.*	-.*	1**	2**	-.*
I think it is more secure/ private than other services	2	-	2	-	2	-	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-	-	2	-
	78%	-	100%	-	100%	-	-	-	-	100%	-	-	100%	-	-	-	-	-	-	-	-	-	100%	-
It is free/ cheaper than other services	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-	-
	22%	100%	-	-	-	100%	-	-	100%	-	-	-	-	-	-	100%	-	-	-	-	-	100%	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 220  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Signal**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Secon- dary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)
Unweighted base	2	2	-	-	-	-	-	-	-	1	1	-	-
Weighted base	2*	2**	-.**	-.**	-.**	-.**	-.**	-.**	-.**	1**	2**	-.**	-.**
I think it is more secure/ private than other services	2 78%	2 78%	-	-	-	-	-	-	-	-	2 100%	-	-
It is free/ cheaper than other services	1 22%	1 22%	-	-	-	-	-	-	-	1 100%	-	-	-
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 221  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Signal**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working not seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2	2	1	1	-	-	-	2	2	-	-	-	-	-	-	1	1	-	1	-	-	-	-	1
Weighted base	2*	2**	2**	1**	-.**	-.**	-.**	2**	2**	-.**	-.**	-.**	-.**	-.**	-.**	2**	1**	-.**	1**	-.**	-.**	-.**	-.**	1**
I think it is more secure/ private than other services	2 78%	2 78%	2 100%	-	-	-	-	2 78%	2 78%	-	-	-	-	-	-	2 100%	-	-	-	-	-	-	-	-
It is free/ cheaper than other services	1 22%	1 22%	-	1 100%	-	-	-	1 22%	1 22%	-	-	-	-	-	-	-	1 100%	-	1 100%	-	-	-	-	1 100%
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 222

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)		
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical		Yes - other			No (o)	
												condition (k)	condition (l)	disability (m)	other (n)			
Unweighted base	2	-	-	-	-	1	-	-	-	-	1	1	-	-	-	-	1	2
Weighted base	2*	**	**	**	**	1**	**	**	**	**	1**	1**	**	**	**	**	2**	2*
I think it is more secure/ private than other services	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	2
	78%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	78%
It is free/ cheaper than other services	1	-	-	-	-	1	-	-	-	-	1	1	-	-	-	-	-	1
	22%	-	-	-	-	100%	-	-	-	-	100%	100%	-	-	-	-	-	22%
Out of habit/ I have always used that service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is an easy service to use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 223  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Line**

	Gender			Age						Social Grade			Region							Employment Sector			Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)		Public (A)	Private (B)
Unweighted base	6	5	1	-	1	2	-	2	1	1	3	-	2	1	2	-	1	-	1	1	-	-	2	1	1
Weighted base	7*	6**	1**	**	1**	3**	**	2**	1**	1**	4**	**	2**	1**	3**	**	1**	**	1**	1**	**	**	3**	1**	2*
It is the main service used by the people I want to contact	3	2	1	-	1	1	-	1	-	-	1	-	2	1	1	-	-	-	-	1	-	-	-	1	-
	44%	32%	100%	-	100%	31%	-	58%	-	-	22%	-	100%	100%	28%	-	-	-	-	100%	-	-	-	100%	-
It is a reliable service/ good quality of service	3	3	-	-	1	1	-	1	-	1	1	-	1	-	1	-	1	-	1	-	-	-	1	1	-
	39%	47%	-	-	100%	31%	-	42%	-	100%	22%	-	44%	-	28%	-	100%	-	-	100%	-	-	28%	100%	-
It is an easy service to use	3	3	-	-	1	1	-	1	-	1	1	-	1	-	1	-	1	-	1	-	-	-	1	1	-
	39%	47%	-	-	100%	31%	-	42%	-	100%	22%	-	44%	-	28%	-	100%	-	-	100%	-	-	28%	100%	-
I like the unique features of this service	2	2	-	-	-	2	-	-	-	-	2	-	-	-	2	-	-	-	-	-	-	-	2	-	2
	31%	38%	-	-	-	69%	-	-	-	-	56%	-	-	-	72%	-	-	-	-	-	-	-	72%	-	100%
It is free/ cheaper than other services	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-
	14%	17%	-	-	-	31%	-	-	-	-	-	-	44%	-	-	-	-	-	-	100%	-	-	-	100%	-
Out of habit/ I have always used that service	1	1	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	13%	15%	-	-	-	-	-	-	100%	-	23%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
I think it is more secure/ private than other services	1	1	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-
	12%	15%	-	-	100%	-	-	-	-	-	22%	-	-	-	28%	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 224

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Line**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)
Unweighted base	6	6	-	-	-	-	-	-	-	4	1	1	-
Weighted base	7*	7**	..*	..*	..*	..*	..*	..*	..*	5**	1**	1**	..*
It is the main service used by the people I want to contact	3	3	-	-	-	-	-	-	-	2	1	-	-
	44%	44%	-	-	-	-	-	-	-	42%	100%	-	-
It is a reliable service/ good quality of service	3	3	-	-	-	-	-	-	-	1	1	1	-
	39%	39%	-	-	-	-	-	-	-	18%	100%	100%	-
It is an easy service to use	3	3	-	-	-	-	-	-	-	1	1	1	-
	39%	39%	-	-	-	-	-	-	-	18%	100%	100%	-
I like the unique features of this service	2	2	-	-	-	-	-	-	-	2	-	-	-
	31%	31%	-	-	-	-	-	-	-	42%	-	-	-
It is free/ cheaper than other services	1	1	-	-	-	-	-	-	-	1	-	-	-
	14%	14%	-	-	-	-	-	-	-	18%	-	-	-
Out of habit/ I have always used that service	1	1	-	-	-	-	-	-	-	1	-	-	-
	13%	13%	-	-	-	-	-	-	-	17%	-	-	-
I think it is more secure/ private than other services	1	1	-	-	-	-	-	-	-	-	1	-	-
	12%	12%	-	-	-	-	-	-	-	-	100%	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 225

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Line**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	6	4	2	2	2	-	3	2	1	3	-	1	-	1	1	4	2	-	2	-	-	-	2	
Weighted base	7*	5**	2**	3**	2**	2**	**	4**	3**	1**	3**	**	1**	**	1**	5**	2**	**	2**	**	**	**	2**	
It is the main service used by the people I want to contact	3 44%	3 58%	2 100%	1 36%	-	-	-	1 24%	1 31%	-	2 70%	-	1 100%	-	-	1 100%	2 40%	1 53%	-	1 53%	-	-	-	1 53%
It is a reliable service/ good quality of service	3 39%	2 35%	2 100%	-	1 49%	1 49%	-	2 46%	1 31%	1 100%	1 29%	-	1 100%	-	-	-	1 17%	2 100%	-	2 100%	-	-	-	2 100%
It is an easy service to use	3 39%	2 35%	2 100%	-	1 49%	1 49%	-	2 46%	1 31%	1 100%	1 29%	-	1 100%	-	-	-	1 17%	2 100%	-	2 100%	-	-	-	2 100%
I like the unique features of this service	2 31%	2 42%	-	2 64%	-	-	-	2 54%	2 69%	-	-	-	-	-	-	-	2 42%	-	-	-	-	-	-	-
It is free/ cheaper than other services	1 14%	1 19%	1 53%	-	-	-	-	1 24%	1 31%	-	-	-	-	-	-	-	-	1 53%	-	1 53%	-	-	-	1 53%
Out of habit/ I have always used that service	1 13%	-	-	-	1 51%	1 51%	-	-	-	-	1 30%	-	-	-	1 100%	-	1 17%	-	-	-	-	-	-	-
I think it is more secure/ private than other services	1 12%	1 16%	1 47%	-	-	-	-	-	-	-	1 29%	-	1 100%	-	-	-	1 17%	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 226

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Line**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Yes -									Yes -		No (o)				
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	condition (k)		physical condition (l)	disability other (m)		Yes - other (n)
Unweighted base	6	-	2	-	1	-	2	-	-	1	3	1	2	-	-	3	6
Weighted base	7*	**	2**	**	1**	**	3**	**	**	1**	3**	1**	2**	**	**	4**	7*
It is the main service used by the people I want to contact	3	-	2	-	-	-	1	-	-	2	1	1	1	-	-	1	3
	44%	-	100%	-	-	-	31%	-	-	70%	100%	58%	-	-	24%	44%	
It is a reliable service/ good quality of service	3	-	1	-	-	-	1	-	-	1	1	-	-	-	2	3	
	39%	-	41%	-	-	-	31%	-	-	29%	100%	-	-	-	46%	39%	
It is an easy service to use	3	-	1	-	-	-	1	-	-	1	1	-	-	-	2	3	
	39%	-	41%	-	-	-	31%	-	-	29%	100%	-	-	-	46%	39%	
I like the unique features of this service	2	-	-	-	-	-	2	-	-	-	-	-	-	-	2	2	
	31%	-	-	-	-	-	69%	-	-	-	-	-	-	-	54%	31%	
It is free/ cheaper than other services	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	1	
	14%	-	-	-	-	-	31%	-	-	-	-	-	-	-	24%	14%	
Out of habit/ I have always used that service	1	-	-	-	1	-	-	-	-	1	-	1	-	-	-	1	
	13%	-	-	-	100%	-	-	-	-	30%	-	42%	-	-	-	13%	
I think it is more secure/ private than other services	1	-	1	-	-	-	-	-	-	1	1	-	-	-	-	1	
	12%	-	41%	-	-	-	-	-	-	29%	100%	-	-	-	-	12%	
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 227

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Viber**

	Gender			Age						Social Grade				Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	15	8	7	1	4	5	3	1	1	7	2	4	2	5	-	1	2	-	2	-	1	3	-	1	4	6	-
Weighted base	13*	7**	6**	1**	3**	4**	2**	1**	1**	6**	2**	4**	2**	5**	**	1**	1**	**	2**	**	1**	2**	**	1**	4**	5**	**
It is the main service used by the people I want to contact	8	5	3	-	1	4	2	1	-	4	1	3	1	2	-	1	1	-	1	-	1	2	-	1	3	4	-
	63%	71%	54%	-	46%	80%	100%	100%	-	62%	44%	71%	62%	47%	-	100%	53%	-	59%	-	100%	64%	-	100%	65%	79%	-
It is free/ cheaper than other services	7	3	4	1	1	2	2	1	-	5	1	-	2	2	-	1	1	-	-	-	1	2	-	1	3	2	-
	58%	47%	70%	100%	44%	51%	69%	100%	-	86%	56%	-	100%	41%	-	100%	47%	-	-	-	86%	100%	-	100%	83%	40%	-
It is an easy service to use	4	2	2	-	1	1	2	1	1	3	-	-	2	1	-	-	1	-	1	-	-	2	-	1	2	1	-
	34%	35%	34%	-	18%	13%	69%	100%	100%	49%	-	-	100%	12%	-	-	47%	-	41%	-	-	64%	-	100%	48%	10%	-
Out of habit/ I have always used that service	4	2	2	-	2	1	-	1	1	2	-	2	-	1	-	-	1	-	1	-	-	1	-	1	2	1	-
	32%	29%	35%	-	56%	13%	-	100%	100%	39%	-	45%	-	24%	-	-	53%	-	41%	-	-	23%	-	100%	40%	21%	-
I think it is more secure/ private than other services	2	1	1	-	1	1	-	-	-	1	-	-	1	-	-	1	1	-	-	-	-	1	-	-	-	1	-
	15%	12%	18%	-	18%	31%	-	-	-	23%	-	-	38%	-	-	100%	47%	-	-	-	-	23%	-	-	-	15%	-
It is a reliable service/ good quality of service	1	1	1	-	-	1	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	9%	8%	9%	-	-	13%	26%	-	-	19%	-	-	-	12%	-	-	-	-	-	-	-	23%	-	-	-	10%	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 228  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Viber**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	15	14	1	-	1	-	-	-	-	-	6	4	5	-
Weighted base	13*	12**	1**	-**	1**	-**	-**	-**	-**	-**	5**	4**	4**	-**
It is the main service used by the people I want to contact	8	7	1	-	1	-	-	-	-	-	2	3	3	-
	63%	60%	100%	-	100%	-	-	-	-	-	49%	66%	78%	-
It is free/ cheaper than other services	7	7	1	-	1	-	-	-	-	-	1	2	4	-
	58%	55%	100%	-	100%	-	-	-	-	-	28%	54%	100%	-
It is an easy service to use	4	4	-	-	-	-	-	-	-	-	1	-	3	-
	34%	37%	-	-	-	-	-	-	-	-	28%	-	78%	-
Out of habit/ I have always used that service	4	4	-	-	-	-	-	-	-	-	3	-	1	-
	32%	34%	-	-	-	-	-	-	-	-	53%	-	38%	-
I think it is more secure/ private than other services	2	1	1	-	1	-	-	-	-	-	1	1	1	-
	15%	9%	100%	-	100%	-	-	-	-	-	12%	20%	14%	-
It is a reliable service/ good quality of service	1	1	-	-	-	-	-	-	-	-	-	-	1	-
	9%	9%	-	-	-	-	-	-	-	-	-	-	29%	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 229

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Viber**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	15	12	9	3	3	3	-	10	9	1	5	-	-	-	1	4	5	10	10	7	6	6	5	-
Weighted base	13*	10**	8**	3**	3**	3**	**	9**	9**	1**	4**	**	**	**	1**	3**	4**	9**	9**	6**	5**	5**	4**	**
It is the main service used by the people I want to contact	8 63%	7 73%	5 63%	3 100%	1 25%	1 25%	-	7 73%	6 71%	1 100%	1 35%	-	-	-	-	1 46%	3 80%	5 54%	5 54%	3 53%	3 62%	3 69%	2 51%	-
It is free/ cheaper than other services	7 58%	6 53%	4 52%	2 56%	2 75%	2 75%	-	5 58%	5 63%	-	2 57%	-	-	-	-	2 74%	2 58%	5 58%	5 58%	4 70%	2 43%	3 61%	3 84%	-
It is an easy service to use	4 34%	4 37%	2 31%	2 56%	1 22%	1 22%	-	2 26%	2 28%	-	2 56%	-	-	-	1 100%	1 42%	3 77%	1 13%	1 13%	1 19%	1 11%	1 24%	1 28%	-
Out of habit/ I have always used that service	4 32%	3 33%	3 45%	-	1 25%	1 25%	-	3 29%	2 23%	1 100%	1 40%	-	-	-	1 100%	1 21%	2 42%	2 27%	2 27%	1 20%	2 32%	1 26%	1 30%	-
I think it is more secure/ private than other services	2 15%	1 13%	1 18%	-	1 22%	1 22%	-	1 9%	1 9%	-	1 32%	-	-	-	-	1 42%	-	2 23%	2 23%	2 32%	1 11%	2 42%	2 49%	-
It is a reliable service/ good quality of service	1 9%	1 11%	1 7%	1 21%	-	-	-	1 6%	1 7%	-	1 16%	-	-	-	-	1 21%	1 13%	1 6%	1 6%	1 9%	1 11%	1 12%	1 14%	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 230

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	15	-	2	2	3	2	-	3	-	2	-	-	-	-	-	15	15
Weighted base	13*	..**	1**	2**	3**	1**	..**	3**	..**	2**	..**	..**	..**	..**	..**	13**	13*
It is the main service used by the people I want to contact	8	-	1	-	1	1	-	3	-	2	-	-	-	-	-	8	8
	63%	-	59%	-	26%	100%	-	100%	-	100%	-	-	-	-	-	63%	63%
It is free/ cheaper than other services	7	-	1	1	1	1	-	1	-	2	-	-	-	-	-	7	7
	58%	-	100%	62%	32%	46%	-	31%	-	100%	-	-	-	-	-	58%	58%
It is an easy service to use	4	-	1	1	-	1	-	1	-	2	-	-	-	-	-	4	4
	34%	-	41%	38%	-	46%	-	31%	-	100%	-	-	-	-	-	34%	34%
Out of habit/ I have always used that service	4	-	-	1	1	1	-	-	-	1	-	-	-	-	-	4	4
	32%	-	-	38%	42%	100%	-	-	-	62%	-	-	-	-	-	32%	32%
I think it is more secure/ private than other services	2	-	1	-	-	1	-	-	-	-	-	-	-	-	-	2	2
	15%	-	100%	-	-	46%	-	-	-	-	-	-	-	-	-	15%	15%
It is a reliable service/ good quality of service	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	1	1
	9%	-	-	-	-	46%	-	-	-	38%	-	-	-	-	-	9%	9%
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 231  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Twitter (direct messaging)**

	Gender			Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East-ern (u)	London (v)	South East (w)	South West (x)	Public (A)	Private (B)			
Unweighted base	13	9	4	2	1	3	4	1	2	5	4	2	2	1	1	1	3	-	2	2	2	1	-	7	1		
Weighted base	13*	9**	4**	2**	3**	2**	3**	1**	2**	3**	5**	2**	2**	1**	1**	1**	3**	-**	2**	2**	3**	***	-**	7**	1*		
It is the main service used by the people I want to contact	7	6	2	1	3	1	1	-	1	3	3	1	1	-	1	-	2	-	2	1	3	-	-	5	1		
	60%	64%	49%	43%	100%	79%	42%	-	54%	73%	60%	46%	48%	-	100%	-	60%	-	100%	43%	82%	-	-	71%	100%		
It is free/ cheaper than other services	6	6	-	-	3	1	1	-	1	3	3	1	-	-	-	-	2	-	2	-	3	-	-	4	1		
	50%	69%	-	-	100%	79%	32%	-	54%	73%	49%	54%	-	-	-	-	69%	-	100%	-	82%	-	-	64%	100%		
Out of habit/ I have always used that service	4	2	2	1	-	1	2	1	-	1	2	-	1	1	1	-	1	-	-	1	1	-	-	2	1		
	33%	25%	51%	57%	-	42%	44%	100%	-	39%	35%	-	52%	100%	100%	-	29%	-	-	57%	18%	-	-	28%	100%		
It is an easy service to use	4	3	1	-	-	1	2	-	1	1	1	1	1	-	-	1	3	-	-	-	-	-	-	2	1		
	29%	31%	23%	-	-	42%	56%	-	46%	22%	17%	54%	48%	-	-	100%	100%	-	-	-	-	-	-	48%	27%		
I think it is more secure/ private than other services	3	3	-	-	-	1	-	-	1	3	-	-	-	-	-	-	1	-	2	-	-	-	-	1	1		
	20%	28%	-	-	-	79%	-	-	54%	73%	-	-	-	-	-	-	29%	-	100%	-	-	-	-	11%	100%		
It is a reliable service/ good quality of service	2	2	-	-	-	1	1	-	-	1	-	1	-	-	-	-	2	-	-	-	-	-	-	2	1		
	15%	21%	-	-	-	42%	32%	-	-	22%	-	54%	-	-	-	-	69%	-	-	-	-	-	-	27%	100%		
It is more suitable for the types of messages I send	2	2	-	-	-	1	-	-	1	1	-	-	-	-	-	1	1	-	-	-	-	-	-	1	1		
	13%	19%	-	-	-	42%	-	-	46%	22%	17%	-	-	-	-	100%	29%	-	-	-	-	-	-	11%	100%		
I like the unique features of this service	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-		
	7%	-	23%	-	-	-	24%	-	-	-	-	-	48%	-	-	-	31%	-	-	-	-	-	-	-	-		
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 231

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
Twitter (direct messaging)**

	Gender		Age							Social Grade				Region									Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	Public (A)	Private (B)	
Weighted base	13*	9**	4**	2**	3**	2**	3**	1**	2**	3**	5**	2**	2**	1**	1**	1**	3**	-**	2**	2**	3**	***	-**	7**	1*
Don't know	*	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-
	3%	4%	-	-	-	21%	-	-	-	11%	-	-	-	-	-	-	-	-	-	-	-	100%	-	5%	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 232

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	13	9	3	1	1	1	-	-	-	-	9	3	1	-
Weighted base	13*	9**	3**	1**	1**	1**	-**	-**	-**	-**	7**	4**	1**	-**
It is the main service used by the people I want to contact	7	5	1	1	-	1	-	-	-	-	2	4	1	-
	60%	58%	54%	100%	-	100%	-	-	-	-	32%	100%	100%	-
It is free/ cheaper than other services	6	5	1	1	-	1	-	-	-	-	1	4	1	-
	50%	53%	54%	100%	-	100%	-	-	-	-	15%	100%	100%	-
Out of habit/ I have always used that service	4	2	2	1	1	-	-	-	-	-	3	-	1	-
	33%	23%	75%	100%	100%	-	-	-	-	-	45%	-	100%	-
It is an easy service to use	4	2	1	1	-	-	-	-	-	-	3	-	1	-
	29%	22%	29%	100%	-	-	-	-	-	-	38%	-	100%	-
I think it is more secure/ private than other services	3	1	1	1	-	1	-	-	-	-	-	2	1	-
	20%	12%	54%	100%	-	100%	-	-	-	-	-	40%	100%	-
It is a reliable service/ good quality of service	2	1	1	1	-	-	-	-	-	-	1	-	1	-
	15%	12%	29%	100%	-	-	-	-	-	-	15%	-	100%	-
It is more suitable for the types of messages I send	2	1	1	1	-	-	-	-	-	-	1	-	1	-
	13%	10%	29%	100%	-	-	-	-	-	-	12%	-	100%	-
I like the unique features of this service	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	7%	-	-	-	-	-	-	-	-	-	11%	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 232

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	13*	9**	3**	1**	1**	1**	-.**	-.**	-.**	7**	4**	1**	-.**	
Don't know	3%	4%	-	-	-	-	-	-	-	5%	-	-	-	

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 233

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
Twitter (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	13	10	4	6	3	3	-	7	5	2	6	3	1	-	2	-	10	3	3	3	-	2	1	-
Weighted base	13*	9**	4**	5**	4**	4**	**	7**	6**	1**	6**	2**	1**	**	2**	**	10**	2**	2**	2**	**	1**	1**	**
It is the main service used by the people I want to contact	7 60%	5 56%	2 41%	3 69%	3 67%	3 67%	-	5 71%	4 72%	1 62%	3 46%	2 63%	-	-	1 54%	-	7 65%	1 35%	1 35%	1 35%	-	1 67%	-	-
It is free/ cheaper than other services	6 50%	4 42%	2 45%	2 39%	3 67%	3 67%	-	4 64%	4 75%	-	2 31%	1 28%	-	-	1 54%	-	4 42%	2 83%	2 83%	2 83%	-	1 67%	1 100%	-
Out of habit/ I have always used that service	4 33%	3 37%	1 32%	2 41%	1 23%	1 23%	-	2 28%	1 23%	1 62%	2 38%	1 37%	1 100%	-	-	-	3 32%	1 35%	1 35%	1 35%	-	1 67%	-	-
It is an easy service to use	4 29%	4 41%	1 28%	3 53%	-	-	-	2 27%	2 31%	-	2 31%	1 34%	-	-	1 46%	-	2 17%	2 83%	2 83%	2 83%	-	1 67%	1 100%	-
I think it is more secure/ private than other services	3 20%	3 29%	1 17%	2 39%	-	-	-	1 11%	1 13%	-	2 31%	1 28%	-	-	1 54%	-	2 17%	1 35%	1 35%	1 35%	-	1 67%	-	-
It is a reliable service/ good quality of service	2 15%	2 22%	1 28%	1 16%	-	-	-	2 27%	2 31%	-	-	-	-	-	-	-	-	2 83%	2 83%	2 83%	-	1 67%	1 100%	-
It is more suitable for the types of messages I send	2 13%	2 19%	-	2 35%	-	-	-	1 11%	1 13%	-	1 16%	-	-	-	1 46%	-	1 9%	1 35%	1 35%	1 35%	-	1 67%	-	-
I like the unique features of this service	1 7%	1 9%	-	1 17%	-	-	-	-	-	-	1 15%	1 34%	-	-	-	-	1 8%	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 233

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
Twitter (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	13*	9**	4**	5**	4**	4**	-**	7**	6**	1**	6**	2**	1**	-**	2**	-**	10**	2**	2**	2**	-**	1**	1**	-**
Don't know	3%	-	-	-	10%	10%	-	5%	-	38%	-	-	-	-	-	-	17%	17%	17%	-	33%	-	-	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 234

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	13	2	1	3	1	2	1	2	1	-	3	3	2	3	-	9	13
Weighted base	13*	2**	1**	2**	1**	2**	1**	3**	1**	**	2**	2**	1**	2**	**	9**	13*
It is the main service used by the people I want to contact	7	1	-	1	1	1	1	3	-	-	1	1	-	1	-	6	7
	60%	48%	-	53%	100%	43%	100%	100%	-	-	39%	39%	-	39%	-	60%	60%
It is free/ cheaper than other services	6	-	-	1	-	1	-	3	1	-	-	-	-	-	-	5	6
	50%	-	-	53%	-	43%	-	100%	100%	-	-	-	-	-	-	55%	50%
Out of habit/ I have always used that service	4	1	1	1	1	-	-	1	-	-	-	-	-	-	-	4	4
	33%	52%	100%	28%	100%	-	-	23%	-	-	-	-	-	-	-	44%	33%
It is an easy service to use	4	1	-	-	-	1	-	1	1	-	2	2	1	2	-	2	4
	29%	48%	-	-	-	57%	-	23%	100%	-	82%	82%	70%	82%	-	20%	29%
I think it is more secure/ private than other services	3	-	-	1	-	1	-	1	-	-	-	-	-	-	-	1	3
	20%	-	-	53%	-	43%	-	23%	-	-	-	-	-	-	-	16%	20%
It is a reliable service/ good quality of service	2	-	-	-	-	-	-	1	1	-	-	-	-	-	-	2	2
	15%	-	-	-	-	-	-	23%	100%	-	-	-	-	-	-	20%	15%
It is more suitable for the types of messages I send	2	-	-	-	-	1	-	1	-	-	1	1	1	1	-	1	2
	13%	-	-	-	-	57%	-	23%	-	-	43%	43%	70%	43%	-	8%	13%
I like the unique features of this service	1	1	-	-	-	-	-	-	-	-	1	1	-	1	-	-	1
	7%	48%	-	-	-	-	-	-	-	-	39%	39%	-	39%	-	-	7%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 234

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages  
 Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	13*	2**	1**	2**	1**	2**	1**	3**	1**	-**	2**	2**	1**	2**	-**	9**	13*
Don't know	*	-	-	*	-	-	-	-	-	-	*	*	*	*	-	-	*
	3%	-	-	19%	-	-	-	-	-	-	18%	18%	30%	18%	-	-	3%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 235  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Snapshot**

	Gender		Age					Social Grade					Region										Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	AB (i)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)
Unweighted base	44	14	30	35	4	3	1	1	12	14	10	8	4	1	5	3	2	5	5	5	8	4	2	6	11	6
Weighted base	47*	13**	34**	37**	4**	3**	1**	1**	13**	15**	8**	10**	4**	1**	4**	3**	1**	4**	7**	6**	10**	5**	2**	5**	13**	8*
Out of habit/ I have always used that service	27	6	21	25	2	-	-	-	10	8	4	5	2	-	2	2	-	-	6	6	8	1	1	4	8	7
	58%	51%	61%	66%	55%	-	-	-	73%	57%	51%	46%	45%	-	46%	66%	-	-	87%	87%	84%	17%	58%	70%	64%	83%
It is the main service used by the people I want to contact	27	8	19	24	1	1	1	1	11	11	3	3	2	-	1	2	1	2	4	6	8	2	-	1	9	5
	58%	64%	55%	63%	13%	37%	100%	100%	78%	72%	35%	28%	42%	-	34%	62%	100%	48%	57%	87%	79%	34%	-	10%	67%	60%
I like the unique features of this service	21	6	14	18	3	-	-	-	6	6	7	1	3	-	1	2	1	3	3	4	4	2	1	3	4	6
	44%	49%	42%	47%	70%	-	-	-	45%	38%	88%	14%	81%	-	14%	72%	37%	17%	44%	48%	44%	39%	58%	60%	27%	75%
It is more suitable for the types of messages I send	20	3	16	18	2	-	1	-	2	12	4	1	2	1	2	1	1	3	4	3	2	1	3	3	3	5
	42%	28%	48%	47%	38%	-	100%	-	18%	83%	43%	14%	45%	100%	54%	34%	37%	22%	44%	62%	30%	34%	58%	51%	25%	58%
It is an easy service to use	17	5	12	16	1	-	-	-	8	6	3	-	3	-	1	2	-	2	2	2	3	2	-	3	3	4
	37%	39%	36%	42%	32%	-	-	-	58%	42%	36%	-	81%	-	18%	72%	-	54%	34%	27%	30%	39%	-	50%	21%	45%
It is free/ cheaper than other services	15	5	10	12	-	2	-	-	3	5	3	4	-	-	1	1	-	*	-	2	7	2	1	1	5	3
	31%	38%	29%	33%	-	63%	-	-	25%	31%	31%	40%	-	-	18%	34%	-	11%	-	31%	76%	43%	42%	14%	35%	42%
It is a reliable service/ good quality of service	13	8	5	11	-	-	1	1	3	5	3	2	1	-	1	1	1	2	1	3	1	-	-	4	3	
	28%	60%	16%	31%	-	-	100%	100%	22%	35%	31%	22%	23%	-	34%	34%	1	30%	32%	19%	36%	17%	-	-	27%	42%
I think it is more secure/ private than other services	9	5	4	9	-	-	-	-	4	4	1	-	1	-	1	-	1	-	1	4	1	-	1	3	2	
	20%	39%	12%	24%	-	-	-	-	31%	25%	16%	-	23%	-	38%	-	22%	-	19%	43%	17%	-	24%	26%	25%	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 236

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Snapchat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri-ary (i)	Sec-ndary (j)	Univ-ersity degree (k)	Higher univ-ersity degree (l)	Still in full time education (m)
Unweighted base	44	39	5	-	3	2	-	-	-	30	2	3	9	
Weighted base	47*	41*	6**	-**	3**	3**	-**	-**	-**	32**	3**	3**	9**	
Out of habit/ I have always used that service	27	24	3	-	1	2	-	-	-	20	2	1	4	
	58%	59%	53%	-	29%	81%	-	-	-	63%	72%	32%	47%	
It is the main service used by the people I want to contact	27	25	2	-	2	-	-	-	-	18	2	1	6	
	58%	60%	39%	-	74%	-	-	-	-	56%	72%	28%	69%	
I like the unique features of this service	21	19	2	-	2	-	-	-	-	13	-	2	6	
	44%	46%	29%	-	55%	-	-	-	-	40%	-	72%	62%	
It is more suitable for the types of messages I send	20	19	1	-	1	-	-	-	-	11	1	1	7	
	42%	46%	15%	-	29%	-	-	-	-	35%	28%	32%	76%	
It is an easy service to use	17	15	2	-	2	-	-	-	-	10	-	1	6	
	37%	36%	39%	-	74%	-	-	-	-	30%	-	40%	70%	
It is free/ cheaper than other services	15	14	1	-	1	-	-	-	-	9	2	-	3	
	31%	33%	14%	-	26%	-	-	-	-	29%	72%	-	38%	
It is a reliable service/ good quality of service	13	9	4	-	1	3	-	-	-	7	2	1	3	
	28%	23%	62%	-	29%	100%	-	-	-	23%	72%	28%	31%	
I think it is more secure/ private than other services	9	8	1	-	1	-	-	-	-	5	3	-	1	
	20%	20%	15%	-	29%	-	-	-	-	17%	100%	-	10%	
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 237

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Snapshot**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	44	36	20	16	8	8	-	17	12	5	27	4	20	-	-	3	34	10	9	5	6	4	2	1
Weighted base	47*	41**	23**	17**	6**	6**	**	19**	15**	4**	28**	3**	20**	**	**	5**	36**	11**	10**	5**	6**	5**	3**	1**
Out of habit/ I have always used that service	27	25	14	11	2	2	-	12	10	2	15	1	12	-	-	2	24	3	3	1	2	1	-	-
	58%	61%	62%	61%	35%	35%	-	65%	65%	67%	53%	24%	60%	-	-	44%	66%	32%	34%	24%	36%	27%	-	-
It is the main service used by the people I want to contact	27	25	14	11	2	2	-	9	8	1	18	1	16	-	-	1	25	2	2	2	1	1	1	1
	58%	61%	58%	66%	33%	33%	-	50%	56%	26%	63%	44%	78%	-	-	11%	69%	21%	15%	35%	15%	25%	22%	100%
I like the unique features of this service	21	19	9	10	2	2	-	7	5	2	14	-	13	-	-	1	19	2	2	1	2	1	-	-
	44%	46%	36%	59%	28%	28%	-	36%	34%	45%	49%	-	66%	-	-	11%	52%	18%	19%	10%	31%	12%	-	-
It is more suitable for the types of messages I send	20	19	9	10	1	1	-	6	5	1	14	-	13	-	-	1	18	2	2	1	1	1	1	-
	42%	46%	38%	57%	18%	18%	-	33%	35%	23%	49%	-	66%	-	-	11%	50%	19%	20%	22%	23%	25%	22%	-
It is an easy service to use	17	17	8	8	1	1	-	5	4	1	12	1	11	-	-	-	16	1	1	-	1	-	-	-
	37%	40%	35%	48%	10%	10%	-	29%	27%	38%	42%	24%	55%	-	-	-	44%	13%	13%	-	22%	-	-	-
It is free/ cheaper than other services	15	13	6	8	1	1	-	5	4	1	9	1	6	-	-	2	11	3	3	2	1	2	2	-
	31%	33%	24%	44%	20%	20%	-	29%	28%	33%	33%	32%	30%	-	-	45%	31%	31%	33%	41%	19%	47%	78%	-
It is a reliable service/ good quality of service	13	12	9	3	1	1	-	4	4	-	9	-	7	-	-	2	10	3	3	1	2	1	1	-
	28%	29%	37%	18%	19%	19%	-	19%	24%	-	34%	-	36%	-	-	44%	29%	26%	27%	12%	36%	13%	22%	-
I think it is more secure/ private than other services	9	9	5	4	-	-	-	5	5	-	4	-	4	-	-	-	9	-	-	-	-	-	-	-
	20%	22%	21%	24%	-	-	-	25%	31%	-	16%	-	22%	-	-	-	25%	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 238

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Snapshot**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	44	6	3	5	5	1	3	4	1	7	8	8	3	-	-	36	44
Weighted base	47*	6**	4**	4**	5**	3**	3**	4**	1**	7**	9**	9**	3**	-**	-**	38**	47*
Out of habit/ I have always used that service	27	3	3	-	-	3	2	4	1	6	4	4	1	-	-	23	27
	58%	53%	75%	-	-	100%	72%	100%	100%	86%	49%	49%	17%	-	-	60%	58%
It is the main service used by the people I want to contact	27	3	1	1	2	3	1	2	1	5	6	6	1	-	-	21	27
	58%	60%	21%	16%	44%	100%	38%	52%	100%	73%	61%	61%	33%	-	-	57%	58%
I like the unique features of this service	21	-	1	2	2	-	2	2	1	4	6	6	-	-	-	15	21
	44%	-	21%	49%	36%	-	72%	54%	100%	63%	64%	64%	-	-	-	39%	44%
It is more suitable for the types of messages I send	20	1	1	1	2	3	3	2	1	-	4	4	-	-	-	15	20
	42%	14%	21%	18%	36%	100%	100%	54%	100%	-	49%	49%	-	-	-	41%	42%
It is an easy service to use	17	-	1	1	2	-	1	2	-	3	6	6	1	-	-	11	17
	37%	-	21%	31%	36%	-	38%	54%	-	48%	64%	64%	17%	-	-	30%	37%
It is free/ cheaper than other services	15	2	1	2	4	-	1	-	1	4	4	4	2	-	-	11	15
	31%	36%	25%	35%	76%	-	38%	-	100%	20%	41%	41%	67%	-	-	29%	31%
It is a reliable service/ good quality of service	13	3	3	-	2	-	1	-	1	1	1	1	-	-	-	12	13
	28%	44%	75%	-	48%	-	38%	-	100%	14%	9%	9%	-	-	-	32%	28%
I think it is more secure/ private than other services	9	3	1	-	-	-	1	1	-	3	1	1	-	-	-	8	9
	20%	50%	21%	-	-	-	38%	17%	-	40%	9%	9%	-	-	-	22%	20%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 239  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Telegram**

	Gender			Age					Social Grade				Region							Employment Sector			Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	AB (i)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	Public (A)		Private (B)
Unweighted base	8	6	2	2	4	1	1	-	2	5	1	-	-	-	-	3	-	-	4	-	1	1	3	-
Weighted base	8*	6**	2**	2**	3**	1**	1**	-**	2**	4**	1**	-**	-**	-**	-**	3**	-**	-**	3**	-**	1**	1**	3**	-*
I like the unique features of this service	3	2	1	1	1	1	-	-	3	-	-	-	-	-	-	1	-	-	3	-	-	-	2	-
	45%	42%	54%	54%	42%	100%	-	-	78%	-	-	-	-	-	-	21%	-	-	83%	-	-	-	52%	-
I think it is more secure/private than other services	3	2	1	1	1	1	-	-	1	3	-	-	-	-	-	-	-	3	-	-	-	1	-	-
	44%	40%	54%	54%	39%	100%	-	-	29%	63%	-	-	-	-	-	-	-	100%	-	-	-	30%	-	-
It is the main service used by the people I want to contact	3	2	1	1	-	1	1	-	2	1	-	-	-	-	1	-	-	2	-	-	1	1	1	-
	42%	38%	54%	54%	-	100%	100%	-	46%	100%	-	-	-	-	36%	-	-	60%	-	-	100%	30%	-	-
It is free/ cheaper than other services	3	1	1	1	1	-	-	-	1	1	-	-	-	-	1	-	-	1	-	-	-	1	1	-
	34%	26%	54%	54%	41%	-	-	-	71%	26%	-	-	-	-	43%	-	-	34%	-	-	-	48%	-	-
It is an easy service to use	2	2	-	-	1	1	-	-	2	-	-	-	-	-	1	-	-	1	-	-	-	2	2	-
	21%	29%	-	-	20%	100%	-	-	36%	-	-	-	-	-	21%	-	-	26%	-	-	-	52%	-	-
It is a reliable service/ good quality of service	2	2	-	-	1	1	-	-	2	-	-	-	-	-	1	-	-	1	-	-	-	2	2	-
	21%	29%	-	-	20%	100%	-	-	36%	-	-	-	-	-	21%	-	-	26%	-	-	-	52%	-	-
It is more suitable for the types of messages I send	1	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-
	15%	-	54%	54%	-	-	-	-	26%	-	-	-	-	-	-	-	-	34%	-	-	-	-	-	-
Out of habit/ I have always used that service	1	-	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	13%	-	46%	46%	-	-	-	-	22%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 240

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Telegram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Secon- dary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	8	4	3	-	3	-	-	-	-	-	3	3	-	2
Weighted base	8*	4**	3**	-.**	3**	-.**	-.**	-.**	-.**	-.**	3**	3**	-.**	2**
I like the unique features of this service	3	-	3	-	3	-	-	-	-	-	2	1	-	-
	45%	-	100%	-	100%	-	-	-	-	-	59%	55%	-	-
I think it is more secure/private than other services	3	1	2	-	2	-	-	-	-	-	2	1	-	1
	44%	14%	73%	-	73%	-	-	-	-	-	59%	29%	-	38%
It is the main service used by the people I want to contact	3	1	1	-	1	-	-	-	-	-	2	1	-	-
	42%	29%	44%	-	44%	-	-	-	-	-	59%	45%	-	-
It is free/ cheaper than other services	3	1	1	-	1	-	-	-	-	-	3	-	-	-
	34%	34%	44%	-	44%	-	-	-	-	-	74%	-	-	-
It is an easy service to use	2	-	1	-	1	-	-	-	-	-	1	1	-	-
	21%	-	27%	-	27%	-	-	-	-	-	26%	26%	-	-
It is a reliable service/ good quality of service	2	-	1	-	1	-	-	-	-	-	1	1	-	-
	21%	-	27%	-	27%	-	-	-	-	-	26%	26%	-	-
It is more suitable for the types of messages I send	1	-	1	-	1	-	-	-	-	-	1	-	-	-
	15%	-	44%	-	44%	-	-	-	-	-	33%	-	-	-
Out of habit/ I have always used that service	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	13%	23%	-	-	-	-	-	-	-	-	-	-	-	62%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 241  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Telegram**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working not seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	8	7	6	1	1	1	-	4	4	-	4	-	4	-	-	-	6	2	1	2	-	-	1	1
Weighted base	8*	6**	5**	1**	1**	1**	-**	4**	4**	-**	3**	-**	3**	-**	-**	-**	5**	3**	1**	3**	-**	-**	1**	1**
I like the unique features of this service	3 45%	3 56%	3 66%	-	-	-	-	2 38%	2 38%	-	2 55%	-	2 55%	-	-	-	3 69%	-	-	-	-	-	-	-
I think it is more secure/private than other services	3 44%	3 54%	3 64%	-	-	-	-	1 21%	1 21%	-	2 72%	-	2 72%	-	-	-	3 67%	-	-	-	-	-	-	-
It is the main service used by the people I want to contact	3 42%	3 52%	3 61%	-	-	-	-	2 50%	2 50%	-	1 33%	-	1 33%	-	-	-	2 41%	1 45%	-	1 45%	-	-	-	1 100%
It is free/ cheaper than other services	3 34%	1 18%	1 22%	-	1 100%	1 100%	-	1 34%	1 34%	-	1 33%	-	1 33%	-	-	-	1 23%	1 55%	1 100%	1 55%	-	-	1 100%	-
It is an easy service to use	2 21%	2 25%	2 30%	-	-	-	-	2 38%	2 38%	-	-	-	-	-	-	-	2 32%	-	-	-	-	-	-	-
It is a reliable service/ good quality of service	2 21%	2 25%	2 30%	-	-	-	-	2 38%	2 38%	-	-	-	-	-	-	-	2 32%	-	-	-	-	-	-	-
It is more suitable for the types of messages I send	1 15%	1 18%	1 22%	-	-	-	-	-	-	-	1 33%	-	1 33%	-	-	-	1 23%	-	-	-	-	-	-	-
Out of habit/ I have always used that service	1 13%	1 15%	-	1 100%	-	-	-	-	-	-	1 28%	-	1 28%	-	-	-	1 19%	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

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

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 242

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Yes - physical condition (l)									Yes - other (n)					No (o)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - disability (m)	Yes - other (n)			
Unweighted base	8	1	1	1	1	1	1	1	-	1	2	1	1	-	-	5	8
Weighted base	8*	1**	1**	1**	1**	1**	1**	1**	**	1**	3**	1**	1**	**	**	4**	8*
I like the unique features of this service	3	-	1	-	-	1	1	-	-	1	1	1	-	-	-	1	3
	45%	-	100%	-	-	100%	100%	-	-	100%	44%	100%	-	-	-	35%	45%
I think it is more secure/private than other services	3	1	1	-	-	1	-	-	-	1	1	1	-	-	-	1	3
	44%	100%	100%	-	-	100%	-	-	-	100%	44%	100%	-	-	-	32%	44%
It is the main service used by the people I want to contact	3	-	1	-	-	-	-	-	-	1	1	1	-	-	-	1	3
	42%	-	100%	-	-	-	-	-	-	100%	44%	100%	-	-	-	29%	42%
It is free/ cheaper than other services	3	-	1	-	1	-	-	-	-	-	3	1	1	-	-	-	3
	34%	-	100%	-	100%	-	-	-	-	-	100%	100%	100%	-	-	-	34%
It is an easy service to use	2	-	-	-	-	-	1	-	-	1	-	-	-	-	-	1	2
	21%	-	-	-	-	-	100%	-	-	100%	-	-	-	-	-	17%	21%
It is a reliable service/ good quality of service	2	-	-	-	-	-	1	-	-	1	-	-	-	-	-	1	2
	21%	-	-	-	-	-	100%	-	-	100%	-	-	-	-	-	17%	21%
It is more suitable for the types of messages I send	1	-	1	-	-	-	-	-	-	-	1	1	-	-	-	-	1
	15%	-	100%	-	-	-	-	-	-	-	44%	100%	-	-	-	-	15%
Out of habit/ I have always used that service	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1
	13%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	23%	13%
Other (please specify)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 243  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Other**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	21	12	9	1	4	4	2	4	6	9	3	4	5	-	5	1	2	1	5	2	1	3	1	3	8	4
Weighted base	19*	10**	9**	1**	2**	3**	3**	4**	6**	8**	2**	2**	6**	**	5**	1**	1**	1**	5**	2**	1**	3**	1**	4**	7**	3*
It is free/ cheaper than other services	10	5	5	-	1	2	2	2	4	5	1	1	4	-	1	1	1	-	3	1	-	3	1	1	5	2
	54%	55%	52%	-	21%	63%	68%	44%	69%	65%	22%	21%	63%	-	25%	100%	64%	-	65%	46%	-	83%	100%	32%	65%	78%
It is an easy service to use	10	6	4	1	-	2	-	4	4	7	-	1	3	-	3	1	1	1	3	1	-	-	-	3	2	2
	53%	63%	43%	100%	-	63%	-	85%	69%	83%	-	21%	46%	-	71%	100%	64%	100%	65%	46%	-	-	-	75%	28%	61%
It is the main service used by the people I want to contact	9	6	3	1	2	1	-	3	2	5	-	2	2	-	5	1	1	-	1	1	-	1	-	3	3	2
	47%	57%	36%	100%	79%	40%	-	66%	41%	63%	-	63%	37%	-	100%	100%	100%	-	10%	46%	-	17%	-	75%	36%	61%
It is a reliable service/ good quality of service	4	1	2	1	-	1	-	2	1	1	-	1	2	-	2	-	-	-	1	1	-	-	-	2	1	1
	19%	12%	25%	100%	-	25%	-	38%	9%	17%	-	21%	26%	-	46%	-	-	-	10%	46%	-	-	-	43%	11%	22%
Out of habit/ I have always used that service	2	2	1	-	-	1	-	1	1	1	-	1	1	-	-	-	-	-	1	1	-	1	-	1	1	1
	12%	16%	8%	-	-	25%	-	15%	15%	9%	-	37%	11%	-	-	-	-	-	17%	46%	-	21%	-	20%	21%	
It is more suitable for the types of messages I send	2	1	1	-	1	-	-	-	1	1	-	1	-	-	-	1	-	1	-	-	-	1	-	1	-	
	10%	14%	6%	-	21%	-	-	-	24%	10%	-	43%	-	-	-	64%	-	10%	-	-	-	17%	-	-	7%	
I think it is more secure/ private than other services	1	1	1	1	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-	1	-	-	-	1	1	
	8%	7%	8%	100%	-	25%	-	-	-	17%	-	-	-	-	14%	-	-	-	-	46%	-	-	-	11%	22%	
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other (please specify)	2	2	1	1	-	-	1	-	1	2	1	-	-	-	1	1	-	-	1	-	-	-	1	-	1	
	13%	16%	10%	100%	-	-	32%	-	15%	18%	39%	-	-	-	14%	-	64%	-	54%	-	-	-	25%	-	22%	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 243

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Other**

	Gender		Age							Social Grade				Region									Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	19*	10**	9**	1**	2**	3**	3**	4**	6**	8**	2**	2**	6**	-**	5**	1**	1**	1**	5**	2**	1**	3**	1**	4**	7**	3*
Don't know	2 8%	1 7%	1 10%	-	-	1 21%	-	-	1 16%	1 8%	1 39%	-	-	-	-	-	-	-	1 18%	-	1 100%	-	-	-	1 9%	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 244

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	Still in full time education (m)
Unweighted base	21	20	1	-	1	-	-	-	-	-	10	6	3	2
Weighted base	19*	18**	1**	-**	1**	-**	-**	-**	-**	-**	10**	5**	3**	1**
It is free/ cheaper than other services	10	10	1	-	1	-	-	-	-	-	7	2	1	-
	54%	52%	100%	-	100%	-	-	-	-	-	66%	53%	37%	-
It is an easy service to use	10	9	1	-	1	-	-	-	-	-	5	2	3	1
	53%	51%	100%	-	100%	-	-	-	-	-	49%	39%	86%	52%
It is the main service used by the people I want to contact	9	8	1	-	1	-	-	-	-	-	2	2	3	1
	47%	45%	100%	-	100%	-	-	-	-	-	21%	50%	100%	100%
It is a reliable service/ good quality of service	4	3	1	-	1	-	-	-	-	-	1	1	2	1
	19%	15%	100%	-	100%	-	-	-	-	-	5%	17%	49%	52%
Out of habit/ I have always used that service	2	2	1	-	1	-	-	-	-	-	1	1	-	-
	12%	8%	100%	-	100%	-	-	-	-	-	9%	32%	-	-
It is more suitable for the types of messages I send	2	2	-	-	-	-	-	-	-	-	1	1	-	-
	10%	10%	-	-	-	-	-	-	-	-	14%	12%	-	-
I think it is more secure/ private than other services	1	1	1	-	1	-	-	-	-	-	-	1	-	1
	8%	4%	100%	-	100%	-	-	-	-	-	-	17%	-	52%
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	2	2	-	-	-	-	-	-	-	-	1	1	-	1
	13%	13%	-	-	-	-	-	-	-	-	9%	20%	-	52%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 244

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	19*	18**	1**	-.**	1**	-.**	-.**	-.**	-.**	-.**	10**	5**	3**	1**
Don't know	2 8%	2 9%	-	-	-	-	-	-	-	-	1 9%	1 15%	-	-

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 245  
**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Other**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	21	19	10	9	2	2	-	11	5	6	10	-	4	-	5	1	18	3	3	2	1	2	-	-
Weighted base	19*	18**	11**	7**	2**	2**	**	11**	7**	4**	8**	**	3**	**	4**	2**	17**	2**	2**	2**	1**	2**	**	**
It is free/ cheaper than other services	10 54%	9 50%	6 58%	3 37%	2 100%	2 100%	-	6 54%	4 61%	2 43%	5 54%	-	1 20%	-	2 57%	2 100%	9 53%	1 59%	1 59%	1 46%	1 100%	1 46%	-	-
It is an easy service to use	10 53%	9 52%	7 62%	3 37%	1 65%	1 65%	-	5 44%	4 55%	1 28%	5 65%	-	1 56%	-	2 57%	2 100%	9 56%	1 35%	1 35%	1 46%	-	1 46%	-	-
It is the main service used by the people I want to contact	9 47%	8 45%	4 34%	4 63%	1 65%	1 65%	-	5 50%	4 55%	2 41%	4 44%	-	1 50%	-	2 57%	-	8 49%	1 35%	1 35%	1 46%	-	1 46%	-	-
It is a reliable service/ good quality of service	4 19%	4 20%	2 21%	1 19%	-	-	-	2 22%	2 37%	-	1 14%	-	1 26%	-	1 12%	-	3 16%	1 35%	1 35%	1 46%	-	1 46%	-	-
Out of habit/ I have always used that service	2 12%	2 13%	1 6%	2 25%	-	-	-	1 13%	1 12%	1 15%	1 10%	-	-	-	1 21%	-	2 9%	1 35%	1 35%	1 46%	-	1 46%	-	-
It is more suitable for the types of messages I send	2 10%	2 11%	1 8%	1 15%	-	-	-	1 5%	-	1 12%	1 16%	-	-	-	1 33%	-	2 11%	-	-	-	-	-	-	-
I think it is more secure/ private than other services	1 8%	1 8%	1 6%	1 12%	-	-	-	1 7%	1 12%	-	1 8%	-	1 26%	-	-	-	1 4%	1 35%	1 35%	1 46%	-	1 46%	-	-
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	2 13%	2 14%	2 23%	-	-	-	-	1 9%	1 14%	-	2 18%	-	1 26%	-	1 21%	-	2 9%	1 41%	1 41%	1 54%	-	1 54%	-	-

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 245  
**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**  
**Base: All respondents who have used ... most often in the past 12 months to send text messages**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working not seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	19*	18**	11**	7**	2**	2**	-**	11**	7**	4**	8**	-**	3**	-**	4**	2**	17**	2**	2**	2**	1**	2**	-**	-**
Don't know	2 8%	2 9%	-	2 24%	-	-	-	1 6%	-	1 16%	1 11%	-	-	-	1 22%	-	2 9%	-	-	-	-	-	-	-

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 246

**Q9/ Q11. You said you used (most often used service or app) most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	21	2	1	2	9	1	3	-	-	1	8	4	4	1	-	13	21
Weighted base	19*	1**	1**	3**	9**	1**	3**	-**	-**	1**	7**	3**	4**	1**	-**	13**	19*
It is free/ cheaper than other services	10	1	1	2	4	-	3	-	-	4	1	3	-	-	7	10	54%
It is an easy service to use	10	-	-	-	7	-	3	-	-	4	1	2	-	-	6	10	53%
It is the main service used by the people I want to contact	9	1	-	-	3	1	3	-	-	3	2	1	-	-	6	9	47%
It is a reliable service/ good quality of service	4	-	-	-	2	-	1	-	-	1	1	-	-	-	2	4	19%
Out of habit/ I have always used that service	2	-	1	-	1	-	1	-	-	2	1	1	1	-	1	2	12%
It is more suitable for the types of messages I send	2	-	-	-	1	1	-	-	-	1	-	1	-	-	1	2	10%
I think it is more secure/ private than other services	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	1	8%
I like the unique features of this service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	2	-	-	-	1	-	-	-	-	1	1	1	-	-	1	2	13%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 246

**Q9/ Q11. You said you used {most often used service or app} most often to send text messages in the last 12 months. Why did you choose that online communication service or app to send text messages most often?**

**Base: All respondents who have used ... most often in the past 12 months to send text messages**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	19*	1**	1**	3**	9**	1**	3**	-**	-**	1**	7**	3**	4**	1**	-**	13**	19*
Don't know	2 8%	-	-	1 25%	1 11%	-	-	-	-	1 10%	1 24%	-	-	-	-	1 7%	2 8%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 247

**Q12. Which, if any, of the following are reasons why you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North-east (y)		Public (A)	Private (B)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
To send picture/ photos/ emojis in the message	900	381	519	128	181	165	169	118	139	245	264	193	198	77	46	94	68	76	73	48	81	110	120	76	30	177	382	89
	50%	45%	54%a	56%i	52%i	53%i	52%i	47%	41%	50%	52%	51%	46%	51%	60%v	48%	48%	48%	55%	56%	50%	45%	48%	51%	57%	54%	49%	51%
Convenience/ ease of use	853	394	459	126	159	139	145	123	161	228	228	176	222	62	41	88	69	78	61	32	84	114	114	83	26	148	355	82
	47%	47%	48%	56%efg	46%	45%	44%	49%	48%	47%	45%	46%	52%k	41%	54%	45%	48%	49%	45%	38%	52%	47%	45%	55%nt	49%	45%	45%	47%
I am contacting the person on their preferred method of communication	850	406	444	90	132	128	169	143	189	231	249	182	189	75	36	87	74	71	60	38	77	114	129	63	26	144	370	75
	47%	48%	46%	40%	38%	41%	52%def	57%def	56%def	47%	49%	48%	44%	50%	48%	44%	52%	44%	45%	45%	47%	47%	51%	42%	50%	44%	47%	43%
Price/ cheaper	788	348	440	101	142	143	153	107	142	203	223	162	200	72	32	87	61	64	57	32	69	117	102	62	32	134	361	75
	44%	41%	46%	45%	40%	46%	47%	43%	42%	42%	44%	43%	47%	48%	43%	44%	43%	40%	43%	38%	43%	48%	40%	42%	61%pqr stuw	41%	46%	43%
To involve more than one person/ contact a group of people	588	266	322	92	114	106	97	95	84	191	179	118	100	53	22	60	42	64	38	29	52	69	83	58	17	124	260	72
	33%	31%	34%	41%gi	33%gi	34%gi	30%	38%gi	25%	39%lm	35%lm	31%lm	23%	35%	28%	31%	29%	40%sv	29%	34%	32%	28%	33%	39%	32%	38%	33%	42%
Habit/ always use online communication services or apps	410	182	228	102	102	68	59	42	38	113	124	87	85	39	15	36	38	40	20	14	32	72	50	43	10	88	180	42
	23%	22%	24%	45%efg hi	29%ghi	22%hi	18%hi	17%hi	11%	23%	24%	23%	20%	26%st	20%	19%	27%st	25%st	15%	17%	20%	29%pst uw	20%	29%pst	20%	27%	23%	24%
Reliability/ quality of service/ coverage	357	180	177	58	84	65	52	46	52	106	105	72	74	30	19	36	28	28	25	18	34	46	48	35	11	71	164	56
	20%	21%	18%	26%gi	24%gi	21%	16%	18%	15%	22%	20%	19%	17%	20%	25%	18%	19%	18%	19%	21%	21%	19%	19%	23%	20%	22%	21%	32%
More secure/ private service	172	100	72	16	40	31	27	19	39	46	46	38	41	17	9	18	10	14	17	6	17	27	19	12	4	26	82	29
	10%	12%b	7%	7%	11%	10%	8%	8%	11%	10%	9%	10%	10%	11%	12%	9%	7%	9%	12%	7%	11%	11%	8%	8%	8%	8%	8%	10%
Other (please specify)	43	20	23	4	2	6	7	6	18	15	11	10	7	4	1	7	3	3	3	-	6	7	4	5	-	6	12	1
	2%	2%	2%	2%	1%	2%	2%	3%	5%def	3%	2%	3%	2%	2%	1%	4%	2%	2%	2%	-	4%	3%	2%	3%	-	2%	2%	1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 247

**Q12. Which, if any, of the following are reasons why you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Gender		Age						Social Grade				Region								Employment Sector							
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
I do not have a mobile phone network	4	-	4	-	1	-	-	1	1	1	-	1	1	-	-	-	1	-	1	-	1	-	-	-	-	-	-	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 248

**Q12. Which, if any, of the following are reasons why you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
To send picture/ photos/ emojis in the message	900 50%	823 50%	66 47%	19 62%	25 40%	17 55%	2 29%	3 33%	5 40%	5 58%	470 48%	275 50%	110 56% <sub>j</sub>	29 64% <sub>j</sub>
Convenience/ ease of use	853 47%	767 47%	74 53%	20 64%	31 49%	13 43%	3 47%	7 71%	4 28%	4 50%	476 48%	250 46%	87 45%	26 57%
I am contacting the person on their preferred method of communication	850 47%	783 48%	57 41%	11 35%	22 35%	13 41%	3 51%	8 86%	3 26%	4 42%	467 48%	259 47%	95 49%	17 38%
Price/ cheaper	788 44%	712 43%	64 46%	15 51%	27 43%	16 51%	2 25%	4 44%	5 42%	2 27%	425 43%	242 44%	96 49% <sub>m</sub>	15 33%
To involve more than one person/ contact a group of people	588 33%	533 32%	52 37%	15 50%	21 33%	12 41%	- -	3 33%	3 24%	1 7%	275 28%	210 38% <sub>j</sub>	76 39% <sub>j</sub>	19 42% <sub>j</sub>
Habit/ always use online communication services or apps	410 23%	361 22%	46 33% <sub>a</sub>	15 48%	19 30%	8 26%	1 9%	4 39%	1 8%	2 22%	195 20%	136 25% <sub>j</sub>	50 26%	22 49% <sub>j</sub> <sub>k</sub>
Reliability/ quality of service/ coverage	357 20%	314 19%	38 27% <sub>a</sub>	8 26%	16 25%	11 35%	2 26%	2 17%	- -	3 31%	185 19%	114 21%	43 22%	11 24%
More secure/ private service	172 10%	149 9%	20 14%	7 24%	8 13%	2 8%	1 10%	1 12%	4 31%	2 19%	79 8%	59 11%	24 13%	2 4%
Other (please specify)	43 2%	39 2%	4 3%	2 7%	- -	1 4%	1 11%	- -	- -	- -	25 3%	12 2%	4 2%	1 2%
I do not have a mobile phone network	4 *	4 *	- -	- -	- -	- -	- -	- -	- -	- -	2 *	1 *	- -	- -

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 249

**Q12. Which, if any, of the following are reasons why you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
To send picture/photos/ emojis in the message	900	722	390	332	178	161	17	559	451	108	341	39	87	26	104	84	623	273	249	219	102	119	109	57
	50%	49%	49%	49%	53%	53%	56%	50%mn	51%mn	48%mn	49%mn	59%mn	54%mn	31%	43%	61%ghijmn	49%	52%	54%	52%	53%	55%	53%	46%
Convenience/ ease of use	853	691	377	314	162	150	12	503	402	100	351	40	83	46	110	72	607	241	215	190	86	103	91	47
	47%	47%	47%	47%	48%	49%	42%	45%	45%	45%	51%g	60%ghin	52%	55%	45%	52%	48%w	46%	46%	45%	44%	47%	45%	38%
I am contacting the person on their preferred method of communication	850	678	360	317	172	160	13	514	408	105	336	40	58	44	139	55	631	214	184	184	63	88	94	60
	47%	46%	45%	47%	51%	52%	43%	46%l	46%l	47%l	49%l	61%ghlo	36%	53%l	57%ghijlo	40%	50%qrto	41%	40%	44%t	33%	40%	46%t	48%t
Price/ cheaper	788	639	340	299	149	129	20	495	384	111	293	27	75	35	96	60	554	233	207	188	84	104	93	50
	44%	44%	43%	44%	44%	42%	68%	45%	43%	50%jn	42%	41%	46%	42%	40%	43%	44%	44%	45%	45%	43%	48%	46%	41%
To involve more than one person/ contact a group of people	588	483	272	211	105	93	12	384	305	79	204	23	60	13	69	40	424	161	140	135	54	71	63	42
	33%	33%	34%	31%	31%	31%	40%	35%jm	34%mn	35%mn	29%mn	35%mn	37%mn	16%	28%mn	29%mn	33%	31%	30%	32%	28%	33%	31%	34%
Habit/ always use online communication services or apps	410	335	198	137	75	67	8	268	214	54	142	24	57	11	23	27	300	107	97	80	47	44	39	21
	23%	23%	25%	20%	23%	22%	29%	24%mn	24%mn	24%mn	20%no	37%ghjmnno	35%ghij	13%	10%	19%no	24%	20%	21%	19%	24%	20%	19%	17%
Reliability/ quality of service/ coverage	357	286	146	140	71	63	8	235	195	40	122	17	32	15	27	30	250	102	89	90	33	51	43	21
	20%	19%	18%	21%	21%	21%	27%	21%no	22%jn	18%no	18%no	26%no	20%no	18%	11%	22%no	20%	19%	19%	22%	17%	23%	21%	17%
More secure/ private service	172	151	89	62	21	18	3	108	91	18	63	3	13	13	22	12	123	48	45	40	16	23	21	6
	10%	10%de	11%de	9%	6%	6%	10%	10%	10%	8%	9%	5%	8%	16%	9%	9%	10%	9%	10%	10%	8%	11%	10%	5%
Other (please specify)	43	35	17	18	8	4	4	19	14	5	24	1	1	2	16	4	35	8	7	7	1	4	3	3
	2%	2%	2%	3%	2%	1%	12%	2%	2%	2%	4%gh	1%	1%	3%	7%ghij	3%	3%	1%	1%	2%	1%	2%	1%	3%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 249

**Q12. Which, if any, of the following are reasons why you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
I do not have a mobile phone network	4	2	-	2	1	1	-	-	-	-	4	-	-	1	1	1	3	1	1	1	1	1	-	-
	*	*	-	*	*	*	-	-	-	-	1%gh	-	-	2%gh	*g	1%gh	*	*	*	1%	*	-	-	-

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 250

**Q12. Which, if any, of the following are reasons why you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
To send picture/ photos/ emojis in the message	900 50%	29 43%	83 44%	111 47%	144 47%	112 49%	93 58%abcd	59 49%	53 58%	127 52%	215 50%	97 55%	145 50%	61 49%	4 30%	670 50%	900 50%
Convenience/ ease of use	853 47%	32 47%	96 51%	113 48%	133 44%	96 42%	88 55%dei	62 51%	53 58%dei	109 44%	206 48%	90 51%	143 49%	72 58%o	5 40%	628 47%	853 47%
I am contacting the person on their preferred method of communication	850 47%	30 43%	87 46%	112 48%	144 47%	106 46%	82 51%	63 52%	42 46%	118 48%	218 51%k	73 41%	155 54%ko	64 51%	7 56%	615 46%	850 47%
Price/ cheaper	788 44%	30 44%	101 54%cdi	97 41%	124 41%	99 44%	76 48%	53 44%	44 48%	97 39%	201 47%	91 52%o	132 46%	55 44%	5 41%	572 42%	788 44%
To involve more than one person/ contact a group of people	588 33%	14 21%	42 23%	61 26%	101 33%b	79 35%ab	41 26%	38 31%	36 40%abcf	112 45%abcd	135 32%	55 31%	84 29%	34 27%	4 31%	443 33%	588 33%
Habit/ always use online communication services or apps	410 23%	15 22%	33 18%	53 23%	55 18%	46 20%	43 27%cd	33 27%	28 31%bd	59 24%	83 19%	40 23%	48 17%	26 21%	1 12%	322 24%l	410 23%
Reliability/ quality of service/ coverage	357 20%	14 20%	39 21%	40 17%	63 20%	47 21%	35 22%	17 14%	22 24%	58 24%	96 22%	44 25%	63 22%	31 25%	* 4%	253 19%	357 20%
More secure/ private service	172 10%	5 7%	22 12%	24 10%	32 10%	14 6%	11 7%	11 9%	13 15%e	27 11%	49 12%	22 12%	30 10%	15 12%	3 27%	116 9%	172 10%
Other (please specify)	43 2%	-	9 5%g	7 3%	6 2%	7 3%	3 2%	3 2%	1 1%	7 3%	11 3%	4 2%	8 3%	1 1%	-	32 2%	43 2%
I do not have a mobile phone network	4 *	-	-	1 *	2 1%	-	-	-	-	-	3 1%	-	1 1%	1 1%o	-	1 *	4 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 251  
**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Gender			Age						Social Grade						Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1809	841	968	220	311	337	333	284	324	518	509	382	400	137	64	202	151	163	148	95	164	245	246	141	53	318	775	165
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
I am contacting the person on their preferred method of communication	408	210	198	29	65	52	80	69	113	106	114	96	93	41	20	43	33	33	31	22	33	38	68	34	11	69	165	34
	23%	25% <sup>cb</sup>	21%	13%	19%	17%	24% <sup>df</sup>	28% <sup>def</sup>	33% <sup>defg</sup>	22%	22%	25%	22%	27% <sup>gv</sup>	27%	22%	23%	21%	23%	26% <sup>gv</sup>	20%	16%	27% <sup>gv</sup>	23%	21%	21%	21%	20%
Price/ cheaper	364	162	202	37	67	71	73	54	61	81	106	75	102	28	15	34	29	32	25	18	39	47	44	30	23	52	173	26
	20%	19%	21%	16%	19%	23%	22%	22%	18%	17%	21%	20%	24% <sup>aj</sup>	19%	20%	18%	20%	20%	19%	21%	24%	19%	17%	20%	44% <sup>nop</sup>	16%	22% <sup>A</sup>	15%
To send picture/ photos/ emojis in the message	314	127	188	40	73	66	60	35	40	81	94	69	71	25	24	37	29	24	27	16	26	34	43	22	6	67	139	30
	17%	15%	20% <sup>aa</sup>	18%	21% <sup>hi</sup>	21% <sup>hi</sup>	18% <sup>ii</sup>	14%	12%	17%	18%	18%	17%	17%	32% <sup>npr</sup>	19%	20%	15%	20%	19%	16%	14%	17%	15%	12%	21%	18%	17%
Convenience/ ease of use	271	127	144	46	45	49	44	37	50	69	68	49	84	13	5	30	23	29	18	9	26	38	40	29	6	46	111	32
	15%	15%	15%	20% <sup>eg</sup>	13%	16%	13%	15%	15%	14%	13%	13%	20% <sup>ijkl</sup>	9%	7%	15%	16%	18% <sup>no</sup>	16%	10%	16%	16%	16%	20% <sup>no</sup>	10%	14%	14%	19%
To involve more than one person/ contact a group of people	191	94	97	15	39	27	37	34	38	72	56	36	27	17	6	25	15	21	12	10	18	22	27	12	6	37	89	23
	11%	11%	10%	7%	11%	9%	11%	14% <sup>d</sup>	11%	15% <sup>lm</sup>	11% <sup>m</sup>	9%	6%	11%	7%	13%	10%	13%	9%	12%	11%	9%	11%	8%	11%	11%	11%	13%
Habit/ always use online communication services or apps	122	57	65	45	31	21	14	4	7	33	35	29	25	11	3	9	9	11	7	3	8	37	12	11	1	27	54	12
	7%	7%	7%	20% <sup>efgh</sup>	9% <sup>ghi</sup>	7% <sup>hi</sup>	4%	1%	2%	7%	7%	8%	6%	8%	5%	5%	6%	7%	5%	4%	5%	15% <sup>nopq</sup>	5%	7%	2%	8%	7%	7%
Reliability/ quality of service/ coverage	68	37	31	10	17	17	10	9	5	28	20	11	9	7	1	8	3	6	5	3	6	14	10	6	-	16	32	12
	4%	4%	3%	4%	5% <sup>ai</sup>	5% <sup>ai</sup>	3%	4%	2%	6% <sup>m</sup>	4%	3%	2%	5%	1%	4%	2%	4%	4%	3%	4%	6%	4%	4%	-	5%	4%	7%
More secure/ private service	34	18	16	2	10	4	5	4	10	10	8	8	8	4	1	5	1	2	3	2	3	7	6	1	-	9	14	5
	2%	2%	2%	1%	3%	1%	1%	1%	3%	2%	2%	2%	2%	2%	1%	2%	*	1%	3%	2%	2%	3%	2%	1%	-	3%	2%	3%
Other	27	13	14	1	1	4	5	3	14	6	9	6	6	4	-	4	1	-	3	-	4	4	3	4	-	3	8	-
	1%	2%	1%	*	*	1%	1%	1%	4% <sup>defh</sup>	1%	2%	2%	1%	2%	-	2%	1%	-	2%	-	2%	2%	1%	2%	-	1%	1%	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 251  
**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**

Base: All respondents who have used online communication services or apps in the past 12 months to send text messages

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1804	844	960	227	350	311	328	249	339	486	511	380	426	150	76*	195	143	159	134	85*	162	244	253	149	53*	326	785	173
I do not have a mobile phone network	4	-	4	-	1	-	-	1	1	1	-	1	1	-	-	-	-	1	-	1	-	1	-	-	-	-	-	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 252

**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1809	1641	149	33	65	32	8	11	13	8	980	547	196	52
Weighted base	1804	1643	140	31**	63*	31**	7**	10**	13**	9**	983	547	195	46*
I am contacting the person on their preferred method of communication	408	386	17	3	6	1	1	5	1	1	238	115	46	7
	23%	23%bd	12%	8%	10%	5%	22%	53%	8%	8%	24%	21%	24%	15%
Price/ cheaper	364	330	26	3	13	8	1	1	3	-	206	103	44	6
	20%	20%	18%	10%	20%	26%	16%	6%	21%	-	21%	19%	23%	12%
To send picture/ photos/ emojis in the message	314	291	22	4	9	6	1	2	3	4	164	94	36	12
	17%	18%	16%	15%	15%	18%	20%	16%	22%	52%	17%	17%	18%	27%
Convenience/ ease of use	271	246	23	6	13	3	1	-	1	-	158	83	18	6
	15%	15%	16%	19%	21%	10%	20%	-	11%	-	16%l	15%	9%	13%
To involve more than one person/ contact a group of people	191	175	15	4	4	5	-	2	1	1	94	69	21	4
	11%	11%	10%	12%	6%	16%	-	21%	5%	7%	10%	13%	11%	9%
Habit/ always use online communication services or apps	122	105	17	4	10	2	-	*	*	2	56	44	12	8
	7%	6%	12%a	15%	16%a	7%	-	5%	3%	22%	6%	8%	6%	18%ijkl
Reliability/ quality of service/ coverage	68	59	10	2	3	4	-	-	-	1	38	18	10	2
	4%	4%	7%	8%	5%	13%	-	-	-	12%	4%	3%	5%	4%
More secure/ private service	34	25	9	4	4	-	1	-	4	-	12	11	7	1
	2%	1%	6%a	14%	7%a	-	10%	-	31%	-	1%	2%	3%j	1%
Other	27	25	2	-	-	1	1	-	-	-	16	9	1	1
	1%	2%	1%	-	-	4%	11%	-	-	-	2%	2%	1%	2%
I do not have a mobile phone network	4	4	-	-	-	-	-	-	-	-	2	1	-	-
	*	*	-	-	-	-	-	-	-	-	*	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 253  
**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**

Base: All respondents who have used online communication services or apps in the past 12 months to send text messages

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1809	1475	799	676	334	303	31	1093	786	307	716	68	178	76	250	144	1259	546	479	444	192	233	223	129
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
I am contacting the person on their preferred method of communication	408 23%	322 22%	169 21%	153 23%	86 26%	82 27%	3 11%	233 21%l	185 21%l	48 22%l	175 25%gl	19 29%l	21 13%	28 33%ghil o	83 34%ghij lo	24 18%	313 25%qrst uv	94 18%	74 16%	78 19%	31 16%	34 16%	31 15%	31 25%rtuv
Price/ cheaper	364 20%	294 20%	151 19%	143 21%	70 21%	59 19%	10 35%	225 20%	171 19%	54 24%ln	139 20%	13 20%	37 23%	15 18%	40 17%	34 24%	255 20%	109 21%	98 21%	84 20%	44 23%	49 22%	41 20%	22 18%
To send picture/ photos/ emojis in the message	314 17%	259 18%	139 17%	121 18%	55 16%	50 16%	5 16%	207 19%mn	169 19%mn	38 17%mn	107 16%mn	9 13%	29 18%mn	5 6%	32 13%	32 23%jmn	188 15%	124 24%p	115 25%p	98 23%p	47 24%p	57 26%p	56 27%p	23 18%
Convenience/ ease of use	271 15%	224 15%	121 15%	103 15%	47 14%	44 14%	3 10%	158 14%	128 14%	30 14%	113 16%	13 20%	27 17%	18 21%	34 14%	22 16%	196 15%	73 14%	64 14%	55 13%	27 14%	32 15%	24 12%	17 14%
To involve more than one person/ contact a group of people	191 11%	154 10%	89 11%	65 10%	37 11%	34 11%	3 9%	126 11%	97 11%	29 13%	65 9%	5 8%	16 10%	7 8%	27 11%	10 7%	134 11%	57 11%	48 10%	48 11%	16 8%	16 7%	24 12%	18 15%u
Habit/ always use online communication services or apps	122 7%	104 7%	70 9%c	35 5%	18 5%	16 5%	2 6%	81 7%mn	72 8%imn	9 4%	41 6%n	6 9%mn	23 14%ghij no	*	6 2%	6 4%	93 7%	29 6%	28 6%	20 5%	13 7%	8 4%	15 7%	3 3%
Reliability/ quality of service/ coverage	68 4%	55 4%	30 4%	25 4%	14 4%	13 4%	1 4%	48 4%n	41 5%n	7 3%	21 3%	*	6 4%	3 4%	3 1%	8 6%n	43 3%	26 5%	22 5%	23 5%	11 5%	14 6%p	9 4%	5 4%
More secure/ private service	34 2%	32 2%	20 3%	12 2%	3 1%	3 1%	-	23 2%	19 2%	4 2%	11 2%	-	3 2%	5 5%jn	2 1%	2 1%	24 2%	10 2%	9 2%	8 2%	4 2%	4 2%	4 2%	1 1%
Other	27 1%	22 1%	8 1%	14 2%	5 2%	3 1%	2 8%	10 1%	7 1%	4 2%	16 2%gh	-	1 *	2 2%	14 6%ghij o	1 *	23 2%	4 1%	3 1%	4 1%	-	3 1%	1 1%	2 2%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 253  
**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**  
**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1804	1469	796	673	335	306	30**	1111	888	223	693	66*	162	84*	242	139	1272	526	463	418	194	218	204	123
I do not have a mobile phone network	4	2	-	2	1	1	-	-	-	-	4	-	-	1	1	1	3	1	1	1	1	1	-	-
	*	*	-	*	*	*	-	-	-	-	1%gh	-	-	2%gh	*g	1%gh	*	*	*	*	1%	*	-	-

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 254

**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1809	78	191	245	315	235	165	116	79	230	425	185	279	123	11	1354	1809
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
I am contacting the person on their preferred method of communication	408	18	45	61	75	50	39	27	13	52	110	31	85	37	3	290	408
	23%	26%	24%	26%h	25%	22%	25%	22%	14%	21%	26%k	17%	30%ko	30%k	25%	21%	23%
Price/ cheaper	364	16	50	45	66	42	33	23	18	40	89	49	53	20	3	270	364
	20%	23%	27%ei	19%	22%	18%	21%	19%	20%	16%	21%	28%lmo	18%	16%	25%	20%	20%
To send picture/ photos/ emojis in the message	314	7	27	33	51	38	33	24	24	44	59	25	41	16	2	252	314
	17%	11%	14%	14%	17%	17%	21%	20%	26%abc	18%	14%	14%	13%	18%	19%j	17%	
Convenience/ ease of use	271	14	31	40	39	31	24	20	15	31	69	27	51	29	1	199	271
	15%	20%	17%	17%	13%	14%	15%	16%	16%	12%	16%	15%	18%	23%o	12%	15%	15%
To involve more than one person/ contact a group of people	191	4	11	19	37	28	14	11	10	36	46	19	29	7	2	141	191
	11%	6%	6%	8%	12%b	12%b	9%	9%	11%	15%bc	11%	11%	10%	6%	19%	10%	11%
Habit/ always use online communication services or apps	122	4	7	18	12	20	7	11	6	24	23	13	12	4	-	97	122
	7%	6%	4%	8%	4%	9%d	4%	9%d	7%	10%bd	6%	7%	4%	3%	-	7%	7%
Reliability/ quality of service/ coverage	68	4	6	6	14	9	8	2	2	12	15	9	11	6	-	51	68
	4%	6%	3%	3%	5%	4%	5%	2%	2%	5%	4%	5%	4%	5%	-	4%	4%
More secure/ private service	34	2	2	6	6	4	-	3	1	7	5	1	2	4	-	29	34
	2%	3%f	1%	2%	2%	2%	-	2%	1%	3%f	1%	*	1%	3%	-	2%	2%
Other	27	-	7	6	2	6	1	-	1	1	7	3	4	1	-	20	27
	1%	-	4%dgi	3%	1%	3%	1%	-	1%	*	2%	2%	1%	1%	-	1%	1%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 254

**Q13. And which of these reasons is the most important to you when you choose to send messages on your online communication service or app rather than send SMS on your mobile network?**

**Base: All respondents who have used online communication services or apps in the past 12 months to send text messages**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1804	69*	187	234	305	227	160	121	92*	247	426	177	289	124	12**	1349	1804
I do not have a mobile phone network	4	-	-	1	2	-	-	-	-	-	3	-	1	1	-	1	4
	*	-	-	*	1%	-	-	-	-	-	1%	-	1%	1%	-	*	*

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 255  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Summary table**

	MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)	Online communication services or apps (such as Skype, FaceTime or WhatsApp)
Unweighted base	2094	2094
Weighted base	2094	2094
Several times a day	52 3%	407 19%
Once a day	31 1%	145 7%
Several times a week	87 4%	407 19%
Once a week	45 2%	98 5%
Several times a month	113 5%	219 10%
Once a month	103 5%	103 5%
Less often	565 27%	191 9%
NET: At least daily	83 4%	551 26%
NET: At least weekly	215 10%	1057 50%
NET: At least monthly	432 21%	1380 66%
NET: Ever	996 48%	1570 75%
Never	1039 50%	496 24%



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 255  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents**

**Summary table**

	MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)	Online communication services or apps (such as Skype, FaceTime or WhatsApp)
Weighted base	2094	2094
Don't know	59 3%	28 1%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 256  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	310	484	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	52 3%	23 2%	30 3%	10 4%hi	14 4%hi	14 4%hi	11 3%hi	4 1%hi	-	17 3%k	5 1%	7 2%	23 5%kl	3 1%	3 3%	6 3%	3 2%	7 4%	5 4%	2 2%	8 4%	9 3%	5 2%	2 1%	-	11 3%	29 3%	20 11%
Once a day	31 1%	20 2%	11 1%	7 3%hi	8 2%hi	7 2%hi	4 1%	4 1%	2 *	11 2%	11 2%	4 1%	5 1%	1 *	2 2%	7 3%ix	1 *	3 2%	2 1%	2 2%	3 2%	7 3%ix	3 1%	-	1 1%	10 3%	17 2%	13 7%
Several times a week	87 4%	39 4%	48 4%	16 7%hi	12 3%hi	23 7%hi	18 5%hi	7 2%	9 2%	26 5%	23 4%	16 4%	21 4%	6 3%	1 1%	12 5%	7 4%	4 2%	10 7%r	5 5%	9 5%	11 4%	12 4%	9 5%	1 1%	26 7%	43 5%	18 10%
Once a week	45 2%	29 3%b	16 1%	9 4%hi	6 2%	9 3%	12 3%	4 1%	6 1%	11 2%	13 2%	15 3%mi	6 1%	7 4%	1 2%	2 1%	6 3%	2 1%	2 2%	1 1%	1 1%	4 1%	7 2%	6 3%	5 8%prst	7 2%	26 3%	8 4%
Several times a month	113 5%	51 5%	62 6%	14 6%	32 9%hi	20 6%hi	23 6%hi	10 3%	14 3%	27 5%	32 5%	32 7%mi	21 4%	12 7%	7 8%	12 7%	9 5%	8 6%	4 4%	10 5%	13 5%	19 7%	7 4%	1 1%	20 6%	50 6%	14 7%	
Once a month	103 5%	50 5%	54 5%	11 5%	19 5%	12 4%	24 7%	14 5%	22 5%	32 6%	28 5%	22 5%	22 4%	11 6%	4 3%	7 4%	6 3%	5 3%	4 3%	6 5%	8 4%	24 9%prs	19 7%	8 4%	2 3%	20 6%	44 5%	9 5%
Less often	565 27%	264 26%	300 28%	52 22%	92 25%	92 27%	122 33%dei	95 30%di	112 23%	152 27%	167 28%	115 27%	131 26%	35 20%	18 21%	58 25%	47 27%	53 29%	45 30%en	25 24%	61 31%en	73 27%	79 28%	47 26%	23 37%en	98 28%	249 29%	36 20%
NET: At least daily	83 4%	43 4%	41 4%	16 7%hi	22 6%hi	21 6%hi	15 4%hi	8 2%hi	2 *	28 5%	16 3%	11 3%	29 6%kl	3 2%	5 5%	14 6%ix	3 2%	10 6%ix	7 5%	4 4%	11 6%ix	16 6%ix	8 3%	2 1%	1 1%	21 6%	45 5%	32 17%
NET: At least weekly	215 10%	111 11%	104 10%	41 18%hi	40 11%hi	53 16%hi	45 12%hi	19 6%	17 4%	66 11%	52 9%	42 10%	56 11%	17 9%	7 8%	28 12%	16 9%	16 9%	19 13%	10 10%	21 11%	31 11%	27 9%	16 9%	6 10%	54 16%	114 13%	59 32%
NET: At least monthly	432 21%	212 21%	220 20%	67 29%hi	91 25%hi	86 26%hi	92 25%hi	43 14%	53 11%	125 22%	112 19%	95 22%	99 19%	39 22%	18 21%	46 20%	35 20%	30 17%	32 21%	20 19%	39 20%	68 25%	65 23%	31 17%	9 14%	93 27%	208 24%	82 44%
NET: Ever	996 48%	476 47%	520 48%	119 51%hi	183 50%hi	178 53%hi	214 58%hi	137 44%hi	165 34%	277 48%	279 47%	211 50%	230 45%	74 42%	36 42%	104 45%	82 48%	83 46%	77 52%	44 44%	100 51%	141 51%	144 51%	79 43%	32 50%	191 55%	457 53%	118 64%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 256  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Gender		Age							Social Grade				Region											Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)		Private (B)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Never	1039	518	520	102	172	147	149	169	300	274	291	207	266	99	46	123	84	91	70	53	91	122	134	98	28	146	384	59
		50%	51%	49%	44%	47%	44%	40%	55%	48%	49%	49%	52%	56%	55%	53%	49%	51%	47%	52%	46%	44%	47%	54%	45%	42%	45%	32%
Don't know	59	27	32	11	7	10	7	3	19	21	18	7	13	4	3	6	5	6	1	5	5	12	7	4	3	8	21	8
		3%	3%	3%	5%	2%	3%	2%	4%	4%	3%	2%	3%	2%	3%	3%	3%	3%	1%	5%	2%	4%	2%	2%	5%	2%	2%	4%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 257

**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents**

**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	52 3%	44 2%	8 6%a	2 7%	5 7%a	3 1%	1 10%	-	-	2 19%	28 2%	15 2%	8 4%	-
Once a day	31 1%	22 1%	9 6%a	2 6%	5 7%a	2 5%	-	-	-	-	17 1%	11 2%	3 1%	-
Several times a week	87 4%	79 4%	4 3%	1 4%	1 1%	2 6%	-	-	-	-	57 5%	24 4%	5 2%	1 2%
Once a week	45 2%	39 2%	5 3%	3 8%	1 1%	-	-	1 13%	-	-	21 2%	16 3%	5 2%	3 7%j
Several times a month	113 5%	103 5%	9 6%	3 10%	4 5%	1 2%	1 22%	-	1 6%	-	51 4%	36 6%	14 6%	11 23%jkl
Once a month	103 5%	93 5%	8 6%	2 7%	3 4%	1 4%	2 29%	-	-	1 9%	44 4%	43 7%j	14 6%	1 3%
Less often	565 27%	523 27%	39 26%	8 26%	18 27%	9 28%	-	3 26%	5 33%	4 38%	322 28%	162 25%	58 27%	8 17%
NET: At least daily	83 4%	67 3%	17 11%a	4 13%	10 15%a	2 6%	1 10%	-	-	2 19%	45 4%	26 4%	11 5%	-
NET: At least weekly	215 10%	185 10%	25 17%a	8 25%	12 17%	4 12%	1 10%	1 13%	-	2 19%	122 11%	67 10%	21 10%	4 8%
NET: At least monthly	432 21%	381 20%	43 28%a	14 42%	18 26%	6 17%	4 61%	1 13%	1 6%	3 28%	217 19%	145 23%	49 22%	17 35%j
NET: Ever	996 48%	904 47%	81 54%	22 67%	36 53%	15 45%	4 61%	4 39%	6 40%	7 66%	538 47%	307 48%	108 49%	25 51%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 257  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	1039	962	63	11	26	18	2	6	7	3	580	316	104	21
		50%	42%	33%	39%	55%	28%	61%	48%	34%	50%	50%	47%	43%
Don't know	59	50	6	-	6	-	1	-	2	-	30	14	8	3
	3%	3%	4%	-	8%a	-	11%	-	12%	-	3%	2%	4%	6%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 258  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	52 3%	46 3%	24 3%	22 3%	6 2%	6 2%	-	40 3%jn	36 4%jn	4 2%n	13 1%n	2 3%n	3 1%n	-	-	7 5%jmn	23 1%	30 5%p	28 6%p	21 5%p	11 5%p	12 5%p	10 5%p	6 4%p
Once a day	31 1%	31 2%de	22 2%de	9 1%	1 *	1 *	-	27 2%jn	22 2%jn	5 2%jn	4 *	1 1%	1 1%	-	1 *	2 1%	13 1%	18 3%p	15 3%p	14 3%p	6 3%p	5 2%p	10 5%p	5 4%p
Several times a week	87 4%	74 4%	36 4%	37 5%	13 3%	12 3%	1 3%	69 6%jn	57 6%jn	12 5%jn	18 2%	2 2%	3 2%	2 2%	5 1%	6 4%	55 4%	32 6%p	27 6%	30 7%pt	5 3%	18 8%pt	15 7%p	8 6%
Once a week	45 2%	33 2%	20 2%	13 2%	12 3%	11 3%	1 2%	33 3%j	29 3%jo	4 2%	12 1%	-	6 3%o	*	6 2%	-	34 2%	11 2%	9 2%	7 2%	4 2%	3 1%	4 2%	2 1%
Several times a month	113 5%	95 6%	49 5%	46 6%	18 4%	16 4%	2 4%	70 6%n	52 5%n	18 7%n	43 5%n	2 2%	19 10%ghjkn	5 5%	7 2%	10 7%n	74 5%	39 7%	34 7%	32 7%p	17 9%p	17 8%	12 6%	10 7%
Once a month	103 5%	85 5%	48 5%	37 5%	19 5%	17 5%	2 5%	63 5%mn	47 5%mn	16 6%mn	40 5%mn	5 5%mn	12 7%mn	-	19 5%mn	5 3%	68 4%	36 7%	34 7%p	28 6%	14 7%	17 8%p	14 7%	6 4%
Less often	565 27%	459 27%	252 28%	206 26%	106 26%	96 26%	10 23%	347 29%jn	278 29%jn	69 27%	218 25%	28 32%	52 28%	26 22%	77 22%	35 23%	411 27%	149 27%	128 27%	122 28%	46 23%	62 28%	56 26%	45 33%
NET: At least daily	83 4%	77 5%de	45 5%de	31 4%cd	7 2%	7 2%	-	67 6%jmn	57 6%jlmn	9 4%mn	17 2%n	3 3%n	4 2%n	-	1 *	9 6%jmn	36 2%	48 9%p	43 9%p	36 8%p	16 8%p	18 8%p	20 10%p	10 8%p
NET: At least weekly	215 10%	183 11%	101 11%	82 10%	32 8%	30 8%	2 5%	168 14%jkln	143 15%ijklmn	25 10%jmn	47 5%	5 6%	12 7%	3 2%	12 3%	15 10%jmn	125 8%	90 16%p	78 16%p	73 17%p	26 13%p	38 17%p	38 18%p	20 15%p
NET: At least monthly	432 21%	363 22%cd	199 22%cd	164 21%	69 17%	63 17%	6 14%	301 25%jkmn	243 25%jkmn	59 23%jmn	130 15%mn	12 13%	43 23%jmn	8 7%	37 11%	30 20%mn	266 17%	165 30%p	146 31%p	133 30%p	57 29%p	72 32%p	65 30%p	35 26%p

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 258  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	996	822	451	370	175	159	15	648	520	128	348	40	95	34	114	65	677	315	274	255	102	134	120	80
	48%	49% <sup>d</sup>	50% <sup>de</sup>	47%	43%	43%	37%	54% <sup>j</sup>	54% <sup>jmno</sup>	51% <sup>jmn</sup>	39%	45% <sup>m</sup>	51% <sup>jm</sup>	29%	33%	43% <sup>mn</sup>	44%	57% <sup>p</sup>	57% <sup>p</sup>	58% <sup>p</sup>	52%	60% <sup>p</sup>	57% <sup>p</sup>	60% <sup>p</sup>
Never	1039	814	418	396	224	198	26	531	413	118	508	47	83	77	218	83	817	220	192	173	89	87	88	50
	50%	48%	47%	50%	55% <sup>ab</sup>	54% <sup>b</sup>	63% <sup>b</sup>	44%	43%	46%	57% <sup>ghil</sup>	53%	45%	66% <sup>ghil</sup>	64% <sup>ghil</sup>	55% <sup>gh</sup>	53% <sup>qrsu</sup>	40%	40%	40%	45%	39%	41%	37%
Don't know	59	50	27	23	10	10	-	29	22	8	30	2	8	6	11	3	44	14	11	9	6	2	4	5
	3%	3%	3%	3%	2%	3%	-	2%	2%	3%	3%	2%	4%	5%	3%	2%	3%	3%	2%	2%	3%	1%	2%	3%

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 259

**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents**

**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	52 3%	6 7% bei	3 1%	11 4% ee	12 3% ee	2 1%	6 3%	2 2%	3 3%	5 2%	20 4% oo	12 6% oo	12 3%	3 2%	*	30 2%	52 3%
Once a day	31 1%	1 1%	5 2%	3 1%	5 1%	2 1%	4 2%	3 2%	5 5% cei	1 *	4 1%	1 1%	3 1%	3 2%	-	27 2%	31 2%
Several times a week	87 4%	3 3%	9 4%	9 3%	19 6%	12 4%	8 5%	9 7%	6 6%	10 4%	19 4%	6 3%	14 4%	4 3%	-	68 4%	87 4%
Once a week	45 2%	1 1%	5 2%	5 2%	9 3%	3 1%	4 2%	2 2%	3 3%	9 3%	14 3%	7 2%	7 5% oo	8 10%	2 2%	29 2%	45 2%
Several times a month	113 5%	6 7%	15 6%	15 5%	19 5%	13 5%	5 3%	12 9% f	4 4%	18 7%	28 5%	11 6%	24 7%	7 4%	-	83 5%	113 5%
Once a month	103 5%	4 5%	12 5%	9 3%	8 2%	13 5%	8 4%	10 8% cd	9 10% cd	23 9% cd	25 5%	11 6%	17 5%	10 6%	-	77 5%	103 5%
Less often	565 27%	19 21%	60 25%	67 23%	90 26%	76 28%	47 26%	36 27%	33 34%	83 32% c	142 27%	60 30%	89 25%	33 22%	5 30%	415 27%	564 27%
NET: At least daily	83 4%	6 7% ei	9 4%	14 5% ee	16 5% ee	4 1%	10 5% ee	5 4%	7 7% ei	6 2%	24 5%	13 6%	15 4%	6 4%	*	57 4%	83 4%
NET: At least weekly	215 10%	10 11%	22 9%	28 10%	45 13% ee	19 7%	22 12%	16 12%	16 16% ee	24 9%	57 11%	26 13%	36 10%	17 11%	2 12%	153 10%	215 10%
NET: At least monthly	432 21%	20 23%	49 21%	52 18%	72 21%	45 17%	35 19%	38 29% ce	30 30% ce	65 25% ee	110 21%	49 24%	77 22%	33 22%	2 12%	313 20%	432 21%
NET: Ever	996 48%	39 44%	109 46%	119 41%	162 47%	121 44%	82 45%	74 56% ce	63 63% abcd	148 57% bcde	252 48%	108 54%	166 47%	67 43%	7 42%	728 47%	996 48%

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 259

**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents**

**MMS Multimedia/ Picture messages (sent via your provider's network, such as O2, EE, Three, Vodafone)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	1039 50%	45 51%	125 53%ghi	167 57%ghi	169 49%i	147 54%ghi	98 53%ghi	53 40%	36 37%	104 40%	253 48%	82 41%	180 51%	81 53%k	10 58%	770 50%k	1016 49%
Don't know	59 3%	4 5%bh	2 1%	7 2%	13 4%b	5 2%	3 2%	6 5%b	-	7 3%	17 3%	9 4%	9 3%	6 4%	-	36 2%	53 3%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 260  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Gender			Age						Social Grade					Region							Employment Sector			Opinion Influencer (C)			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)		North-ern Ireland (y)	Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	407	183	224	77	135	89	55	37	14	110	115	92	90	27	21	45	21	41	28	18	37	90	46	24	8	95	204	71
	19%	18%	21%	33%ghi	37%fgh	27%ghi	15%i	12%i	3%	19%	19%	22%	18%	15%	25%qx	19%	12%	23%qx	19%	18%	19%	33%npq	16%	13%	13%	28%	24%	38%
Once a day	145	68	77	42	34	31	20	9	10	48	50	21	25	11	5	17	12	22	4	8	8	23	19	10	5	32	76	28
	7%	7%	7%	18%efgh	9%hi	9%hi	5%i	3%	2%	8%lm	9%lm	5%	5%	6%	6%	7%	7%	12% <sup>sux</sup>	3%	8%	4%	8% <sup>s</sup>	7%	5%	8%	9%	9%	15%
Several times a week	407	175	232	51	87	75	94	50	51	107	123	92	85	29	17	41	31	33	38	19	39	50	58	33	19	85	194	35
	19%	17%	22%a	22%i	24%hi	22%hi	25%hi	16%i	11%	19%	21%	22%	17%	16%	20%	18%	18%	18%	26% <sup>n</sup>	19%	20%	18%	20%	18%	30% <sup>np</sup>	24%	22%	19%
Once a week	98	46	53	9	16	17	21	8	26	34	27	18	20	8	3	5	11	12	7	1	7	9	21	10	3	20	34	4
	5%	4%	5%	4%	5%	5%	6%	3%	5%	6%	5%	4%	4%	5%	4%	2%	6%	7% <sup>p</sup>	5%	1%	4%	3%	7% <sup>pt</sup>	6%	5%	6%	4%	2%
Several times a month	219	100	119	13	21	45	42	45	53	56	55	43	65	25	7	22	23	10	16	16	22	23	30	23	4	33	93	12
	10%	10%	11%	6%	6%	13% <sup>de</sup>	11% <sup>de</sup>	15% <sup>de</sup>	11% <sup>de</sup>	10%	9%	10%	13%	14% <sup>r</sup>	8%	9%	13% <sup>r</sup>	6%	10%	15% <sup>r</sup>	11%	8%	11%	13% <sup>r</sup>	7%	10%	11%	6%
Once a month	103	44	59	9	11	6	21	18	39	27	40	16	20	5	3	11	13	5	7	4	13	14	16	8	4	15	41	10
	5%	4%	6%	4%	3%	2%	6% <sup>f</sup>	6% <sup>f</sup>	8% <sup>ef</sup>	5%	7%	4%	4%	3%	4%	5%	7% <sup>r</sup>	3%	5%	3%	7%	5%	6%	4%	7%	4%	5%	5%
Less often	191	98	93	9	13	25	39	35	69	55	48	44	44	20	3	20	17	14	14	9	18	22	28	19	7	25	70	11
	9%	10%	9%	4%	4%	8% <sup>e</sup>	11% <sup>de</sup>	11% <sup>de</sup>	14% <sup>def</sup>	10%	8%	10%	9%	11%	4%	9%	10%	8%	10%	9%	9%	8%	10%	10%	11%	7%	8%	6%
NET: At least daily	551	251	301	118	169	120	74	46	24	159	165	113	115	38	26	62	33	63	32	26	45	113	65	34	14	127	281	99
	26%	25%	28%	51% <sup>fgh</sup>	47% <sup>fgh</sup>	36% <sup>ghi</sup>	20% <sup>i</sup>	15% <sup>i</sup>	5%	28%	28%	26%	23%	21%	31%	27%	19%	35% <sup>nqs</sup>	22%	26%	23%	41% <sup>npq</sup>	23%	19%	22%	37%	33%	53%
NET: At least weekly	1057	471	585	178	272	212	189	104	101	299	315	222	220	75	46	109	74	108	77	47	91	172	144	77	36	231	508	138
	50%	46%	55%a	77% <sup>fgh</sup>	75% <sup>fgh</sup>	63% <sup>ghi</sup>	51% <sup>hi</sup>	34% <sup>i</sup>	21%	52% <sup>m</sup>	54% <sup>m</sup>	52% <sup>m</sup>	43%	43%	54%	47%	44%	60% <sup>npq</sup>	52%	46%	47%	63% <sup>npq</sup>	51%	43%	57%	67% <sup>b</sup>	59%	74%

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 260  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Gender		Age							Social Grade					Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
NET: At least monthly	1380	615	764	201	304	263	252	167	193	383	411	282	305	105	56	141	109	123	100	66	126	210	190	108	44	279	642	159	
	66%	60%	71% <sup>a</sup>	86% <sup>d</sup>	84% <sup>f</sup>	84% <sup>g</sup>	84% <sup>h</sup>	78% <sup>i</sup>	68% <sup>h</sup>	54% <sup>i</sup>	40%	67% <sup>m</sup>	70% <sup>m</sup>	66%	60%	60%	64%	68%	67%	65%	65%	77% <sup>n</sup>	npq	67%	60%	71%	81% <sup>B</sup>	74%	86%
NET: Ever	1570	714	857	210	317	288	292	202	262	437	459	326	349	125	59	162	126	137	114	75	145	232	218	127	51	304	712	171	
	75%	70%	80% <sup>a</sup>	90% <sup>g</sup>	88% <sup>g</sup>	86% <sup>g</sup>	86% <sup>g</sup>	79% <sup>h</sup>	65% <sup>i</sup>	54%	76% <sup>m</sup>	78% <sup>m</sup>	77% <sup>m</sup>	69%	71%	70%	69%	74%	76%	77%	74%	84% <sup>n</sup>	npq	77%	70%	82%	88% <sup>B</sup>	83%	92%
Never	496	292	204	16	37	42	78	107	216	129	122	91	155	50	26	65	43	36	33	27	50	38	66	51	11	38	139	13	
	24%	29% <sup>b</sup>	19%	7%	10%	12%	21% <sup>d</sup>	35% <sup>d</sup>	45% <sup>d</sup>	23%	21%	21%	30% <sup>j</sup>	28% <sup>v</sup>	30% <sup>v</sup>	28% <sup>v</sup>	25% <sup>v</sup>	20%	22% <sup>v</sup>	26% <sup>v</sup>	26% <sup>v</sup>	14%	23% <sup>v</sup>	28% <sup>v</sup>	17%	11%	16% <sup>A</sup>	7%	
Don't know	28	16	12	7	8	6	1	1	6	6	8	8	6	1	-	6	1	7	1	-	-	5	1	3	1	3	11	2	
	1%	2%	1%	3% <sup>g</sup>	2% <sup>g</sup>	2% <sup>g</sup>	*	*	1%	1%	1%	2%	1%	1%	-	3% <sup>u</sup>	1%	4% <sup>t</sup>	1%	-	-	2%	*	2%	1%	1%	1%	1%	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 261  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	407 19%	328 17%	73 49%a	17 52%	37 54%a	12 36%	4 63%	3 32%	2 14%	2 19%	207 18%	127 20%	48 22%	17 34%jk
Once a day	145 7%	130 7%	14 9%	5 15%	7 11%	2 6%	-	-	-	-	66 6%	49 8%	23 10%j	5 10%
Several times a week	407 19%	378 20% <sup>d</sup>	24 16%	5 15%	5 7%	11 32%	1 16%	3 26%	2 15%	1 11%	215 19%	131 20%	42 19%	12 25%
Once a week	98 5%	93 5%	4 3%	2 5%	2 2%	-	-	1 6%	1 4%	2 15%	47 4%	33 5%	13 6%	3 6%
Several times a month	219 10%	210 11% <sup>b</sup>	8 5%	1 3%	4 6%	2 6%	1 10%	1 6%	4 25%	2 25%	132 11% <sup>l</sup>	65 10%	14 6%	2 5%
Once a month	103 5%	98 5%	4 3%	2 6%	1 1%	1 2%	-	1 9%	1 4%	1 8%	55 5%	32 5%	13 6%	2 4%
Less often	191 9%	180 9%	9 6%	* 1%	4 5%	3 9%	-	1 14%	1 3%	1 10%	107 9%	63 10%	18 8%	1 2%
NET: At least daily	551 26%	458 24%	87 58% <sup>a</sup>	22 67%	44 65% <sup>a</sup>	14 42%	4 63%	3 32%	2 14%	2 19%	273 24%	177 28%	71 32% <sup>j</sup>	22 44% <sup>jk</sup>
NET: At least weekly	1057 50%	929 48%	115 76% <sup>a</sup>	28 87%	50 74% <sup>a</sup>	25 74%	5 79%	6 64%	5 34%	4 45%	535 47%	340 53% <sup>j</sup>	126 57% <sup>j</sup>	37 76% <sup>jk</sup>
NET: At least monthly	1380 66%	1236 65%	127 85% <sup>a</sup>	31 96%	55 81% <sup>a</sup>	27 81%	6 89%	8 79%	9 63%	8 78%	722 63%	437 69% <sup>j</sup>	153 70%	41 84% <sup>kl</sup>
NET: Ever	1570 75%	1417 74%	136 90% <sup>a</sup>	31 97%	59 87% <sup>a</sup>	31 90%	6 89%	9 94%	10 67%	9 88%	829 72%	500 78% <sup>j</sup>	171 78%	42 86% <sup>j</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 261  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Never	496 24%	482 25%bd	8 6%	1 3%	4 5%	3 10%	-	1 6%	5 33%	1 12%	304 26%km	134 21%	45 21%	5 10%
Don't know	28 1%	19 1%	6 4%a	-	6 8%a	-	1 11%	-	-	-	16 1%	3 1%	3 1%	2 4%k

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 262  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	407 19%	356 21% cde	222 25% acde	133 17%	51 12%	47 13%	4 8%	299 25% ijmn	255 27% ijmn	45 18% jmn	107 12% mn	16 18% mn	43 23% jmn	3 3%	11 3%	35 23% jmn	238 15%	168 31% pw	154 32% pw	116 26% p	87 44% pqrs uvw	68 31% p	55 26% p	29 21%
Once a day	145 7%	125 7%	76 8% de	50 6%	19 5%	17 5%	2 5%	108 9% jmn	91 9% jmno	17 7% mn	37 4%	7 8% mn	16 8% jmn	1 1%	7 2%	6 4%	104 7%	41 7%	38 8%	34 8%	16 8%	17 8%	20 10%	7 5%
Several times a week	407 19%	319 19%	169 19%	150 19%	88 22%	78 21%	10 24%	278 23% jmn	230 24% jkmn	48 19% mn	129 15% m	12 14% m	35 19% m	6 5%	42 12% m	34 23% jmn	265 17%	139 25% p	119 25% p	114 26% p	45 23%	63 28% p	50 24% p	33 25% p
Once a week	98 5%	84 5%	49 5%	35 4%	15 4%	12 3%	3 6%	54 4%	42 4%	12 5%	45 5%	2 2%	12 6%	7 6%	16 5%	8 6%	74 5%	24 4%	18 4%	18 4%	10 5%	9 4%	4 2%	6 5%
Several times a month	219 10%	171 10%	79 9%	92 12%	48 12%	45 12%	3 7%	126 10%	95 10%	31 12%	93 11%	7 8%	17 9%	14 12%	34 10%	21 14%	155 10%	64 12%	57 12%	58 13%	18 9%	26 12%	34 16% pt	20 15%
Once a month	103 5%	75 4%	40 4%	35 4%	29 7% a	25 7%	4 10%	56 5%	40 4%	16 6%	48 5%	9 11% ghlo	6 3%	7 6%	22 6%	5 3%	87 6% qrst	16 3%	14 3%	13 3%	3 2%	6 3%	5 2%	4 3%
Less often	191 9%	150 9%	73 8%	77 10%	41 10%	37 10%	4 9%	95 8%	66 7%	30 12% gh	96 11% gh	9 11%	12 6%	18 15% ghl	45 13% ghl	11 7%	162 11% qrst	28 5%	25 5%	25 6% t	4 2%	10 5%	18 9% t	9 6%
NET: At least daily	551 26%	481 29% cdef	298 33% acde	183 23% de	70 17%	65 18%	6 14%	407 34% ijmno	345 36% ijmno	62 25% jmn	144 16% mn	23 26% jmn	58 31% jmn	4 4%	18 5%	41 27% jmn	342 22%	209 38% pw	193 40% pw	150 34% p	103 52% pqrs uvw	86 38% pw	75 35% p	36 27%
NET: At least weekly	1057 50%	884 52% cde	516 58% acde	368 47%	173 42%	155 42%	18 44%	740 61% ijkmn	617 65% ijkl	123 48% jmn	317 36% mn	37 42% mn	105 56% jkmn	17 15%	75 22%	83 55% jmn	681 44%	373 68% pw	330 69% pw	282 65% p	158 80% pqrs uvw	158 71% pw	129 61% p	75 56% p
NET: At least monthly	1380 66%	1130 67% cde	636 71% cde	494 63%	250 61%	225 61%	25 61%	921 76% ijkl	752 79% ijkl	170 67% jmn	458 52% mn	53 60% mn	127 68% jmn	38 33%	131 38%	109 72% jmn	923 60%	453 83% pw	401 84% pw	352 81% p	179 90% pqrs vw	190 85% pw	168 79% p	99 73% p

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 262  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1570	1279	709	571	291	262	29	1016	817	199	554	63	139	57	176	120	1085	481	426	378	183	200	186	107
	75%	76%	79% <sup>cde</sup>	72%	71%	71%	69%	84% <sup>ijklmn</sup>	86% <sup>ijklmn</sup>	79% <sup>jmn</sup>	63% <sup>mn</sup>	71% <sup>mn</sup>	75% <sup>jmn</sup>	48%	51%	80% <sup>jmn</sup>	71%	88% <sup>pw</sup>	89% <sup>pw</sup>	86% <sup>p</sup>	92% <sup>psw</sup>	90% <sup>pw</sup>	88% <sup>pw</sup>	80% <sup>p</sup>
Never	496	385	178	207	111	99	11	178	126	52	319	26	41	60	162	29	437	59	44	54	9	20	25	25
	24%	23%	20%	26% <sup>b</sup>	27% <sup>b</sup>	27% <sup>b</sup>	27%	15%	13%	20% <sup>gh</sup>	36% <sup>ghil</sup>	29% <sup>gh</sup>	22% <sup>gh</sup>	51% <sup>ghijkl</sup>	47% <sup>ghijkl</sup>	19%	28% <sup>qrst</sup>	11% <sup>t</sup>	9%	12% <sup>t</sup>	5%	9%	12% <sup>t</sup>	19% <sup>qrstu</sup>
Don't know	28	20	9	11	7	6	1	14	12	2	13	-	6	1	5	1	16	9	7	5	6	3	-	2
	1%	1%	1%	1%	2%	2%	3%	1%	1%	1%	1%	-	3%	1%	1%	1%	1%	2%	2%	1%	3% <sup>pv</sup>	1%	-	1%

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 263  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
Base: All respondents  
Online communication services or apps (such as Skype, FaceTime or WhatsApp)

	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	407 19%	12 13%	36 15%	47 16%	61 18%	49 18%	48 27% eg	21 16%	21 21%	76 29% eg	86 17%	43 22% lm	50 14%	18 12%	2 9%	311 20% lm	407 20%
Once a day	145 7%	5 6%	12 5%	10 4%	27 8% ce	8 3%	12 6%	19 14% f	13 13% bcde	24 9% ce	27 5%	13 6%	16 4%	7 5%	2 13%	116 8%	145 7%
Several times a week	407 19%	11 13%	36 15%	55 19%	66 19%	48 18%	30 17%	30 22%	30 31% ef	58 22%	83 16%	39 20%	53 15%	18 12%	1 5%	319 21% jlm	407 20%
Once a week	98 5%	4 5%	8 3%	10 3%	16 5%	10 4%	10 6%	10 8%	7 7%	13 5%	27 5%	12 6%	19 5%	7 4%	2 10%	70 5%	98 5%
Several times a month	219 10%	9 10%	30 13%	30 10%	34 10%	33 12%	20 11%	8 6%	11 11%	28 11%	65 13%	27 13%	49 14% o	23 15%	2 11%	150 10%	219 11%
Once a month	103 5%	5 5%	13 6%	13 5%	15 4%	25 9% cdfi	5 3%	6 5%	4 4%	8 3%	28 5%	8 4%	21 6%	10 6%	-	75 5%	103 5%
Less often	191 9%	10 11%	19 8%	26 9%	37 11% h	23 9%	15 8%	16 12% h	3 3%	23 9%	51 10%	15 7%	35 10%	14 9%	4 22%	134 9%	191 9%
NET: At least daily	551 26%	17 20%	47 20%	58 20%	88 26%	57 21%	60 33% abce	40 30% bc	34 34% abce	100 39% abcd	114 22%	56 28% lm	66 19%	25 16%	4 22%	427 28% jlm	551 27%
NET: At least weekly	1057 50%	33 38%	91 39%	122 42%	171 50% b	115 42%	100 55% abce	80 60% abce	71 72% abcd	223 66% abcd	223 43% m	107 54% jlm	138 39%	50 33%	6 37%	816 53% jlm	1057 51%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 263  
**Q14. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents**  
**Online communication services or apps (such as Skype, FaceTime or WhatsApp)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: At least monthly	1380 66%	47 53%	135 57%	165 57%	220 64%	172 63%	125 69%abc	95 71%abc	86 87%abcd efg	207 80%abcd ef	317 61%	142 71%jlm	208 59%	82 54%	8 48%	1042 68%jlm	1380 67%
NET: Ever	1570 75%	56 64%	154 65%	191 65%	257 75%bc	196 72%	141 77%abc	111 83%abc	89 90%abcd ef	231 89%abcd ef	368 71%	157 79%jlm	242 68%	96 63%	12 70%	1175 77%jlm	1570 76%
Never	496 24%	30 34%fghi j	83 35%dfgh i	96 33%dfgh i	84 24%ghi	72 27%ghi	40 22%hi	19 14%	10 10%	26 10%	148 28%ko	40 20%	108 30%ko	54 35%ko	5 30%	338 22%	471 23%
Don't know	28 1%	1 2%	-	5 2%	3 1%	4 2%	2 1%	3 2%b	-	3 1%	5 1%	3 1%	4 1%	3 2%	-	21 1%	24 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 264

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Summary table**

	WhatsApp	WeChat	iMessage	Facebook messenger	Skype	Instagram (direct messaging)	Google Chats	KIK	IMO	Signal	Line	Viber	Twitter (direct messaging)	Snapchat	Telegram	Other
Unweighted base	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565	1565
Weighted base	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570	1570
Several times a day	371 24%	12 1%	83 5%	175 11%	29 2%	63 4%	13 1%	8 1%	11 1%	14 1%	14 1%	22 1%	21 1%	117 7%	19 1%	16 1%
Once a day	96 6%	11 1%	37 2%	64 4%	15 1%	32 2%	11 1%	14 1%	10 1%	6 *	14 1%	10 1%	25 2%	41 3%	11 1%	9 1%
Several times a week	360 23%	5 *	78 5%	243 15%	24 2%	82 5%	3 *	9 1%	4 *	7 *	5 *	11 1%	24 2%	73 5%	15 1%	7 *
Once a week	90 6%	7 *	42 3%	78 5%	21 1%	40 3%	6 *	2 *	4 *	5 *	3 *	7 *	25 2%	18 1%	5 *	5 *
Several times a month	217 14%	5 *	76 5%	221 14%	38 2%	72 5%	19 1%	14 1%	10 1%	11 1%	9 1%	12 1%	31 2%	57 4%	12 1%	11 1%
Once a month	84 5%	4 *	39 2%	63 4%	40 3%	42 3%	14 1%	4 *	1 *	8 *	2 *	7 *	27 2%	23 1%	7 *	1 *
Less often	157 10%	19 1%	103 7%	243 15%	186 12%	164 10%	32 2%	27 2%	16 1%	15 1%	27 2%	40 3%	163 10%	101 6%	43 3%	43 3%
NET: At least daily	468 30%	23 1%	121 8%	240 15%	44 3%	94 6%	24 2%	22 1%	21 1%	19 1%	27 2%	32 2%	46 3%	158 10%	31 2%	26 2%
NET: At least weekly	918 58%	34 2%	240 15%	561 36%	90 6%	216 14%	33 2%	34 2%	29 2%	32 2%	36 2%	50 3%	95 6%	248 16%	51 3%	38 2%
NET: At least monthly	1220 78%	44 3%	355 23%	845 54%	168 11%	330 21%	65 4%	52 3%	39 3%	50 3%	47 3%	70 4%	154 10%	328 21%	69 4%	50 3%
NET: Ever	1377 88%	64 4%	458 29%	1088 69%	354 23%	494 31%	98 6%	79 5%	56 4%	65 4%	74 5%	110 7%	317 20%	429 27%	112 7%	93 6%
Never	189 12%	1489 95%	1092 70%	472 30%	1199 76%	1064 68%	1462 93%	1471 94%	1490 95%	1482 94%	1473 94%	1444 92%	1241 79%	1129 72%	1443 92%	1262 80%
Don't know	4 *	18 1%	20 1%	11 1%	18 1%	12 1%	11 1%	20 1%	25 2%	23 1%	23 1%	17 1%	13 1%	12 1%	15 1%	216 14%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 265  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	Gender			Age						Social Grade				Region								Employment Sector						
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	371 24%	166 23%	206 24%	53 25% i	123 39% dghi	87 30% ghi	55 19% i	39 20% i	14 5%	105 24%	107 23%	81 25%	78 22%	17 13%	16 28% n	35 22%	22 17%	46 34% npq uw	28 24% n	15 21%	31 22%	83 36% npq stuwxy	45 21%	22 18%	10 20%	97 32%	194 27%	68 40%
Once a day	96 6%	51 7%	46 5%	29 14% eghi	17 5%	25 9% ghi	12 4%	7 3%	6 2%	31 7%	30 6%	19 6%	17 5%	9 7% sx	5 9% sx	13 8% sx	7 5% sx	8 6% sx	1 1%	2 3%	11 7% sx	20 9% sx	19 9% sx	1 *	2 3%	15 5% A	62 9% A	16 10%
Several times a week	360 23%	149 21%	211 25%	50 24%	78 25%	69 24%	74 25% i	43 21%	45 17%	100 23%	113 25%	78 24%	69 20%	29 23%	14 24%	35 21%	25 20%	34 25%	24 21%	13 17%	31 22%	53 23%	52 24%	31 24%	18 36% qt	82 27%	155 22%	29 17%
Once a week	90 6%	48 7%	42 5%	12 6%	23 7% f	9 3%	16 6%	12 6%	19 7% f	29 7%	29 6%	16 5%	18 5%	12 9% u	4 7%	9 6%	10 8%	9 6%	8 7%	5 7%	3 2%	9 4%	10 5%	10 8%	1 1%	18 6%	32 5%	10 6%
Several times a month	217 14%	96 13%	121 14%	25 12%	29 9%	35 12%	47 16% e	33 16% e	48 18% e	59 14%	64 14%	39 12%	55 16%	17 14%	9 16%	22 14%	15 12%	14 10%	21 18% v	14 19% v	21 14%	20 9%	31 14%	25 20% rv	7 13%	34 11%	99 14%	12 7%
Once a month	84 5%	42 6%	42 5%	11 5%	12 4%	8 3%	20 7% f	11 5%	21 8% ef	27 6%	25 5%	13 4%	20 6%	11 8% pr	1 2%	4 2%	13 11% prw	2 1%	10 8% pr	2 3%	11 8% pr	13 5%	9 4%	7 5%	2 4%	11 4%	37 5%	9 5%
Less often	157 10%	75 11%	82 10%	10 5%	20 6%	23 8%	29 10% d	32 16% defg	43 16% defg	45 10%	42 9%	35 11%	36 10%	16 13%	5 8%	18 11%	19 15% v	14 10%	10 9%	4 6%	13 9%	16 7%	25 11%	12 10%	5 10%	30 10%	57 8%	7 4%
NET: At least daily	468 30%	216 30%	251 29%	83 39% ghi	140 44% ghi	112 39% ghi	67 23% i	46 23% i	20 8%	136 31%	137 30%	100 31%	95 27%	26 21%	22 37% nx	48 29% x	28 22%	54 39% nqs txy	28 25%	18 24%	42 29%	103 44% npq stuwxy	64 29% x	23 18%	12 23%	112 37%	256 36%	84 49%
NET: At least weekly	918 58%	413 58%	505 59%	145 69% ghi	241 76% fghi	190 66% ghi	158 54% i	101 50% i	83 32%	265 61% m	278 61% m	193 59%	181 52%	67 53%	40 68% qt	91 56%	63 50%	97 71% npq stuw	61 53%	36 48%	77 53%	165 71% npq stuw	127 58%	64 50%	31 60%	212 70% B	443 62%	123 72%
NET: At least monthly	1220 78%	552 77%	668 78%	181 86% ghi	281 89% fghi	234 81% hi	225 77% i	145 72% i	153 58%	351 80% m	367 80% m	245 75%	256 73%	95 76%	50 85%	117 73%	91 73%	113 82%	92 80%	53 70%	108 75%	198 86% npq tuwx	166 76%	96 76%	40 77%	258 85%	580 81%	144 84%

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

Prepared by Populus



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 265  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	Gender		Age					Social Grade				Region										Employment Sector						
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	1377 88%	627 88%	750 88%	191 91% <sup>i</sup>	302 95% <sup>fgh</sup>	257 89% <sup>i</sup>	255 87% <sup>i</sup>	176 87% <sup>i</sup>	196 75%	396 91% <sup>lm</sup>	409 89% <sup>m</sup>	280 86%	292 84%	111 89% <sup>t</sup>	55 93% <sup>t</sup>	136 84%	111 88% <sup>t</sup>	127 92% <sup>ptu</sup>	101 89% <sup>t</sup>	57 76%	122 84%	214 92% <sup>ptu</sup>	191 88% <sup>t</sup>	108 85%	45 87%	288 95% <sup>B</sup>	637 89%	151 89%
Never	189 12%	85 12%	104 12%	18 9%	15 5%	31 11% <sup>e</sup>	37 13% <sup>e</sup>	26 13% <sup>e</sup>	64 24% <sup>defgh</sup>	38 9%	50 11%	45 14% <sup>j</sup>	57 16% <sup>jk</sup>	14 11%	4 7%	25 16% <sup>rv</sup>	15 12%	10 8%	12 11%	18 24% <sup>noq</sup>	23 16% <sup>rv</sup>	17 7%	26 12%	18 14%	6 13%	17 5%	75 11% <sup>A</sup>	20 11%
Don't know	4 *	1 *	3 *	1 *	1 *	-	-	-	3 1%	2 1%	-	2 1%	-	-	-	1 1%	-	-	1 1%	-	-	1 *	1 *	1 1%	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 266  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	371 24%	294 21%	72 53%a	17 56%	34 58%a	13 44%	4 60%	3 35%	1 14%	-	174 21%	129 26% <sup>m</sup>	60 35% <sup>jk</sup>	5 12%
Once a day	96 6%	88 6%	7 5%	1 5%	4 6%	2 7%	-	-	-	2 22%	51 6%	27 5%	11 6%	4 9%
Several times a week	360 23%	328 23%	27 20%	5 17%	9 15%	9 29%	1 18%	3 28%	2 22%	1 12%	191 23%	110 22%	40 23%	13 32%
Once a week	90 6%	83 6%	8 6%	1 3%	5 8%	1 2%	1 10%	1 6%	-	2 17%	38 5%	39 8% <sup>j</sup>	7 4%	4 10%
Several times a month	217 14%	208 15% <sup>b</sup>	9 7%	3 8%	4 6%	2 6%	1 11%	1 7%	3 30%	2 18%	125 15% <sup>l</sup>	66 13%	13 7%	8 19% <sup>l</sup>
Once a month	84 5%	79 6%	3 2%	2 6%	* 1%	1 2%	-	-	1 6%	1 10%	45 5%	24 5%	12 7%	1 2%
Less often	157 10%	148 10% <sup>b</sup>	6 5%	-	2 4%	2 6%	-	2 24%	3 28%	1 10%	97 12% <sup>l</sup>	46 9% <sup>l</sup>	7 4%	4 9%
NET: At least daily	468 30%	382 27%	79 58% <sup>a</sup>	19 60%	38 64% <sup>a</sup>	15 50%	4 60%	3 35%	1 14%	2 22%	225 27%	156 31%	71 42% <sup>jk</sup>	8 20%
NET: At least weekly	918 58%	793 56%	113 83% <sup>a</sup>	25 79%	52 88% <sup>a</sup>	25 82%	5 89%	6 69%	4 36%	4 51%	454 55%	304 61% <sup>j</sup>	118 69% <sup>jk</sup>	26 61%
NET: At least monthly	1220 78%	1080 76%	125 92% <sup>a</sup>	29 93%	56 95% <sup>a</sup>	27 90%	6 100%	7 76%	7 72%	7 79%	624 75%	394 79%	143 83% <sup>jk</sup>	35 83%
NET: Ever	1377 88%	1228 87%	132 97% <sup>a</sup>	29 93%	58 99% <sup>a</sup>	29 96%	6 100%	9 100%	10 100%	8 89%	721 87%	440 88%	150 87%	38 92%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 266

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	189 12%	184 13%bd	4 3%	2 7%	1 1%	1 4%	-	-	-	1 11%	105 13%	59 12%	22 13%	3 7%
Don't know	4	4	-	-	-	-	-	-	-	-	3	1	-	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 267  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Work-ing full time (h)	Work-ing part time (i)	NET: Not work-ing (j)	Not work-ing seek-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pen-sion only (m)	Ret-ired private pen-sion (n)	House person (o)	No chil-dren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	371 24%	317 25% <sup>d</sup>	198 28% <sup>cde</sup>	120 21%	54 19%	52 20%	2 8%	292 29% <sup>jlmn</sup>	244 30% <sup>jlmn</sup>	48 24% <sup>jmn</sup>	80 14% <sup>mn</sup>	13 20% <sup>mn</sup>	22 16% <sup>mn</sup>	1 2%	11 6%	33 27% <sup>jlmn</sup>	206 19%	164 34% <sup>p</sup>	149 35% <sup>p</sup>	123 33% <sup>p</sup>	76 41% <sup>pw</sup>	71 35% <sup>p</sup>	61 33% <sup>p</sup>	29 27%
Once a day	96 6%	81 6%	50 7%	31 5%	15 5%	13 5%	2 8%	76 8% <sup>jno</sup>	65 8% <sup>jno</sup>	11 5%	20 4%	2 4%	11 8% <sup>jno</sup>	2 3%	3 2%	2 1%	67 6%	29 6%	28 7%	20 5%	14 8%	11 6%	9 5%	5 5%
Several times a week	360 23%	289 23%	169 24%	120 21%	71 24%	62 24%	9 32%	237 23% <sup>m</sup>	197 24% <sup>m</sup>	39 20%	123 22% <sup>m</sup>	10 16%	34 25% <sup>m</sup>	5 10%	43 24% <sup>m</sup>	31 26% <sup>m</sup>	242 22%	116 24%	99 23%	93 25%	42 23%	51 25%	36 19%	29 27%
Once a week	90 6%	68 5%	39 6%	29 5%	22 8%	18 7%	4 13%	50 5%	40 5%	11 5%	40 7%	4 6%	11 8%	6 10%	15 8%	5 4%	71 7% <sup>r</sup>	20 4%	16 4%	17 4%	5 3%	8 4%	7 4%	6 6%
Several times a month	217 14%	178 14%	86 12%	92 16%	39 13%	37 14%	2 6%	134 13%	97 12%	37 19% <sup>gh</sup>	84 15%	5 8%	20 14%	12 21%	24 13%	23 19% <sup>h</sup>	146 13%	71 15%	67 16%	59 16%	24 13%	28 14%	40 21% <sup>pqt</sup>	13 12%
Once a month	84 5%	71 6%	36 5%	35 6%	13 5%	13 5%	-	49 5%	38 5%	11 6%	36 6%	8 12% <sup>gh</sup>	6 4%	4 7%	13 7%	5 4%	72 7% <sup>qrstu</sup>	12 3%	12 3%	11 3%	2 1%	5 3%	7 4%	3 2%
Less often	157 10%	128 10%	60 8%	68 12%	29 10%	27 10%	2 7%	87 9%	67 8%	20 10%	70 13% <sup>gh</sup>	8 13%	9 7%	11 19% <sup>ghl</sup>	28 16% <sup>ghl</sup>	14 12%	123 11% <sup>qrstu</sup>	33 7%	26 6%	25 7%	8 5%	7 3%	14 8%	11 10% <sup>u</sup>
NET: At least daily	468 30%	399 31% <sup>cde</sup>	248 35% <sup>cde</sup>	151 26%	69 24%	64 25%	5 17%	368 36% <sup>jlmn</sup>	309 38% <sup>ijklmn</sup>	59 30% <sup>jmn</sup>	100 18% <sup>mn</sup>	15 24% <sup>mn</sup>	32 23% <sup>mn</sup>	3 6%	15 8%	35 29% <sup>jmn</sup>	273 25%	194 40% <sup>p</sup>	177 42% <sup>p</sup>	143 38% <sup>p</sup>	90 49% <sup>psw</sup>	83 41% <sup>p</sup>	70 38% <sup>p</sup>	34 32%
NET: At least weekly	918 58%	756 59% <sup>c</sup>	456 64% <sup>acde</sup>	300 53%	162 56%	145 55%	18 61%	655 64% <sup>ijklmn</sup>	546 67% <sup>ijklmn</sup>	109 47% <sup>mn</sup>	263 47% <sup>m</sup>	28 45% <sup>m</sup>	78 56% <sup>mn</sup>	14 25%	72 41% <sup>m</sup>	70 58% <sup>jmn</sup>	585 54%	329 68% <sup>p</sup>	292 69% <sup>p</sup>	253 67% <sup>p</sup>	137 75% <sup>pv</sup>	141 70% <sup>pv</sup>	112 60%	70 65% <sup>p</sup>
NET: At least monthly	1220 78%	1005 79%	578 82% <sup>cde</sup>	427 75%	215 74%	195 75%	19 67%	838 82% <sup>ijklmn</sup>	680 83% <sup>ijklmn</sup>	157 79% <sup>ijklmn</sup>	382 69% <sup>m</sup>	41 65%	104 75% <sup>mn</sup>	30 53%	109 62%	98 82% <sup>ijklmn</sup>	804 74%	413 86% <sup>p</sup>	371 87% <sup>p</sup>	323 85% <sup>p</sup>	163 89% <sup>pw</sup>	175 87% <sup>p</sup>	159 85% <sup>p</sup>	86 80%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 267  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
NET: Ever	1377	1133	638	495	244	222	21	925	748	177	452	49	113	41	137	112	927	445	397	348	171	181	174	96
	88%	89% <sup>d</sup>	90% <sup>de</sup>	87%	84%	85%	74%	91% <sup>ijklm</sup>	92% <sup>ijklm</sup>	89% <sup>ijkmn</sup>	82%	78%	82%	72%	78%	94% <sup>ijklm</sup>	85%	93% <sup>p</sup>	93% <sup>p</sup>	92% <sup>p</sup>	94% <sup>p</sup>	91%	93% <sup>p</sup>	90%
Never	189	145	69	76	44	38	7	92	69	22	98	14	24	15	37	8	154	35	29	30	12	19	13	11
	12%	11%	10%	13%	15% <sup>b</sup>	14%	23%	9%	8%	11%	18% <sup>ghio</sup>	22% <sup>ghio</sup>	17% <sup>gho</sup>	27% <sup>ghio</sup>	21% <sup>ghio</sup>	6%	14% <sup>qrstv</sup>	7%	7%	8%	6%	9%	7%	10%
Don't know	4	1	1	-	3	2	1	-	-	-	4	-	1	1	2	4	-	-	-	-	-	-	-	-
	*	*	*	-	1% <sup>ac</sup>	1%	3%	-	-	-	1% <sup>gh</sup>	-	1% <sup>gh</sup>	2% <sup>gh</sup>	1% <sup>gh</sup>	-	*	-	-	-	-	-	-	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 268  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	371 24%	5 8%	30 19%	42 22%a	56 22%a	47 24%a	47 33%abcd	25 22%a	20 23%a	75 33%abcd	75 20%	37 24%	44 18%	16 17%	4 31%	290 25%	371 24%
Once a day	96 6%	5 8%	8 5%	5 3%	13 5%	8 4%	6 4%	13 11%cd	10 11%cd	15 7%	15 6%	6 4%	10 4%	4 4%	-	80 7%	96 6%
Several times a week	360 23%	8 14%	35 23%	51 27%e	53 21%	33 17%	26 19%	28 25%	23 25%	63 27%ae	73 20%	34 22%	44 18%	23 24%	-	282 24%	360 23%
Once a week	90 6%	6 10%	6 4%	7 4%	15 6%	14 7%	5 3%	8 7%	4 4%	15 7%	23 6%	12 8%	11 5%	6 6%	1 6%	67 6%	90 6%
Several times a month	217 14%	8 15%	14 9%	30 16%	47 18%bgi	35 18%bgi	20 14%	9 8%	11 13%	22 9%	58 16%	24 15%	44 18%o	12 13%	1 8%	152 13%	217 14%
Once a month	84 5%	4 7%	8 5%	12 6%	10 4%	19 10%di	6 4%	5 4%	2 3%	8 3%	20 5%	6 4%	13 5%	3 3%	-	63 5%	84 5%
Less often	157 10%	10 17%ei	19 12%	19 10%	28 11%	15 8%	19 13%	16 14%	8 9%	17 7%	38 10%	17 11%	24 10%	15 15%	1 11%	116 10%	157 10%
NET: At least daily	468 30%	9 16%	38 25%	48 25%	69 27%	55 28%	53 38%abcd	37 34%a	30 34%a	91 39%abcd	90 24%	43 27%	54 22%	19 20%	4 31%	370 31%ilm	468 30%
NET: At least weekly	918 58%	23 40%	79 52%	106 56%	137 53%	102 52%	84 59%a	73 66%abde	56 63%a	169 73%abcd	185 50%	89 56%l	109 45%	48 50%	5 37%	719 61%jlm	918 58%
NET: At least monthly	1220 78%	35 62%	101 66%	148 77%ab	194 76%ab	156 80%ab	109 78%ab	87 79%ab	70 78%	198 86%abcd	263 71%	118 75%	167 69%	63 66%	6 45%	934 80%jlm	1220 78%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 268

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
NET: Ever	1377 88%	45 79%	120 78%	167 87% <sup>b</sup>	222 86% <sup>b</sup>	171 87% <sup>b</sup>	128 91% <sup>ab</sup>	103 93% <sup>ab</sup>	78 88%	214 93% <sup>abd</sup>	301 82%	135 86%	191 79%	78 81%	7 57%	1050 89% <sup>ajlm</sup>	1377 88%
Never	189 12%	11 20% <sup>fgi</sup>	34 22% <sup>cdef</sup>	24 12%	35 14% <sup>i</sup>	24 12%	13 9%	8 7%	11 12%	16 7%	67 16% <sup>o</sup>	21 13%	52 21% <sup>o</sup>	18 19% <sup>o</sup>	5 43%	122 10%	189 12%
Don't know	4 *	1 1%	-	1 *	-	1 *	-	-	-	-	1 *	1 1%	-	-	-	3 *	4 *

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 269  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WeChat**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	12 1%	8 1%	4 *	5 2%fgi	7 2%fgi	-	-	1 *	-	4 1%	4 1%	-	4 1%	-	-	1 1%	-	1 1%	3 2%	2 3%	3 2%	1 1%	1 *	-	-	3 1%	7 1%	11 6%
Once a day	11 1%	10 1%b	1 *	3 1%	1 *	5 2%gi	2 1%	-	-	5 1%	2 *	1 *	3 1%	-	-	5 3%vw	1 1%	1 1%	-	-	-	4 2%	-	1 1%	-	6 2%	5 1%	7 4%
Several times a week	5 *	4 1%	1 *	-	1 *	1 1%	-	1 *	-	4 1%	1 *	-	-	1 1%	-	1 1%	-	-	-	-	1 1%	1 *	-	-	1 1%	-	4 1%	3 1%
Once a week	7 *	7 1%b	-	3 2%g	2 1%	1 *	-	-	-	5 1%k	-	1 *	-	1 1%	2 3%vw	2 1%	-	1 1%	-	-	1 1%	-	-	-	-	-	6 1%	7 4%
Several times a month	5 *	3 *	3 *	4 2%ei	-	1 *	1 *	-	-	3 1%	1 *	1 *	-	1 1%	1 2%	1 1%	-	1 1%	-	-	1 1%	1 *	-	-	1 1%	3 *	3 2%	
Once a month	4 *	1 *	3 *	1 1%	2 1%	1 1%	1 *	-	-	-	1 *	2 1%	2 1%	1 1%	-	-	-	-	-	-	1 1%	-	1 1%	2 1%	-	3 *	-	
Less often	19 1%	13 2%	7 1%	3 2%	3 1%	10 3%ghi	2 1%	-	1 *	11 2%lm	5 1%	2 1%	1 *	1 1%	-	2 2%	3 2%	2 1%	-	-	3 2%	4 2%	4 2%	-	3 1%	13 2%	5 3%	
NET: At least daily	23 1%	18 2%b	6 1%	7 3%ghi	8 3%gi	5 2%gi	2 1%	1 *	-	9 2%l	6 1%	1 *	7 2%	-	-	6 4%nw	1 *	2 2%	3 2%	2 3%	3 2%	5 2%	1 *	1 1%	-	9 3%	13 2%	17 10%
NET: At least weekly	34 2%	28 4%b	6 1%	11 5%ghi	12 4%ghi	8 3%hi	3 1%	1 *	1 *	18 4%kl	7 2%	2 1%	7 2%	2 2%	2 3%	9 5%qwx	1 *	3 2%	3 2%	2 3%	5 4%w	6 3%	1 *	1 1%	1 1%	9 3%	22 3%	26 15%
NET: At least monthly	44 3%	32 4%b	12 1%	16 7%ghi	13 4%hi	9 3%hi	5 2%	1 *	1 *	22 5%kl	9 2%	5 2%	9 2%	5 2%	4 3%	5 5%w	1 1%	2 3%	3 3%	2 3%	6 4%w	7 3%	2 1%	3 1%	10 3%	29 4%	29 17%	
NET: Ever	64 4%	44 6%b	19 2%	19 9%ghi	17 5%hi	19 7%ghi	7 2%	1 *	2 1%	33 7%klm	14 3%	7 2%	10 3%	6 5%	3 5%	11 7%	4 3%	5 4%	3 3%	2 3%	9 6%	11 5%	6 3%	3 2%	13 4%	42 6%	34 20%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 269  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WeChat**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1489	658	831	191	295	264	281	199	259	400	439	317	333	118	56	151	122	131	110	70	135	210	211	124	51	288	660	131
	95%	92%	97% <sup>a</sup>	91%	93%	92%	97% <sup>df</sup>	99% <sup>def</sup>	99% <sup>cdef</sup>	91%	96% <sup>j</sup>	97% <sup>aj</sup>	95% <sup>aj</sup>	94%	95%	93%	97% <sup>av</sup>	96%	96%	94%	94%	91%	97% <sup>av</sup>	98% <sup>av</sup>	99% <sup>av</sup>	95%	93%	76%
Don't know	18	11	7	-	5	5	3	2	2	5	6	2	6	2	-	-	-	1	1	2	-	11	-	1	-	3	10	6
	1%	2%	1%	-	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	-	-	-	1%	1%	3% <sup>puw</sup>	-	5% <sup>pquw</sup>	-	*	-	1%	1%	4%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 270  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WeChat**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	12 1%	7 *	5 4%a	1 5%	3 5%a	1 1%	1 11%	-	-	-	4 *	5 1%	3 2%	-
Once a day	11 1%	5 *	6 4%a	-	4 7%a	2 5%	-	-	-	2 22%	3 *	4 1%	2 1%	-
Several times a week	5 *	4 *	1 1%	1 3%	-	-	-	-	-	-	-	1 *	4 2%jk	-
Once a week	7 *	7 *	-	-	-	-	-	-	-	-	1 *	4 1%	1 1%	1 2%j
Several times a month	5 *	3 *	3 2%a	1 2%	1 2%a	-	1 14%	-	-	-	3 *	2 *	1 *	-
Once a month	4 *	3 *	-	-	-	-	-	-	-	1 10%	2 *	1 *	-	1 2%jk
Less often	19 1%	12 1%	7 5%a	2 7%	3 5%a	1 4%	1 10%	-	-	-	6 1%	9 2%	4 2%	-
NET: At least daily	23 1%	12 1%	11 8%a	1 5%	7 11%a	2 6%	1 11%	-	-	2 22%	7 1%	10 2%	5 3%j	-
NET: At least weekly	34 2%	23 2%	12 9%a	2 8%	7 11%a	2 6%	1 11%	-	-	2 22%	8 1%	15 3%j	9 5%j	1 2%
NET: At least monthly	44 3%	29 2%	14 11%a	3 10%	8 13%a	2 6%	1 25%	-	-	3 32%	12 1%	18 4%j	10 6%j	2 4%
NET: Ever	64 4%	41 3%	22 16%a	5 17%	11 19%a	3 10%	2 35%	-	-	3 32%	19 2%	26 5%j	14 8%j	2 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 270

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WeChat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1489 95%	1363 96%bd	111 82%	26 83%	46 78%	27 87%	4 65%	8 91%	10 100%	5 59%	801 97%l	471 94%l	153 90%	40 96%
Don't know	18 1%	13 1%	3 2%	-	2 3%	1 3%	-	1 9%	-	1 10%	9 1%	2 *	4 3%k	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 271  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**WeChat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	12 1%	12 1%	8 1%	5 1%	-	-	-	10 1%	10 1%	1 *	2 *	-	2 1%	-	-	-	4 *	8 2%p	8 2%p	3 1%	6 3%p	2 1%	1 1%	-
Once a day	11 1%	10 1%	6 1%	5 1%	1 *	1 *	-	11 1%j	10 1%j	1 *	-	-	-	-	-	-	7 1%	4 1%	4 1%	4 1%	1 1%	4 2%	3 2%	-
Several times a week	5 *	4 *	4 *	1 *	1 *	-	-	4 *	4 *	1 *	1 *	-	-	-	1 1%	-	1 1%p	4 1%p	4 1%p	2 1%	3 2%p	2 1%p	1 1%	-
Once a week	7 *	7 1%	4 1%	2 *	-	-	-	6 1%	6 1%	-	1 *	-	1 *	-	-	-	7 1%	-	-	-	-	-	-	-
Several times a month	5 *	4 *	2 *	2 *	1 *	1 1%	-	5 *	4 *	1 *	1 *	-	1 1%	-	-	-	2 1%	3 1%	3 1%	2 1%	2 1%	1 *	1 1%	-
Once a month	4 *	4 *	3 *	2 *	-	-	-	3 *	2 *	2 1%	1 *	-	1 1%	-	-	-	4 *	1 *	1 *	1 *	-	-	1 *	-
Less often	19 1%	16 1%	9 1%	7 1%	3 1%	3 1%	-	16 2%	14 2%	2 1%	4 1%	1 2%	1 *	-	1 1%	1 1%	13 1%	6 1%	6 1%	6 2%	1 1%	4 2%	2 1%	1 1%
NET: At least daily	23 1%	22 2%	13 2%	9 2%	1 *	1 *	-	22 2%j	20 2%jn	2 1%	2 *	-	2 1%	-	-	-	11 1%	12 3%p	12 3%p	7 2%	7 4%p	5 3%	4 2%	-
NET: At least weekly	34 2%	33 3%	21 3%de	12 2%	2 1%	2 1%	-	31 3%j	29 4%jn	2 1%	3 1%	-	2 2%	-	1 1%	-	18 2%	16 3%	16 4%p	9 2%	10 5%pw	8 4%	5 3%	-
NET: At least monthly	44 3%	41 3%	26 4%d	16 3%	3 1%	3 1%	-	39 4%jno	35 4%jno	4 2%	5 1%	-	4 3%	-	1 1%	-	24 2%	20 4%pw	20 5%pw	11 3%	11 6%pw	8 4%w	7 4%w	-
NET: Ever	64 4%	57 4%	35 5%	22 4%	6 2%	6 2%	-	55 5%jno	49 6%jno	6 3%	9 2%	1 2%	5 3%	-	2 1%	1 1%	37 3%	26 5%w	26 6%pw	17 5%	13 7%pw	13 6%w	10 5%w	1 1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 271

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**WeChat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1489	1206	660	546	283	255	28	948	756	192	540	60	134	56	173	118	1036	448	393	355	166	184	173	105
	95%	94%	93%	96%	97%b	97%b	97%	93%	93%	96%h	98%gh	95%	97%	98%	98%gh	98%h	95%rt	93%	92%	94%	91%	92%	93%	98%rtu
Don't know	18	16	14	2	2	1	1	13	12	1	5	2	-	1	1	1	12	6	6	6	4	3	3	1
	1%	1%	2%c	*	1%	*	3%	1%	1%	1%	1%	3%	-	2%	1%	1%	1%	1%	1%	1%	2%	2%	2%	1%

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 272

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**WeChat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	12 1%	1 2%	-	5 3% <sup>d</sup>	1 *	2 1%	2 1%	-	1 1%	1 *	4 1%	3 2%	3 1%	* *	-	9 1%	12 1%
Once a day	11 1%	1 1%	1 1%	-	3 1%	-	3 2% <sup>ce</sup>	1 1%	2 2%	1 *	3 1%	1 1%	2 1%	-	-	8 1%	11 1%
Several times a week	5 *	-	-	2 1%	1 *	-	-	-	1 1%	-	1 *	1 1%	-	-	-	2 *	5 *
Once a week	7 *	-	-	2 1%	1 *	-	-	-	1 1%	2 1%	1 *	1 *	-	-	-	6 *	7 *
Several times a month	5 *	1 1%	-	1 1%	1 1%	-	1 *	1 1%	-	-	1 *	-	1 *	-	-	5 *	5 *
Once a month	4 *	1 2%	2 1%	1 1%	1 *	-	-	-	-	-	1 *	-	1 *	-	-	2 *	4 *
Less often	19 1%	2 3% <sup>b</sup>	-	1 1%	4 2%	1 1%	1 1%	2 2%	2 2%	4 2%	1 *	1 *	-	-	-	19 2%	19 1%
NET: At least daily	23 1%	2 3%	1 1%	5 3%	4 1%	2 1%	5 4%	1 1%	2 2%	2 1%	6 2%	4 2%	5 2%	* *	* 4%	17 1%	23 1%
NET: At least weekly	34 2%	2 3%	1 1%	8 4% <sup>b</sup>	6 2%	2 1%	5 4%	1 1%	4 5% <sup>b</sup>	4 2%	8 2%	6 4%	5 2%	* *	* 4%	25 2%	34 2%
NET: At least monthly	44 3%	4 6% <sup>e</sup>	3 2%	11 6% <sup>ei</sup>	8 3%	2 1%	6 4%	1 1%	4 5%	2 2%	10 3%	6 4%	7 3%	* *	* 4%	32 3%	44 3%
NET: Ever	64 4%	5 10% <sup>be</sup>	3 2%	12 6% <sup>be</sup>	12 5%	3 2%	7 5%	3 3%	6 7% <sup>be</sup>	8 3%	11 3%	7 4%	7 3%	* *	* 4%	51 4%	64 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 272

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**WeChat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1489	51	151	173	243	190	132	106	83	223	353	147	233	95	12	1111	1489
	95%	90%	98% <sup>ac</sup>	90%	94%	97% <sup>ac</sup>	94%	95%	93%	97% <sup>ac</sup>	96%	94%	96%	99%	96%	95%	95%
Don't know	18	-	1	7	2	3	2	2	-	-	4	3	2	1	-	13	18
	1%	-	*	3% <sup>i</sup>	1%	1%	2%	2%	-	-	1%	2%	1%	1%	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 273  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	83	34	49	25	23	15	11	5	4	26	22	12	23	1	4	6	7	7	4	7	14	18	8	7	-	25	45	20
	5%	5%	6%	12%	7%	5%	4%	3%	1%	6%	5%	4%	7%	1%	7%	4%	6%	5%	4%	9%	10%	8%	4%	5%	-	8%	6%	11%
Once a day	37	23	15	16	8	8	3	-	3	14	14	7	2	3	3	8	1	2	*	-	5	6	7	1	1	9	19	14
	2%	3%	2%	8%	3%	3%	1%	-	1%	3%	3%	2%	1%	2%	5%	5%	1%	1%	*	-	4%	3%	3%	1%	2%	3%	3%	8%
Several times a week	78	28	50	17	24	12	9	9	6	24	18	18	17	4	2	14	2	5	7	1	8	14	9	9	3	23	32	9
	5%	4%	6%	8%	8%	4%	3%	4%	2%	6%	4%	6%	5%	4%	3%	9%	2%	4%	6%	1%	6%	6%	4%	7%	3	8%	5%	5%
Once a week	42	15	27	15	7	6	11	3	1	17	13	9	3	4	2	3	2	3	6	1	7	6	5	1	5	25	9	
	3%	2%	3%	7%	2%	2%	4%	1%	*	4%	3%	3%	1%	4%	4%	2%	2%	3%	5%	1%	3%	3%	4%	2%	2%	3%	5%	
Several times a month	76	26	51	20	16	21	13	3	4	26	20	19	12	13	4	3	8	8	5	3	4	12	11	7	*	14	39	8
	5%	4%	6%	10%	5%	7%	5%	1%	1%	6%	4%	6%	3%	10%	7%	2%	6%	5%	4%	4%	2%	5%	5%	5%	1%	5%	5%	
Once a month	39	17	22	8	10	6	8	2	5	15	9	9	7	2	2	6	3	4	1	1	5	4	8	2	2	6	17	4
	2%	2%	3%	4%	3%	2%	3%	1%	2%	3%	2%	3%	2%	2%	3%	4%	2%	3%	1%	1%	3%	2%	4%	2%	3%	2%	2%	2%
Less often	103	45	58	16	24	18	14	18	14	36	32	15	20	3	1	12	10	6	12	2	8	16	19	11	2	29	45	6
	7%	6%	7%	8%	8%	6%	5%	9%	5%	8%	7%	5%	6%	3%	1%	8%	8%	5%	11%	3%	6%	7%	9%	9%	4%	10%	6%	4%
NET: At least daily	121	57	64	41	31	22	14	5	7	40	36	19	25	4	7	13	8	9	5	7	20	24	15	8	1	34	64	34
	8%	8%	7%	19%	10%	8%	5%	3%	3%	9%	8%	6%	7%	3%	12%	8%	7%	7%	4%	9%	14%	10%	7%	6%	2%	11%	9%	20%
NET: At least weekly	240	100	141	72	62	41	35	16	14	82	67	47	45	13	11	30	12	17	17	9	29	45	30	23	5	62	121	51
	15%	14%	16%	34%	20%	14%	12%	8%	6%	19%	15%	14%	13%	10%	19%	19%	10%	13%	15%	11%	20%	19%	14%	18%	9%	20%	17%	30%
NET: At least monthly	355	142	213	100	87	68	56	22	23	122	96	74	64	27	17	38	23	29	23	13	37	61	50	31	7	82	176	64
	23%	20%	25%	48%	28%	24%	19%	11%	9%	28%	21%	23%	18%	22%	28%	24%	21%	20%	17%	26%	26%	23%	25%	13%	27%	25%	25%	37%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 273  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	458 29%	187 26%	271 32% <sup>a</sup>	116 55% <sup>efg</sup>	111 35% <sup>ghi</sup>	85 30% <sup>hi</sup>	70 24% <sup>i</sup>	39 19%	37 14%	158 36% <sup>klm</sup>	128 28%	89 27%	84 24%	30 24%	18 30%	51 31%	33 26%	35 25%	35 31%	15 20%	45 31%	77 33% <sup>ty</sup>	68 31%	42 33% <sup>y</sup>	9 17%	111 37%	221 31%	70 41%
Never	1092 70%	519 73% <sup>b</sup>	574 67%	92 44%	204 64% <sup>d</sup>	200 69% <sup>d</sup>	216 74% <sup>de</sup>	161 80% <sup>def</sup>	220 84% <sup>def</sup>	275 63%	327 71% <sup>j</sup>	234 72% <sup>j</sup>	257 74% <sup>j</sup>	93 74%	42 70%	110 68%	92 73%	101 74%	78 68%	60 80% <sup>v</sup>	98 68%	147 64%	148 68%	84 66%	40 79%	189 62%	484 68%	99 58%
Don't know	20 1%	8 1%	12 1%	2 1%	2 1%	3 1%	7 2%	2 1%	5 2%	4 1%	4 1%	4 1%	8 2%	2 2%	-	1 1%	2 1%	1 1%	1 1%	-	2 1%	8 3%	1 1%	1 *	2 4% <sup>w</sup>	4 1%	7 1%	2 1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 274  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	83 5%	66 5%	14 10%a	5 17%	4 7%	3 8%	1 11%	1 13%	-	2 22%	51 6%	21 4%	8 5%	2 5%
Once a day	37 2%	28 2%	8 6%a	2 5%	4 7%a	3 9%	-	-	-	-	13 2%	17 3%	3 2%	5 11%ajkl
Several times a week	78 5%	67 5%	10 7%	1 5%	5 8%	3 9%	1 14%	-	-	-	37 5%	24 5%	13 8%	3 7%
Once a week	42 3%	36 3%	6 5%	2 7%	2 4%	-	1 22%	-	-	-	16 2%	10 2%	9 5%jk	7 16%ajkl
Several times a month	76 5%	68 5%	7 5%	2 5%	2 4%	2 8%	1 11%	-	-	1 10%	32 4%	26 5%	9 6%	7 17%ajkl
Once a month	39 2%	34 2%	4 3%	2 5%	3 4%	-	-	-	-	-	21 3%	9 2%	8 5%	1 2%
Less often	103 7%	94 7%	8 6%	3 9%	3 5%	1 2%	1 10%	1 7%	1 7%	-	43 5%	41 8%j	14 8%	2 5%
NET: At least daily	121 8%	95 7%	22 16%a	7 22%	8 14%	5 17%	1 11%	1 13%	-	2 22%	64 8%	38 8%	11 6%	7 16%
NET: At least weekly	240 15%	198 14%	38 28%a	11 34%	15 26%a	8 26%	3 47%	1 13%	-	2 22%	118 14%	71 14%	33 19%	16 38%ajkl
NET: At least monthly	355 23%	300 21%	49 36%a	14 45%	20 34%a	10 34%	3 59%	1 13%	-	3 32%	171 21%	106 21%	50 29%jk	24 57%ajkl
NET: Ever	458 29%	395 28%	57 42%a	17 54%	23 40%	11 36%	4 69%	2 20%	1 7%	3 32%	214 26%	148 30%	64 38%j	26 62%ajkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 274

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1092 70%	1002 71% <sup>b</sup>	78 58%	15 46%	35 60%	20 64%	2 31%	7 80%	9 93%	5 51%	603 73% <sup>lm</sup>	348 70% <sup>m</sup>	106 62% <sup>m</sup>	14 34%
Don't know	20 1%	20 1%	* *	- -	* 1%	- -	- -	- -	- -	2 17%	11 1%	4 1%	1 1%	1 3%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 275  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	83 5%	73 6%	50 7%cd	24 4%	10 3%	10 4%	-	70 7%jn	62 8%lmn	8 4%	13 2%	1 2%	4 3%	-	3 2%	5 4%	50 5%	33 7%	31 7%	20 5%	19 10%ps	10 5%	10 5%	7 7%
Once a day	37 2%	33 3%	21 3%	11 2%	5 2%	5 2%	-	28 3%i	27 3%i	1 *	9 2%	-	7 5%ijno	-	1 1%	* 2%	24 3%	13 3%	11 3%	12 3%	1 1%	6 3%	7 4%	3 3%
Several times a week	78 5%	67 5%	40 6%	27 5%	11 4%	11 4%	-	55 5%n	45 6%n	10 5%n	23 4%	4 6%n	8 6%n	2 4%	2 1%	7 6%n	47 4%	30 6%	27 6%	23 6%	14 7%	14 7%	10 6%	6 5%
Once a week	42 3%	35 3%	24 3%	11 2%	7 3%	7 2%	1 3%	30 3%	24 3%	6 3%	12 2%	* 1%	10 7%ghjno	-	1 1%	1 3%	33 2%	9 2%	9 2%	7 2%	5 3%	4 2%	4 2%	1 1%
Several times a month	76 5%	62 5%	32 5%	30 5%	14 5%	13 5%	1 2%	52 5%	40 5%	12 6%	24 4%	3 5%	11 8%mn	-	5 3%	5 4%	45 4%	31 6%	29 7%p	27 7%p	10 6%	14 7%	16 9%p	7 7%
Once a month	39 2%	33 3%	13 2%	20 3%	5 2%	5 2%	-	23 2%	13 2%	9 5%gh	16 3%	2 4%	6 4%	1 1%	3 2%	4 3%	24 2%	15 3%	14 3%	10 3%	8 5%	5 3%	6 3%	2 2%
Less often	103 7%	73 6%	38 5%	35 6%	30 10%abc	26 10%ab	4 13%	74 7%	59 7%	15 7%	29 5%	3 5%	11 8%	3 5%	7 4%	5 4%	78 7%w	25 5%	23 5%	20 5%	10 6%	11 5%	10 5%	2 2%
NET: At least daily	121 8%	106 8%	71 10%cde	35 6%	15 5%	15 6%	-	98 10%ijmno	89 11%ijkmo	9 4%	22 4%	1 2%	11 8%mn	-	5 3%	5 4%	74 7%	47 10%	42 10%	32 8%	21 11%	17 8%	17 9%	10 9%
NET: At least weekly	240 15%	208 16%cd	135 19%cde	73 13%	33 11%	32 12%	1 3%	183 18%ijmno	158 19%ijmno	25 12%no	57 10%no	6 9%	29 21%ijmno	2 4%	7 4%	13 11%no	154 14%	86 18%	78 18%	61 16%	39 21%p	35 18%	32 17%	17 16%
NET: At least monthly	355 23%	303 24%cd	180 25%cd	123 22%	52 18%	50 19%	1 5%	258 25%ijmno	212 26%ijmno	46 23%mn	97 17%mn	11 18%	46 33%ijkmo	3 5%	15 8%	22 18%mn	222 20%	132 28%p	121 28%p	98 26%p	57 31%p	55 27%p	54 29%p	26 24%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 275  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
NET: Ever	458	377	218	159	82	76	5	332	271	61	126	14	57	6	22	27	300	157	144	117	68	65	64	28
	29%	29%	31%	28%	28%	29%	18%	33% <small>mno</small>	33% <small>jmno</small>	31% <small>jmno</small>	23% <small>mn</small>	23% <small>no</small>	41% <small>ijklm</small>	11%	12%	23% <small>n</small>	28%	33%	34% <small>p</small>	31%	37% <small>p</small>	33%	34%	26%
Never	1092	884	478	406	208	185	23	673	537	136	419	48	81	45	152	93	768	320	278	258	113	133	122	80
	70%	69%	67%	71%	72%	71%	79%	66%	66%	68%	76% <small>ghil</small>	76% <small>l</small>	58%	80% <small>ghl</small>	87% <small>ghij</small>	77% <small>ghl</small>	71% <small>t</small>	67%	65%	68%	62%	66%	65%	74% <small>t</small>
Don't know	20	19	13	6	1	-	1	11	9	2	9	1	1	5	1	-	16	4	4	2	2	2	1	-
	1%	1%	2% <small>e</small>	1%	*	-	3%	1%	1%	1%	2%	1%	1%	9% <small>ghijl</small>	1%	-	1%	1%	1%	1%	1%	1%	1%	-

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 276  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	83 5%	1 2%	4 3%	13 7%	11 4%	12 6%	10 7%	10 9%b	4 4%	14 6%	11 3%	6 4%	8 3%	*	4%	71 6%jm	83 5%
Once a day	37 2%	* 1%	2 1%	3 2%	7 3%	2 1%	7 5%ei	1 1%	10 11%abcdegi	3 1%	5 1%	4 2%	2 1%	1 1%	-	31 3%	37 2%
Several times a week	78 5%	3 5%	4 3%	5 3%	11 4%	9 4%	7 5%	5 5%	7 8%	18 8%c	12 3%	6 4%	7 3%	2 2%	-	65 6%	78 5%
Once a week	42 3%	1 1%	2 1%	4 2%	4 2%	2 1%	1 1%	4 4%	1 1%	12 5%bdef	7 2%	3 2%	4 2%	-	-	35 3%	42 3%
Several times a month	76 5%	4 7%	8 5%	10 5%	13 5%	11 5%	6 4%	2 2%	3 3%	15 7%	16 4%	11 7%	12 5%	7 7%	-	57 5%	76 5%
Once a month	39 2%	2 3%c	5 3%c	-	5 2%	5 2%c	3 2%c	3 3%c	1 1%	7 3%c	7 2%	3 2%	6 2%	2 2%	-	31 3%	39 2%
Less often	103 7%	1 2%	11 7%	8 4%	20 8%	11 5%	12 9%	4 4%	9 10%	21 9%	33 9%	13 8%	21 9%	14 15%o	-	69 6%	103 7%
NET: At least daily	121 8%	2 3%	6 4%	17 9%	18 7%	13 7%	17 12%b	10 9%	14 15%abde	17 7%	16 4%	9 6%	10 4%	1 1%	* 4%	102 9%jlm	121 8%
NET: At least weekly	240 15%	5 9%	12 8%	26 13%	33 13%	23 12%	25 18%b	20 18%b	22 25%abcde	47 20%bde	34 9%	19 12%me	22 9%	3 3%	* 4%	201 17%jlm	240 15%
NET: At least monthly	355 23%	11 19%	24 16%	36 19%	51 20%	39 20%	34 24%	26 23%	26 29%b	69 30%bcde	58 16%	33 21%	39 16%	11 11%	* 4%	290 25%jlm	355 23%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 276

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
NET: Ever	458	12	35	43	71	49	46	30	34	90	90	45	61	25	*	359	458
	29%	22%	23%	23%	28%	25%	33% <sup>c</sup>	27%	38% <sup>abc</sup>	39% <sup>abcd</sup>	25%	29%	25%	26%	4%	31% <sup>j</sup>	29%
Never	1092	42	116	143	183	146	93	81	54	141	274	111	179	69	12	800	1092
	70%	75%	75% <sup>hi</sup>	75% <sup>hi</sup>	71% <sup>i</sup>	74% <sup>hi</sup>	66%	73%	60%	61%	74% <sup>o</sup>	71%	74%	72%	96%	68%	70%
Don't know	20	2	3	5	3	1	1	-	1	-	4	1	3	2	-	16	20
	1%	4% <sup>i</sup>	2%	3% <sup>i</sup>	1%	1%	1%	-	1%	-	1%	*	1%	2%	-	1%	1%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 277  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Facebook messenger**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	175 11%	59 8%	116 14%a	36 17%ghi	53 17%ghi	41 14%ghi	24 8%i	15 7%i	7 3%	39 9%	49 11%	30 9%	57 16%ijkl	12 9%	8 14%	21 13%	11 9%	14 10%	20 17%w	13 17%	18 12%	25 11%	20 9%	11 9%	4 7%	34 11%	83 12%	40 23%
Once a day	64 4%	24 3%	40 5%	23 11%eghi	6 2%	19 6%eghi	7 2%	3 1%	6 2%	22 5%	17 4%	10 3%	14 4%	3 2%	2 3%	7 4%	4 3%	6 4%	4 4%	1 2%	8 6%	10 4%	15 7%	4 3%	1 2%	15 5%	30 4%	14 8%
Several times a week	243 15%	84 12%	159 19%a	58 28%efg hi	54 17%i	48 17%i	46 16%i	21 10%	16 6%	63 14%	63 14%	60 19%	56 16%	19 15%	15 25%uv	30 18%v	23 18%v	22 16%	16 14%	11 14%	17 12%	21 9%	33 15%	29 23%uv	9 17%	51 17%	122 17%	29 17%
Once a week	78 5%	41 6%	38 4%	19 9%gi	22 7%i	16 6%i	9 3%	9 4%	4 2%	22 5%	27 6%	14 4%	16 5%	9 7%	- 4%	7 4%	6 4%	6 5%	6 5%	8 11%ovw	10 7%	8 3%	6 3%	9 7%	3 6%	9 3%	44 6%	14 8%
Several times a month	221 14%	90 13%	130 15%	22 11%	52 16%	42 14%	43 15%	31 16%	31 12%	60 14%	58 13%	51 16%	52 15%	23 19%v	12 21%	17 10%	21 17%	20 14%	16 14%	11 15%	24 17%	24 10%	34 15%	14 11%	5 10%	49 16%	94 13%	20 12%
Once a month	63 4%	28 4%	35 4%	2 1%	13 4%	10 3%	15 5%cd	9 5%cd	14 5%cd	15 3%	26 6%	14 4%	9 3%	5 4%	3 5%	5 3%	7 5%	6 5%	6 5%	2 2%	6 4%	10 5%	6 3%	6 5%	1 2%	10 3%	35 5%	9 5%
Less often	243 15%	119 17%	125 15%	16 8%	53 17%cd	36 13%	54 19%cd	38 19%cd	46 17%cd	67 15%	73 16%	59 18%	44 13%	13 11%	12 20%	27 17%	23 18%	15 11%	17 14%	10 14%	24 17%	41 18%	38 18%	13 10%	10 20%	47 15%	109 15%	16 9%
NET: At least daily	240 15%	84 12%	156 18%a	60 28%egh i	59 19%ghi	60 21%ghi	31 11%i	18 9%	13 5%	61 14%	66 14%	41 13%	71 20%ijkl	15 12%	10 16%	28 17%	15 12%	20 15%	24 21%	14 19%	26 18%	35 15%	35 16%	15 12%	5 9%	49 16%	113 16%	54 32%
NET: At least weekly	561 36%	208 29%	352 41%a	137 65%efg hi	135 43%ghi	124 43%ghi	86 29%i	47 23%i	33 12%	146 33%	156 34%	115 35%	144 41%j	43 34%	24 41%	65 40%v	43 34%	48 35%	45 40%v	33 44%v	54 37%	64 28%	74 34%	52 41%v	17 33%	109 36%	280 39%	97 57%
NET: At least monthly	845 54%	327 46%	518 60%a	161 77%efg hi	199 63%ghi	175 61%ghi	144 49%i	88 44%i	77 29%	221 50%	240 52%	180 55%	204 59%j	71 57%v	40 67%v	87 54%v	70 56%v	74 54%v	67 59%v	46 61%v	84 58%v	98 42%	113 52%	71 56%v	23 44%	169 55%	409 57%	125 73%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 277

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Facebook messenger**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	1088 69%	445 62%	643 75% a	178 85% d i	252 79% e	211 73% f	198 68% g	126 62% h	123 47% i	288 66% j	313 68% k	240 74% l	248 71% m	84 67% n	52 87% o	113 70% p	93 74% q	89 65% r	84 73% s	56 75% t	108 74% u	140 60% v	152 70% w	85 67% x	33 64% y	216 71% A	518 73% B	141 83% C
Never	472 30%	262 37% b	209 24%	32 15%	63 20% d	77 27% e	90 31% f	73 36% g	136 52% h	148 34% i	144 32% j	85 26% k	94 27% l	41 33% m	8 13% n	48 30% o	33 26% p	46 34% q	30 26% r	18 25% s	37 26% t	86 37% u	64 29% v	42 33% w	19 36% x	89 29% y	188 26% A	27 16% B
Don't know	11 1%	6 1%	5 1%	-	2 1%	-	3 1%	3 1%	3 1%	2 *	1 *	1 *	7 2% k	-	-	-	1 1%	1 1%	-	-	-	6 3%	2 1%	-	-	-	6 1%	2 1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 278  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Facebook messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	175 11%	158 11%	16 12%	6 21%	5 8%	1 5%	2 35%	2 18%	1 7%	2 22%	104 13%	46 9%	17 10%	4 9%
Once a day	64 4%	48 3%	14 10%a	1 3%	8 14%a	5 16%	-	-	-	-	27 3%	25 5%	9 5%	3 7%
Several times a week	243 15%	227 16%bd	11 8%	5 16%	3 5%	3 11%	-	-	1 15%	-	126 15%	71 14%	23 14%	18 42%jkl
Once a week	78 5%	70 5%	8 6%	1 4%	5 8%	1 2%	1 13%	1 8%	-	-	43 5%	20 4%	12 7%	4 9%
Several times a month	221 14%	209 15%b	9 7%	2 6%	4 7%	1 4%	-	1 16%	1 5%	2 21%	128 15%	63 13%	23 13%	4 9%
Once a month	63 4%	62 4%	1 1%	-	-	1 5%	-	-	1 7%	1 6%	29 3%	26 5%	7 4%	-
Less often	243 15%	210 15%	31 23%a	9 28%	12 20%	5 18%	3 52%	2 20%	1 5%	2 22%	121 15%	84 17%	28 16%	4 10%
NET: At least daily	240 15%	206 15%	30 22%a	7 24%	13 22%	6 20%	2 35%	2 18%	1 7%	2 22%	131 16%	71 14%	26 15%	7 16%
NET: At least weekly	561 36%	502 35%	49 36%	14 43%	21 35%	10 34%	3 48%	2 26%	2 22%	2 22%	300 36%	162 32%	61 36%	28 68%jkl
NET: At least monthly	845 54%	773 55%b	60 44%	16 50%	25 42%	13 43%	3 48%	4 42%	3 34%	4 49%	457 55%	251 50%	92 54%	32 77%jkl
NET: Ever	1088 69%	982 69%	91 67%	24 78%	36 62%	18 60%	6 100%	6 62%	4 39%	6 71%	578 70%	335 67%	120 70%	36 87%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 278

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Facebook messenger**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	472 30%	424 30%	45 33%	7 22%	22 38%	12 40%	-	4 38%	6 61%	3 29%	243 29% <sub>m</sub>	165 33% <sub>m</sub>	49 28% <sub>m</sub>	5 12%
Don't know	11 1%	10 1%	*	-	*	-	-	-	-	-	7 1%	-	3 2% <sub>k</sub>	1 1% <sub>k</sub>

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 279

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Facebook messenger**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	175 11%	154 12% <sup>d</sup>	79 11%	75 13% <sup>de</sup>	21 7%	20 8%	1 4%	117 12% <sup>n</sup>	99 12% <sup>n</sup>	18 9% <sup>n</sup>	59 11% <sup>n</sup>	11 18% <sup>mn</sup>	26 19% <sup>ghijm</sup>	2 4%	4 2%	15 13% <sup>n</sup>	91 8%	85 18% <sup>p</sup>	80 19% <sup>p</sup>	60 16% <sup>p</sup>	39 21% <sup>p</sup>	27 14% <sup>p</sup>	34 18% <sup>p</sup>	17 16% <sup>p</sup>
Once a day	64 4%	53 4%	28 4%	25 4%	11 4%	10 4%	1 3%	45 4%	37 5%	8 4%	19 3%	2 4%	5 4%	1 2%	3 2%	7 6%	39 4%	25 5%	23 5%	18 5%	10 5%	13 6%	10 5%	6 5%
Several times a week	243 15%	193 15%	96 14%	97 17%	50 17%	45 17%	5 16%	174 17% <sup>jn</sup>	141 17% <sup>jn</sup>	33 16% <sup>n</sup>	69 12% <sup>n</sup>	10 16% <sup>n</sup>	25 18% <sup>n</sup>	5 8%	9 5%	20 16% <sup>n</sup>	157 14%	85 18%	71 17%	68 18%	29 16%	33 16%	36 19%	23 22%
Once a week	78 5%	68 5%	45 6%	23 4%	11 4%	9 3%	2 7%	53 5%	43 5%	10 5%	25 5%	4 7%	10 8% <sup>n</sup>	3 5%	4 2%	4 4%	59 5% <sup>v</sup>	19 4%	16 4%	11 3%	13 7% <sup>sv</sup>	7 4%	2 1%	3 2%
Several times a month	221 14%	179 14%	95 13%	85 15%	41 14%	40 15%	1 4%	143 14%	109 13%	34 17%	77 14%	11 17%	18 13%	12 21% <sup>n</sup>	18 10%	18 15%	148 14%	73 15%	66 16%	64 17%	22 12%	40 20% <sup>p</sup>	28 15%	13 12%
Once a month	63 4%	50 4%	34 5%	16 3%	13 4%	13 5%	-	45 4%	36 4%	10 5%	18 3%	2 2%	2 1%	4 7% <sup>l</sup>	8 5%	2 2%	45 4%	16 3%	16 4%	14 4%	3 2%	11 5%	7 4%	3 2%
Less often	243 15%	191 15%	104 15%	87 15%	52 18%	45 17%	7 23%	156 15%	127 16%	29 14%	87 16% <sup>l</sup>	7 12%	12 9%	11 19%	36 21% <sup>l</sup>	21 17%	170 16%	73 15%	65 15%	57 15%	28 15%	28 14%	31 16%	17 16%
NET: At least daily	240 15%	208 16% <sup>d</sup>	108 15%	100 18% <sup>de</sup>	32 11%	30 11%	2 7%	162 16% <sup>n</sup>	137 17% <sup>mn</sup>	26 13% <sup>n</sup>	77 14% <sup>n</sup>	14 22% <sup>mn</sup>	31 22% <sup>ejmn</sup>	3 6%	7 4%	23 19% <sup>mn</sup>	130 12%	110 23% <sup>p</sup>	103 24% <sup>p</sup>	78 21% <sup>p</sup>	49 27% <sup>p</sup>	40 20% <sup>p</sup>	44 24% <sup>p</sup>	23 21% <sup>p</sup>
NET: At least weekly	561 36%	468 37%	248 35%	219 38%	93 32%	84 32%	9 30%	389 38% <sup>jmn</sup>	321 39% <sup>jmn</sup>	68 34% <sup>mn</sup>	172 31% <sup>n</sup>	28 45% <sup>jmn</sup>	67 48% <sup>gijmn</sup>	11 19%	20 11%	46 39% <sup>mn</sup>	347 32%	213 44% <sup>p</sup>	191 45% <sup>p</sup>	158 42% <sup>p</sup>	91 50% <sup>p</sup>	80 40% <sup>p</sup>	83 44% <sup>p</sup>	49 45% <sup>p</sup>
NET: At least monthly	845 54%	697 55%	377 53%	321 56%	147 51%	137 52%	10 34%	578 57% <sup>jn</sup>	466 57% <sup>jn</sup>	112 56% <sup>jn</sup>	267 48% <sup>n</sup>	41 65% <sup>jn</sup>	87 63% <sup>jn</sup>	27 47% <sup>n</sup>	46 26%	67 56% <sup>n</sup>	540 50%	302 63% <sup>p</sup>	273 64% <sup>p</sup>	236 62% <sup>p</sup>	116 63% <sup>p</sup>	130 65% <sup>p</sup>	118 63% <sup>p</sup>	64 60%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 279

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Facebook messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
NET: Ever	1088	889	481	408	199	183	17	734	593	141	354	48	99	37	83	88	710	375	338	293	144	158	148	81
	69%	69%	68%	71%	69%	70%	58%	72% <sub>ejn</sub>	73% <sub>jn</sub>	71% <sub>en</sub>	64% <sub>en</sub>	76% <sub>en</sub>	71% <sub>en</sub>	66% <sub>en</sub>	47%	73% <sub>en</sub>	65%	78% <sub>ep</sub>	79% <sub>ep</sub>	78% <sub>ep</sub>	79% <sub>ep</sub>	79% <sub>ep</sub>	80% <sub>ep</sub>	76% <sub>ep</sub>
Never	472	381	221	160	91	79	11	276	218	58	195	15	36	18	93	33	365	105	88	85	39	42	38	26
	30%	30%	31%	28%	31%	30%	39%	27%	27%	29%	35% <sub>gh</sub>	24%	26%	32%	53% <sub>ghij kmo</sub>	27%	34% <sub>qrst</sub>	22%	21%	22%	21%	21%	20%	24%
Don't know	11	10	6	3	1	-	1	6	6	*	4	-	3	1	-	-	11	-	-	-	-	-	-	-
	1%	1%	1%	1%	*	-	3%	1%	1%	*	1%	-	2% <sub>gn</sub>	2%	-	-	1% <sub>q</sub>	-	-	-	-	-	-	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 280  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Facebook messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	175 11%	9 16% <sup>i</sup>	22 15% <sup>i</sup>	30 16% <sup>cei</sup>	31 12% <sup>i</sup>	17 9%	25 18% <sup>ehi</sup>	11 10%	6 7%	13 6%	56 15% <sup>oo</sup>	29 18% <sup>oo</sup>	34 14%	15 16%	2 19%	115 10%	175 11%
Once a day	64 4%	3 5%	7 4%	4 2%	11 4%	8 4%	5 3%	3 3%	4 5%	14 6%	10 3%	3 2%	7 3%	2 2%	-	51 4%	64 4%
Several times a week	243 15%	11 20%	23 15%	32 17%	41 16%	33 17%	20 14%	15 13%	15 17%	30 13%	56 15%	29 19%	37 15%	11 12%	1 8%	182 15%	243 15%
Once a week	78 5%	2 3%	9 6%	8 4%	10 4%	14 7%	6 4%	6 5%	5 5%	12 5%	21 6%	12 8%	11 4%	3 4%	-	56 5%	78 5%
Several times a month	221 14%	9 17%	27 17%	20 11%	37 14%	29 15%	19 13%	12 11%	16 17%	35 15%	57 15%	23 14%	40 16%	15 16%	3 28%	161 14%	221 14%
Once a month	63 4%	2 4%	5 3%	8 4%	3 1%	10 5% <sup>d</sup>	4 3%	9 8% <sup>di</sup>	8 9% <sup>di</sup>	6 3%	13 3%	3 2%	10 4%	5 5%	-	49 4%	63 4%
Less often	243 15%	6 10%	14 9%	29 15%	43 17% <sup>b</sup>	27 14%	24 17%	25 23% <sup>bh</sup>	8 9%	39 17%	55 15%	22 14%	35 14%	15 16%	3 21%	184 16%	243 15%
NET: At least daily	240 15%	12 21%	29 19%	35 18%	42 16%	25 13%	30 21% <sup>ei</sup>	14 13%	10 12%	26 11%	66 18%	32 21% <sup>o</sup>	41 17%	17 18%	2 19%	166 14%	240 15%
NET: At least weekly	561 36%	25 44%	61 40%	74 39%	93 36%	72 37%	55 39%	35 32%	30 33%	68 29%	143 39%	73 47% <sup>o</sup>	88 36%	32 33%	3 27%	404 34%	561 36%
NET: At least monthly	845 54%	37 65% <sup>i</sup>	93 60% <sup>i</sup>	102 53%	134 52%	111 57%	78 55%	56 50%	53 60%	109 47%	213 58%	99 63% <sup>o</sup>	138 57%	52 54%	7 54%	615 52%	845 54%
NET: Ever	1088 69%	42 75%	107 70%	131 68%	177 69%	137 70%	102 73%	81 73%	62 69%	148 64%	267 73%	121 77% <sup>o</sup>	172 71%	67 70%	9 76%	799 68%	1088 69%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 280

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Facebook messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	472 30%	13 23%	46 30%	56 30%	80 31%	57 29%	39 27%	30 27%	28 31%	82 36%	98 27%	33 21%	69 28%	28 29%	3 24%	369 31% <sup>k</sup>	472 30%
Don't know	11 1%	1 2% <sup>d</sup>	1 1%	4 2% <sup>d</sup>	-	1 1%	-	-	-	-	3 1%	3 2%	1 1%	1 1%	-	8 1%	11 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 281  
Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?  
Base: All respondents who have used online communication services or apps to send picture or video messages  
Skype

	Gender		Age							Social Grade					Region										Employment Sector			
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	29 2%	23 3% <sup>b</sup>	6 1%	5 3% <sup>i</sup>	8 3% <sup>i</sup>	7 2% <sup>i</sup>	5 2% <sup>i</sup>	4 2% <sup>i</sup>	-	11 2%	8 2%	2 1%	8 2%	-	1 2%	1 1%	-	2 2%	2 2%	6 8% <sup>n</sup>	5 4% <sup>q</sup>	8 4% <sup>q</sup>	3 1%	-	-	7 2%	21 3%	19 11%
Once a day	15 1%	12 2% <sup>b</sup>	4 *	7 4% <sup>e</sup>	1 g	5 2% <sup>g</sup>	-	-	2 1%	5 1%	7 1%	3 1%	1 *	1 1%	1 2%	6 4% <sup>q</sup>	-	1 1%	*	-	1 1%	2 1%	1 *	1 1%	-	5 2%	6 1%	9 5%
Several times a week	24 2%	15 2%	9 1%	6 3%	3 1%	8 3%	3 1%	1 1%	2 1%	10 2%	4 1%	6 2%	4 1%	1 1%	-	5 3%	1 1%	1 1%	4 3%	2 3%	2 1%	4 2%	1 1%	1 1%	3 5% <sup>w</sup>	15 2%	8 5%	
Once a week	21 1%	11 1%	11 1%	3 1%	2 1%	5 2%	5 2%	3 2%	3 1%	13 3% <sup>kl</sup>	3 1%	2 1%	3 1%	4 3%	-	3 2%	2 1%	-	-	-	1 *	3 1%	7 3% <sup>f</sup>	3 2%	-	4 1%	11 2%	4 2%
Several times a month	38 2%	26 4% <sup>b</sup>	12 1%	3 1%	6 2%	10 4%	9 3%	4 2%	5 2%	14 3%	10 2%	7 2%	7 2%	2 2%	3 3%	2 2%	6 5% <sup>u</sup>	4 3%	2 3%	1 *	7 3%	6 3%	2 2%	1 2%	8 3%	25 3%	5 3%	
Once a month	40 3%	19 3%	21 2%	5 2%	2 1%	8 3%	6 2%	9 4% <sup>e</sup>	10 4% <sup>e</sup>	20 5% <sup>klm</sup>	9 2%	5 2%	6 2%	4 3%	-	4 3%	2 2%	3 2%	*	3 4%	5 4%	6 3%	6 3%	3 2%	4 8% <sup>s</sup>	5 2%	19 3%	6 4%
Less often	186 12%	100 14% <sup>b</sup>	86 10%	13 6%	30 10%	38 13% <sup>d</sup>	42 14% <sup>d</sup>	21 10%	42 16% <sup>de</sup>	59 14% <sup>l</sup>	63 14% <sup>l</sup>	25 8%	39 11%	12 10%	2 4%	16 10%	13 10%	17 12%	13 11%	7 10%	20 14%	44 19% <sup>n</sup>	20 9%	14 11%	7 14%	24 8%	89 12%	34 20%
NET: At least daily	44 3%	34 5% <sup>b</sup>	10 1%	13 6% <sup>ghi</sup>	9 3%	12 4% <sup>i</sup>	5 2%	4 2%	2 1%	15 3%	15 3%	5 1%	10 3%	1 1%	3 4% <sup>q</sup>	8 5% <sup>q</sup>	-	3 2%	3 2%	6 8% <sup>n</sup>	7 5% <sup>q</sup>	7 5% <sup>q</sup>	4 2%	1 1%	-	12 4%	26 4%	28 16%
NET: At least weekly	90 6%	60 8% <sup>b</sup>	29 3%	22 11% <sup>ghi</sup>	15 5%	25 9% <sup>ghi</sup>	12 4%	8 4%	7 3%	38 9% <sup>klm</sup>	22 5%	13 4%	17 5%	6 5%	3 4%	15 9% <sup>qr</sup>	3 2%	4 3%	7 6%	8 10% <sup>qr</sup>	9 6%	18 8% <sup>q</sup>	12 5%	5 4%	3 5%	19 7%	53 7%	40 23%
NET: At least monthly	168 11%	105 15% <sup>b</sup>	63 7%	30 14% <sup>e</sup>	23 7%	43 15% <sup>egi</sup>	27 9%	22 11%	23 9%	72 17% <sup>klm</sup>	41 9%	25 8%	30 9%	11 9%	4 7%	23 14% <sup>q</sup>	7 5%	13 9%	11 10%	13 17% <sup>q</sup>	15 11%	30 13% <sup>q</sup>	24 11%	10 8%	7 14%	33 11%	97 14%	51 30%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 281  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Skype**

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	354 23%	205 29%b	149 17%	44 21%	53 17%	81 28%e	69 24%	43 21%	64 24%e	132 30%klm	104 23%l	50 15%	69 20%	24 19%	6 11%	39 24%o	20 16%	30 22%	24 21%	20 27%o	35 25%o	74 32%noq rswx	44 20%	24 19%	15 28%o	57 19%	185 26%A	85 50%
Never	1199 76%	501 70%	697 81%a	165 79%	259 82%f	204 71%	219 75%	156 77%	195 74%	301 69%	351 77%j	275 84%jk	271 78%j	101 81%v	53 89%ptu	122 75%v	104 83%v	107 78%v	91 79%v	55 73%	107 74%	148 64%	174 80%v	101 79%v	37 72%	246 81%B	518 73%	81 48%
Don't know	18 1%	7 1%	10 1%	1 *	5 1%	2 1%	3 1%	4 2%	3 1%	4 1%	4 1%	1 *	8 2%	* *	- *	1 *	2 2%	* *	- -	- -	2 2%	9 4%prsw	1 *	2 2%	- -	2 1%	8 1%	5 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 282  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	29 2%	19 1%	10 7%a	1 5%	5 9%a	1 1%	1 25%	1 13%	-	2 22%	7 1%	13 3%j	7 4%j	-
Once a day	15 1%	11 1%	4 3%a	-	3 4%a	2 5%	-	-	-	-	9 1%	6 1%	-	-
Several times a week	24 2%	20 1%	4 3%	1 2%	2 4%	1 4%	-	-	-	-	11 1%	9 2%	4 2%	-
Once a week	21 1%	19 1%	1 1%	-	1 1%	-	-	1 8%	-	-	8 1%	7 1%	6 3%j	1 2%
Several times a month	38 2%	34 2%	3 2%	2 6%	1 1%	-	-	-	-	-	18 2%	16 3%	4 2%	-
Once a month	40 3%	35 2%	4 3%	1 2%	-	2 5%	-	1 15%	-	1 10%	16 2%	13 3%	7 4%	3 6%
Less often	186 12%	160 11%	24 18%a	4 12%	12 21%a	6 18%	2 34%	1 6%	-	-	88 11%	71 14%	21 12%	3 7%
NET: At least daily	44 3%	30 2%	14 10%a	1 5%	8 14%a	2 6%	1 25%	1 13%	-	2 22%	16 2%	20 4%j	7 4%	-
NET: At least weekly	90 6%	70 5%	19 14%a	2 7%	11 18%a	3 11%	2 25%	2 20%	-	2 22%	34 4%	37 7%j	17 10%j	1 2%
NET: At least monthly	168 11%	138 10%	26 19%a	5 15%	11 19%a	5 16%	1 25%	3 36%	-	3 32%	67 8%	66 13%j	28 16%j	3 8%
NET: Ever	354 23%	298 21%	50 37%a	9 27%	24 40%a	10 34%	3 59%	4 42%	-	3 32%	155 19%	137 27%j	49 28%j	6 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 282

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Skype**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1199 76%	1104 78%bd	83 61%	23 73%	34 57%	19 63%	2 41%	5 49%	10 100%	5 51%	666 80%kl	361 72%	118 69%	34 82%
Don't know	18 1%	15 1%	3 2%	-	1 2%	1 3%	-	1 9%	-	2 17%	8 1%	1 *	5 3%k	1 3%k

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 283  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Skype**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	29 2%	29 2%de	18 2%de	12 2%de	-	-	-	28 3%jn	27 3%ijn	1	1	-	1	-	-	14	15 3%p	15 4%p	9 2%	8 4%pw	6 3%	6 3%	-	-
Once a day	15 1%	13 1%	5 1%	7 1%	3 1%	3 1%	-	11 1%	9 1%	2 1%	5 1%	-	3 2%	-	2 1%	10 1%	5 1%	5 1%	4 1%	1 1%	3 1%	3 2%	-	-
Several times a week	24 2%	23 2%	13 2%	10 2%	1	1	-	19 2%	16 2%	2 1%	5 1%	-	1	-	3 1%	12 1%	12 2%	11 2%	10 3%	2 1%	5 3%	5 3%	1 1%	-
Once a week	21 1%	18 1%	13 2%	5 1%	3 1%	2 1%	1 4%	15 1%	13 2%	3 1%	6 1%	-	2 2%	1 1%	3 2%	14 1%	8 2%	8 2%	3 1%	5 3%	2 1%	1	-	-
Several times a month	38 2%	29 2%	21 3%	8 1%	9 3%	8 3%	1 3%	33 3%j	26 3%j	6 3%j	5 1%	-	2 1%	1 2%	2 1%	23 1%	15 3%	13 3%	13 3%	6 3%	6 3%	7 4%	4 4%	-
Once a month	40 3%	25 2%	14 2%	11 2%	15 5%abc	13 5%abc	2 7%	24 2%	18 2%	6 3%	16 3%	2 2%	5 3%	-	9 5%h	1 3%	29 2%	11 2%	8 2%	10 3%	2 1%	3 2%	5 3%	4 4%
Less often	186 12%	146 11%	85 12%	61 11%	40 14%	35 14%	5 16%	113 11%	90 11%	23 12%	73 13%	10 16%	16 11%	9 15%	27 16%	11 9%	122 13%	61 12%	52 14%	54 14%	20 11%	27 14%	30 16%	15 14%
NET: At least daily	44 3%	42 3%cd	23 3%cd	19 3%cd	3 1%	3 1%	-	39 4%jo	36 4%jino	3 1%	6 1%	-	4 3%	-	2 1%	24 2%	20 4%pw	20 5%pw	13 4%	9 5%pw	9 5%w	9 5%w	-	-
NET: At least weekly	90 6%	83 7%de	49 7%de	34 6%de	7 2%	6 2%	1 4%	72 7%jko	65 8%ijko	8 4%	18 3%	-	7 5%	1 1%	8 5%	2 1%	51 5%	39 8%pw	38 9%pw	26 7%w	17 9%pw	17 8%pw	14 8%w	1 1%
NET: At least monthly	168 11%	137 11%	84 12%	53 9%	31 11%	27 10%	4 14%	129 13%jkm	109 13%jkm	20 10%o	39 7%	2 2%	14 10%o	2 3%	18 10%o	4 3%	102 9%	66 14%p	60 14%p	48 13%	25 14%	26 13%	26 14%	10 9%
NET: Ever	354 23%	283 22%	169 24%	114 20%	71 24%	62 24%	9 30%	242 24%o	199 24%o	44 22%o	112 20%	12 19%	29 21%	10 18%	46 26%o	14 12%	224 21%	127 26%p	112 26%p	103 27%p	44 24%	53 27%	56 30%p	25 23%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 283

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Skype**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1199	979	526	454	219	199	20	764	611	154	434	51	106	44	130	104	846	351	311	272	138	145	130	80
	76%	77%	74%	79% <sup>b</sup>	75%	76%	70%	75%	75%	77%	78%	81%	76%	78%	74%	87% <sup>ghil</sup>	78% <sup>qsv</sup>	73%	73%	72%	76%	72%	70%	75%
Don't know	18	17	14	3	1	1	-	10	8	2	8	-	3	2	1	2	15	3	2	3	-	2	-	2
	1%	1%	2% <sup>cd</sup>	1%	*	*	-	1%	1%	1%	1%	-	2%	4% <sup>gn</sup>	*	1%	1%	1%	1%	1%	-	1%	-	2%

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 284

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	29 2%	1 1%	-	8 4% <sup>cb</sup>	5 2%	2 1%	3 2%	1 1%	5 6% <sup>be</sup>	3 1%	10 3%	4 3%	8 3%	* *	* 4%	19 2%	29 2%
Once a day	15 1%	1 2% <sup>ei</sup>	2 1%	1 *	2 1%	-	4 3% <sup>ei</sup>	1 1%	3 3% <sup>ei</sup>	-	3 1%	2 1%	1 *	1 1%	-	12 1%	15 1%
Several times a week	24 2%	-	1 1%	3 1%	6 2%	3 1%	3 2%	3 3%	2 2%	3 1%	4 1%	2 1%	3 1%	1 1%	-	18 2%	24 2%
Once a week	21 1%	-	1 1%	4 2%	2 1%	4 2%	2 2%	1 1%	-	5 2%	10 3% <sup>o</sup>	4 3%	5 2%	3 3%	-	12 1%	21 1%
Several times a month	38 2%	1 1%	2 1%	5 3%	7 3%	6 3% <sup>f</sup>	-	2 2%	4 4% <sup>f</sup>	6 3%	5 1%	3 2%	4 1%	2 2%	-	32 3%	38 2%
Once a month	40 3%	2 4%	4 3%	5 3%	5 2%	4 2%	6 4%	1 1%	-	12 5%	13 3%	5 3%	9 4%	2 3%	1 11%	25 2%	40 3%
Less often	186 12%	5 9%	22 14%	17 9%	35 14%	26 13%	10 7%	11 10%	16 17% <sup>f</sup>	25 11%	45 12%	10 6%	33 14% <sup>k</sup>	14 14% <sup>k</sup>	3 25%	140 12%	186 12%
NET: At least daily	44 3%	2 3%	2 1%	8 4%	7 3%	2 1%	7 5% <sup>bei</sup>	2 2%	8 8% <sup>bdegi</sup>	3 1%	13 4%	6 4%	9 4%	1 1%	* 4%	31 3%	44 3%
NET: At least weekly	90 6%	2 3%	4 3%	16 8% <sup>cb</sup>	15 6%	8 4%	12 9% <sup>cb</sup>	6 6%	10 11% <sup>b</sup>	11 5%	27 7%	12 7%	17 7%	5 5%	* 4%	61 5%	90 6%
NET: At least monthly	168 11%	5 9%	10 7%	26 14% <sup>b</sup>	27 10%	18 9%	18 13%	9 9%	13 15%	29 13%	44 12%	19 12%	29 12%	10 10%	2 15%	118 10%	168 11%
NET: Ever	354 23%	10 18%	32 21%	43 22%	62 24%	44 22%	28 20%	21 19%	29 33%	54 23%	89 24%	29 18%	62 26%	23 24%	5 40%	258 22%	354 23%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 284

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1199 76%	44 78%	121 79%	145 76%	191 74%	150 77%	112 80%	88 80%	59 66%	177 77%	272 74%	124 79%	176 73%	72 75%	7 60%	907 77%	1199 76%
Don't know	18 1%	2 4%	1 fi	3 2%	4 2%	2 1%	-	1 1%	1 1%	-	7 2%	4 3%	4 1%	1 1%	-	11 1%	18 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 285  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Instagram (direct messaging)**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160	
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171	
Several times a day	63 4%	31 4%	31 4%	29 14% cefg i	17 5% gi	9 3% ai	3 1%	4 2%	1 *	20 5%	17 4%	12 4%	14 4%	3 3%	7 7%	7 4%	2 2%	7 5%	3 3%	5 7%	7 5%	11 5%	8 4%	4 3%	-	11 4%	34 5%	26 15%	
Once a day	32 2%	17 2%	14 2%	17 8% efgh i	4 1%	5 2% ai	3 1%	2 1%	-	10 2%	10 2%	5 1%	7 2%	-	1 2%	6 4%	2 2%	4 3%	1 1%	-	1 1%	8 3%	3 1%	5 4%	-	12 4% B	12 2%	7 4%	
Several times a week	82 5%	35 5%	46 5%	23 11% efgh i	34 11% fghi	17 6% ghi	5 2%	2 1%	1 *	31 7%	21 5%	14 4%	15 4%	2 2%	6 9% nqu	14 9% nqu	1 1%	5 4%	7 6% qu	2 3%	2 1%	26 11% nqr uxy	12 6% qu	4 3%	*	20 6%	40 6%	15 9%	
Once a week	40 3%	16 2%	24 3%	21 10% efgh i	7 2% ai	5 2% ai	7 2% ai	* *	-	11 3%	12 3%	8 3%	8 2%	4 3%	3 4% u	1 1%	6 5% pru	1 *	1 1%	5 6% pru	-	10 4% ru	5 2%	4 3%	1 1%	2 1%	22 3% A	7 4%	
Several times a month	72 5%	24 3%	49 6% a	28 13% efgh i	16 5% ai	13 4% ai	9 3% ai	6 3%	1 1%	24 5%	19 4%	16 5%	14 4%	8 7%	4 7%	9 5%	6 5%	7 5%	5 5%	1 2%	8 6%	7 3%	8 4%	8 6%	-	18 6%	33 5%	10 6%	
Once a month	42 3%	12 2%	30 4% a	12 6% fhi	12 4% h	5 2%	8 3%	2 1%	3 1%	15 3%	16 3%	4 1%	7 2%	3 2%	3 4%	4 2%	1 1%	3 2%	4 4%	-	6 4%	11 5%	4 2%	3 2%	1 2%	7 2%	21 3%	8 4%	
Less often	164 10%	60 8%	104 12% a	30 14% i	35 11% i	39 14% i	25 9%	19 10%	15 6%	44 10%	50 11%	33 10%	37 11%	13 10%	8 14%	20 12%	13 10%	14 10%	9 8%	8 11%	15 11%	22 9%	19 9%	17 14%	5 11%	30 10%	72 10%	19 11%	
NET: At least daily	94 6%	49 7%	45 5%	46 22% efgh i	21 7% gi	14 5% ai	6 2% ai	5 3% ai	1 3% ai	30 7%	26 6%	17 5%	21 6%	3 3%	5 9%	13 8% y	4 3%	11 8% y	5 4%	5 7%	8 6%	19 8% y	11 5%	8 7%	-	23 8%	46 6%	34 20%	
NET: At least weekly	216 14%	100 14%	116 14%	90 43% efg hi	62 20% fgh i	36 12% ghi	19 6% i	8 4% ai	2 1%	73 17%	60 13%	40 12%	44 13%	9 7%	14 23% nqu y	28 17% nuy	12 9%	17 12% y	13 11%	12 16% uy	10 7%	55 24% nqr suxy	29 13% y	16 13% y	1 2%	45 15%	108 15%	56 33%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 285  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Instagram (direct messaging)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: At least monthly	330 21%	136 19%	195 23%	130 62% hi	91 29% i	53 19% gh	36 12% ghi	15 7% ai	6 2%	111 25% lm	95 21%	60 18%	65 18%	20 16%	20 34% nqr uwy	41 25% y	20 15%	27 19% y	23 20% y	13 18% y	24 17% y	73 31% nqr stuw	40 19% y	27 21% y	2 4%	70 23%	162 23%	73 43%
NET: Ever	494 31%	195 27%	299 35% a	160 76% efg hi	126 40% ghi	93 32% ghi	61 21% i	34 17% i	20 8%	155 36%	144 31%	93 29%	102 29%	33 26%	28 48% nqr stuw	60 37% qy	32 26%	41 30%	32 28%	22 29%	40 28%	94 41% nqr suwy	60 27%	44 35% y	8 15%	99 33%	234 33%	92 54%
Never	1064 68%	511 72% b	553 64%	48 23%	188 59% d	194 67% d	227 78% def	165 82% def	241 92% def gh	278 64%	312 68%	231 71%	243 70%	93 74% ov	31 52%	100 62%	93 74% opv	96 70% ov	80 70% ov	53 71% ov	105 72% ov	131 56%	158 73% opv	82 65% x	43 84% opv	203 67%	471 66%	75 44%
Don't know	12 1%	7 1%	5 1%	1 1%	3 1%	1 *	3 1%	3 1%	1 *	3 1%	2 *	2 1%	4 1%	-	-	1 1%	1 1%	* *	2 2%	-	-	7 3% w	-	1 *	1 1%	2 1%	7 1%	3 2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 286  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	63 4%	46 3%	16 11%a	5 15%	6 10%a	4 12%	1 11%	1 13%	-	-	31 4%	17 3%	10 6%	4 10%k
Once a day	32 2%	25 2%	7 5%a	1 4%	4 7%a	-	-	1 14%	-	2 22%	16 2%	7 1%	5 3%	2 5%
Several times a week	82 5%	60 4%	21 15%a	5 15%	11 19%a	4 14%	1 13%	-	1 9%	-	28 3%	32 6%j	13 8%j	8 18%kl
Once a week	40 3%	35 3%	4 3%	1 2%	1 2%	1 3%	-	2 20%	-	-	21 3%	9 2%	4 2%	5 12%jkl
Several times a month	72 5%	63 4%	7 5%	2 6%	2 4%	1 5%	1 14%	1 9%	1 5%	2 20%	30 4%	29 6%	5 3%	6 15%jkl
Once a month	42 3%	36 3%	6 4%	2 6%	4 6%	-	1 10%	-	-	-	13 2%	18 4%j	9 5%j	3 7%j
Less often	164 10%	147 10%	14 10%	2 6%	8 13%	4 12%	1 11%	-	1 5%	1 12%	88 11%	48 10%	14 8%	9 21%jkl
NET: At least daily	94 6%	71 5%	23 17%a	6 19%	10 17%a	4 12%	1 11%	2 27%	-	2 22%	47 6%	24 5%	14 8%	6 15%jk
NET: At least weekly	216 14%	166 12%	48 35%a	11 36%	22 37%a	9 29%	4 24%	1 47%	1 9%	2 22%	96 12%	65 13%	32 18%j	19 46%jkl
NET: At least monthly	330 21%	266 19%	61 45%a	15 48%a	28 48%a	10 33%	3 48%	5 56%	1 14%	4 41%	139 17%	111 22%j	45 26%j	28 68%jkl
NET: Ever	494 31%	413 29%	75 55%a	17 54%	36 61%a	14 45%	3 59%	5 56%	2 19%	5 53%	227 27%	159 32%	60 35%	37 89%jkl

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 286

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1064 68%	993 70%bd	59 43%	14 46%	22 37%	16 52%	2 41%	4 44%	8 81%	4 47%	593 72% m	341 68% m	109 64% m	4 9%
Don't know	12 1%	10 1%	2 1%	-	1 2%	1 3%	-	-	-	-	9 1% k	-	2 1% k	1 1% k

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 287  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Instagram (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	63 4%	60 5%de	37 5%de	23 4%de	3 1%	3 1%	-	45 4%no	38 5%no	7 4%no	18 3%no	4 6%no	12 9%ghijn	1 2%	1 *	-	40 4%	23 5%	22 5%	12 3%	13 7%p	7 3%	6 3%	3 3%
Once a day	32 2%	30 2%	20 3%de	11 2%	1 *	1 1%	-	24 2%no	20 2%no	4 2%no	7 1%	-	6 4%jn	-	-	1 1%	21 2%	10 2%	10 2%	6 2%	6 3%	4 2%	5 3%	1 1%
Several times a week	82 5%	73 6%	53 7%cd	21 4%	8 3%	8 3%	-	59 6%in	56 7%ijn	4 2%	22 4%no	5 8%imn	14 10%ijmno	-	1 1%	3 2%	52 5%	29 6%	26 6%	19 5%	15 8%	13 7%	9 5%	7 6%
Once a week	40 3%	31 2%	17 2%	14 2%	9 3%	9 3%	-	24 2%	20 2%	4 2%	16 3%no	2 4%no	11 8%ghijm	-	* *	3 2%	27 3%	13 3%	10 3%	3 2%	6 3%	7 4%	1 1%	
Several times a month	72 5%	61 5%	36 5%	24 4%	12 4%	11 4%	1 2%	51 5%no	42 5%no	9 5%no	22 4%no	2 3%no	14 10%ghijn	1 2%	-	4 4%no	53 5%	20 4%	18 4%	16 4%	7 4%	7 3%	9 5%	7 7%
Once a month	42 3%	35 3%	21 3%	13 2%	7 3%	7 3%	-	28 3%	20 2%	8 4%no	14 3%	5 8%ghijn	4 3%	2 3%	1 1%	2 2%	29 3%	11 2%	8 2%	7 2%	4 2%	4 2%	3 1%	3 3%
Less often	164 10%	135 11%	67 10%	67 12%	29 10%	27 10%	2 8%	102 10%no	80 10%no	22 11%no	62 11%no	13 21%ghijn	20 15%no	4 7%	9 5%	16 13%no	100 9%	63 13%p	55 13%p	49 13%p	23 13%	18 9%	32 17%pu	14 13%
NET: At least daily	94 6%	90 7%de	57 8%de	33 6%de	4 1%	4 1%	-	69 7%no	58 7%no	11 6%no	25 5%no	4 6%no	18 13%ghijm	1 2%	1 *	1 1%	61 6%	33 7%	33 8%	18 5%	19 10%ps	11 5%	11 6%	4 4%
NET: At least weekly	216 14%	195 15%de	127 18%de	68 12%de	21 7%	21 8%	-	153 15%imno	134 16%ijmno	19 9%no	63 11%mn	11 18%mnno	43 31%ghijm	1 2%	2 1%	6 5%no	141 13%	75 16%	72 17%	48 13%	37 20%ps	30 15%	26 14%	12 11%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 287

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Instagram (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Work-ing full time (h)	Work-ing part time (i)	NET: Not working (j)	Not work-ing seek-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pension only (m)	Ret-ired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
NET: At least monthly	330	290	185	106	40	40	1	231	195	36	99	18	62	4	3	13	222	106	98	72	48	41	38	22
	21%	23% <sub>de</sub>	26% <sub>cde</sub>	18%	14%	15%	2%	23% <sub>ajmno</sub>	24% <sub>ajmno</sub>	18% <sub>n</sub>	18% <sub>n</sub>	29% <sub>mno</sub>	44% <sub>ghijm</sub>	7% <sub>n</sub>	2%	10% <sub>n</sub>	20%	22%	23%	19%	26%	20%	20%	21%
NET: Ever	494	425	252	173	69	66	3	333	276	58	161	31	82	8	11	28	322	169	153	121	71	59	70	37
	31%	33% <sub>de</sub>	36% <sub>de</sub>	30%	24%	25%	11%	33% <sub>mn</sub>	34% <sub>mno</sub>	29% <sub>mn</sub>	29% <sub>mn</sub>	50% <sub>ghijmno</sub>	59% <sub>ghijmno</sub>	14%	7%	24% <sub>n</sub>	30%	35% <sub>p</sub>	36% <sub>p</sub>	32%	39% <sub>p</sub>	29%	38% <sub>p</sub>	34%
Never	1064	843	449	394	221	195	26	674	533	141	390	32	56	48	164	90	754	308	269	254	110	140	114	70
	68%	66%	63%	69% <sub>b</sub>	76% <sub>abc</sub>	74% <sub>ab</sub>	89%	66% <sub>kl</sub>	65% <sub>kl</sub>	71% <sub>kl</sub>	70% <sub>kl</sub>	50%	40%	86% <sub>ghijkl</sub>	93% <sub>ghijkl</sub>	75% <sub>hkl</sub>	70% <sub>qrstv</sub>	64%	63%	67%	60%	70%	61%	66%
Don't know	12	12	8	4	1	1	-	9	8	1	3	-	1	-	1	1	8	4	4	3	1	2	2	-
	1%	1%	1%	1%	*	*	-	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 288

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	63 4%	2 4%	3 2%	13 7% <sup>bd</sup>	6 2%	12 6% <sup>d</sup>	4 3%	2 2%	3 4%	10 4%	12 3%	8 5% <sup>m</sup>	8 3%	-	-	49	63 4%
Once a day	32 2%	2 4% <sup>ei</sup>	2 1%	2 1%	6 2%	1 *	6 4% <sup>ei</sup>	6 6% <sup>cei</sup>	1 1%	1 *	7 2%	3 2%	3 1%	2 2%	*	24	32 2%
Several times a week	82 5%	6 10% <sup>cd</sup>	9 6%	5 2%	6 2%	8 4%	7 5%	8 7%	6 7%	17 7% <sup>cd</sup>	9 2%	7 4% <sup>l</sup>	2 1%	3 3%	-	73 6% <sup>jl</sup>	82 5%
Once a week	40 3%	2 4% <sup>e</sup>	2 1%	6 3% <sup>e</sup>	5 2%	1 *	3 2%	4 4% <sup>e</sup>	2 2%	11 5% <sup>e</sup>	10 3%	8 5%	6 3%	4 4%	-	29 3%	40 3%
Several times a month	72 5%	4 8% <sup>f</sup>	5 4%	12 6% <sup>f</sup>	10 4%	13 7% <sup>f</sup>	1 *	2 2%	5 6% <sup>f</sup>	12 5% <sup>f</sup>	18 5%	5 3%	11 4%	5 5%	-	53 4%	72 5%
Once a month	42 3%	2 4%	7 5% <sup>g</sup>	3 2%	5 2%	4 2%	4 3%	-	3 4%	6 3%	11 3%	6 4%	6 2%	2 2%	-	30 3%	42 3%
Less often	164 10%	5 8%	17 11%	25 13%	25 10%	14 7%	20 14% <sup>e</sup>	9 8%	9 10%	20 9%	39 11%	22 14%	25 10%	9 10%	1 9%	122 10%	164 10%
NET: At least daily	94 6%	5 8%	5 3%	15 8%	12 5%	13 6%	10 7%	8 8%	4 5%	11 5%	19 5%	11 7%	11 4%	2 2%	*	73 6%	94 6%
NET: At least weekly	216 14%	13 22% <sup>bde</sup>	15 10%	26 13%	23 9%	22 11%	20 14%	20 18% <sup>d</sup>	12 14%	40 17% <sup>d</sup>	38 10%	25 16% <sup>l</sup>	19 8%	8 9%	*	175 15% <sup>jl</sup>	216 14%
NET: At least monthly	330 21%	19 34% <sup>bdef</sup>	28 18%	41 21%	38 20%	39 20%	25 18%	23 20%	21 23%	58 25% <sup>d</sup>	67 18%	36 23% <sup>l</sup>	35 14%	15 15%	*	258 22% <sup>l</sup>	330 21%
NET: Ever	494 31%	24 43% <sup>de</sup>	46 30%	65 34% <sup>d</sup>	63 24%	53 27%	45 32%	31 28%	30 33%	77 34% <sup>d</sup>	106 29%	58 37% <sup>l</sup>	60 25%	24 25%	2 13%	380 32% <sup>l</sup>	494 31%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 288

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)		
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)		Yes - other (n)	No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1064 68%	31 55%	107 70%	123 64%	194 75% aci	142 72% aa	95 67%	77 70%	60 67%	151 66%	261 71%	99 63%	181 75% kko	72 75%	11 87%	785 67%	1064 68%
Don't know	12 1%	1 2%	1 *	3 2%	1 *	1 1%	1 1%	2 2%	-	2 1%	2 1%	-	2 1%	-	-	10 1%	12 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 289  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Google Chats**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scot-land	North East	North West	York-shire & Humber-side	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Pri-vate	Opin-ion Influ-encer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	13 1%	8 1%	4 *	5 2%gi	3 1%	4 1%	-	1 *	-	3 1%	7 1%l	-	3 1%	-	-	4 2%	-	1 1%	2 2%	-	4 3%w	1 *	1 *	-	-	5 2%	7 1%	12 7%
Once a day	11 1%	10 1%b	1 *	6 3%ehi	1 *	3 1%	2 1%	-	-	6 1%l	2 *	-	3 1%	-	2 3%w	2 1%	1 *	-	-	3 4%nuwx	-	3 2%	-	-	-	4 1%	7 1%	7 4%
Several times a week	3 *	3 *	1 *	-	1 *	1 *	-	1 *	-	3 1%	1 *	-	-	-	-	-	-	-	-	-	2 1%	1 1%	-	-	-	-	3 *	2 1%
Once a week	6 *	6 1%b	-	1 *	2 1%	1 *	1 *	1 1%	-	3 1%	1 *	-	1 *	1 1%	-	1 *	-	-	-	-	-	2 1%	-	1 1%	-	-	5 1%	3 2%
Several times a month	19 1%	12 2%	7 1%	5 2%h	8 2%h	3 1%	2 1%	-	1 *	8 2%	6 1%	2 1%	2 1%	1 1%	1 2%	1 1%	2 1%	3 2%	1 1%	2 3%	2 1%	3 1%	2 1%	-	2 1%	14 2%	10 6%	
Once a month	14 1%	10 1%	4 *	2 1%	2 1%	2 1%	6 2%l	2 1%	-	4 1%	2 *	1 *	7 2%k	3 2%	-	2 1%	-	2 1%	-	-	1 *	5 2%	1 *	1 1%	-	-	10 1%	5 3%
Less often	32 2%	17 2%	16 2%	4 2%	1 *	11 4%e	9 3%e	3 2%	4 2%	13 3%e	11 2%	6 2%	2 1%	1 1%	2 3%	3 2%	2 2%	2 1%	4 3%	1 1%	3 2%	7 3%	7 3%	2 1%	-	5 2%	16 2%	9 5%
NET: At least daily	24 2%	18 3%b	5 1%	10 5%eghi	4 1%	7 3%l	2 1%	1 *	-	9 2%l	9 2%l	-	6 2%l	-	2 3%	6 4%nw	1 *	1 1%	2 2%	3 4%nw	4 3%w	5 2%	1 *	-	-	9 3%	14 2%	18 11%
NET: At least weekly	33 2%	27 4%b	6 1%	11 5%ghi	7 2%l	10 3%l	3 1%	2 1%	-	15 3%l	11 2%l	-	7 2%l	1 1%	2 3%	7 4%w	1 *	2 1%	2 2%	3 4%w	6 4%w	8 4%w	1 *	1 1%	-	9 3%	23 3%	23 13%
NET: At least monthly	65 4%	49 7%b	16 2%	18 9%ghi	16 5%l	15 4%l	11 4%l	4 2%	1 *	27 5%l	18 4%l	3 1%	17 5%l	5 4%	3 5%	10 6%w	2 2%	7 5%	3 3%	5 6%w	9 6%w	16 7%w	3 2%	2 2%	-	11 4%	47 7%	39 23%
NET: Ever	98 6%	66 9%b	32 4%	22 10%hi	18 6%l	25 9%hi	20 7%l	7 4%	5 2%	39 9%l	30 6%l	9 3%	19 6%	5 5%	12 8%	5 8%	8 4%	7 6%	7 8%	6 8%	11 8%	23 10%qxy	10 5%	4 3%	-	15 5%	63 9%	48 28%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 289

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Google Chats**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1462 93%	642 90%	820 96%a	187 89%	297 94%	260 90%	271 93%	192 95%d	255 97%dfg	395 90%	427 93%	314 96%j	325 93%	119 95%	54 92%	149 92%	120 95%v	127 93%	105 92%	69 92%	133 92%	204 88%	207 95%v	122 96%v	51 99%v	287 94%	646 91%	119 70%
Don't know	11 1%	6 1%	5 1%	1 *	2 1%	2 1%	1 *	3 1%	2 1%	2 1%	2 *	2 1%	4 1%	-	-	-	2 1%	2 1%	2 2%w	-	-	4 2%	-	1 *	1 1%	1 *	4 1%	4 2%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 290  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Google Chats**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	13 1%	6 *	6 5%a	2 6%	3 6%a	* 1%	1 11%	-	-	-	2 *	5 1%	6 3%jk	-
Once a day	11 1%	7 *	4 3%a	* 1%	2 4%a	2 5%	-	-	-	2 22%	3 *	6 1%	1 1%	-
Several times a week	3 *	3 *	-	-	-	-	-	-	-	-	1 *	2 *	-	-
Once a week	6 *	5 *	* *	-	* 1%	-	-	-	-	-	1 *	-	4 2%jk	1 2%k
Several times a month	19 1%	17 1%	2 2%	1 3%	1 2%	-	-	-	-	-	9 1%	7 1%	3 2%	-
Once a month	14 1%	13 1%	-	-	-	-	-	-	-	1 10%	8 1%	3 1%	2 1%	-
Less often	32 2%	24 2%	7 5%a	1 2%	4 7%a	1 4%	-	1 9%	-	1 10%	12 2%	10 2%	5 3%	1 2%
NET: At least daily	24 2%	13 1%	11 8%a	2 7%	6 10%a	2 6%	1 11%	-	-	2 22%	5 1%	10 2%j	7 4%j	-
NET: At least weekly	33 2%	22 2%	11 8%a	2 7%	6 10%a	2 6%	1 11%	-	-	2 22%	7 1%	12 2%j	11 6%jk	1 2%
NET: At least monthly	65 4%	51 4%	13 10%a	3 10%	7 12%a	2 6%	1 11%	-	-	3 32%	24 3%	22 4%	15 9%jk	1 2%
NET: Ever	98 6%	75 5%	20 15%a	4 12%	11 19%a	3 11%	1 11%	1 9%	-	4 41%	36 4%	33 7%	21 12%jk	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 290

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Google Chats**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1462 93%	1334 94%bd	112 82%	28 88%	45 77%	26 87%	4 75%	8 91%	10 100%	4 42%	788 95%l	464 93%l	150 87%	39 93%
Don't know	11 1%	7 1%	4 3%a	-	2 4%a	1 3%	1 14%	-	-	2 17%	4 *	3 1%	1 1%	1 3%j

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 291  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Google Chats**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	13 1%	13 1%	5 1%	7 1%	-	-	-	12 1%j	12 1%j	*	1	-	*	-	-	-	5 1%	7 1%	7 2%p	4 1%	5 3%pv	4 2%	-	-
Once a day	11 1%	10 1%	6 1%	5 1%	1	1	-	11 1%j	11 1%j	*	-	-	-	-	-	-	7 1%	4 1%	4 1%	4 1%	1	2 1%	4 2%	-
Several times a week	3	2	2	-	1	1	-	3	3	-	-	-	-	-	-	-	1	2	2	2	-	-	2	-
Once a week	6	6	5	1	-	-	-	5	5	*	1	-	1	-	-	-	1	5	5	3	1	2	1	-
Several times a month	19 1%	16 1%	9 1%	6 1%	3	3	-	16 2%	16 2%j	1	3	-	2	-	1	-	9	10 2%p	10 2%p	7 2%	6 3%p	3 1%	5 3%p	1
Once a month	14 1%	11 1%	6 1%	5 1%	3	2	1	10 1%	7 1%	3	4	1	1	-	-	2	10 1%	3 1%	3 1%	3	-	-	3	1
Less often	32 2%	28 2%	21 3%c	7 1%	5 2%	4 1%	1 3%	20 2%	17 2%	3 2%	12 2%	5 7%ghij	2 1%	1 2%	3 2%	1	18 2%	14 3%	12 3%	12 3%	5 3%	6 3%	7 4%	3 3%
NET: At least daily	24 2%	23 2%	11 2%	12 2%	1	1	-	23 2%j	22 3%ijn	1	1	-	1	-	-	-	12 1%	12 2%	12 3%p	7 2%	5 3%	5 3%	4 2%	-
NET: At least weekly	33 2%	31 2%	18 3%	13 2%	2	2	-	31 3%ijn	30 4%ijno	1	1	-	1	-	-	-	15 1%	18 4%p	18 4%p	13 3%p	7 4%p	8 4%p	7 4%p	-
NET: At least monthly	65 4%	57 4%	33 5%	24 4%	8	7	1	58 6%ijn	53 6%jno	5	8	1	4	-	1	2	34 3%	31 7%p	31 7%pw	22 6%p	12 7%p	10 5%	15 8%pw	2

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 291

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Google Chats**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
NET: Ever	98 6%	85 7%	54 8%	30 5%	13 4%	11 4%	2 7%	78 8%ijno	70 9%ijno	8 4%	20 4%	6 9%n	6 4%	1 2%	4 2%	3 2%	52 5%	46 9%p	43 10%p	35 9%p	17 9%p	17 8%	22 12%p	5 5%
Never	1462 93%	1185 93%	646 91%	539 94%b	276 95%	250 96%b	26 90%	933 92%	742 91%	191 96%gh	528 95%gh	57 91%	131 95%	53 94%	171 97%ghk	116 96%	1026 95%qrstuv	431 90%	378 89%	339 90%	164 90%	181 90%	161 86%	102 95%w
Don't know	11 1%	10 1%	8 1%	1 *	1 *	1 *	1 3%	5 *	5 1%	-	6 1%	-	2 1%	2 4%ghin	1 *	1 1%	7 1%	4 1%	4 1%	4 1%	2 1%	2 1%	4 2%	-

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 292

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Google Chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	13 1%	1 1%	-	5 3%e	1 *	-	2 2%	1 1%	2 2%	1 *	3 1%	3 2%	3 1%	-	-	10 1%	13 1%
Once a day	11 1%	-	1 1%	2 1%	5 2%	-	1 1%	1 1%	2 2%	1 *	2 1%	-	2 1%	*	*	9 4%	11 1%
Several times a week	3 *	-	-	-	-	-	1 1%	-	1 1%	1 1%	-	-	-	-	-	3 *	3 *
Once a week	6 *	-	-	4 2% <sup>d</sup>	-	-	-	-	-	1 *	3 1%	2 1% <sup>o</sup>	1 1%	-	-	2 *	6 *
Several times a month	19 1%	1 2%	1 *	1 1%	9 3% <sup>f</sup>	3 1%	-	-	1 1%	2 1%	3 1%	3 2%	-	-	-	15 1%	19 1%
Once a month	14 1%	1 2%	2 2%	4 2% <sup>d</sup>	-	1 1%	1 1%	-	1 1%	2 1%	7 2% <sup>o</sup>	5 3% <sup>o</sup>	6 2% <sup>o</sup>	3 3% <sup>o</sup>	-	6 *	14 1%
Less often	32 2%	1 2%	2 1%	6 3%	5 2%	5 2%	3 2%	2 1%	2 3%	4 2%	7 2%	3 2%	4 2%	3 3%	-	25 2%	32 2%
NET: At least daily	24 2%	1 1%	1 1%	7 4% <sup>e</sup>	6 2% <sup>e</sup>	-	3 2% <sup>e</sup>	1 1%	3 4% <sup>e</sup>	2 1%	5 1%	3 2%	5 2%	*	*	18 4%	24 2%
NET: At least weekly	33 2%	1 1%	1 1%	11 6% <sup>b</sup>	6 2% <sup>e</sup>	-	5 3% <sup>e</sup>	1 1%	4 4% <sup>e</sup>	4 1%	9 2%	5 3%	6 3%	*	*	24 4%	33 2%
NET: At least monthly	65 4%	3 5%	4 3%	17 9% <sup>b</sup>	15 6% <sup>g</sup>	4 2%	6 4%	1 1%	6 7%	9 4%	18 5%	13 8% <sup>o</sup>	12 5%	3 3%	*	45 4%	65 4%
NET: Ever	98 6%	4 7%	6 4%	23 12% <sup>b</sup>	19 7%	9 4%	9 6%	3 3%	9 10%	13 6%	25 7%	16 10%	17 7%	6 7%	*	70 6%	98 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 292

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Google Chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1462 93%	50 88%	147 95% <sup>c</sup>	167 88%	238 93%	186 95% <sup>c</sup>	129 92%	106 95% <sup>c</sup>	81 90%	218 94% <sup>c</sup>	341 93%	141 90%	224 92%	90 93%	12 96%	1096 93%	1462 93%
Don't know	11 1%	3 5% <sup>odei</sup>	1 1%	1 *	-	1 1%	2 2% <sup>d</sup>	2 2% <sup>d</sup>	-	-	2 *	-	2 1%	-	-	9 1%	11 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 293  
Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?  
Base: All respondents who have used online communication services or apps to send picture or video messages  
KIK

	Gender		Age							Social Grade							Region										Employment Sector		Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160	
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171	
Several times a day	8 1%	4 1%	4 *	5 2% fgi	3 1%	-	-	1 *	-	1 *	3 1%	-	4 1%	-	-	*	-	1 *	2 2%	-	3 2%	1 *	1 *	-	-	2 1%	5 1%	7 4%	
Once a day	14 1%	14 2% b	1 *	6 3% fhi	5 2%	1 *	2 1%	-	-	8 2%	3 1%	1 *	2 1%	1 1%	-	4 2% w	-	*	-	4 5% qrsu wx	1 1%	3 1%	-	-	1 1%	4 1%	10 1%	11 7%	
Several times a week	9 1%	9 1% b	1 *	2 1%	2 *	4 2%	1 *	-	-	3 1%	4 1%	2 1%	-	-	-	3 2%	1 1%	-	-	-	1 1%	2 1%	-	-	2 3% rw	3 1%	6 1%	8 5%	
Once a week	2 *	2 *	-	2 1%	-	-	-	-	-	2 1%	-	-	-	-	2 3% ww	1 *	-	-	-	-	-	-	-	-	-	-	2 *	2 1%	
Several times a month	14 1%	9 1%	6 1%	2 1%	8 2% hi	2 1%	2 1%	-	-	4 1%	5 1%	5 1%	1 *	1 1%	2 3%	3 2%	1 1%	1 1%	2 1%	-	-	2 1%	2 1%	-	-	5 2%	9 1%	2 1%	
Once a month	4 *	2 *	2 *	3 1%	1 *	1 *	-	-	-	2 *	* *	1 *	1 *	-	1 2%	-	-	-	*	-	1 1%	2 1%	-	-	-	-	3 *	1 1%	
Less often	27 2%	13 2%	14 2%	2 1%	10 3% hi	7 3% i	6 2%	1 *	1 *	9 2%	9 2%	5 2%	4 1%	2 2%	-	3 2%	2 2%	2 1%	2 1%	1 1%	6 4%	5 3%	3 1%	2 1%	-	4 1%	16 2%	11 7%	
NET: At least daily	22 1%	17 2% b	5 1%	11 5% fghi	8 2% fi	1 *	2 1%	-	-	9 2% l	6 1%	1 *	6 2%	1 1%	-	4 2% rwx	-	1 1%	2 2%	4 5% qrwx	4 3%	4 2%	1 *	-	1 1%	6 2%	15 2%	18 11%	
NET: At least weekly	34 2%	28 4% b	5 1%	16 7% efghi	9 3% hi	5 2% i	3 1%	1 *	-	15 3% l	10 2%	3 1%	6 2%	1 1%	2 3%	8 5% rwx	1 1%	1 1%	2 2%	4 5% rwx	5 4% wx	6 3%	1 *	-	2 4% wx	9 3%	22 3%	28 17%	
NET: At least monthly	52 3%	39 5% b	13 2%	21 10% fghi	18 6% ghi	8 3% hi	5 2%	1 *	-	20 5%	16 3%	9 3%	7 2%	3 2%	4 8% wx	11 7% rwx	3 2%	2 2%	4 4% x	4 5% wx	6 4% x	10 4% x	3 1%	-	2 4% x	14 5%	34 5%	32 19%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 293  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 KIK

	Gender			Age						Social Grade				Region											Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	79 5%	52 7% <sup>b</sup>	27 3%	22 11% <sup>fghi</sup>	28 9% <sup>ghi</sup>	16 5% <sup>hi</sup>	11 4% <sup>hi</sup>	1 1%	1 *	29 7%	24 5%	14 4%	12 3%	5 4%	4 8%	14 9% <sup>nrwx</sup>	5 4%	4 3%	6 5%	5 7%	12 9% <sup>wx</sup>	15 6% <sup>x</sup>	5 2%	2 1%	2 4%	18 6%	50 7%	43 25%
Never	1471 94%	647 91%	824 96% <sup>a</sup>	187 89%	287 90%	264 92%	276 95% <sup>d</sup>	199 98% <sup>def</sup>	259 99% <sup>def</sup>	402 92%	432 94%	310 95%	327 94%	119 95%	55 92%	148 91%	120 95%	130 95%	106 93%	69 92%	132 91%	207 89%	212 98% <sup>ptu</sup>	125 98% <sup>ptu</sup>	49 96%	283 93%	652 92%	124 73%
Don't know	20 1%	14 2% <sup>b</sup>	6 1%	1 *	3 1%	8 3%	4 1%	2 1%	2 1%	6 1%	2 1%	2 1%	10 3% <sup>kl</sup>	2 1%	-	-	2 1%	3 2% <sup>w</sup>	2 2%	1 2%	-	10 4% <sup>puw</sup>	-	1 *	-	3 1%	10 1%	4 2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 294  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**KIK**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	8 1%	4 *	4 3%a	3 3%	2 4%a	*	1 11%	-	-	-	2 *	4 1%	3 2%j	-
Once a day	14 1%	10 1%	4 3%a	* 1%	2 3%a	2 5%	-	-	-	2 22%	6 1%	4 1%	2 1%	-
Several times a week	9 1%	6 *	4 3%a	3 8%	1 2%	-	-	-	-	-	3 *	3 1%	3 2%j	-
Once a week	2 *	2 *	-	-	-	-	-	-	-	-	-	2 *	-	1 2%j
Several times a month	14 1%	14 1%	-	-	-	-	-	-	-	-	5 1%	6 1%	3 2%	-
Once a month	4 *	3 *	1 1%	-	1 2%a	-	-	-	-	-	3 *	1 *	-	-
Less often	27 2%	23 2%	3 2%	1 2%	2 3%	1 2%	-	-	-	1 10%	9 1%	8 2%	8 4%j	-
NET: At least daily	22 1%	14 1%	8 6%a	1 5%	4 7%a	2 6%	1 11%	-	-	2 22%	7 1%	8 2%	5 3%j	-
NET: At least weekly	34 2%	22 2%	12 9%a	4 13%	5 9%a	2 6%	1 11%	-	-	2 22%	10 1%	13 3%	8 5%j	1 2%
NET: At least monthly	52 3%	39 3%	13 10%a	4 13%	6 11%a	2 6%	1 11%	-	-	2 22%	18 2%	20 4%	11 7%j	1 2%
NET: Ever	79 5%	62 4%	16 12%a	5 15%	8 14%a	3 9%	1 11%	-	-	3 32%	27 3%	29 6%	19 11%jk	1 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 294

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**KIK**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1471	1340	116	27	48	28	4	9	10	5	793	466	150	40
	94%	95%bd	85%	85%	81%	91%	75%	100%	100%	51%	96%l	93%l	88%	95%
Don't know	20	14	4	-	3	-	1	-	-	2	8	5	2	1
	1%	1%	3%	-	5%a	-	14%	-	-	17%	1%	1%	1%	3%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 295  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 KIK

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	8 1%	8 1%	4 1%	4 1%	-	-	-	7 1%	6 1%	*	1	-	1	-	-	3	5 1%	5 1%p	2	3 2%p	2 1%	-	-	-
Once a day	14 1%	14 1%	8 1%	5 1%	1	1	-	14 1%j	13 2%j	*	1	-	1	-	-	7 1%	7 1%	7 2%	3 1%	4 2%	1	3	3 2%	-
Several times a week	9 1%	9 1%	5 1%	5 1%	-	-	-	9 1%j	9 1%j	1	-	-	-	-	-	6 1%	3 1%	3 1%	3 1%	1 1%	3 2%	2 1%	-	-
Once a week	2	2	2	-	-	-	-	2	2	-	1	-	1	-	-	2	-	-	-	-	-	-	-	-
Several times a month	14 1%	12 1%	7 1%	5 1%	2 1%	2 1%	-	14 1%j	13 2%j	1	-	-	-	-	-	9 1%	5 1%	5 1%	5 1%	-	1	5 3%pt	-	-
Once a month	4	4	2	3	-	-	-	3	3	-	1	-	1	-	-	2	2	2	1	1	1	-	-	-
Less often	27 2%	20 2%	12 2%	8 1%	7 2%	7 3%	-	20 2%	17 2%	3 1%	7 1%	3 5%ln	1	-	1	2 2%	7 1%	7 2%	6 1%	2 1%	4 2%	4 2%	4 2%	1 1%
NET: At least daily	22 1%	21 2%	12 2%	9 2%	1	1	-	20 2%j	19 2%jn	1	2	-	2	-	-	10 1%	12 2%p	12 3%p	5 1%	7 4%psw	3 1%	3 2%	-	-
NET: At least weekly	34 2%	33 3%de	19 3%de	14 2%de	1	1	-	31 3%jn	30 4%jno	2 1%	2	-	2	-	-	18 2%	15 3%	15 4%p	8 2%	9 5%pw	6 3%	5 3%	-	-
NET: At least monthly	52 3%	49 4%de	28 4%de	21 4%de	3 1%	3 1%	-	48 5%jno	46 6%jno	2 1%	4	-	4	-	-	29 3%	23 5%w	23 5%pw	14 4%	10 5%w	8 4%w	10 5%w	-	-
NET: Ever	79 5%	70 5%	41 6%	29 5%	9 3%	9 4%	-	68 7%jn	63 8%jmn	5 3%	11 2%	3 5%ln	4 3%	-	1	2 2%	48 6%w	29 7%w	20 5%w	12 7%w	12 6%w	14 8%w	1 1%	-

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 295  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**KIK**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1471	1190	651	539	281	253	29	935	742	193	537	59	133	55	173	116	1025	444	389	351	167	183	168	105
	94%	93%	92%	94%	97%ab	96%b	100%	92%	91%	97%gh	97%gh	94%	96%	97%	99%gh	97%h	94%rv	92%	91%	93%	91%	91%	90%	98%qrstuv
Don't know	20	20	17	3	-	-	-	14	12	1	6	1	1	2	1	1	12	8	8	8	4	5	5	1
	1%	2% <sup>d</sup>	2% <sup>cde</sup>	1%	-	-	-	1%	2%	1%	1%	1%	1%	3%	1%	1%	2%	2%	2%	2%	2%	3%	3%	1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 296

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**KIK**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	8 1%	1 1%	-	5 3% <sup>dei</sup>	1 *	-	1 1%	-	1 1%	-	3 1%	3 2% <sup>o</sup>	3 1%	-	-	5 *	8 1%
Once a day	14 1%	1 1%	1 1%	1 1%	6 2% <sup>ai</sup>	2 1%	* *	-	3 3% <sup>ai</sup>	-	4 1%	1 1%	2 1%	* *	* 4%	10 1%	14 1%
Several times a week	9 1%	-	-	-	-	-	2 2%	1 1%	3 3% <sup>bcde</sup>	2 1%	-	-	-	-	-	7 1%	9 1%
Once a week	2 *	-	-	2 1%	-	-	-	-	-	-	1 *	1 *	-	-	-	2 *	2 *
Several times a month	14 1%	-	1 *	2 1%	-	1 1%	3 2% <sup>d</sup>	1 1%	4 5% <sup>de</sup>	2 1%	3 1%	1 1%	1 *	1 1%	-	11 1%	14 1%
Once a month	4 *	* 1%	1 1%	-	1 1%	-	-	-	1 1%	1 *	1 *	-	-	-	-	4 *	4 *
Less often	27 2%	2 4%	5 3%	5 2%	5 2%	2 1%	1 1%	1 1%	1 1%	5 2%	7 2%	4 3%	3 1%	-	-	19 2%	27 2%
NET: At least daily	22 1%	1 2% <sup>ai</sup>	1 1%	7 3% <sup>ai</sup>	7 3% <sup>ai</sup>	2 1%	1 1%	-	3 4% <sup>ai</sup>	-	7 2%	4 3%	5 2%	* *	* 4%	15 1%	22 1%
NET: At least weekly	34 2%	1 2%	1 1%	8 4% <sup>bi</sup>	7 3%	2 1%	4 3%	1 1%	6 7% <sup>bei</sup>	2 1%	8 2%	5 3%	5 2%	* *	* 4%	23 2%	34 2%
NET: At least monthly	52 3%	2 3%	2 2%	10 5%	8 3%	3 2%	6 4%	2 2%	11 12% <sup>bcdefg</sup>	5 2%	12 3%	7 5%	7 3%	1 1%	* 4%	38 3%	52 3%
NET: Ever	79 5%	4 7%	7 5%	15 8% <sup>ce</sup>	13 5%	6 3%	7 5%	3 3%	12 14% <sup>bcdefg</sup>	10 4%	19 5%	11 7%	9 4%	1 1%	* 4%	57 5%	79 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 296

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**KIK**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)		
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1471	51	145	172	244	187	130	105	76	220	348	146	232	94	12	1101	1471
	94%	90%	94%h	90%	95%h	96%ch	92%	95%h	85%	96%ch	94%	93%	96%	98%	96%	94%	94%
Don't know	20	2	1	4	-	3	3	3	1	-	2	-	1	1	-	17	20
	1%	4%di	1%	2%di	-	1%	2%di	2%di	1%	-	1%	-	1%	1%	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 297  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 IMO

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	11 1%	6 1%	5 1%	4 2% <i>l</i>	4 1%	1 *	2 1%	1 *	-	3 1%	2 *	1 *	6 2%	-	-	* *	1 *	1 1%	2 2%	-	3 2%	4 2%	1 *	-	-	4 1%	6 1%	7 4%
Once a day	10 1%	10 1% <i>b</i>	-	3 1%	2 1%	4 1%	1 *	-	-	7 2%	2 *	-	1 *	-	-	5 3% <i>w</i>	1 1%	-	2 3% <i>w</i>	-	2 1%	-	-	-	-	4 1%	6 1%	7 4%
Several times a week	4 *	4 1%	-	-	1 *	2 1%	1 *	-	-	2 *	1 *	1 *	-	1 1%	-	-	1 *	-	-	1 1%	-	1 *	-	-	-	-	4 1%	3 2%
Once a week	4 *	2 *	1 *	2 1%	1 *	1 *	-	-	-	1 *	-	2 1%	1 *	-	1 2%	1 *	-	-	-	-	1 1%	1 *	-	-	-	-	3 *	3 2%
Several times a month	10 1%	6 1%	4 *	5 2% <i>ghi</i>	4 1%	2 1%	-	-	-	6 1% <i>l</i>	2 *	-	2 *	2 2%	2 3%	2 1%	-	-	* *	-	-	2 1%	1 *	-	1 1%	2 1%	6 1%	5 3%
Once a month	1 *	-	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	1 1%	-	-	-	-
Less often	16 1%	10 1%	6 1%	2 1%	-	7 2% <i>e</i>	4 2% <i>e</i>	2 1%	1 *	5 1%	7 1%	5 1%	* *	-	1 1%	2 1%	2 2%	1 1%	1 1%	1 1%	2 2%	5 2%	2 1%	-	-	3 1%	8 1%	4 3%
NET: At least daily	21 1%	16 2% <i>b</i>	5 1%	7 3% <i>hi</i>	6 2% <i>i</i>	5 2% <i>i</i>	3 1%	1 *	-	9 2% <i>l</i>	4 1%	1 *	7 2% <i>l</i>	-	-	5 3% <i>w</i>	1 *	2 2%	2 2%	2 3%	3 2%	6 2%	1 *	-	-	8 3%	12 2%	14 8%
NET: At least weekly	29 2%	22 3% <i>b</i>	7 1%	9 4% <i>hi</i>	8 3% <i>i</i>	7 3% <i>i</i>	3 1%	1 *	-	12 3%	6 1%	4 1%	8 2%	1 1%	1 2%	6 4% <i>w</i>	1 *	3 2%	2 2%	2 3%	5 4% <i>wx</i>	6 3%	1 1%	-	-	8 3%	19 3%	20 12%
NET: At least monthly	39 3%	28 4% <i>b</i>	11 1%	14 7% <i>ghi</i>	12 4% <i>hi</i>	9 3% <i>hi</i>	3 1%	1 *	-	18 4% <i>l</i>	9 2%	4 1%	9 3%	4 3%	3 5% <i>qw</i>	8 5% <i>qw</i>	1 *	3 2%	3 2%	2 3%	5 4%	8 4%	2 1%	1 1%	1 1%	10 3%	25 4%	26 15%
NET: Ever	56 4%	38 5% <i>b</i>	18 2%	16 8% <i>ghi</i>	12 4% <i>i</i>	16 5% <i>hi</i>	8 3% <i>i</i>	3 1%	1 *	23 5%	15 3%	8 3%	10 3%	4 3%	4 6%	10 6% <i>wx</i>	3 2%	3 3%	4 3%	3 4%	7 5%	14 6% <i>wx</i>	4 2%	1 1%	1 1%	14 4%	34 5%	30 18%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 297

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**IMO**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1490	660	830	192	300	265	277	197	258	408	438	314	330	120	56	152	122	131	109	71	137	206	212	125	49	287	665	134
	95%	92%	97% <sup>a</sup>	91%	95%	92%	95%	98% <sup>d</sup>	98% <sup>df</sup>	93%	95%	96%	95%	96%	94%	94%	97% <sup>fv</sup>	96% <sup>v</sup>	95%	94%	95%	89%	98% <sup>v</sup>	99% <sup>pv</sup>	95%	95%	93%	79%
Don't know	25	16	9	2	5	7	6	2	3	6	6	4	9	2	-	-	2	2	2	1	*	12	1	1	2	3	13	6
	2%	2%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	3%	1%	-	-	1%	2%	2%	2%	*	5% <sup>puwx</sup>	1%	*	4% <sup>p</sup>	1%	2%	4%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 298  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**IMO**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	11 1%	6 *	5 4%a	1	4 7%a	1 1%	1 11%	-	-	2 22%	1 *	5 1%	4 2%j	-
Once a day	10 1%	4 *	6 4%a	1 3%	3 5%a	2 5%	-	-	-	4 1%	4 1%	2 1%	-	
Several times a week	4 *	3 *	1 1%	-	1 1%	1 2%	-	-	-	-	-	-	4 2%jk	-
Once a week	4 *	3 *	1 *	-	1 1%	-	-	-	-	2 *	1 *	-	1 2%	
Several times a month	10 1%	7 *	2 2%	1 3%	1 2%	-	-	-	1 10%	2 *	6 1%j	-	-	
Once a month	1 *	1 *	-	-	-	-	-	-	-	-	-	-	1 2%jk	
Less often	16 1%	9 1%	7 6%a	1 2%	4 7%a	2 6%	-	1 9%	-	1 10%	10 1%	2 *	2 1%	-
NET: At least daily	21 1%	10 1%	11 8%a	1 5%	7 12%a	2 6%	1 11%	-	-	2 22%	6 1%	8 2%	6 3%j	-
NET: At least weekly	29 2%	16 1%	13 9%a	1 5%	8 14%a	3 8%	1 11%	-	-	2 22%	8 1%	9 2%	9 6%jk	1 2%
NET: At least monthly	39 3%	24 2%	15 11%a	2 8%	9 16%a	3 8%	1 11%	-	-	3 32%	10 1%	15 3%j	9 6%j	2 4%
NET: Ever	56 4%	32 2%	23 17%a	3 10%	13 23%a	5 15%	1 11%	1 9%	-	4 41%	21 3%	17 3%	12 7%j	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 298

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**IMO**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1490	1364	111	28	44	26	4	8	10	4	796	479	155	39
	95%	96% <sup>bd</sup>	82%	90%	74%	85%	75%	91%	100%	42%	96% <sup>l</sup>	96% <sup>l</sup>	91%	93%
Don't know	25	20	3	-	2	-	1	-	-	2	12	4	4	1
	2%	1%	2%	-	3%	-	14%	-	-	17%	1%	1%	3%	3%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 299  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 IMO

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	11 1%	11 1%	5 1%	7 1%	-	-	-	10 1%	9 1%	1 *	1 *	-	1 1%	-	-	5 *	7 1%p	7 2%p	3 1%	4 2%p	3 2%	2 1%	-	-
Once a day	10 1%	10 1%	8 1%	2 *	-	-	-	10 1%j	10 1%j	-	-	-	-	-	-	5 *	5 1%	5 1%	3 1%	3 2%	3 1%	3 2%	-	-
Several times a week	4 *	4 *	3 *	1 *	-	-	-	4 *	4 *	-	-	-	-	-	-	-	4 1%p	4 1%p	2 1%p	3 2%p	2 1%p	1 *	-	-
Once a week	4 *	4 *	2 *	1 *	-	-	-	3 *	3 *	-	1 *	-	1 *	-	-	2 *	2 *	2 *	-	2 1%	-	-	-	-
Several times a month	10 1%	8 1%	5 1%	3 1%	2 1%	2 1%	-	9 1%	7 1%	2 1%	1 *	-	1 1%	-	-	6 1%	4 1%	4 1%	3 1%	1 *	-	3 2%	-	-
Once a month	1 *	1 *	-	1 *	-	-	-	-	-	-	1 *	-	1 1%gh	-	-	1 *	-	-	-	-	-	-	-	-
Less often	16 1%	15 1%	11 2%	4 1%	1 *	1 *	-	12 1%	10 1%	2 1%	5 1%	2 2%	1 1%	-	1 1%	1 1%	8 1%	8 2%	7 2%	7 2%	1 *	4 2%	4 2%	2 2%
NET: At least daily	21 1%	21 2% <sup>d</sup>	13 2% <sup>de</sup>	9 2% <sup>d</sup>	-	-	-	20 2% <sup>j</sup>	19 2% <sup>jn</sup>	1 *	1 *	-	1 1%	-	-	10 1%	12 2%p	12 3%p	6 2%	7 4% <sup>pw</sup>	6 3%p	5 2%	-	-
NET: At least weekly	29 2%	29 2% <sup>de</sup>	17 2% <sup>de</sup>	11 2% <sup>de</sup>	-	-	-	27 3% <sup>ijn</sup>	26 3% <sup>ijn</sup>	1 *	2 *	-	2 1%	-	-	11 1%	17 4%p	17 4% <sup>pw</sup>	9 2%	12 7% <sup>psw</sup>	9 4% <sup>pw</sup>	5 3%	-	-
NET: At least monthly	39 3%	38 3% <sup>d</sup>	23 3% <sup>de</sup>	15 3%	2 1%	2 1%	-	36 4% <sup>ijn</sup>	33 4% <sup>jno</sup>	2 1%	4 1%	-	4 3% <sup>jn</sup>	-	-	18 2%	21 4% <sup>pw</sup>	21 5% <sup>pw</sup>	12 3%	13 7% <sup>pw</sup>	9 4% <sup>pw</sup>	8 5% <sup>pw</sup>	-	-
NET: Ever	56 4%	53 4% <sup>de</sup>	34 5% <sup>de</sup>	19 3%	3 1%	3 1%	-	47 5% <sup>ijn</sup>	43 5% <sup>ijn</sup>	4 2%	9 2%	2 2%	5 4%	-	1 1%	1 1%	27 2%	29 6%p	28 7%p	19 5%p	14 8%p	13 6%p	12 7%p	2 2%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 299  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**IMO**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1490	1205	655	550	285	259	26	953	760	193	537	59	132	54	173	118	1041	444	391	352	166	183	170	104
	95%	94%	92%	96%b	98%ab	99%ab	90%	94%	93%	97%h	97%gh	94%	95%	96%	99%gh	98%	96%qrst	92%	92%	93%	91%	92%	91%	97%
Don't know	25	22	19	3	3	*	3	16	15	2	9	2	1	2	1	1	18	7	7	7	3	4	4	1
	2%	2% <sub>c</sub>	3% <sub>ce</sub>	*	1%	*	10%	2%	2%	1%	2%	3%	1%	4%	1%	1%	2%	1%	2%	2%	2%	2%	2%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 300  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**IMO**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	11 1%	1 1%	-	5 3%e	2 1%	-	1 1%	1 1%	1 1%	1 *	5 1%	3 2%	5 2%o	* *	* 4%	6 1%	11 1%
Once a day	10 1%	-	1 1%	-	1 *	2 1%	3 2%ci	-	2 2%	-	-	-	-	-	-	9 1%	10 1%
Several times a week	4 *	-	-	1 1%	-	1 *	1 *	-	1 1%	-	1 *	1 1%	-	-	-	2 *	4 *
Once a week	4 *	-	-	-	2 1%	-	-	-	1 1%	-	1 *	1 *	-	-	-	3 *	4 *
Several times a month	10 1%	2 3%e	1 *	3 2%	1 *	-	1 1%	-	1 1%	1 *	1 *	-	1 *	-	-	8 1%	10 1%
Once a month	1 *	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	1 *	1 *
Less often	16 1%	1 2%	3 2%	2 1%	4 2%	2 1%	1 1%	2 1%	-	2 1%	4 1%	3 2%	2 1%	1 1%	-	13 1%	16 1%
NET: At least daily	21 1%	1 1%	1 1%	5 3%	4 1%	2 1%	4 3%j	1 1%	2 2%	1 *	5 1%	3 2%	5 2%	* *	* 4%	15 1%	21 1%
NET: At least weekly	29 2%	1 1%	1 1%	7 3%j	5 2%	3 1%	5 4%j	1 1%	4 5%bj	1 *	7 2%	5 3%	5 2%	* *	* 4%	20 2%	29 2%
NET: At least monthly	39 3%	3 4%	2 1%	10 5%begj	7 3%	3 1%	6 4%j	1 1%	5 6%j	2 1%	8 2%	5 3%	5 2%	* *	* 4%	30 3%	39 3%
NET: Ever	56 4%	4 7%i	4 3%	12 6%i	11 4%	5 2%	7 5%	2 2%	5 6%	3 2%	12 3%	8 5%	7 3%	1 1%	* 4%	42 4%	56 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 300

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**IMO**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1490 95%	51 90%	148 96%	174 91%	244 95%	188 96% <sup>c</sup>	131 93%	106 96%	81 91%	226 98% <sup>a</sup>	351 95%	146 93%	234 96%	94 98%	12 96%	1115 95%	1490 95%
Don't know	25 2%	2 4%	1 1%	5 3%	2 1%	3 1%	2 2%	3 2%	3 3%	1 1%	6 2%	4 2%	1 1%	1 1%	-	18 2%	25 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 301  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 Signal

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	14 1%	10 1%	4 *	6 3% fhi	4 1%	-	3 1%	1 *	-	6 1%	3 1%	-	5 2% l	-	-	2 1%	-	-	3 2%	2 3%	3 2%	3 1%	1 *	-	-	6 2%	7 1%	10 6%
Once a day	6 *	6 1% b	-	3 1%	1 *	2 1%	-	-	-	6 1% km	-	-	-	-	2 3% w	1 1%	-	-	-	-	-	3 1%	-	-	-	-	6 1%	5 3%
Several times a week	7 *	5 1%	2 *	-	3 1%	4 1%	-	-	-	2 *	3 1%	1 *	1 *	2 1%	-	1 *	-	-	1 2%	2 2%	1 1%	-	-	-	-	-	7 1%	4 2%
Once a week	5 *	5 1%	1 *	1 1%	3 1%	1 *	-	-	-	4 1%	1 *	1 *	-	1 1%	-	2 1%	1 1%	-	-	-	-	1 *	-	1 1%	-	1 *	4 1%	5 3%
Several times a month	11 1%	6 1%	5 1%	5 2% ceghi	1 *	5 2% gi	-	-	-	1 *	6 1%	1 *	3 1%	2 1%	-	4 3% v	-	-	3 2% v	-	-	-	1 *	2 1%	-	2 1%	7 1%	3 2%
Once a month	8 *	1 *	7 1% a	5 2% fghi	2 1%	1 *	-	-	-	1 *	3 1%	1 *	2 1%	1 1%	2 4% pw	-	-	1 *	-	-	1 1%	-	1 1%	1 1%	1 1%	2 1%	2 *	2 1%
Less often	15 1%	9 1%	6 1%	2 1%	2 1%	5 2%	3 1%	1 *	2 1%	6 1%	5 1%	1 *	2 1%	-	1 2%	1 1%	2 2%	1 1%	-	-	3 2%	3 1%	2 1%	2 1%	2 1%	8 1%	6 3%	
NET: At least daily	19 1%	15 2% b	4 *	9 4% fghi	5 2%	2 1%	3 1%	1 *	-	11 3% kl	3 1%	-	5 2% l	-	2 3%	3 2%	-	1 *	3 2%	2 3%	3 2%	6 3%	1 *	-	-	6 2%	13 2%	14 8%
NET: At least weekly	32 2%	25 3% b	7 1%	10 5% ceghi	12 4% ghi	6 2% i	3 1%	1 *	-	17 4% kl	7 1%	2 1%	7 2%	3 3%	2 3%	4 3% w	1 1%	1 *	3 2%	3 4% rw	5 4% w	8 4% w	1 *	1 1%	-	7 2%	24 3%	22 13%
NET: At least monthly	50 3%	31 4% b	20 2%	20 10% efgh	15 5% ghi	12 4% ghi	3 1%	1 *	-	19 4% l	15 3%	4 1%	12 3%	6 5% w	4 6% rw	9 5% rw	1 1%	1 1%	5 5% w	3 4%	7 5% w	8 4%	2 1%	4 3%	1 1%	11 4%	33 5%	28 16%
NET: Ever	65 4%	40 6% b	25 3%	23 11% ceghi	16 5% ghi	17 6% ghi	6 2%	1 1%	2 1%	26 6% l	20 4% l	5 2%	14 4%	6 5%	5 8% rw	10 6% rw	4 3%	2 1%	5 5%	3 4%	10 7% rw	11 5%	3 2%	5 4%	1 1%	13 4%	41 6%	34 20%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 301  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Signal**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1482	660	822	183	296	263	281	199	261	404	434	318	326	118	54	152	122	132	107	71	135	207	214	120	51	288	658	130
		94%	93%	96%a	87%	93%d	91%	96%df	98%defg	99%defg	93%	95%	98%jkm	93%	94%	92%	94%	96%v	94%	94%	93%	90%	98%nop	95%	99%v	95%	92%	76%
Don't know	23	13	9	4	5	8	4	2	-	7	5	2	9	1	-	-	1	3	2	1	*	13	-	1	-	3	13	7
		1%	2%	1%	2%	3%i	1%	1%	-	2%	1%	1%	2%	1%	-	-	1%	2%w	2%	1%	*	6%ppquw	-	1%	-	1%	2%	4%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 302  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Signal**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	14 1%	7 *	7 5%a	1 5%	3 5%a	2 6%	1 11%	-	-	2 22%	2 *	6 1%j	4 2%j	-
Once a day	6 *	3 *	3 2%a	-	3 5%a	-	-	-	-	-	1 *	2 *	2 1%j	-
Several times a week	7 *	6 *	-	-	-	-	-	-	-	-	2 *	2 *	2 1%	-
Once a week	5 *	3 *	3 2%a	2 5%	1 1%	-	-	-	-	-	1 *	2 *	1 1%	1 2%
Several times a month	11 1%	9 1%	1 1%	-	1 1%	-	-	-	-	1 10%	6 1%	3 1%	-	1 2%
Once a month	8 *	7 *	1 *	-	1 1%	-	-	-	-	-	4 *	3 1%	-	1 2%
Less often	15 1%	11 1%	3 3%	1 2%	2 3%	1 2%	-	-	-	-	7 1%	2 *	5 3%k	-
NET: At least daily	19 1%	10 1%	10 7%a	1 5%	6 9%a	2 6%	1 11%	-	-	2 22%	3 *	8 2%j	6 3%j	-
NET: At least weekly	32 2%	19 1%	12 9%a	3 10%	6 11%a	2 6%	1 11%	-	-	2 22%	7 1%	13 3%j	10 6%j	1 2%
NET: At least monthly	50 3%	35 2%	13 10%a	3 10%	8 13%a	2 6%	1 11%	-	-	3 32%	17 2%	19 4%	10 6%j	2 6%
NET: Ever	65 4%	46 3%	17 12%a	4 12%	10 17%a	3 9%	1 11%	-	-	3 32%	24 3%	21 4%	14 8%jk	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 302

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Signal**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1482 94%	1353 96%bd	114 84%	28 88%	46 79%	28 91%	4 75%	8 91%	10 100%	6 68%	796 96%lm	475 95%l	152 89%	37 88%
Don't know	23 1%	17 1%	4 3%	-	3 5%a	-	1 14%	1 9%	-	-	9 1%	4 1%	5 3%jk	3 6%jk

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 303  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Signal**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	14 1%	14 1%	7 1%	6 1%	-	-	-	13 1%j	12 1%j	1 *	1 *	-	1 1%	-	-	-	6 1%	8 2%p	8 2%p	3 1%	6 3%ps	3 1%	1 1%	-
Once a day	6 *	6 *	6 1%c	-	-	-	-	6 1%	6 1%	-	-	-	-	-	-	-	3 *	3 1%	3 1%	3 1%	-	2 1%	3 2%p	-
Several times a week	7 *	7 1%	5 1%	2 *	-	-	-	7 1%	7 1%j	-	-	-	-	-	-	-	5 *	2 1%	2 1%	2 1%	2 1%	2 1%	-	1 1%
Once a week	5 *	5 *	5 1%	-	1 *	1 *	-	5 *	3 *	1 1%	1 *	-	1 *	-	-	-	3 *	2 *	2 1%	1 *	1 1%	1 *	-	-
Several times a month	11 1%	11 1%	5 1%	6 1%	-	-	-	9 1%	5 1%	4 2%hjn	1 *	-	1 1%	-	-	-	6 1%	4 1%	4 1%	3 1%	2 1%	-	3 1%	2 2%
Once a month	8 *	6 *	2 *	4 1%	2 1%	2 1%	-	4 *	4 *	1 *	3 1%	-	3 2%ghn	-	-	-	4 *	4 1%	4 1%	2 1%	2 1%	1 *	1 1%	-
Less often	15 1%	13 1%	7 1%	6 1%	2 1%	2 1%	-	10 1%	9 1%	1 1%	4 1%	1 1%	-	1 1%	1 1%	2 2%	9 1%	5 1%	5 1%	5 1%	-	3 1%	3 2%	1 1%
NET: At least daily	19 1%	19 2%d	13 2%de	6 1%	-	-	-	18 2%j	18 2%j	1 *	1 *	-	1 1%	-	-	-	8 1%	11 2%p	11 3%p	6 2%	6 3%p	4 2%	4 2%	-
NET: At least weekly	32 2%	31 2%de	23 3%de	8 1%	1 *	1 *	-	30 3%jn	28 3%jn	2 1%	2 *	-	2 1%	-	-	-	16 1%	16 3%p	16 4%p	9 2%	9 5%p	8 4%p	4 2%	1 1%
NET: At least monthly	50 3%	48 4%de	30 4%de	18 3%	3 1%	3 1%	-	44 4%jno	37 4%jno	7 4%jno	7 4%jno	1 1%	-	7 5%jno	-	-	26 2%	24 5%p	24 6%p	13 4%	13 7%p	8 4%	8 4%	3 3%
NET: Ever	65 4%	61 5%de	37 5%de	24 4%	4 1%	4 2%	-	54 5%jn	46 6%jn	8 4%n	11 2%	1 1%	7 5%n	1 1%	1 1%	2 2%	36 3%	30 6%p	30 7%p	19 5%	13 7%p	11 6%	11 6%	4 4%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 303

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Signal**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1482	1196	652	544	286	257	29	946	756	189	537	60	129	56	174	117	1035	443	389	351	167	184	170	103
	94%	94%	92%	95%b	98%abc	98%ab	100%	93%	93%	95%	97%g	96%	93%	99%	99%ghil	97%	95%qr	92%	91%	93%	91%	92%	91%	96%
Don't know	23	22	20	3	*	*	-	16	15	2	6	2	3	-	1	1	15	8	8	8	3	5	5	-
	1%	2%c	3%cde	*	*	*	-	2%	2%	1%	1%	3%	2%	-	*	1%	1%	2%	2%	2%	2%	3%	3%	-

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

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 304

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	14 1%	1 2% <i>i</i>	-	5 3% <i>i</i>	2 1%	2 1%	*	-	2 2% <i>i</i>	-	5 1%	3 2%	5 2% <i>o</i>	*	*	7 1%	14 1%
Once a day	6 *	-	1 1%	2 1%	1 *	-	1 1%	-	-	1 *	-	-	-	-	-	6 *	6 *
Several times a week	7 *	-	-	-	-	-	-	2 2%	2 2% <i>d</i>	1 1%	1 *	-	1 1%	-	-	6 1%	7 *
Once a week	5 *	1 1%	-	1 1%	-	-	-	1 1%	1 1%	1 *	3 1%	3 2% <i>o</i>	-	-	-	3 *	5 *
Several times a month	11 1%	2 3% <i>i</i>	1 *	1 1%	3 1%	2 1%	2 2%	-	-	-	1 *	1 *	-	-	-	9 1%	11 1%
Once a month	8 *	1 1%	-	3 2%	2 1%	1 *	-	-	-	-	1 *	1 1%	1 *	-	-	6 1%	8 *
Less often	15 1%	1 2% <i>c</i>	3 2%	-	2 1%	2 1%	2 1%	1 1%	2 3%	1 1%	2 1%	1 1%	1 1%	1 1%	-	12 1%	15 1%
NET: At least daily	19 1%	1 2%	1 1%	7 4% <i>i</i>	3 1%	2 1%	2 1%	-	2 2%	1 *	5 1%	3 2%	5 2%	*	4% <i>i</i>	13 1%	19 1%
NET: At least weekly	32 2%	2 3%	1 1%	8 4% <i>b</i>	3 1%	2 1%	2 1%	3 2%	5 6% <i>bde</i>	3 1%	10 3%	6 4%	6 3%	*	4% <i>i</i>	22 2%	32 2%
NET: At least monthly	50 3%	4 7% <i>b</i>	2 1%	13 7% <i>b</i>	8 3%	4 2%	4 3%	3 2%	5 6%	3 1%	12 3%	7 5%	7 3%	*	4% <i>i</i>	37 3%	50 3%
NET: Ever	65 4%	5 10% <i>i</i>	5 3%	13 7% <i>i</i>	10 4%	6 3%	6 4%	3 3%	7 8% <i>i</i>	5 2%	14 4%	9 5%	8 3%	1 1%	4% <i>i</i>	49 4%	65 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 304

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1482 94%	50 89%	147 96%	174 91%	245 95%	187 95%	131 94%	106 96%	82 92%	224 97% <sup>ac</sup>	350 95%	145 92%	233 96%	95 99% <sup>ak</sup>	12 96%	1109 94%	1482 94%
Don't know	23 1%	1 2%	2 1%	5 3%	2 1%	3 1%	3 2%	1 1%	-	2 1%	5 1%	3 2%	1 1%	-	-	17 1%	23 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 305  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 Line

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	14 1%	8 1%	5 1%	6 3% <sup>fi</sup>	5 2% <sup>f</sup>	-	2 1%	1 *	-	3 1%	4 1%	1 *	5 2%	-	1 2%	1 1%	-	*	3 2%	2 3%	3 2%	2 1%	1 *	-	-	5 2%	7 1%	10 6%
Once a day	14 1%	11 2% <sup>b</sup>	2 *	3 1%	4 1%	4 2%	2 1%	-	-	8 2% <sup>m</sup>	5 1%	1 *	-	1 1%	-	5 3% <sup>w</sup>	-	1 1%	-	-	1 1%	4 2%	-	-	1 3% <sup>w</sup>	5 2%	8 1%	10 6%
Several times a week	5 *	4 1%	1 *	-	2 1%	2 1%	1 *	-	-	2 *	2 *	1 *	1 *	-	-	1 1%	1 *	1 1%	-	1 1%	1 *	-	-	-	-	-	5 1%	2 1%
Once a week	3 *	2 *	1 *	1 *	-	1 *	1 *	-	-	1 *	1 *	-	2 1%	-	-	1 *	-	1 1%	-	-	-	2 1%	-	-	-	-	2 *	1 *
Several times a month	9 1%	5 1%	5 1%	6 3% <sup>elhi</sup>	1 *	1 *	2 1%	-	-	4 1%	3 1%	-	2 1%	1 1%	2 3% <sup>v</sup>	1 1%	-	1 *	1 1%	-	-	-	1 1%	3 2% <sup>v</sup>	-	3 1%	3 *	3 2%
Once a month	2 *	1 *	1 *	1 1%	-	1 *	-	-	-	2 *	-	-	-	-	-	-	-	1 1%	-	-	-	1 *	-	-	-	-	2 *	1 1%
Less often	27 2%	17 2%	9 1%	3 2%	4 1%	6 2%	8 3%	3 1%	3 1%	8 2%	8 2%	4 1%	6 2%	2 1%	1 2%	3 2%	3 3%	1 *	1 1%	1 1%	3 2%	5 2%	5 2%	2 1%	-	5 2%	16 2%	6 4%
NET: At least daily	27 2%	20 3% <sup>b</sup>	7 1%	9 4% <sup>hi</sup>	9 3% <sup>hi</sup>	4 2%	4 1%	1 *	-	11 3%	8 2%	2 1%	5 2%	1 1%	1 2%	7 4% <sup>qwx</sup>	-	1 1%	3 2%	2 3%	4 3%	6 2%	1 *	-	1 3%	10 3%	15 2%	20 12%
NET: At least weekly	36 2%	26 4% <sup>b</sup>	10 1%	9 4% <sup>hi</sup>	12 4% <sup>hi</sup>	8 3% <sup>hi</sup>	7 2% <sup>ai</sup>	1 *	-	13 3%	11 2%	3 1%	8 2%	1 1%	1 2%	8 5% <sup>qwx</sup>	1 *	3 2%	4 3% <sup>w</sup>	2 3%	5 4% <sup>wx</sup>	8 4% <sup>w</sup>	1 *	-	1 3%	10 3%	21 3%	23 13%
NET: At least monthly	47 3%	31 4% <sup>b</sup>	16 2%	16 8% <sup>tghi</sup>	12 4% <sup>hi</sup>	10 3% <sup>hi</sup>	8 3% <sup>hi</sup>	1 *	-	19 4% <sup>l</sup>	14 3%	3 1%	10 3%	2 5%	3 6% <sup>qw</sup>	3 *	3 4%	3 4%	2 3%	5 4%	2 4%	5 4%	9 1%	2 2%	3 3%	13 4%	27 4%	27 16%
NET: Ever	74 5%	49 7% <sup>b</sup>	25 3%	20 9% <sup>hi</sup>	16 5% <sup>ai</sup>	16 6% <sup>hi</sup>	16 6% <sup>hi</sup>	3 2%	3 1%	27 6% <sup>l</sup>	22 5%	8 2%	16 5%	5 4%	4 6%	12 8%	4 3%	5 4%	6 5%	3 4%	8 6%	14 6%	7 3%	4 3%	1 3%	18 6%	43 6%	34 20%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 305  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 Line

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1473	650	823	187	295	264	272	197	258	404	432	316	321	120	55	150	121	128	107	70	136	206	210	121	50	284	656	131
	94%	91%	96% <sup>a</sup>	89%	93%	92%	93%	98% <sup>defg</sup>	98% <sup>cdefg</sup>	92%	94%	97% <sup>ijm</sup>	92%	96% <sup>v</sup>	94%	92%	96% <sup>v</sup>	94%	94%	93%	94%	89%	96% <sup>w</sup>	95%	97%	93%	92%	77%
Don't know	23	15	9	3	6	8	3	2	2	6	4	2	11	1	-	-	2	3	1	2	*	12	1	1	-	2	13	6
	1%	2%	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%	3% <sup>kl</sup>	*	-	-	1%	2%	1%	3% <sup>p</sup>	*	5% <sup>npuw</sup>	*	1%	-	1%	2%	4%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 306  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Line**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	14 1%	8 1%	5 4%a	1 5%	3 5%a	* 1%	1 11%	-	-	2 22%	3 *	5 1%	3 2%	-
Once a day	14 1%	9 1%	4 3%a	1 2%	2 3%a	2 5%	-	-	-	-	7 1%	3 1%	3 2%	-
Several times a week	5 *	4 *	1 1%	-	1 2%	-	-	-	-	-	1 *	2 *	2 1%j	-
Once a week	3 *	2 *	1 *	-	-	-	-	1 6%	-	-	2 *	-	1 *	1 2%k
Several times a month	9 1%	9 1%	1 1%	-	1 1%	-	-	-	-	-	3 *	6 1%	-	1 2%
Once a month	2 *	1 *	1 1%	-	1 1%a	-	-	-	-	-	-	2 *	-	-
Less often	27 2%	18 1%	7 5%a	3 8%	2 4%	1 4%	1 10%	-	-	1 10%	17 2%	4 1%	5 3%	-
NET: At least daily	27 2%	18 1%	9 7%a	2 7%	5 8%a	2 6%	1 11%	-	-	2 22%	10 1%	9 2%	6 3%j	-
NET: At least weekly	36 2%	24 2%	11 8%a	2 7%	6 9%a	2 6%	1 11%	1 6%	-	2 22%	13 2%	11 2%	9 5%j	1 2%
NET: At least monthly	47 3%	34 2%	13 9%a	2 7%	7 12%a	2 6%	1 11%	1 6%	-	2 22%	16 2%	19 4%	9 5%j	2 4%
NET: Ever	74 5%	51 4%	19 14%a	5 15%	9 16%a	3 11%	1 21%	1 6%	-	3 32%	32 4%	23 5%	13 8%j	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 306

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Line**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1473 94%	1348 95%bd	112 83%	27 85%	47 79%	27 89%	4 65%	8 85%	10 100%	5 51%	788 95%l	472 94%	155 90%	38 90%
Don't know	23 1%	18 1%	4 3%	-	3 5%a	-	1 14%	1 9%	-	2 17%	9 1%	5 1%	3 2%	3 6%jk

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 307  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
 Base: All respondents who have used online communication services or apps to send picture or video messages  
 Line

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	14 1%	14 1%	6 1%	8 1%	-	-	-	12 1%j	12 1%j	1 *	1 *	-	1 1%	-	-	5 *	9 2%p	9 2%p	2 *	7 4%psv	2 1%	-	-	-
Once a day	14 1%	12 1%	9 1%	4 1%	1 *	1 1%	-	13 1%j	11 1%j	2 1%	1 *	-	1 *	-	-	7 1%	6 1%	6 1%	4 1%	2 1%	3 2%	3 2%	3 2%	1 1%
Several times a week	5 *	4 *	3 *	1 *	1 *	1 *	-	5 *	5 1%	-	1 *	-	1 1%	-	-	2 *	3 1%	3 1%	3 1%	2 1%	3 2%p	1 1%	-	-
Once a week	3 *	3 *	2 *	1 *	-	-	-	2 *	2 *	-	1 *	1 1%	1 1%	-	-	1 *	2 *	1 *	2 *	-	1 *	-	-	1 1%
Several times a month	9 1%	8 1%	5 1%	3 *	1 *	1 1%	-	6 1%	6 1%	1 *	3 *	1 1%	2 2%	-	-	7 1%	2 *	2 *	2 1%	-	-	2 1%	-	-
Once a month	2 *	2 *	1 *	1 *	-	-	-	2 *	2 *	-	-	-	-	-	-	1 *	1 *	1 *	1 *	-	-	-	1 1%	-
Less often	27 2%	23 2%	13 2%	10 2%	4 1%	2 1%	1 4%	20 2%	16 2%	5 2%	6 1%	2 3%	-	1 1%	2 1%	2 2%	16 1%	11 2%	11 2%	10 3%	2 1%	5 3%	8 4%p	1 1%
NET: At least daily	27 2%	26 2%	14 2%	11 2%	1 *	1 1%	-	25 3%jn	23 3%jn	2 1%	2 *	-	2 1%	-	-	12 1%	15 3%p	15 3%p	6 2%	9 5%ps	5 2%	3 2%	3 2%	1 1%
NET: At least weekly	36 2%	33 3%	19 3%	14 2%	2 1%	2 1%	-	32 3%jn	29 4%jn	2 1%	4 1%	1 1%	3 2%	-	-	16 1%	19 4%p	18 4%p	11 3%	11 6%p	8 4%p	4 2%	4 2%	2 1%
NET: At least monthly	47 3%	43 3%	26 4%	18 3%	4 1%	4 1%	-	40 4%jno	37 5%jno	3 2%	7 1%	1 2%	5 4%jno	-	-	24 2%	23 5%p	22 5%p	14 4%	11 6%p	8 4%	7 4%	7 4%	2 1%
NET: Ever	74 5%	66 5%	39 5%	28 5%	7 3%	6 2%	1 4%	60 6%jn	53 6%jn	8 4%	13 2%	3 5%	5 4%	1 1%	2 1%	2 2%	40 4%	33 7%p	32 8%pw	24 6%p	13 7%	14 7%	15 8%pw	2 2%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 307

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Line**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1473	1191	651	540	282	254	28	940	750	190	533	58	131	54	173	116	1030	439	385	345	165	180	168	104
	94%	93%	92%	95%	97%ab	97%ab	96%	93%	92%	95%	96%gh	92%	94%	96%	99%ghkl	97%	95%qrst	91%	90%	91%	90%	90%	90%	97%ruv
Don't know	23	22	19	3	1	1	-	16	14	2	8	2	3	2	1	1	15	8	8	8	5	6	4	1
	1%	2%c	3%cd	*	*	1%	-	2%	2%	1%	1%	3%	2%	3%	*	1%	1%	2%	2%	2%	3%	3%	2%	1%

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 308  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
Base: All respondents who have used online communication services or apps to send picture or video messages  
Line

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	14 1%	1 2%	-	5 3%	3 1%	2 1%	* *	-	1 1%	1 *	5 1%	3 2%	5 2%	* *	-	8 1%	14 1%
Once a day	14 1%	1 1%	1 1%	2 1%	1 *	-	4 3%dei	1 1%	4 4%dei	-	3 1%	2 1%	2 1%	-	-	10 1%	14 1%
Several times a week	5 *	-	1 1%	-	1 *	-	-	1 1%	2 2%	1 *	1 *	1 1%	-	-	-	5 *	5 *
Once a week	3 *	1 1%	-	-	-	1 *	1 1%	-	-	-	1 *	1 1%	-	1 1%	-	2 *	3 *
Several times a month	9 1%	1 2% <i>i</i>	1 *	4 2% <i>i</i>	2 1%	2 1%	-	-	-	-	1 *	1 *	1 *	-	-	9 1%	9 1%
Once a month	2 *	-	-	-	-	-	-	-	1 1%	1 1%	1 1%	1 1%	1 1%	-	-	1 *	2 *
Less often	27 2%	2 4%	4 3%	4 2%	5 2%	3 2%	3 2%	1 1%	-	3 1%	6 2%	2 1%	4 2%	1 1%	-	17 1%	27 2%
NET: At least daily	27 2%	2 3%	1 1%	7 4% <i>i</i>	4 2%	2 1%	5 3% <i>i</i>	1 1%	5 5% <i>bi</i>	1 *	9 2%	5 3%	7 3%	* *	4% 4%	18 2%	27 2%
NET: At least weekly	36 2%	2 4%	2 1%	7 4%	5 2%	3 1%	6 4% <i>i</i>	1 1%	7 7% <i>bdegi</i>	2 1%	11 3%	7 5%	7 3%	1 1%	* 4%	24 2%	36 2%
NET: At least monthly	47 3%	4 7% <i>i</i>	2 2%	11 6% <i>i</i>	7 3%	4 2%	6 4% <i>i</i>	1 1%	8 8% <i>bddegi</i>	3 1%	13 4%	9 6%	9 4%	1 1%	* 4%	34 3%	47 3%
NET: Ever	74 5%	6 10% <i>gi</i>	6 4%	15 8% <i>gi</i>	12 5%	8 4%	9 6%	2 2%	8 8% <i>i</i>	6 3%	19 5%	11 7%	13 5%	2 2%	* 4%	51 4%	74 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 308

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Line**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1473 94%	48 85%	145 94%a	171 90%	243 95%a	186 95%a	128 91%	106 96%a	82 92%	224 97%acf	344 94%	142 91%	228 94%	94 98%k	12 96%	1106 94%	1473 94%
Don't know	23 1%	3 5%di	2 1%	4 2%	2 1%	2 1%	3 2%	3 2%	-	1 *	5 1%	3 2%	1 1%	-	-	19 2%	23 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 309  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	22 1%	17 2% <sup>b</sup>	6 1%	7 3% <sup>i</sup>	8 3% <sup>i</sup>	3 1%	3 1%	2 1%	-	7 2%	6 1%	3 1%	7 2%	3 2%	-	*	-	2 1%	3 2%	2 3%	7 5%	5 2%	1 *	-	-	6 2%	15 2%	13 8%
Once a day	10 1%	8 1% <sup>b</sup>	2 *	2 1%	3 1%	3 1%	2 1%	-	-	4 1%	3 1%	-	2 1%	2 2%	-	5 3% <sup>v</sup>	1 *	-	-	-	*	-	1 *	-	1 1%	6 2% <sup>B</sup>	3 *	7 4%
Several times a week	11 1%	7 1%	4 *	1 1%	2 1%	6 2% <sup>i</sup>	1 *	2 1%	-	6 1%	2 1%	2 *	1 *	1 1%	-	3 2%	-	-	-	-	-	4 2%	1 1%	-	1 2%	2 1%	7 1%	5 3%
Once a week	7 *	2 *	5 1%	2 1%	1 *	2 1%	-	-	1 1%	1 *	1 *	3 1%	2 1%	-	1 2% <sup>v</sup>	1 *	1 1%	-	1 1%	1 2% <sup>v</sup>	-	-	-	1 1%	-	1 *	4 1%	2 1%
Several times a month	12 1%	6 1%	6 1%	4 2%	3 1%	4 1%	1 *	-	1 *	7 1% <sup>k</sup>	1 *	1 *	4 1%	2 1%	2 3%	1 *	3 2%	1 1%	1 1%	1 1%	-	2 1%	1 1%	-	-	11 1% <sup>A</sup>	4 2%	
Once a month	7 *	4 1%	4 *	2 1%	2 1%	3 1%	1 *	-	-	3 1%	2 *	2 1%	1 *	1 1%	-	2 1%	1 1%	-	-	1 1%	-	2 1%	-	1 1%	-	1 *	5 1%	1 *
Less often	40 3%	21 3%	19 2%	4 2%	6 2%	10 4% <sup>i</sup>	10 3%	8 4% <sup>i</sup>	2 1%	16 4% <sup>m</sup>	11 2%	9 3%	4 1%	2 1%	1 2%	5 3%	4 3%	-	3 3%	1 1%	4 3%	15 6% <sup>rw</sup>	3 2%	2 1%	2 2%	5 2%	27 4%	10 6%
NET: At least daily	32 2%	25 4% <sup>b</sup>	7 1%	9 4% <sup>hi</sup>	11 3% <sup>i</sup>	6 2% <sup>i</sup>	5 2%	2 1%	-	11 3%	9 2%	3 1%	2 2%	4 4%	5 3%	5 *	1 2%	2 2%	3 2%	2 3%	8 5% <sup>qwx</sup>	5 2%	2 1%	-	1 1%	12 4%	17 2%	20 12%
NET: At least weekly	50 3%	35 5% <sup>b</sup>	16 2%	12 6% <sup>ghi</sup>	14 4% <sup>i</sup>	14 5% <sup>i</sup>	5 2%	3 2%	1 1%	18 4%	13 3%	8 2%	12 3%	6 4%	1 2%	9 6% <sup>w</sup>	2 1%	2 2%	4 3%	4 5%	8 5% <sup>w</sup>	10 4%	3 1%	1 1%	1 3%	14 5%	28 4%	27 16%
NET: At least monthly	70 4%	44 6% <sup>b</sup>	25 3%	17 8% <sup>ghi</sup>	19 6% <sup>hi</sup>	21 7% <sup>ghi</sup>	7 3%	3 2%	2 1%	27 6%	16 3%	10 3%	17 5%	8 6%	3 5%	11 7% <sup>w</sup>	2 2%	5 4%	5 4%	5 7% <sup>w</sup>	8 5%	14 6% <sup>w</sup>	4 2%	2 3%	1 2%	15 5%	44 6%	32 18%
NET: Ever	110 7%	65 9% <sup>b</sup>	45 5%	21 10% <sup>i</sup>	24 8% <sup>i</sup>	31 11% <sup>ghi</sup>	17 6% <sup>i</sup>	11 6% <sup>i</sup>	5 2%	43 10% <sup>k</sup>	27 6%	19 6%	20 6%	10 8%	4 7%	16 10% <sup>wx</sup>	6 5%	5 4%	8 7%	6 8%	12 8%	29 12% <sup>qrwx</sup>	8 4%	4 3%	2 5%	20 7%	71 10%	42 24%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 309  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North East (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1444	637	806	189	290	253	270	188	253	388	428	305	322	114	55	146	118	131	103	69	133	193	210	122	49	282	634	125
	92%	89%	94%a	90%	91%	88%	93%	93%	97%g	def89%	93%j	94%j	92%	91%	93%	90%	93%v	96%v	90%	92%	92%v	83%	96%psv	97%v	95%v	93%	89%	73%
Don't know	17	12	6	-	3	3	4	3	4	5	3	2	7	1	-	-	2	*	3	-	-	10	-	1	-	1	7	4
	1%	2%	1%	-	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	-	-	2%	*	3%pw	-	-	4%pruw	-	*	-	*	1%	2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 310  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	22 1%	15 1%	7 5%a	-	5 8%a	*	1 11%	1 13%	-	2 22%	8 1%	8 2%	5 3%j	-
Once a day	10 1%	7 *	3 2%a	* 1%	1 1%	2 5%	-	-	-	-	3 *	4 1%	2 1%	-
Several times a week	11 1%	8 1%	3 2%a	2 5%	1 2%	-	-	1 8%	-	-	3 *	3 1%	5 3%j	-
Once a week	7 *	7 1%	-	-	-	-	-	-	-	-	3 *	4 1%	-	1 2%
Several times a month	12 1%	9 1%	2 2%	2 6%	1 1%	-	-	-	-	1 10%	2 *	6 1%	2 1%	-
Once a month	7 *	4 *	2 2%a	1 2%	1 1%	-	-	1 8%	-	-	1 *	4 1%	1 1%	1 2%j
Less often	40 3%	28 2%	12 9%a	-	7 12%a	2 8%	2 32%	1 12%	-	-	16 2%	13 3%	10 6%j	-
NET: At least daily	32 2%	22 2%	10 7%a	* 1%	6 10%a	2 6%	1 11%	1 13%	-	2 22%	11 1%	12 2%	7 4%j	-
NET: At least weekly	50 3%	37 3%	13 10%a	2 7%	7 11%a	2 6%	1 11%	2 20%	-	2 22%	17 2%	19 4%	12 7%j	1 2%
NET: At least monthly	70 4%	50 4%	18 13%a	4 14%	8 14%a	2 6%	1 11%	3 28%	-	3 32%	20 2%	29 6%j	15 9%j	2 4%
NET: Ever	110 7%	78 5%	30 22%a	4 14%	15 26%a	4 15%	3 44%	4 40%	-	3 32%	36 4%	42 8%j	25 15%jk	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 310  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1444 92%	1325 94%bd	102 75%	27 86%	42 71%	26 85%	2 42%	5 51%	10 100%	4 42%	785 95%kl	455 91%l	145 85%	40 95%
Don't know	17 1%	14 1%	3 2%	-	2 3%	-	1 14%	1 9%	-	2 27%	8 1%	3 1%	1 1%	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 311  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	22 1%	20 2%	13 2%	7 1%	3 1%	3 1%	-	21 2%j	20 2%ijn	*	2 *	-	2 1%	-	-	-	9 1%	14 3%p	14 3%p	7 2%	10 5%psw	4 2%	4 2%	-
Once a day	10 1%	9 1%	5 1%	4 1%	1 *	1 *	-	8 1%	8 1%	1 *	1 *	-	1 *	-	-	1 1%	6 1%	4 1%	4 1%	1 *	3 2%	1 *	1 *	-
Several times a week	11 1%	11 1%	10 1% <sup>c</sup>	1 *	-	-	-	9 1%	9 1%	-	2 *	1 1%	-	-	-	1 1%	7 1%	4 1%	4 1%	4 1%	3 2%	4 2%	2 1%	-
Once a week	7 *	4 *	1 *	4 1%	3 1%	3 1% <sup>b</sup>	-	4 *	4 *	1 *	3 *	-	1 *	-	1 1%	1 *	3 1%	4 1%	4 1%	2 1%	3 1%	2 1%	1 1%	-
Several times a month	12 1%	11 1%	7 1%	4 1%	1 *	1 1%	-	11 1%	8 1%	2 1%	2 *	-	-	-	1 *	1 1%	3 2%p	9 2%p	8 2%p	7 2%p	4 2%p	2 1%	5 3%p	1 1%
Once a month	7 *	7 1%	5 1%	2 *	-	-	-	6 1%	5 1%	1 *	2 *	-	1 1%	-	-	1 1%	6 1%	2 *	2 *	2 *	-	1 *	2 1%	-
Less often	40 3%	36 3%	25 4%	11 2%	4 1%	4 1%	-	32 3%j	28 3%j	5 2%	7 1%	1 1%	3 2%	-	3 1%	2 1%	24 2%	16 3%	15 3%	15 4%	5 3%	10 5%p	9 5%	3 3%
NET: At least daily	32 2%	29 2%	18 3%	11 2%	3 1%	3 1%	-	29 3%jn	28 3%ijn	1 1%	3 1%	-	2 2%	-	-	1 1%	14 4%p	18 4%p	18 4%p	7 2%	13 7%psuw	5 2%	5 2%	-
NET: At least weekly	50 3%	45 3%	28 4%	16 3%	6 2%	6 2%	-	43 4%ijn	41 5%ijn	2 1%	8 1%	1 1%	3 2%	-	1 1%	3 2%	24 5%pw	26 6%pw	26 6%pw	13 4%	18 10%psw	11 5%pw	7 4%w	-
NET: At least monthly	70 4%	63 5%	40 6% <sup>d</sup>	22 4%	7 2%	7 3%	-	59 6%ijn	54 7%ijn	5 3%	11 2%	1 1%	4 3%	-	2 1%	4 3%	33 8%pw	36 8%pw	36 8%pw	22 12%psw	14 7%pw	14 7%pw	14 7%pw	1 4%
NET: Ever	110 7%	99 8% <sup>d</sup>	65 9% <sup>d</sup>	33 6%	11 4%	11 4%	-	91 9%ijmn	82 10%ijmn	10 5%	18 3%	1 2%	6 5%	-	5 3%	6 5%	57 11%pw	53 12%pw	50 12%pw	37 10%pw	27 15%pw	24 12%pw	22 12%pw	4 4%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 311  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1444	1165	630	534	279	251	28	916	727	189	527	60	132	54	169	113	1015	424	372	338	155	175	161	103
	92%	91%	89%	94%b	96%ab	96%ab	97%	90%	89%	95%gh	95%gh	95%	95%h	96%	96%gh	94%	93%qrst	88%	87%	90%	85%	88%	87%	96%qrstuv
Don't know	17	16	13	3	1	-	1	9	8	*	8	2	1	2	2	1	14	3	3	3	1	1	3	-
	1%	1%	2%e	1%	*	-	3%	1%	1%	*	1%	3%	*	4%gi	1%	1%	1%	1%	1%	1%	*	1%	1%	-

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 312

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	22 1%	1 2% <i>i</i>	-	7 3% <i>cbi</i>	6 2% <i>i</i>	4 2% <i>i</i>	2 2%	-	3 3% <i>i</i>	-	5 1%	3 2%	5 2%	-	-	18 1%	22 1%
Once a day	10 1%	1 1%	1 1%	1 1%	1 *	-	3 2% <i>i</i>	2 1%	2 2%	-	2 1%	1 1%	1 *	*	*	7 1%	10 1%
Several times a week	11 1%	-	1 1%	-	2 1%	1 *	-	1 1%	-	5 2%	1 *	-	1 1%	-	-	10 1%	11 1%
Once a week	7 *	-	1 *	-	1 1%	2 1%	-	1 1%	-	1 1%	2 1%	2 1%	-	-	-	5 *	7 *
Several times a month	12 1%	1 2%	1 *	2 1%	2 1%	-	1 1%	1 1%	-	1 1%	1 *	1 1%	1 1%	-	-	9 1%	12 1%
Once a month	7 *	-	-	1 *	-	4 2% <i>di</i>	-	1 1%	1 1%	-	1 *	-	1 *	-	-	6 *	7 *
Less often	40 3%	3 5%	3 2%	3 1%	7 3%	4 2%	3 2%	2 2%	4 4%	8 4%	3 1%	1 1%	*	1 1%	-	37 3% <i>jl</i>	40 3%
NET: At least daily	32 2%	2 3% <i>i</i>	1 1%	8 4% <i>bi</i>	7 3% <i>i</i>	4 2% <i>i</i>	5 4% <i>i</i>	2 1%	4 5% <i>bi</i>	-	7 2%	4 3%	5 2%	*	4%	25 2%	32 2%
NET: At least weekly	50 3%	2 3%	3 2%	8 4%	10 4%	6 3%	5 4%	4 3%	4 5%	7 3%	11 3%	6 4%	7 3%	*	4%	40 3%	50 3%
NET: At least monthly	70 4%	3 4%	3 2%	11 6%	12 5%	11 5%	6 4%	5 6%	5 6%	8 3%	12 3%	8 5%	9 4%	*	4%	55 5% <i>lm</i>	70 4%
NET: Ever	110 7%	5 9%	7 4%	14 7%	20 8%	14 7%	10 7%	8 7%	9 10%	16 7%	15 4%	9 6%	9 4%	1 1%	4%	92 8% <i>lm</i>	110 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 312

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1444 92%	49 87%	146 95%	171 89%	238 92%	181 92%	129 92%	101 91%	79 89%	214 93%	350 95%	147 94%	230 95%	93 97%	12 96%	1070 91%	1444 92%
Don't know	17 1%	2 4% <sup>di</sup>	1 *	6 3% <sup>di</sup>	-	1 1%	1 1%	1 1%	1 1%	1 *	4 1%	1 1%	3 1%	2 2%	-	13 1%	17 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 313  
Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?  
Base: All respondents who have used online communication services or apps to send picture or video messages  
Twitter (direct messaging)

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	21 1%	14 2%	7 1%	9 4% f	6 2% g	3 1%	-	2 1%	-	10 2%	4 1%	2 1%	5 1%	1 1%	2 3% w	2 1%	*	4 3% w	2 2% w	1 2%	3 2% w	5 2%	-	-	-	5 2%	12 2%	13 7%
Once a day	25 2%	20 3% b	5 1%	10 5% f	7 2% g	4 1% h	3 1%	-	-	10 2%	4 1%	4 1%	6 2%	2 2%	1 2%	3 2%	1 1%	2 2%	-	2 3%	1 *	8 3%	1 1%	2 2%	-	10 3%	12 2%	11 6%
Several times a week	24 2%	17 2% b	7 1%	7 3% g	5 2% h	8 3% i	2 1%	1 *	1 *	9 2%	10 2%	2 1%	3 1%	1 1%	3 2%	1 *	2 1%	1 1%	2 3%	2 2%	6 2%	3 1%	3 2%	-	4 1%	14 2%	14 8%	
Once a week	25 2%	16 2%	9 1%	8 4% i	4 1%	7 2% j	5 2%	2 1%	1 *	8 2%	11 2%	2 1%	5 1%	2 1%	-	3 2%	3 2%	2 1%	1 1%	2 2%	-	9 4% u	1 *	4 3%	-	2 1%	15 2%	7 4%
Several times a month	31 2%	18 2%	13 2%	9 5% k	3 1% l	9 3% m	6 2% n	1 *	2 1%	13 3%	7 1%	6 2%	5 2%	5 4% p	2 3%	1 *	3 3%	5 4% p	4 3%	2 3%	1 1%	4 2%	4 2%	-	1 1%	8 3%	16 2%	6 4%
Once a month	27 2%	10 1%	17 2%	7 3% i	8 2%	3 1% j	7 2% k	2 1%	1 *	12 3%	6 1%	6 2%	3 1%	1 1%	-	3 2%	3 2%	2 2%	2 2%	*	2 1%	9 4%	3 1%	2 1%	-	4 1%	18 3%	9 5%
Less often	163 10%	80 11%	83 10%	27 13% i	45 14% j	32 11% k	25 9%	19 9%	15 6%	51 12%	51 11%	32 10%	30 9%	20 16% q	11 18% q	19 12% w	9 7%	18 13% y	9 8%	6 12%	17 8%	29 12%	15 7%	11 9%	1 3%	31 10%	84 12%	29 17%
NET: At least daily	46 3%	34 5% b	12 1%	19 9% e	14 4% f	7 2% g	3 1%	2 1%	-	20 5% k	9 2%	6 2%	11 3%	4 3%	3 5% w	6 4%	1 1%	6 5% w	2 2%	4 5% w	4 3%	13 6% q	1 1%	2 2%	-	15 5%	24 3%	24 14%
NET: At least weekly	95 6%	67 9% b	28 3%	34 16% e	22 7% f	21 7% g	10 3% h	5 3%	2 1%	37 8% l	29 6%	10 3%	19 5%	7 5%	3 5%	11 7% w	5 4%	10 7% w	4 4%	7 10% w	6 4%	27 12% y	5 2% z	9 7%	-	21 7%	53 7%	44 26%
NET: At least monthly	154 10%	95 13% b	59 7%	50 24% e	33 10% f	34 12% g	23 8% h	8 4%	5 2%	62 14% k	42 9%	23 7%	27 8%	13 10%	5 8%	16 10%	11 9%	18 13% w	10 9%	10 13% w	9 6%	39 17% q	12 6% x	11 8%	1 1%	33 11%	87 12%	59 35%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 313  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	317	175	141	78	78	65	48	28	20	112	93	55	57	33	15	35	20	35	19	16	26	68	27	22	2	64	171	88
	20%	25%b	17%	37%efg	25%ghi	23%hi	17%i	14%i	8%	26%lm	20%	17%	16%	26%wy	26%wy	21%wy	16%y	26%wy	17%y	21%y	18%y	29%qsu	12%	17%y	4%	21%	24%	51%
Never	1241	532	708	131	238	220	240	172	240	324	364	270	284	93	44	126	105	101	93	58	117	158	191	105	49	239	537	81
	79%	75%	83%a	62%	75%d	76%d	82%d	85%def	92%def	74%	79%	83%j	81%j	74%	74%	78%	83%v	74%	81%v	77%	81%v	68%	88%nop	83%v	96%nop	79%	75%	47%
Don't know	13	6	7	1	1	3	3	3	2	1	2	1	8	-	-	1	1	*	2	1	2	5	-	-	-	1	5	2
	1%	1%	1%	1%	*	1%	1%	1%	1%	*	1%	*	2%jkl	-	-	1%	1%	*	2%w	2%	2%	2%w	-	-	-	*	1%	1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 314  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	21 1%	12 1%	9 7%a	2 6%	4 7%a	1 4%	1 11%	1 13%	-	-	6 1%	8 2%	7 4%jk	-
Once a day	25 2%	19 1%	5 4%a	* 1%	3 6%a	2 5%	-	-	-	2 22%	10 1%	10 2%	1 1%	1 3%
Several times a week	24 2%	21 1%	3 2%	1 3%	2 3%	-	-	-	-	-	7 1%	9 2%	7 4%j	1 2%
Once a week	25 2%	23 2%	2 2%	2 5%	1 1%	-	-	-	-	-	11 1%	6 1%	7 4%jk	1 4%
Several times a month	31 2%	28 2%	3 2%	-	2 3%	1 2%	-	1 9%	-	1 10%	16 2%	12 2%	2 1%	1 1%
Once a month	27 2%	26 2%	1 *	-	1 1%	-	-	-	-	1 10%	9 1%	7 1%	9 5%jk	1 2%
Less often	163 10%	146 10%	15 11%	3 9%	7 11%	3 9%	2 34%	1 9%	-	1 12%	77 9%	61 12%	17 10%	5 11%
NET: At least daily	46 3%	32 2%	14 10%a	2 7%	7 12%a	3 9%	1 11%	1 13%	-	2 22%	17 2%	18 4%	8 5%j	1 3%
NET: At least weekly	95 6%	76 5%	19 14%a	5 15%	10 17%a	3 9%	1 11%	1 13%	-	2 22%	35 4%	32 6%	23 13%jk	4 9%
NET: At least monthly	154 10%	130 9%	23 17%a	5 15%	12 21%a	3 11%	1 11%	2 22%	-	4 41%	60 7%	51 10%	34 20%jk	5 12%
NET: Ever	317 20%	275 19%	38 28%a	7 24%	19 32%a	6 20%	3 46%	3 31%	-	5 53%	137 17%	112 22%j	50 29%j	10 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 314

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1241 79%	1131 80%bd	96 71%	24 76%	39 67%	24 80%	2 41%	6 69%	10 100%	4 47%	682 82%kl	387 77%	119 70%	31 75%
Don't know	13 1%	10 1%	1 1%	-	* 1%	-	1 14%	-	-	-	10 1%	1 *	2 1%	1 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 315  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	21 1%	21 2% <sup>d</sup>	14 2% <sup>de</sup>	7 1%	-	-	-	17 2%	17 2%	* 1%	4 1%	-	4 3% <sup>ijn</sup>	-	-	-	12 1%	9 2%	9 2%	4 1%	5 3%	2 1%	1 1%	-
Once a day	25 2%	24 2%	17 2% <sup>de</sup>	7 1%	1 *	1 *	-	22 2% <sup>ij</sup>	21 3% <sup>ijn</sup>	* *	3 1%	-	3 2%	-	-	-	16 1%	9 2%	9 2%	5 1%	5 2%	3 2%	5 3%	-
Several times a week	24 2%	23 2% <sup>e</sup>	14 2% <sup>de</sup>	8 1%	1 *	-	1 4%	18 2% <sup>i</sup>	18 2% <sup>i</sup>	-	6 1%	1 2%	4 3% <sup>i</sup>	-	1 1%	-	13 1%	11 2%	9 2%	10 3%	3 2%	5 3%	4 2%	2 2%
Once a week	25 2%	18 1%	14 2%	4 1%	7 3% <sup>c</sup>	6 2%	1 4%	17 2%	15 2%	2 1%	8 1%	2 3%	3 2%	-	1 1%	3 2%	18 2%	8 2%	8 2%	4 1%	4 2%	4 2%	1 1%	-
Several times a month	31 2%	22 2%	15 2%	7 1%	9 3%	9 3%	-	24 2% <sup>n</sup>	20 2% <sup>n</sup>	4 2%	7 1%	2 3% <sup>n</sup>	2 2%	2 4% <sup>n</sup>	-	1 1%	18 2%	13 3%	11 3%	11 3%	3 2%	6 3%	5 3%	2 2%
Once a month	27 2%	22 2%	15 2%	7 1%	6 2%	6 2%	-	22 2%	15 2%	7 3% <sup>jn</sup>	6 1%	3 4% <sup>n</sup>	2 1%	-	-	1 1%	17 2%	10 2%	9 2%	10 3%	1 1%	5 3%	3 2%	2 2%
Less often	163 10%	134 10%	80 11%	55 10%	29 10%	26 10%	3 11%	115 11% <sup>mn</sup>	92 11% <sup>mn</sup>	22 11% <sup>mn</sup>	49 9%	13 20% <sup>jmno</sup>	17 13% <sup>mn</sup>	1 2%	9 5%	8 7%	102 9%	58 12%	53 13%	49 13%	21 12%	23 12%	27 15% <sup>p</sup>	11 10%
NET: At least daily	46 3%	45 4% <sup>de</sup>	31 4% <sup>de</sup>	14 3% <sup>de</sup>	1 *	1 *	-	39 4% <sup>jno</sup>	38 5% <sup>jno</sup>	1 *	7 1%	-	7 5% <sup>ijno</sup>	-	-	-	28 3%	17 4%	17 4% <sup>w</sup>	9 2%	9 5% <sup>w</sup>	6 3%	7 4%	-
NET: At least weekly	95 6%	86 7% <sup>de</sup>	59 8% <sup>de</sup>	27 5%	9 3%	7 3%	2 8%	74 7% <sup>jno</sup>	71 9% <sup>ijmno</sup>	3 2%	21 4%	3 5%	13 9% <sup>ijmno</sup>	-	2 1%	3 2%	59 5%	35 7% <sup>w</sup>	34 8% <sup>w</sup>	22 6%	16 9% <sup>w</sup>	14 7%	12 6%	2 2%
NET: At least monthly	154 10%	130 10%	89 13% <sup>c</sup>	40 7%	24 8%	22 8%	2 8%	120 12% <sup>jno</sup>	106 13% <sup>jno</sup>	14 7% <sup>n</sup>	34 6% <sup>n</sup>	7 12% <sup>n</sup>	17 12% <sup>jno</sup>	2 4%	2 1%	5 4%	95 9%	58 12%	54 13% <sup>p</sup>	43 11%	20 11%	26 13%	20 11%	7 6%
NET: Ever	317 20%	264 21%	169 24% <sup>c</sup>	95 17%	53 18%	48 18%	6 19%	234 23% <sup>jmno</sup>	198 24% <sup>jmno</sup>	36 18% <sup>mn</sup>	82 15% <sup>n</sup>	20 32% <sup>ijmn</sup>	35 25% <sup>jmno</sup>	4 6%	11 7%	13 11%	197 18%	117 24% <sup>p</sup>	107 25% <sup>p</sup>	92 24% <sup>p</sup>	41 23%	49 24%	47 25% <sup>p</sup>	18 17%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 315  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1241	1004	533	471	237	214	22	776	613	163	465	43	102	52	163	104	879	360	315	282	140	149	138	87
	79%	78%	75%	83%b	81%b	82%b	78%	76%	75%	82%hk	84%ghkl	68%	74%	92%ghkl	93%ghijkl	87%ghkl	81%qrsuv	75%	74%	75%	77%	74%	74%	81%
Don't know	13	12	7	5	1	-	1	6	6	*	7	-	2	1	1	3	9	4	4	4	1	3	1	3
	1%	1%	1%	1%	*	-	3%	1%	1%	*	1%	-	1%	2%	*	2%g	1%	1%	1%	1%	1%	1%	1%	3%

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





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 316  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	21 1%	1 1%	2 1%	9 5% cdei	4 1%	-	1 1%	1 1%	-	2 1%	9 2%	6 4% o	4 2%	1 2%	-	12 1%	21 1%
Once a day	25 2%	1 1%	2 1%	1 *	3 1%	2 1%	4 3%	4 4% c	3 3%	4 2%	4 1%	1 *	3 1%	1 1%	4 4%	21 2%	25 2%
Several times a week	24 2%	-	2 1%	2 1%	4 2%	1 1%	2 2%	1 1%	3 3%	8 3%	4 1%	-	4 2%	-	-	20 2%	24 2%
Once a week	25 2%	1 1%	2 1%	3 2%	3 1%	4 2%	1 1%	3 3%	2 3%	2 1%	8 2%	5 3%	6 2%	4 5% o	-	17 1%	25 2%
Several times a month	31 2%	3 5%	2 1%	7 11%	6 6%	2 10%	2 13% d	2 10%	2 10%	4 13% d	7 10%	4 14%	3 10%	3 10%	-	24 10%	31 10%
Once a month	27 2%	1 2%	3 2%	2 1%	4 2%	4 2%	-	-	3 4% f	8 4% f	11 3% o	7 4% o	7 3%	3 3%	-	16 1%	27 2%
Less often	163 10%	6 11%	18 12% d	20 11%	15 6%	20 10%	19 13% d	11 10%	9 10%	29 13% d	38 10%	22 14%	23 10%	10 10%	1 8%	122 10%	163 10%
NET: At least daily	46 3%	1 2%	3 2%	10 5% e	7 3%	1 1%	4 4%	5 4%	3 3%	7 3%	13 3%	7 4%	8 3%	3 3%	*	33 3%	46 3%
NET: At least weekly	95 6%	2 4%	7 5%	15 8%	14 5%	8 4%	9 6%	8 7%	8 9%	16 7%	25 7%	12 8%	17 7%	7 7%	*	70 6%	95 6%
NET: At least monthly	154 10%	6 10%	13 8%	24 13%	24 9%	14 7%	11 8%	10 9%	13 15%	29 13%	42 11%	23 15%	28 11%	13 13%	*	109 9%	154 10%
NET: Ever	317 20%	12 22%	31 20%	45 23% d	39 15%	34 17%	30 21%	21 19%	22 25%	58 25% d	80 22%	45 29% o	51 21%	23 23%	1 11%	231 20%	317 20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 316

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)		
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1241	44	123	142	217	162	111	87	67	173	284	110	189	74	11	935	1241
	79%	77%	80%	74%	84%ci	83%	79%	79%	75%	75%	77%	70%	78%	77%	89%	80%k	79%
Don't know	13	1	-	5	2	-	-	3	-	-	4	1	2	-	-	9	13
	1%	1%	-	2%ei	1%	-	-	2%ei	-	-	1%	1%	1%	-	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 317  
Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?  
Base: All respondents who have used online communication services or apps to send picture or video messages  
Snapchat

	Gender		Age							Social Grade				Region											Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	117	39	78	70	29	10	5	2	-	25	37	25	30	4	7	11	12	10	9	6	12	18	14	12	3	23	48	30
	7%	5%	9% <sup>a</sup>	33% <sup>efghi</sup>	9% <sup>fghi</sup>	3% <sup>i</sup>	2% <sup>i</sup>	1%	-	6%	8%	8%	9%	4%	12% <sup>n</sup>	7%	9%	7%	8%	8%	8%	8%	6%	9%	5%	8%	7%	18%
Once a day	41	17	24	24	3	9	3	2	1	15	10	8	8	2	3	8	3	3	-	-	3	8	6	4	-	11	17	12
	3%	2%	3%	11% <sup>efghi</sup>	1%	3% <sup>i</sup>	1%	1%	1%	3%	2%	2%	2%	2%	5% <sup>s</sup>	5% <sup>s</sup>	3%	2%	-	-	2%	3%	3%	3%	-	3%	2%	7%
Several times a week	73	30	43	20	36	11	5	1	-	27	21	13	11	7	4	11	11	3	7	4	3	7	8	3	4	24	30	8
	5%	4%	5%	9% <sup>fghi</sup>	11% <sup>fghi</sup>	4% <sup>hi</sup>	2%	1%	-	6%	5%	4%	3%	6%	6%	7%	9% <sup>ruvw</sup>	2%	6%	6%	2%	3%	3%	2%	8%	8% <sup>B</sup>	4%	5%
Once a week	18	8	10	8	2	4	2	3	-	6	4	6	1	3	-	2	1	1	1	-	1	4	2	4	-	4	10	2
	1%	1%	1%	4% <sup>egi</sup>	1%	1%	1%	2%	-	1%	1%	2%	*	2%	-	1%	1%	1%	-	1%	2%	1%	3%	-	1%	1%	1%	
Several times a month	57	18	39	19	23	7	4	2	1	19	15	11	12	3	6	4	8	2	1	2	7	5	8	9	2	11	27	6
	4%	3%	5%	9% <sup>fghi</sup>	7% <sup>fghi</sup>	2%	1%	1%	1%	4%	3%	4%	3%	2%	11% <sup>npr</sup>	3%	6% <sup>s</sup>	2%	1%	2%	5%	2%	4%	7% <sup>s</sup>	3%	4%	4%	3%
Once a month	23	9	13	5	6	6	5	-	-	6	5	3	8	5	-	-	1	3	1	1	-	5	2	3	*	5	11	3
	1%	1%	2%	3% <sup>hi</sup>	2% <sup>i</sup>	2% <sup>hi</sup>	2%	-	-	1%	1%	1%	2%	4% <sup>pu</sup>	-	-	1%	2%	1%	1%	-	2%	1%	3%	1%	2%	2%	2%
Less often	101	35	66	15	24	27	20	9	6	29	30	20	21	7	8	12	7	8	8	5	10	12	14	5	5	14	56	9
	6%	5%	8% <sup>a</sup>	7% <sup>i</sup>	8% <sup>i</sup>	10% <sup>hi</sup>	7% <sup>i</sup>	5%	2%	7%	7%	6%	6%	5%	13% <sup>vx</sup>	7%	6%	6%	7%	7%	7%	5%	7%	4%	9%	5%	8%	6%
NET: At least daily	158	55	102	94	32	19	8	3	1	40	47	33	38	6	10	18	15	13	9	6	15	26	20	16	3	34	65	42
	10%	8%	12% <sup>a</sup>	45% <sup>efghi</sup>	10% <sup>fghi</sup>	6% <sup>hi</sup>	3%	2%	1%	9%	10%	10%	11%	5%	18% <sup>n</sup>	11%	12%	9%	8%	8%	10%	11%	9%	13%	5%	11%	9%	25%
NET: At least weekly	248	93	156	121	70	33	15	8	1	73	72	53	50	16	14	32	27	17	17	10	19	37	30	23	7	62	106	52
	16%	13%	18% <sup>a</sup>	58% <sup>efghi</sup>	22% <sup>fghi</sup>	11% <sup>ghi</sup>	5% <sup>i</sup>	4% <sup>i</sup>	1%	17%	16%	16%	14%	13%	24%	20%	22%	13%	15%	13%	13%	16%	14%	18%	13%	20% <sup>B</sup>	15%	30%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 317  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Snapshot**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171	
NET: At least monthly	328 21%	121 17%	207 24% a	146 70% efg hi	100 31% fgh i	46 16% ghi	24 8% ghi	10 5% i	3 1%	98 22%	93 20%	67 21%	70 20%	23 19%	20 35% nrs tuw	36 22%	36 29% rsu w	23 17%	19 17%	13 24%	26 24%	48 26%	40 25%	35 31%	27% 27%	9 18%	79 26%	144 20%	61 36%
NET: Ever	429 27%	156 22%	273 32% a	161 77% efg hi	124 39% fgh i	73 25% ghi	43 15% i	19 10% i	8 3%	127 29%	123 27%	88 27%	92 26%	30 24%	28 48% npr stuvw	48 30%	43 34% r	31 22%	27 24%	18 24%	36 25%	60 26%	54 25%	40 31%	14 27%	93 31%	201 28%	70 41%	
Never	1129 72%	551 77% b	578 68%	49 23%	190 60% d	214 74% de	245 84% def	180 89% def	252 96% def gh	307 70%	334 73%	236 72%	253 72%	95 76% o	31 52%	114 70% o	82 65%	105 77% oq	85 74% o	57 76% o	108 75% o	165 71% o	164 75% o	87 68%	38 73% o	211 69%	504 71%	98 57%	
Don't know	12 1%	7 1%	5 1%	- -	3 1%	1 *	3 1%	3 1%	2 1%	3 1%	2 *	2 1%	4 1%	- -	- -	- -	1 1%	1 1%	2 2% w	- -	1 *	7 3% pw	- -	1 *	- -	- -	7 1%	3 2%	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 318  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Snapchat**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	117 7%	98 7%	18 14%a	6 19%	8 14%	3 10%	1 11%	- 5%	-	-	66 8%k	23 5%	12 7%	15 36%jkl
Once a day	41 3%	32 2%	9 7%a	* 1%	6 9%a	3 8%	- -	1 9%	-	2 22%	15 2%	17 3%	4 2%	3 6%
Several times a week	73 5%	61 4%	11 8%	2 7%	6 10%	3 9%	- -	- 15%	1 12%	31 4%	23 5%	12 7%	2 6%	
Once a week	18 1%	15 1%	3 2%	1 2%	1 2%	1 3%	- -	- -	-	-	8 1%	5 1%	3 2%	1 3%
Several times a month	57 4%	49 3%	7 5%	2 6%	3 5%	2 7%	- -	- -	-	39 5%k	12 2%	3 2%	3 8%k	
Once a month	23 1%	19 1%	3 2%	1 2%	1 1%	1 2%	1 10%	- -	1 10%	11 1%	6 1%	2 1%	2 6%jk	
Less often	101 6%	90 6%	10 7%	- -	7 12%	3 10%	- -	- 5%	1	-	48 6%	34 7%	11 6%	5 12%
NET: At least daily	158 10%	130 9%	28 20%a	6 21%	14 23%a	6 18%	1 11%	1 14%	-	2 22%	81 10%	40 8%	16 10%	18 42%jkl
NET: At least weekly	248 16%	207 15%	41 30%a	9 30%	21 35%a	9 30%	1 11%	1 14%	1 15%	3 33%	120 14%	69 14%	32 19%	22 52%jkl
NET: At least monthly	328 21%	274 19%	51 37%a	12 38%	24 41%a	12 39%	1 21%	1 14%	1 15%	4 43%	170 20%	87 17%	38 22%	27 65%jkl
NET: Ever	429 27%	364 26%	61 45%a	12 38%	31 53%a	15 49%	1 21%	1 14%	2 20%	4 43%	218 26%	121 24%	49 28%	32 77%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 318  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Snapchat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1129 72%	1043 74%bd	72 53%	20 62%	26 45%	16 51%	4 65%	7 77%	8 80%	4 47%	604 73% <sup>m</sup>	378 76% <sup>m</sup>	122 71% <sup>m</sup>	9 22%
Don't know	12 1%	9 1%	3 2%	-	1 2%	-	1 14%	1 9%	-	1 10%	7 1%	2 *	1 1%	1 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 319  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
Base: All respondents who have used online communication services or apps to send picture or video messages  
Snapchat

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	117 7%	108 8%de	63 9%de	45 8%de	9 3%	9 3%	-	71 7%en	61 7%mn	10 5%en	46 8%mn	5 8%en	31 23%ghijk mno	-	-	9 8%mn	79 7%	37 8%w	36 8%w	24 6%	20 11%w	16 8%	10 6%	2 2%
Once a day	41 3%	39 3%de	20 3%de	19 3%de	2 1%	2 1%	-	28 3%en	22 3%en	6 3%en	13 2%en	1 1%	11 8%ghijm no	-	-	1 1%	28 3%	12 3%	12 3%	9 2%	3 2%	4 2%	9 5%	2 2%
Several times a week	73 5%	55 4%	28 4%	26 5%	18 6%	17 7%	1 2%	55 5%en	50 6%ijn	5 2%en	18 3%en	2 3%en	5 4%en	-	-	11 9%ijmn	45 4%	28 6%	25 6%	20 5%	10 6%	14 7%	10 5%	6 6%
Once a week	18 1%	13 1%	10 1%	3 1%	5 2%	5 2%	-	14 1%	12 1%	3 1%	4 1%	-	3 2%	-	1 1%	-	12 1%	6 1%	6 1%	5 1%	2 1%	3 1%	3 2%	1 1%
Several times a month	57 4%	53 4%de	27 4%	26 5%de	4 1%	4 1%	-	38 4%en	30 4%en	8 4%en	19 3%	6 10%ghjno	8 6%en	2 4%	1 1%	2 1%	41 4%	16 3%	16 4%	12 3%	7 4%	9 4%	5 3%	3 3%
Once a month	23 1%	20 2%	12 2%	9 1%	2 1%	2 1%	-	17 2%	15 2%	2 1%	6 1%	2 2%	3 2%	-	-	1 1%	15 1%	8 2%	8 2%	7 2%	2 1%	7 3%pd	1 1%	2 2%
Less often	101 6%	77 6%	38 5%	40 7%	24 8%	23 9%	1 3%	71 7%en	55 7%en	16 8%mn	30 5%en	12 19%ghijl mno	9 6%en	-	3 2%	7 6%	57 5%	44 9%pd	41 10%pd	33 9%pd	25 13%pd	16 8%	21 11%pd	8 7%
NET: At least daily	158 10%	147 11%de	83 12%de	64 11%de	11 4%	11 4%	-	99 10%mn	82 10%mn	17 8%mn	59 11%mn	6 9%mn	42 31%ghijk mno	-	-	11 9%mn	108 10%	50 10%	48 11%w	33 9%	23 13%w	20 10%	20 11%	5 5%
NET: At least weekly	248 16%	215 17%de	121 17%de	93 16%	34 12%	33 13%	1 2%	168 17%mn	144 18%imn	24 12%mn	80 14%mn	7 12%mn	50 36%ghijk mno	-	1 1%	21 18%mn	164 15%	84 17%	80 19%	58 15%	35 19%	37 18%	33 18%	12 11%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 319  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Snapchat**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (g)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
NET: At least monthly	328 21%	288 23%de	160 23%de	128 22%de	40 14%	39 15%	1 2%	223 22%mn	189 23%mn	34 17%mn	105 19%mn	15 24%mn	62 44%ghijk mno	2 4%	2 1%	24 20%mn	220 20%	108 22%	103 24%	78 21%	43 24%	52 26%w	39 21%	17 16%
NET: Ever	429 27%	366 29% <u>d</u>	198 28%	168 29% <u>d</u>	63 22%	62 24%	2 5%	294 29% <u>mn</u>	244 30% <u>jmn</u>	50 25% <u>mn</u>	135 24% <u>mn</u>	27 42% <u>gijm</u> no	70 51% <u>ghijm</u> no	2 4%	5 3%	31 26% <u>mn</u>	276 25%	153 32% <u>p</u>	145 34% <u>pw</u>	111 29%	68 37% <u>pw</u>	68 34% <u>p</u>	60 32%	25 23%
Never	1129 72%	903 71%	503 71%	400 70%	226 78% <u>abc</u>	200 76%	27 92%	715 70% <u>kl</u>	567 69% <u>kl</u>	148 74% <u>kl</u>	414 75% <u>hkl</u>	35 56%	68 49%	54 95% <u>ghij</u> klo	169 96% <u>ghij</u> klo	88 73% <u>kl</u>	800 74% <u>qr</u>	325 68%	278 65%	264 70%	114 62%	131 65%	125 67%	82 77% <u>grtu</u>
Don't know	12 1%	11 1%	8 1%	4 1%	1 *	- -	1 3%	7 1%	6 1%	1 *	5 1%	1 1%	1 *	1 2%	1 1%	1 1%	8 1%	4 1%	4 1%	3 1%	2 1%	1 1%	1 1%	- -

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 320

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Snapchat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	117 7%	7 13%de	9 6%	15 8%	12 5%	8 4%	14 10%e	10 9%	8 9%	19 8%	27 7%	16 10%	17 7%	4 4%	*	89 8%	117 7%
Once a day	41 3%	1 1%	4 3%	4 2%	5 2%	4 2%	5 4%	3 3%	4 4%	3 1%	8 2%	4 3%	7 3%	2 2%	-	32 3%	41 3%
Several times a week	73 5%	4 7%	5 3%	9 5%	11 4%	7 4%	6 4%	2 2%	7 7%	16 7%	14 4%	8 5%	8 3%	4 5%	-	57 5%	73 5%
Once a week	18 1%	1 1%	3 2%	2 1%	2 1%	1 *	-	2 2%	1 1%	3 1%	5 1%	4 2%	2 1%	-	-	13 1%	18 1%
Several times a month	57 4%	4 7%	6 4%	5 3%	10 4%	10 5%	4 3%	2 2%	1 1%	9 4%	8 2%	4 2%	4 1%	4 4%	-	48 4%	57 4%
Once a month	23 1%	1 2%	4 2% <sup>c</sup>	-	2 1%	2 1%	2 1%	2 2%	2 3%	3 1%	5 1%	4 2%	2 1%	1 1%	-	17 1%	23 1%
Less often	101 6%	3 6%	12 8%	12 6%	20 8%	11 6%	7 5%	3 2%	10 11%g	11 5%	28 7%	13 8%	14 6%	8 8%	2 12%	73 6%	101 6%
NET: At least daily	158 10%	8 15%e	13 8%	19 10%	18 7%	11 6%	19 13%de	13 12%	11 13%	23 10%	35 10%	20 13%	24 10%	6 6%	*	121 10%	158 10%
NET: At least weekly	248 16%	13 23%de	21 13%	30 16%	31 12%	19 10%	25 18%e	17 16%	19 21%e	42 18%e	54 15%	32 21%	33 14%	10 11%	4 4%	191 16%	248 16%
NET: At least monthly	328 21%	18 32%ode	30 19%	36 19%	44 17%	32 16%	31 22%	22 19%	22 25%	54 24%	67 18%	40 25%l	39 16%	15 16%	*	257 22%	328 21%
NET: Ever	429 27%	21 38%eg	41 27%	48 25%	64 25%	43 22%	38 27%	24 22%	32 36%eg	65 28%	94 26%	53 34%l	53 22%	23 24%	2 16%	330 28%	429 27%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 320

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Snapchat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1129 72%	35 61%	112 73%	138 72%	193 75%ah	151 77%ah	103 73%	85 77%a	56 63%	165 72%	272 74%	103 66%	188 77%k	73 76%	10 84%	836 71%	1129 72%
Don't know	12 1%	1 1%	1 *	6 3%di	-	2 1%	-	1 1%	1 1%	-	2 1%	1 1%	2 1%	1 1%	-	10 1%	12 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 321  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	Gender			Age						Social Grade						Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	19 1%	14 2%b	5 1%	4 2%l	8 3%l	4 2%	2 1%	1 *	-	2 1%	3 1%	5 2%	8 2%j	2 2%	1 2%	* *	-	3 2%	2 2%	-	4 3%	4 2%	2 1%	-	-	5 2%	12 2%	12 7%
Once a day	11 1%	8 1%	3 *	5 2%ghi	4 1%	3 1%	-	-	-	8 2%km	-	2 1%	1 *	-	1 2%	2 1%	1 *	-	-	2 3%w	-	2 1%	-	2 2%	1 1%	2 1%	9 1%	8 5%
Several times a week	15 1%	12 2%b	3 *	5 2%hi	4 1%	5 2%l	1 *	-	-	8 2%	5 1%	1 *	2 *	2 2%	2 3%w	3 2%w	1 1%	1 *	-	-	2 1%	5 2%	-	-	-	2 1%	9 1%	8 5%
Once a week	5 *	3 *	3 *	3 2%fg	2 1%	-	-	-	-	1 *	3 1%	1 *	1 *	1 1%	-	1 *	-	-	-	2 3%	-	1 *	1 *	-	-	1 *	3 *	4 2%
Several times a month	12 1%	8 1%	3 *	1 1%	2 1%	5 2%i	1 *	2 1%	-	2 1%	3 1%	3 1%	3 1%	1 1%	-	3 2%	* *	-	2 2%	1 1%	1 *	2 1%	-	-	-	-	7 1%	4 2%
Once a month	7 *	7 1%b	-	-	1 *	2 1%	4 1%	-	-	-	3 1%	1 *	3 1%	-	-	1 1%	-	3 2%	-	-	-	3 1%	-	-	-	4 1%	3 *	1 1%
Less often	43 3%	20 3%	23 3%	3 2%	11 4%	12 4%	7 2%	5 2%	4 2%	11 3%	16 3%	9 3%	7 2%	4 3%	2 2%	3 2%	3 3%	3 2%	3 4%	3 2%	3 4%	9 4%	5 2%	6 4%	-	6 2%	24 3%	7 4%
NET: At least daily	31 2%	22 3%b	9 1%	9 4%ghi	9 4%ghi	12 3%hi	1 *	-	-	11 2%	3 1%	7 2%	9 3%	2 2%	2 4%	3 2%	1 *	3 2%	2 2%	2 3%	4 3%	6 3%	2 1%	2 2%	1 1%	7 2%	21 3%	20 12%
NET: At least weekly	51 3%	37 5%b	14 2%	17 8%ghi	18 6%ghi	13 4%ghi	3 1%	1 *	-	19 4%	11 2%	9 3%	11 3%	6 4%	4 7%w	7 4%	1 1%	4 3%	2 2%	4 5%	6 4%	12 5%w	3 1%	2 2%	1 1%	10 3%	33 5%	32 19%
NET: At least monthly	69 4%	51 7%b	18 2%	18 9%ghi	21 7%ghi	19 7%ghi	8 3%l	3 1%	-	21 5%	17 4%	13 3%	17 5%	7 10%	4 7%	11 7%q	2 1%	6 5%	5 4%	5 6%	7 5%	16 7%qw	5 2%	2 1%	1 1%	13 4%	43 6%	36 21%
NET: Ever	112 7%	72 10%b	40 5%	21 10%ghi	32 10%ghi	32 11%ghi	15 5%l	8 4%	4 2%	33 7%	33 7%	22 7%	24 7%	10 8%	6 10%	14 9%	5 4%	9 7%	7 6%	7 10%	10 7%	24 10%qw	10 5%	8 6%	1 1%	19 6%	67 9%	43 25%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 321  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Never	1443 92%	633 89%	810 95%a	186 89%	281 89%	250 87%	276 95%def	192 95%def	257 98%def	396 91%	422 92%	304 93%	322 92%	114 91%	54 90%	148 91%	120 95%v	127 93%	106 92%	66 89%	134 93%	199 86%	207 95%v	118 93%	51 99%tv	282 93%	639 90%	122 72%
Don't know	15 1%	9 1%	6 1%	2 1%	4 1%	5 2%	1 *	2 1%	1 *	8 2%l	4 1%	- -	3 1%	1 1%	- -	- -	1 1%	* *	1 1%	1 1%	* *	8 4%pw	- -	1 1%	- -	3 1%	6 1%	5 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 322  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	19 1%	13 1%	6 5%a	1*	5 8%a	1 1%	1 11%	-	-	2 22%	5 1%	8 2%	4 2%	-
Once a day	11 1%	7 *	4 3%a	-	3 5%a	2 5%	-	-	-	-	6 1%	4 1%	2 1%	-
Several times a week	15 1%	11 1%	4 3%a	2 5%	3 4%a	-	-	-	-	-	6 1%	4 1%	4 2%j	-
Once a week	5 *	4 *	1 1%	-	-	-	1 13%	-	-	1 10%	2 *	2 *	-	1 2%
Several times a month	12 1%	9 1%	3 2%	-	2 3%	-	-	1 9%	-	1 10%	6 1%	4 1%	1 *	-
Once a month	7 *	6 *	1 1%	1 3%	-	-	-	-	-	-	3 *	4 1%	-	-
Less often	43 3%	30 2%	11 8%a	4 11%	6 10%a	1 4%	1 10%	-	-	-	20 2%	16 3%	6 3%	1 2%
NET: At least daily	31 2%	20 1%	11 8%a	1*	8 13%a	2 6%	1 11%	-	-	2 22%	11 1%	12 2%	6 3%	-
NET: At least weekly	51 3%	34 2%	16 11%a	2 7%	10 17%a	2 6%	1 24%	-	-	3 32%	18 2%	18 4%	10 6%j	1 2%
NET: At least monthly	69 4%	49 3%	19 14%a	3 10%	12 20%a	2 6%	1 24%	1 9%	-	4 41%	28 3%	25 5%	11 6%	1 2%
NET: Ever	112 7%	79 6%	31 23%a	7 21%	18 31%a	3 10%	2 34%	1 9%	-	4 41%	47 6%	41 8%	16 10%	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 322

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1443 92%	1327 94% <sup>bd</sup>	101 74%	25 79%	38 65%	27 90%	3 52%	8 82%	10 100%	5 59%	777 94% <sup>l</sup>	454 91%	153 89%	39 93%
Don't know	15 1%	11 1%	4 3% <sup>a</sup>	-	3 4% <sup>a</sup>	-	1 14%	1 9%	-	-	5 1%	4 1%	2 1%	1 3%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 323  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	19 1%	18 1%	9 1%	10 2%	1 *	1 *	-	17 2%	16 2%j	1 *	3 *	-	1 1%	-	-	1 1%	7 1%	12 2%p	12 3%p	8 2%p	8 4%p	7 4%p	4 2%	1 1%
Once a day	11 1%	9 1%	7 1%	2 *	2 1%	2 1%	-	11 1%j	10 1%j	1 *	1 *	1 1%	-	-	-	-	5 *	6 1%	6 1%	3 1%	3 2%	3 1%	2 1%	-
Several times a week	15 1%	15 1%	11 2%	4 1%	-	-	-	12 1%	11 1%	1 *	4 1%	-	2 1%	-	-	2 1%	10 1%	5 1%	5 1%	3 1%	2 1%	3 2%	1 1%	2 2%
Once a week	5 *	5 *	2 *	3 1%	-	-	-	4 *	2 *	2 1%	1 *	-	1 1%	-	-	-	3 *	2 *	2 *	2 1%	-	-	2 1%	-
Several times a month	12 1%	12 1%	7 1%	5 1%	-	-	-	7 1%	6 1%	1 *	5 1%	1 1%	2 2%	-	-	1 1%	4 *	7 2%p	6 1%p	5 1%p	4 2%p	3 1%	4 2%p	1 1%
Once a month	7 *	5 *	5 1%	-	1 *	1 1%	-	7 1%	6 1%	1 *	-	-	-	-	-	-	6 1%	1 *	-	-	-	-	-	1 1%r
Less often	43 3%	36 3%	18 3%	18 3%	7 2%	7 3%	-	29 3%	26 3%	3 1%	14 2%	2 3%	4 3%	2 3%	3 2%	3 2%	25 2%	17 4%	17 4%	12 3%	6 3%	6 3%	9 5%	3 3%
NET: At least daily	31 2%	27 2%	15 2%	12 2%	3 1%	3 1%	-	27 3%jn	26 3%jn	2 1%	3 1%	1 1%	1 1%	-	-	1 1%	13 1%	18 4%p	18 4%p	11 3%p	11 6%p	10 5%p	5 3%	1 1%
NET: At least weekly	51 3%	48 4% <sup>d</sup>	28 4% <sup>de</sup>	19 3%	3 1%	3 1%	-	43 4%jn	39 5%jn	4 2% <sup>n</sup>	8 1%	1 1%	5 3% <sup>n</sup>	-	-	3 2% <sup>n</sup>	26 2%	25 5%p	25 6%p	16 4%	13 7%p	13 6%p	8 5%	3 3%
NET: At least monthly	69 4%	64 5% <sup>de</sup>	40 6% <sup>de</sup>	24 4%	5 2%	5 2%	-	56 6%jn	51 6%jn	5 3% <sup>n</sup>	13 2%	1 2%	7 5% <sup>n</sup>	-	-	4 3% <sup>n</sup>	36 3%	33 7%p	31 7%p	23 6%p	17 9%p	16 8%p	12 6%p	5 5%
NET: Ever	112 7%	100 8% <sup>d</sup>	59 8% <sup>d</sup>	41 7%	12 4%	12 4%	-	86 8%jn	77 9%jn	8 4%	26 5%	3 5%	11 8% <sup>n</sup>	2 3%	4 2%	7 6%	61 6%	50 11%p	48 11%p	35 9%p	23 13%p	22 11%p	21 11%p	8 7%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 323  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired private pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107	
Never	1443	1166	640	526	277	248	29	922	731	190	522	59	127	55	171	111	1015	424	371	336	158	176	160	99	
		92%	91%	90%	92%	95%ab	95%b	100%	91%	90%	95%gh	94%gh	93%	91%	97%	97%ghl	92%	94%qrst	88%	87%	89%	87%	88%	86%	93%
Don't know	15	13	10	3	2	2	-	9	8	1	6	1	1	-	1	2	8	7	7	7	1	2	6	-	
	1%	1%	1%	1%	1%	1%	-	1%	1%	*	1%	1%	1%	-	1%	2%	1%	1%	2%	2%	1%	1%	3%p	-	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 324

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	19 1%	1 1%	1 1%	5 3%	3 1%	1 1%	4 3%	-	2 2%	2 1%	5 1%	3 2%	5 2%	* *	* 4%	14 1%	19 1%
Once a day	11 1%	1 2% <sup>c</sup>	1 1%	-	2 1%	2 1%	-	1 1%	2 2%	2 1%	1 *	1 1%	-	-	-	10 1%	11 1%
Several times a week	15 1%	-	1 1%	3 2%	3 1%	1 *	3 2%	2 2%	-	2 1%	5 1%	3 2%	3 1%	-	-	9 1%	15 1%
Once a week	5 *	1 2%	-	-	2 1%	1 *	-	-	-	-	1 *	1 *	-	-	-	4 *	5 *
Several times a month	12 1%	1 2%	2 1%	1 1%	1 *	1 1%	1 1%	2 1%	1 1%	1 *	5 1%	3 2%	4 2%	2 2%	-	7 1%	12 1%
Once a month	7 *	-	-	3 1%	1 1%	-	-	1 1%	-	2 1%	-	-	-	-	-	7 1%	7 *
Less often	43 3%	1 2%	4 2%	8 4%	7 3%	6 3%	1 1%	3 2%	3 3%	8 3%	9 2%	5 3%	9 4%	5 5%	-	31 3%	43 3%
NET: At least daily	31 2%	2 4%	2 1%	5 3%	6 2%	3 2%	4 3%	1 1%	3 4%	5 2%	6 2%	4 2%	5 2%	* *	* 4%	24 2%	31 2%
NET: At least weekly	51 3%	3 5%	3 2%	8 4%	11 4%	5 2%	7 5%	2 2%	3 4%	6 3%	12 3%	7 4%	8 3%	* *	* 4%	37 3%	51 3%
NET: At least monthly	69 4%	4 7%	5 3%	12 6%	13 5%	6 3%	8 5%	5 5%	4 5%	9 4%	17 5%	10 6%	12 5%	3 3%	* 4%	50 4%	69 4%
NET: Ever	112 7%	5 10%	9 6%	20 11%	20 8%	12 6%	9 6%	8 7%	7 8%	17 7%	26 7%	15 10%	21 9%	8 8%	* 4%	81 7%	112 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 324

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1443 92%	50 89%	144 94% <sup>c</sup>	166 87%	237 92%	183 93% <sup>c</sup>	131 93%	102 92%	81 91%	213 92%	340 92%	141 90%	220 91%	88 92%	12 96%	1081 92%	1443 92%
Don't know	15 1%	1 1%	1 *	5 3% <sup>d</sup>	-	1 1%	1 1%	1 1%	1 1%	1 *	2 *	* *	1 1%	-	-	13 1%	15 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 325  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)
Unweighted base	1565	707	858	200	283	309	292	227	254	462	454	324	325	113	51	167	132	141	124	81	143	231	211	119	52	296	697	160
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
Several times a day	16	10	7	5	3	2	3	3	-	4	4	3	6	2	1	1	-	1	2	1	4	3	1	-	1	4	10	8
	1%	1%	1%	3% <sup>ci</sup>	1%	1%	1%	1%	-	1%	1%	1%	2%	2%	2%	1%	-	1%	2%	1%	3% <sup>w</sup>	1%	*	-	1%	1%	1%	5%
Once a day	9	9	1	3	3	2	1	-	-	5	4	-	*	-	-	4	-	*	-	2	-	2	-	-	1	6	3	8
	1%	1% <sup>b</sup>	*	1%	1%	1%	*	-	-	1%	1%	-	*	-	-	2% <sup>w</sup>	-	*	-	3% <sup>w</sup>	-	1%	-	-	1%	2% <sup>B</sup>	*	5%
Several times a week	7	5	2	4	1	*	-	1	-	4	1	2	-	-	3	-	*	*	-	-	2	-	1	-	-	6	6	
	*	1%	*	2% <sup>gi</sup>	*	*	-	1%	-	1%	*	1%	-	-	5% <sup>npr</sup>	-	*	*	-	-	1%	-	1%	-	-	1%	4%	
Once a week	5	4	1	1	2	-	-	1	1	1	2	2	-	1	1	3	1	-	-	-	-	-	-	-	-	1	2	2
	*	1%	*	1%	1%	-	-	*	*	*	*	1%	-	1%	1%	2%	*	-	-	-	-	-	-	-	-	*	*	1%
Several times a month	11	9	2	5	2	1	1	2	-	6	3	-	3	4	-	1	-	1	-	2	-	1	2	-	-	1	7	5
	1%	1% <sup>b</sup>	*	3% <sup>f</sup>	1%	1%	*	1%	-	1%	1%	-	1%	3%	-	1%	-	1%	-	3%	-	1%	1%	-	-	*	1%	3%
Once a month	1	1	-	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1
	*	*	-	-	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	1%	-	-	-	-	-	*	1%
Less often	43	20	23	3	7	9	12	5	7	13	9	10	11	5	-	3	4	4	5	1	4	7	5	2	2	7	25	5
	3%	3%	3%	2%	2%	3%	4%	3%	3%	3%	2%	3%	3%	4%	-	2%	4%	3%	5%	1%	3%	3%	2%	2%	4%	2%	4%	3%
NET: At least daily	26	19	7	8	6	4	5	3	-	9	8	3	6	2	1	5	-	1	2	3	4	6	1	-	1	9	14	16
	2%	3% <sup>b</sup>	1%	4% <sup>i</sup>	2% <sup>i</sup>	1%	2%	1%	-	2%	2%	1%	2%	2%	2%	3% <sup>w</sup>	-	1%	2%	4% <sup>qwx</sup>	3% <sup>w</sup>	2%	*	-	2%	3%	2%	9%
NET: At least weekly	38	28	10	14	9	5	5	4	1	14	11	7	6	3	5	8	1	2	2	3	4	8	1	1	1	10	22	24
	2%	4% <sup>b</sup>	1%	7% <sup>f</sup>	3% <sup>i</sup>	2%	2%	2%	*	3%	2%	2%	2%	3%	8% <sup>qwx</sup>	5% <sup>w</sup>	1%	1%	2%	4% <sup>w</sup>	3% <sup>w</sup>	2%	*	1%	2%	3%	3%	14%
NET: At least monthly	50	38	12	19	12	5	6	7	1	19	13	8	9	7	5	9	1	3	2	5	5	9	2	1	1	11	31	30
	3%	5% <sup>b</sup>	1%	9% <sup>e</sup>	4% <sup>i</sup>	2%	2%	3% <sup>i</sup>	*	4%	3%	3%	2%	6% <sup>qwx</sup>	8% <sup>qwx</sup>	5% <sup>qwx</sup>	1%	2%	2%	7% <sup>qwx</sup>	4%	4%	1%	1%	2%	4%	4%	18%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 325  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1570	714	857	210	317	288	292	202	262	437	459	326	349	125*	59*	162	126	137	114	75*	145	232	218	127	51*	304	712	171
NET: Ever	93 6%	58 8% <sup>b</sup>	35 4%	22 11% <sup>fi</sup>	19 6%	14 5%	17 6%	12 6%	8 3%	32 7%	22 5%	18 6%	20 6%	12 10% <sup>wx</sup>	5 8%	12 7%	5 4%	7 5%	7 6%	6 7%	9 6%	16 7%	7 3%	3 2%	3 6%	18 6%	56 8%	35 21%
Never	1262 80%	565 79%	697 81%	156 74%	266 84% <sup>d</sup>	235 82%	231 79%	162 80%	212 81%	341 78%	377 82%	266 82%	278 80%	92 73%	46 78%	134 83%	101 80%	113 83%	98 86% <sup>nv</sup>	60 81%	113 78%	174 75%	179 82%	106 84%	46 90% <sup>nv</sup>	246 81%	573 80%	103 60%
Don't know	216 14%	90 13%	125 15%	32 15%	32 10%	39 13%	44 15%	28 14%	42 16%	64 15%	60 13%	41 13%	51 15%	21 17% <sup>y</sup>	9 15%	16 10%	19 15% <sup>y</sup>	17 12%	9 8%	9 12%	22 15% <sup>y</sup>	42 18% <sup>psy</sup>	32 15% <sup>y</sup>	18 14%	2 4%	40 13%	84 12%	33 19%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 326  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1565	1404	143	33	61	32	7	10	9	8	823	494	173	47
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Several times a day	16 1%	12 1%	4 3%a	2 6%	1 1%	-	1 11%	1 13%	-	2 22%	3 *	10 2%j	2 1%	-
Once a day	9 1%	6 *	3 2%a	1 1%	2 2%	-	-	-	-	-	6 1%	2 *	1 1%	-
Several times a week	7 *	6 *	1 1%	1 3%	-	-	-	-	-	-	4 *	2 *	1 1%	-
Once a week	5 *	5 *	-	-	-	-	-	-	-	-	1 *	2 *	1 1%	1 2%j
Several times a month	11 1%	10 1%	1 1%	-	1 1%	-	-	-	-	-	5 1%	3 1%	1 1%	1 2%
Once a month	1 *	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-
Less often	43 3%	36 3%	6 5%	1 3%	3 6%	1 4%	-	1 6%	-	1 10%	20 2%	15 3%	6 3%	1 2%
NET: At least daily	26 2%	18 1%	7 5%a	2 8%	2 3%	2 5%	1 11%	1 13%	-	2 22%	9 1%	12 2%	3 2%	-
NET: At least weekly	38 2%	29 2%	8 6%a	3 11%	2 3%	2 5%	1 11%	1 13%	-	2 22%	13 2%	16 3%	6 3%	1 2%
NET: At least monthly	50 3%	41 3%	9 7%a	3 11%	3 4%	2 5%	1 11%	1 13%	-	2 22%	20 2%	20 4%	7 4%	2 4%
NET: Ever	93 6%	76 5%	16 11%a	4 14%	6 10%	3 9%	1 11%	2 19%	-	3 32%	40 5%	34 7%	13 8%	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 326

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1570	1417	136	31**	59*	31**	6**	9**	10**	9**	829	500	171	42*
Never	1262 80%	1152 81% <sup>b</sup>	97 72%	24 77%	42 71%	23 75%	4 75%	4 44%	6 65%	3 35%	682 82% <sup>m</sup>	398 80%	139 81%	29 69%
Don't know	216 14%	188 13%	23 17%	3 9%	11 19%	5 16%	1 14%	3 37%	3 35%	3 33%	108 13%	68 14%	19 11%	10 25% <sup>jl</sup>

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 327  
**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1565	1277	711	566	288	259	29	993	719	274	572	63	150	54	181	124	1067	495	437	400	179	215	202	111
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Several times a day	16 1%	14 1%	5 1%	9 2%	2 1%	2 1%	-	14 1%	14 2%j	-	2 *	2 2%k	1 *	-	-	-	10 1%	6 1%	5 1%	3 1%	4 2%	2 1%	-	1 1%
Once a day	9 1%	9 1%	7 1%	2 *	1 *	1 *	-	9 1%	8 1%	*	1 *	-	1 *	-	-	-	7 1%	3 1%	3 1%	-	3 1% <sub>s</sub>	-	-	-
Several times a week	7 *	7 1%	4 1%	2 *	-	-	-	6 1%	6 1%	*	*	-	-	-	-	-	4 *	3 1%	3 1%	1 *	1 1%	-	1 1%	-
Once a week	5 *	4 *	4 1%	-	1 *	-	1 4%	3 *	1 *	1 1%	2 *	-	1 *	-	2 1%	-	5 *	1 *	1 *	1 *	-	1 *	-	-
Several times a month	11 1%	10 1%	4 1%	5 1%	1 *	1 1%	-	9 1%	7 1%	2 1%	2 *	1 1%	1 1%	-	-	-	3 *	8 2%p	7 2%p	6 2%p	1 1%	-	5 3% <sub>pu</sub>	1 1%
Once a month	1 *	1 *	1 *	-	-	-	-	1 *	1 *	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-
Less often	43 3%	32 3%	22 3%	10 2%	11 4%	10 4%	1 3%	32 3%	22 3%	10 5% <sub>jl</sub>	11 2%	4 6% <sub>ln</sub>	1 1%	2 3%	2 1%	3 2%	24 2%	19 4%	16 4%	18 5% <sub>p</sub>	5 3%	8 4%	11 6% <sub>p</sub>	7 7% <sub>p</sub>
NET: At least daily	26 2%	23 2%	11 2%	12 2%	3 1%	3 1%	-	23 2% <sub>ij</sub>	23 3% <sub>jn</sub>	*	3 *	2 2%	1 1%	-	-	-	17 2%	9 2%	8 2%	3 1%	7 4% <sub>sv</sub>	2 1%	-	1 1%
NET: At least weekly	38 2%	34 3%	20 3%	14 2%	4 1%	3 1%	1 4%	32 3% <sub>j</sub>	30 4% <sub>jo</sub>	2 1%	6 1%	2 2%	2 1%	-	2 1%	-	25 2%	12 3%	11 3%	5 1%	8 4% <sub>sv</sub>	3 1%	1 1%	1 1%
NET: At least monthly	50 3%	45 3%	25 4%	20 3%	5 2%	4 2%	4 4%	42 4% <sub>jo</sub>	38 5% <sub>jno</sub>	4 2%	8 1%	2 4% <sub>o</sub>	3 2%	-	2 1%	-	30 3%	20 4%	18 4%	12 3%	10 5% <sub>u</sub>	3 1%	7 4%	2 2%
NET: Ever	93 6%	77 6%	47 7%	30 5%	16 5%	14 5%	2 7%	74 7% <sub>jn</sub>	60 7% <sub>jno</sub>	14 7% <sub>jn</sub>	19 3%	6 10% <sub>jno</sub>	4 3%	2 3%	4 2%	3 2%	54 5%	39 8% <sub>p</sub>	34 8% <sub>p</sub>	29 8%	14 8%	11 5%	18 10% <sub>p</sub>	10 9%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 327

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1570	1279	709	571	291	262	29**	1016	817	199	554	63*	139	57*	176	120	1085	481	426	378	183	200	186	107
Never	1262	1028	576	452	234	213	21	819	654	165	443	42	111	46	145	99	878	380	335	296	148	160	138	88
	80%	80%	81%	79%	81%	81%	73%	81% <sub>k</sub>	80% <sub>k</sub>	83% <sub>k</sub>	80% <sub>k</sub>	68%	80%	81%	83% <sub>k</sub>	82% <sub>k</sub>	81% <sub>v</sub>	79%	79%	78%	81%	80%	74%	82%
Don't know	216	175	86	89	41	35	6	124	103	21	92	14	24	9	26	19	154	61	57	52	21	30	31	10
	14%	14%	12%	16%	14%	13%	20%	12%	13%	10%	17% <sub>gi</sub>	23% <sub>ghi</sub>	17%	16%	15%	15%	14%	13%	13%	14%	11%	15%	16%	9%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 328

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**

**Base: All respondents who have used online communication services or apps to send picture or video messages**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1565	64	160	197	265	199	148	106	76	215	366	161	235	93	11	1171	1565
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Several times a day	16 1%	1 2%	2 1%	3 2%	4 1%	-	-	-	2 2%	4 2%	6 2%	3 2%	6 3%o	-	-	10 1%	16 1%
Once a day	9 1%	1 1%	-	-	1 *	2 1%	3 2%ai	-	3 3%bci	-	1 *	-	1 *	*	*	8 1%	9 1%
Several times a week	7 *	-	-	2 1%	2 1%	-	2 2%	-	-	1 *	1 *	-	1 *	-	-	6 1%	7 *
Once a week	5 *	-	-	3 1%	1 *	-	-	-	1 2%	-	3 1%	1 1%	1 *	-	-	3 *	5 *
Several times a month	11 1%	-	2 1%	4 2%ai	5 2%	-	-	1 1%	-	-	4 1%	2 1%	2 1%	1 1%	-	8 1%	11 1%
Once a month	1 *	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	-	1 *	1 *
Less often	43 3%	2 4%	5 3%	5 2%	8 3%	8 4%	2 2%	1 1%	2 3%	4 2%	9 2%	2 2%	5 2%	2 2%	1 8%	32 3%	43 3%
NET: At least daily	26 2%	2 3%	2 1%	3 2%	5 2%	2 1%	3 2%	-	5 5%g	4 2%	7 2%	3 2%	7 3%	*	4%*	18 2%	26 2%
NET: At least weekly	38 2%	2 3%	2 1%	8 4%g	7 3%	2 1%	5 3%	-	6 7%beg	5 2%	11 3%	4 3%	9 4%	*	4%*	27 2%	38 2%
NET: At least monthly	50 3%	2 3%	4 2%	12 6%eg	12 5%e	2 1%	5 3%	1 1%	7 8%egi	5 2%	14 4%	7 4%	11 5%	1 1%	4%*	36 3%	50 3%
NET: Ever	93 6%	4 7%	9 6%	16 9%g	20 8%g	10 5%	7 5%	2 2%	10 11%gi	9 4%	23 6%	9 6%	16 7%	3 4%	1 12%	68 6%	93 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 328

**Q15. In the last 12 months how often have you used these services or apps to send picture or video messages?**  
**Base: All respondents who have used online communication services or apps to send picture or video messages**  
**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1570	56*	154	191	257	196	141	111*	89*	231	368	157	242	96*	12**	1175	1570
Never	1262 80%	47 83%	123 80%	141 74%	205 80%	165 84% <sup>c</sup>	117 84% <sup>c</sup>	92 83%	71 79%	191 83% <sup>c</sup>	288 78%	124 79%	186 77%	70 73%	9 71%	956 81%	1262 80%
Don't know	216 14%	5 10%	21 14%	34 18%	33 13%	21 11%	16 11%	17 15%	9 10%	31 13%	58 16%	24 15%	41 17%	23 24% <sup>o</sup>	2 18%	151 13%	216 14%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 329  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**  
**Summary table**

	Postal Service (Royal Mail)	Email service (such as Gmail or Yahoo Mail)	Other online communication services or apps (such as WhatsApp or Facebook Messenger)
Unweighted base	2094	2094	2094
Weighted base	2094	2094	2094
Several times a day	16 1%	390 19%	220 11%
Once a day	27 1%	152 7%	70 3%
Several times a week	74 4%	484 23%	194 9%
Once a week	75 4%	131 6%	80 4%
Several times a month	233 11%	327 16%	182 9%
Once a month	300 14%	147 7%	113 5%
Less often	957 46%	234 11%	385 18%
NET: At least daily	43 2%	542 26%	290 14%
NET: At least weekly	192 9%	1158 55%	563 27%
NET: At least monthly	725 35%	1632 78%	858 41%
NET: Ever	1682 80%	1866 89%	1243 59%
Never	368 18%	184 9%	787 38%
Don't know	44 2%	44 2%	64 3%

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 330  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**  
**Base: All respondents**  
**Postal Service (Royal Mail)**

	Gender			Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	South East (v)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	16 1%	12 1% <sup>b</sup>	4 *	1 1%	11 3% <sup>ghi</sup>	2 1%	2 1%	-	-	6 1%	5 1%	4 1%	2 *	-	1 1%	2 1%	-	2 1%	3 2% <sup>w</sup>	2 2% <sup>w</sup>	1 1%	4 2%	-	1 *	-	4 1%	10 1%	10 6%
Once a day	27 1%	18 2%	8 1%	11 5% <sup>eghi</sup>	-	8 2% <sup>ehi</sup>	5 1% <sup>e</sup>	1 *	2 *	10 2% <sup>l</sup>	5 1%	1 *	11 2% <sup>l</sup>	1 1%	-	6 3% <sup>qrw</sup>	-	-	2 1%	3 3% <sup>qrw</sup>	4 2%	8 3% <sup>qrw</sup>	1 *	2 1%	-	10 3%	11 1%	14 7%
Several times a week	74 4%	39 4%	35 3%	7 3%	9 3%	13 4%	10 3%	12 4%	24 5%	30 5% <sup>m</sup>	20 3%	12 3%	12 3%	8 5%	4 5%	9 4%	3 2%	4 2%	2 2%	9 9% <sup>qrstu</sup>	4 2%	14 5%	10 3%	4 3%	2 3%	6 2%	39 5% <sup>A</sup>	16 9%
Once a week	75 4%	45 4%	30 3%	10 4% <sup>e</sup>	3 1%	8 2%	15 4% <sup>e</sup>	15 5% <sup>e</sup>	24 5% <sup>e</sup>	25 4%	22 4%	16 4%	12 2%	7 4%	2 3%	8 3%	11 6% <sup>s</sup>	5 3%	3 2%	3 3%	7 4%	9 3%	12 4%	7 4%	1 2%	10 3%	34 4%	10 6%
Several times a month	233 11%	115 11%	118 11%	15 6%	18 5%	22 7%	53 14% <sup>def</sup>	44 14% <sup>def</sup>	81 17% <sup>d</sup>	84 15% <sup>km</sup>	51 9%	56 13% <sup>km</sup>	42 8%	16 9%	4 10%	23 10%	21 12%	26 14% <sup>o</sup>	18 12%	12 12%	28 15% <sup>o</sup>	29 11%	26 9%	22 12%	8 13%	38 11%	81 9%	21 11%
Once a month	300 14%	138 14%	162 15%	25 11%	42 12%	43 13%	54 15%	46 15%	89 18% <sup>def</sup>	94 16%	84 14%	55 13%	67 13%	24 14%	5 6%	28 12%	25 14%	22 12%	23 16% <sup>o</sup>	15 15%	35 18% <sup>o</sup>	43 16% <sup>o</sup>	47 17% <sup>o</sup>	20 11%	11 18% <sup>o</sup>	41 12%	116 13%	34 18%
Less often	957 46%	465 46%	492 46%	81 35%	173 48% <sup>d</sup>	167 50% <sup>d</sup>	168 45% <sup>d</sup>	161 52% <sup>di</sup>	207 43%	235 41%	282 48% <sup>j</sup>	194 46%	246 48% <sup>j</sup>	82 46%	46 54%	109 47%	76 45%	88 48%	72 48%	46 45%	86 44%	114 42%	133 47%	80 44%	25 39%	165 48%	389 45%	55 30%
NET: At least daily	43 2%	31 3% <sup>b</sup>	13 1%	13 5% <sup>ghi</sup>	11 3% <sup>hi</sup>	10 3% <sup>hi</sup>	7 2% <sup>hi</sup>	1 *	2 *	15 3%	10 2%	5 1%	13 3%	1 1%	1 1%	8 3% <sup>qw</sup>	-	2 1%	5 4% <sup>qw</sup>	6 5% <sup>nqrw</sup>	5 3% <sup>qw</sup>	12 4% <sup>nqrw</sup>	1 *	3 2%	-	14 4%	21 2%	24 13%
NET: At least weekly	192 9%	115 11% <sup>b</sup>	77 7%	29 13% <sup>e</sup>	23 6%	30 9%	32 9%	28 10%	50 10%	70 12% <sup>lm</sup>	52 9%	33 8%	37 8%	16 9%	8 9%	25 11%	14 8%	11 6%	10 7%	18 18% <sup>qrstu</sup>	16 8%	35 13% <sup>r</sup>	22 8%	14 8%	3 4%	31 9%	94 11%	51 27%
NET: At least monthly	725 35%	368 36%	357 33%	69 30%	83 23%	96 29%	138 37% <sup>ef</sup>	118 38% <sup>def</sup>	220 46% <sup>def</sup>	248 43% <sup>klm</sup>	187 32%	144 34%	146 29%	57 32%	16 19%	77 33% <sup>o</sup>	59 35% <sup>o</sup>	59 33% <sup>o</sup>	52 35% <sup>o</sup>	45 45% <sup>opx</sup>	80 41% <sup>o</sup>	107 39% <sup>o</sup>	95 33% <sup>o</sup>	56 31%	22 35% <sup>o</sup>	110 32%	291 34%	106 57%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 330  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**  
**Base: All respondents**  
**Postal Service (Royal Mail)**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Ever	1682	833	849	150	256	263	306	279	428	483	469	338	392	139	63	186	136	147	123	91	165	221	228	137	47	275	680	161
	80%	82%	79%	64%	71%	79%	83%	90%	88%	84%	80%	80%	77%	79%	73%	80%	79%	81%	83%	90%	85%	80%	80%	76%	74%	79%	79%	87%
Never	368	162	206	71	100	63	55	28	52	84	106	79	99	33	20	44	31	30	22	10	27	43	53	40	15	66	157	20
	18%	16%	19%	31%	28%	19%	15%	9%	11%	15%	18%	19%	20%	18%	24%	19%	18%	16%	15%	10%	14%	16%	19%	22%	24%	19%	18%	11%
Don't know	44	27	17	12	6	9	10	3	4	5	13	8	18	5	2	3	4	4	3	-	3	11	4	4	1	5	26	5
	2%	3%	2%	5%	2%	3%	3%	1%	1%	1%	2%	2%	3%	3%	3%	1%	2%	2%	2%	-	1%	4%	1%	2%	1%	1%	3%	3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 331  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**  
**Base: All respondents**  
**Postal Service (Royal Mail)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	16 1%	12 1%	4 3%a	2 7%	2 2%	* 1%	- -	- -	- -	- -	7 1%	3 *	7 3%jk	- -
Once a day	27 1%	20 1%	7 5%a	- -	5 7%a	2 5%	1 10%	- -	- -	2 19%	10 1%	4 2%	1 2%	1 1%
Several times a week	74 4%	70 4%	3 2%	1 2%	1 2%	1 4%	- -	- -	- -	- -	34 3%	29 4%	12 5%	- -
Once a week	75 4%	68 4%	3 2%	1 4%	1 2%	- -	- -	- -	- -	- -	48 4%	19 3%	8 4%	- -
Several times a month	233 11%	217 11%	13 9%	6 19%	2 3%	4 11%	- -	1 13%	2 11%	3 34%	114 10%	84 13%j	27 12%	2 5%
Once a month	300 14%	283 15%	13 9%	1 4%	7 11%	2 5%	1 22%	1 14%	2 12%	2 16%	158 14%	92 14%	35 16%	7 15%
Less often	957 46%	881 46%	66 44%	13 39%	28 41%	17 50%	2 29%	6 64%	9 60%	2 21%	519 45%	297 47%	100 46%	23 47%
NET: At least daily	43 2%	32 2%	11 8%a	2 7%	6 9%a	2 6%	1 10%	- -	- -	2 19%	17 2%	12 2%	11 5%jk	1 1%
NET: At least weekly	192 9%	170 9%	17 11%	5 14%	9 13%	3 10%	1 10%	- -	- -	2 19%	99 9%	60 9%	31 14%jm	1 1%
NET: At least monthly	725 35%	669 35%	44 29%	12 37%	18 27%	9 26%	2 32%	3 28%	3 23%	7 69%	371 32%	236 37% <sup>m</sup>	93 42% <sup>jm</sup>	10 21%
NET: Ever	1682 80%	1550 81% <sup>bd</sup>	110 73%	25 76%	46 68%	26 76%	4 61%	9 92%	12 82%	9 89%	890 77%	534 84% <sup>jm</sup>	193 88% <sup>jm</sup>	33 68%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 331

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Postal Service (Royal Mail)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Never	368 18%	331 17%	35 23%	8 24%	17 26%	8 24%	1 16%	1 8%	3 18%	1 11%	230 20%kl	95 15%	25 11%	12 26%kl	
Don't know	44 2%	36 2%	6 4%	-	4 6%a	-	2 23%	-	-	-	29 3%	9 1%	1 1%	3 6%kl	

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 332  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**  
**Base: All respondents**  
**Postal Service (Royal Mail)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	16 1%	13 1%	12 1% <sup>c</sup>	1 *	3 1%	3 1%	-	14 1% <sup>j</sup>	12 1% <sup>cn</sup>	2 1%	3 *	2 2% <sup>kn</sup>	-	-	-	1 1%	4 *	12 2% <sup>p</sup>	12 3% <sup>p</sup>	8 2% <sup>p</sup>	7 3% <sup>pw</sup>	6 3% <sup>p</sup>	3 2% <sup>p</sup>	-
Once a day	27 1%	24 1%	12 1%	12 2%	3 1%	3 1%	-	21 2% <sup>j</sup>	19 2% <sup>j</sup>	2 1%	5 1%	2 2%	2 1%	-	2 1%	-	17 1%	10 2%	9 2%	7 1%	3 2%	5 2%	4 2%	1 *
Several times a week	74 4%	62 4%	38 4%	24 3%	13 3%	10 3%	3 7%	45 4%	31 3%	15 6% <sup>hjl</sup>	29 3%	2 2%	3 2%	3 2%	17 5%	3 2%	56 4%	18 3%	18 4%	15 3%	7 4%	9 4%	9 4%	5 4%
Once a week	75 4%	54 3%	30 3%	24 3%	21 5%	16 4%	4 10% <sup>abc</sup>	44 4% <sup>l</sup>	32 3% <sup>l</sup>	12 5% <sup>l</sup>	31 3% <sup>l</sup>	3 3%	1 1%	4 4%	18 5% <sup>l</sup>	4 3%	57 4%	18 3%	13 3%	17 4%	3 1%	8 4%	5 2%	7 5%
Several times a month	233 11%	169 10%	82 9%	87 11%	64 16% <sup>abc</sup>	58 16% <sup>abc</sup>	6 15%	119 10%	97 10%	21 8%	114 13% <sup>gi</sup>	6 7%	16 9%	21 18% <sup>ghik</sup>	57 17% <sup>ghikl</sup>	14 9%	176 11% <sup>t</sup>	57 10%	44 9%	50 11%	12 6%	16 7%	27 13% <sup>tu</sup>	22 16% <sup>rtu</sup>
Once a month	300 14%	227 13%	117 13%	110 14%	73 18% <sup>ab</sup>	67 18% <sup>ab</sup>	6 14%	157 13%	115 12%	43 17% <sup>h</sup>	142 16% <sup>h</sup>	15 17%	24 13%	13 11%	66 19% <sup>gh</sup>	24 16%	224 15%	74 13%	68 14%	60 14%	24 12%	32 14%	30 14%	15 11%
Less often	957 46%	778 46%	403 45%	375 48%	179 44%	161 44%	18 43%	554 46%	446 47%	108 43%	403 45%	34 38%	89 48%	59 50%	147 43%	75 50%	705 46%	248 45%	217 46%	204 47%	90 46%	108 48%	98 46%	57 42%
NET: At least daily	43 2%	37 2%	24 3%	13 2%	6 1%	6 2%	-	35 3% <sup>cn</sup>	31 3% <sup>cn</sup>	4 1%	8 1%	3 4% <sup>cn</sup>	2 1%	-	2 1%	1 1%	21 1%	22 4% <sup>pw</sup>	21 4% <sup>pw</sup>	15 3% <sup>p</sup>	10 5% <sup>pw</sup>	11 5% <sup>pw</sup>	8 4% <sup>p</sup>	1 *
NET: At least weekly	192 9%	153 9%	92 10%	61 8%	39 10%	32 9%	7 17% <sup>c</sup>	125 10% <sup>l</sup>	94 10% <sup>l</sup>	31 12% <sup>ijlo</sup>	68 8% <sup>l</sup>	9 10% <sup>l</sup>	6 3%	7 6%	38 11% <sup>l</sup>	9 6%	135 9%	57 10%	52 11%	47 11%	20 10%	28 12%	21 10%	13 9%
NET: At least monthly	725 35%	549 33%	291 32%	258 33%	176 43% <sup>abc</sup>	156 43% <sup>abc</sup>	20 47%	400 33% <sup>l</sup>	306 32%	95 37% <sup>l</sup>	325 37% <sup>l</sup>	30 34%	46 25%	41 35%	161 47% <sup>ghij</sup>	46 31% <sup>kmo</sup>	534 35%	188 34%	164 34%	157 36%	56 28%	75 34%	78 37%	50 37%

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 332

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Postal Service (Royal Mail)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1682 80%	1327 79%	694 77%	633 80%	355 87%abc	317 87%abc	37 90%	954 79%	752 79%	203 80%	727 82%kl	64 72%	135 73%	99 84%l	308 90%ghij	121 80%	1239 81%t	437 80%	381 80%	361 83%t	147 74%	183 82%	176 83%t	106 79%
Never	368 18%	318 19%de	184 21%de	134 17%de	50 12%	46 13%	4 10%	223 18%n	174 18%n	49 19%n	145 16%n	22 25%n	44 24%jn	16 14%	35 10%	29 19%n	267 17%	101 18%	90 19%	67 15%	49 25%psv	37 16%	35 16%	24 18%
Don't know	44 2%	40 2%	19 2%	22 3%cd	3 1%	3 1%	-	31 3%n	29 3%ijn	2 1%	13 1%n	3 3%n	7 4%ijn	2 2%n	-	1 1%	32 2%	10 2%	6 1%	9 2%	3 1%	3 2%	1 1%	4 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 333

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Postal Service (Royal Mail)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	16 1%	1 1%	2 1%	2 1%	2 1%	2 1%	4 2%	- -	1 1%	2 1%	3 1%	1 *	2 *	*	*	12 1%	16 1%
Once a day	27 1%	1 1%	3 1%	6 2%e	4 1%	- -	4 2%e	4 3%ei	3 3%e	1 *	7 1%	6 3%	7 2%	2 1%	-	18 1%	26 1%
Several times a week	74 4%	2 3%	8 4%	8 3%	14 4%	11 4%	10 6%	6 4%	2 2%	8 3%	23 4%	8 4%	11 3%	9 6%	1 8%	50 3%	73 4%
Once a week	75 4%	5 5%	7 3%	12 4%	9 3%	14 5%i	7 4%	5 4%	8 8%di	4 2%	19 4%	6 3%	17 5%	7 4%	-	55 4%	75 4%
Several times a month	233 11%	8 9%	22 9%	34 12%	43 13%	33 12%	18 10%	15 12%	10 10%	28 11%	71 14%	20 10%	50 14%	28 18%ko	2 10%	157 10%	229 11%
Once a month	300 14%	9 10%	38 16%	42 14%	41 12%	43 16%	26 14%	26 19%	12 12%	42 16%	71 14%	21 11%	53 15%	17 11%	1 8%	220 14%	299 14%
Less often	957 46%	37 42%	102 43%	119 41%	175 51%cf	125 46%	75 41%	55 41%	46 46%	126 48%	237 45%	96 48%	165 46%	63 41%	11 63%	706 46%	948 46%
NET: At least daily	43 2%	2 2%	4 2%	9 3%	6 2%	2 1%	7 4%e	4 3%	4 4%e	3 1%	10 2%	6 3%	8 2%	2 1%	*	31 2%	42 2%
NET: At least weekly	192 9%	9 10%	20 8%	29 10%	29 9%	27 10%	25 13%i	15 11%	14 14%i	15 6%	53 10%	21 10%	36 10%	18 12%	2 10%	135 9%	190 9%
NET: At least monthly	725 35%	26 29%	80 34%	104 36%	114 33%	103 38%	68 37%	56 42%	36 36%	86 33%	194 37%	62 31%	139 39%	63 41%	5 28%	513 33%	719 35%
NET: Ever	1682 80%	63 71%	182 77%	223 76%	289 84%abc	228 84%ac	143 78%	111 84%a	82 83%	212 82%	431 83%	158 79%	304 86%o	126 82%	16 91%	1218 79%	1667 81%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 333

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Postal Service (Royal Mail)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	368 18%	24 27%degi	48 20%	60 21%	53 15%	44 16%	35 19%	20 15%	16 17%	42 16%	79 15%	36 18%	44 12%	22 14%	2 9%	287 19%l	362 18%
Don't know	44 2%	1 1%	7 3%de	8 3%de	2 1%	1 1%	4 2%	2 1%	1 1%	6 2%	11 2%	5 3%	6 2%	5 3%	-	29 2%	37 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 334  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**  
**Base: All respondents**  
**Email service (such as Gmail or Yahoo Mail)**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	390 19%	211 21% <sup>b</sup>	179 17%	35 15%	61 17%	73 22%	72 19%	68 22%	81 17%	142 25% <sup>k</sup>	106 18%	70 17%	71 14%	28 16%	6 7%	33 14%	33 19% <sup>o</sup>	25 14%	21 14%	19 19% <sup>o</sup>	46 24% <sup>o</sup>	82 30% <sup>o</sup>	58 20% <sup>o</sup>	35 19% <sup>o</sup>	4 6%	65 19%	199 23%	71 38%
Once a day	152 7%	75 7%	78 7%	20 9%	30 8%	27 8%	26 7%	16 5%	33 7%	51 9%	37 6%	32 7%	33 7%	14 8%	7 8%	14 6%	12 7%	14 8%	10 7%	4 4%	16 8%	21 8%	18 6%	15 8%	6 9%	16 5%	72 8% <sup>A</sup>	22 12%
Several times a week	484 23%	247 24%	237 22%	50 21%	72 20%	67 20%	99 27% <sup>e</sup>	78 25%	119 25%	142 25%	151 26%	87 21%	104 20%	44 25%	18 21%	49 21%	44 26%	42 23%	39 27%	21 21%	49 25%	70 26%	57 20%	36 20%	16 25%	88 26%	189 22%	37 20%
Once a week	131 6%	52 5%	79 7% <sup>a</sup>	21 9%	16 5%	21 6%	25 7%	19 6%	29 6%	32 6%	41 7%	33 8%	26 5%	10 6%	7 8%	20 9%	7 4%	11 6%	11 8%	8 6%	11 6%	17 6%	21 7%	7 4%	2 3%	24 7%	53 6%	17 9%
Several times a month	327 16%	152 15%	176 16%	42 18%	53 15%	57 17%	62 17%	48 15%	65 13%	89 16%	86 15%	75 18%	77 15%	29 16%	12 14%	45 19% <sup>u</sup>	33 13%	26 18%	13 17%	21 13%	35 11%	45 16%	37 20% <sup>u</sup>	10 16%	58 17%	122 14%	22 12%	
Once a month	147 7%	77 8%	70 7%	11 5%	33 9%	25 7%	27 7%	24 8%	26 5%	33 6%	46 8%	30 7%	38 7%	11 6%	8 10% <sup>v</sup>	18 8% <sup>v</sup>	15 9% <sup>v</sup>	13 7% <sup>v</sup>	8 5%	11 10% <sup>v</sup>	14 7% <sup>v</sup>	7 3%	18 6%	15 8% <sup>v</sup>	8 13% <sup>v</sup>	22 6%	62 7%	4 2%
Less often	234 11%	109 11%	125 12%	25 11%	44 12%	38 11%	41 11%	28 9%	57 12%	39 7%	66 11% <sup>j</sup>	50 12% <sup>j</sup>	79 15% <sup>j</sup>	18 10%	11 13%	28 12%	17 10%	22 12%	20 13%	17 17% <sup>v</sup>	18 9%	22 8%	37 13%	13 7%	11 18% <sup>v</sup>	33 10%	90 10%	6 3%
NET: At least daily	542 26%	286 28%	257 24%	56 24%	91 25%	100 30%	98 26%	83 27%	114 24%	193 34% <sup>k</sup>	143 24%	102 24%	105 21%	42 24%	13 15%	48 21%	45 27%	39 21%	31 21%	23 23%	62 32% <sup>o</sup>	104 38% <sup>o</sup>	77 27%	50 27%	10 15%	81 24%	271 31% <sup>A</sup>	93 50%
NET: At least weekly	1158 55%	585 57%	573 53%	126 54%	179 49%	188 56%	221 60% <sup>e</sup>	181 58% <sup>e</sup>	263 54%	366 64% <sup>k</sup>	335 57% <sup>m</sup>	222 52%	234 46%	96 55%	37 44%	117 50%	97 57%	91 50%	81 55%	52 51%	121 62% <sup>o</sup>	190 69% <sup>o</sup>	155 55%	92 51%	27 43%	194 56%	513 59%	147 79%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 334

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Email service (such as Gmail or Yahoo Mail)**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: At least monthly	1632	814	818	179	265	270	310	253	354	488	467	328	349	136	57	180	135	137	115	76	156	232	218	144	46	273	698	173
	78%	80%	76%	77%	73%	81%ei	84%ei	82%ei	73%	85%klm	79%am	77%am	69%	77%	67%	77%	79%	76%	78%	75%	80%o	85%opr	77%	79%	73%	79%	81%	93%
NET: Ever	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69	208	152	160	135	94	174	254	255	156	57	306	788	180
	89%	90%	88%	88%	85%	92%ei	95%dei	91%ei	85%	92%am	91%am	89%am	84%	87%	81%	89%	89%	88%	91%o	92%o	89%	92%o	90%	86%	90%	89%	91%	97%
Never	184	78	106	16	43	18	14	26	67	38	44	40	62	17	14	25	13	16	9	8	18	14	25	21	5	34	53	5
	9%	8%	10%	7%	12%fg	6%	4%	8%g	14%dfgh	7%	8%	9%	12%jk	10%	16%sv	11%v	8%	9%	6%	8%	9%	5%	9%	12%v	9%	10%B	6%	3%
Don't know	44	21	23	12	10	8	5	3	6	8	11	7	19	6	2	1	6	5	4	-	3	7	5	3	1	6	21	1
	2%	2%	2%	5%ghi	3%	2%	1%	1%	1%	1%	2%	2%	4%j	3%	3%	*	4%p	3%p	3%	-	2%	3%	2%	2%	1%	2%	2%	1%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 335  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**  
**Email service (such as Gmail or Yahoo Mail)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Several times a day	390 19%	341 18%	39 26%a	14 43%	15 22%	7 22%	1 12%	2 25%	5 34%	-	196 17%lm	124 19%lm	61 28%jkm	1 3%	
Once a day	152 7%	135 7%	16 11%	4 14%	6 9%	4 13%	1 20%	-	-	2 19%	74 6%	45 7%	26 12%jk	5 10%	
Several times a week	484 23%	450 23%	31 20%	5 15%	10 15%	10 29%	2 29%	4 45%	1 5%	-	240 21%	174 27%j	52 24%	14 29%	
Once a week	131 6%	119 6%	11 7%	1 2%	5 8%	5 14%	-	-	-	-	68 6%	48 7%	11 5%	4 8%	
Several times a month	327 16%	300 16%	22 15%	4 14%	14 21%	1 3%	1 12%	1 14%	3 20%	2 21%	170 15%	113 18%	26 12%	10 22%	
Once a month	147 7%	136 7%	9 6%	1 4%	5 7%	-	1 16%	2 16%	1 4%	3 27%	86 8%	40 6%	14 6%	3 7%	
Less often	234 11%	223 12%	10 7%	2 6%	2 3%	6 17%	-	-	3 18%	1 11%	159 14%kl	51 8%	14 6%	6 12%	
NET: At least daily	542 26%	476 25%	55 37%a	18 57%	21 31%	12 35%	2 32%	2 25%	5 34%	2 19%	270 23%	169 27%lm	87 40%jkm	6 13%	
NET: At least weekly	1158 55%	1045 55%	97 64%a	24 73%	36 53%	26 77%	4 61%	7 70%	6 39%	2 19%	578 50%	391 61%j	150 68%jm	24 50%	
NET: At least monthly	1632 78%	1481 77%	128 85%a	30 91%	55 81%	27 81%	6 89%	10 100%	9 63%	7 68%	834 73%	543 85%j	191 87%j	38 78%	
NET: Ever	1866 89%	1704 89%	138 91%	31 97%	58 85%	33 98%	6 89%	10 100%	12 81%	8 78%	993 86%	594 93%j	204 93%j	44 90%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 335

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Email service (such as Gmail or Yahoo Mail)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Never	184 9%	179 9%b	5 3%	1 3%	3 5%	1 2%	-	-	3 19%	2 22%	126 11%k	35 6%	16 7%	1 2%	
Don't know	44 2%	34 2%	8 5%a	-	7 11%a	-	1 11%	-	-	-	30 3%l	8 1%	-	4 8%jkl	

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 336

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Email service (such as Gmail or Yahoo Mail)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working (k)	Not working (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	390 19%	310 18%	181 20%	129 16%	80 20%	71 19%	9 21%	264 22% <sub>jmn</sub>	217 23% <sub>jmn</sub>	46 18%	126 14%	12 14%	30 16%	15 12%	50 15%	19 12%	287 19%	102 19%	91 19%	83 19%	35 18%	46 21%	39 18%	26 19%
Once a day	152 7%	119 7%	57 6%	62 8%	33 8%	29 8%	4 10%	89 7%	72 8%	17 7%	64 7%	6 7%	12 7%	7 6%	24 7%	15 10%	108 7%	45 8%	38 8%	34 8%	14 7%	20 9%	15 7%	10 8%
Several times a week	484 23%	390 23%	207 23%	183 23%	94 23%	85 23%	8 20%	277 23%	223 23%	55 23%	207 22%	20 22%	40 21%	24 20%	96 28% <sub>o</sub>	28 19%	365 24%	119 22%	104 22%	98 22%	44 22%	49 22%	50 24%	25 18%
Once a week	131 6%	106 6%	51 6%	55 7%	25 6%	22 6%	3 7%	77 6%	58 6%	19 8%	54 6%	5 5%	13 7%	5 4%	22 6%	10 6%	95 6%	36 7%	28 6%	34 8%	9 5%	9 4%	19 9% <sub>u</sub>	11 8%
Several times a month	327 16%	261 16%	136 15%	125 16%	66 16%	60 16%	6 15%	180 15%	134 14%	46 18%	148 17%	17 19%	41 22% <sub>ghmn</sub>	12 0%	51 15%	27 18%	248 16% <sub>u</sub>	80 14%	68 14%	57 13%	30 15%	23 10%	32 15%	22 16%
Once a month	147 7%	116 7%	60 7%	56 7%	31 8%	26 7%	4 10%	84 7%	64 7%	20 8%	63 7%	11 13%	12 6%	5 5%	24 7%	10 7%	99 6%	48 9%	42 9%	35 8%	18 9%	16 7%	16 7%	16 12% <sub>p</sub>
Less often	234 11%	190 11%	97 11%	93 12%	44 11%	39 11%	5 12%	123 10%	97 10%	26 10%	110 12%	7 8%	16 9%	21 17% <sub>ghl</sub>	41 12%	26 17% <sub>ghil</sub>	159 10%	71 13%	64 13%	61 14% <sub>p</sub>	25 12%	40 18% <sub>p</sub>	27 13%	16 12%
NET: At least daily	542 26%	430 25%	239 27%	191 24%	113 28%	100 27%	13 31%	352 29% <sub>jmn</sub>	289 30% <sub>jmn</sub>	63 25%	190 21%	18 21%	43 23%	21 18%	74 22%	33 22%	395 26%	146 27%	129 27%	117 27%	50 25%	66 30%	54 25%	36 27%
NET: At least weekly	1158 55%	926 55%	497 55%	429 54%	231 57%	208 57%	24 57%	707 58% <sub>jmo</sub>	570 60% <sub>jmo</sub>	137 54%	451 51%	43 48%	95 51%	50 43%	192 56% <sub>am</sub>	71 47%	855 56%	302 55%	261 55%	250 57%	102 52%	123 55%	122 58%	72 54%
NET: At least monthly	1632 78%	1303 77%	693 77%	610 77%	328 80%	294 80%	34 83%	970 80% <sub>jmo</sub>	768 80% <sub>jmo</sub>	202 80% <sub>m</sub>	662 75% <sub>m</sub>	71 80% <sub>m</sub>	148 80% <sub>m</sub>	68 57%	267 78% <sub>m</sub>	108 72% <sub>m</sub>	1202 78%	429 78%	371 78%	342 78%	150 76%	163 73%	170 80%	110 82%

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 336

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Email service (such as Gmail or Yahoo Mail)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Ever	1866	1494	790	704	372	333	40	1094	865	229	772	78	164	88	308	134	1361	500	435	403	175	203	197	127
	89%	89%	88%	89%	91%	91%	95%	91% <sub>jm</sub>	91% <sub>jm</sub>	90% <sub>m</sub>	87% <sub>m</sub>	88% <sub>m</sub>	88% <sub>m</sub>	75%	90% <sub>m</sub>	89% <sub>m</sub>	88%	91%	91%	92% <sub>p</sub>	88%	91%	93%	94%
Never	184	153	88	65	31	29	2	87	66	21	97	10	14	28	33	12	147	37	35	26	17	17	13	4
	9%	9%	10%	8%	8%	8%	5%	7%	7%	8%	11% <sub>gh</sub>	11%	8%	24% <sub>ghijk</sub>	9%	8%	10% <sub>sw</sub>	7%	7%	6%	9% <sub>w</sub>	8%	6%	3%
Don't know	44	39	18	21	5	5	-	27	23	4	17	1	8	1	3	5	30	12	7	8	6	3	1	4
	2%	2%	2%	3%	1%	1%	-	2%	2%	2%	2%	1%	4% <sub>n</sub>	1%	1%	3%	2%	2%	2%	2%	3%	1%	1%	3%

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

\* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 337

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Email service (such as Gmail or Yahoo Mail)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	390 19%	10 12%	29 12%	40 14%	61 18%	52 19%	38 21%b	32 24%abc	29 29%abcd	79 31%abcd	98 19%	27 13%	74 21%k	34 22%k	5 26%	283 18%	390 19%
Once a day	152 7%	12 14%deh	20 8%	20 7%	22 6%	12 5%	22 12%deh	8 6%	2 2%	21 8%	37 7%	13 7%	24 7%	14 9%	* 3%	114 7%	152 7%
Several times a week	484 23%	14 16%	54 23%	67 23%	71 21%	56 21%	44 24%	29 22%	23 24%	72 28%a	130 25%	50 25%	85 24%	30 20%	3 17%	344 22%	484 23%
Once a week	131 6%	3 4%	10 4%	20 7%	22 6%	23 9%	9 5%	6 5%	13 13%abdfg	11 4%	33 6%	14 7%	22 6%	13 9%	- -	96 6%	131 6%
Several times a month	327 16%	13 14%	42 18%	39 13%	70 20%ci	47 17%	26 14%	22 17%	11 11%	30 12%	86 17%	38 19%	52 15%	18 12%	7 40%	237 15%	327 16%
Once a month	147 7%	5 6%	15 6%	27 9%di	15 4%	30 11%di	11 6%	10 7%	8 8%	13 5%	32 6%	14 7%	21 6%	10 7%	1 6%	112 7%	147 7%
Less often	234 11%	13 15%ai	33 14%ai	39 13%ai	48 14%ai	33 12%ai	18 10%	13 10%	9 9%	15 6%	52 10%	22 11%	40 11%	15 10%	- -	181 12%	234 11%
NET: At least daily	542 26%	23 26%	49 21%	61 21%	83 24%	64 24%	60 33%bcde	40 30%	31 32%	100 38%abcd	136 26%	40 20%	98 28%	48 31%k	5 28%	397 26%	542 26%
NET: At least weekly	1158 55%	40 46%	113 48%	147 50%	176 51%	144 53%	113 62%abcd	76 57%	68 57%	183 70%abcd	298 57%	104 52%	206 58%	91 59%	8 46%	838 55%	1158 56%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 337

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Email service (such as Gmail or Yahoo Mail)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: At least monthly	1632 78%	59 66%	170 72%	213 73%	261 76%	220 81%abc	150 82%abc	107 81%a	88 88%abcd	226 87%abcd	416 80%	156 78%	278 79%	120 78%	16 92%	1186 77%	1632 79%
NET: Ever	1866 89%	72 82%	203 86%	252 86%	309 90%a	253 93%abc	168 92%a	120 91%	97 98%abcd	241 93%abc	468 90%	178 89%	319 90%	135 88%	16 92%	1368 89%	1866 90%
Never	184 9%	14 16%efgh i	25 10%h	34 12%hi	31 9%	20 7%	11 6%	9 7%	2 2%	16 6%	45 9%	16 8%	29 8%	16 10%	1 4%	134 9%	162 8%
Don't know	44 2%	2 2%e	9 4%de	6 2%e	4 1%	-	4 2%e	3 3%e	-	2 1%	8 2%	5 2%	7 2%	3 2%	1 4%	32 2%	37 2%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 338  
Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.

Base: All respondents  
Other online communication services or apps (such as WhatsApp or Facebook Messenger)

	Gender			Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Several times a day	220	102	118	33	64	48	31	27	17	55	60	43	62	19	4	14	12	22	15	12	20	59	26	13	5	36	126	46
	11%	10%	11%	14%gi	18%ghi	14%ghi	8%i	9%i	3%	10%	10%	10%	12%	11%	4%	6%	7%	12%p	10%	11%	10%	22%nopq	9%	7%	8%	10%	15%	25%
Once a day	70	37	33	13	16	18	7	5	10	23	20	10	16	5	4	11	5	6	3	9	7	11	6	3	-	16	34	21
	3%	4%	3%	6%ghi	4%	5%ghi	2%	2%	2%	4%	3%	2%	3%	3%	5%	5%	3%	3%	2%	9%nqsw4%	4%	2%	2%	-	5%	4%	11%	
Several times a week	194	83	110	20	35	30	41	26	42	59	46	47	42	18	4	27	17	19	15	7	19	22	28	10	7	36	87	25
	9%	8%	10%	9%	10%	9%	11%	8%	9%	10%	8%	11%	8%	10%	5%	12%x	10%	11%	10%	6%	10%	8%	10%	5%	12%	11%	10%	14%
Once a week	80	38	42	17	12	14	11	7	18	33	16	12	18	13	5	5	10	6	2	1	8	9	14	5	1	11	33	11
	4%	4%	4%	8%eghi	3%	4%	3%	2%	4%	6%kl	3%	3%	4%	7%pst	3%	2%	6%pst	4%	2%	1%	4%	3%	5%	3%	2%	3%	4%	6%
Several times a month	182	89	93	27	18	34	37	26	40	54	52	39	38	13	11	15	14	14	15	10	19	21	26	19	5	30	76	10
	9%	9%	9%	12%e	5%	10%e	10%e	8%	8%	9%	9%	9%	7%	8%	12%	6%	8%	8%	10%	10%	10%	8%	9%	11%	8%	9%	9%	6%
Once a month	113	58	55	14	23	14	16	18	29	23	37	21	31	11	5	10	9	8	8	2	15	16	18	10	2	21	43	13
	5%	6%	5%	6%	6%	4%	4%	6%	6%	4%	6%	5%	6%	6%	6%	4%	5%	4%	6%	2%	8%t	6%	6%	5%	3%	6%	5%	7%
Less often	385	183	201	32	77	73	77	56	70	90	114	91	90	31	17	50	27	40	30	26	32	43	52	27	11	73	171	24
	18%	18%	19%	14%	21%di	22%di	21%di	18%	14%	16%	19%	21%j	18%	17%	19%	21%	16%	22%	20%	25%x	17%	16%	18%	15%	17%	21%	20%	13%
NET: At least daily	290	139	150	46	80	66	38	32	27	79	81	53	78	24	8	26	16	28	17	20	27	71	32	16	5	52	159	67
	14%	14%	14%	20%ghi	22%ghi	20%ghi	10%i	10%i	6%	14%	14%	12%	15%	13%	9%	11%	9%	16%	12%	20%pqw14%	xy	26%nop	11%	9%	8%	15%	18%	36%
NET: At least weekly	563	260	303	83	127	111	90	65	86	171	143	112	138	55	17	58	43	54	34	27	54	101	75	31	13	100	279	103
	27%	25%	28%	36%ghi	35%ghi	33%ghi	24%i	21%	18%	30%k	24%	26%	27%	31%x	20%	25%	25%	30%x	23%	27%	28%x	37%opq	26%x	17%	21%	29%	32%	56%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 338  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**  
**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: At least monthly	858	407	452	125	167	158	143	109	155	248	232	172	207	79	33	83	66	76	58	39	88	138	119	60	20	150	399	127
	41%	40%	42%	54%ghi	46%hi	47%ghi	39%	35%	32%	43%	39%	41%	41%	45%	38%	36%	39%	42%	39%	38%	45%xy	50%ppqs	42%	33%	32%	43%	46%	68%
NET: Ever	1243	590	653	157	245	232	221	165	225	337	346	263	297	109	49	133	94	116	88	64	120	182	170	87	31	223	569	151
	59%	58%	61%	67%hi	68%ghi	69%ghi	60%i	53%	46%	59%	59%	62%	58%	62%kx	58%	57%	55%	64%kx	59%	63%kx	62%kx	66%ppqx	60%kx	48%	49%	64%	66%	81%
Never	787	406	380	59	106	92	144	140	246	222	225	152	188	62	33	91	70	58	59	37	69	82	107	87	31	113	270	31
	38%	40%	35%	25%	29%	27%	39%def	45%def	51%def	39%	38%	36%	37%	35%	39%	39%v	41%v	32%	40%	37%	35%	30%	38%	48%nr	50%v	33%	31%	17%
Don't know	64	25	39	17	12	11	6	6	13	13	18	10	23	6	2	9	7	7	2	-	6	11	7	6	1	10	23	4
	3%	2%	4%	7%ghi	3%	3%	1%	2%	3%	2%	3%	2%	5%j	3%	3%	4%	4%	4%	1%	-	3%	4%	3%	3%	1%	3%	3%	2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 339

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	Univ-ersity degree (k)	Higher univ-ersity degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Several times a day	220 11%	168 9%	45 30%a	14 45%	17 26%a	10 28%	3 44%	1 12%	3 22%	-	115 10%	67 10%	28 13%	6 12%
Once a day	70 3%	59 3%	11 7%a	3 10%	5 7%	2 6%	1 10%	-	-	3 34%	34 3%	21 3%	9 4%	2 4%
Several times a week	194 9%	177 9%	16 11%	2 7%	7 10%	4 11%	-	3 31%	2 15%	-	114 10% <sup>m</sup>	57 9% <sup>m</sup>	18 8% <sup>m</sup>	-
Once a week	80 4%	74 4%	6 4%	1 4%	2 2%	2 6%	-	1 7%	-	-	47 4%	24 4%	6 3%	3 7%
Several times a month	182 9%	165 9%	13 9%	2 7%	8 12%	3 8%	-	-	1 10%	1 11%	101 9%	54 9%	17 8%	5 11%
Once a month	113 5%	105 5%	6 4%	-	5 7%	-	1 9%	1 9%	1 8%	2 17%	57 5%	35 6%	12 5%	5 10%
Less often	385 18%	365 19% <sup>b</sup>	16 10%	3 10%	6 9%	4 10%	-	3 27%	3 19%	2 16%	187 16%	138 22% <sup>j</sup>	47 21%	8 16%
NET: At least daily	290 14%	227 12%	56 37%a	18 55%	22 33%a	12 34%	4 54%	1 12%	3 22%	3 34%	149 13%	88 14%	37 17%	8 16%
NET: At least weekly	563 27%	478 25%	78 52%a	21 66%	31 46%a	17 52%	4 54%	5 50%	6 37%	3 34%	309 27%	168 26%	61 28%	11 23%
NET: At least monthly	858 41%	747 39%	98 65%a	24 73%	44 65%a	20 59%	4 63%	6 59%	8 55%	6 62%	468 41%	258 40%	90 41%	21 44%
NET: Ever	1243 59%	1112 58%	113 75%a	27 83%	51 74%a	24 70%	4 63%	8 85%	11 75%	8 78%	655 57%	395 62%	137 62%	29 60%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 339

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Never	787 38%	752 39%bd	27 18%	6 17%	9 13%	10 30%	2 26%	1 6%	1 10%	2 22%	453 39%	228 36%	80 36%	15 31%	
Don't know	64 3%	53 3%	10 7%a	-	8 12%a	-	1 11%	1 8%	2 15%	-	40 3%	14 2%	2 1%	4 9%jkl	

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 340  
**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**  
**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Several times a day	220 11%	189 11% <sup>c</sup>	126 14% <sup>cdef</sup>	63 8%	31 8%	31 8%	-	161 13% <sup>ijmno</sup>	140 15% <sup>ijmno</sup>	22 9% <sup>n</sup>	59 7% <sup>n</sup>	16 18% <sup>ijmno</sup>	18 10% <sup>mn</sup>	4 3%	10 3%	11 7% <sup>n</sup>	133 9%	87 16% <sup>p</sup>	81 17% <sup>p</sup>	64 15% <sup>p</sup>	40 20% <sup>p</sup>	35 16% <sup>p</sup>	32 15% <sup>p</sup>	16 12%
Once a day	70 3%	61 4%	32 4%	28 4%	9 2%	7 2%	1 3%	50 4% <sup>j</sup>	44 5% <sup>jn</sup>	6 2%	20 2%	2 2%	5 2%	3 2%	7 2%	4 3%	42 3%	28 5% <sup>p</sup>	27 6% <sup>p</sup>	22 5% <sup>p</sup>	10 5%	14 6% <sup>p</sup>	13 6% <sup>p</sup>	3 2%
Several times a week	194 9%	145 9%	75 8%	70 9%	48 12%	45 12% <sup>ab</sup>	3 8%	124 10%	95 10%	29 11%	70 8%	6 7%	16 8%	7 6%	31 9%	10 7%	135 9%	56 10%	45 9%	48 11%	14 7%	26 11%	18 9%	17 13%
Once a week	80 4%	61 4%	42 5% <sup>c</sup>	19 2%	19 5%	18 5% <sup>c</sup>	1 3%	44 4%	34 4%	10 4%	36 4%	1 1%	11 6%	3 2%	15 4%	7 4%	56 4%	24 4%	23 5%	17 4%	13 7%	7 3%	9 4%	4 3%
Several times a month	182 9%	142 8%	66 7%	76 10%	40 10%	38 10%	2 5%	106 9%	81 8%	25 10%	76 9%	11 12%	17 9%	7 6%	23 7%	18 12%	132 9%	50 9%	44 9%	41 9%	17 8%	23 10%	22 10%	9 7%
Once a month	113 5%	81 5%	46 5%	34 4%	33 8% <sup>ac</sup>	30 8% <sup>ac</sup>	2 6%	64 5%	48 5%	15 6%	49 6%	6 7%	9 5%	15 13% <sup>ghijkl</sup>	12 3%	7 5%	84 5%	29 5%	26 5%	22 5%	9 5%	11 5%	10 5%	6 5%
Less often	385 18%	319 19%	164 18%	155 20%	66 16%	56 15%	10 24%	243 20% <sup>jn</sup>	189 20%	54 21% <sup>jn</sup>	142 16%	14 15%	30 16%	20 17%	51 15%	27 18%	273 18%	111 20%	98 20%	92 21%	36 18%	47 21%	47 22%	26 20%
NET: At least daily	290 14%	250 15% <sup>cdef</sup>	158 18% <sup>cdef</sup>	92 12%	40 10%	38 10%	1 3%	211 17% <sup>ijmno</sup>	184 19% <sup>ijmno</sup>	27 11% <sup>n</sup>	79 9% <sup>n</sup>	18 20% <sup>ijmno</sup>	23 12% <sup>n</sup>	6 5%	17 5%	15 10%	174 11%	115 21% <sup>p</sup>	107 23% <sup>p</sup>	86 20% <sup>p</sup>	50 25% <sup>pw</sup>	49 22% <sup>p</sup>	46 22% <sup>p</sup>	19 14%
NET: At least weekly	563 27%	457 27% <sup>c</sup>	276 31% <sup>cf</sup>	181 23%	106 26%	101 27%	6 14%	379 31% <sup>ijmno</sup>	313 33% <sup>ijmno</sup>	66 26% <sup>mn</sup>	184 21%	25 28% <sup>m</sup>	50 27% <sup>mn</sup>	16 14%	63 18%	31 21%	365 24%	195 36% <sup>p</sup>	176 37% <sup>p</sup>	150 34% <sup>p</sup>	77 39% <sup>p</sup>	82 37% <sup>p</sup>	74 35% <sup>p</sup>	41 30%

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





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 340

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seek- ing work (k)	Not working not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: At least monthly	858 41%	679 40% <sup>f</sup>	388 43% <sup>cf</sup>	292 37%	179 44% <sup>cf</sup>	169 46% <sup>cf</sup>	10 24%	549 45% <sup>jmn</sup>	443 46% <sup>jmn</sup>	106 42% <sup>jn</sup>	310 35% <sup>n</sup>	42 47% <sup>jn</sup>	75 41% <sup>n</sup>	38 32%	98 29%	57 38%	581 38%	274 50% <sup>p</sup>	245 51% <sup>p</sup>	214 49% <sup>p</sup>	104 52% <sup>p</sup>	117 52% <sup>p</sup>	105 50% <sup>p</sup>	57 42%
NET: Ever	1243 59%	998 59%	552 62%	446 57%	245 60%	225 61%	20 48%	792 66% <sup>jlmno</sup>	632 66% <sup>jlmno</sup>	160 63% <sup>jlmno</sup>	451 51% <sup>n</sup>	55 62% <sup>n</sup>	105 57% <sup>n</sup>	58 49%	149 43%	84 56% <sup>n</sup>	855 56%	385 70% <sup>p</sup>	343 72% <sup>pw</sup>	306 70% <sup>p</sup>	140 71% <sup>p</sup>	163 73% <sup>pw</sup>	152 72% <sup>p</sup>	83 62%
Never	787 38%	630 37%	318 35%	312 40%	156 38%	135 37%	22 52% <sup>b</sup>	384 32%	295 31%	89 35%	403 46% <sup>ghil</sup>	32 36%	68 37%	55 47% <sup>ghi</sup>	188 55% <sup>ghijkl</sup>	61 40% <sup>ghkl</sup>	639 42% <sup>qrstuv</sup>	145 26%	121 25%	118 27%	51 26%	54 24%	56 27%	46 34%
Don't know	64 3%	57 3%	26 3%	31 4%	7 2%	7 2%	-	33 3%	28 3%	4 2%	31 4%	2 2%	12 6% <sup>ghin</sup>	5 4%	6 2%	6 4%	45 3%	18 3%	13 3%	13 3%	7 4%	5 2%	3 2%	5 4%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 341

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Several times a day	220 11%	8 9%	22 9%	30 10%	39 11%	26 10%	22 12%	18 13%	15 15%	30 12%	64 12%	26 13%	44 12%	20 13%	3 19%	150 10%	220 11%
Once a day	70 3%	4 5%	5 2%	6 2%	14 4%	7 3%	13 7%bcei	5 4%	4 4%	6 2%	13 2%	5 2%	7 2%	4 3%	-	55 4%	70 3%
Several times a week	194 9%	3 3%	22 9%	26 9%	36 10%a	21 8%	18 10%	19 14%a	9 9%	29 11%a	57 11%	21 10%	38 11%	23 15%o	-	134 9%	194 9%
Once a week	80 4%	6 7%	6 3%	11 4%	9 3%	11 4%	5 3%	5 4%	2 2%	8 3%	22 4%	7 4%	17 5%	6 4%	-	57 4%	80 4%
Several times a month	182 9%	6 7%	17 7%	27 9%	38 11%	24 9%	11 6%	13 10%	5 5%	24 9%	51 10%	25 12%	29 8%	9 6%	3 18%	127 8%	182 9%
Once a month	113 5%	8 9%dg	11 5%	13 4%	8 2%	16 6%d	14 8%d	3 2%	9 9%d	20 8%d	26 5%	11 5%	19 5%	8 5%	-	82 5%	113 5%
Less often	385 18%	14 16%	36 15%	45 15%	68 20%	53 19%	30 16%	26 20%	26 26%bc	55 21%	76 15%	33 16%	51 14%	18 12%	3 20%	306 20%jlm	385 19%
NET: At least daily	290 14%	13 14%	27 11%	37 13%	52 15%	33 12%	35 19%b	23 17%	18 18%	37 14%	77 15%	31 15%	51 14%	23 15%	3 19%	206 13%	290 14%
NET: At least weekly	563 27%	21 24%	55 23%	74 25%	97 28%	66 24%	59 32%	48 36%bce	29 30%	74 29%	157 30%	59 30%	106 30%	53 34%o	3 19%	397 26%	563 27%
NET: At least monthly	858 41%	36 41%	83 35%	113 39%	143 42%	106 39%	84 46%b	64 44%	43 45%b	118 45%b	234 48%o	95 48%o	154 43%	70 46%	6 37%	605 39%	858 42%
NET: Ever	1243 59%	50 57%	119 50%	158 54%	211 61%b	158 58%	113 62%b	90 68%bc	69 70%bc	173 67%bce	310 59%	127 64%	205 58%	88 57%	10 57%	910 59%	1243 60%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 341

**Q16. In the last 12 months how often have you used these services to send letters, documents, emails or long messages? This does not include any messages sent for a work purpose.**

**Base: All respondents**

**Other online communication services or apps (such as WhatsApp or Facebook Messenger)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Never	787 38%	34 39%	104 44%ghi	127 44%fghi	127 37%	115 42%ghi	62 34%	41 31%	28 28%	79 30%	196 38%	64 32%	137 39%	60 39%	8 43%	581 38%	766 37%
Don't know	64 3%	4 4%e	13 6%cde	6 2%e	6 2%e	-	8 4%e	2 1%	2 2%e	7 3%e	16 3%	8 4%	12 3%	6 4%	-	43 3%	56 3%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 342

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Summary table**

	Gmail	BT email	Virgin Media	iCloud, mail.com or other Apple email	Yahoo Mail	TalkTalk	AOL	Hotmail, Outlook or other Microsoft email	Other
Unweighted base	1878	1878	1878	1878	1878	1878	1878	1878	1878
Weighted base	1866	1866	1866	1866	1866	1866	1866	1866	1866
Several times a day	264 14%	45 2%	47 2%	58 3%	91 5%	27 1%	34 2%	270 14%	21 1%
Once a day	92 5%	15 1%	17 1%	42 2%	63 3%	20 1%	15 1%	94 5%	13 1%
Several times a week	222 12%	46 2%	30 2%	52 3%	104 6%	10 1%	31 2%	255 14%	19 1%
Once a week	73 4%	9 *	10 1%	13 1%	29 2%	4 *	8 *	59 3%	8 *
Several times a month	193 10%	21 1%	25 1%	52 3%	63 3%	25 1%	28 2%	172 9%	16 1%
Once a month	91 5%	12 1%	9 1%	18 1%	43 2%	10 1%	12 1%	60 3%	8 *
Less often	307 16%	46 2%	57 3%	100 5%	117 6%	34 2%	31 2%	197 11%	48 3%
NET: At least daily	356 19%	60 3%	64 3%	100 5%	154 8%	47 3%	49 3%	364 19%	35 2%
NET: At least weekly	650 35%	115 6%	103 6%	165 9%	287 15%	61 3%	88 5%	678 36%	62 3%
NET: At least monthly	934 50%	148 8%	138 7%	234 13%	393 21%	96 5%	128 7%	910 49%	86 5%
NET: Ever	1241 67%	194 10%	195 10%	334 18%	510 27%	130 7%	159 9%	1107 59%	133 7%
Never	612 33%	1656 89%	1650 88%	1514 81%	1338 72%	1722 92%	1693 91%	743 40%	1520 81%
Don't know	12 1%	16 1%	21 1%	17 1%	17 1%	14 1%	14 1%	16 1%	212 11%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 343  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Gmail**

	Gender			Age						Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Several times a day	264	158	105	37	54	51	49	40	32	98	71	44	51	20	10	32	17	16	21	12	33	47	33	21	1	41	135	63
	14%	17%b	11%	18%i	17%i	16%i	14%i	14%i	8%	19%klm	13%	12%	12%	13%y	15%y	16%y	11%y	10%	15%y	13%y	19%ry	19%ry	13%y	14%y	2%	13%	17%	35%
Once a day	92	43	49	19	16	21	15	10	11	20	32	13	27	5	5	9	2	9	9	2	7	18	18	8	*	17	34	16
	5%	5%	5%	9%ghi	5%	7%i	4%	3%	3%	4%	6%	3%	6%	3%	8%q	4%	1%	6%q	6%q	2%	7%	7%q	7%q	5%	1%	6%	4%	9%
Several times a week	222	109	113	21	42	43	46	27	43	75	60	40	48	18	9	17	15	25	22	14	20	29	31	14	8	34	97	19
	12%	12%	12%	10%	14%	14%	13%	10%	10%	14%	11%	10%	11%	12%	13%	8%	10%	16%p	16%p	15%	12%	11%	12%	9%	13%	11%	12%	11%
Once a week	73	35	37	19	7	11	13	8	14	19	22	20	12	4	5	7	11	3	4	2	12	11	9	3	4	7	41	8
	4%	4%	4%	9%efgh	2%	4%	4%	3%	3%	4%	4%	5%	3%	3%	7%	3%	7%ax	2%	3%	2%	7%ax	4%	4%	2%	6%	2%	5%	4%
Several times a month	193	99	94	26	40	31	38	21	37	48	57	54	34	17	5	23	19	16	17	9	18	29	21	15	3	33	82	19
	10%	11%	10%	13%	13%h	10%	11%	7%	9%	9%	11%	14%jm	8%	11%	8%	11%	13%	10%	13%	10%	11%	11%	8%	10%	5%	11%	10%	11%
Once a month	91	46	45	11	17	19	13	10	21	17	32	17	25	10	3	11	7	6	4	8	3	10	18	6	6	17	35	7
	5%	5%	5%	5%	5%	6%	4%	4%	5%	3%	6%j	4%	6%	6%	5%	5%	4%	4%	3%	8%u	2%	4%	7%u	4%	11%sv	6%	4%	4%
Less often	307	121	186	32	41	47	60	51	77	76	93	51	88	31	11	22	32	35	18	13	26	41	49	21	9	44	128	24
	16%	13%	20%a	16%	13%	15%	17%	18%	19%	14%	17%	13%	20%jl	20%p	16%	11%	21%p	22%p	14%	14%	15%	16%	19%p	13%	15%	14%	16%	14%
NET: At least daily	356	201	154	56	69	72	64	50	44	118	103	57	78	25	16	42	19	25	29	14	40	65	51	29	1	58	169	78
	19%	22%b	16%	27%ghi	22%i	23%i	18%i	18%i	11%	22%l	19%	15%	18%	16%y	23%y	20%y	12%y	15%y	22%qy	15%y	23%qy	26%nqr	20%y	19%y	2%	19%	21%	44%
NET: At least weekly	650	345	305	95	118	126	124	86	101	212	185	116	137	48	29	65	45	53	55	29	72	105	91	46	12	100	307	106
	35%	37%b	32%	47%ghi	38%i	41%hi	35%i	31%	25%	40%lm	35%	31%	32%	31%	42%y	31%	29%	33%	41%y	31%	42%qxy	41%pqx	36%	29%	22%	33%	39%	59%
NET: At least monthly	934	490	444	133	175	176	175	117	158	278	274	186	196	74	38	100	70	76	76	46	94	143	129	67	21	151	424	131
	50%	53%b	47%	65%ghi	57%hi	57%hi	50%hi	42%	38%	53%lm	51%	49%	46%	48%	55%	48%	46%	47%	56%xy	49%	54%	56%xy	51%	43%	38%	49%	54%	73%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 343  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Gmail**

	Gender			Age						Social Grade				Region											Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
NET: Ever	1241	611	630	164	216	223	234	169	235	354	366	237	284	105	48	122	102	110	94	59	120	184	178	87	30	194	551	156
	67%	66%	67%	80%	70%	72%	67%	60%	57%	67%	69%	63%	66%	68%	70%	59%	67%	69%	63%	69%	73%	70%	70%	56%	53%	63%	70%	87%
Never	612	304	308	39	93	83	116	109	173	168	165	140	139	49	20	82	48	48	41	33	53	67	75	68	27	110	233	21
	33%	33%	33%	19%	30%	27%	33%	39%	42%	32%	31%	37%	32%	32%	30%	40%	32%	30%	30%	36%	31%	26%	29%	43%	47%	36%	30%	12%
Don't know	12	8	5	1	-	3	1	4	3	4	2	1	5	-	-	3	1	1	-	1	2	1	1	-	2	3	3	2%
	1%	1%	1%	1%	-	1%	*	1%	1%	1%	*	*	1%	-	-	2%	1%	1%	-	1%	1%	1%	*	1%	-	1%	*	2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 344  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Gmail**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	264 14%	222 13%	35 25%a	9 28%	15 26%a	7 21%	1 24%	2 25%	4 36%	-	120 12%	86 14%	45 22%jk	4 10%
Once a day	92 5%	77 5%	15 11%a	3 8%	9 15%a	3 9%	-	-	-	2 24%	47 5%	26 4%	10 5%	6 15%jkl
Several times a week	222 12%	206 12%	16 12%	3 9%	3 5%	7 20%	1 11%	3 32%	2 14%	-	103 10%	81 14%	30 15%	6 13%
Once a week	73 4%	67 4%	6 4%	* 1%	5 8%	-	1 10%	-	-	-	42 4%	20 3%	8 4%	3 6%
Several times a month	193 10%	164 10%	26 19%a	4 11%	14 25%a	4 12%	2 36%	2 23%	1 4%	1 11%	97 10%	71 12%	14 7%	4 10%
Once a month	91 5%	85 5%	3 2%	2 7%	* 1%	-	-	1 7%	-	1 11%	51 5%	26 4%	9 5%	3 7%
Less often	307 16%	288 17%	15 11%	3 8%	4 7%	6 18%	1 18%	1 13%	5 42%	3 34%	166 17%	93 16%	30 14%	9 21%
NET: At least daily	356 19%	299 18%	49 36%a	11 36%	24 41%a	10 30%	1 24%	2 25%	4 36%	2 24%	167 17%	112 19%	55 27%jk	11 25%
NET: At least weekly	650 35%	571 34%	71 52%a	14 46%	32 55%a	17 50%	3 46%	6 57%	6 49%	2 24%	313 31%	213 36%	93 46%jk	19 44%
NET: At least monthly	934 50%	821 48%	100 73%a	20 64%	46 81%a	21 62%	5 82%	9 87%	6 54%	4 47%	461 46%	311 52%j	116 57%j	27 61%
NET: Ever	1241 67%	1109 65%	115 84%a	23 72%	50 87%a	26 80%	6 100%	10 100%	11 96%	6 81%	627 63%	404 68%	146 71%j	36 82%j

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 344

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Gmail**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	612 33%	585 34%bd	21 16%	9 28%	6 11%	6 20%	-	-	1 4%	1 19%	358 36%lm	187 31%	57 28%	8 18%
Don't know	12 1%	10 1%	1 1%	-	1 2%	-	-	-	-	-	8 1%	4 1%	1 1%	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 345  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Gmail**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	264 14%	213 14%	119 15%	94 13%	50 14%	42 13%	8 21%	176 16% <sup>jm</sup>	141 16% <sup>jm</sup>	35 16% <sup>mn</sup>	87 11%	14 18% <sup>mn</sup>	28 17% <sup>mn</sup>	4 5%	25 8%	16 12%	184 13%	79 16%	71 16%	63 16%	27 15%	33 16%	27 14%	17 13%
Once a day	92 5%	77 5%	42 5%	35 5%	15 4%	15 5%	-	51 5%	43 5%	8 3%	41 5%	7 8%	15 9% <sup>ghin</sup>	3 3%	12 4%	5 4%	67 5%	25 5%	22 5%	19 5%	10 6%	12 6%	14 6%	7 6%
Several times a week	222 12%	176 12%	104 13%	71 10%	46 12%	42 13%	4 11%	132 12%	102 12%	30 13%	90 12%	10 13%	23 14%	11 12%	35 11%	11 8%	164 12%	57 11%	44 10%	46 11%	20 11%	20 10%	19 10%	20 16%
Once a week	73 4%	67 4% <sup>de</sup>	36 5% <sup>de</sup>	31 4% <sup>de</sup>	6 2%	5 2%	1 1%	48 4%	38 4%	10 4%	25 3%	2 2%	8 5%	2 2%	9 3%	4 3%	55 4%	17 3%	15 3%	14 3%	5 3%	3 2%	10 5%	2 2%
Several times a month	193 10%	155 10%	97 12% <sup>c</sup>	58 8%	38 10%	36 11%	2 5%	115 11%	94 11%	21 9%	78 10%	11 13%	19 12%	5 6%	30 10%	13 10%	143 10%	50 11%	46 11%	38 9%	19 11%	21 10%	22 11%	9 7%
Once a month	91 5%	74 5%	40 5%	34 5%	17 5%	15 5%	1 4%	52 5%	36 4%	16 7% <sup>hno</sup>	39 5%	9 11% <sup>ghjno</sup>	9 5%	8 9% <sup>hno</sup>	11 4%	3 2%	60 4%	31 6%	30 7%	25 6%	12 7%	15 7%	12 6%	3 2%
Less often	307 16%	248 17%	122 15%	126 18%	59 16%	52 16%	7 18%	171 16%	136 16%	35 16%	136 18%	8 10%	25 15%	22 25% <sup>ghk</sup>	50 16%	31 23% <sup>ghk</sup>	225 16%	80 16%	74 17%	65 16%	30 17%	31 15%	43 22%	20 15%
NET: At least daily	356 19%	290 19%	160 20%	130 18%	66 18%	57 17%	8 21%	227 21% <sup>jm</sup>	184 21% <sup>jm</sup>	43 19% <sup>mn</sup>	128 17%	21 27% <sup>jm</sup>	43 26% <sup>jmno</sup>	7 8%	37 12%	21 15%	251 18%	104 21%	93 21%	82 20%	37 21%	44 22%	38 19%	24 19%
NET: At least weekly	650 35%	533 36%	301 38% <sup>de</sup>	232 33%	118 32%	104 31%	13 34%	407 37% <sup>jmno</sup>	324 37% <sup>jmno</sup>	83 36% <sup>mn</sup>	243 32%	33 42% <sup>mno</sup>	73 45% <sup>jmno</sup>	20 23%	81 26%	36 27%	470 35%	179 36%	153 35%	142 35%	62 35%	68 33%	68 34%	47 37%
NET: At least monthly	934 50%	761 51% <sup>c</sup>	438 55% <sup>cde</sup>	323 46%	172 46%	156 47%	17 42%	574 52% <sup>jmno</sup>	454 52% <sup>jmno</sup>	120 53% <sup>mno</sup>	360 47% <sup>nmno</sup>	52 67% <sup>ghij</sup>	100 61% <sup>ghjim</sup>	33 38%	122 40%	52 39%	673 49%	260 52%	229 53%	205 51%	93 53%	103 51%	102 52%	59 47%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 345

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Gmail**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
NET: Ever	1241	1009	560	449	232	208	24	745	590	156	496	60	125	56	172	83	898	340	302	270	122	135	145	78
	67%	68%	71% <sup>cde</sup>	64%	62%	62%	60%	68% <sup>n</sup>	68% <sup>n</sup>	68% <sup>n</sup>	64% <sup>n</sup>	77% <sup>jno</sup>	77% <sup>ghjm</sup>	63%	56%	62%	66%	68%	69%	67%	70%	66%	74% <sup>pw</sup>	62%
Never	612	474	225	249	139	123	16	343	270	73	270	18	36	30	135	50	453	158	131	130	50	66	51	47
	33%	32%	29%	35% <sup>b</sup>	37% <sup>b</sup>	37% <sup>b</sup>	40%	31% <sup>l</sup>	31% <sup>l</sup>	32% <sup>l</sup>	35% <sup>l</sup>	23%	22%	35% <sup>l</sup>	44% <sup>ghij</sup>	38% <sup>l</sup>	33% <sup>v</sup>	32%	30%	32%	29%	33%	26%	37% <sup>v</sup>
Don't know	12	11	5	6	2	2	-	6	6	-	7	-	3	2	1	1	10	2	2	2	2	2	1	1
	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-	2%	3% <sup>gi</sup>	*	1%	1%	*	1%	1%	1%	1%	1%	1%

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

\* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 346

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Gmail**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	264 14%	15 21% cef	33 16% e	28 11%	40 13%	22 9%	15 9%	20 17% e	15 16%	59 24% cdef	67 14%	25 14%	39 12%	18 14%	2 12%	190 14%	264 14%
Once a day	92 5%	6 9% eg	11 6%	15 6%	23 7% egi	8 3%	11 6%	2 1%	3 4%	7 3%	23 5%	10 5%	15 5%	7 5%	* 3%	69 5%	92 5%
Several times a week	222 12%	7 9%	23 11%	30 12%	35 11%	27 11%	15 9%	16 13%	11 11%	34 14%	63 13%	31 17% o	38 12%	20 15%	2 13%	156 11%	222 12%
Once a week	73 4%	6 9% bde	6 3%	10 4%	8 3%	5 2%	12 7% de	4 4%	4 4%	7 3%	18 4%	8 4%	10 3%	3 2%	1 6%	55 4%	73 4%
Several times a month	193 10%	4 6%	13 6%	31 12% b	30 10%	26 10%	26 16% ab	12 10%	10 11%	22 9%	42 9%	20 11%	27 8%	10 8%	1 9%	148 11%	193 10%
Once a month	91 5%	5 6%	10 5%	18 7% d	7 2%	22 9% di	7 4%	4 3%	4 4%	9 4%	29 6%	14 8% o	22 7%	11 8%	-	61 4%	91 5%
Less often	307 16%	8 11%	33 16%	48 19%	60 20%	36 14%	33 19%	19 15%	11 11%	32 13%	86 18%	30 17%	62 19%	21 16%	4 25%	213 16%	307 16%
NET: At least daily	356 19%	22 30% cef	44 22% e	43 17%	63 20% e	30 12%	26 15%	22 18%	19 20%	66 27% cef	90 19%	34 19%	54 17%	26 19%	2 14%	259 19%	356 19%
NET: At least weekly	650 35%	35 48% cdef	73 36% e	83 33% e	106 34% e	62 24%	53 32%	42 35%	33 35%	108 45% cdef	171 36%	73 41%	102 32%	49 36%	5 34%	471 34%	650 35%
NET: At least monthly	934 50%	43 60% de	96 47% e	132 52%	143 46%	110 44%	87 52%	58 48%	48 50%	139 58% bde	242 52%	107 60% lo	151 47%	69 51%	7 42%	679 50%	934 50%
NET: Ever	1241 67%	51 71%	129 64%	181 72% e	204 66%	147 58%	119 71% e	76 63%	59 61%	171 71% e	328 70%	138 77% lo	213 67%	91 67%	11 68%	893 65%	1241 67%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 346

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Gmail**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	612 33%	20 28%	73 36%	72 28%	105 34%	103 41% c	47 28%	43 36%	37 38%	69 29%	135 29%	38 21%	102 32% k	41 31%	5 32%	467 34% k	612 33%
Don't know	12 1%	* 1%	1 *	- -	- -	3 1%	2 1%	1 1%	1 1%	1 *	5 1%	3 1%	3 1%	3 2% o	- -	8 1%	12 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 347  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**BT email**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Several times a day	45 2%	23 2%	22 2%	4 2%	2 1%	1 *	6 2%	12 4%ef	19 5%efg	10 2%	18 3%	6 1%	11 3%	1 1%	2 3%	2 1%	2 1%	3 2%	7 5%npq	1 1%	4 2%	6 2%	13 5%npq	3 2%	-	12 4%B	13 2%	14 8%
Once a day	15 1%	9 1%	6 1%	3 1%	2 1%	4 1%g	-	1 *	5 1%g	9 2%l	5 1%	-	1 *	-	-	8 4%nrsw	1 1%	-	-	2 2%w	1 1%	3 1%	-	-	-	4 1%	6 1%	8 4%
Several times a week	46 2%	27 3%	19 2%	2 1%	4 1%	3 1%	7 2%	8 3%	22 5%defg	20 4%l	16 3%l	2 1%	7 2%	5 4%	2 2%	4 2%	4 2%	3 2%	2 1%	3 3%	9 5%w	5 2%	3 1%	3 2%	4 7%svw	3 1%	17 2%	9 5%
Once a week	9 *	5 1%	4 *	3 2%i	1 *	1 *	2 1%	1 *	-	3 1%	2 *	2 1%	2 *	-	-	1 *	-	-	-	-	3 2%	2 1%	1 1%	1 1%	1 1%	-	6 1%	1 1%
Several times a month	21 1%	13 1%	8 1%	3 1%	2 1%	3 1%	4 1%	5 2%	6 1%	11 2%l	6 1%	1 *	4 1%	4 3%	-	2 1%	2 1%	3 2%	-	1 2%	1 1%	1 *	3 2%	3 3%	2 3%	2 1%	11 1%	4 2%
Once a month	12 1%	6 1%	6 1%	3 1%	1 *	3 1%	-	3 1%	1 *	6 1%	1 *	1 *	1 1%	2 1%	1 2%	-	1 *	-	1 1%	-	1 *	2 1%	2 1%	1 1%	1 3%p	4 1%	3 *	1 1%
Less often	46 2%	27 3%	19 2%	4 2%	6 2%	7 2%	7 2%	11 4%	12 3%	6 1%	12 2%	12 3%j	15 4%j	3 2%	1 2%	5 3%	2 1%	3 2%	7 5%u	4 4%	2 1%	6 2%	5 2%	5 3%	2 3%	2 1%	19 2%	6 3%
NET: At least daily	60 3%	32 3%	28 3%	7 3%	4 3%	5 3%	6 2%	13 5%efg	25 6%efg	18 4%	23 4%l	6 1%	13 3%	1 1%	2 3%	10 5%	3 2%	3 2%	7 5%gn	3 3%	6 3%	8 3%	13 5%gn	3 2%	-	16 5%B	19 2%	22 12%
NET: At least weekly	115 6%	65 7%	50 5%	13 6%	10 3%	8 3%	16 4%	22 8%ef	46 11%efg	41 8%l	42 8%l	10 3%	22 5%	7 4%	4 5%	15 7%	7 4%	6 4%	9 7%	6 6%	17 10%r	15 6%	18 7%	7 5%	5 8%	19 6%	43 5%	31 17%
NET: At least monthly	148 8%	83 9%	65 7%	18 9%	13 4%	14 5%	20 6%	30 11%efg	53 13%efg	58 11%lm	49 9%l	12 3%	30 7%l	13 8%	5 7%	17 8%	9 6%	9 5%	10 8%	7 7%	19 11%	18 7%	23 9%	11 7%	8 14%	25 8%	57 7%	36 20%
NET: Ever	194 10%	110 12%b	83 9%	22 11%	19 6%	21 7%	26 8%	41 15%efg	65 16%efg	64 12%l	61 11%l	24 6%	45 11%l	16 10%	6 9%	22 11%	11 7%	12 7%	17 13%	11 12%	21 12%	24 9%	28 11%	16 10%	10 17%	27 9%	76 10%	42 23%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 347  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**BT email**

	Gender		Age							Social Grade				Region											Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ire-land	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Never	1656	803	854	182	291	283	321	238	342	458	470	352	376	139	63	184	139	145	117	82	151	226	225	138	47	276	706	135
	89%	87%	90% <sup>a</sup>	89%	94% <sup>hi</sup>	92% <sup>hi</sup>	91% <sup>hi</sup>	85%	83%	87%	88%	93% <sup>jk</sup>	88%	90%	91%	89%	92%	91%	86%	87%	87%	89%	88%	89%	83%	90%	90%	75%
Don't know	16	10	6	1	-	5	3	2	4	4	2	3	7	-	-	1	1	2	1	1	2	4	1	2	-	3	6	3
	1%	1%	1%	1%	-	1% <sup>e</sup>	1%	1%	1%	1%	*	1%	2%	-	-	1%	1%	2%	1%	1%	2%	2%	*	1%	1%	1%	1%	2%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 348

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**BT email**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	45 2%	41 2%	5 3%	1 1%	3 5%	1 1%	1 11%	-	-	2 24%	23 2%	15 3%	6 3%	-
Once a day	15 1%	11 1%	4 3%a	-	2 3%a	2 5%	-	-	-	-	9 1%	4 1%	2 1%	-
Several times a week	46 2%	45 3%	1 1%	1 2%	-	-	-	-	-	-	25 3%	13 2%	7 4%	1 2%
Once a week	9 *	8 *	1 1%	1 3%	1 1%	-	-	-	-	-	5 1%	1 *	1 1%	1 2%k
Several times a month	21 1%	21 1%	1 1%	-	-	-	1 14%	-	-	-	8 1%	9 2%	4 2%	-
Once a month	12 1%	7 *	3 2%a	1 2%	-	2 6%	-	-	-	1 11%	6 1%	1 *	3 2%k	1 2%k
Less often	46 2%	43 3%	1 1%	1 3%	-	-	-	-	-	-	32 3%k	8 1%	5 2%	-
NET: At least daily	60 3%	52 3%	8 6%	1 1%	5 9%a	2 6%	1 11%	-	-	2 24%	31 3%	19 3%	8 4%	-
NET: At least weekly	115 6%	105 6%	10 7%	2 7%	5 9%	2 6%	1 11%	-	-	2 24%	62 6%	33 6%	16 8%	2 4%
NET: At least monthly	148 8%	132 8%	14 10%	3 9%	5 9%	4 12%	1 25%	-	-	3 36%	76 8%	43 7%	24 12%	2 6%
NET: Ever	194 10%	176 10%	15 11%	4 12%	5 9%	4 12%	1 25%	-	-	3 36%	108 11%	51 9%	29 14%k	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 348

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**BT email**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1656 89%	1515 89%	120 87%	27 87%	50 86%	29 88%	4 75%	10 100%	12 100%	5 64%	875 88%	539 91%	173 85%	41 94%
Don't know	16 1%	13 1%	3 2%	* 1%	2 4%a	-	-	-	-	-	10 1%	4 1%	2 1%	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 349  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**BT email**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	45 2%	35 2%	16 2%	19 3%	10 3%	10 3%	-	25 2%	17 2%	8 3%	20 3%	-	4 3%	4 5%	9 3%	2 2%	39 3%	7 1%	6 1%	5 1%	2 1%	3 1%	3 1%	1 *
Once a day	15 1%	12 1%	8 1%	5 1%	3 1%	3 1%	-	10 1%	9 1%	1 1%	5 1%	-	-	1 1%	4 1%	-	11 1%	4 1%	4 *	2 1%	2 1%	2 *	1 *	-
Several times a week	46 2%	33 2%	17 2%	16 2%	12 3%	9 3%	4 9%abc	20 2%	16 2%	4 2%	25 3%l	* 1%	1 *	3 3%	19 6%ghij	3 2%	40 3%q	6 1%	6 1%	6 1%	2 1%	3 1%	3 2%	2 1%
Once a week	9 *	7 *	4 1%	2 *	3 1%	2 1%	1 2%	6 1%	4 *	3 1%	3 *	-	2 1%	-	-	1 1%	6 *	3 1%	3 1%	3 *	-	2 1%	3 1%	-
Several times a month	21 1%	14 1%	10 1%	4 1%	8 2%ac	8 2%ac	-	13 1%	11 1%	2 1%	8 1%	-	1 *	1 2%	4 1%	2 1%	18 1%	4 1%	4 1%	2 1%	1 1%	1 1%	1 1%	-
Once a month	12 1%	11 1%	7 1%	3 *	1 *	1 *	-	7 1%	5 1%	2 1%	5 1%	1 1%	1 1%	1 1%	2 1%	-	10 1%	2 *	2 *	1 *	1 *	1 1%	-	-
Less often	46 2%	33 2%	17 2%	16 2%	13 3%	10 3%	3 8%abc	21 2%	16 2%	5 2%	25 3%	5 6%gh	3 2%	4 5%	10 3%	2 2%	34 3%	11 2%	10 2%	10 2%	4 2%	5 2%	6 3%	4 3%
NET: At least daily	60 3%	47 3%	24 3%	24 3%	13 3%	13 4%	-	35 3%	26 3%	9 4%	25 3%	-	4 3%	6 6%k	13 4%	2 2%	50 4%	10 2%	10 2%	7 2%	4 2%	5 2%	3 2%	1 *
NET: At least weekly	115 6%	87 6%	45 6%	42 6%	28 7%	23 7%	4 11%	61 6%	46 5%	15 7%k	54 7%k	* 1%	7 4%	8 9%k	32 10%ghklo	6 4%	95 7%qsw	19 4%	16 4%	6 4%	9 3%	10 5%	2 5%	2 2%
NET: At least monthly	148 8%	111 7%	62 8%	50 7%	37 10%	32 10%	4 11%	82 7%	62 7%	20 9%k	66 9%k	1 1%	9 6%	11 12%k	38 12%ghklo	7 6%	123 9%qsw	25 5%	25 6%	19 5%	8 4%	12 6%	11 6%	2 2%
NET: Ever	194 10%	144 10%	79 10%	65 9%	49 13%	42 13%	7 18%	103 9%	78 9%	25 11%	91 12%	6 7%	12 7%	15 17%ghlo	48 16%ghlo	10 7%	157 12%qsw	36 7%	35 8%	29 7%	12 7%	17 8%	17 9%	6 5%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 349  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**BT email**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Never	1656	1336	704	633	320	287	32	983	781	202	674	72	151	71	257	121	1192	459	396	369	162	182	175	120
	89%	89%	89%	90%	86%	86%	82%	90% <sub>mn</sub>	90% <sub>mn</sub>	88%	87%	93% <sub>m</sub>	93% <sub>mn</sub>	80%	84%	91% <sub>m</sub>	88%	92% <sub>p</sub>	91%	92% <sub>p</sub>	93%	90%	89%	95% <sub>p</sub>
Don't know	16	13	8	5	3	3	-	8	6	2	8	-	-	2	2	3	11	5	5	1	5	5	-	
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	-	-	3%	1%	2%	1%	1%	1%	1%	2%	2%	-	

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 350

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**BT email**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	45 2%	2 3%	4 2%	5 2%	14 4% <i>i</i>	6 2%	5 3%	2 2%	2 2%	3 1%	16 4%	2 1%	13 4%	3 2%	1 9%	29 2%	45 2%
Once a day	15 1%	-	2 1%	1 1%	4 1%	2 1%	3 2%	-	2 2%	1 *	2 1%	-	1 *	2 2%	-	12 1%	15 1%
Several times a week	46 2%	1 2%	5 2%	8 3%	7 2%	6 2%	5 3%	2 2%	3 4%	4 2%	14 3%	5 3%	9 3%	1 1%	-	32 2%	46 2%
Once a week	9 *	-	-	2 1%	1 *	1 *	1 *	-	1 1%	2 1%	1 *	1 *	-	-	-	7 1%	9 *
Several times a month	21 1%	-	3 2%	6 2%	5 2%	2 1%	1 1%	-	-	2 1%	7 2%	2 1%	5 2%	2 1%	-	14 1%	21 1%
Once a month	12 1%	1 2%	-	1 *	2 1%	3 1%	-	1 1%	-	3 1%	2 *	-	2 1%	-	-	8 1%	12 1%
Less often	46 2%	2 3%	5 3%	8 3%	7 2%	5 2%	4 3%	6 5%	3 3%	5 2%	8 2%	4 2%	5 2%	2 1%	1 5%	37 3%	46 2%
NET: At least daily	60 3%	2 3%	6 3%	6 2%	17 6% <i>i</i>	9 3%	8 5%	2 2%	3 4%	4 2%	19 4%	2 1%	14 4% <i>k</i>	5 4%	1 9%	41 3%	60 3%
NET: At least weekly	115 6%	3 4%	11 6%	16 6%	25 8%	16 6%	13 8%	4 4%	8 8%	10 4%	33 7%	7 4%	22 7%	6 5%	1 9%	81 6%	115 6%
NET: At least monthly	148 8%	5 6%	15 7%	23 10%	32 10%	21 8%	14 8%	5 4%	8 8%	15 6%	42 9%	9 5%	29 9%	8 6%	1 9%	103 8%	148 8%
NET: Ever	194 10%	7 10%	20 10%	31 12%	38 12%	26 10%	19 11%	11 9%	11 11%	19 8%	51 11%	13 7%	34 11%	10 7%	2 13%	140 10%	194 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 350

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**BT email**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1656 89%	64 89%	183 90%	219 87%	268 87%	224 88%	146 87%	109 91%	86 89%	221 92%	412 88%	163 91%	280 88%	122 91%	13 78%	1217 89%	1656 89%
Don't know	16 1%	1 1%	1 *	3 1%	3 1%	3 1%	4 2%	*	-	1 *	6 1%	2 1%	4 1%	3 2%	1 8%	10 1%	16 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 351  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Virgin Media**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total (a)	Male (b)	Female (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Several times a day	47 2%	29 3%	17 2%	5 2%	7 2%	7 2%	7 2%	6 2%	14 3%	19 4%	10 2%	12 3%	6 1%	4 3%	-	4 2%	4 3%	3 2%	5 3%	2 2%	8 5%w	10 4%w	3 1%	2 1%	2 3%	5 2%	31 4%	14 8%
Once a day	17 1%	10 1%	7 1%	3 2% <i>i</i>	1 *	5 2% <i>i</i>	7 2% <i>e</i>	1 *	-	7 1%	5 1%	1 *	4 1%	-	2 2%	2 1%	1 1%	1 1%	-	-	5 2%	3 1%	-	2 3% <i>u</i>	7 2%	7 2%	4 1%	2%
Several times a week	30 2%	12 1%	17 2%	1 *	2 1%	6 2%	2 1%	7 3%	12 3% <i>g</i>	11 2%	7 1%	8 2%	4 1%	2 1%	1 1%	5 3%	4 2%	2 1%	3 2%	-	2 1%	4 2%	5 2%	1 *	1 1%	4 2%	13 2%	7 4%
Once a week	10 1%	7 1%	3 *	5 2% <i>egh</i>	-	2 1%	-	-	3 1%	3 1%	2 *	1 *	4 1%	1 1%	-	3 1%	1 *	1 1%	2 1%	-	-	-	2 1%	-	-	1 *	4 1%	1%
Several times a month	25 1%	15 2%	10 1%	6 3%	7 2%	3 1%	3 1%	3 1%	3 1%	11 2%	9 2%	2 1%	3 1%	1 1%	3 5% <i>px</i>	1 1%	1 1%	2 1%	4 3% <i>x</i>	5 2%	2 1% <i>npw</i>	3 1%	3 1%	-	-	2 1%	14 2%	8 4%
Once a month	9 1%	5 1%	4 *	3 1%	2 1%	-	1 *	-	3 1%	1 *	4 1%	2 1%	2 1%	1 1%	1 2% <i>w</i>	1 *	2 1%	-	-	-	-	2 1%	-	2 1%	-	-	5 1%	4 2%
Less often	57 3%	27 3%	29 3%	1 1%	7 2%	16 5% <i>di</i>	14 4% <i>di</i>	13 5% <i>di</i>	6 1%	16 3%	16 3%	10 3%	16 4%	5 3%	2 3%	8 4%	3 2%	5 3%	6 4%	4 5%	9 6%	6 2%	7 3%	2 1%	1 1%	7 2%	21 3%	8 5%
NET: At least daily	64 3%	39 4%	24 3%	8 4%	8 2%	12 4%	14 4%	8 3%	14 3%	26 5%	15 3%	13 3%	10 2%	4 3%	2 2%	6 3%	5 3%	4 3%	6 5%	2 2%	8 5%	15 6% <i>wx</i>	5 2%	2 1%	3 6%	12 4%	37 5%	18 10%
NET: At least weekly	103 6%	59 6%	45 5%	13 7%	10 3%	20 6%	17 5%	15 5%	29 7% <i>ee</i>	40 8% <i>ck</i>	24 4%	21 6%	19 4%	8 5%	2 4%	14 7% <i>x</i>	9 6%	8 5%	11 8% <i>x</i>	2 2%	10 6%	20 8% <i>x</i>	12 5%	3 2%	4 7%	17 5%	55 7%	27 15%
NET: At least monthly	138 7%	79 9%	59 6%	23 11%	19 6%	22 7%	21 6%	17 6%	35 9%	51 10% <i>m</i>	37 7%	26 7%	24 6%	10 6%	7 10%	17 8%	13 8%	10 6%	15 11% <i>x</i>	7 7%	12 10% <i>x</i>	14 6%	5 3%	4 7%	19 6%	74 9%	39 22%	
NET: Ever	195 10%	106 12%	89 9%	24 12%	26 8%	38 12%	36 10%	30 11%	41 10%	67 13%	52 10%	35 9%	40 9%	15 10%	9 14% <i>x</i>	24 12% <i>x</i>	15 10%	15 9%	21 16% <i>wx</i>	10 11%	21 12% <i>x</i>	30 12% <i>x</i>	22 9%	7 4%	5 9%	26 8%	95 12%	47 26%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 351  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Virgin Media**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Never	1650	808	841	176	282	265	311	247	368	456	475	340	379	139	60	180	135	144	114	83	150	216	230	147	52	278	685	129
	88%	88%	89%	86%	91%	86%	89%	88%	89%	87%	89%	90%	89%	90%	86%	87%	89%	90%	84%	88%	86%	85%	90%	94% <sup>psu</sup>	91%	91%	87%	72%
Don't know	21	8	13	5	1	5	5	4	2	4	6	3	8	-	-	3	1	1	-	1	3	7	3	2	-	2	7	4
	1%	1%	1%	2%	*	2%	1%	1%	1%	1%	1%	1%	2%	-	-	2%	1%	1%	-	1%	2%	3%	1%	1%	-	1%	1%	2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 352  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Virgin Media**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	47 2%	41 2%	5 4%	1 1%	4 6%	1 1%	1 11%	-	-	-	20 2%	16 3%	10 5%j	-
Once a day	17 1%	12 1%	5 3%a	1 3%	2 4%a	2 5%	-	-	-	2 24%	6 1%	7 1%	2 1%	-
Several times a week	30 2%	27 2%	1 1%	1 2%	1 1%	-	-	-	-	-	12 1%	11 2%	6 3%	1 2%
Once a week	10 1%	10 1%	-	-	-	-	-	-	-	-	5 1%	5 1%	-	-
Several times a month	25 1%	21 1%	3 2%	-	2 4%	1 2%	-	-	1 8%	1 11%	14 1%	8 1%	1 1%	-
Once a month	9 1%	9 1%	1 *	1 2%	-	-	-	-	-	-	6 1%	-	2 1%k	1 2%k
Less often	57 3%	53 3%	3 2%	1 3%	1 1%	1 4%	-	-	-	-	32 3%	15 3%	9 4%	-
NET: At least daily	64 3%	54 3%	10 7%a	1 5%	6 10%a	2 6%	1 11%	-	-	2 24%	26 3%	23 4%	12 6%j	-
NET: At least weekly	103 6%	91 5%	11 8%	2 7%	6 11%	2 6%	1 11%	-	-	2 24%	44 4%	39 7%	18 9%j	1 2%
NET: At least monthly	138 7%	121 7%	15 11%	3 11%	9 15%a	3 6%	1 11%	-	1 8%	3 36%	64 6%	47 8%	22 11%j	2 4%
NET: Ever	195 10%	174 10%	18 13%	4 12%	9 16%	4 12%	1 11%	-	1 8%	3 36%	96 10%	62 10%	30 15%j	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 352

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Virgin Media**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1650 88%	1513 89% <sup>d</sup>	116 84%	27 88%	46 79%	29 88%	4 75%	10 100%	11 92%	5 64%	886 89%	526 89%	172 84%	41 93%
Don't know	21 1%	17 1%	4 3%	-	3 5% <sup>a</sup>	-	1 14%	-	-	-	11 1%	6 1%	2 1%	2 3%

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 353  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Virgin Media**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	47 2%	44 3%de	27 3%de	18 3%de	2 1%	2 1%	-	35 3%jo	26 3%	10 4%jo	11 1%	-	3 2%	2 2%	6 2%	-	28 2%	18 4%	13 3%	17 4%p	3 2%	5 3%	8 4%	8 6%p
Once a day	17 1%	14 1%	7 1%	7 1%	3 1%	3 1%	-	14 1%	12 1% <sup>n</sup>	2 1%	3 *	-	1 *	-	-	3 2% <sup>jn</sup>	11 1%	6 1%	5 1%	6 1%	1 *	3 2%	4 2%	3 2%
Several times a week	30 2%	28 2%	10 1%	18 3%de	1 *	1 *	-	17 2%	10 1%	7 3%ho	13 2%	-	1 *	4 5%ghlo	8 3%	-	23 2%	7 1%	5 1%	5 1%	1 1%	1 *	3 1%	3 2%
Once a week	10 1%	7 *	3 *	4 1%	3 1%	3 1%	-	6 1%	5 1%	1 *	4 1%	1 1%	1 *	2 3%g	1 *	-	7 1%	3 1%	3 1%	3 1%	-	-	3 1%	-
Several times a month	25 1%	23 2%	14 2%	8 1%	2 1%	2 1%	-	17 2%	15 2%	1 1%	9 1%	1 1%	2 1%	-	4 1%	2 2%	15 1%	10 2%	8 2%	8 2%	2 1%	*	6 3%pu	4 3%u
Once a month	9 1%	9 1%	4 1%	5 1%	-	-	-	5 *	5 1%	1 *	4 1%	-	1 1%	-	3 1%	-	8 1%	1 *	1 *	-	1 1%	-	-	-
Less often	57 3%	47 3%	30 4%	17 2%	10 3%	9 3%	1 3%	28 3%	22 3%	6 3%	29 4%	2 2%	4 2%	1 2%	7 2%	14 11%ghjklmn	41 3%	16 3%	15 3%	14 3%	5 3%	7 3%	9 5%	6 5%
NET: At least daily	64 3%	58 4%de	34 4%de	24 3%	5 1%	5 2%	-	49 4%j	38 4%j	11 5%j	15 2%	-	4 2%	2 2%	6 2%	3 2%	39 3%	25 5% <sup>p</sup>	18 4%	23 6% <sup>p</sup>	4 2%	9 4%	12 6% <sup>p</sup>	11 9% <sup>p</sup>
NET: At least weekly	103 6%	94 6%de	47 6%de	46 7%de	10 3%	10 3%	-	71 7%j	52 6%	19 8%jkl	32 4%	1 1%	5 3%	8 9%jkl	16 5%	3 2%	70 5%	34 7%	25 6%	31 8%	5 3%	9 5%	17 9% <sup>pt</sup>	14 11% <sup>ptu</sup>
NET: At least monthly	138 7%	126 8%de	66 8%de	60 9%de	12 3%	12 4%	-	93 9%jk	72 8%	21 9%k	45 6%	1 2%	8 5%	8 9%k	23 7%	5 4%	93 7%	45 9%	35 8%	39 10% <sup>u</sup>	9 5%	10 5%	23 12% <sup>ptu</sup>	17 14% <sup>ptu</sup>

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 353

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Virgin Media**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
NET: Ever	195	173	95	78	22	21	1	121	94	27	74	3	12	10	30	19	134	61	50	53	14	17	33	23
	10%	12% <sup>cde</sup>	12% <sup>de</sup>	11% <sup>cde</sup>	6%	6%	3%	11%	11%	12%	10%	4%	7%	11%	10%	14% <sup>ck</sup>	10%	12%	11%	13%	8%	8%	17% <sup>ptu</sup>	18% <sup>prtu</sup>
Never	1650	1302	686	616	348	311	37	963	763	200	686	74	150	77	276	109	1212	433	379	344	159	181	159	102
	88%	87%	87%	88%	93% <sup>abc</sup>	93% <sup>abc</sup>	94%	88% <sup>o</sup>	88% <sup>o</sup>	88%	89% <sup>o</sup>	95% <sup>o</sup>	92% <sup>o</sup>	87%	90% <sup>o</sup>	81%	89% <sup>vw</sup>	87%	87% <sup>v</sup>	85%	91% <sup>vw</sup>	89% <sup>vw</sup>	81%	81%
Don't know	21	19	9	10	2	1	1	9	8	2	12	1	2	1	1	6	15	6	6	6	1	5	6	1
	1%	1%	1%	1%	1%	*	3% <sup>ee</sup>	1%	1%	1%	1%	1%	1%	2%	*	4% <sup>eghijn</sup>	1%	1%	1%	2%	1%	3%	3% <sup>p</sup>	1%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 354

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Virgin Media**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	47 2%	1 1%	7 3%	5 2%	9 3%	3 1%	5 3%	2 2%	5 6%e	7 3%	10 2%	-	9 3%k	4 3%k	2 14%	33 2%	47 2%
Once a day	17 1%	1 1%	2 1%	2 1%	5 2%	1 *	-	2 2%	3 3%f	1 *	3 1%	-	2 1%	1 1%	-	13 1%	17 1%
Several times a week	30 2%	-	2 1%	8 3%	3 1%	3 1%	3 2%	3 3%	1 1%	3 1%	10 2%	3 2%	6 2%	3 2%	-	20 1%	30 2%
Once a week	10 1%	2 2%de	1 *	3 1%	-	-	-	1 2%e	2 -	1 1%	6 1%o	3 2%o	4 1%o	1 *	-	3 *	10 1%
Several times a month	25 1%	2 3%	2 1%	1 *	9 3%e	4 2%	4 2%	1 1%	1 1%	2 1%	5 1%	1 *	2 1%	2 2%	2 10%	19 1%	25 1%
Once a month	9 1%	-	2 1%	1 *	3 1%	2 1%	-	1 1%	-	-	2 *	2 1%	-	-	-	7 1%	9 1%
Less often	57 3%	1 1%	10 5%	9 4%	14 4%	7 3%	2 1%	2 1%	-	10 4%	20 4%	6 3%	14 5%	7 5%	-	36 3%	57 3%
NET: At least daily	64 3%	1 2%	9 4%	6 3%	13 4%	4 2%	5 3%	5 4%	8 9%ce	8 3%	13 3%k	-	11 4%k	5 4%k	2 14%	46 3%k	64 3%
NET: At least weekly	103 6%	3 4%	12 6%	17 7%	17 5%	8 3%	10 6%	9 8%e	9 10%e	12 5%	29 6%	7 4%	21 7%	8 6%	2 14%	68 5%	103 6%
NET: At least monthly	138 7%	5 7%	16 8%	19 8%	29 9%	14 5%	14 8%	11 9%	10 11%	14 6%	37 8%	9 5%	23 7%	11 8%	4 24%	95 7%	138 7%
NET: Ever	195 10%	6 8%	26 13%	28 11%	43 14%e	21 8%	16 9%	13 11%	10 11%	24 10%	57 12%	15 9%	38 12%	18 13%	4 24%	131 10%	195 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 354

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Virgin Media**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1650 88%	64 89%	177 87%	222 88%	262 85%	230 91% <sup>d</sup>	150 89%	107 89%	86 89%	215 89%	403 86%	159 89%	273 86%	113 84%	12 76%	1225 90%	1650 88%
Don't know	21 1%	2 3% <sup>b</sup>	-	3 1%	4 1%	2 1%	2 1%	1 1%	-	2 1%	9 2%	4 2%	7 2% <sup>o</sup>	4 3% <sup>o</sup>	-	12 1%	21 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 355  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**iCloud, mail.com or other Apple email**

	Gender			Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North of Ireland	Public	Private	Opinion Influencer		
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)		
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171		
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180		
Several times a day	58 3%	32 3%	26 3%	15 7%ghi	14 5%ci	12 4%ci	8 2%	6 2%	4 1%	19 4%	14 3%	8 2%	17 4%	3 2%	3 5%w	7 4%w	4 3%	7 4%w	3 2%	1 1%	11 6%w	10 4%w	2 1%	6 4%w	1 2%	17 6%	34 4%	27 15%		
Once a day	42 2%	26 3%	16 2%	9 4%hi	10 3%hi	13 4%hi	8 2%h	-	2 1%	14 3%	15 3%	8 2%	5 1%	-	5 7%nuw	8 4%n	2 1%	4 3%	3 2%	2 1%	2 1%	8 3%n	3 1%	4 3%	1 2%	14 5%	18 2%	13 7%		
Several times a week	52 3%	23 2%	29 3%	6 3%	14 4%ci	10 3%	7 2%	10 3%ci	5 1%	20 4%nm	19 3%	6 2%	7 2%	5 3%	1 1%	6 3%	4 3%	6 3%	4 3%	-	3 2%	8 3%	8 3%	7 4%	-	7 2%	26 3%	4 2%		
Once a week	13 1%	8 1%	5 *	4 2%hi	4 1%	1 *	2 1%	-	1 *	2 *	6 1%	3 1%	2 *	-	1 2%v	1 1%	-	3 2%v	1 1%	2 2%v	1 1%	-	4 1%	-	-	2 1%	6 1%	1 1%		
Several times a month	52 3%	25 3%	27 3%	16 8%efgh	5 2%	5 1%	5 2%	7 3%	14 3%	19 4%	13 2%	8 2%	11 3%	4 2%	-	3 1%	1 1%	4 3%	3 2%	2 2%	5 3%	6 2%	12 5%q	9 5%pq	3 6%q	7 2%	25 3%	10 5%		
Once a month	18 1%	6 1%	11 1%	2 1%	2 1%	4 1%	4 1%	1 *	5 1%	4 1%	8 2%	2 1%	4 1%	4 2%	1 2%	1 1%	1 1%	1 1%	1 1%	1 2%	3 2%	3 1%	1 *	-	-	5 2%	6 1%	1 *		
Less often	100 5%	42 5%	58 6%	12 6%	18 6%	23 8%ci	23 6%ci	11 4%	12 3%	40 8%ck	19 4%	21 5%	20 5%	9 6%	-	6 3%	12 8%opx	8 5%	7 5%	7 7%ox	9 5%	24 9%opx	14 5%	2 2%	1 2%	18 6%	52 7%	13 7%		
NET: At least daily	100 5%	57 6%	43 5%	24 12%ghi	24 8%hi	26 8%ghi	15 4%ci	6 2%	6 1%	33 6%	29 6%	16 4%	22 5%	3 2%	8 12%nqw	15 7%nw	6 4%	11 7%nw	6 4%	3 4%	13 8%nw	17 7%nw	4 2%	11 7%w	2 4%	31 10%	51 7%	39 22%		
NET: At least weekly	165 9%	88 10%	76 8%	34 17%ghi	42 14%ghi	37 12%ghi	24 7%ci	16 6%	12 3%	55 11%	54 10%	25 7%	30 7%	8 5%	10 15%nw	22 11%	11 7%	19 12%n	10 8%	5 6%	17 10%	26 10%	16 6%	18 11%	2 4%	40 13%	83 11%	45 25%		
NET: At least monthly	234 13%	120 13%	114 12%	52 25%efgh	49 16%ghi	46 15%ghi	33 9%	24 9%	30 7%	78 15%l	76 14%l	35 9%	45 11%	15 10%	12 17%	26 13%	13 8%	25 15%	14 10%	9 9%	26 15%	35 14%	29 11%	26 17%q	6 10%	52 17%	113 14%	55 31%		

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 355

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months  
iCloud, mail.com or other Apple email**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
NET: Ever	334 18%	161 17%	173 18%	64 31% efg hi	67 22% ghi	69 22% ghi	56 16% i	35 13%	42 10%	118 22% lm	95 18%	56 15%	66 15%	24 16%	12 17%	32 16%	25 16%	32 20%	21 16%	15 16%	35 20%	59 23%	42 17%	29 18%	7 12%	70 23%	166 21%	68 38%
Never	1514 81%	752 82%	762 81%	138 67%	240 78% d	237 77% d	291 83% d	242 86% def	366 89% def	404 77% g	436 82%	320 85% j	354 83% j	130 84% v	57 83% v	172 83% v	127 84% v	125 78%	114 84% v	78 83%	139 80%	186 73%	211 83% v	126 81%	50 88% v	233 76%	613 78%	106 59%
Don't know	17 1%	9 1%	9 1%	2 1%	2 1%	2 1%	4 1%	4 1%	3 1%	4 1%	3 *	3 1%	9 2% k	-	-	4 2%	-	2 1%	-	* *	-	8 3% nqsu	2 1%	1 1%	-	2 1%	9 1%	7 4%

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 356  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**iCloud, mail.com or other Apple email**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	58 3%	47 3%	10 8%a	4 14%	4 7%	1 4%	1 11%	-	-	2 24%	22 2%	24 4%	11 5%j	-
Once a day	42 2%	32 2%	9 7%a	1 3%	5 9%a	3 9%	-	-	-	-	25 2%	8 1%	9 4%k	1 2%
Several times a week	52 3%	47 3%	4 3%	-	1 2%	1 4%	1 11%	1 6%	-	-	17 2%	23 4%j	7 3%	5 10%kl
Once a week	13 1%	10 1%	2 2%	2 6%	* 1%	-	-	-	-	-	7 1%	2 *	* *	3 7%jkl
Several times a month	52 3%	47 3%	5 3%	1 3%	1 1%	3 9%	-	-	-	1 13%	25 2%	10 2%	14 7%jk	2 4%
Once a month	18 1%	16 1%	1 *	-	1 1%	-	-	-	-	-	14 1%	3 1%	1 *	-
Less often	100 5%	89 5%	9 6%	2 7%	5 9%	-	1 22%	-	-	1 11%	46 5%	29 5%	16 8%	4 10%
NET: At least daily	100 5%	79 5%	20 14%a	5 16%	10 17%a	4 13%	1 11%	-	-	2 24%	46 5%	31 5%	20 10%jk	1 2%
NET: At least weekly	165 9%	136 8%	26 19%a	7 22%	11 20%a	6 17%	1 23%	1 6%	-	2 24%	70 7%	57 10%	27 13%j	9 20%jk
NET: At least monthly	234 13%	200 12%	31 23%a	8 26%	13 22%a	8 26%	1 23%	1 6%	-	3 37%	108 11%	70 12%	42 21%jk	11 24%jk
NET: Ever	334 18%	289 17%	40 29%a	10 32%	18 32%a	8 26%	3 45%	1 6%	-	4 49%	155 16%	99 17%	58 29%jk	15 34%jk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 356

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**iCloud, mail.com or other Apple email**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1514 81%	1400 82%bd	96 69%	21 68%	39 68%	24 74%	2 41%	8 86%	12 100%	4 51%	828 83%lm	492 83%lm	141 69%	29 66%
Don't know	17 1%	16 1%	2 1%	-	* 1%	-	1 14%	1 7%	-	-	10 1%	3 *	5 2%k	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 357

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months  
iCloud, mail.com or other Apple email**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	58 3%	53 4%de	30 4%de	23 3%	5 1%	4 1%	1 3%	51 5%jn	44 5%jmn	7 3%jn	7 1%	-	4 2%	-	2 1%	2 1%	29 2%	29 6%p	27 6%p	23 6%p	10 6%p	11 5%p	15 8%p	4 3%
Once a day	42 2%	31 2%	20 3%	11 2%	11 3%	11 3%	-	32 3%ij	31 4%ijn	1 *	10 1%	2 2%	3 2%	-	3 1%	2 1%	25 2%	17 3%p	15 3%	11 3%	8 5%p	6 3%	6 3%	3 3%
Several times a week	52 3%	43 3%	27 3%	16 2%	9 2%	7 2%	2 5%	33 3%	26 3%	7 3%	19 2%	4 5%	8 5%	-	6 2%	2 3%	39 3%	13 3%	13 3%	10 2%	6 3%	8 4%	3 2%	3 2%
Once a week	13 1%	10 1%	8 1%	2 *	3 1%	3 1%	-	8 1%	6 1%	2 1%	5 1%	-	4 2%jn	1 1%	-	-	10 1%	3 1%	3 1%	1 *	3 2%	1 1%	-	-
Several times a month	52 3%	43 3%	23 3%	20 3%	9 2%	8 3%	1 2%	32 3%	25 3%	7 3%	20 3%	1 2%	5 3%	1 1%	8 3%	4 3%	34 2%	18 4%	17 4%	13 3%	6 4%	6 3%	7 3%	1 1%
Once a month	18 1%	12 1%	8 1%	4 1%	6 2%	6 2%	-	11 1%	8 1%	2 1%	7 1%	-	1 1%	1 1%	4 1%	1 1%	9 1%	9 2%p	8 2%p	6 1%	3 2%	4 2%	2 1%	1 1%
Less often	100 5%	73 5%	41 5%	32 5%	27 7%	27 8%ac	-	70 6%jn	58 7%jn	13 6%	30 4%	4 5%	8 5%	4 4%	8 2%	6 5%	70 5%	29 6%	25 6%	27 7%	8 5%	12 6%	14 7%	9 7%
NET: At least daily	100 5%	84 6%	51 6%	33 5%	16 4%	15 5%	1 3%	83 8%ijmno	74 9%ijmno	8 4%	18 2%	2 2%	7 5%	-	5 2%	4 3%	53 4%	46 9%p	43 10%p	34 8%p	18 10%p	17 8%p	21 11%p	7 5%
NET: At least weekly	165 9%	137 9%	86 11%c	51 7%	28 8%	25 8%	3 8%	123 11%jmno	106 12%ijmno	17 8%mn	42 5%	5 7%	19 12%jmno	1 1%	11 4%	5 4%	102 7%	62 12%p	58 13%p	45 11%p	27 15%p	26 13%p	24 12%p	9 7%
NET: At least monthly	234 13%	192 13%	117 15%c	75 11%	43 11%	39 12%	4 9%	166 15%jmno	139 16%jmno	27 12%mn	68 9%	7 9%	25 15%jmn	3 4%	23 7%	11 8%	145 11%	89 18%pw	83 19%pw	63 16%p	36 20%pw	35 17%pw	32 16%p	12 9%
NET: Ever	334 18%	264 18%	158 20%c	107 15%	70 19%	66 20%	4 9%	236 22%jmno	197 23%jmno	39 17%mn	98 13%	11 14%	33 20%jmn	7 8%	31 10%	17 12%	215 16%	118 24%p	108 25%p	91 23%p	44 25%p	47 23%p	47 24%p	21 16%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 357

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**iCloud, mail.com or other Apple email**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Never	1514	1214	621	592	301	265	36	846	658	187	668	67	129	80	275	117	1131	379	326	309	130	155	150	104
	81%	81%	79%	84% <sup>b</sup>	81%	80%	91%	77%	76%	82% <sup>h</sup>	87% <sup>g</sup> <sup>h</sup> <sup>l</sup>	86%	79%	91% <sup>g</sup> <sup>h</sup> <sup>l</sup>	89% <sup>g</sup> <sup>h</sup> <sup>l</sup>	87% <sup>g</sup> <sup>h</sup> <sup>u</sup>	83% <sup>q</sup> <sup>r</sup> <sup>s</sup> <sup>t</sup>	76%	75%	77%	74%	76%	76%	83%
Don't know	17	16	11	5	2	2	-	12	10	2	6	*	1	1	2	*	15	3	1	3	1	1	*	2
	1%	1%	1%	1%	*	1%	-	1%	1%	1%	1%	*	1%	2%	1%	*	1%	1%	*	1%	*	1%	*	1%

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

\* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 358

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months  
iCloud, mail.com or other Apple email**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	58 3%	3 4%b	-	10 4%b	12 4%b	5 2%	7 4%b	4 3%b	5 5%b	11 4%b	12 3%	6 4%	10 3%	*	*	44 3%	58 3%
Once a day	42 2%	1 2%	3 1%	1 1%	9 3%	6 2%	6 3%c	3 2%	3 3%	9 4%c	6 1%	2 1%	4 1%	2 2%	-	36 3%	42 2%
Several times a week	52 3%	-	4 2%	7 3%f	12 4%f	8 3%f	-	3 3%f	2 2%	12 5%f	19 4%	4 2%	13 4%	5 4%	1 9%	32 2%	52 3%
Once a week	13 1%	-	1 1%	2 1%	-	3 1%	4 2%g	-	2 2%g	1 *	1 *	1 *	1 *	1 *	-	11 1%	13 1%
Several times a month	52 3%	3 4%	2 1%	7 3%	9 3%	8 3%	3 2%	2 1%	4 4%	12 5%b	9 2%	5 3%	4 1%	2 2%	-	42 3%	52 3%
Once a month	18 1%	-	1 1%	1 *	5 2%	3 1%	2 1%	-	1 1%	4 2%	3 1%	3 2%	3 1%	-	-	13 1%	18 1%
Less often	100 5%	2 2%	13 7%	7 3%	11 4%	9 3%	15 9%code	4 4%	6 7%	21 9%code	28 6%	12 7%	23 7%	11 8%	-	67 5%	100 5%
NET: At least daily	100 5%	4 6%	3 1%	11 4%	21 7%b	11 4%	13 8%b	7 6%b	8 9%b	20 8%b	18 4%	9 5%	14 4%	3 2%	*	80 6%	100 5%
NET: At least weekly	165 9%	4 6%	8 4%	21 8%	33 11%b	22 9%b	17 10%b	10 8%	12 13%b	33 14%b	38 8%	13 8%	27 8%	9 6%	2 11%	123 9%	165 9%
NET: At least monthly	234 13%	7 9%	11 5%	29 11%b	47 15%b	33 13%b	21 13%b	12 10%	17 18%b	49 20%abce11g	51 11%	22 12%	34 11%	11 8%	2 11%	178 13%	234 13%
NET: Ever	334 18%	8 11%	24 12%	36 14%	58 19%	41 16%	36 21%b	16 13%	23 24%bc	70 29%abcd17g	79 19%	34 18%	58 18%	22 17%	2 11%	245 18%	334 18%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 358

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months  
 iCloud, mail.com or other Apple email**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)		
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1514 81%	62 87% <sub>i</sub>	178 88% <sub>d</sub>	212 84% <sub>i</sub>	248 80% <sub>i</sub>	209 83% <sub>i</sub>	131 78%	104 86% <sub>i</sub>	73 76%	171 71%	381 81%	141 79%	258 81%	109 81%	13 80%	1112 81%	1514 81%
Don't know	17 1%	1 2% <sub>i</sub>	1 *	4 2%	4 1%	2 1%	1 1%	1 1%	- -	- -	8 2%	3 2%	3 1%	3 3% <sub>o</sub>	1 8%	10 1%	17 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 359  
Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.  
Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months  
Yahoo Mail

	Gender		Age							Social Grade					Region										Employment Sector			
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Several times a day	91 5%	49 5%	42 5%	7 4%	11 4%	10 3%	19 5%	19 7%	25 6%	27 5%	29 5%	16 4%	20 5%	4 3%	1 1%	7 3%	7 5%	10 6%	5 3%	5 6%	13 8%	17 7%	12 5%	6 4%	4 7%	13 4%	40 5%	16 9%
Once a day	63 3%	35 4%	28 3%	4 2%	11 3%	14 5%	10 3%	7 2%	17 4%	20 4%	20 4%	7 2%	16 4%	9 6%	4 6%	11 5%	9 6%	7 4%	2 1%	2 2%	5 3%	10 4%	2 1%	2 2%	1 2%	14 5%	26 3%	11 6%
Several times a week	104 6%	59 6%	44 5%	8 4%	12 4%	16 5%	21 6%	20 7%	26 6%	30 6%	28 5%	24 6%	22 5%	18 11%	8 12%	10 5%	5 3%	11 7%	4 3%	6 7%	9 5%	11 4%	15 6%	6 4%	2 3%	19 6%	45 6%	14 8%
Once a week	29 2%	11 1%	19 2%	3 2%	-	5 2%	8 2%	4 1%	9 2%	16 3%	9 2%	4 1%	1 *	5 3%	1 1%	1 *	3 2%	2 2%	2 1%	1 1%	-	10 4%	3 1%	1 1%	-	9 3%	9 1%	6 3%
Several times a month	63 3%	36 4%	27 3%	4 2%	9 3%	12 4%	16 5%	10 3%	12 3%	14 3%	15 3%	17 5%	17 4%	1 1%	7 10%	6 n	4 3%	6 4%	3 2%	4 4%	5 3%	11 4%	9 3%	3 2%	5 8%	9 3%	26 3%	6 3%
Once a month	43 2%	19 2%	24 3%	6 3%	5 3%	13 4%	8 2%	2 1%	8 2%	9 2%	16 3%	6 2%	12 3%	6 4%	1 2%	2 1%	4 3%	3 2%	2 2%	5 5%	4 px	6 2%	6 2%	-	3 5%	8 3%	18 2%	4 2%
Less often	117 6%	58 6%	59 6%	13 7%	17 5%	20 6%	28 8%	23 8%	16 4%	28 5%	27 5%	27 7%	36 8%	10 7%	4 6%	15 7%	4 2%	7 4%	13 10%	3 3%	11 6%	11 4%	21 8%	14 9%	4 7%	16 5%	56 7%	18 10%
NET: At least daily	154 8%	84 9%	70 7%	11 6%	22 7%	24 8%	29 8%	26 9%	43 10%	46 9%	49 9%	23 6%	36 8%	13 9%	5 7%	17 8%	16 10%	16 10%	6 5%	7 8%	18 11%	27 11%	14 6%	9 6%	5 8%	27 9%	65 8%	27 15%
NET: At least weekly	287 15%	154 17%	134 14%	23 11%	34 11%	45 15%	58 16%	50 18%	78 19%	93 18%	85 16%	50 13%	59 14%	36 23%	14 20%	28 18%	24 16%	30 19%	12 9%	14 15%	27 15%	48 19%	33 13%	16 10%	7 11%	55 18%	119 15%	46 26%
NET: At least monthly	393 21%	209 23%	184 20%	33 16%	48 16%	70 23%	82 23%	61 22%	98 24%	116 22%	115 22%	74 20%	88 21%	43 28%	22 32%	37 18%	32 21%	39 24%	17 12%	23 24%	35 20%	65 26%	48 19%	19 12%	14 25%	71 23%	163 21%	57 32%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 359

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Yahoo Mail**

	Gender			Age							Social Grade				Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
NET: Ever	510 27%	267 29%	243 26%	47 23%	65 21%	90 29%e	111 32%de	84 30%e	114 28%	143 27%	142 27%	101 27%	124 29%	54 35%ppqx	27 39%	51 25%	35 23%	45 28%	30 22%	26 28%	46 27%	76 30%	69 27%	33 21%	18 32%	88 29%	218 28%	74 41%
Never	1338 72%	647 70%	691 73%	157 77%g	240 78%fgh	215 70%	237 68%	196 70%	293 71%	380 72%	386 72%	275 73%	297 69%	100 65%	42 61%	155 75%	115 76%o	113 71%	103 77%no	68 72%	126 72%	173 68%	183 72%	121 78%no	38 68%	215 70%	562 71%	102 57%
Don't know	17 1%	9 1%	9 1%	1 1%	4 1%	3 1%	3 1%	1 *	4 1%	3 *	6 1%	2 1%	7 2%	-	-	1 1%	1 1%	2 1%	2 1%	-	2 1%	5 2%	3 1%	2 1%	-	3 1%	7 1%	4 2%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 360

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Yahoo Mail**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	91 5%	76 4%	15 11%a	4 12%	7 12%a	4 11%	1 11%	-	1 8%	-	47 5%	33 6%	10 5%	1 1%
Once a day	63 3%	53 3%	7 5%	-	4 6%	4 12%	-	-	-	2 24%	31 3%	21 3%	8 4%	1 1%
Several times a week	104 6%	100 6%	3 2%	1 2%	1 1%	1 4%	-	1 6%	4 32%	-	54 5%	29 5%	15 7%	2 4%
Once a week	29 2%	28 2%	1 1%	-	-	1 4%	-	-	-	-	12 1%	10 2%	7 4%j	-
Several times a month	63 3%	55 3%	8 6%	1 3%	3 5%	1 2%	1 14%	3 27%	-	3 38%	31 3%	26 4%l	2 1%	1 2%
Once a month	43 2%	40 2%	2 1%	1 2%	1 2%	-	-	1 5%	1 11%	1 3%	28 3%	8 1%	6 3%	-
Less often	117 6%	110 6%	5 4%	1 2%	3 5%	1 1%	-	1 14%	-	1 13%	70 7%	35 6%	8 4%	2 4%
NET: At least daily	154 8%	128 8%	22 16%a	4 12%	11 18%a	7 22%	1 11%	-	1 8%	2 24%	78 8%	54 9%	18 9%	1 2%
NET: At least weekly	287 15%	257 15%	27 19%	4 14%	11 19%	10 30%	1 11%	1 6%	5 40%	2 24%	144 14%	93 16%	40 20% <sup>m</sup>	3 6%
NET: At least monthly	393 21%	352 21%	37 27%	6 20%	15 26%	11 32%	1 25%	3 33%	5 45%	6 74%	202 20%	127 21% <sup>m</sup>	48 24% <sup>m</sup>	4 8%
NET: Ever	510 27%	462 27%	42 30%	7 22%	18 31%	11 34%	1 25%	5 48%	5 45%	7 87%	272 27% <sup>m</sup>	161 27% <sup>m</sup>	56 27% <sup>m</sup>	5 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 360

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Yahoo Mail**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1338 72%	1228 72%	93 68%	25 78%	37 64%	22 66%	4 75%	5 52%	7 55%	1 13%	711 72%	430 72%	144 70%	39 88%ijkl
Don't know	17 1%	14 1%	3 2%	-	3 5%a	-	-	-	-	-	10 1%	2 *	4 2%k	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 361  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Yahoo Mail**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work-ing seek-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pen-sion only (m)	Ret-ired private pen-sion (n)	House person (o)	No child-ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	91 5%	69 5%	43 5%	26 4%	22 6%	20 6%	2 6%	52 5%	43 5%	9 4%	39 5%	1 2%	8 5%	4 5%	20 7%	6 4%	63 5%	29 6%	26 6%	22 6%	11 6%	10 5%	12 6%	5 4%
Once a day	63 3%	45 3%	18 2%	27 4%	18 5%b	16 5%b	2 4%	40 4%	34 4%	6 2%	23 3%	1 1%	4 2%	4 5%	9 3%	5 4%	44 3%	19 4%	17 4%	18 5%	3 2%	11 6%	9 4%	2 2%
Several times a week	104 6%	88 6%	45 6%	43 6%	16 4%	11 3%	4 11%e	64 6%	52 6%	12 5%	40 5%	2 2%	8 5%	7 8%	20 6%	4 3%	66 5%	38 8%p	33 8%p	31 8%p	14 8%	17 8%p	11 6%	9 7%
Once a week	29 2%	25 2%	15 2%	11 2%	4 1%	4 1%	-	18 2%	14 2%	4 2%	12 2%	1 2%	2 1%	-	9 3%	-	22 2%	7 1%	6 1%	7 2%	1 *	4 2%	1 2%	2 2%
Several times a month	63 3%	50 3%	23 3%	27 4%	13 4%	12 4%	1 2%	35 3%	27 3%	9 4%	28 4%	2 3%	5 3%	3 4%	10 3%	7 5%	44 3%	19 4%	17 4%	16 4%	5 3%	6 3%	11 6%	7 5%
Once a month	43 2%	33 2%	18 2%	14 2%	10 3%	10 3%	-	26 2%	20 2%	5 2%	17 2%	3 3%	2 1%	2 3%	5 2%	5 4%	26 2%	16 3%	14 3%	15 4%p	2 1%	7 3%	8 4%	5 4%
Less often	117 6%	90 6%	43 5%	47 7%	27 7%	23 7%	4 10%	72 7%n	58 7%n	13 6%	45 6%	7 8%	12 8%n	6 7%	10 3%	11 8%n	84 6%	31 6%	25 6%	28 7%	11 6%	13 6%	14 7%	12 10%
NET: At least daily	154 8%	114 8%	61 8%	52 7%	40 11%	36 11%	4 10%	92 8%	77 9%	15 6%	62 8%	2 3%	12 7%	8 9%	29 9%	11 8%	106 8%	48 10%	43 10%	41 10%	15 8%	21 10%	20 10%	7 6%
NET: At least weekly	287 15%	227 15%	121 15%	106 15%	60 16%	52 16%	9 22%	173 16%k	143 17%k	30 13%	114 15%	5 7%	22 13%	16 18%	57 19%ko	14 11%	195 14%	93 19%p	81 19%p	79 20%p	29 17%	41 20%p	33 17%	18 14%
NET: At least monthly	393 21%	310 21%	162 20%	148 21%	84 22%	74 22%	9 24%	234 21%	190 22%	44 19%	159 21%	10 13%	28 17%	21 24%	73 24%	26 19%	265 19%	129 26%p	113 26%p	110 27%p	36 21%	54 27%p	52 26%p	30 23%
NET: Ever	510 27%	399 27%	205 26%	194 28%	111 30%	98 29%	14 34%	306 28%	249 29%	58 25%	204 26%	17 22%	41 25%	28 31%	82 27%	36 27%	349 26%	159 32%p	137 32%p	138 34%p	47 27%	67 33%p	66 33%p	42 33%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 361

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Yahoo Mail**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Never	1338	1079	575	504	259	233	26	777	608	169	561	61	123	57	224	95	1001	335	292	259	127	131	128	85
	72%	72%	73%	72%	70%	70%	66%	71%	70%	74%	73%	78%	75%	65%	73%	71%	74% v	67% qrsu	67%	64%	73%	64%	65%	67%
Don't know	17	15	9	6	2	2	-	10	9	2	7	*	-	3	1	2	12	6	6	6	1	6	3	-
	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	4% gjin	*	2%	1%	1%	1%	1%	1%	3% p	2%	-

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

\* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 362  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Yahoo Mail**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	91 5%	2 3%	6 3%	13 5%	19 6% <sub>i</sub>	19 7% <sub>i</sub>	7 4%	10 8% <sub>i</sub>	7 7% <sub>i</sub>	5 2%	31 7% <sub>o</sub>	9 5%	24 8% <sub>o</sub>	12 9% <sub>o</sub>	2 13%	58 4%	91 5%
Once a day	63 3%	1 2%	7 4%	8 3%	13 4%	8 3%	11 6% <sub>i</sub>	2 2%	5 5%	5 2%	20 4%	8 5%	14 4%	8 6%	-	42 3%	63 3%
Several times a week	104 6%	1 2%	12 6%	17 7%	22 7%	12 5%	9 5%	6 5%	12 12% <sub>aei</sub>	9 4%	24 5%	12 7%	15 5%	8 6%	1 4%	77 6%	104 6%
Once a week	29 2%	1 2%	3 1%	6 2%	4 1%	3 1%	1 1%	1 1%	2 2%	7 3%	6 1%	2 1%	3 1%	2 1%	-	24 2%	29 2%
Several times a month	63 3%	1 1%	4 2%	12 5%	14 4%	6 3%	5 3%	6 5%	1 1%	7 3%	13 3%	7 4%	9 3%	3 2%	-	49 4%	63 3%
Once a month	43 2%	1 1%	9 4% <sub>i</sub>	4 1%	9 3%	8 3%	2 1%	3 2%	3 3%	2 1%	12 3%	6 4%	10 3%	5 4%	-	30 2%	43 2%
Less often	117 6%	7 10%	20 10% <sub>i</sub>	15 6%	20 6%	13 5%	8 5%	7 6%	7 7%	10 4%	26 6%	10 5%	19 6%	5 4%	2 13%	91 7%	117 6%
NET: At least daily	154 8%	4 5%	14 7%	21 8%	32 10% <sub>i</sub>	27 11% <sub>i</sub>	18 11% <sub>i</sub>	12 10% <sub>i</sub>	10 12% <sub>i</sub>	10 4%	52 11% <sub>o</sub>	18 10%	38 12% <sub>o</sub>	20 15% <sub>o</sub>	2 13%	100 7%	154 8%
NET: At least weekly	287 15%	6 9%	28 14%	44 17%	59 19% <sub>ai</sub>	42 17%	28 17%	19 16%	26 27% <sub>abi</sub>	26 11%	82 17%	31 17%	56 18%	30 22% <sub>o</sub>	3 17%	201 15%	287 15%
NET: At least monthly	393 21%	8 11%	41 20%	59 23% <sub>ai</sub>	82 26% <sub>ai</sub>	57 22% <sub>ai</sub>	35 21%	28 23% <sub>a</sub>	30 31% <sub>ai</sub>	35 15%	106 23%	44 25%	75 24%	38 28%	3 17%	280 20%	393 21%
NET: Ever	510 27%	15 21%	61 30% <sub>i</sub>	74 29% <sub>i</sub>	102 33% <sub>i</sub>	70 28% <sub>i</sub>	43 25%	34 29%	37 39% <sub>afi</sub>	45 19%	133 28%	54 30%	94 30%	44 32%	5 30%	371 27%	510 27%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 362

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Yahoo Mail**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1338 72%	56 78% <sup>h</sup>	142 70%	174 69%	201 65%	181 72%	124 74%	86 71%	59 61%	196 81% <sup>h</sup>	330 70%	120 67%	222 70%	92 68%	11 70%	985 72%	1338 72%
Don't know	17 1%	1 1%	1 *	5 2% <sup>i</sup>	6 2% <sup>i</sup>	2 1%	1 1%	-	-	-	5 1%	5 3% <sup>o</sup>	3 1%	-	-	12 1%	17 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 363  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**TalkTalk**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171	
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180	
Several times a day	27	16	11	4	5	1	2	2	13	8	4	5	10	1	-	3	2	1	3	2	6	5	3	1	-	4	10	11	
	1%	2%	1%	2%	2%	*	1%	1%	3% <sup>gh</sup>	1%	1%	1%	2%	1%	-	2%	1%	*	2%	2%	3%	2%	1%	-	1%	1%	1%	6%	
Once a day	20	12	8	4	4	4	2	2	4	9	2	5	4	5	1	5	2	-	1	-	3	3	-	2	-	4	9	10	
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2% <sup>kl</sup>	*	1%	1%	3% <sup>rw</sup>	2% <sup>w</sup>	2% <sup>w</sup>	1%	-	1%	-	2%	1%	-	1%	-	1%	1%	5%	
Several times a week	10	5	5	1	2	-	1	2	5	5	4	1	-	1	-	1	1	1	2	1	-	1	-	1	1	-	4	1	
	1%	1%	1%	*	1%	-	*	1%	1%	1%	1%	*	-	1%	-	1%	*	1%	1%	1%	-	*	-	1%	2%	-	1%	*	
Once a week	4	4	-	-	*	-	1	1	2	3	*	1	-	-	-	1	-	3	-	-	-	-	-	1	-	1	3	-	
	*	* <sup>b</sup>	-	-	*	-	*	*	1%	*	*	-	-	-	-	1%	-	2%	-	-	-	-	-	*	-	*	*	-	
Several times a month	25	16	9	5	1	*	2	6	11	7	8	3	7	2	1	6	1	2	3	1	2	-	3	5	-	2	9	3	
	1%	2%	1%	2% <sup>cef</sup>	*	*	1%	2% <sup>f</sup>	3% <sup>efg</sup>	1%	1%	1%	2%	1%	1%	3% <sup>v</sup>	*	1%	2% <sup>v</sup>	1%	1%	-	1%	3% <sup>v</sup>	-	1%	1%	2%	
Once a month	10	8	2	-	3	2	2	1	2	5	3	1	1	-	-	-	-	-	2	1	3	2	-	1	-	6	3		
	1%	1%	*	-	1%	1%	1%	*	1%	1%	1%	*	*	1%	-	-	-	-	2% <sup>p</sup>	*	1%	1%	-	1%	-	1%	2%		
Less often	34	17	17	1	3	9	6	7	8	9	11	7	7	1	2	5	*	2	5	2	9	4	2	1	2	19	6		
	2%	2%	2%	*	1%	3%	2%	2%	2%	2%	2%	2%	2%	1%	2%	2%	*	1%	3%	3%	1%	4% <sup>q</sup>	2%	1%	1%	2%	4%		
NET: At least daily	47	28	19	8	9	5	5	3	17	17	6	10	14	6	1	8	3	1	4	2	9	7	3	3	-	7	19	21	
	3%	3%	2%	4%	3%	2%	1%	1%	4% <sup>gh</sup>	3% <sup>k</sup>	1%	3%	3% <sup>k</sup>	4% <sup>r</sup>	2%	4% <sup>r</sup>	2%	*	3%	2%	5% <sup>rw</sup>	3%	1%	2%	-	2%	2%	12%	
NET: At least weekly	61	37	24	8	11	5	7	6	24	25	11	12	14	7	1	10	4	4	6	3	9	8	3	4	1	8	26	22	
	3%	4%	3%	4%	3%	2%	2%	2%	6% <sup>dgh</sup>	5% <sup>k</sup>	2%	3%	3%	4%	2%	5% <sup>w</sup>	3%	3%	4%	3%	5% <sup>w</sup>	3%	1%	3%	2%	3%	3%	12%	
NET: At least monthly	96	61	35	13	14	7	11	12	38	36	21	16	22	10	2	16	5	6	9	6	11	12	8	9	1	11	40	28	
	5%	7% <sup>b</sup>	4%	6% <sup>f</sup>	4%	2%	3%	4%	9% <sup>efgh</sup>	7% <sup>k</sup>	4%	4%	5%	6%	3%	8% <sup>w</sup>	3%	4%	7%	6%	6%	5%	3%	6%	2%	3%	5%	15%	
NET: Ever	130	78	52	14	17	16	17	19	46	45	33	23	29	11	4	21	5	8	14	8	12	21	12	11	2	12	59	34	
	7%	8% <sup>b</sup>	6%	7%	6%	5%	5%	7%	11% <sup>efg</sup>	9%	6%	6%	7%	7%	5%	10% <sup>qw</sup>	3%	5%	10% <sup>q</sup>	9%	7%	8%	5%	7%	4%	4%	8% <sup>A</sup>	19%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 363

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**TalkTalk**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Never	1722	839	883	189	291	288	329	262	363	478	498	355	390	143	65	187	145	150	121	85	159	228	241	142	55	293	721	144
	92%	91%	94% <sup>a</sup>	93%	94% <sup>i</sup>	93% <sup>i</sup>	94% <sup>i</sup>	93% <sup>i</sup>	88%	91%	93%	94%	91%	93%	95%	90%	96% <sup>p</sup>	94% <sup>v</sup>	90%	91%	92%	90%	95%	91%	96%	96% <sup>B</sup>	92%	80%
Don't know	14	6	8	1	1	5	5	-	3	2	3	1	8	-	-	-	1	1	-	2	5	1	3	-	1	7	2	
	1%	1%	1%	1%	*	1% <sup>h</sup>	1%	-	1%	*	*	*	2% <sup>i</sup>	-	-	-	1%	1%	-	1%	2%	*	2%	-	*	1%	1%	

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 364

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**TalkTalk**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	27 1%	23 1%	3 2%	-	2 3%	* 1%	1 11%	* 5%	-	2 24%	16 2%	4 1%	5 2%	-
Once a day	20 1%	16 1%	4 3%a	-	3 5%a	2 5%	-	-	-	-	9 1%	4 1%	6 3%jk	2 4%
Several times a week	10 1%	9 1%	1 1%	-	1 1%	-	-	-	-	-	4 *	3 1%	1 *	1 2%
Once a week	4 *	4 *	* *	-	* 1%	-	-	-	-	-	1 *	3 1%	* *	-
Several times a month	25 1%	23 1%	2 1%	1 4%	* 1%	-	-	-	-	1 14%	13 1%	7 1%	3 2%	-
Once a month	10 1%	7 *	2 1%	1 3%	-	1 2%	-	-	-	1 11%	3 *	4 1%	2 1%	-
Less often	34 2%	27 2%	6 4%	1 2%	2 3%	2 7%	-	1 9%	1 4%	1 11%	18 2%	8 1%	3 2%	1 2%
NET: At least daily	47 3%	39 2%	8 6%a	-	5 8%a	2 6%	1 11%	* 5%	-	2 24%	25 2%	8 1%	10 5%k	2 4%
NET: At least weekly	61 3%	52 3%	9 6%	-	6 10%a	2 6%	1 11%	* 5%	-	2 24%	30 3%	15 3%	12 6%k	2 5%
NET: At least monthly	96 5%	83 5%	12 9%	2 7%	6 11%	3 8%	1 11%	* 5%	-	4 49%	46 5%	26 4%	17 8%jk	2 5%
NET: Ever	130 7%	110 6%	18 13%a	3 9%	8 13%	5 15%	1 11%	1 13%	1 4%	5 60%	64 6%	34 6%	21 10%k	3 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 364

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**TalkTalk**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1722	1585	116	28	46	28	4	9	11	3	920	556	182	41
	92%	93% <sup>bd</sup>	84%	91%	81%	85%	75%	87%	96%	40%	93%	94%	89%	93%
Don't know	14	9	4	-	4	-	1	-	-	-	9	3	1	-
	1%	1%	3% <sup>a</sup>	-	6% <sup>a</sup>	-	14%	-	-	-	1%	1%	1%	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 365  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**TalkTalk**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	27 1%	24 2%	9 1%	14 2%	3 1%	3 1%	-	13 1%	13 2%	* *	13 2%	-	1 1%	4 4%gi	8 3%i	* *	18 1%	9 2%	9 2%	3 1%	7 4%psvw	3 1%	* *	-
Once a day	20 1%	16 1%	9 1%	7 1%	4 1%	4 1%	-	13 1%	12 1%	1 *	7 1%	-	2 1%	2 2%	2 1%	1 1%	16 1%	4 1%	4 1%	2 *	3 2%	2 1%	2 1%	-
Several times a week	10 1%	9 1%	1 *	7 1%b	1 *	1 *	-	4 *	3 *	2 1%	5 1%	-	1 *	1 1%	4 1%	-	7 1%	3 1%	2 *	2 *	1 1%	1 *	1 *	1 1%
Once a week	4 *	3 *	2 *	2 *	1 *	1 *	-	4 *	3 *	* *	1 *	-	-	-	1 *	-	3 *	1 *	1 *	1 *	-	-	1 1%	1 1%
Several times a month	25 1%	21 1%	12 1%	10 1%	4 1%	3 1%	1 3%	11 1%	7 1%	4 2%	14 2%	-	2 1%	3 3%	9 3%gh	1 1%	21 2%	4 1%	4 1%	4 1%	* *	1 1%	3 2%	* *
Once a month	10 1%	6 *	5 1%	2 *	3 1%	3 1%	-	6 1%	5 1%	1 *	4 1%	1 1%	1 *	-	3 1%	-	5 1%	5 1%p	5 1%	5 1%	1 *	2 1%	4 2%p	-
Less often	34 2%	27 2%	15 2%	12 2%	7 2%	7 2%	-	21 2%	19 2%	2 1%	13 2%	1 1%	2 1%	6 7%ghij	3 1%	1 1%	23 2%	12 2%	11 3%	9 2%	6 4%	5 3%	5 2%	3 3%
NET: At least daily	47 3%	40 3%	18 2%	21 3%	7 2%	7 2%	-	26 2%	25 3%i	1 1%	21 3%i	-	3 2%	6 6%gik	10 3%i	2 1%	34 2%	13 3%	13 3%	5 1%	9 5%psvw	5 2%	2 1%	-
NET: At least weekly	61 3%	52 3%	21 3%	31 4%	9 2%	9 3%	-	34 3%	31 4%	3 1%	27 3%	-	4 2%	6 7%iko	15 5%i	2 1%	44 3%	17 3%	16 4%	8 2%	10 6%s	6 3%	4 2%	2 1%
NET: At least monthly	96 5%	80 5%	38 5%	42 6%	16 4%	15 5%	1 3%	51 5%	43 5%	8 3%	45 6%	1 1%	6 4%	9 10%giko	27 9%ghiko	3 2%	69 5%	26 5%	26 6%	17 4%	11 6%	9 4%	11 6%	2 2%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 365

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**TalkTalk**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
NET: Ever	130	107	53	54	23	22	1	71	62	10	59	2	8	15	30	4	92	38	37	26	18	14	16	6
	7%	7%	7%	8%	6%	7%	3%	7%	7%	4%	8%	2%	5%	17% ghijkl	10% klo	3%	7%	8%	8%	6%	10%	7%	8%	4%
Never	1722	1375	729	646	347	308	38	1014	798	216	708	77	155	73	278	125	1262	456	392	371	156	184	176	120
	92%	92%	92%	92%	93%	93%	97%	93% m	92% m	95% m	92% m	98% mn	95% m	83%	90%	93% m	93%	91%	90%	92%	89%	90%	89%	95%
Don't know	14	11	7	4	2	2	-	9	6	3	5	-	-	-	5	7	6	6	6	1	1	5	6	1
	1%	1%	1%	1%	1%	1%	-	1%	1%	1% n	1%	-	-	-	4% ghjln	1%	1%	1%	1%	2% p	1%	3% p	3% p	1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 366  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**TalkTalk**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	27 1%	1 1%	4 2% <i>i</i>	8 3% <i>i</i>	3 1%	6 2% <i>i</i>	2 1%	1 1%	1 1%	-	11 2%	4 2%	9 3% <i>o</i>	4 3%	-	16 1%	27 1%
Once a day	20 1%	1 1%	2 1%	3 1%	4 1%	3 1%	2 1%	-	3 3%	3 1%	4 1%	2 1%	3 1%	3 2%	-	16 1%	20 1%
Several times a week	10 1%	-	2 1%	1 *	2 1%	-	2 1%	1 *	-	-	4 1%	1 *	4 1%	-	-	5 *	10 1%
Once a week	4 *	-	-	* *	1 *	-	1 *	-	1 1%	1 *	2 *	-	2 1%	1 1%	-	3 *	4 *
Several times a month	25 1%	2 3% <i>b</i>	-	9 3% <i>b</i> <i>i</i>	4 1%	3 1%	3 2%	2 2%	-	2 1%	11 2%	4 2%	8 3%	4 3%	2 11%	14 1%	25 1%
Once a month	10 1%	1 2% <i>d</i>	-	2 1%	-	1 *	3 2% <i>d</i>	-	-	2 1%	1 *	-	1 *	-	-	7 *	10 1%
Less often	34 2%	1 1%	5 2%	5 2%	6 2%	4 2%	4 3%	3 2%	-	3 1%	10 2%	5 3%	8 3%	5 4%	-	24 2%	34 2%
NET: At least daily	47 3%	1 2%	6 3%	11 4% <i>i</i>	7 2%	9 3%	4 2%	1 1%	4 4%	3 1%	15 3%	6 3%	12 4%	6 5%	-	32 2%	47 3%
NET: At least weekly	61 3%	1 2%	8 4%	12 5%	10 3%	9 3%	6 4%	2 2%	5 5%	4 2%	21 4%	7 4%	17 5% <i>o</i>	7 5%	-	40 3%	61 3%
NET: At least monthly	96 5%	5 7%	8 4%	22 9% <i>b</i> <i>i</i>	14 5%	12 5%	12 7%	4 3%	5 5%	8 3%	33 7% <i>o</i>	11 6%	26 8% <i>o</i>	11 8%	2 11%	61 4%	96 5%
NET: Ever	130 7%	6 8%	13 6%	27 11% <i>i</i>	20 7%	16 6%	16 10% <i>i</i>	7 6%	5 5%	11 4%	43 9% <i>o</i>	15 9%	34 11% <i>o</i>	16 12% <i>o</i>	2 11%	85 6%	130 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 366

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**TalkTalk**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1722	65	190	223	284	236	149	114	92	231	421	161	280	119	14	1273	1722
	92%	91%	94%	88%	92%	93%	89%	94%	95%	96%	90%	90%	88%	88%	89%	93%	92%
Don't know	14	1	-	3	5	1	2	-	-	-	5	2	5	-	-	9	14
	1%	1%	-	1%	2%	*	1%	-	-	-	1%	1%	1%	-	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 367  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**AOL**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Several times a day	34 2%	20 2%	14 2%	1 *	8 3%	3 1%	6 2%	7 2%	10 2%	13 2%	9 2%	5 1%	7 2%	3 2%	-	3 2%	2 1%	5 3%	4 3%	4 4%	3 2%	3 1%	4 1%	2 2%	-	4 1%	19 2%	7 4%
Once a day	15 1%	12 1%b	3 *	5 3% <i>i</i>	1 *	3 1%	2 1%	2 1%	1 *	7 1%	3 1%	1 *	4 1%	3 2%	1 2%w	6 3%qrw	-	-	-	1 -	4 1%	-	-	-	-	6 2%	7 1%	10 5%
Several times a week	31 2%	18 2%	12 1%	2 1%	2 *	3 1%	10 3%e	5 2%	9 2%	11 2%	5 2%	10 3%	5 1%	1 1%	-	3 2%	5 3%wx	3 2%	1 1%	1 1%	7 4%wx	6 2%	1 *	-	2 4%wx	2 1%	13 2%	4 2%
Once a week	8 *	5 1%	3 *	1 1%	3 1%	1 *	2 1%	-	1 *	3 *	3 1%	2 *	* *	-	2 2%w	1 *	-	2 1%	-	1 -	3 1%	-	-	-	-	1 *	4 *	1 1%
Several times a month	28 2%	17 2%	11 1%	6 3%	4 1%	2 1%	3 1%	4 1%	9 2%	9 2%	9 2%	6 2%	4 1%	3 2%	2 2%	4 2%	1 1%	1 1%	4 3%	-	3 2%	4 2%	3 1%	3 2%	2 3%	3 1%	11 1%	4 2%
Once a month	12 1%	6 1%	5 1%	-	3 1%	3 1%	3 1%	2 1%	2 *	4 *	2 1%	3 1%	3 1%	2 1%	-	-	1 1%	1 1%	-	2 3%pw	4 2% <i>p</i>	1 *	-	-	1 1%	2 1%	5 1%	2 1%
Less often	31 2%	17 2%	14 2%	1 1%	6 2%	8 3%	4 1%	6 2%	6 1%	8 2%	9 2%	5 1%	9 2%	4 3%	-	2 1%	2 1%	2 1%	4 3%	1 1%	3 2%	4 1%	4 2%	4 3%	1 1%	4 1%	14 2%	7 4%
NET: At least daily	49 3%	32 3%b	17 2%	6 3%	10 3%	6 2%	9 2%	8 3%	11 3%	20 4%	12 2%	6 2%	11 2%	6 4%	1 2%	9 4%	2 1%	5 3%	4 3%	4 4%	5 3%	7 3%	4 1%	2 2%	-	10 3%	26 3%	17 9%
NET: At least weekly	88 5%	55 6%b	33 3%	9 5%	14 5%	9 3%	21 6%	14 5%	21 5%	34 6%	21 4%	18 5%	16 4%	7 5%	3 4%	13 6%wx	7 4%	11 7%wx	5 4%	6 6%w	11 7%wx	15 6%wx	4 2%	2 2%	2 4%	13 4%	43 5%	22 12%
NET: At least monthly	128 7%	79 9%b	49 5%	15 8%	21 7%	14 5%	27 8%	20 7%	31 8%	47 9% <i>m</i>	32 6%	26 7%	22 7%	12 8%	5 7%	17 8%w	8 5%	12 8%w	8 6%	8 9%w	18 10%wx	21 8%w	8 3%	5 3%	4 8%	18 6%	59 7%	28 16%
NET: Ever	159 9%	95 10%b	63 7%	17 8%	26 9%	22 7%	31 9%	26 9%	37 9%	56 11%	40 8%	31 8%	31 7%	16 10%w	5 7%	20 10%	10 7%	14 9%	12 9%	9 9%	21 12%w	24 10%	12 5%	10 6%	5 9%	22 7%	73 9%	35 19%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 367

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**AOL**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Never	1693 91%	819 89%	874 93% <sup>a</sup>	188 92%	282 91%	283 92%	315 90%	254 90%	371 90%	470 89%	490 92%	346 91%	387 91%	138 90%	64 93%	188 90%	141 93%	143 89%	123 91%	81 86%	152 87%	225 89%	241 95% <sup>tuv</sup>	145 93%	51 91%	282 92%	708 90%	143 79%
Don't know	14 1%	8 1%	6 1%	-	1 *	4 1%	5 1%	1 *	3 1%	1 *	3 *	1 *	10 2% <sup>ijkl</sup>	-	-	-	3 2%	-	4 4% <sup>npqs*</sup>	1 uw	4 2%	1 1%	1 1%	-	1 *	7 1%	2 1%	

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 368  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**AOL**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	34 2%	29 2%	4 3%	1 2%	3 5%	* 1%	1 11%	-	-	-	18 2%	9 1%	8 4%	-
Once a day	15 1%	11 1%	4 3%a	-	2 3%a	2 5%	-	-	1 7%	2 24%	4 *	4 1%	5 2%j	-
Several times a week	31 2%	27 2%	4 3%	1 2%	-	2 8%	-	* 5%	-	-	16 2%	11 2%	2 1%	2 4%
Once a week	8 *	6 *	2 1%	1 5%	* 1%	-	-	-	-	-	3 *	2 *	1 1%	2 4%jk
Several times a month	28 2%	25 1%	4 3%	-	2 3%	1 4%	1 14%	-	-	-	16 2%	11 2%	-	-
Once a month	12 1%	11 1%	1 1%	-	-	-	1 18%	-	-	-	7 1%	4 1%	-	-
Less often	31 2%	29 2%	1 1%	1 3%	-	-	-	-	-	1 11%	21 2%	5 1%	3 1%	1 2%
NET: At least daily	49 3%	40 2%	8 6%a	1 2%	5 8%a	2 6%	1 11%	-	1 7%	2 24%	22 2%	12 2%	12 6%jk	-
NET: At least weekly	88 5%	74 4%	13 10%a	3 9%	5 9%	4 14%	1 11%	* 5%	1 7%	2 24%	41 4%	26 4%	16 8%j	3 7%
NET: At least monthly	128 7%	109 6%	18 13%a	3 11%	7 9%	6 18%	3 43%	* 5%	1 7%	2 24%	64 6%	41 7%	16 8%	3 7%
NET: Ever	159 9%	138 8%	19 14%a	4 12%	7 11%	6 18%	3 43%	* 5%	1 7%	3 36%	85 9%	46 8%	18 9%	4 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 368

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**AOL**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1693 91%	1556 91% <sup>b</sup>	116 84%	27 88%	49 84%	27 82%	3 57%	9 95%	11 93%	5 64%	898 90%	546 92%	183 90%	40 90%
Don't know	14 1%	11 1%	2 2%	-	2 4% <sup>a</sup>	-	-	-	-	-	9 1%	2 *	3 1%	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 369

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**AOL**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	34 2%	24 2%	16 2%	7 1%	10 3% <sup>c</sup>	10 3% <sup>c</sup>	-	23 2%	18 2%	4 2%	12 2%	-	1 1%	1 1%	7 2%	3 2%	22 2%	12 2%	11 3%	7 2%	5 3%	3 2%	3 2%	2 2%
Once a day	15 1%	12 1%	6 1%	7 1%	3 1%	3 1%	-	14 1% <sup>j</sup>	13 2% <sup>j</sup>	* *	1 *	-	-	1 1%	-	-	11 1%	4 1%	4 1%	1 *	3 2%	1 1%	1 1%	-
Several times a week	31 2%	26 2%	15 2%	11 2%	5 1%	5 1%	-	15 1%	12 1%	3 1%	16 2%	2 2%	2 1%	1 1%	9 3%	2 2%	23 2%	7 1%	6 1%	6 2%	2 1%	4 2%	1 1%	2 1%
Once a week	8 *	7 *	5 1%	2 *	1 *	1 *	-	5 *	3 *	2 1%	3 *	-	2 1%	1 1%	-	-	4 1%	4 1%	4 1%	1 1%	4 1%	2 2% <sup>p</sup>	1 1%	-
Several times a month	28 2%	21 1%	9 1%	12 2%	7 2%	7 2%	-	14 1%	12 1%	1 1%	14 2%	1 1%	3 2%	3 3%	7 2%	1 1%	19 1%	9 2%	9 2%	9 2%	1 *	4 2%	7 3% <sup>w</sup>	-
Once a month	12 1%	7 *	4 1%	2 *	5 1%	5 2% <sup>a</sup>	-	6 1%	5 1%	1 1%	5 1%	2 3% <sup>ghj</sup>	1 *	-	2 1%	-	9 1%	3 1%	2 *	2 1%	1 *	-	2 1%	1 *
Less often	31 2%	23 2%	11 1%	12 2%	7 2%	7 2%	-	19 2%	17 2%	2 1%	12 2%	1 2%	2 1%	3 3%	4 1%	2 2%	22 2%	8 2%	8 2%	7 2%	4 2%	4 2%	5 3%	3 2%
NET: At least daily	49 3%	36 2%	22 3%	14 2%	13 3%	13 4%	-	36 3% <sup>j</sup>	31 4% <sup>j</sup>	5 2%	13 2%	-	1 1%	2 2%	7 2%	3 2%	33 2%	16 3%	15 4%	8 2%	8 5%	5 2%	5 2%	2 2%
NET: At least weekly	88 5%	69 5%	42 5%	27 4%	19 5%	19 6%	-	56 5%	46 5%	10 5%	32 4%	2 2%	4 3%	4 5%	16 5%	5 4%	60 4%	27 5%	25 6%	18 5%	11 6%	13 6%	8 4%	4 3%
NET: At least monthly	128 7%	97 6%	55 7%	41 6%	31 8%	31 9%	-	77 7%	64 7%	13 6%	51 7%	5 6%	8 5%	7 8%	25 8%	6 4%	88 6%	39 8%	37 8%	29 7%	12 7%	17 8%	16 8%	4 3%
NET: Ever	159 9%	120 8%	66 8%	54 8%	39 10% <sup>f</sup>	39 12% <sup>acf</sup>	-	95 9%	81 9%	15 6%	63 8%	6 8%	10 6%	10 11%	29 9%	8 6%	110 8%	47 9%	44 10%	36 9%	16 9%	21 10%	21 11%	7 6%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 369

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**AOL**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Never	1693 91%	1363 91%e	717 91%	646 92%e	330 89%	290 87%	40 100%de	990 91%	777 90%	213 93%	703 91%	70 89%	153 93%	79 89%	277 90%	125 93%	1242 91%	447 89%	385 89%	361 90%	156 89%	177 87%	174 88%	118 93%
Don't know	14 1%	10 1%	6 1%	4 1%	4 1%	4 1%	-	9 1%	7 1%	1 1%	6 1%	2 3%	*	-	2 1%	1 1%	9 1%	5 1%	5 1%	5 1%	2 1%	5 3%p	2 1%	1 1%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 370  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**AOL**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	34 2%	1 2%	4 2%	2 1%	7 2%	7 3%	2 1%	3 2%	1 1%	6 3%	6 1%	1 1%	5 1%	2 1%	-	28 2%	34 2%
Once a day	15 1%	-	1 *	3 1%	5 2%	1 1%	2 1%	-	2 2%	-	5 1%	1 1%	3 1%	1 1%	-	10 1%	15 1%
Several times a week	31 2%	-	2 1%	6 3% <sup>f</sup>	4 1%	2 1%	-	6 5% <sup>bdef</sup>	4 4% <sup>f</sup>	3 1%	8 2%	2 1%	5 2%	2 1%	-	22 2%	31 2%
Once a week	8 *	-	-	4 2% <sup>d</sup>	-	1 *	* *	1 1%	-	-	2 *	1 *	1 *	* 3%	* *	5 *	8 *
Several times a month	28 2%	2 3%	2 1%	6 2%	4 1%	8 3%	1 1%	1 1%	1 1%	3 1%	9 2%	4 2%	7 2%	2 1%	-	19 1%	28 2%
Once a month	12 1%	1 1%	1 1%	2 1%	1 *	2 *	* *	1 1%	1 1%	2 1%	4 1%	3 1%	4 1%	* *	-	8 1%	12 1%
Less often	31 2%	2 2%	6 3%	6 2%	4 1%	3 1%	2 1%	-	-	5 2%	10 2%	4 2%	7 2%	3 2%	-	19 1%	31 2%
NET: At least daily	49 3%	1 2%	5 2%	6 2%	12 4%	8 3%	4 2%	3 2%	3 3%	6 3%	10 2%	2 1%	8 2%	3 2%	-	38 3%	49 3%
NET: At least weekly	88 5%	1 2%	7 3%	16 6%	16 5%	11 4%	4 3%	10 8% <sup>f</sup>	6 7%	9 7%	20 4%	5 4%	14 4%	5 4%	*	65 3%	88 5%
NET: At least monthly	128 7%	4 6%	10 5%	23 9% <sup>f</sup>	22 7%	21 8%	6 4%	12 10% <sup>f</sup>	8 9%	14 9%	33 7%	11 6%	25 8%	7 5%	*	92 7%	128 7%
NET: Ever	159 9%	6 8%	16 8%	29 12% <sup>f</sup>	26 8%	25 10%	8 5%	12 10%	8 9%	19 8%	43 9%	15 8%	32 10%	11 8%	*	111 8%	159 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 370

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**AOL**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1693 91%	65 91%	187 92%	218 86%	281 91%	226 89%	158 94% <sup>c</sup>	107 89%	88 91%	222 92%	420 90%	161 90%	283 89%	122 90%	16 97%	1247 91%	1693 91%
Don't know	14 1%	* 1%	1 1%	5 2% <sup>i</sup>	2 1%	2 1%	2 1%	1 1%	-	-	5 1%	3 1%	4 1%	2 2%	-	9 1%	14 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 371  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Hotmail, Outlook or other Microsoft email**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Several times a day	270 14%	136 15%	134 14%	38 18% <i>i</i>	63 20% <i>g</i>	46 15% <i>i</i>	41 12%	45 16% <i>i</i>	38 9%	96 18% <i>kl</i>	66 12%	48 13%	60 14%	19 12%	7 10%	31 15%	20 13%	19 12%	15 11%	14 15%	28 16%	60 24% <i>nop</i>	30 12%	23 15%	4 7%	51 17%	137 17%	61 34%
Once a day	94 5%	42 5%	51 5%	21 10% <i>ghi</i>	18 6% <i>i</i>	25 8% <i>ghi</i>	11 3%	10 3%	10 2%	31 6%	24 4%	23 6%	16 4%	5 3%	6 9% <i>qt</i>	14 7% <i>t</i>	3 2%	10 6%	6 4%	1 1%	10 6%	18 7% <i>qt</i>	13 5%	7 4%	2 3%	20 6%	48 6%	17 9%
Several times a week	255 14%	123 13%	132 14%	25 12%	51 17% <i>h</i>	44 14% <i>h</i>	60 17% <i>h</i>	24 8%	51 12%	73 14%	77 14%	53 14%	52 12%	14 9%	9 13%	31 15%	21 14%	25 16%	20 15%	10 11%	18 11%	36 14%	32 12%	30 19% <i>nu</i>	9 16%	51 17%	113 14%	23 13%
Once a week	59 3%	27 3%	32 3%	9 4%	11 3%	7 2%	11 3%	13 5% <i>i</i>	8 2%	14 3%	22 4%	16 4%	8 2%	5 3%	2 2%	6 3%	3 2%	4 3%	7 5%	5 5%	8 5%	9 4%	5 2%	2 2%	3 5%	11 4%	24 3%	7 4%
Several times a month	172 9%	75 8%	97 10%	33 16% <i>fgh</i>	33 11%	29 10%	27 8%	23 8%	27 7%	39 7%	63 12% <i>j</i>	35 9%	35 8%	16 10%	7 10%	12 6%	21 14% <i>pu</i>	14 9%	13 10%	7 8%	11 7%	22 9%	20 8%	24 15% <i>puw</i>	4 8%	34 11%	63 8%	12 7%
Once a month	60 3%	30 3%	30 3%	5 2%	14 5% <i>i</i>	19 6% <i>hi</i>	11 3%	7 2%	5 1%	5 1%	16 3% <i>j</i>	12 3% <i>j</i>	28 7% <i>kl</i>	5 3%	6 9% <i>qsvx</i>	6 3% <i>v</i>	2 1%	11 7% <i>qsvx</i>	1 *	6 7% <i>qsv</i>	7 4% <i>v</i>	1 1%	8 3% <i>v</i>	3 2%	3 6% <i>sv</i>	11 4%	26 3%	6 4%
Less often	197 11%	99 11%	98 10%	19 9%	27 9%	37 12%	36 10%	30 11%	47 12%	45 8%	61 11%	40 11%	51 12%	12 8%	5 7%	17 8%	22 14% <i>vy</i>	18 11%	21 16% <i>npv</i>	9 10%	19 11%	19 7%	40 16% <i>npvy</i>	14 9%	2 4%	25 8%	86 11%	15 9%
NET: At least daily	364 19%	178 19%	186 20%	58 29% <i>ghi</i>	81 26% <i>gi</i>	70 23% <i>gi</i>	52 15%	54 19% <i>i</i>	47 12%	126 24% <i>km</i>	90 17%	71 19%	76 18%	24 16%	12 18%	45 21%	23 15%	29 18%	20 15%	15 16%	39 22%	78 31% <i>npqrstwxy</i>	43 17%	29 19%	6 10%	70 23%	185 23%	78 43%
NET: At least weekly	678 36%	327 35%	350 37%	92 45% <i>ghi</i>	143 46% <i>ghi</i>	122 40% <i>i</i>	123 35% <i>i</i>	91 32%	106 26%	213 41% <i>m</i>	189 35%	140 37%	136 32%	43 28%	23 34%	81 39% <i>n</i>	47 31%	58 36%	47 34%	30 32%	66 38%	123 49% <i>nqrstuwxy</i>	80 32%	62 40% <i>n</i>	17 30%	133 43%	323 41%	109 61%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 371

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Hotmail, Outlook or other Microsoft email**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
NET: At least monthly	910 49%	432 47%	478 51%	129 63%ghi	190 62%ghi	171 55%ghi	161 46%i	120 43%i	138 34%	257 49%	268 50%	186 49%	199 47%	64 41%	36 52%	99 48%	70 46%	84 52%	61 45%	43 46%	84 48%	147 58%npqsw	109 43%	88 57%nw	25 44%	178 58%	412 52%	127 71%
NET: Ever	1107 59%	531 58%	576 61%	148 73%ghi	217 70%ghi	208 67%ghi	198 56%i	151 54%i	186 45%	301 57%	328 62%	227 60%	251 59%	76 49%	41 59%	117 56%	92 61%	101 63%n	82 60%	52 56%	103 59%	165 65%ny	149 59%	102 65%ny	27 48%	203 66%	499 63%	143 79%
Never	743 40%	387 42%	356 38%	55 27%	92 30%	98 32%	152 43%def	125 45%def	221 54%def	221 42%	202 38%	149 39%	171 40%	78 51%qrvx	28 41%	86 41%	58 38%	55 34%	53 40%	41 44%	71 41%	83 33%	105 41%	54 35%	30 52%rvx	97 32%	287 36%	32 18%
Don't know	16 1%	5 1%	11 1%	1 1%	-	3 1%	1 *	5 2%e	5 1%	4 1%	3 1%	3 1%	6 1%	-	-	5 3%uw	1 1%	3 2%	-	-	-	5 2%	1 *	-	-	6 2%B	2 *	5 3%

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

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 372

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Hotmail, Outlook or other Microsoft email**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	270 14%	236 14%	30 22%a	12 38%	11 19%	5 16%	1 11%	1 12%	2 21%	2 24%	132 13%	94 16% <sup>m</sup>	38 19% <sup>m</sup>	1 3%
Once a day	94 5%	81 5%	12 9%	* 1%	9 16% <sup>a</sup>	2 7%	-	-	-	-	46 5%	30 5%	14 7%	3 8%
Several times a week	255 14%	234 14%	20 14%	3 10%	3 5%	8 26%	3 53%	2 24%	-	-	126 13%	86 15%	34 17%	7 16%
Once a week	59 3%	53 3%	7 5%	3 10%	2 4%	-	1 10%	1 7%	-	-	31 3%	19 3%	8 4%	2 4%
Several times a month	172 9%	154 9%	16 11%	2 7%	10 17%	3 9%	1 14%	-	1 12%	-	82 8%	56 9%	17 8%	15 35% <sup>ajkl</sup>
Once a month	60 3%	56 3%	3 2%	1 4%	1 2%	-	-	1 7%	-	1 19%	41 4% <sup>l</sup>	13 2%	2 1%	3 7% <sup>l</sup>
Less often	197 11%	182 11%	14 10%	4 12%	6 11%	2 5%	-	2 21%	4 37%	-	112 11%	52 9%	23 11%	5 10%
NET: At least daily	364 19%	317 19%	42 30% <sup>a</sup>	12 39%	20 35% <sup>a</sup>	8 23%	1 11%	1 12%	2 21%	2 24%	178 18%	125 21%	52 25% <sup>jm</sup>	5 11%
NET: At least weekly	678 36%	603 35%	68 50% <sup>a</sup>	19 59%	25 44%	16 49%	4 75%	4 43%	2 21%	2 24%	334 34%	230 39%	94 46% <sup>j</sup>	14 31%
NET: At least monthly	910 49%	813 48%	87 63% <sup>a</sup>	22 70%	36 63% <sup>a</sup>	19 57%	5 89%	5 50%	4 33%	3 43%	458 46%	299 50%	112 55% <sup>j</sup>	32 73% <sup>ajkl</sup>
NET: Ever	1107 59%	995 58%	101 73% <sup>a</sup>	26 82%	42 73% <sup>a</sup>	21 62%	5 89%	7 71%	8 70%	3 43%	570 57%	352 59%	136 66% <sup>j</sup>	36 83% <sup>ajkl</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 372

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Hotmail, Outlook or other Microsoft email**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	743 40%	695 41%bd	35 26%	6 18%	14 24%	12 38%	1 11%	3 29%	4 30%	4 57%	414 42%lm	238 40%m	66 32%mn	7 17%
Don't know	16 1%	14 1%	2 1%	-	2 3%	-	-	-	-	-	9 1%	4 1%	3 1%	-

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 373  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Hotmail, Outlook or other Microsoft email**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	270 14%	223 15%	123 16%	100 14%	47 13%	40 12%	7 19%	187 17% <small>jm</small> n	156 18% <small>ij</small> mn	31 14%	83 11%	10 12%	19 11%	5 6%	29 9%	20 15%	175 13%	94 19% <small>p</small>	84 19% <small>p</small>	75 19% <small>p</small>	34 20% <small>p</small>	37 18% <small>p</small>	40 20% <small>p</small>	20 16%
Once a day	94 5%	79 5%	48 6%	31 4%	15 4%	15 4%	-	68 6% <small>jn</small>	53 6% <small>jn</small>	15 7% <small>jno</small>	26 3%	2 2%	14 8% <small>jno</small>	2 2%	6 2%	3 2%	70 5%	24 5%	21 5%	8 5%	14 7%	10 5%	5 4%	
Several times a week	255 14%	207 14%	114 14%	93 13%	48 13%	43 13%	5 12%	165 15% <small>j</small>	136 16% <small>j</small>	28 12%	90 12%	13 16%	20 12%	10 11%	35 11%	12 9%	190 14%	65 13%	56 13%	51 13%	24 13%	28 14%	24 12%	17 14%
Once a week	59 3%	47 3%	28 4%	19 3%	12 3%	10 3%	2 4%	36 3%	27 3%	8 4%	24 3%	1 1%	7 4%	4 4%	8 2%	5 4%	43 3%	16 3%	16 4%	11 3%	7 4%	5 2%	7 3%	1 *
Several times a month	172 9%	139 9%	77 10%	62 9%	34 9%	32 10%	2 5%	97 9%	72 8%	25 11%	75 10%	5 6%	30 19% <small>ghj</small> kmno	6 7%	22 7%	12 9%	132 10% <small>w</small>	41 8%	38 9%	30 7%	17 10%	13 7%	18 9%	5 4%
Once a month	60 3%	49 3%	20 2%	29 4%	11 3%	11 3%	-	37 3% <small>n</small>	28 3% <small>n</small>	9 4% <small>n</small>	23 3% <small>n</small>	5 6% <small>n</small>	8 5% <small>n</small>	1 1%	3 1%	7 5% <small>n</small>	31 2%	29 6% <small>p</small>	26 6% <small>p</small>	23 6% <small>p</small>	10 6% <small>p</small>	13 6% <small>p</small>	11 6% <small>p</small>	7 5%
Less often	197 11%	155 10%	75 9%	80 11%	42 11%	38 12%	4 9%	112 10%	86 10%	26 11%	85 11%	8 10%	17 10%	13 14%	36 12%	12 9%	147 11%	48 10%	43 10%	42 10%	15 8%	28 14% <small>v</small>	13 7%	14 11%
NET: At least daily	364 19%	302 20%	171 22%	131 19%	62 17%	55 16%	7 19%	255 23% <small>jm</small> n	209 24% <small>ij</small> mn	47 20% <small>ij</small> mn	108 14%	11 15%	32 20% <small>mn</small>	7 8%	34 11%	23 17%	244 18%	119 24% <small>p</small>	106 24% <small>p</small>	96 24% <small>p</small>	43 24%	51 25% <small>p</small>	50 25% <small>p</small>	25 20%
NET: At least weekly	678 36%	556 37%	313 40% <small>de</small>	243 34%	122 33%	108 33%	14 35%	456 42% <small>jmno</small>	372 43% <small>ijmno</small>	84 37% <small>ijmno</small>	222 29%	25 31%	59 36% <small>n</small>	21 24%	77 25%	40 30%	477 35%	200 40%	179 41% <small>p</small>	158 39%	73 42%	84 41%	80 41%	43 34%
NET: At least monthly	910 49%	743 50%	409 52% <small>d</small>	334 47%	167 45%	151 45%	16 40%	590 54% <small>jmno</small>	473 55% <small>ijmno</small>	118 52% <small>ijmno</small>	320 41% <small>n</small>	34 44%	97 59% <small>jk</small> mn	28 32%	101 33%	59 44% <small>n</small>	640 47%	269 54% <small>pw</small>	242 56% <small>pw</small>	211 52%	101 58% <small>pw</small>	110 54%	109 55% <small>pw</small>	55 43%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 373

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Hotmail, Outlook or other Microsoft email**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
NET: Ever	1107	898	484	414	209	189	20	702	559	144	405	42	114	40	137	71	787	317	285	253	115	138	122	69
	59%	60%	61%	59%	56%	57%	50%	64%	65%	63%	52%	54%	70%	46%	45%	53%	58%	63%	65%	63%	66%	68%	62%	54%
Never	743	580	299	281	163	143	20	384	299	85	359	35	48	44	169	63	562	179	148	146	58	63	74	56
	40%	39%	38%	40%	44%	43%	50%	35%	35%	37%	47%	44%	29%	50%	55%	47%	41%	36%	34%	36%	33%	31%	38%	44%
Don't know	16	15	7	8	1	1	-	8	8	-	8	1	1	4	1	*	12	4	2	4	1	2	1	2
	1%	1%	1%	1%	*	*	-	1%	1%	-	1%	2%	1%	4%	*	*	1%	1%	1%	1%	1%	1%	1%	1%

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

\* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 374

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Hotmail, Outlook or other Microsoft email**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	270 14%	9 12%	30 15%	26 10%	37 12%	28 11%	32 19%	21 cde	15 18%	57 24%	68 abcde	26 15%	47 14%	18 15%	1 13%	191 6%	270 14%
Once a day	94 5%	2 3%	9 4%	17 7%	8 3%	9 4%	10 6%	8 7%	9 9%	15 6%	23 5%	8 4%	18 6%	6 4%	2 14%	70 5%	94 5%
Several times a week	255 14%	9 12%	27 13%	30 12%	42 14%	38 15%	20 12%	18 15%	18 19%	28 12%	53 11%	18 10%	36 11%	14 10%	3 16%	198 14%	255 14%
Once a week	59 3%	3 4%	6 3%	7 3%	9 3%	11 4%	5 3%	3 2%	4 4%	9 4%	14 3%	5 3%	7 2%	3 2%	-	45 3%	59 3%
Several times a month	172 9%	10 14%	11 6%	26 10%	32 10%	20 8%	19 11%	7 6%	6 6%	20 8%	53 11%	23 13%	32 10%	14 10%	2 15%	116 9%	172 9%
Once a month	60 3%	2 3%	9 4%	17 7%	14 4%	6 2%	2 1%	1 1%	4 5%	4 1%	24 5%	13 7%	20 6%	7 5%	1 5%	36 3%	60 3%
Less often	197 11%	10 14%	31 15%	30 12%	30 10%	22 9%	13 8%	11 9%	7 7%	27 11%	46 10%	20 11%	30 9%	20 15%	3 19%	149 11%	197 11%
NET: At least daily	364 19%	11 15%	39 19%	43 17%	45 15%	38 15%	41 25%	29 cde	24 24%	72 30%	91 abcde	33 20%	65 19%	23 17%	3 20%	261 19%	364 19%
NET: At least weekly	678 36%	22 31%	72 35%	81 32%	96 31%	86 34%	66 39%	50 42%	46 48%	109 45%	159 acde	56 34%	108 34%	40 30%	6 36%	504 37%	678 36%
NET: At least monthly	910 49%	34 48%	92 45%	124 49%	142 46%	112 44%	87 52%	59 49%	56 58%	133 e	236 50%	92 51%	160 50%	61 45%	9 56%	656 48%	910 49%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 374

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Hotmail, Outlook or other Microsoft email**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
NET: Ever	1107 59%	44 62%	123 61%	154 61%	172 56%	134 53%	100 60%	70 58%	63 65%	160 66%	282 60%	112 63%	190 60%	81 60%	12 76%	805 59%	1107 59%
Never	743 40%	27 38%	78 38%	98 39%	134 43%	114 45%	67 40%	50 41%	34 35%	81 33%	180 38%	65 37%	126 40%	49 36%	4 24%	553 40%	743 40%
Don't know	16 1%	* 1%	2 1%	- -	3 1%	5 2%	1 1%	1 *	- -	1 *	6 1%	1 1%	2 1%	5 4%	- lo	9 1%	16 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 375  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Other**

	Gender		Age							Social Grade				Region										Employment Sector					
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	
Unweighted base	1878	923	955	198	279	330	347	321	403	565	531	380	402	146	62	214	161	166	149	102	174	255	250	144	55	303	776	171	
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180	
Several times a day	21 1%	14 2%	7 1%	1 *	2 1%	3 1%	6 2%	7 2%	3 1%	11 2%	9 1%	1 *	1 *	-	-	2 1%	1 *	-	4 3%	2 nr	3 2%	2 1%	3 1%	4 2%	1 2%	5 2%	10 1%	5 3%	
Once a day	13 1%	9 1%	4 *	3 1%	1 *	2 1%	5 1%	1 *	1 *	4 1%	5 1%	-	5 1%	-	-	4 2%	-	1 1%	-	-	-	8 3%	-	-	-	7 2%	2 B	6 *	3%
Several times a week	19 1%	16 2%	3 b	2 1%	3 1%	1 *	2 1%	3 1%	7 2%	10 2%	2 k	3 1%	4 1%	-	2 2%	2 1%	1 1%	*	1 1%	1 1%	3 1%	2 1%	6 2%	1 1%	-	*	9 1%	3 2%	
Once a week	8 *	7 1%	1 *	1 *	3 1%	3 1%	-	2 1%	-	2 *	2 *	1 *	3 1%	1 1%	-	1 *	-	3 2%	-	-	-	1 1%	-	2 1%	-	-	8 1%	1 1%	
Several times a month	16 1%	11 1%	5 1%	5 3%	4 1%	1 i	2 1%	3 1%	-	8 1%	3 1%	3 1%	2 1%	2 1%	2 4%	2 1%	1 1%	-	1 1%	-	1 1%	3 1%	2 1%	1 *	1 1%	2 1%	9 1%	7 4%	
Once a month	8 *	6 1%	2 *	-	1 *	2 1%	2 1%	1 *	1 *	3 1%	1 *	1 *	3 1%	-	-	-	*	1 1%	-	-	2 1%	2 1%	1 1%	2 1%	-	-	2 *	1 1%	
Less often	48 3%	25 3%	22 2%	6 3%	10 3%	11 4%	6 2%	7 2%	8 2%	14 3%	12 2%	13 4%	8 2%	5 3%	1 1%	4 2%	4 3%	2 2%	4 3%	2 2%	5 3%	13 5%	6 3%	1 *	-	5 2%	29 4%	9 5%	
NET: At least daily	35 2%	23 3%	11 b	3 2%	4 1%	5 2%	10 3%	8 3%	4 1%	15 3%	13 2%	1 *	5 1%	-	-	6 3%	1 n	1 *	4 1%	2 2%	3 2%	10 4%	3 nq	4 1%	2 2%	1 4%	12 B	12 2%	11 6%
NET: At least weekly	62 3%	46 5%	16 b	6 3%	10 3%	9 3%	12 3%	14 5%	12 3%	28 5%	18 3%	5 1%	12 3%	1 1%	2 2%	9 4%	2 1%	5 3%	5 4%	3 3%	6 3%	13 5%	9 nq	6 4%	1 4%	13 4%	30 4%	16 9%	
NET: At least monthly	86 5%	63 7%	22 b	11 2%	15 6%	12 5%	16 4%	19 7%	12 i	38 7%	22 klm	9 4%	12 2%	4 2%	4 6%	10 5%	3 2%	6 4%	6 4%	3 3%	8 5%	18 7%	13 q	9 5%	1 3%	15 5%	41 5%	24 13%	
NET: Ever	133 7%	89 10%	45 b	17 8%	25 8%	23 7%	22 6%	26 9%	20 5%	52 10%	34 klm	22 6%	25 6%	9 6%	5 7%	14 7%	7 5%	9 5%	10 8%	5 6%	13 8%	31 12%	19 nq	9 7%	1 6%	20 3%	70 7%	33 9%	19%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 375  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Other**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1866	923	943	205	309	308	351	281	411	526	534	378	428	154	69*	208	152	160	135	94*	174	254	255	156	57*	306	788	180
Never	1520	738	783	157	268	245	286	225	339	408	443	320	349	129	55	171	130	133	119	75	133	191	206	123	55	253	642	120
	81%	80%	83%	77%	87%	79%	82%	80%	82%	78%	83%	85%	82%	84%	80%	82%	86%	83%	88%	80%	76%	75%	81%	79%	97%	83%	81%	67%
Don't know	212	96	116	30	16	41	43	30	52	66	57	36	54	17	9	22	15	18	6	13	28	32	30	24	-	32	77	27
	11%	10%	12%	15%	5%	13%	12%	11%	13%	13%	11%	9%	13%	11%	13%	11%	10%	11%	4%	14%	16%	13%	12%	15%	-	11%	10%	15%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 376  
**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**  
**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1878	1710	145	33	61	33	7	11	12	8	992	598	207	48
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Several times a day	21 1%	21 1%	1 *	-	-	-	1 11%	-	-	-	8 1%	7 1%	6 3%j	-
Once a day	13 1%	9 1%	4 3%a	-	1 2%	2 5%	1 22%	-	-	2 24%	5 *	3 *	4 2%	-
Several times a week	19 1%	18 1%	* *	1 1%	-	-	-	-	-	-	7 1%	9 2%	1 *	2 4%j
Once a week	8 *	8 *	* *	-	1 1%	-	-	-	-	-	3 *	3 1%	3 1%	-
Several times a month	16 1%	15 1%	1 1%	-	1 2%	-	-	-	-	-	6 1%	8 1%	-	2 4%j
Once a month	8 *	6 *	2 1%	1 3%	-	1 2%	-	-	-	-	4 *	2 *	2 1%	-
Less often	48 3%	38 2%	8 6%a	3 11%	2 3%	3 10%	-	-	-	1 11%	24 2%	18 3%	4 2%	-
NET: At least daily	35 2%	30 2%	5 3%	-	1 2%	2 5%	2 34%	-	-	2 24%	13 1%	9 2%	10 5%jk	-
NET: At least weekly	62 3%	56 3%	5 4%	* 1%	2 3%	2 5%	2 34%	-	-	2 24%	23 2%	22 4%	14 7%j	2 4%
NET: At least monthly	86 5%	78 5%	8 6%	1 5%	2 4%	2 7%	2 34%	-	-	2 24%	33 3%	32 5%	16 8%j	3 7%
NET: Ever	133 7%	116 7%	16 12%a	5 15%	4 7%	5 16%	2 34%	-	-	3 36%	57 6%	50 8%	20 10%j	3 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 376

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1866	1704	138	31**	58*	33**	6**	10**	12**	8**	993	594	204	44*
Never	1520 81%	1397 82%	104 76%	24 77%	45 78%	24 74%	3 53%	8 79%	10 83%	4 57%	826 83%	472 79%	168 82%	32 73%
Don't know	212 11%	191 11%	17 12%	2 8%	9 15%	3 10%	1 14%	2 21%	2 17%	1 7%	109 11%	73 12%	17 8%	9 20%

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

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 377

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1878	1501	800	701	377	337	40	1079	762	317	799	77	178	85	318	141	1355	520	451	428	174	220	214	131
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Several times a day	21 1%	15 1%	4 1%	11 2%	6 2%	4 1%	2 5%ab	15 1%	15 2%	1 *	6 1%	1 1%	1 *	-	5 2%	-	16 1%	5 1%	3 1%	4 1%	2 1%	2 1%	-	2 2%
Once a day	13 1%	13 1%	8 1%	5 1%	-	-	-	9 1%	9 1%	-	4 *	-	1 1%	-	1 *	1 1%	10 1%	3 1%	3 1%	3 1%	-	3 1%	1 1%	-
Several times a week	19 1%	17 1%	10 1%	8 1%	1 *	1 *	-	9 1%	6 1%	3 1%	10 1%	-	2 1%	1 1%	6 2%	-	18 1%qrs	1 *	1 *	1 *	-	1 *	-	-
Once a week	8 *	8 1%	5 1%	3 *	-	-	-	8 1%	7 1%j	1 j	-	-	-	-	-	-	4 *	5 1%	5 1%	3 1%	3 2%p	1 *	3 2%p	-
Several times a month	16 1%	14 1%	8 1%	6 1%	2 1%	2 1%	-	12 1%	11 1%	1 *	4 1%	-	3 2%	-	1 2%	-	9 1%	7 1%	7 1%	4 1%	3 2%	-	4 2%	1 1%
Once a month	8 *	7 *	5 1%	1 *	2 *	-	2 4%abcde*	2 *	2 *	-	6 1%	2 3%ghi	1 1%	-	2 1%	1 1%	7 1%	1 *	1 *	1 *	-	1 *	1 *	-
Less often	48 3%	39 3%	25 3%	15 2%	8 2%	8 2%	-	34 3%	25 3%	9 4%ijn	14 2%	1 2%	3 2%	2 2%	4 1%	4 3%	26 2%	22 4%p	17 4%p	19 5%p	9 5%p	6 3%	12 6%p	11 8%pu
NET: At least daily	35 2%	29 2%	12 2%	16 2%	6 2%	4 1%	2 5%	25 2%i	24 3%i	1 *	10 1%	1 1%	2 1%	-	6 2%	1 1%	27 2%	8 2%	5 1%	7 2%	2 1%	5 2%	1 2%	2 2%
NET: At least weekly	62 3%	54 4%	27 3%	27 4%	7 2%	6 2%	2 5%	42 4%	38 4%	4 2%	20 3%	1 1%	4 3%	1 1%	12 4%	1 1%	49 4%	13 3%	11 2%	11 3%	5 3%	6 3%	5 2%	2 2%
NET: At least monthly	86 5%	75 5%e	41 5%e	34 5%	11 3%	7 2%	4 9%e	56 5%i	51 6%i	5 2%	30 4%	3 4%	9 5%	1 1%	15 5%	2 2%	65 5%	21 4%	18 4%	15 4%	8 5%	7 3%	9 5%	3 3%
NET: Ever	133 7%	114 8%	65 8%e	49 7%	19 5%	16 5%	4 9%	90 8%j	76 9%j	14 6%	44 6%	4 5%	12 7%	3 3%	19 6%	6 4%	91 7%	42 8%	35 8%	34 9%	18 10%	13 6%	21 11%p	14 11%

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



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 377

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1866	1494	790	704	372	333	40*	1094	865	229	772	78*	164	88*	308	134	1361	500	435	403	175	203	197	127
Never	1520	1216	648	567	304	271	34	895	700	195	625	61	128	74	252	110	1113	403	348	322	140	165	147	101
	81%	81%	82%	81%	82%	81%	85%	82%	81%	85%	81%	77%	78%	84%	82%	82%	82%v	81%	80%	80%	80%	81%	75%	80%
Don't know	212	164	76	87	49	46	2	109	89	20	103	13	24	11	36	18	156	55	52	47	17	26	29	11
	11%	11%	10%	12%	13%	14%b	6%	10%	10%	9%	13%gi	17%i	15%	13%	12%	14%	11%	11%	12%	12%	10%	13%	15%	9%

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

\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 378

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1878	81	205	266	319	264	173	116	83	225	468	186	311	135	14	1379	1878
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Several times a day	21 1%	1 1%	3 1%	1 1%	2 1%	2 1%	1 1%	-	1 1%	8 3%cd	6 1%	2 1%	4 1%	-	-	15 1%	21 1%
Once a day	13 1%	-	-	-	4 1%	-	3 2%ce	-	3 3%bce	1 1%	3 1%	1 1%	2 1%	-	-	10 1%	13 1%
Several times a week	19 1%	-	2 1%	4 2%	3 1%	2 1%	* *	1 1%	-	2 1%	4 1%	1 *	4 1%	* *	3 3%	15 1%	19 1%
Once a week	8 *	-	-	4 2%	1 *	-	-	1 1%	-	1 *	3 1%	2 1%	1 *	-	-	5 *	8 *
Several times a month	16 1%	1 1%	3 1%	2 1%	2 1%	1 *	1 1%	-	-	5 2%	4 1%	2 1%	4 1%	2 2%	-	11 1%	16 1%
Once a month	8 *	-	1 1%	* *	-	4 1%cd	-	1 1%	1 1%	-	4 1%	3 1%	3 1%	-	-	3 *	8 *
Less often	48 3%	2 2%	5 2%	6 3%	8 3%	6 2%	5 3%	6 5%	3 3%	4 2%	5 1%	1 *	4 1%	2 1%	-	42 3%j	48 3%
NET: At least daily	35 2%	1 1%	3 1%	1 1%	7 2%	2 1%	4 3%	-	4 4%cg	10 4%ceg	9 2%	4 2%	6 2%	-	-	25 2%	35 2%
NET: At least weekly	62 3%	1 1%	5 2%	9 4%	11 4%	5 2%	5 3%	2 2%	4 4%	12 5%	17 4%	6 4%	11 3%	* *	* 3%	45 3%	62 3%
NET: At least monthly	86 5%	1 2%	9 4%	12 5%	13 4%	9 3%	6 4%	3 3%	5 5%	17 7%	25 5%	11 6%	17 5%	3 2%	* 3%	59 4%	86 5%
NET: Ever	133 7%	3 4%	13 7%	18 7%	21 7%	14 6%	10 6%	9 7%	8 9%	21 9%	30 6%	12 6%	21 7%	4 3%	* 3%	101 7%	133 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 378

**Q17. In the last 12 months how often have you used these online communication services or apps to send emails ? This does not include emails sent for a work purpose.**

**Base: All respondents who have used email services to send letters, documents, emails or long messages in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1866	72*	203	252	309	253	168	120	97*	241	468	178	319	135	16**	1368	1866
Never	1520 81%	65 90%	166 82%	201 80%	255 82%	208 82%	140 83%	97 81%	83 86%	193 80%	371 79%	144 81%	251 79%	105 78%	11 69%	1125 82%	1520 81%
Don't know	212 11%	4 6%	23 12%	33 13%	33 11%	31 12%	17 10%	14 12%	5 5%	27 11%	66 14%	22 13%	46 15%	26 19%	4 28%	141 10%	212 11%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 379

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Summary table**

	WhatsApp	WeChat	iMessage	Facebook Messenger	Skype	Instagram (direct messaging)	Google chats	KIK	IMO	Signal	Line	Viber	Twitter (direct messaging)	Snapchat	Telegram	Other
Unweighted base	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245	1245
Weighted base	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243	1243
Several times a day	172 14%	15 1%	65 5%	118 10%	24 2%	41 3%	13 1%	8 1%	11 1%	10 1%	10 1%	15 1%	15 1%	39 3%	19 2%	10 1%
Once a day	65 5%	7 1%	33 3%	57 5%	17 1%	25 2%	8 1%	10 1%	9 1%	9 1%	11 1%	13 1%	20 2%	20 2%	7 1%	12 1%
Several times a week	177 14%	4 *	54 4%	136 11%	14 1%	18 1%	9 1%	8 1%	4 *	13 1%	4 *	8 1%	15 1%	26 2%	9 1%	8 1%
Once a week	50 4%	4 *	34 3%	73 6%	9 1%	17 1%	5 *	2 *	4 *	3 *	4 *	7 1%	12 1%	16 1%	1 *	1 *
Several times a month	139 11%	6 *	52 4%	122 10%	25 2%	35 3%	12 1%	7 1%	7 1%	2 *	6 *	6 *	20 2%	24 2%	14 1%	10 1%
Once a month	68 5%	7 1%	33 3%	82 7%	17 1%	17 1%	6 1%	4 *	4 *	6 1%	4 *	5 *	20 2%	14 1%	4 *	3 *
Less often	238 19%	15 1%	81 7%	263 21%	119 10%	118 9%	31 3%	15 1%	13 1%	11 1%	19 2%	24 2%	98 8%	79 6%	28 2%	44 4%
NET: At least daily	237 19%	22 2%	98 8%	176 14%	41 3%	65 5%	21 2%	18 1%	20 2%	18 1%	21 2%	28 2%	36 3%	58 5%	26 2%	22 2%
NET: At least weekly	464 37%	31 2%	186 15%	385 31%	64 5%	100 8%	35 3%	29 2%	28 2%	34 3%	29 2%	43 3%	63 5%	101 8%	37 3%	31 3%
NET: At least monthly	670 54%	44 4%	271 22%	589 47%	106 9%	152 12%	54 4%	40 3%	40 3%	42 3%	39 3%	54 4%	102 8%	139 11%	55 4%	44 4%
NET: Ever	909 73%	59 5%	352 28%	851 68%	225 18%	270 22%	85 7%	56 4%	52 4%	54 4%	58 5%	78 6%	200 16%	218 18%	83 7%	88 7%
Never	329 27%	1172 94%	886 71%	384 31%	1008 81%	963 77%	1151 93%	1177 95%	1181 95%	1176 95%	1170 94%	1153 93%	1032 83%	1017 82%	1145 92%	994 80%
Don't know	5 *	13 1%	5 *	8 1%	11 1%	10 1%	7 1%	11 1%	10 1%	13 1%	15 1%	12 1%	11 1%	8 1%	15 1%	162 13%

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 380  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**WhatsApp**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	172	85	86	28	54	41	26	17	4	47	47	35	42	9	6	13	9	18	8	13	16	49	16	11	4	39	99	48
	14%	14%	13%	18% <i>d</i>	22% <i>g</i>	18% <i>h</i>	12% <i>i</i>	11% <i>i</i>	2%	14%	14%	13%	14%	8%	12%	9%	9%	16%	9%	20% <i>n</i>	13%	27% <i>n</i>	9%	13%	12%	17%	17%	32%
Once a day	65	37	28	16	19	11	9	5	6	19	19	13	14	8	-	9	3	10	3	2	7	13	6	3	1	17	36	11
	5%	6%	4%	10% <i>g</i>	8% <i>h</i>	5%	4%	3%	3%	5%	6%	5%	5%	7%	-	7%	4%	9%	3%	2	3%	7%	3%	3%	2%	8%	6%	8%
Several times a week	177	73	103	25	35	35	35	19	28	52	49	32	43	16	6	22	15	19	14	1	20	26	26	8	3	39	80	24
	14%	12%	16%	16%	14%	15%	16%	11%	13%	16%	14%	12%	15%	15% <i>t</i>	13% <i>t</i>	16% <i>t</i>	16% <i>t</i>	16% <i>t</i>	16% <i>t</i>	2%	17% <i>t</i>	14% <i>t</i>	15% <i>t</i>	9%	11%	18%	14%	16%
Once a week	50	23	27	8	15	10	7	4	8	18	10	14	9	2	4	3	5	3	3	4	5	6	9	5	1	10	27	3
	4%	4%	4%	5%	6%	4%	3%	2%	3%	5%	3%	5%	3%	2%	8%	2%	5%	3%	3%	6%	4%	4%	5%	6%	2%	4%	5%	2%
Several times a month	139	68	71	24	27	28	19	20	21	38	44	34	23	7	7	16	9	13	13	8	5	22	26	7	6	21	73	16
	11%	11%	11%	16%	11%	12%	8%	12%	9%	11%	13%	13%	8%	6%	14% <i>u</i>	12% <i>u</i>	10%	12%	15% <i>u</i>	12%	4%	12% <i>u</i>	15% <i>u</i>	8%	18%	10%	13%	11%
Once a month	68	28	40	10	12	15	14	11	7	16	27	10	15	5	1	5	6	5	4	1	5	16	12	5	2	19	27	6
	5%	5%	6%	6%	5%	6%	6%	7%	3%	5%	8% <i>d</i>	4%	5%	4%	3%	4%	6%	5%	5%	1%	4%	9%	7%	6%	8%	9%	5%	4%
Less often	238	117	121	24	44	39	48	35	49	65	73	47	55	30	9	22	19	19	16	14	18	23	41	17	11	45	99	17
	19%	20%	19%	15%	18%	17%	22%	21%	22%	19%	21%	18%	18%	27% <i>u</i>	19%	16%	21%	16%	19%	22%	15%	13%	24% <i>v</i>	20%	34%	20%	17%	11%
NET: At least daily	237	123	114	44	73	52	35	22	10	66	66	49	56	17	6	21	12	29	12	15	23	63	22	14	4	56	135	59
	19%	21%	17%	28% <i>g</i>	30% <i>g</i>	23% <i>h</i>	16% <i>i</i>	13% <i>i</i>	5%	20%	19%	19%	19%	15%	12%	16%	13%	25% <i>q</i>	13%	23%	19%	34% <i>n</i>	13%	16%	14%	25%	24%	39%
NET: At least weekly	464	219	245	76	123	97	77	45	46	136	125	95	108	35	16	46	32	51	28	20	49	95	57	27	8	105	242	87
	37%	37%	38%	49% <i>g</i>	50% <i>g</i>	42% <i>h</i>	35% <i>i</i>	27%	21%	40%	36%	36%	36%	32%	32%	35%	34%	44%	33%	31%	41%	52% <i>n</i>	33%	31%	27%	47%	42%	58%
NET: At least monthly	670	314	356	110	162	139	109	76	74	190	196	139	146	47	24	67	47	70	46	29	60	132	94	39	16	145	341	109
	54%	53%	55%	70% <i>g</i>	66% <i>g</i>	60% <i>g</i>	49% <i>i</i>	46% <i>i</i>	33%	56%	57%	53%	49%	43%	49%	51%	50%	60% <i>n</i>	52%	44%	50%	73% <i>n</i>	55%	45%	53%	65%	60%	72%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 380

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WhatsApp**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	909	432	477	134	206	179	157	111	123	254	268	185	201	76	34	89	66	88	62	43	78	155	135	56	27	190	441	125
	73%	73%	73%	86%ghi	84%ghi	77%hi	71%hi	67%hi	55%	75%lm	78%lm	71%	68%	70%	68%	67%	71%	76%	71%	67%	65%	85%nop	79%pux	64%	87%	85%B	77%	83%
Never	329	156	173	23	38	51	64	54	101	83	77	75	94	33	16	43	27	26	26	21	43	27	35	29	4	32	128	24
	27%	27%	26%	14%	16%	22%	29%de	33%def	45%def	25%	22%	29%	32%k	30%v	32%v	32%vw	29%v	23%	29%v	33%v	35%rw	15%	21%	33%w	13%	15%	22%A	16%
Don't know	5	2	3	-	1	2	-	-	1	-	*	2	2	-	-	1	-	1	-	-	-	-	-	2	-	-	1	1
	*	*	*	-	*	1%	-	-	1%	-	*	1%	1%	-	-	1%	-	1%	-	-	-	-	-	3%	-	-	*	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 381

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WhatsApp**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	172 14%	122 11%	43 38%a	12 46%	18 35%a	10 45%	1 36%	2 20%	1 5%	-	82 13%	60 15%	25 18%	2 6%
Once a day	65 5%	54 5%	9 8%	2 6%	5 10%	2 9%	-	1 9%	-	2 24%	33 5%	24 6%	5 4%	1 2%
Several times a week	177 14%	156 14%	21 18%	5 18%	8 16%	4 18%	1 32%	3 30%	2 21%	-	93 14%	53 13%	21 16%	4 15%
Once a week	50 4%	48 4%	2 2%	2 8%	-	-	-	-	-	-	31 5%	12 3%	6 4%	2 6%
Several times a month	139 11%	125 11%	13 12%	2 6%	9 18%	3 11%	-	-	1 10%	1 14%	71 11%	47 12%	15 11%	4 13%
Once a month	68 5%	61 6%	6 5%	1 3%	3 6%	1 3%	1 33%	-	-	1 11%	35 5%	24 6%	4 3%	4 12%
Less often	238 19%	223 20%b	12 11%	2 9%	5 11%	1 3%	-	3 41%	2 20%	3 38%	123 19%	78 20%	24 17%	8 28%
NET: At least daily	237 19%	175 16%	53 46%a	14 52%	22 44%a	13 53%	1 36%	2 28%	1 5%	2 24%	115 18%	83 21%	30 22%	3 9%
NET: At least weekly	464 37%	379 34%	76 67%a	21 77%	30 60%a	17 71%	3 67%	5 59%	3 25%	2 24%	240 37%	148 37%	57 42%	9 30%
NET: At least monthly	670 54%	565 51%	95 84%a	23 87%	42 84%a	20 85%	4 100%	4 59%	4 35%	4 49%	346 53%	219 55%	77 56%	16 55%
NET: Ever	909 73%	788 71%	107 94%a	26 96%	48 94%a	21 88%	4 100%	8 100%	6 56%	7 87%	469 72%	297 75%	100 73%	24 84%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 381

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	329 27%	320 29%bd	6 6%	1 4%	2 5%	3 12%	-	-	5 44%	1 13%	182 28%	98 25%	37 27%	5 16%
Don't know	5 *	4 *	1 *	-	1 1%	-	-	-	-	-	4 1%	-	1 *	-

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 382  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**WhatsApp**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	172 14%	150 15%cd	102 18%cd	48 11%	22 9%	22 10%	-	137 17%ijlmn	123 20%ijlmn	14 9% <i>n</i>	34 8%	8 15% <i>mn</i>	8 7%	1 2%	5 3%	12 14% <i>mn</i>	89 10%	82 21% <i>p</i>	75 22% <i>p</i>	58 19% <i>p</i>	41 30% <i>psw</i>	35 22% <i>p</i>	30 20% <i>p</i>	11 13%
Once a day	65 5%	56 6%	34 6%	22 5%	9 4%	8 4%	1 5%	54 7% <i>ijn</i>	43 7% <i>ijn</i>	10 6% <i>ijn</i>	11 3%	1 1%	6 6% <i>n</i>	1 2%	2 1%	2 2%	40 5%	25 7%	24 7%	22 7%	8 5%	10 6%	11 7%	7 9%
Several times a week	177 14%	132 13%	74 13%	58 13%	44 18%	43 19% <i>a</i>	1 7%	119 15%	98 15%	21 13%	57 13%	8 15%	13 13%	6 10%	18 12%	12 14%	113 13%	62 16%	53 15%	48 16%	20 14%	26 16%	24 16%	14 16%
Once a week	50 4%	39 4%	28 5% <i>c</i>	10 2%	12 5%	12 5%	-	36 5%	32 5%	5 3%	14 3%	-	4 4%	2 3%	6 4%	3 3%	35 4%	15 4%	14 4%	11 4%	8 6%	6 4%	6 4%	2 3%
Several times a month	139 11%	117 12%	65 12%	52 12%	22 9%	19 9%	3 14%	94 12%	69 11%	25 16% <i>jm</i>	45 10%	3 6%	15 15% <i>m</i>	2 3%	14 9%	11 13%	88 10%	51 13%	43 13%	40 13%	14 10%	19 11%	20 13%	14 17%
Once a month	68 5%	53 5%	28 5%	25 6%	15 6%	14 6%	1 6%	46 6%	36 6%	10 6%	22 5%	3 6%	6 6%	3 5%	6 4%	4 5%	45 5%	23 6%	21 6%	20 6%	6 5%	13 8%	8 5%	2 3%
Less often	238 19%	188 19%	90 16%	99 22% <i>b</i>	50 20%	46 20%	4 21%	144 18%	113 18%	32 20%	94 21%	13 23%	20 19%	10 18%	32 21%	19 23%	182 21% <i>qrs</i>	57 15%	54 16%	45 15%	24 17%	24 15%	24 16%	11 13%
NET: At least daily	237 19%	206 21% <i>cde</i>	136 25% <i>cde</i>	70 16%	31 13%	30 13%	1 5%	191 24% <i>ijlmn</i>	167 26% <i>ijlmn</i>	24 15% <i>mn</i>	46 10% <i>n</i>	9 16% <i>n</i>	14 13% <i>n</i>	2 4%	7 4%	14 17% <i>mn</i>	129 15%	107 28% <i>p</i>	99 29% <i>p</i>	80 26% <i>p</i>	49 35% <i>pw</i>	46 28% <i>p</i>	41 27% <i>p</i>	18 22%
NET: At least weekly	464 37%	377 38% <i>c</i>	239 43% <i>c</i>	138 31%	87 35%	84 37%	2 12%	347 44% <i>ijlmn</i>	296 47% <i>ijklmno</i>	50 32% <i>mn</i>	117 26%	17 31%	31 29%	10 17%	31 21%	28 33% <i>m</i>	276 32%	184 48% <i>p</i>	166 48% <i>p</i>	139 45% <i>p</i>	78 55% <i>p</i>	78 47% <i>p</i>	71 47% <i>p</i>	34 41%
NET: At least monthly	670 54%	547 55% <i>c</i>	331 60% <i>cd</i>	215 48%	124 51%	117 52%	6 33%	486 61% <i>ijklmno</i>	401 63% <i>ijklmno</i>	86 54% <i>jmno</i>	184 41% <i>n</i>	24 43%	53 50% <i>mn</i>	14 24%	51 34%	42 51% <i>mn</i>	409 48%	258 67% <i>p</i>	230 67% <i>p</i>	199 65% <i>p</i>	98 70% <i>p</i>	109 67% <i>p</i>	99 65% <i>p</i>	51 61% <i>p</i>

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 382

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WhatsApp**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
NET: Ever	909	735	421	314	174	163	11	631	513	118	278	36	73	24	83	62	591	315	283	244	122	133	123	62
	73%	74%	76% <sup>c</sup>	70%	71%	73%	53%	80% <sup>g</sup>	81% <sup>h</sup>	81% <sup>i</sup>	81% <sup>j</sup>	62% <sup>m</sup>	66% <sup>n</sup>	69% <sup>o</sup>	42% <sup>p</sup>	74% <sup>q</sup>	69%	82% <sup>r</sup>	83% <sup>s</sup>	80% <sup>t</sup>	87% <sup>u</sup>	81% <sup>v</sup>	81% <sup>w</sup>	74%
Never	329	259	130	128	71	62	9	160	118	42	169	19	33	32	66	20	262	68	57	59	17	28	27	21
	27%	26%	24%	29%	29%	27%	47%	20%	19%	26% <sup>h</sup>	38% <sup>g</sup>	34% <sup>h</sup>	31% <sup>g</sup>	55% <sup>g</sup>	44% <sup>g</sup>	24%	31% <sup>q</sup>	18%	17%	19%	12%	17%	18%	26% <sup>t</sup>
Don't know	5	5	*	4	-	-	-	1	1	*	4	-	-	1	-	2	2	3	3	3	1	3	2	-
	*	*	*	1%	-	-	-	*	*	*	1%	-	-	2% <sup>g</sup>	-	3% <sup>g</sup>	*	1%	1%	1%	1%	2% <sup>p</sup>	1% <sup>p</sup>	-

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

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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 383

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	172 14%	3 6%	17 14%	29 18%	26 12%	19 12%	22 20%a	13 14%	9 13%	25 14%	32 10%	19 15%	18 9%	5 6%	* 4%	134 15%lm	172 14%
Once a day	65 5%	4 7%	2 2%	6 4%	9 4%	9 6%	9 8%b	12 13%abcdi	6 8%	4 3%	14 5%	9 7%	7 3%	2 2%	-	49 5%	65 5%
Several times a week	177 14%	4 7%	17 14%	20 12%	28 13%	23 14%	19 17%	10 11%	11 16%	31 18%	42 14%	13 10%	32 16%	16 18%	-	133 15%	177 14%
Once a week	50 4%	3 5%	1 1%	7 4%	3 1%	5 3%	5 5%	8 9%bd	4 5%	13 7%bd	10 3%	5 4%	5 2%	1 1%	1 7%	40 4%	50 4%
Several times a month	139 11%	3 5%	12 10%	13 8%	33 16%ch	21 13%	14 12%	8 9%	4 5%	20 11%	32 10%	14 11%	17 8%	7 8%	3 35%	104 11%	139 11%
Once a month	68 5%	3 6%	3 2%	15 9%be	13 6%	3 2%	6 5%	3 3%	4 5%	16 9%be	11 4%	7 5%	5 2%	3 4%	-	56 6%l	68 5%
Less often	238 19%	13 26%	24 20%	24 15%	34 16%	32 20%	18 16%	19 21%	18 26%	32 19%	52 17%	21 16%	33 16%	18 21%	1 14%	180 20%	238 19%
NET: At least daily	237 19%	7 13%	19 16%	35 22%	35 17%	28 18%	31 27%bdi	25 27%d	15 22%	29 17%	47 15%	28 22%lm	25 12%	7 8%	* 4%	183 20%lm	237 19%
NET: At least weekly	464 37%	13 26%	37 31%	61 39%	66 31%	56 35%	55 49%abde	43 47%abd	29 42%	73 42%cd	98 32%	45 35%	62 30%	24 27%	1 11%	356 39%jlm	464 37%
NET: At least monthly	670 54%	19 37%	52 43%	89 56%ab	112 53%	79 50%	75 66%abde	54 59%ab	36 52%	109 63%abe	142 46%	66 52%	84 41%	34 39%	5 47%	517 57%jlm	670 54%
NET: Ever	909 73%	32 63%	76 64%	113 71%	146 69%	111 70%	93 82%abde	73 81%cab	54 78%	141 81%abde	194 63%	86 68%	117 57%	53 60%	6 61%	697 77%ijklm	909 73%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 383

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	329 27%	18 37% <sup>fgi</sup>	44 36% <sup>fgi</sup>	45 28%	63 30% <sup>fi</sup>	45 29%	21 18%	17 19%	15 22%	33 19%	112 36% <sup>o</sup>	39 31%	85 41% <sup>o</sup>	34 39% <sup>o</sup>	4 39%	212 23%	329 27%
Don't know	5 *	- -	- -	* *	2 1%	2 1%	- -	- -	- -	- -	4 1% <sup>o</sup>	2 2% <sup>o</sup>	4 2% <sup>o</sup>	1 2% <sup>o</sup>	- -	1 *	5 *

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 384

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (c)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	15 1%	11 2%	4 1%	8 5% fghi	4 2%	-	2 1%	1 *	-	6 2% l	3 1%	-	5 2% l	-	2 3%	3 2%	-	*	2 3%	-	3 3%	4 2%	1 *	-	-	5 2%	9 2%	12 8%
Once a day	7 1%	7 1% b	-	2 1%	1 *	4 2%	-	-	-	3 1%	2 1%	1 *	1 *	-	-	5 4% vw	-	1 1%	-	-	1 1%	-	-	-	-	4 2%	3 1%	5 4%
Several times a week	4 *	4 1%	1 *	-	1 *	3 1%	1 *	-	-	3 1%	1 *	-	-	-	-	-	1 1%	1 1%	-	-	1 1%	2 1%	-	-	-	-	4 1%	3 2%
Once a week	4 *	-	4 1%	3 2%	2 1%	-	-	-	-	1 *	-	3 1%	-	1 1%	1 3% w	-	-	-	-	-	-	-	-	2 2%	-	1 1%	3 1%	2 1%
Several times a month	6 *	4 1%	1 *	2 1%	3 1%	1 *	-	-	-	3 1%	3 1%	-	1 *	-	-	-	-	1 *	1 1%	3 3% pv	-	-	1 1%	1 1%	1 2%	-	3 *	3 2%
Once a month	7 1%	7 1% b	-	3 2%	2 1%	3 1%	-	-	-	3 1%	2 1%	2 1%	-	-	-	2 2%	-	1 1%	-	2 3% w	1 1%	1 *	-	-	-	-	6 1%	3 2%
Less often	15 1%	5 1%	10 2%	3 2%	5 2%	2 1%	2 1%	2 1%	1 *	6 2%	6 2%	2 1%	1 *	4 4%	-	1 1%	3 3%	2 2%	-	-	1 *	1 2%	3 2%	-	*	2 1%	11 2%	6 4%
NET: At least daily	22 2%	18 3% b	4 1%	10 7% fghi	5 2% i	4 2%	2 1%	1 *	-	9 3% l	5 2%	1 *	7 2%	-	2 3%	8 6% nqwx	-	2 1%	2 3%	-	4 3%	4 2%	1 *	-	-	9 4%	12 2%	17 12%
NET: At least weekly	31 2%	22 4% b	9 1%	13 8% efgh	8 3% i	7 3% i	3 1%	1 *	-	14 4%	7 2%	4 2%	7 2%	1 1%	3 6% w	8 6% w	1 1%	2 2%	2 3%	-	5 4% w	6 3%	1 *	2 2%	-	10 5%	19 3%	22 15%
NET: At least monthly	44 4%	33 6% b	11 2%	18 11% efgh	12 5% ghi	10 4% hi	3 1%	1 *	-	19 6%	11 3%	6 2%	7 2%	1 1%	3 6% w	10 8% nqw	1 1%	4 3%	3 4%	4 6% qw	6 5% w	7 4%	1 1%	3 3%	1 2%	10 5%	28 5%	29 19%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 384

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	59 5%	38 7% <sup>b</sup>	21 3%	21 13% <sup>fghi</sup>	18 7% <sup>ghi</sup>	12 5% <sup>i</sup>	5 2%	3 2%	1 *	25 7% <sup>lm</sup>	17 5%	8 3%	8 3%	6 5%	3 6%	12 9% <sup>tw</sup>	4 4%	6 6%	3 4%	4 6%	7 5%	8 4%	4 2%	3 3%	1 3%	12 5%	39 7%	35 23%
Never	1172 94%	544 92%	627 96% <sup>a</sup>	136 87%	222 91%	217 94% <sup>d</sup>	213 96% <sup>de</sup>	162 98% <sup>def</sup>	222 99% <sup>def</sup>	309 92%	325 94%	253 96% <sup>j</sup>	284 96%	103 94%	47 94%	122 91%	89 95%	108 93%	84 96%	60 94%	114 95%	165 91%	166 98% <sup>pv</sup>	84 97%	30 97%	207 93%	523 92%	110 73%
Don't know	13 1%	7 1%	5 1%	-	5 2%	2 1%	3 2%	-	2 1%	3 1%	4 1%	1 *	4 1%	1 1%	-	-	1 1%	1 1%	-	-	-	9 5% <sup>psuw</sup>	-	-	-	3 2%	7 1%	5 3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 385

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	15 1%	9 1%	6 5%a	1 5%	3 7%a	*	1 2%	-	-	2 24%	1 *	8 2%j	4 3%j	-
Once a day	7 1%	4 *	4 3%a	-	2 4%a	2 7%	-	-	-	-	3 *	4 1%	-	1 2%
Several times a week	4 *	2 *	3 2%a	2 7%	1 2%a	-	-	-	-	-	-	1 *	4 3%jk	-
Once a week	4 *	4 *	-	-	-	-	-	-	-	2 *	2 1%	-	-	-
Several times a month	6 *	4 *	2 2%	-	2 3%a	-	-	-	-	4 1%	*	1 *	1 3%	-
Once a month	7 1%	5 *	2 1%	-	1 2%	1 3%	-	-	-	3 *	4 1%	-	-	-
Less often	15 1%	11 1%	3 3%	1 2%	1 3%	1 6%	-	-	-	1 11%	9 1%	3 1%	2 1%	-
NET: At least daily	22 2%	13 1%	9 8%a	1 5%	5 10%a	2 8%	1 16%	-	-	2 24%	4 1%	11 3%j	4 3%j	1 2%
NET: At least weekly	31 2%	19 2%	12 11%a	3 12%	6 12%a	2 8%	1 16%	-	-	2 24%	7 1%	14 4%j	8 6%j	1 2%
NET: At least monthly	44 4%	29 3%	15 13%a	3 12%	9 17%a	3 11%	1 16%	-	-	2 24%	13 2%	19 5%j	8 6%j	2 6%
NET: Ever	59 5%	40 4%	19 16%a	4 14%	10 20%a	4 17%	1 16%	-	-	3 36%	22 3%	22 6%	10 7%j	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
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**ONLINE Fieldwork: 17th-18th February 2020**

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1172	1062	92	23	39	19	3	8	11	5	628	370	124	27
	94%	96% <sup>bd</sup>	81%	86%	77%	83%	64%	100%	100%	64%	96% <sup>l</sup>	94%	90%	92%
Don't know	13	10	3	-	2	-	1	-	-	-	6	3	3	1
	1%	1%	2%	-	3%	-	20%	-	-	-	1%	1%	3%	2%

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

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	15 1%	15 1%	8 1%	7 2%	-	-	-	14 2%j	13 2%j	1 1%	1 *	-	1 1%	-	-	-	8 1%	6 2%	6 2%	3 1%	3 2%	2 1%	1 1%	-
Once a day	7 1%	7 1%	5 1%	2 *	-	-	-	7 1%	7 1%	-	1 *	-	1 1%	-	-	-	5 1%	2 1%	2 1%	2 1%	1 1%	2 1%	2 1%	-
Several times a week	4 *	4 *	3 1%	1 *	-	-	-	4 1%	4 1%	-	-	-	-	-	-	-	1 *	4 1%p	4 1%p	4 1%p	1 1%	4 2%p	2 1%p	-
Once a week	4 *	2 *	1 *	1 *	2 1%	2 1%	-	4 1%	4 1%	1 1%	-	-	-	-	-	-	1 *	4 1%p	4 1%p	2 1%	1 1%	1 1%	1 1%	-
Several times a month	6 *	5 1%	3 1%	2 *	1 *	1 *	-	3 *	3 *	-	3 1%	-	3 3%ghijn	-	-	-	3 *	3 1%	3 1%	1 *	3 2%ps	1 *	-	-
Once a month	7 1%	7 1%	4 1%	3 1%	-	-	-	6 1%	6 1%	1 *	1 *	1 1%	-	-	-	-	5 1%	2 1%	2 1%	-	-	-	2 1%	-
Less often	15 1%	14 1%	8 1%	7 1%	1 *	1 *	-	13 2%	9 1%	3 2%	3 1%	-	1 1%	-	1 1%	1 1%	9 1%	7 2%	7 2%	4 1%	2 2%	2 1%	4 3%	1 1%
NET: At least daily	22 2%	22 2%de	13 2%de	9 2%de	-	-	-	21 3%j	20 3%jn	1 1%	1 *	-	1 1%	-	-	-	14 2%	8 2%	8 2%	5 2%	5 3%	4 2%	3 2%	-
NET: At least weekly	31 2%	29 3%	17 3%	12 3%	2 1%	2 1%	-	30 4%jn	28 4%jn	2 1%	1 *	-	1 1%	-	-	-	15 2%	16 4%p	16 5%p	11 4%	7 5%pw	8 5%pw	6 4%	-
NET: At least monthly	44 4%	41 4%cd	24 4%de	17 4%	3 1%	3 1%	-	39 5%jn	36 6%jno	2 1%	5 1%	1 1%	5 4%jn	-	-	-	23 3%	21 5%pw	21 6%pw	14 4%	10 7%pw	9 5%w	9 6%w	-
NET: Ever	59 5%	55 6%de	32 6%de	24 5%de	4 2%	4 2%	-	51 6%jn	46 7%jn	5 3%	8 2%	1 1%	5 5%n	-	1 1%	1 1%	31 4%	28 7%pw	28 8%pw	18 6%	13 9%pw	11 7%w	13 8%pw	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
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### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1172	931	509	423	240	221	20	731	577	153	441	54	100	58	147	83	813	356	313	286	126	151	138	83
	94%	93%	92%	95%	98%abc	98%ab	100%	92%	91%	96%	98%gh	97%	95%	100%gh	99%gh	99%gh	95%rtv	92%	91%	93%	90%	92%	91%	99%qrstuv
Don't know	13	12	12	-	1	1	-	10	9	1	2	1	1	-	1	-	10	2	2	2	1	2	1	-
	1%	1%c	2%c	-	*	*	-	1%	1%	1%	1%	2%	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 387

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k or more (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	15 1%	1 1%	-	7 4% cbei	4 2%	-	2 1%	-	1 1%	1 1%	5 2%	3 2%	5 2%	* 1%	* 4%	9 1%	15 1%
Once a day	7 1%	-	1 1%	-	-	-	3 3% cdei	-	3 4% cdei	-	1 *	1 1%	-	-	-	7 1%	7 1%
Several times a week	4 *	-	-	-	-	-	1 2%	1 2%	1 1%	-	-	-	-	-	-	4 *	4 *
Once a week	4 *	1 2%	-	1 1%	2 1%	-	-	-	-	-	1 *	1 1%	-	-	-	4 *	4 *
Several times a month	6 *	2 3% di	-	1 1%	1 *	2 1%	1 *	-	-	-	1 *	-	1 *	-	-	5 1%	6 *
Once a month	7 1%	-	-	1 *	2 1%	2 2%	-	-	1 1%	1 1%	1 *	1 1%	-	-	-	6 1%	7 1%
Less often	15 1%	3 6% b	-	2 1%	3 1%	2 1%	1 1%	2 2%	-	2 1%	3 1%	3 2%	2 1%	-	-	11 1%	15 1%
NET: At least daily	22 2%	1 1%	1 1%	7 4% ei	4 2%	-	5 4% ei	-	3 5% e	1 1%	6 2%	4 3%	5 2%	* 1%	* 4%	16 2%	22 2%
NET: At least weekly	31 2%	1 3% e	1 1%	8 5% e	6 3% e	-	5 4% e	1 2%	4 6% bei	2 1%	7 2%	5 4%	5 2%	* 1%	* 4%	23 3%	31 2%
NET: At least monthly	44 4%	3 6% b	1 1%	10 6% b	9 4%	4 3%	6 5%	1 2%	5 8% bi	3 2%	8 3%	5 4%	5 3%	* 1%	* 4%	35 4%	44 4%
NET: Ever	59 5%	6 12% bi	1 1%	12 8% b	11 5% b	6 4%	7 6% b	3 4%	5 8% b	5 3%	11 4%	8 6%	7 4%	* 1%	* 4%	46 5%	59 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 387

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**WeChat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1172 94%	44 87%	119 99% h	143 90%	197 94%	150 95%	105 92%	86 95%	64 92%	168 97% ac	295 95%	118 92%	196 96%	88 99% k	9 96%	856 94%	1172 94%
Don't know	13 1%	1 1%	-	4 2%	2 1%	2 1%	2 2%	1 1%	-	-	4 1%	2 2%	2 1%	-	-	9 1%	13 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 388

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	65 5%	27 5%	38 6%	20 13% cfghi	17 7% i	13 6% i	6 3% i	7 4% i	2 1%	17 5%	17 5%	16 6%	14 5%	1	5 11% npw	4 3%	3 4%	8 7% n	4 4%	5 7% n	10 9% nw	17 9% npw	4 3%	4 4%	-	17 8%	38 7%	17 11%
Once a day	33 3%	18 3%	16 2%	10 6% hi	6 2% i	8 3% h	6 3% h	-	3 1%	8 2%	11 3%	5 2%	8 3%	1	1 6% rs	8 2%	2 2%	-	*	2 3%	7 6% s	6 3%	4 2%	1 1%	1 3%	10 4%	17 3%	9 6%
Several times a week	54 4%	23 4%	31 5%	16 10% eghi	10 4% i	13 6% hi	10 4%	2 1%	4 2%	22 7% m	14 4%	10 4%	8 3%	7 7% p	1 3%	2 1%	7 7% p	3 2%	7 8% p	2 3%	7 5%	7 4%	7 4%	5 6%	1 4%	11 5%	23 4%	7 4%
Once a week	34 3%	16 3%	18 3%	11 7% fg	7 3% i	2 1% i	5 2% i	4 2% i	5 2% i	12 4%	7 2%	8 3%	7 2%	4 4%	1 3%	3 2%	4 4%	4 3%	1 2%	-	2 4%	7 3%	5 3%	3 3%	1 2%	6 3%	15 3%	4 3%
Several times a month	52 4%	20 3%	32 5%	12 8% hi	15 6% hi	11 5% h	7 3%	1 1%	4 2%	14 4%	16 5%	11 4%	11 4%	6 5%	3 6% u	7 5%	2 2%	3 2%	3 3%	5 7% u	1 1%	8 4%	7 4%	8 9% ru	1 3%	11 5%	27 5%	10 7%
Once a month	33 3%	13 2%	20 3%	7 4% i	9 9% i	5 7% i	7 4% i	2 6% i	3 6% i	11 8%	12 7%	2 5%	7 6%	5 1%	1 3%	5 7% n	5 7% n	1 10% nt	1 5%	1 1%	1 5% u	3 8% n	6 8% n	2 10% nt	1 12%	9 11% B	14 6%	2 5%
Less often	81 7%	28 5%	53 8% a	10 7% i	22 9% i	15 7% i	10 4% i	11 6% i	13 6% i	25 8%	25 7%	13 5%	17 6%	1	1 3%	10 7% n	7 7% n	11 10% nt	4 5%	1 1%	6 5% u	14 8% n	13 8% n	8 10% nt	4 12%	24 11% B	32 6%	8 5%
NET: At least daily	98 8%	45 8%	53 8%	31 19% efgh i	23 9% i	21 9% i	12 6% i	7 4% i	5 2% i	25 7% i	29 8%	22 8%	23 8%	2 2%	6 12% n	12 9% n	5 6% i	8 7% i	4 5%	6 10% n	18 15% nsw	23 12% nw	8 5%	5 6%	1 3%	27 12% B	55 10%	26 18%
NET: At least weekly	186 15%	84 14%	102 16%	57 36% efg hi	40 16% hi	36 16% hi	27 12% i	13 8%	14 6% i	59 18%	50 14%	40 15%	38 13%	13 12%	9 18%	16 12%	16 17%	14 12%	13 14%	8 13%	27 22% w	36 20%	20 12%	12 14%	3 9%	43 19%	93 16%	38 25%
NET: At least monthly	271 22%	117 20%	154 24%	76 49% efg hi	64 26% hi	52 22% hi	41 19% hi	16 10%	21 10%	84 25%	78 20%	54 20%	56 19%	23 21%	13 26%	28 21%	23 25%	18 16%	16 19%	14 21%	28 23%	47 26%	33 19%	23 26%	5 15%	63 28%	134 23%	50 33%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 388

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	352 28%	145 25%	207 32% <sup>a</sup>	87 55% <sup>efg</sup>	87 35% <sup>ghi</sup>	67 29% <sup>hi</sup>	51 23%	27 16%	34 15%	109 32% <sup>m</sup>	103 30%	66 25%	73 25%	25 22%	14 29%	38 28%	30 32%	30 26%	20 23%	14 22%	34 29%	61 34%	46 27%	31 36%	8 26%	87 39% <sup>B</sup>	166 29%	58 38%
Never	886 71%	441 75% <sup>b</sup>	444 68%	69 44%	157 64% <sup>d</sup>	165 71% <sup>d</sup>	167 76% <sup>de</sup>	137 83% <sup>def</sup>	191 85% <sup>def</sup>	226 67%	242 70%	197 75%	221 75%	85 78% <sup>v</sup>	35 71%	95 72%	64 68%	86 74%	67 77% <sup>v</sup>	50 78%	85 71%	116 64%	124 73%	56 64%	23 74%	136 61%	399 70% <sup>A</sup>	93 62%
Don't know	5 *	4 1%	2 *	1 *	1 *	-	3 1%	1 1%	-	1 *	1 *	-	3 1%	-	-	-	-	*	-	-	1 1%	4 2%	-	-	-	-	4 1%	-

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 389

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	65 5%	49 4%	14 12%a	4 16%	4 7%	3 14%	1 36%	1 14%	-	2 24%	33 5%	21 5%	8 6%	1 3%
Once a day	33 3%	23 2%	8 7%a	2 7%	4 8%a	2 9%	-	-	-	-	19 3%	10 3%	3 2%	1 5%
Several times a week	54 4%	50 5%	4 3%	-	4 7%	-	-	-	-	-	24 4%	14 3%	9 6%	7 23%
Once a week	34 3%	29 3%	5 4%	2 9%	-	1 5%	1 32%	-	-	-	18 3%	9 2%	5 4%	2 7%
Several times a month	52 4%	44 4%	8 7%	4 15%	3 5%	2 7%	-	-	-	-	15 2%	21 5%j	9 7%j	6 21%
Once a month	33 3%	30 3%	1 1%	-	1 1%	1 3%	-	-	-	1 11%	14 2%	14 4%	2 1%	2 5%
Less often	81 7%	73 7%	8 7%	3 11%	4 7%	1 6%	-	-	-	-	31 5%	30 7%	18 13%j	3 10%
NET: At least daily	98 8%	73 7%	22 19%a	6 23%	8 16%a	5 22%	1 36%	1 14%	-	2 24%	52 8%	31 8%	11 8%	2 7%
NET: At least weekly	186 15%	152 14%	30 27%a	9 32%	12 23%	6 27%	3 67%	1 14%	-	2 24%	94 14%	54 14%	25 18%	11 37%
NET: At least monthly	271 22%	226 20%	40 35%a	13 47%	15 29%	9 37%	3 67%	1 14%	-	3 36%	124 19%	89 23%	36 26%	19 64%
NET: Ever	352 28%	299 27%	48 42%a	16 58%	18 37%	10 43%	3 67%	1 14%	-	3 36%	155 24%	119 30%j	54 39%j	21 73%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 389

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	886 71%	808 73% <sup>b</sup>	65 57%	11 42%	32 63%	14 57%	1 33%	7 86%	11 100%	5 64%	496 76% <sup>l</sup>	277 70%	83 61%	7 25%
Don't know	5	5	*	-	*	-	-	-	-	-	4 1%	-	*	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 390

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	65 5%	62 6% <sup>de</sup>	43 8% <sup>cde</sup>	19 4% <sup>de</sup>	2 1%	2 1%	-	55 7% <sup>ijn</sup>	50 8% <sup>ijmn</sup>	5 3%	10 2%	1 1%	3 3%	-	2 1%	5 5%	42 5%	23 6%	23 7%	16 5%	13 9%	10 6%	10 6%	4 5%
Once a day	33 3%	24 2%	14 2%	11 2%	9 4%	9 4%	-	27 3%	25 4% <sup>j</sup>	2 1%	6 1%	1 1%	4 4%	-	1 1%	* 1%	18 2%	15 4%	11 3%	13 4%	3 2%	5 3%	8 5% <sup>p</sup>	4 5%
Several times a week	54 4%	46 5%	23 4%	22 5%	8 3%	8 4%	-	34 4% <sup>n</sup>	30 5% <sup>n</sup>	4 3% <sup>n</sup>	20 4% <sup>n</sup>	2 1%	11 11% <sup>ghijn</sup>	1 2%	-	5 6% <sup>n</sup>	33 4%	21 6%	20 6%	18 6%	9 7%	11 7%	9 6%	3 4%
Once a week	34 3%	27 3%	17 3%	10 2%	7 3%	7 3%	-	20 3%	16 3%	4 3%	14 3%	* 3%	6 1%	-	4 3%	3 4%	21 2%	13 3%	13 4%	11 4%	5 3%	5 3%	9 6% <sup>pw</sup>	-
Several times a month	52 4%	40 4%	22 4%	18 4%	12 5%	11 5%	2 8%	37 5%	32 5%	5 3%	14 3%	4 7% <sup>o</sup>	6 6% <sup>o</sup>	1 2%	3 2%	-	30 4%	22 6%	19 5%	17 5%	9 6%	9 5%	8 5%	7 8%
Once a month	33 3%	24 2%	13 2%	11 2%	9 4%	9 4%	-	23 3%	16 3%	6 4%	10 2%	2 4%	4 4%	1 2%	2 1%	-	24 3%	9 2%	8 2%	5 2%	4 3%	3 2%	1 1%	1 1%
Less often	81 7%	64 6%	28 5%	36 8%	17 7%	17 8%	-	57 7%	44 7%	13 8%	24 5%	4 7%	6 6%	4 7%	7 5%	4 5%	57 7%	23 6%	22 6%	17 6%	9 6%	9 5%	9 5%	2 3%
NET: At least daily	98 8%	87 9% <sup>d</sup>	57 10% <sup>de</sup>	30 7%	11 5%	11 5%	-	82 10% <sup>ijmn</sup>	74 12% <sup>ijmn</sup>	7 5%	17 4%	1 2%	7 7%	-	3 2%	5 6%	60 7%	38 10%	34 10%	29 9%	15 11%	15 9%	17 11%	8 10%
NET: At least weekly	186 15%	160 16%	97 18% <sup>d</sup>	63 14%	26 11%	26 12%	-	136 17% <sup>ijmn</sup>	120 19% <sup>ijmn</sup>	16 10%	50 11% <sup>mn</sup>	4 7%	25 23% <sup>ijkmn</sup>	1 2%	7 5%	13 16% <sup>mn</sup>	114 13%	73 19% <sup>p</sup>	68 20% <sup>p</sup>	58 19% <sup>p</sup>	30 21% <sup>p</sup>	31 19%	36 24% <sup>p</sup>	12 14%
NET: At least monthly	271 22%	223 22%	132 24%	91 20%	48 19%	46 20%	2 8%	196 25% <sup>ijmn</sup>	169 27% <sup>ijmn</sup>	27 17% <sup>n</sup>	75 17% <sup>n</sup>	10 18%	35 33% <sup>ijmno</sup>	4 6%	12 8%	13 16%	168 20%	103 27% <sup>p</sup>	94 27% <sup>p</sup>	79 26% <sup>p</sup>	42 30% <sup>p</sup>	43 26%	45 30% <sup>p</sup>	19 23%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 390

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
NET: Ever	352	287	160	127	65	63	2	253	213	40	99	14	41	7	19	17	225	126	116	97	51	52	55	21
	28%	29%	29%	28%	26%	28%	8%	32%	34%	25%	22%	25%	39%	13%	13%	20%	33%	34%	32%	36%	32%	36%	26%	
Never	886	706	387	319	180	162	18	535	416	119	351	40	64	50	130	67	624	259	227	209	89	112	98	62
	71%	71%	70%	71%	74%	72%	92%	68%	66%	74%	78%	73%	60%	87%	87%	80%	67%	66%	68%	64%	68%	64%	74%	
Don't know	5	5	5	1	-	-	-	4	3	1	1	1	1	-	-	-	5	-	-	-	-	-	-	-
	*	1%	1%	*	-	-	-	1%	*	1%	*	1%	1%	-	-	-	1%	-	-	-	-	-	-	-

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



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	65 5%	1 2%	4 3%	12 7%	11 5%	7 5%	10 9%	5 5%	4 6%	10 6%	9 3%	5 4%	6 3%	1 2%	*	55 6%	65 5%
Once a day	33 3%	1 2%	1 1%	2 1%	5 2%	4 3%	7 6% bc	1 1%	7 10% bcdeg	1 1%	3 1%	2 2%	3 2%	2 2%	-	28 3%	33 3%
Several times a week	54 4%	1 1%	5 4%	6 4%	7 3%	4 2%	4 4%	4 4%	8 12% cde	9 5%	17 5%	9 7%	12 6%	2 2%	-	36 4%	54 4%
Once a week	34 3%	1 1%	3 2%	3 2%	4 2%	1 1%	2 2%	6 6% e	2 2%	11 6% de	10 3%	5 4%	5 2%	2 2%	-	24 3%	34 3%
Several times a month	52 4%	3 7%	3 3%	5 3%	12 6%	7 4%	3 3%	2 2%	-	12 7% h	5 2%	4 4%	3 1%	-	-	45 5% j	52 4%
Once a month	33 3%	3 7%	1 1%	2 1%	5 3%	4 2%	5 4%	1 1%	4 6%	5 3%	6 2%	2 2%	3 2%	-	-	26 3%	33 3%
Less often	81 7%	1 3%	7 6%	5 3%	12 6%	12 8%	11 10% c	5 5%	4 5%	20 11% c	22 7%	6 5%	14 7%	12 14% ko	-	59 7%	81 7%
NET: At least daily	98 8%	2 4%	5 4%	14 9%	16 7%	12 7%	17 15% bdi	6 6%	11 15% bi	11 6%	13 4%	8 6%	9 4%	3 4%	*	83 9% j	98 8%
NET: At least weekly	186 15%	3 7%	12 10%	23 14%	27 13%	17 11%	23 21% abe	15 17%	20 e	31 29% abcd	39 18%	21 16%	26 13%	7 8%	*	143 16%	186 15%
NET: At least monthly	271 22%	10 20%	16 14%	30 19%	44 21%	27 17%	31 27% b	18 20%	24 35% bcde	48 27% be	50 16%	28 22% m	32 16%	7 8%	*	214 23% jlm	271 22%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 391

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
NET: Ever	352 28%	11 23%	23 19%	35 22%	57 27%	39 25%	43 38% <sup>bce</sup>	23 25%	28 40% <sup>bce</sup>	68 39% <sup>abcd</sup>	72 23%	34 27%	46 23%	20 22%	* 4%	273 30% <sup>j</sup>	352 28%
Never	886 71%	38 76%	96 81% <sup>fhi</sup>	120 76% <sup>fhi</sup>	154 73% <sup>i</sup>	119 75% <sup>fhi</sup>	71 62%	67 75% <sup>i</sup>	41 60%	106 61%	238 77% <sup>o</sup>	93 73%	159 77% <sup>o</sup>	68 78%	9 96%	632 69%	886 71%
Don't know	5 *	1 1%	-	4 3% <sup>d</sup>	-	-	-	-	-	-	-	-	-	-	-	5 1%	5 *

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 392

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	Gender		Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	118	47	71	23	35	23	18	12	8	27	27	18	46	7	4	18	5	11	11	11	15	20	9	7	1	24	59	28
	10%	8%	11%	15%hi	14%chi	10%ci	8%	7%	4%	8%	8%	7%	15%jkl	6%	9%	14%qw	5%	9%	12%	17%ngq	13%w	11%	6%	8%	3%	11%	10%	19%
Once a day	57	27	30	14	12	18	7	-	6	17	12	10	19	6	1	9	2	4	4	4	9	8	6	4	2	5	31	17
	5%	5%	5%	9%ghi	5%h	8%ghi	3%h	-	3%h	5%	3%	4%	6%	6%	1%	6%	2%	3%	4%	6%	7%	4%	3%	5%	6%	2%	5%	11%
Several times a week	136	50	86	28	23	26	27	15	19	33	37	30	36	8	5	13	12	18	13	4	14	16	19	12	3	25	66	19
	11%	9%	13%a	18%ehi	9%	11%	12%	9%	8%	10%	11%	11%	12%	7%	11%	10%	13%	15%	15%	6%	12%	9%	11%	14%	9%	11%	12%	12%
Once a week	73	29	44	9	16	14	7	13	14	19	22	16	16	5	5	10	10	4	5	1	5	9	14	3	1	11	32	14
	6%	5%	7%	5%	7%	6%	3%	8%	6%	6%	6%	6%	5%	5%	10%	8%	10%t	4%	6%	1%	4%	5%	8%	4%	5%	5%	6%	10%
Several times a month	122	47	75	25	24	19	17	16	21	29	35	23	35	14	6	8	11	8	8	11	13	9	15	16	4	21	53	11
	10%	8%	12%a	16%fg	10%	8%	8%	10%	9%	9%	10%	9%	12%	13%v	12%	6%	12%	7%	10%	17%prv	11%	5%	9%	18%prv	12%	9%	9%	8%
Once a month	82	37	44	10	16	16	11	16	13	21	23	21	17	12	7	3	6	6	6	5	4	7	15	10	1	19	33	9
	7%	6%	7%	6%	7%	7%	5%	9%	6%	6%	7%	8%	6%	11%puv	15%puv	2%	6%	5%	6%	8%	3%	4%	15	9%p	11%puv	4%	9%	6%
Less often	263	120	142	22	54	42	60	35	50	64	73	68	58	24	13	27	17	28	10	13	25	37	44	13	11	53	115	20
	21%	20%	22%	14%	22%	18%	27%df	21%	22%	19%	21%	26%	20%	22%	26%st	20%	19%	24%st	11%	20%	21%	37	26%st	15%	37%	24%	20%	13%
NET: At least daily	176	74	102	37	46	41	25	12	14	43	39	28	65	13	5	27	7	14	14	14	24	27	15	11	3	29	89	45
	14%	13%	16%	24%ghi	19%ghi	18%hi	11%	7%	6%	13%	11%	11%	22%jkl	12%	10%	20%qw	7%	13%	16%	23%qw	20%qw	15%	9%	13%	9%	13%	16%	30%
NET: At least weekly	385	153	232	74	85	80	59	40	47	96	98	74	117	26	15	50	29	36	32	19	44	52	49	26	7	65	186	78
	31%	26%	35%a	47%efg	35%hi	35%hi	27%	24%	21%	28%	28%	28%	39%jkl	24%	31%	38%on	31%	31%	37%	30%	36%	28%	29%	30%	22%	29%	33%	52%
NET: At least monthly	589	238	351	108	126	116	86	72	81	145	157	117	169	52	28	61	45	50	46	35	61	68	78	52	12	106	272	98
	47%	40%	54%a	69%efg	51%gi	50%gi	39%	44%	36%	43%	45%	45%	57%jkl	47%	57%v	46%	48%	43%	53%v	54%v	50%v	38%	46%	60%rv	38%	48%	48%	65%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 392

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	851 68%	358 61%	494 76% <sup>a</sup>	130 83% <sup>fgh</sup>	180 73% <sup>ai</sup>	158 68% <sup>ai</sup>	146 66%	107 65%	132 59%	209 62%	230 66%	185 70% <sup>aj</sup>	227 76% <sup>ajk</sup>	76 70%	41 83% <sup>psv</sup>	88 66%	63 67%	78 68%	56 64%	48 75% <sup>av</sup>	86 71% <sup>av</sup>	105 58%	122 72% <sup>av</sup>	65 75% <sup>av</sup>	23 74%	159 71%	387 68%	119 79%
Never	384 31%	226 38% <sup>b</sup>	158 24%	27 17%	63 26%	73 31% <sup>d</sup>	72 33% <sup>d</sup>	57 35% <sup>d</sup>	92 41% <sup>def</sup>	127 38% <sup>lm</sup>	115 33% <sup>m</sup>	76 29%	67 22%	33 30%	8 17%	44 33%	31 33%	36 31%	31 36% <sup>o</sup>	16 25%	34 28%	72 40% <sup>owx</sup>	48 28%	22 25%	8 26%	63 28%	178 31%	30 20%
Don't know	8 1%	6 1%	2 *	-	2 1%	1 *	3 1%	1 1%	1 1%	1 *	1 *	2 1%	3 1%	-	-	1 1%	-	1 1%	-	-	1 1%	4 2%	-	-	-	1 *	5 1%	1 1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 393

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	118 10%	100 9%	16 14%	5 18%	6 12%	1 6%	1 36%	2 20%	2 16%	2 24%	67 10%	29 7%	15 11%	3 9%
Once a day	57 5%	43 4%	11 10%a	1 5%	6 11%a	4 16%	-	-	-	-	25 4%	26 7%	5 4%	1 2%
Several times a week	136 11%	126 11%	10 9%	2 8%	6 12%	2 8%	-	-	1 6%	-	81 12%	35 9%	13 9%	7 23%
Once a week	73 6%	70 6%	2 2%	1 3%	-	1 3%	-	1 8%	-	-	42 6%	20 5%	8 6%	2 8%
Several times a month	122 10%	119 11%b	3 3%	1 3%	2 4%	-	-	-	1 13%	-	73 11%	35 9%	8 6%	4 14%
Once a month	82 7%	78 7%b	2 2%	1 2%	1 1%	1 3%	-	-	1 8%	1 11%	36 5%	30 7%	11 8%	3 12%
Less often	263 21%	238 21%	21 19%	6 21%	5 11%	5 23%	1 33%	3 40%	-	2 31%	146 22%	77 20%	30 21%	7 23%
NET: At least daily	176 14%	143 13%	27 23%a	6 24%	12 24%a	5 22%	1 36%	2 20%	2 16%	2 24%	93 14%	55 14%	20 14%	3 11%
NET: At least weekly	385 31%	339 30%	39 34%	9 34%	18 36%	8 33%	1 36%	2 28%	2 22%	2 24%	215 33%	110 28%	40 29%	12 41%
NET: At least monthly	589 47%	535 48%	43 38%	10 39%	21 41%	8 39%	1 36%	2 28%	5 42%	3 36%	324 49%	175 44%	59 43%	20 67%
NET: Ever	851 68%	773 70%bd	65 57%	16 60%	26 52%	14 59%	3 68%	6 68%	5 42%	5 67%	470 72%k	252 64%	89 65%	26 90%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	384 31%	331 30%	48 43%a	11 40%	24 47%a	10 41%	1 32%	3 32%	6 50%	3 33%	181 28%	142 36%j	48 35%	2 8%
Don't know	8 1%	7 1%	* *	- -	* 1%	- -	- -	- -	1 8%	- -	5 1%	1 *	* *	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 394

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	118 10%	104 10%de	60 11%de	44 10%	14 6%	13 6%	1 5%	83 10%mn	69 11%mn	14 8%	36 8%	10 18%jmn	11 10%mn	1 1%	5 3%	9 11%n	63 7%	55 14%p	51 15%p	41 13%p	23 16%p	16 10%	23 15%p	14 17%p
Once a day	57 5%	47 5%	25 5%	22 5%	10 4%	10 4%	-	36 5%	30 5%	6 4%	21 5%	2 3%	9 8%	2 3%	5 5%	4 5%	31 4%	26 7%p	24 7%p	20 6%p	11 8%p	13 8%p	11 7%	8 9%p
Several times a week	136 11%	102 10%	49 9%	53 12%	34 14%b	31 14%	3 17%	91 11%	71 11%	19 12%	46 10%	8 14%	12 12%	6 10%	12 8%	7 9%	91 11%	45 12%	36 11%	40 13%	10 7%	24 15%t	15 10%	11 13%
Once a week	73 6%	55 6%	34 6%	22 5%	18 7%	16 7%	2 10%	42 5%	35 6%	7 4%	30 7%	1 3%	6 5%	7 12%	8 6%	8 10%	49 6%	24 6%	22 7%	17 5%	9 7%	7 4%	11 7%	1 1%
Several times a month	122 10%	89 9%	44 8%	45 10%	33 14%ab	32 14%ab	1 5%	74 9%n	58 9%n	16 10%n	48 11%n	6 11%n	15 14%n	13 22%ghijn	5 3%	10 12%n	85 10%	35 9%	31 9%	29 9%	10 7%	16 10%	16 10%	8 10%
Once a month	82 7%	63 6%	22 4%	41 9%b	19 8%b	18 8%b	1 5%	52 7%	41 6%	11 7%	30 7%	6 11%	9 8%	3 4%	10 7%	2 3%	61 7%u	21 5%	17 5%	15 5%	10 7%u	3 2%	9 6%	4 5%
Less often	263 21%	211 21%	122 22%	89 20%	52 21%	46 20%	6 30%	168 21%	125 20%	43 27%hl	95 21%	10 18%	17 16%	15 26%	31 21%	21 25%	183 21%	79 20%	71 21%	69 23%	28 20%	41 25%	33 22%	19 23%
NET: At least daily	176 14%	152 15%d	86 16%d	66 15%	24 10%	23 10%	1 5%	119 15%mn	100 16%mn	19 12%	57 13%	11 21%mn	20 19%mn	3 5%	10 7%	13 15%n	94 11%	82 21%p	75 22%p	61 20%p	33 24%p	29 18%p	34 22%p	22 26%p
NET: At least weekly	385 31%	309 31%	168 30%	141 32%	76 31%	69 31%	6 33%	252 32%n	206 33%n	46 29%	133 29%n	21 37%n	38 36%n	15 27%	30 20%	29 34%n	235 27%	150 39%p	133 39%p	117 38%p	52 37%p	60 40%p	60 40%p	33 40%p
NET: At least monthly	589 47%	460 46%	234 42%	227 51%b	128 52%b	120 53%b	8 43%	378 48%n	305 48%n	73 45%n	211 47%n	32 59%n	61 58%gijn	31 53%n	45 30%	41 49%n	380 45%	206 53%p	182 53%p	161 53%p	72 52%	79 48%	85 56%p	46 55%
NET: Ever	851 68%	672 67%	356 64%	316 71%	180 73%b	165 74%b	14 73%	546 69%n	430 68%n	115 72%n	306 68%n	42 77%n	79 75%n	46 80%n	76 51%	62 75%n	564 66%	285 74%p	253 74%p	230 75%p	100 72%	120 73%	118 78%p	65 78%p

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 394

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	384	320	191	129	64	59	5	241	196	44	144	13	26	10	73	21	284	100	89	75	39	43	34	18
	31%	32%	35%de	29%	26%	26%	27%	30%	31%	28%	32% <sup>m</sup>	23%	25%	18%	49% <sup>ghijklmo</sup>	25%	33% <sup>qrs</sup>	26%	26%	25%	28%	26%	22%	22%
Don't know	8	7	4	2	1	1	-	6	5	*	2	-	1	1	-	-	7	1	1	1	1	1	-	-
	1%	1%	1%	*	*	*	-	1%	1%	*	*	-	1%	2%	-	-	1%	*	*	*	1%	*	-	-

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

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	118 10%	8 16% <sub>i</sub>	15 13% <sub>i</sub>	19 12% <sub>i</sub>	21 10% <sub>i</sub>	14 9% <sub>i</sub>	15 13% <sub>i</sub>	7 8%	6 9%	5 3%	38 12%	15 12%	28 14% <sub>o</sub>	10 12%	2 19%	76 8%	118 10%
Once a day	57 5%	5 9% <sub>i</sub>	6 5%	11 7% <sub>i</sub>	11 5%	6 4%	5 5%	4 5%	3 4%	3 2%	16 5%	7 6%	11 6%	6 7%	* 4%	38 4%	57 5%
Several times a week	136 11%	3 6%	19 16%	12 8%	22 10%	23 15%	14 13%	9 11%	5 8%	17 10%	40 13%	15 12%	21 10%	15 17%	- -	93 10%	136 11%
Once a week	73 6%	3 7%	7 6%	12 8%	12 6%	9 6%	10 5%	10 12% <sub>hi</sub>	1 2%	7 4%	22 7%	10 8%	15 7%	8 9%	1 7%	50 5%	73 6%
Several times a month	122 10%	5 11%	15 13%	21 14% <sub>g</sub>	21 10%	18 11%	12 10%	4 4%	7 8%	15 8%	40 13%	20 16% <sub>o</sub>	26 12%	11 12%	2 25%	82 9%	122 10%
Once a month	82 7%	3 6%	7 6%	7 5%	11 5%	10 6%	5 4%	4 5%	8 4%	16 9%	20 6%	8 6%	16 8%	3 4%	- -	60 7%	82 7%
Less often	263 21%	7 14%	20 17%	28 18%	56 27%	34 22%	28 24%	19 21%	13 19%	35 20%	62 20%	25 19%	42 20%	15 17%	- -	197 22%	263 21%
NET: At least daily	176 14%	13 26% <sub>ei</sub>	21 17% <sub>i</sub>	30 19% <sub>i</sub>	32 15% <sub>i</sub>	20 13% <sub>i</sub>	20 18% <sub>i</sub>	12 13% <sub>i</sub>	9 13%	8 5%	54 17%	22 18%	40 19% <sub>o</sub>	16 19%	2 23%	114 13%	176 14%
NET: At least weekly	385 31%	19 38% <sub>i</sub>	46 39% <sub>hi</sub>	55 35% <sub>i</sub>	66 31% <sub>i</sub>	53 34% <sub>i</sub>	40 35% <sub>i</sub>	32 35% <sub>i</sub>	15 22%	32 19%	116 37% <sub>o</sub>	47 37%	75 37% <sub>o</sub>	40 45% <sub>o</sub>	3 30%	256 28%	385 31%
NET: At least monthly	589 47%	28 56% <sub>i</sub>	69 58% <sub>i</sub>	84 53% <sub>i</sub>	97 46%	81 51% <sub>i</sub>	57 50% <sub>i</sub>	40 44%	30 44%	63 36%	175 57% <sub>o</sub>	76 59% <sub>o</sub>	117 57% <sub>o</sub>	54 61% <sub>o</sub>	5 55%	398 44%	589 47%
NET: Ever	851 68%	35 69%	89 75% <sub>i</sub>	112 71% <sub>i</sub>	153 73% <sub>i</sub>	115 73% <sub>i</sub>	85 75% <sub>i</sub>	58 65%	44 63%	98 56%	237 77% <sub>o</sub>	100 79% <sub>o</sub>	158 77% <sub>o</sub>	68 78% <sub>o</sub>	5 55%	595 65%	851 68%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 395

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	384 31%	15 30%	30 25%	42 26%	57 27%	41 26%	29 25%	32 35%	26 37%	76 44% bcde	71 23%	27 21%	45 22%	18 21%	4 45%	309 34% ijklm	384 31%
Don't know	8 1%	1 1%	-	5 3% di	-	2 1%	-	-	-	-	1 *	-	1 1%	1 2%	-	6 1%	8 1%

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

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	24	15	9	6	3	7	3	3	2	9	4	1	10	-	-	3	-	2	3	1	5	7	1	-	1	8	13	10
	2%	3%	1%	4%	1%	3%	1%	2%	1%	3%l	1%	*	3%l	-	-	3%	-	2%	3%	2%	4%nw	4%w	*	-	3%	3%	2%	7%
Once a day	17	17	-	6	4	6	-	-	1	10	5	2	-	-	2	7	-	1	-	2	-	4	1	-	-	5	9	13
	1%	3%b	-	4%ghi	2%	3%gh	-	-	*	3%lm	2%	1%	-	-	3%	5%nqrs	-	1%	-	3%	-	2%	1%	-	-	2%	2%	9%
Several times a week	14	6	8	2	3	4	3	2	*	4	4	5	1	-	-	1	1	-	3	-	2	5	2	-	-	3	8	4
	1%	1%	1%	1%	1%	2%	1%	1%	*	1%	1%	2%	*	-	-	1%	1%	-	3%	-	2%	3%	1%	-	-	1%	1%	2%
Once a week	9	6	3	-	2	4	2	1	1	3	2	3	1	-	-	-	1	-	1	2	1	2	2	-	1	3	5	2
	1%	1%	*	-	1%	2%	1%	1%	*	1%	1%	1%	*	-	-	-	1%	-	1%	3%	1%	1%	1%	-	2%	1%	1%	2%
Several times a month	25	11	14	7	4	7	2	2	3	10	7	4	5	1	1	5	-	3	1	-	2	3	4	4	1	4	18	8
	2%	2%	2%	5%g	1%	3%	1%	1%	2%	3%	2%	2%	2%	1%	3%	4%	-	2%	1%	-	1%	3%	4%	4%	3%	2%	3%	5%
Once a month	17	12	5	3	5	3	2	4	1	9	5	2	1	1	-	3	1	1	-	2	1	3	2	1	2	4	11	8
	1%	2%	1%	2%	2%	1%	1%	2%	*	3%lm	2%	1%	*	1%	-	2%	1%	1%	-	3%	1%	2%	1%	2%	6%	2%	2%	5%
Less often	119	50	69	15	20	16	25	13	30	33	35	26	25	12	2	10	11	10	9	4	14	23	13	7	5	9	61	25
	10%	8%	11%	9%	8%	7%	11%	8%	13%f	10%	10%	10%	8%	11%	4%	7%	12%	9%	10%	7%	11%	13%	8%	8%	15%	4%	11%A	16%
NET: At least daily	41	32	9	11	7	14	3	3	3	19	9	3	10	-	2	10	-	3	3	4	5	12	2	-	1	13	23	23
	3%	5%b	1%	7%ghi	3%	6%gi	1%	2%	1%	6%l	3%	1%	3%	-	3%	8%nqwx	-	3%	3%	5%nx	4%n	6%nqwx	1%	-	3%	6%	4%	15%
NET: At least weekly	64	44	20	13	12	21	8	6	4	26	16	10	12	-	2	12	2	3	6	6	9	19	5	-	1	18	36	29
	5%	7%b	3%	8%gi	5%	9%ghi	3%	4%	2%	8%	5%	4%	4%	-	3%	9%nqrw	2%	3%	7%nx	9%nx	7%nx	10%nqrw	3%	-	5%	8%	6%	19%
NET: At least monthly	106	66	40	23	20	31	11	12	9	44	28	16	18	3	3	20	3	6	7	8	11	25	11	5	4	27	64	45
	9%	11%b	6%	15%ghi	8%	13%gi	5%	7%	4%	13%klm	8%	6%	6%	3%	6%	15%nqrw	3%	6%	8%	12%nx	9%	14%nqr	7%	6%	13%	12%	11%	30%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
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### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	225 18%	116 20%	108 17%	38 24%	40 16%	47 20%	36 16%	25 15%	39 17%	77 23%lm	64 18%	42 16%	42 14%	14 13%	5 10%	30 22%	14 15%	17 14%	16 18%	12 18%	24 20%	48 26% wx	25 15%	12 13%	9 28%	36 16%	125 22%	69 46%
Never	1008 81%	467 79%	541 83%	117 75%	201 82%	184 80%	182 82%	139 84% d	184 82%	258 76%	282 81%	218 83%	250 84% j	95 86% v	45 90% v	102 77%	79 85% v	99 85% v	72 82%	52 82%	94 78%	129 71%	144 85% v	75 86% v	22 72%	186 84%	439 77%	79 52%
Don't know	11 1%	7 1%	4 1%	1 1%	3 1%	-	3 1%	* 1%	2 1%	2 1%	1 *	3 1%	5 2%	* *	-	1 1%	-	* *	-	-	2 2%	5 3%	1 1%	1 1%	-	* *	5 1%	2 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
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**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	24 2%	17 2%	7 7%a	1 5%	3 6%a	* 2%	1 36%	1 14%	-	2 24%	9 1%	9 2%	5 3%	-
Once a day	17 1%	11 1%	6 5%a	-	4 8%a	2 7%	-	-	-	-	6 1%	7 2%	3 2%	1 2%
Several times a week	14 1%	11 1%	3 3%	-	2 3%	1 5%	-	-	-	-	6 1%	5 1%	2 2%	-
Once a week	9 1%	7 1%	2 1%	1 4%	1 1%	-	-	-	-	-	5 1%	2 1%	2 1%	-
Several times a month	25 2%	23 2%	3 2%	1 4%	1 1%	1 4%	-	-	-	-	14 2%	10 2%	2 1%	-
Once a month	17 1%	14 1%	3 2%	1 2%	-	1 6%	-	1 8%	-	-	5 1%	4 1%	7 5%jk	-
Less often	119 10%	101 9%	15 14%	3 11%	8 16%	2 8%	1 18%	2 24%	-	1 11%	64 10%	44 11%	7 5%	2 7%
NET: At least daily	41 3%	28 3%	13 12%a	1 5%	7 15%a	2 8%	1 36%	1 14%	-	2 24%	15 2%	16 4%	8 6%j	1 2%
NET: At least weekly	64 5%	45 4%	18 16%a	2 8%	10 19%a	3 14%	1 36%	1 14%	-	2 24%	26 4%	23 6%	12 9%j	1 2%
NET: At least monthly	106 9%	82 7%	23 20%a	4 14%	10 21%a	6 24%	1 36%	2 22%	-	2 24%	45 7%	38 10%	21 15%j	1 2%
NET: Ever	225 18%	183 16%	39 34%a	7 26%	18 36%a	7 31%	2 54%	4 46%	-	3 36%	109 17%	81 21%	28 20%	3 10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 397

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1008 81%	920 83% <sup>bd</sup>	74 65%	20 74%	31 62%	16 69%	2 46%	5 54%	11 100%	5 64%	539 82%	313 79%	108 79%	26 88%
Don't know	11 1%	10 1%	1 1%	-	1 2%	-	-	-	-	-	7 1%	1 *	1 1%	1 2%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 398

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	24 2%	24 2%de	11 2%de	13 3%de	-	-	-	21 3%j	20 3%ij	1 1%	3 1%	-	1 1%	-	2 1%	-	12 3%p	13 4%p	9 3%	6 4%p	7 4%p	4 2%	-	-
Once a day	17 1%	15 2%	13 2%c	2 *	2 1%	2 1%	-	14 2%	14 2%ij	-	2 1%	-	1 1%	-	1 1%	-	10 2%	6 2%	6 1%	4 1%	2 1%	4 3%	3 2%	-
Several times a week	14 1%	10 1%	6 1%	4 1%	3 1%	3 1%	-	10 1%	10 2%	1 *	3 1%	2 3%	1 1%	-	* *	-	8 1%	5 1%	3 1%	5 2%	1 *	2 1%	2 2%	2 3%
Once a week	9 1%	7 1%	4 1%	3 1%	2 1%	2 1%	-	8 1%	8 1%	1 *	1 *	-	1 1%	-	1 1%	-	4 1%	5 2%	5 2%	4 1%	3 2%	3 1%	2 1%	1 2%
Several times a month	25 2%	19 2%	11 2%	8 2%	6 3%	6 3%	-	22 3%j	16 2%j	6 4%jn	3 1%	-	2 2%	-	1 1%	-	15 2%	10 3%	10 3%	8 3%	4 3%	4 2%	6 4%	1 2%
Once a month	17 1%	13 1%	9 2%	4 1%	4 2%	4 2%	-	15 2%	11 2%	4 2%j	2 *	1 1%	-	-	1 1%	-	10 2%	7 2%	6 2%	5 2%	3 2%	3 2%	3 2%	1 1%
Less often	119 10%	93 9%	58 11%	34 8%	26 11%	26 12%	-	70 9%	61 10%	9 6%	49 11%i	6 11%	11 10%	3 5%	23 15%gi	7 8%	75 11%	41 10%	35 10%	35 11%	15 11%	15 9%	18 12%	11 13%
NET: At least daily	41 3%	39 4%de	24 4%de	15 3%de	2 1%	2 1%	-	35 4%j	35 5%jio	1 1%	6 1%	-	3 2%	-	3 2%	-	22 3%	19 5%pw	19 6%pw	13 4%	8 6%w	11 7%pw	7 4%	-
NET: At least weekly	64 5%	57 6%	34 6%	23 5%	7 3%	7 3%	-	54 7%ijo	52 8%ijmno	2 1%	10 2%	2 3%	4 4%	-	4 3%	-	35 4%	30 8%p	27 8%p	22 7%p	11 8%	16 10%p	11 7%	4 4%
NET: At least monthly	106 9%	88 9%	54 10%	34 8%	18 7%	18 8%	-	91 11%jmo	79 12%jmo	12 8%jmo	15 3%	2 4%	6 6%o	-	7 4%	-	60 7%	46 12%p	43 13%p	36 12%p	18 13%p	22 13%p	19 13%p	6 7%
NET: Ever	225	181	112	68	44	44	-	161	139	21	64	8	17	3	30	7	135	88	78	71	33	37	38	17
	18%	18%	20%	15%	18%	19%	-	20%ijmo	22%ijmo	13%	14%	15%	16%	5%	20%mo	8%	16%	23%p	23%p	23%p	24%p	23%p	25%p	20%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 398

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1008	807	433	373	201	181	20	626	489	137	382	47	86	53	118	77	711	296	264	233	106	125	114	66
	81%	81%	79%	84%	82%	81%	100%	79%	77%	86% <sup>gh</sup>	85% <sup>gh</sup>	85%	82%	92% <sup>ghn</sup>	80%	92% <sup>ghln</sup>	83% <sup>qrsu</sup>	77%	77%	76%	76%	76%	75%	79%
Don't know	11	11	6	5	-	-	-	6	4	1	5	-	3	1	1	-	9	2	1	2	1	1	1	1
	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	-	3%	2%	1%	-	1%	1%	*	1%	1%	1%	*	1%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 399

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	24 2%	1 2%	2 2%	7 5%cei	3 1%	1 1%	3 2%	4 4%ei	1 2%	-	11 4%eo	4 4%	9 4%o	3 3%	-	13 1%	24 2%
Once a day	17 1%	-	2 1%	2 1%	1 1%	4 2%	4 4%cd	-	2 2%	2 1%	1 *	1 1%	1 *	-	-	15 2%	17 1%
Several times a week	14 1%	-	3 2%cd	* *	-	1 1%	2 2%	1 2%	4 5%cd	2 1%	3 1%	1 1%	2 1%	-	-	10 1%	14 1%
Once a week	9 1%	1 1%	-	-	1 *	1 *	1 1%	1 1%	2 3%cd	2 1%	2 1%	-	2 1%	-	-	7 1%	9 1%
Several times a month	25 2%	2 3%	1 1%	3 2%	10 5%fg	3 2%	-	-	1 1%	6 4%	6 2%	2 2%	4 2%	2 2%	-	20 2%	25 2%
Once a month	17 1%	-	1 1%	3 2%	4 2%	3 2%	2 1%	1 1%	-	4 2%	8 3%	5 4%o	3 2%	-	-	9 1%	17 1%
Less often	119 10%	3 6%	13 11%g	14 9%	21 10%g	23 15%gi	14 12%gi	2 3%	10 14%gi	8 5%	37 12%	7 6%	28 14%ko	10 11%	1 14%	79 9%	119 10%
NET: At least daily	41 3%	1 2%	4 3%	9 6%ei	4 2%	5 3%	7 6%ei	4 4%	3 4%	2 1%	12 4%	5 4%	10 5%	3 3%	*	29 3%	41 3%
NET: At least weekly	64 5%	2 3%	6 5%	9 6%	5 2%	6 4%	10 9%cd	6 7%	9 13%dei	6 3%	17 6%	6 5%	14 7%	3 3%	*	46 5%	64 5%
NET: At least monthly	106 9%	3 6%	8 7%	16 10%	19 9%	12 8%	12 10%	7 8%	9 14%	16 9%	31 10%	13 11%	21 10%	5 5%	*	74 8%	106 9%
NET: Ever	225 18%	6 12%	21 18%	30 19%	40 19%	36 23%g	26 23%g	9 10%	19 28%gi	24 14%	68 22%	21 16%	49 24%o	14 16%	2 19%	153 17%	225 18%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 399

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1008 81%	44 87%	98 82%	125 79%	171 81%	119 75%	87 77%	81 90%efh	50 72%	149 86%eh	240 77%	106 83%	154 75%	71 81%	8 81%	749 82%l	1008 81%
Don't know	11 1%	1 1%	-	3 2%	-	3 2%	1 1%	-	* 1%	-	2 1%	1 1%	2 1%	2 2%	-	8 1%	11 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 400  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**Instagram (direct messaging)**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	41 3%	21 4%	20 3%	16 10% efgh i	11 4% i	5 2%	4 2%	4 2%	1 *	13 4%	13 4%	6 2%	8 3%	3 3%	2 5%	5 3%	2 2%	2 2%	3 3%	3 4%	6 5%	11 6% w	2 1%	2 2%	-	4 2%	29 5% A	20 13%
Once a day	25 2%	17 3%	8 1%	13 8% efgh i	3 1%	5 2%	2 1%	1 1%	1 *	12 4% l	5 1%	1 1%	7 2%	-	1 3%	6 4% n	1 1%	4 3%	-	2 3%	1 1%	7 4%	3 2%	-	-	7 3%	12 2%	10 7%
Several times a week	18 1%	10 2%	8 1%	7 4% ghi	4 2%	5 2% i	* *	1 *	-	10 3% l	3 1%	-	5 2% l	-	2 3%	1 1%	2 2%	3 2%	2 2%	-	3 3%	3 1%	2 1%	-	-	2 1%	8 1%	7 4%
Once a week	17 1%	8 1%	9 1%	4 3% i	5 2% i	4 2%	4 2%	-	-	4 1%	4 1%	4 1%	5 2%	1 1%	-	3 2%	2 2%	1 *	2 3%	1 1%	2 1%	2 1%	1 3%	3 -	-	4 2%	5 1%	6 4%
Several times a month	35 3%	15 3%	20 3%	16 10% efgh i	11 5% hi	4 2%	3 1%	1 *	-	11 3% m	12 3% m	11 4% m	2 1%	5 5% p	2 5% p	-	4 4% p	1 1%	1 1%	1 2%	3 3%	8 4% p	6 3% p	5 5% p	-	10 5%	16 3%	5 3%
Once a month	17 1%	5 1%	13 2%	5 3% i	6 2% i	2 1%	2 1%	2 1%	-	1 *	3 1%	6 2% j	7 2% j	-	-	2 1%	2 2% w	3 2% w	2 3% w	-	2 1%	4 2%	-	2 3% w	-	-	8 1%	2 2%
Less often	118 9%	46 8%	71 11%	30 19% efgh i	29 12% i	25 11% i	19 9% i	10 6%	5 2%	25 7% l	33 9%	29 11%	31 11%	10 9%	3 5%	16 12%	9 9%	10 9%	9 11%	5 7%	13 11%	18 10%	16 10%	8 9%	2 6%	19 9%	60 11%	19 12%
NET: At least daily	65 5%	38 6%	27 4%	29 19% efgh i	14 6% i	10 4% i	6 3%	5 3%	2 1%	25 7% l	18 5%	7 3%	15 5%	3 3%	4 3%	11 8%	2 3%	5 5%	3 3%	5 7%	7 6%	18 10% qwx	5 3%	2 2%	-	11 5%	42 7%	30 20%
NET: At least weekly	100 8%	55 9%	44 7%	40 26% efgh i	23 9% hi	19 8% hi	10 5% i	5 3%	2 1%	38 11% l	25 7%	11 4%	25 8%	5 4%	5 11%	15 12% w	6 6%	9 8%	5 6%	6 10%	11 10%	23 13% nw	8 5%	5 6%	-	17 8%	55 10%	43 28%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 400

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: At least monthly	152 12%	75 13%	77 12%	62 39% efg hi	40 16% ghi	25 11% hi	16 7% ai	8 5% ai	2 1%	51 15%	39 11%	28 11%	34 11%	10 9%	8 16%	17 13%	12 13%	13 11%	9 10%	7 12%	16 13%	35 19% nw	14 8%	12 14%	-	27 12%	79 14%	50 33%
NET: Ever	270 22%	121 21%	148 23%	91 58% efg hi	69 28% ghi	50 22% hi	35 16% ai	18 11% ai	7 3%	76 22%	72 21%	57 22%	65 22%	19 18%	10 21%	33 25%	20 22%	23 20%	18 21%	12 19%	29 24%	53 29% w	31 18%	20 23%	2 6%	47 21%	139 24%	69 46%
Never	963 77%	464 79%	500 76%	65 42%	174 71% d	179 77% d	181 82% de	147 89% def gh	217 97% def gh	259 77%	273 79%	204 78%	227 76%	90 82% v	39 79%	100 75%	73 78%	92 79%	68 78%	51 80%	91 76%	124 68%	140 82% v	65 75%	29 94%	176 79%	424 74%	81 54%
Don't know	10 1%	5 1%	5 1%	-	2 1%	2 1%	5 2%	-	1 *	3 1%	1 *	1 1%	5 2%	-	-	-	-	1 1%	1 2%	1 1%	-	5 3%	-	2 3%	-	-	7 1%	1

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 401

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	41 3%	28 3%	12 10%a	3 12%	4 8%a	3 11%	1 16%	1 14%	-	-	16 2%	12 3%	10 7%jk	2 7%
Once a day	25 2%	16 1%	9 8%a	1 4%	6 12%a	2 7%	-	-	-	2 24%	9 1%	11 3%	3 2%	-
Several times a week	18 1%	14 1%	3 3%	1 1%	1 7%	2 7%	-	6 6%	2 16%	-	7 1%	7 2%	1 1%	1 2%
Once a week	17 1%	15 1%	2 2%	1 4%	1 2%	-	-	-	-	-	8 1%	4 1%	4 3%	1 3%
Several times a month	35 3%	30 3%	4 4%	1 3%	3 7%	-	-	-	1 5%	-	14 2%	10 3%	6 5%	4 14%
Once a month	17 1%	11 1%	5 5%a	-	2 4%	1 3%	-	3 32%	-	1 11%	10 1%	6 1%	-	1 4%
Less often	118 9%	103 9%	13 12%	4 14%	4 8%	4 18%	1 18%	1 8%	1 5%	1 11%	65 10%	29 7%	13 10%	8 28%
NET: At least daily	65 5%	44 4%	21 18%a	4 15%	10 21%a	4 18%	1 16%	1 14%	-	2 24%	25 4%	23 6%	13 9%j	2 7%
NET: At least weekly	100 8%	73 7%	26 23%a	5 20%	12 24%a	6 25%	2 16%	2 20%	2 16%	2 24%	40 6%	34 9%	18 13%j	4 12%
NET: At least monthly	152 12%	115 10%	35 31%a	6 24%	17 34%a	7 28%	1 16%	4 28%	2 21%	3 35%	64 10%	50 13%	24 17%j	9 30%
NET: Ever	270 22%	218 20%	49 43%a	10 37%	21 42%a	11 46%	1 34%	5 59%	3 25%	4 47%	129 20%	79 20%	37 27%	17 58%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 401

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	963 77%	886 80%bd	63 55%	17 63%	28 55%	13 54%	2 46%	3 41%	8 75%	4 53%	519 79%	315 80%	100 73%	12 40%
Don't know	10 1%	8 1%	2 2%	-	1 2%	-	1 20%	-	-	-	8 1%	2 *	* *	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 402

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	41 3%	38 4% <sup>d</sup>	23 4% <sup>d</sup>	15 3%	3 1%	3 1%	-	33 4% <sup>jn</sup>	30 5% <sup>jn</sup>	3 2%	8 2%	2 3%	4 4% <sup>n</sup>	1 1%	1 *	-	26 3%	14 4%	14 4%	10 3%	6 4%	6 3%	5 4%	2 2%
Once a day	25 2%	23 2%	11 2%	12 3%	2 1%	2 1%	-	19 2%	16 3%	3 2%	5 1%	3 3%	3 3%	-	1 1%	-	15 2%	10 3%	10 3%	8 3%	3 2%	4 3%	8 5% <sup>pw</sup>	-
Several times a week	18 1%	16 2%	13 2%	3 1%	2 1%	2 1%	-	10 1%	10 2%	* *	7 2%	2 4% <sup>in</sup>	2 2%	-	-	3 3% <sup>n</sup>	13 1%	5 1%	4 1%	5 2%	1 1%	3 2%	2 1%	2 3%
Once a week	17 1%	12 1%	6 1%	6 1%	5 2%	5 2%	-	9 1%	6 1%	3 2%	7 2%	2 3% <sup>n</sup>	4 4% <sup>ghn</sup>	-	-	1 1%	8 1%	9 2%	9 2%	6 2%	2 2%	5 3% <sup>p</sup>	4 2%	-
Several times a month	35 3%	26 3%	18 3%	7 2%	9 4%	9 4%	1 3%	26 3% <sup>n</sup>	22 3% <sup>n</sup>	4 3% <sup>n</sup>	9 2%	2 3% <sup>n</sup>	6 5% <sup>n</sup>	-	-	2 2%	28 3%	7 2%	6 2%	7 2%	2 1%	1 *	5 3%	3 3%
Once a month	17 1%	17 2%	13 2% <sup>de</sup>	4 1%	-	-	-	8 1%	6 1%	3 2%	9 2%	4 7% <sup>ghjn</sup>	3 3%	-	1 1%	1 1%	14 2%	4 1%	4 1%	1 *	3 2%	1 *	-	-
Less often	118 9%	90 9%	51 9%	39 9%	28 11%	27 12%	1 4%	79 10% <sup>n</sup>	63 10% <sup>n</sup>	17 10% <sup>n</sup>	39 9% <sup>n</sup>	7 13% <sup>n</sup>	21 20% <sup>ghijm</sup>	2 4%	2 1%	6 8% <sup>n</sup>	65 8%	50 13% <sup>p</sup>	44 13% <sup>p</sup>	38 13% <sup>p</sup>	22 16% <sup>p</sup>	15 9%	21 14% <sup>p</sup>	11 13%
NET: At least daily	65 5%	61 6% <sup>de</sup>	34 6% <sup>de</sup>	27 6% <sup>de</sup>	4 2%	4 2%	-	52 7% <sup>jno</sup>	46 7% <sup>jno</sup>	6 4%	13 3%	3 6% <sup>o</sup>	3 7% <sup>no</sup>	1 1%	2 1%	-	41 5%	24 6%	24 7%	18 6%	9 6%	10 6%	14 9%	2 2%
NET: At least weekly	100 8%	88 9% <sup>d</sup>	53 10% <sup>d</sup>	36 8%	11 5%	11 5%	-	72 9% <sup>n</sup>	63 10% <sup>jn</sup>	10 6% <sup>n</sup>	27 6% <sup>n</sup>	8 14% <sup>mn</sup>	14 13% <sup>jmn</sup>	1 1%	2 1%	4 5%	62 7%	38 10%	37 11%	29 10%	12 9%	17 10%	19 13% <sup>p</sup>	4 5%
NET: At least monthly	152 12%	131 13%	84 15% <sup>cde</sup>	48 11%	21 8%	20 9%	1 3%	106 13% <sup>mn</sup>	90 14% <sup>mn</sup>	16 10% <sup>mn</sup>	46 10% <sup>mn</sup>	13 24% <sup>gijm</sup>	22 21% <sup>gijm</sup>	1 1%	3 2%	6 8% <sup>n</sup>	104 12%	48 13%	47 14%	37 12%	17 12%	19 11%	24 16%	7 8%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 402

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-24 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
NET: Ever	270	221	135	86	48	47	1	186	153	33	84	20	43	3	4	13	169	99	91	75	39	34	44	18
	22%	22%	25%	19%	20%	21%	7%	23% <small>mn</small>	24% <small>ajmn</small>	21% <small>mn</small>	19% <small>mn</small>	37% <small>gijm</small>	41% <small>ghijm</small>	6%	3%	15% <small>n</small>	20%	26% <small>p</small>	26% <small>p</small>	25%	28% <small>p</small>	21%	29% <small>p</small>	21%
Never	963	768	411	357	195	177	19	600	473	127	363	35	61	55	144	69	681	282	248	226	99	126	105	64
	77%	77%	75%	80%	80%	78%	93%	76% <small>l</small>	75% <small>l</small>	79% <small>kl</small>	81% <small>hkl</small>	63%	58%	94% <small>ghij</small>	97% <small>ghij</small>	82% <small>kl</small>	80% <small>qrst</small>	73%	72%	74%	71%	77%	69%	77%
Don't know	10	9	5	4	1	1	-	7	6	*	4	-	1	-	1	2	5	5	4	5	1	4	3	1
	1%	1%	1%	1%	1%	1%	-	1%	1%	*	1%	-	1%	-	1%	3%	1%	1%	1%	2%	1%	2%	2%	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 403

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	41 3%	2 4%	1 1%	12 8% <sup>bdf</sup>	6 3%	6 4%	1 1%	2 3%	3 4%	5 3%	6 2%	4 4%	4 2%	-	-	33 4%	41 3%
Once a day	25 2%	2 5% <sup>e</sup>	2 1%	1 1%	6 3% <sup>e</sup>	-	3 3% <sup>e</sup>	2 2%	2 2%	4 3%	4 1%	1 1%	4 2%	*	*	20 2%	25 2%
Several times a week	18 1%	5 9% <sup>bcdef</sup>	* hi	2 1%	5 2%	3 2%	-	2 2%	-	-	6 2%	3 2%	3 1%	-	-	12 1%	18 1%
Once a week	17 1%	2 3% <sup>e</sup>	1 1%	5 3% <sup>e</sup>	1 1%	-	3 3%	1 1%	-	1 1%	6 2%	6 4% <sup>o</sup>	2 1%	2 2%	-	10 1%	17 1%
Several times a month	35 3%	-	4 4%	4 2%	6 3%	5 3%	3 3%	2 2%	1 1%	8 5%	9 3%	7 6%	5 2%	3 4%	-	25 3%	35 3%
Once a month	17 1%	2 3% <sup>i</sup>	3 2%	2 1%	1 *	3 2%	-	2 2%	3 5% <sup>d</sup>	-	5 2%	3 3%	3 1%	2 2%	-	12 1%	17 1%
Less often	118 9%	7 13%	16 13% <sup>d</sup>	14 9%	12 6%	12 7%	22 19% <sup>cdegi</sup>	4 5%	7 10%	13 7%	27 9%	12 10%	15 7%	8 10%	-	87 10%	118 9%
NET: At least daily	65 5%	4 9%	3 2%	13 8% <sup>b</sup>	12 6%	6 4%	5 4%	4 4%	4 6%	9 5%	10 3%	6 5%	8 4%	*	*	54 6%	65 5%
NET: At least weekly	100 8%	11 21% <sup>bcdefg</sup>	5 4%	19 12% <sup>b</sup>	19 9%	9 6%	8 7%	7 7%	4 6%	10 6%	22 7%	14 11% <sup>m</sup>	13 6%	2 3%	*	75 8%	100 8%
NET: At least monthly	152 12%	12 25% <sup>bcdef</sup>	12 10%	25 16%	26 12%	17 11%	11 10%	11 12%	9 12%	18 11%	36 12%	25 19% <sup>lmo</sup>	21 10%	7 8%	*	112 12%	152 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 403

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
NET: Ever	270 22%	19 38%	27 23%	39 25%	38 18%	29 18%	32 29%	15 di	15 17%	31 22%	63 20%	37 29%	36 17%	16 18%	* 4%	200 22%	270 22%
Never	963 77%	31 61%	90 76%	115 73%	170 81%	128 81%	80 71%	75 83%	54 78%	142 82%	242 78%	88 69%	165 80%	73 82%	9 96%	705 77%	963 77%
Don't know	10 1%	1 1%	1 1%	4 2%	2 1%	1 *	1 1%	- -	- -	- -	4 1%	2 2%	4 2%	- -	- -	6 1%	10 1%

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

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### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 404

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	Gender		Age							Social Grade					Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	13 1%	9 2%	4 1%	4 2% <sup>ai</sup>	4 2%	2 1%	3 1%	1 *	-	5 1%	3 1%	-	5 2%	-	-	-	-	1 1%	2 3%	2 3%	4 4%	3 2%	1 *	-	-	4 2%	9 2%	9 6%	
Once a day	8 1%	8 1% <sup>b</sup>	-	5 3% <sup>ghi</sup>	1 1%	2 1%	-	-	-	7 2% <sup>km</sup>	-	1 *	-	-	4 3% <sup>w</sup>	-	1 1%	-	-	-	3 2%	-	-	-	-	-	2 1%	5 1%	6 4%
Several times a week	9 1%	7 1%	2 *	2 2%	2 1%	2 1%	3 1%	* *	-	2 *	3 1%	1 1%	3 1%	-	1 3%	4 3%	1 1%	* *	-	-	-	3 1%	* *	-	-	4 2%	4 1%	6 4%	
Once a week	5 *	4 1%	1 *	3 2%	2 1%	-	-	-	1 *	1 *	2 1%	1 *	1 1%	-	1 1%	-	-	* *	-	2 3% <sup>v</sup>	-	-	1 *	-	-	-	4 1%	3 2%	
Several times a month	12 1%	6 1%	6 1%	5 3% <sup>ghi</sup>	6 2% <sup>gi</sup>	2 1%	-	-	-	5 2%	5 1%	1 *	1 *	2 2%	2 3%	-	-	1 *	1 2%	1 1%	2 1%	1 1%	1 1%	1 2%	2 1%	2 1%	8 1%	6 4%	
Once a month	6 1%	5 1%	2 *	1 *	1 *	4 2%	1 *	-	-	3 1%	-	-	3 1%	-	-	1 1%	1 1%	1 *	-	1 1%	1 1%	2 1%	-	-	-	-	4 1%	2 2%	
Less often	31 3%	17 3%	14 2%	3 2%	2 1%	6 3%	12 5% <sup>eh</sup>	2 1%	7 3%	10 3%	7 2%	8 3%	6 2%	3 3%	2 4%	2 2%	2 2%	7 6% <sup>s</sup>	-	-	2 1%	5 3%	5 3%	3 3%	-	3 1%	15 3%	11 7%	
NET: At least daily	21 2%	17 3% <sup>b</sup>	4 1%	8 5% <sup>ghi</sup>	5 2% <sup>i</sup>	4 2%	3 1%	1 *	-	12 3% <sup>kl</sup>	3 1%	1 *	5 2%	-	-	4 3%	-	1 1%	2 3%	2 3%	2 4%	4 3%	6 *	1 -	-	5 2%	14 3%	15 10%	
NET: At least weekly	35 3%	29 5% <sup>b</sup>	7 1%	13 9% <sup>ghi</sup>	9 4% <sup>i</sup>	6 3%	5 2%	1 1%	1 *	15 4% <sup>l</sup>	9 3%	3 1%	9 3%	1 1%	1 3%	9 6% <sup>qwx</sup>	1 1%	2 2%	2 3%	4 6% <sup>qwx</sup>	4 4%	9 5%	2 1%	-	-	9 4%	23 4%	24 16%	
NET: At least monthly	54 4%	39 7% <sup>b</sup>	14 2%	19 12% <sup>fghi</sup>	15 6% <sup>hi</sup>	11 5% <sup>hi</sup>	7 3% <sup>i</sup>	1 1%	1 *	24 7% <sup>l</sup>	14 4%	4 1%	12 4%	4 3%	3 6%	10 7% <sup>w</sup>	1 1%	3 3%	3 4%	6 9% <sup>qwx</sup>	7 6%	13 7% <sup>w</sup>	3 2%	1 1%	2 2%	11 5%	35 6%	33 22%	
NET: Ever	85 7%	56 10% <sup>b</sup>	29 4%	23 14% <sup>efhi</sup>	17 7% <sup>h</sup>	17 7% <sup>h</sup>	18 8% <sup>hi</sup>	3 2%	7 3%	34 10% <sup>l</sup>	21 6%	12 5%	19 6%	7 6%	5 10%	12 9%	3 4%	11 9%	3 4%	6 9%	8 7%	18 10%	8 5%	4 4%	1 2%	14 6%	51 9%	44 29%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 404

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Never	1151	529	622	134	226	212	202	161	216	301	324	248	277	103	45	120	90	103	84	58	112	160	162	83	30	208	516	102
	93%	90%	95%a	86%	92%d	91%	91%	98%def	96%dg	89%	94%	95%j	93%	94%	90%	90%	96%v	89%	96%v	91%	93%	88%	95%v	96%	98%	93%	91%	68%
Don't know	7	5	2	-	2	2	1	1	1	2	1	2	1	-	-	1	-	2	-	-	-	4	-	-	-	1	3	5
	1%	1%	*	-	1%	1%	*	1%	1%	1%	*	1%	*	-	-	1%	-	2%	-	-	-	2%	-	-	-	1%	1%	3%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 405

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	13 1%	8 1%	5 4%a	2 7%	2 4%a	*	1 2%	-	-	2 24%	2 *	4 1%	6 4%jk	-
Once a day	8 1%	3 *	4 4%a	-	3 6%a	2 7%	-	-	-	-	1 *	4 1%	2 1%j	1 3%
Several times a week	9 1%	8 1%	1 1%	1 5%	-	-	-	-	-	-	6 1%	2 1%	-	1 2%
Once a week	5 *	5 *	* *	-	* 1%	-	-	-	1 6%	-	3 *	-	2 1%k	-
Several times a month	12 1%	10 1%	1 1%	-	1 2%	-	-	-	-	1 11%	4 1%	4 1%	2 2%	1 3%
Once a month	6 1%	4 *	2 2%	1 2%	1 3%	1 3%	-	-	-	-	3 *	2 1%	1 1%	-
Less often	31 3%	26 2%	4 3%	-	3 5%	1 6%	-	-	1 8%	-	14 2%	10 3%	6 4%	-
NET: At least daily	21 2%	11 1%	10 8%a	2 7%	5 10%a	2 8%	1 16%	-	-	2 24%	3 1%	7 2%	8 6%jk	1 3%
NET: At least weekly	35 3%	24 2%	11 10%a	3 12%	6 11%a	2 8%	1 16%	-	1 6%	2 24%	13 2%	9 2%	9 7%jk	1 5%
NET: At least monthly	54 4%	38 3%	14 13%a	4 14%	7 14%a	3 11%	1 16%	-	1 6%	3 36%	19 3%	16 4%	13 9%jk	2 8%
NET: Ever	85 7%	64 6%	18 16%a	4 14%	10 20%a	4 17%	1 16%	-	2 14%	3 36%	33 5%	26 6%	19 14%jk	2 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 405

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1151 93%	1044 94% <sup>bd</sup>	92 81%	23 86%	38 76%	20 83%	3 64%	8 100%	10 86%	5 64%	620 95% <sup>l</sup>	366 92% <sup>l</sup>	118 86%	26 90%
Don't know	7 1%	4 *	3 3% <sup>a</sup>	-	2 5% <sup>a</sup>	-	1 20%	-	-	-	1 *	4 1%	1 1%	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 406

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	13 1%	13 1%	6 1%	7 2%	-	-	-	13 2%j	12 2%j	*	1	-	1	-	-	3	10 3%p	10 3%p	5 2%p	7 5%pv	5 3%p	1 1%	-	-
Once a day	8 1%	8 1%	6 1%	1	-	-	-	7 1%	7 1%	-	1	-	1	-	-	5	3 1%	3 1%	3 1%	-	2 1%	3 2%	-	-
Several times a week	9 1%	9 1%	5 1%	4 1%	-	-	-	8 1%	8 1%	*	1	-	1	-	*	8	1	1	-	1	-	-	-	-
Once a week	5 *	5 1%	3 1%	2	-	-	-	4 1%	3 1%	1	1	-	-	1	-	2	3 1%	3 1%	2 1%	1	-	2 1%p	-	-
Several times a month	12 1%	10 1%	6 1%	4 1%	2 1%	2 1%	-	9 1%	9 1%	1 1%	3 1%	-	3 2%	-	-	10	2 1%	2 1%	2 1%	1	-	1 1%	1 1%	1
Once a month	6 1%	6 1%	5 1%	1	1	1	-	4 1%	3	2	2	1	1	-	-	4	2 1%	2 1%	2 1%	1	-	2 1%	1 1%	1
Less often	31 3%	26 3%	14 2%	12 3%	5 2%	5 2%	-	18 2%	17 3%	2 1%	13 3%	4 7%l	2	2 3%	5 3%	1	13 2%	18 5%p	16 5%p	6 4%	8 5%p	11 8%p	2 2%	2
NET: At least daily	21 2%	21 2%de	13 2%de	8 2%	-	-	-	19 2%j	19 3%jn	*	1	-	1	-	-	8	13 3%p	13 4%p	8 2%p	7 5%p	6 4%p	4 3%	-	-
NET: At least weekly	35 3%	35 4%de	21 4%de	14 3%de	-	-	-	32 4%jn	30 5%jn	2 1%	3	-	2	1	*	17	18 5%p	18 5%pw	10 3%	9 7%pw	6 4%	6 4%	-	-
NET: At least monthly	54 4%	51 5%de	32 6%de	19 4%de	3 1%	3 1%	-	46 6%jno	41 7%jno	5 3%	8 2%	1 1%	6 6%jno	1	*	31	23 6%	22 6%p	13 4%	11 8%p	6 4%	9 6%	2 2%	2
NET: Ever	85 7%	77 8%de	46 8%de	31 7%	8 3%	8 4%	-	64 8%jo	58 9%jno	6 4%	21 5%	4 8%	8 7%	2 4%	5 4%	1	44 5%	41 11%p	40 12%pw	29 9%p	16 12%p	15 9%	21 14%pw	3 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 406

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1151	914	501	413	237	217	20	723	570	154	427	51	97	54	143	82	806	342	300	275	123	146	129	80
	93%	92%	91%	92%	97%abc	96%ab	100%	91%	90%	96%gh	95%gh	92%	93%	96%gh	98%h	94%qrst	89%	87%	90%	88%	89%	85%	96%qrstv	
Don't know	7	7	5	2	-	-	-	4	4	-	3	-	1	1	-	1	5	2	2	2	1	2	2	-
	1%	1%	1%	1%	-	-	-	1%	1%	-	1%	-	1%	2%	-	1%	1%	1%	1%	1%	1%	1%	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
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Table 407

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	13 1%	1 1%	-	5 3% <sup>ci</sup>	2 1%	2 1%	-	1 1%	2 3%	-	5 2%	3 2%	5 2%	-	-	7 1%	13 1%
Once a day	8 1%	-	2 1%	-	2 1%	-	1 1%	-	2 2%	1 1%	-	-	-	-	-	8 1%	8 1%
Several times a week	9 1%	-	-	3 2%	1 1%	* *	3 2%	1 1%	-	1 1%	1 *	1 1%	-	* 1%	* 4%	8 1%	9 1%
Once a week	5 *	-	1 1%	2 2%	2 1%	-	-	-	-	-	3 1%	2 2% <sup>o</sup>	-	1 1%	-	2 *	5 *
Several times a month	12 1%	3 5% <sup>befg</sup>	-	4 2%	2 1%	1 *	-	-	1 1%	2 1%	3 1%	3 2%	1 *	-	-	8 1%	12 1%
Once a month	6 1%	-	-	1 *	1 1%	2 1%	1 1%	1 1%	1 2%	-	2 1%	1 1%	2 1%	1 1%	-	5 *	6 1%
Less often	31 3%	2 4%	1 1%	6 4%	6 3%	4 3%	4 3%	3 3%	1 2%	5 3%	6 2%	2 1%	5 2%	1 2%	-	25 3%	31 3%
NET: At least daily	21 2%	1 1%	2 1%	5 3%	4 2%	2 1%	1 1%	1 1%	3 5% <sup>ci</sup>	1 1%	5 2%	3 2%	5 2%	-	-	15 2%	21 2%
NET: At least weekly	35 3%	1 1%	2 2%	10 6% <sup>dei</sup>	7 4%	2 2%	4 3%	1 2%	3 5%	2 1%	9 3%	6 5%	5 3%	1 1%	* 4%	25 3%	35 3%
NET: At least monthly	54 4%	3 6%	2 2%	15 9% <sup>bei</sup>	11 5%	5 3%	5 4%	2 2%	6 8%	4 2%	14 5%	9 7%	7 4%	2 2%	* 4%	38 4%	54 4%
NET: Ever	85 7%	5 10%	4 3%	21 13% <sup>bei</sup>	17 8%	9 6%	8 7%	5 5%	7 10%	9 5%	20 6%	11 9%	12 6%	3 4%	* 4%	62 7%	85 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 407

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Google chats**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1151 93%	44 88%	116 97%ac	137 86%	194 92%	147 93%	103 91%	85 95%	62 90%	165 95%ac	288 93%	116 91%	191 93%	84 95%	9 96%	843 93%	1151 93%
Don't know	7 1%	1 1%	-	1 1%	-	2 2%	2 2% <sup>d</sup>	-	-	-	2 1%	-	2 1%	1 2%	-	5 1%	7 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 408  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**KIK**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	8 1%	4 1%	4 1%	5 3% fgi	2 1%	-	-	1 *	-	3 1%	2 1%	-	3 1%	-	2 3% v	-	-	-	2 3% v	-	3 3%	-	1 *	-	-	2 1%	6 1%	7 5%
Once a day	10 1%	10 2% b	1 *	3 2%	2 1%	4 2%	2 1%	-	-	6 2% l	3 1%	-	2 1%	1 1%	-	5 3% w	-	-	-	-	-	4 2%	-	-	1 2%	6 3%	4 1%	8 5%
Several times a week	8 1%	6 1%	2 *	3 2%	3 1%	1 1%	1 1%	-	-	4 1%	1 *	3 1%	-	-	1 1%	1 1%	-	-	-	-	4 3% w	1 1%	-	-	2 6%	-	6 1%	6 4%
Once a week	2 *	1 *	1 *	1 1%	1 *	-	-	-	-	1 *	-	1 *	-	-	-	1 1%	-	-	-	-	-	-	-	1 1%	-	-	2 *	1 1%
Several times a month	7 1%	5 1%	2 *	6 4% efgh i	1 *	-	1 *	-	-	2 1%	4 1%	-	1 *	1 1%	-	-	-	2 1%	1 2%	2 3% vw	-	-	1 1%	-	2 1%	3 1%	3 2%	
Once a month	4 *	3 1%	1 *	3 2%	-	1 *	1 *	-	-	2 1%	-	2 1%	-	-	1 3%	1 1%	1 1%	-	-	-	1 1%	1 1%	-	-	-	-	4 1%	2 1%
Less often	15 1%	8 1%	8 1%	2 1%	6 2%	3 1%	4 2%	-	1 *	5 2%	5 1%	4 2%	1 *	2 2%	-	2 1%	1 1%	1 1%	2 2%	1 2%	3 2%	2 1%	2 1%	-	-	4 2%	7 1%	7 4%
NET: At least daily	18 1%	14 2% b	5 1%	8 5% gh	4 2%	4 2%	2 1%	1 *	-	8 3% l	5 1%	-	5 2%	1 1%	2 3%	5 4% rw	-	-	2 3%	-	3 3%	4 2%	1 *	-	1 2%	7 3%	10 2%	15 10%
NET: At least weekly	29 2%	21 4% b	7 1%	12 8% efghi	8 3% i	5 2% i	3 1%	1 *	-	13 4%	6 2%	4 1%	5 2%	1 1%	2 3%	7 5% rw	1 1%	-	2 3%	-	7 6% rw	5 3%	1 1%	1 1%	2 7%	8 3%	18 3%	22 15%
NET: At least monthly	40 3%	29 5% b	11 2%	20 13% efgh i	8 3% i	6 3% i	5 2% i	1 *	-	18 5% m	10 3%	6 2%	6 2%	3 3%	3 6% w	8 6% w	1 1%	2 2%	4 4% w	2 3%	7 6% w	6 3%	1 *	2 2%	10 7%	24 5%	27 4%	27 18%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 408

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**KIK**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	56 4%	37 6%b	19 3%	23 14%efgh i	14 6%hi	9 4%hi	9 4%hi	1 *	1 *	23 7% m	15 4%	10 4%	7 2%	5 4%	3 6%	9 7% w	2 3%	3 3%	5 6%	3 5%	10 8% w	8 4%	3 1%	2 2%	2 7%	14 6%	31 5%	33 22%
Never	1177 95%	546 92%	631 97%a	134 86%	227 93% d	219 95% d	208 94% d	164 100% de fg	224 100% de g	311 92%	328 95%	253 96%	284 96%	105 96%	47 94%	124 93%	91 97%	110 95%	82 94%	60 94%	110 92%	167 92%	168 99% puv	85 98%	29 93%	207 93%	533 94%	113 75%
Don't know	11 1%	8 1%	3 *	- -	4 2%	3 1%	3 2%	- -	- -	2 1%	3 1%	- -	5 2% l	- -	- -	- -	- -	2 2%	- -	1 2%	- -	7 4% puw	- -	- -	- -	2 1%	6 1%	4 3%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 409

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**KIK**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	8 1%	5 *	3 3%a	-	2 4%a	*	1 2%	-	-	-	-	5 1%j	3 2%j	-
Once a day	10 1%	6 1%	4 4%a	-	3 6%a	2 7%	-	-	-	2 24%	3 *	2 1%	3 2%j	-
Several times a week	8 1%	8 1%	* *	2 2%	-	-	-	-	-	-	2 *	4 1%	1 1%	1 2%
Once a week	2 *	2 *	-	-	-	-	-	-	-	-	-	2 1%	-	-
Several times a month	7 1%	7 1%	* *	-	1 1%	-	-	-	-	-	3 1%	3 1%	-	1 3%
Once a month	4 *	2 *	2 2%a	2 6%	-	1 3%	-	-	-	-	3 *	1 *	1 1%	-
Less often	15 1%	11 1%	3 2%	-	3 5%a	-	-	-	-	1 11%	5 1%	7 2%	3 2%	-
NET: At least daily	18 1%	11 1%	8 7%a	-	5 10%a	2 8%	1 16%	-	-	2 24%	3 *	8 2%j	6 4%j	-
NET: At least weekly	29 2%	20 2%	8 7%a	* 2%	5 10%a	2 8%	1 16%	-	-	2 24%	5 1%	14 3%j	7 5%j	1 2%
NET: At least monthly	40 3%	29 3%	11 10%a	2 8%	6 11%a	3 11%	1 16%	-	-	2 24%	11 2%	17 4%j	8 6%j	2 6%
NET: Ever	56 4%	40 4%	14 12%a	2 8%	8 16%a	3 11%	1 16%	-	-	3 36%	16 2%	24 6%j	11 8%j	2 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 409

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

KIK

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1177	1065	96	25	40	21	3	8	11	5	634	368	125	27
	95%	96% <sup>bd</sup>	85%	92%	78%	89%	64%	100%	100%	64%	97% <sup>kl</sup>	93%	91%	92%
Don't know	11	7	4	-	3	-	1	-	-	-	5	3	1	1
	1%	1%	3% <sup>a</sup>	-	6% <sup>a</sup>	-	20%	-	-	-	1%	1%	1%	2%

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

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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 410

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**KIK**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	8 1%	8 1%	4 1%	4 1%	-	-	-	7 1%	7 1%	*	1	-	1 1%	-	-	-	3 *	5 1%	5 1%p	2 1%	3 2%p	2 1%	-	-
Once a day	10 1%	10 1%	6 1%	4 1%	1 *	1 *	-	10 1%j	10 2%j	-	1 *	-	1 1%	-	-	-	7 1%	4 1%	4 1%	2 1%	2 1%	2 1%	2 1%	-
Several times a week	8 1%	7 1%	5 1%	2 1%	1 1%	1 1%	-	6 1%	6 1%	*	2 *	-	1 1%	-	-	1 2%	6 1%	2 1%	2 1%	2 1%	1 1%	1 1%	1 1%	-
Once a week	2 *	2 *	1 *	1 *	-	-	-	2 *	2 *	-	-	-	-	-	-	-	2 *	-	-	-	-	-	-	-
Several times a month	7 1%	6 1%	1 *	5 1%b	1 1%	1 1%	-	5 1%	5 1%	-	2 *	-	2 2%	-	-	-	4 *	3 1%	3 1%	3 1%	-	-	3 2%p	-
Once a month	4 *	4 *	3 1%	1 *	-	-	-	4 *	2 *	1 1%	1 *	1 1%	-	-	-	-	2 *	2 1%	2 1%	1 *	1 1%	1 1%	1 1%	-
Less often	15 1%	10 1%	5 1%	5 1%	5 2%	5 2%	-	10 1%	9 1%	1 1%	5 1%	2 4%	1 1%	-	1 1%	1 1%	6 1%	7 2%	7 2%	6 2%	2 1%	2 1%	6 4%p	1 1%
NET: At least daily	18 1%	18 2%	10 2%	8 2%	1 *	1 *	-	17 2%j	17 3%j	*	1 *	-	1 1%	-	-	-	10 1%	9 2%	9 3%	3 1%	5 4%p	3 2%	2 1%	-
NET: At least weekly	29 2%	27 3%	15 3%	12 3%	2 1%	2 1%	-	25 3%jn	25 4%jn	1 1%	3 1%	-	2 2%	-	-	1 2%	17 2%	11 3%	11 3%	6 2%	7 5%	5 3%	3 2%	-
NET: At least monthly	40 3%	37 4%	19 3%	18 4%	3 1%	3 1%	-	34 4%jn	32 5%jn	2 1%	6 1%	1 1%	4 4%n	-	-	1 2%	23 3%	17 4%	17 5%w	10 3%	8 6%w	6 3%	7 5%	-
NET: Ever	56 4%	47 5%	24 4%	24 5%	8 3%	8 4%	-	45 6%jn	41 7%jn	3 2%	11 2%	3 5%n	4 4%	-	1 1%	2 3%	30 3%	24 6%	24 7%pw	16 5%	10 7%w	8 5%	13 9%pw	1 1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 410

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**KIK**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1177	940	519	421	237	217	20	739	584	155	438	51	101	58	148	80	819	358	315	286	127	152	136	83
	95%	94%	94%	94%	97%	96%	100%	93%	92%	97%h	97%gh	93%	95%	100%h	99%ghkl	96%	96%qrv	93%	92%	93%	91%	93%	89%	99%qrstuv
Don't know	11	11	10	1	-	-	-	8	7	1	3	1	1	-	-	1	6	4	4	4	3	3	4	-
	1%	1%	2% <sup>c</sup>	*	-	-	-	1%	1%	1%	1%	2%	1%	-	-	1%	1%	1%	1%	1%	2%	2%	2%	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 411

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**KIK**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	8 1%	1 1%	-	7 4% <sup>bdefi</sup>	-	-	-	-	1 1%	-	3 1%	3 2% <sup>o</sup>	3 1%	-	-	5 1%	8 1%
Once a day	10 1%	1 1%	1 1%	1 1%	3 1%	-	2 2%	-	2 2%	1 1%	4 1%	1 1%	2 1%	-	-	7 1%	10 1%
Several times a week	8 1%	-	-	-	-	2 1%	1 1%	4 6% <sup>bcdei</sup>	1 1%	1 *	1 1%	-	*	*	5 1%	8 1%	
Once a week	2 *	-	-	-	2 1%	-	-	-	-	-	-	-	-	-	-	2 *	2 *
Several times a month	7 1%	* 1%	-	2 1%	3 1%	-	-	1 1%	1 2%	-	1 *	-	1 1%	-	-	6 1%	7 1%
Once a month	4 *	-	-	1 *	1 1%	1 *	-	1 1%	-	-	1 *	1 1%	-	-	-	3 *	4 *
Less often	15 1%	2 4% <sup>cd</sup>	2 1%	3 2%	1 *	1 1%	1 1%	-	2 3%	3 2%	3 1%	1 1%	3 1%	-	-	11 1%	15 1%
NET: At least daily	18 1%	1 2%	1 1%	8 5% <sup>egi</sup>	3 1%	-	2 2%	-	2 3%	1 1%	7 2%	4 3%	5 3%	-	-	11 1%	18 1%
NET: At least weekly	29 2%	1 2%	1 1%	8 5% <sup>e</sup>	5 2%	-	4 3% <sup>e</sup>	1 1%	6 9% <sup>bdegi</sup>	2 1%	8 3%	5 4%	5 3%	* 1%	* 4%	19 2%	29 2%
NET: At least monthly	40 3%	2 3%	1 1%	11 7% <sup>bei</sup>	9 4% <sup>e</sup>	1 *	4 3%	2 2%	7 10% <sup>bei</sup>	2 1%	10 3%	6 5%	7 3%	* 1%	* 4%	28 3%	40 3%
NET: Ever	56 4%	4 8% <sup>e</sup>	3 2%	15 9% <sup>bei</sup>	10 5%	2 1%	5 4%	2 2%	9 13% <sup>bdegi</sup>	5 3%	13 4%	7 6%	10 5%	* 1%	* 4%	38 4%	56 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 411

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

KIK

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - disability (l)	Yes - other (m)	No (n)		
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1177 95%	46 91%	117 98%ch	139 88%	201 95%ch	154 97%ch	106 94%	88 98%ch	60 87%	168 97%ch	296 96%	120 94%	195 95%	88 99%	9 96%	862 95%	1177 95%
Don't know	11 1%	1 1%	-	5 3%di	-	2 1%	2 2%d	-	-	-	1 *	-	1 *	-	-	10 1%	11 1%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 412  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**IMO**

	Gender			Age						Social Grade				Region										Employment Sector					
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	11 1%	5 1%	6 1%	5 3%gi	5 2%	1 *	-	1 *	-	2 1%	3 1%	3 1%	4 1%	-	-	-	-	-	3 3%	-	4 3%	2 1%	1 *	-	1 2%	2 1%	7 1%	8 5%	
Once a day	9 1%	9 2%b	-	4 3%ehi	-	2 1%	3 1%	-	-	6 2%kl	-	-	3 1%	-	2 3%w	2 2%	-	1 1%	-	-	-	4 2%	-	-	-	-	3 2%	6 1%	4 3%
Several times a week	4 *	4 1%	1 *	1 *	2 1%	1 1%	1 *	-	-	3 1%	1 *	1 *	-	1 1%	-	1 1%	1 1%	1 1%	-	-	1 1%	-	-	-	-	-	4 1%	4 3%	
Once a week	4 *	2 *	2 *	3 2%	1 *	1 *	-	-	-	3 1%	1 *	1 *	-	1 1%	-	1 1%	-	-	-	-	-	1 *	-	-	1 2%	2 1%	2 *	2 1%	
Several times a month	7 1%	7 1%b	-	-	4 2%	3 1%	-	-	-	4 1%	2 1%	-	1 *	-	-	2 2%	-	1 1%	-	2 3%w	-	1 1%	-	-	-	2 1%	4 1%	7 5%	
Once a month	4 *	2 *	2 *	3 2%	1 *	1 *	-	-	-	1 *	-	2 1%	1 *	1 3%w	-	1 1%	1 1%	-	-	-	1 1%	-	-	-	-	-	4 1%	2 1%	
Less often	13 1%	5 1%	8 1%	3 2%	1 *	3 1%	3 1%	2 1%	1 *	4 1%	6 2%	2 1%	1 *	-	1 2%	1 1%	2 1%	-	-	1 *	4 2%	3 2%	1 1%	-	1 1%	6 1%	5 3%		
NET: At least daily	20 2%	14 2%b	6 1%	9 6%fghi	5 2%	3 1%	3 1%	1 *	-	8 2%	3 1%	3 1%	7 2%	-	2 3%	3 2%	-	2 1%	3 3%	-	4 3%	6 3%	1 *	-	1 2%	6 3%	12 2%	12 8%	
NET: At least weekly	28 2%	20 3%b	8 1%	12 8%efghi	7 3%i	5 2%i	3 2%	1 *	-	13 4%	5 1%	4 2%	7 2%	3 3%	2 3%	5 3%w	1 1%	3 2%	3 3%	-	5 4%w	6 4%w	1 *	-	1 4%	8 4%	18 3%	18 12%	
NET: At least monthly	40 3%	29 5%b	10 2%	15 9%fghi	12 5%hi	9 4%hi	3 2%	1 *	-	19 6%k	7 2%	6 2%	8 3%	4 3%	3 2%	8 6%wx	1 1%	4 3%	3 3%	2 3%	6 5%w	8 4%w	1 *	-	1 4%	10 5%	25 4%	26 18%	
NET: Ever	52 4%	34 6%b	18 3%	18 12%efgh	13 5%hi	12 5%hi	6 3%	2 1%	1 *	22 7%	13 4%	8 3%	9 3%	4 3%	4 7%	9 7%	2 2%	6 5%	3 3%	2 3%	7 5%	12 6%	3 2%	1 1%	11 5%	32 6%	31 21%		

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 412

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Never	1181	550	631	138	229	218	210	162	224	312	332	255	283	105	46	123	92	109	85	62	114	163	167	86	30	208	533	116
	95%	93%	97% <sup>a</sup>	88%	94%	94%	95% <sup>d</sup>	98% <sup>cde</sup>	100% <sup>def</sup>	92%	96%	97% <sup>j</sup>	95%	96%	93%	93%	98% <sup>v</sup>	94%	97%	97%	95%	90%	98% <sup>pv</sup>	99% <sup>w</sup>	96%	93%	94%	77%
Don't know	10	6	4	-	2	2	4	1	-	3	1	-	5	1	-	1	-	1	-	-	-	7	-	-	-	3	4	3
	1%	1%	1%	-	1%	1%	2%	1%	-	1%	*	-	2% <sup>l</sup>	1%	-	1%	-	1%	-	-	-	4% <sup>uw</sup>	-	-	-	1%	1%	2%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 413

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	11 1%	5 *	6 5%a	2%	4 9%a	*	1 2%	-	-	-	3 *	5 1%	4 3%j	-
Once a day	9 1%	3 *	6 5%a	1 4%	3 6%a	2 7%	-	-	-	2 24%	-	5 1%j	2 2%j	-
Several times a week	4 *	4 *	1 1%	-	-	1 2%	-	-	-	-	-	1 *	3 2%jk	1 2%
Once a week	4 *	3 *	1 1%	-	1 3%a	-	-	-	-	-	1 *	3 1%	* *	-
Several times a month	7 1%	6 1%	1 1%	1 3%	-	-	-	-	-	-	6 1%	-	1 1%	-
Once a month	4 *	2 *	1 1%	1 2%	-	1 3%	-	-	-	1 11%	3 *	1 *	-	-
Less often	13 1%	8 1%	5 5%a	-	4 7%a	1 3%	-	1 10%	-	1 11%	6 1%	3 1%	2 1%	1 3%
NET: At least daily	20 2%	8 1%	11 10%a	1 5%	7 15%a	2 8%	1 16%	-	-	2 24%	3 *	10 2%j	6 4%j	-
NET: At least weekly	28 2%	15 1%	13 12%a	1 5%	9 17%a	3 11%	1 16%	-	-	2 24%	4 1%	13 3%j	9 7%j	1 2%
NET: At least monthly	40 3%	23 2%	15 14%a	3 11%	9 17%a	3 14%	1 16%	-	-	3 36%	13 2%	13 3%	10 7%j	1 2%
NET: Ever	52 4%	31 3%	21 18%a	3 11%	12 24%a	4 17%	1 16%	1 10%	-	4 47%	19 3%	16 4%	12 9%j	2 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 413

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1181	1074	91	24	37	20	3	8	11	4	632	377	123	27
	95%	97% <sup>bd</sup>	80%	89%	73%	83%	64%	90%	100%	53%	96% <sup>l</sup>	95% <sup>l</sup>	89%	92%
Don't know	10	7	2	-	1	-	1	-	-	-	4	2	3	1
	1%	1%	2%	-	3%	-	20%	-	-	-	1%	1%	2%	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 414

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	11 1%	11 1%	6 1%	5 1%	-	-	-	9 1%	8 1%	1 1%	2 *	-	2 2%	-	-	-	4 *	7 2%p	7 2%p	3 1%	4 3%p	3 2%p	2 1%	-
Once a day	9 1%	9 1%	7 1%	2 *	-	-	-	9 1%j	9 1%j	-	-	-	-	-	-	-	6 1%	3 1%	3 1%	3 1%	1 1%	3 2%	3 2%	-
Several times a week	4 *	4 *	3 1%	1 *	-	-	-	4 *	4 1%	-	1 *	-	1 1%	-	-	-	1 *	3 1%	3 1%	2 1%	3 2%p	2 1%	1 *	-
Once a week	4 *	2 *	1 *	1 *	2 1%	2 1%	-	4 *	3 1%	* 1%	1 *	-	1 1%	-	-	-	2 *	3 1%	3 1%	2 1%	1 *	-	2 1%p	1 1%
Several times a month	7 1%	7 1%	4 1%	3 1%	-	-	-	6 1%	6 1%	-	1 *	-	1 1%	-	-	-	3 *	4 1%	4 1%	2 1%	2 1%	1 *	1 *	-
Once a month	4 *	4 *	2 *	2 *	-	-	-	4 *	1 *	2 1%hj	1 *	1 1%	-	-	-	-	3 *	1 *	1 *	-	1 1%	-	-	-
Less often	13 1%	12 1%	7 1%	5 1%	1 *	1 *	-	8 1%	7 1%	1 *	5 1%	1 2%	2 2%	-	1 1%	1 1%	4 *	9 2%p	8 2%p	8 2%p	3 2%	4 3%p	4 2%p	1 2%
NET: At least daily	20 2%	20 2%de	13 2%de	6 1%	-	-	-	18 2%j	17 3%j	1 1%	2 *	-	2 2%	-	-	-	10 1%	10 3%	10 3%	6 2%	5 4%p	6 4%p	5 3%	-
NET: At least weekly	28 2%	27 3%	18 3%	9 2%	2 1%	2 1%	-	25 3%jn	24 4%jn	1 1%	3 1%	-	3 3%n	-	-	-	13 2%	16 4%p	16 5%p	10 3%	8 6%p	8 5%p	7 5%p	1 1%
NET: At least monthly	40 3%	38 4%de	24 4%de	14 3%	2 1%	2 1%	-	35 4%jn	32 5%jn	3 2%	4 1%	1 1%	4 3%n	-	-	-	19 2%	21 5%p	21 6%p	12 4%	12 8%pw	9 5%p	9 6%p	1 1%
NET: Ever	52 4%	49 5%de	31 6%de	19 4%cd	3 1%	3 1%	-	43 5%jn	39 6%jn	4 3%	9 2%	2 3%	6 5%n	-	1 1%	1 1%	22 3%	30 8%p	29 9%p	20 6%p	15 10%pw	13 8%p	12 8%p	2 3%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 414

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1181	940	512	428	241	221	20	741	586	155	440	53	98	58	148	83	825	352	311	283	124	148	138	81
	95%	94%	93%	96%	98%ab	98%ab	100%	94%	93%	97%h	97%ghl	96%	93%	100%	99%ghl	99%	97%qrst	91%	91%	93%	89%	91%	90%	97%t
Don't know	10	9	9	-	1	1	-	7	7	1	2	1	1	-	-	-	7	3	3	3	1	2	2	-
	1%	1%	2% <sup>c</sup>	-	*	*	-	1%	1%	1%	1%	2%	1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	-

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

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	11 1%	1 2%	-	5 3% <sup>cde</sup>	1 *	-	1 1%	-	2 2%	1 1%	4 1%	4 3% <sup>o</sup>	3 1%	* 1%	* 4%	6 1%	11 1%
Once a day	9 1%	-	1 1%	2 1%	3 1%	-	1 1%	-	2 2%	-	2 1%	-	2 1%	-	-	6 1%	9 1%
Several times a week	4 *	-	-	1 1%	-	1 *	-	1 1%	1 2%	-	2 1%	2 2% <sup>o</sup>	-	-	-	2 *	4 *
Once a week	4 *	1 1%	-	2 1%	2 1%	-	-	-	-	-	1 *	-	1 *	-	-	4 *	4 *
Several times a month	7 1%	-	-	-	1 *	2 1%	3 3% <sup>ccdi</sup>	1 1%	-	-	-	-	-	-	-	7 1%	7 1%
Once a month	4 *	1 2%	-	1 *	1 1%	1 *	-	1 1%	-	-	1 *	1 1%	-	-	-	3 *	4 *
Less often	13 1%	1 3%	1 1%	2 1%	2 1%	1 1%	2 1%	1 1%	-	2 1%	3 1%	3 3%	2 1%	1 1%	-	10 1%	13 1%
NET: At least daily	20 2%	1 2%	1 1%	7 4% <sup>ei</sup>	4 2%	-	2 2%	-	3 5% <sup>e</sup>	1 1%	6 2%	4 3%	5 2%	* 1%	* 4%	13 1%	20 2%
NET: At least weekly	28 2%	2 3%	1 1%	10 6% <sup>bci</sup>	6 3%	1 *	2 2%	1 1%	4 6% <sup>bei</sup>	1 1%	9 3%	6 5%	5 3%	* 1%	* 4%	19 2%	28 2%
NET: At least monthly	40 3%	3 5% <sup>i</sup>	1 1%	11 7% <sup>bi</sup>	8 4%	3 2%	6 5% <sup>i</sup>	2 2%	4 6% <sup>bi</sup>	1 1%	9 3%	7 5%	5 3%	* 1%	* 4%	28 3%	40 3%
NET: Ever	52 4%	4 8%	2 2%	13 8% <sup>bi</sup>	10 5%	5 3%	7 6%	3 3%	4 6%	3 2%	13 4%	10 8%	8 4%	1 1%	* 4%	38 4%	52 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**IMO**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1181 95%	46 91%	116 98% <sup>c</sup>	142 90%	201 95%	151 95%	105 92%	87 97%	65 94%	170 98% <sup>a</sup>	295 95%	118 92%	196 95%	86 98%	9 96%	865 95%	1181 95%
Don't know	10 1%	1 1%	1 1%	3 2% <sup>d</sup>	-	3 2%	1 1%	-	-	-	2 1%	-	2 1%	1 1%	-	7 1%	10 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 416  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**Signal**

	Gender		Age							Social Grade				Region										Employment Sector					
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	10 1%	5 1%	5 1%	5 3% fi	3 1%	1 *	1 *	1 *	-	3 1%	3 1%	1 *	4 1%	-	-	-	-	1 1%	3 3%	-	3 3%	1 1%	1 *	1 1%	-	2 1%	7 1%	7 5%	
Once a day	9 1%	9 1% b	-	3 2%	-	4 2%	2 1%	-	-	4 1%	2 1%	-	2 1%	-	-	5 3% w	-	-	-	-	-	4 2%	-	-	-	-	6 3% B	3 1%	6 4%
Several times a week	13 1%	7 1%	6 1%	7 4% ghi	3 1%	3 1%	-	-	-	5 2%	3 1%	1 *	3 1%	1 1%	2 3% vw	2 1%	1 1%	-	2 2%	-	4 3% vw	-	-	2 2%	-	-	11 2%	7 5%	
Once a week	3 *	1 *	2 *	3 2%	-	-	-	-	-	1 *	1 *	1 *	-	-	1 3% w	1 1%	-	-	-	-	-	-	-	1 1%	-	1 1%	2 *	-	
Several times a month	2 *	1 *	1 *	-	2 1%	-	-	-	-	1 *	1 *	-	-	-	-	-	-	-	-	-	-	1 1%	-	-	1 2%	-	1 *	2 1%	
Once a month	6 1%	2 *	5 1%	4 3% ghi	1 1%	1 *	-	-	-	3 1%	1 *	1 1%	1 *	2 2%	1 3% w	-	1 1%	1 *	-	-	1 1%	-	-	1 1%	-	1 1%	3 1%	3 2%	
Less often	11 1%	5 1%	6 1%	-	3 1%	2 2%	4 2%	1 1%	1 *	2 1%	2 1%	3 1%	3 1%	1 1%	1 2%	3 2%	1 1%	-	-	2 1%	1 *	2 1%	-	-	-	1 *	7 1%	3 2%	
NET: At least daily	18 1%	13 2% b	5 1%	7 5% hi	3 1%	5 2% i	3 1%	1 *	-	7 2%	5 1%	1 *	5 2%	-	-	5 4% w	-	1 1%	3 3%	-	3 3%	5 3%	1 *	1 1%	-	8 3%	9 2%	13 9%	
NET: At least weekly	34 3%	21 4%	13 2%	17 11% efgh i	6 2% i	8 3% hi	3 1%	1 *	-	14 4% l	9 3%	3 1%	9 3%	1 3%	3 6% w	8 6% w	1 1%	1 1%	5 5% w	-	7 6% w	5 3%	1 *	4 4% w	-	9 4%	22 4%	20 13%	
NET: At least monthly	42 3%	24 4%	18 3%	21 14% efgh i	9 4% hi	8 4% hi	3 1%	1 *	-	18 5% l	11 3%	4 1%	10 3%	4 3%	4 9% tw	8 6% w	1 1%	2 2%	5 5% w	-	7 6% w	6 3%	1 *	5 5% w	1 2%	11 5%	26 5%	25 16%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 416

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	Northern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	54 4%	29 5%	24 4%	21 14% efgh i	12 5%	10 5%	7 3%	1 1%	1 *	20 6%	13 4%	7 3%	14 5%	5 4%	5 10%	11 qtrw	2 8%	3 2%	5 5%	-	9 8%	7 tw	3 4%	5 2%	1 2%	11 5%	33 6%	27 18%
Never	1176 95%	552 94%	624 96%	135 86%	227 93%	217 94%	210 95%	163 99%	224 100%	313 93%	329 95%	256 97%	278 94%	105 96%	44 90%	123 92%	92 98%	111 96%	83 95%	64 100%	111 opu	164 90%	167 98%	82 opu	30 95%	209 98%	527 94%	117 93%
Don't know	13 1%	8 1%	5 1%	-	5 2%	4 2%	4 2%	-	-	4 1%	4 1%	-	5 2%	-	-	-	-	2 2%	-	-	-	11 6%	-	-	-	2 1%	10 2%	6 4%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 417

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	10 1%	4 *	6 5%a	2 8%	3 5%a	*	1 2%	-	-	-	1 16%	5 1%j	4 3%j	-
Once a day	9 1%	4 *	4 4%a	-	3 6%a	2 7%	-	-	-	2 24%	2 *	2 1%	2 1%	-
Several times a week	13 1%	13 1%	-	-	-	-	-	-	-	-	4 1%	5 1%	3 2%	1 2%
Once a week	3 *	3 *	-	-	-	-	-	-	-	-	1 *	1 *	1 1%	-
Several times a month	2 *	2 *	-	-	-	-	-	-	-	-	2 *	-	-	-
Once a month	6 1%	4 *	1 1%	1 2%	-	1 3%	-	-	-	1 11%	3 *	2 1%	-	1 3%
Less often	11 1%	9 1%	1 1%	-	1 3%	-	-	-	-	-	6 1%	3 1%	1 1%	-
NET: At least daily	18 1%	8 1%	10 9%a	2 8%	6 11%a	2 8%	1 16%	-	-	2 24%	3 *	7 2%	7 5%j	-
NET: At least weekly	34 3%	24 2%	10 9%a	2 8%	6 11%a	2 8%	1 16%	-	-	2 24%	8 1%	13 3%j	10 7%j	1 2%
NET: At least monthly	42 3%	30 3%	12 10%a	3 11%	6 11%a	3 11%	1 16%	-	-	3 36%	12 2%	16 4%	10 7%j	2 6%
NET: Ever	54 4%	39 3%	13 12%a	3 11%	7 14%a	3 11%	1 16%	-	-	3 36%	19 3%	19 5%	11 8%j	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 417

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1176	1065	95	23	40	21	3	8	11	5	632	372	122	27
	95%	96% <sup>bd</sup>	84%	86%	79%	89%	64%	100%	100%	64%	96% <sup>l</sup>	94%	89%	92%
Don't know	13	8	5	1	4	-	1	-	-	-	4	4	4	1
	1%	1%	5% <sup>a</sup>	3%	7% <sup>a</sup>	-	20%	-	-	-	1%	1%	3% <sup>j</sup>	2%

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

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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 418

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	10 1%	9 1%	4 1%	5 1%	1 *	1 *	-	9 1%	7 1%	2 1%	1 *	-	1 1%	-	-	-	2 *	8 2%p	8 2%p	4 1%p	3 2%p	4 3%p	1 1%	-
Once a day	9 1%	9 1%	4 1%	4 1%	-	-	-	9 1%	9 1%	-	-	-	-	-	-	-	7 1%	2 *	2 1%	2 1%	-	2 1%	2 1%	-
Several times a week	13 1%	13 1%	8 1%	5 1%	-	-	-	11 1%	9 1%	2 1%	2 *	-	2 2%	-	-	-	6 1%	6 2%	6 2%	3 1%	4 3%p	1 1%	2 1%	2 2%
Once a week	3 *	3 *	3 1%	-	-	-	-	3 *	2 *	1 *	-	-	-	-	-	-	3 *	-	-	-	-	-	-	-
Several times a month	2 *	1 *	1 *	-	1 *	1 *	-	1 *	1 *	-	1 *	-	1 1%	-	-	-	-	2 *	2 1%	1 *	1 *	-	1 1%p	-
Once a month	6 1%	5 1%	2 *	3 1%	1 1%	1 1%	-	4 1%	3 *	2 1%	2 *	1 1%	1 1%	-	-	-	4 *	3 1%	3 1%	1 *	1 1%	-	1 1%	-
Less often	11 1%	9 1%	6 1%	3 1%	2 1%	2 1%	-	8 1%	7 1%	1 *	4 1%	-	1 1%	-	1 1%	2 2%	5 1%	6 2%	6 2%	6 2%	1 1%	2 1%	4 3%p	1 1%
NET: At least daily	18 1%	18 2%	8 1%	9 2%	1 *	1 *	-	17 2%	16 2%	2 1%	1 *	-	1 1%	-	-	-	9 1%	9 2%	9 3%p	6 2%	3 2%	6 4%p	3 2%	-
NET: At least weekly	34 3%	33 3%	19 3%	14 3%	1 *	1 *	-	31 4%	27 4%	4 3%	3 1%	-	3 3%	-	-	-	18 2%	16 4%	16 5%p	9 3%	8 6%p	7 4%	5 3%	2 2%
NET: At least monthly	42 3%	40 4%	22 4%	18 4%	3 1%	3 1%	-	36 5%	31 5%	6 4%	6 1%	1 1%	5 5%	-	-	-	22 3%	20 5%p	20 6%p	12 4%	10 7%p	7 4%	7 5%	2 2%
NET: Ever	54 4%	48 5%	28 5%	21 5%	5 2%	5 2%	-	44 6%	38 6%	6 4%	10 2%	1 1%	6 6%	-	1 1%	2 2%	27 3%	26 7%p	26 8%p	17 6%	11 8%p	9 6%	11 7%p	3 3%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 418

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1176	937	511	426	240	220	20	736	584	152	440	54	99	58	148	82	818	355	312	285	127	151	138	80
	95%	94%	93%	95%	98%ab	98%ab	100%	93%	92%	95%	98%gchl	97%	94%	100%h	99%ghil	98%	96%qrvtv	92%	91%	93%	91%	92%	90%	96%
Don't know	13	13	13	-	-	-	-	12	11	1	1	1	1	-	-	-	9	4	4	4	2	3	3	1
	1%	1%c	2%cde	-	-	-	-	1%	2%	1%	*	2%	1%	-	-	-	1%	1%	1%	1%	1%	2%	2%	1%

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

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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 419

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	10 1%	2 4% bde	-	5 3% cdei	-	-	* 1%	1 1%	1 1%	-	4 1%	4 3% o	3 1%	* 1%	* 4%	5 1%	10 1%
Once a day	9 1%	-	1 1%	-	3 1%	-	2 2%	-	2 2%	1 1%	2 1%	-	2 1%	-	-	7 1%	9 1%
Several times a week	13 1%	-	-	3 2%	3 1%	2 1%	-	1 1%	2 3% i	-	2 1%	2 2%	-	-	-	11 1%	13 1%
Once a week	3 *	-	-	1 *	-	-	-	-	1 1%	1 1%	1 *	1 1%	-	-	-	2 *	3 *
Several times a month	2 *	1 1%	-	-	-	-	1 1%	-	-	-	1 *	-	1 *	-	-	1 *	2 *
Once a month	6 1%	1 2%	-	2 1%	2 1%	1 *	-	1 1%	-	-	-	-	-	-	-	6 1%	6 1%
Less often	11 1%	1 3% i	3 2%	1 1%	2 1%	3 2%	2 2%	-	-	-	3 1%	3 2%	1 1%	1 1%	-	7 1%	11 1%
NET: At least daily	18 1%	2 4% e	1 1%	5 3% e	3 1%	-	2 2%	1 1%	2 3%	1 1%	6 2%	4 3%	5 2%	* 1%	* 4%	11 1%	18 1%
NET: At least weekly	34 3%	2 4%	1 1%	9 6% cbe	6 3%	2 1%	3 2%	1 2%	5 8% bei	2 1%	9 3%	7 5%	5 2%	* 1%	* 4%	24 3%	34 3%
NET: At least monthly	42 3%	3 7% b	1 1%	11 7% bei	8 4%	2 2%	4 3%	2 2%	5 8% bei	2 1%	9 3%	7 5%	5 3%	* 1%	* 4%	31 3%	42 3%
NET: Ever	54 4%	5 9% i	3 3%	12 8% i	9 4%	6 4%	6 5%	2 2%	5 8% i	2 1%	13 4%	9 7%	7 3%	1 1%	* 4%	38 4%	54 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

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**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Signal**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1176 95%	45 90%	116 97% <sup>c</sup>	143 90%	199 95%	151 95%	105 93%	88 98% <sup>c</sup>	63 91%	170 98% <sup>a</sup>	294 95%	116 91%	197 96%	87 99% <sup>k</sup>	9 96%	862 95%	1176 95%
Don't know	13 1%	1 1%	-	4 2%	2 1%	2 1%	2 2%	-	1 1%	1 *	3 1%	2 2%	1 *	-	-	10 1%	13 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 420

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

Line

	Gender			Age							Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	10 1%	6 1%	5 1%	4 3%fi	4 2%	-	2 1%	1 *	-	1 *	3 1%	1 *	5 2%	-	-	1 1%	-	*	2 3%	-	3 3%	2 1%	1 *	1 1%	-	5 2%	5 1%	8 5%	
Once a day	11 1%	8 1%	2 *	3 2%	3 1%	2 1%	2 1%	-	1 1%	8 2%lm	3 1%	-	-	1 1%	-	2 2%	-	-	-	-	1 1%	5 3%	-	-	1 3%	3 1%	6 1%	6 4%	
Several times a week	4 *	3 1%	1 *	-	2 1%	1 1%	-	-	-	1 *	2 1%	1 *	-	-	-	1 1%	1 1%	-	-	-	2 2%	-	-	-	-	-	3 *	2 1%	
Once a week	4 *	4 1%b	-	2 1%	1 *	2 1%	-	-	-	2 *	2 1%	-	1 *	-	2 3%vw	2 2%	-	1 *	-	-	-	-	-	-	-	2 1%	2 *	4 3%	
Several times a month	6 *	3 *	3 *	3 2%f	1 *	-	-	-	2 1%	1 *	2 *	1 1%	2 1%	-	1 3%v	1 1%	1 1%	-	2 3%vw	-	-	-	-	-	1 2%	-	1 *	3 2%	
Once a month	4 *	1 *	2 *	2 1%	1 *	1 *	-	-	-	2 *	-	1 *	1 *	2 2%	-	1 1%	-	-	-	-	1 1%	-	-	-	-	1 1%	2 *	-	
Less often	19 2%	8 1%	11 2%	3 2%	2 1%	4 2%	8 4%ei	1 1%	1 *	7 2%	5 2%	3 1%	4 1%	1 1%	-	2 2%	2 2%	4 3%	-	-	* 4%	3 2%	5 3%	3 3%	-	5 2%	10 2%	5 3%	
NET: At least daily	21 2%	14 2%	7 1%	7 4%fhi	6 3%	2 1%	4 2%	1 *	1 1%	9 3%l	6 2%	1 *	5 2%	1 1%	-	4 3%	-	*	2 3%	-	4 4%w	7 4%w	* 1%	1 1%	1 3%	8 4%	11 2%	14 9%	
NET: At least weekly	29 2%	21 4%b	8 1%	8 5%hi	10 4%hi	5 2%	4 2%	1 *	1 1%	11 3%l	10 3%	2 1%	6 2%	1 1%	2 3%	7 5%w	1 1%	1 3%	-	7 6%w	7 4%w	1 *	1 1%	1 3%	10 5%	16 3%	20 14%		
NET: At least monthly	39 3%	26 4%b	13 2%	14 9%tghi	11 4%h	6 4%	4 2%	1 *	4 2%	14 4%	12 3%	4 1%	9 3%	3 3%	4 6%w	3 2%	2 1%	1 5%w	-	7 6%rw	7 4%w	1 *	1 1%	1 5%	12 5%	18 3%	23 15%		
NET: Ever	58 5%	33 6%	24 4%	17 11%fhi	12 5%h	10 4%	12 6%h	2 1%	5 2%	21 6%l	17 5%	7 3%	13 4%	5 4%	3 6%	10 8%t	4 4%	4 4%	5 5%	-	8 7%	10 5%	5 3%	3 4%	1 5%	17 7%	29 5%	28 19%	

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



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 420  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
 Line

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Never	1170	548	622	140	226	217	205	163	219	314	324	255	277	105	47	123	89	109	83	62	112	163	165	84	30	203	531	116
	94%	93%	95%	89%	92%	94%	93%	99%def	97%deg	93%	94%	97%j	93%	96%	94%	92%	95%	94%	95%	96%	93%	90%	97%v	96%	95%	91%	93%	77%
Don't know	15	9	6	-	6	5	3	-	1	2	5	1	7	-	-	-	1	2	-	2	-	9	-	-	-	3	9	6
	1%	2%	1%	-	2%	2%	2%	-	1%	1%	1%	*	2%	-	-	-	1%	2%	-	4%puw	-	5%npsu	-	-	-	2%	2%	4%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 421

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Line**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	10 1%	6 1%	5 4%a	1 5%	2 4%a	* 2%	1 16%	-	-	2 24%	1 *	5 1%j	3 2%j	-
Once a day	11 1%	6 1%	4 4%a	-	3 6%a	2 7%	-	-	-	-	4 1%	3 1%	3 2%	-
Several times a week	4 *	4 *	-	-	-	-	-	-	-	-	1 *	1 *	1 1%	-
Once a week	4 *	4 *	-	-	-	-	-	-	-	-	3 *	2 *	-	-
Several times a month	6 *	5 *	1 1%	-	1 2%	-	-	-	-	1 14%	4 1%	* *	-	1 2%
Once a month	4 *	2 *	1 1%	-	-	1 3%	-	-	-	1 11%	1 *	2 1%	-	-
Less often	19 2%	11 1%	7 6%a	2 9%	3 6%a	1 2%	-	1 7%	-	-	8 1%	6 1%	4 3%	1 3%
NET: At least daily	21 2%	12 1%	9 8%a	1 5%	5 10%a	2 8%	1 16%	-	-	2 24%	5 1%	8 2%	6 4%j	-
NET: At least weekly	29 2%	20 2%	9 8%a	1 5%	5 10%a	2 8%	1 16%	-	-	2 24%	9 1%	11 3%	7 5%j	-
NET: At least monthly	39 3%	27 2%	11 10%a	1 5%	6 12%a	3 11%	1 16%	-	-	4 49%	13 2%	14 4%	7 5%j	1 2%
NET: Ever	58 5%	38 3%	18 16%a	4 14%	9 19%a	3 14%	1 16%	1 7%	-	4 49%	21 3%	20 5%	11 8%j	2 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 421

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

Line

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1170 94%	1064 96% <sup>bd</sup>	92 81%	23 86%	38 76%	20 86%	3 64%	8 93%	11 100%	4 51%	626 96% <sup>l</sup>	373 94%	123 89%	27 92%
Don't know	15 1%	10 1%	4 3% <sup>a</sup>	-	3 6% <sup>a</sup>	-	1 20%	-	-	-	8 1%	3 1%	3 3%	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 422

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Line**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	10 1%	10 1%	4 1%	6 1%	1 *	1 *	-	10 1%	8 1%	2 1%	1 *	-	1 1%	-	-	-	5 1%	6 2%	6 2%	2 1%	3 2%p	2 2%	-	-
Once a day	11 1%	8 1%	8 2%c	-	2 1%	2 1%	-	9 1%	8 1%	1 1%	1 *	-	-	-	1 1%	-	5 1%	5 1%	5 2%	4 1%	1 1%	3 2%	4 3%p	-
Several times a week	4 *	4 *	3 1%	1 *	-	-	-	3 *	3 *	-	1 *	-	1 1%	-	-	-	2 *	1 *	1 *	1 1%	1 1%	1 1%	-	-
Once a week	4 *	4 *	2 *	2 *	-	-	-	4 *	4 1%	-	1 *	-	1 1%	-	-	-	4 1%	-	-	-	-	-	-	-
Several times a month	6 *	4 *	1 *	3 1%	2 1%	2 1%	-	1 *	1 *	-	5 1%g	-	2 2%gh	1 2%gh	1 1%	-	4 *	2 *	2 1%	-	2 1%	-	-	-
Once a month	4 *	2 *	1 *	1 *	1 1%	1 1%	-	3 *	1 *	2 1%	1 *	1 1%	-	-	-	-	2 *	1 *	1 *	1 *	-	-	1 1%	-
Less often	19 2%	17 2%	10 2%	7 2%	2 1%	2 1%	-	15 2%	12 2%	4 2%	4 1%	1 1%	1 1%	-	1 1%	1 1%	7 1%	12 3%p	12 3%p	12 4%p	1 1%	7 4%p	8 5%p	1 1%
NET: At least daily	21 2%	18 2%	12 2%	6 1%	3 1%	3 1%	-	19 2%j	17 3%j	3 2%	2 *	-	1 1%	-	1 1%	-	10 1%	11 3%p	11 3%p	6 2%	5 3%	5 3%	4 3%	-
NET: At least weekly	29 2%	26 3%	17 3%	9 2%	3 1%	3 1%	-	26 3%j	23 4%j	3 2%	3 1%	-	2 2%	-	1 1%	-	17 2%	12 3%	12 4%	8 2%	6 4%	6 4%	4 3%	-
NET: At least monthly	39 3%	33 3%	20 4%	13 3%	6 3%	6 3%	-	30 4%	26 4%	4 3%	9 2%	1 1%	4 4%	1 2%	2 2%	-	23 3%	16 4%	16 5%	9 3%	8 6%w	6 4%	5 3%	-
NET: Ever	58 5%	50 5%	30 5%	20 4%	8 3%	8 3%	-	45 6%j	38 6%j	8 5%	12 3%	1 2%	5 5%	1 2%	3 2%	1 1%	30 4%	28 7%pw	28 8%pw	21 7%pw	9 7%	13 8%pw	13 9%pw	1 1%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 422

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

Line

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1170	933	509	424	237	217	20	734	583	151	436	53	100	57	145	82	815	352	310	280	126	146	136	81
	94%	93%	92%	95%	97%b	97%b	100%	93%	92%	94%	97%gh	96%	94%	98%	97%	95%qrst	91%	90%	91%	90%	89%	89%	98%rtuv	
Don't know	15	15	13	2	-	-	-	13	11	1	3	1	1	-	-	1	9	6	6	6	4	5	4	1
	1%	2%	2%cde	1%	-	-	-	2%	2%	1%	1%	2%	1%	-	-	1%	1%	1%	2%	2%	3%	3%	2%	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 423

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

Line

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	10 1%	1 3%e	-	5 3%e	2 1%	-	*	-	1 1%	1 1%	6 2%o	4 3%o	5 2%o	*	4 4%	4 *	10 1%
Once a day	11 1%	-	1 1%	1 1%	2 1%	-	2 2%	-	3 4%e	1 1%	2 1%	1 1%	1 *	-	-	8 1%	11 1%
Several times a week	4 *	-	1 1%	-	-	-	-	1 1%	2 3%odei	-	1 *	1 1%	-	-	-	3 *	4 *
Once a week	4 *	-	-	2 1%	1 *	-	2 2%	-	-	-	-	-	-	-	-	4 *	4 *
Several times a month	6 *	2 3%ei	-	2 1%	1 1%	-	-	-	-	-	3 1%	1 1%	1 1%	-	-	4 *	6 *
Once a month	4 *	1 2%	-	2 1%	-	1 *	-	-	-	-	1 *	1 1%	-	-	-	2 *	4 *
Less often	19 2%	2 4%	1 1%	2 1%	3 2%	4 3%	2 1%	1 2%	1 1%	1 1%	2 1%	2 1%	2 1%	-	-	14 2%	19 2%
NET: At least daily	21 2%	1 3%e	1 1%	7 4%e	4 2%	-	3 2%	-	4 5%e	2 1%	8 3%	5 4%o	6 3%	*	*	13 1%	21 2%
NET: At least weekly	29 2%	1 3%e	2 1%	8 5%e	5 2%	-	5 4%e	1 1%	6 8%bdegi	2 1%	9 3%	6 5%	6 3%	*	*	20 4%	29 2%
NET: At least monthly	39 3%	4 8%begi	1 1%	13 8%bdegi	6 3%	1 *	5 4%e	1 1%	6 8%begi	2 1%	13 4%	7 6%	6 3%	2 2%	*	25 3%	39 3%
NET: Ever	58 5%	6 12%begi	3 2%	15 9%begi	10 5%	5 3%	6 6%	2 2%	7 10%gi	3 2%	15 5%	9 7%	9 4%	2 2%	*	40 4%	58 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 423

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Line**

Line	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1170 94%	44 87%	117 98%ac	139 88%	199 94%ac	151 96%ac	105 92%	85 95%	63 90%	170 98%acfh	292 94%	116 91%	195 95%	86 98%	9 96%	859 94%	1170 94%
Don't know	15 1%	1 1%	-	5 3% <i>i</i>	2 1%	2 1%	2 2%	2 3% <i>i</i>	-	-	3 1%	2 2%	1 *	-	-	12 1%	15 1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 424  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**Viber**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	15 1%	9 1%	6 1%	4 3% i	4 2%	2 1%	2 1%	2 1%	-	2 *	4 1%	3 1%	6 2%	1 1%	-	-	1 1%	-	2 3%	-	5 4%	3 2%	1 1%	-	-	5 2%	8 1%	8 5%
Once a day	13 1%	12 2% b	1 *	7 4% eghi	1 1%	3 1%	2 -	-	-	8 3% k	1 *	1 1%	2 1%	-	3 6% nqsu	4 3%	-	1 1%	-	-	-	5 3%	1 1%	-	-	4 2%	9 2%	9 6%
Several times a week	8 1%	7 1% b	1 *	-	3 1%	4 2%	2 1%	-	-	2 *	5 1%	1 *	1 *	-	-	5 3% w	1 1%	-	-	-	2 2%	1 1%	-	-	-	4 2%	4 1%	5 3%
Once a week	7 1%	3 1%	3 1%	* *	4 2%	2 1%	-	-	-	2 1%	1 *	1 *	2 1%	1 1%	-	-	-	1 *	2 2%	-	* *	1 1%	-	1 1%	1 2%	* *	5 1%	3 2%
Several times a month	6 *	2 *	4 1%	5 3% eghi	-	2 1%	-	-	-	3 1%	3 1%	1 *	-	1 1%	-	1 1%	1 1%	1 1%	1 1%	-	1 1%	-	1 1%	-	1 1%	2 *	1 1%	
Once a month	5 *	2 *	4 1%	1 *	2 1%	1 1%	1 *	1 1%	-	1 1%	-	1 *	2 2%	-	-	1 1%	-	-	-	1 1%	1 *	-	1 1%	1 3%	1 1%	2 1%	3 1%	1 1%
Less often	24 2%	12 2%	12 2%	2 1%	5 2%	6 3%	5 2%	4 2%	2 1%	8 2%	4 1%	7 3%	5 2%	1 1%	-	6 4%	1 1%	2 2%	2 2%	1 1%	1 *	7 4%	2 1%	1 1%	-	1 1%	18 3% A	6 4%
NET: At least daily	28 2%	20 3% b	7 1%	11 7% efgh i	6 2% i	6 2% i	4 2%	2 1%	-	10 3%	5 2%	4 2%	8 3%	1 1%	3 6% x	4 3%	1 1%	2 1%	2 3%	-	5 4%	8 4%	2 1%	-	-	9 4%	17 3%	17 11%
NET: At least weekly	43 3%	31 5% b	12 2%	11 7% hi	12 5% hi	12 5% hi	6 3% i	2 1%	-	14 4%	11 3%	6 2%	11 4%	2 2%	3 6%	8 6% w	2 2%	2 2%	4 5%	-	8 6% w	9 5%	2 1%	1 1%	2 2%	13 6%	26 5%	25 17%
NET: At least monthly	54 4%	35 6% b	19 3%	17 11% ghi	14 6% i	15 6% hi	7 3% i	3 2%	-	20 6%	14 4%	9 3%	12 4%	6 5%	3 6%	9 7% w	2 3%	3 2%	5 5%	1 1%	8 7% w	11 6% w	2 1%	3 3%	1 5%	17 7%	30 5%	28 18%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 424

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North East (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: Ever	78 6%	47 8% <sup>b</sup>	31 5%	19 12% <sup>ghi</sup>	19 8% <sup>i</sup>	21 9% <sup>i</sup>	11 5% <sup>i</sup>	7 4%	2 1%	28 8%	18 5%	15 6%	17 6%	7 6%	3 6%	15 11% <sup>tw</sup>	4 4%	5 5%	6 7%	2 2%	9 7%	18 10% <sup>w</sup>	4 2%	4 4%	1 5%	18 8%	49 9%	33 22%
Never	1153 93%	536 91%	617 95% <sup>a</sup>	138 88%	222 91%	209 90%	206 93%	158 96% <sup>df</sup>	220 98% <sup>def</sup>	307 91%	328 95%	244 93%	275 92%	100 91%	47 94%	118 89%	90 96% <sup>v</sup>	110 95% <sup>v</sup>	81 93%	63 98% <sup>pv</sup>	111 92%	157 87%	166 98% <sup>npv</sup>	81 93%	29 95%	202 91%	515 90%	115 77%
Don't know	12 1%	7 1%	4 1%	- -	4 2%	2 1%	3 2%	- -	2 1%	2 1%	* *	4 1%	6 2% <sup>k</sup>	2 2%	- -	- -	- *	- *	- -	1 *	6 4% <sup>pw</sup>	- -	2 3%	- -	2 1%	6 1%	2 1%	

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 425

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	15 1%	10 1%	5 4%a	2 2%	2 4%a	2 2%	1 16%	1 14%	-	2 24%	3 *	5 1%	4 3%j	-
Once a day	13 1%	6 1%	7 6%a	1 4%	4 9%a	2 7%	-	-	-	-	3 *	8 2%j	3 2%j	-
Several times a week	8 1%	6 1%	3 2%a	1 4%	1 2%	-	-	1 8%	-	-	6 1%	2 *	1 1%	-
Once a week	7 1%	6 1%	* *	-	* 1%	-	-	-	-	-	2 *	3 1%	1 1%	-
Several times a month	6 *	4 *	3 2%a	1 3%	2 4%a	-	-	-	-	-	3 *	2 1%	1 1%	1 2%
Once a month	5 *	2 *	1 1%	1 2%	-	1 3%	-	-	-	1 11%	1 *	2 1%	2 1%j	-
Less often	24 2%	16 1%	8 7%a	1 2%	4 8%a	2 8%	-	1 16%	-	-	9 1%	13 3%	2 1%	-
NET: At least daily	28 2%	16 1%	12 10%a	1 5%	7 13%a	2 8%	1 16%	1 14%	-	2 24%	5 1%	13 3%j	7 5%j	-
NET: At least weekly	43 3%	28 2%	15 13%a	2 9%	8 16%a	2 8%	2 16%	2 22%	-	2 24%	14 2%	17 4%j	10 7%j	-
NET: At least monthly	54 4%	34 3%	19 17%a	4 14%	10 19%a	3 11%	2 16%	2 22%	-	3 36%	17 3%	21 5%j	12 9%j	1 2%
NET: Ever	78 6%	49 4%	27 24%a	4 17%	14 28%a	4 19%	3 16%	3 38%	-	3 36%	26 4%	34 9%j	14 10%j	1 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 425

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1153 93%	1053 95%bd	85 75%	22 83%	35 70%	19 81%	3 64%	5 62%	9 80%	5 64%	623 95%kl	360 91%	122 89%	28 96%
Don't know	12 1%	10 1%	2 2%	-	1 2%	-	1 20%	-	2 20%	-	6 1%	1 *	1 1%	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 426

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	15 1%	13 1%	7 1%	7 1%	1 1%	1 1%	-	13 2%	11 2%	1 1%	2 *	-	1 1%	-	-	1 1%	5 1%	10 3%p	10 3%p	5 2%	7 5%p	5 3%p	2 1%	-
Once a day	13 1%	13 1%	10 2%	3 1%	-	-	-	13 2%j	13 2%j	-	-	-	-	-	-	-	6 1%	7 2%	7 2%	5 2%	2 2%	4 3%p	5 4%p	-
Several times a week	8 1%	7 1%	4 1%	3 1%	1 *	1 1%	-	8 1%j	8 1%j	-	-	-	-	-	-	-	7 1%	2 *	2 *	2 1%	1 *	2 1%	1 1%	-
Once a week	7 1%	6 1%	3 *	3 1%	1 *	1 *	-	5 1%	5 1%	* *	2 *	-	2 *	-	-	-	2 *	4 1%	4 1%p	1 *	4 3%psv	1 1%	-	-
Several times a month	6 *	4 *	3 1%	1 *	2 1%	2 1%	-	3 *	2 *	1 *	3 1%	-	3 2%gh	-	-	1 1%	3 *	4 1%	4 1%	3 1%	1 1%	2 1%	2 1%	-
Once a month	5 *	5 1%	5 1%	1 *	-	-	-	5 1%	3 1%	2 1%	1 *	1 1%	-	-	-	-	4 *	1 *	1 *	1 *	-	1 *	1 1%	-
Less often	24 2%	22 2%	17 3%	5 1%	2 1%	2 1%	-	20 2%	17 3%	3 2%	4 1%	1 1%	-	-	2 1%	2 2%	11 1%	13 3%p	11 3%p	12 4%p	5 3%	6 4%p	7 5%p	3 4%
NET: At least daily	28 2%	26 3%	16 3%d	10 4%	1 2%	1 1%	-	26 3%jn	24 4%jn	1 1%	2 *	-	1 1%	-	-	1 1%	11 1%	17 4%p	17 5%pw	10 3%p	9 7%pw	9 5%pw	7 5%pw	-
NET: At least weekly	43 3%	40 4%d	23 4%d	16 4%	3 1%	3 1%	-	39 5%jn	37 6%jn	2 1%	3 1%	-	2 2%	-	-	1 1%	20 2%	23 6%pw	23 7%pw	13 4%	14 10%psw	12 7%pw	8 5%pw	-
NET: At least monthly	54 4%	49 5%	31 6%d	18 4%	5 2%	5 2%	-	47 6%jn	43 7%jn	4 3%jn	7 2%	1 1%	5 4%jn	-	-	2 2%	26 3%	28 7%pw	28 8%pw	17 6%w	16 11%pw	14 8%pw	11 7%pw	-
NET: Ever	78 6%	71 7%de	48 9%cde	23 5%	7 3%	7 3%	-	67 8%jmn	60 9%jmn	7 4%	12 3%	1 2%	5 4%	-	2 1%	4 4%	38 4%	40 10%p	39 11%pw	29 10%p	20 15%pw	20 12%pw	18 12%pw	3 4%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 426

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Vil- lage (e)	Hamlet & Iso- lated Dwel- ling (f)	NET: Work- ing (g)	Work- ing full time (h)	Work- ing part time (i)	NET: Not work- ing (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	1153	915	497	418	238	218	20	717	565	152	436	53	100	58	147	78	808	342	301	274	119	140	131	80
	93%	92%	90%	94%	97%ab	97%ab	100%	91%	89%	95%gh	97%gh	96%	95%	100%gh	99%gho	93%	95%qrst	89%	88%	89%	85%	85%	86%	96%rtuv
Don't know	12	12	7	5	-	-	-	8	7	1	4	1	1	-	-	2	8	3	3	3	1	3	3	-
	1%	1%	1%	1%	-	-	-	1%	1%	1%	1%	2%	1%	-	-	3%	1%	1%	1%	1%	1%	2%	2%	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 427

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	15 1%	1 1%	1 *	5 3% <i>i</i>	4 2%	2 1%	*	-	2 3%	-	5 2%	3 2%	5 2%	* 1%	* 4%	9 1%	15 1%
Once a day	13 1%	-	1 1%	2 1%	4 2%	-	4 3% <i>e</i> <i>i</i>	1 1%	2 2%	-	-	-	-	-	-	12 1%	13 1%
Several times a week	8 1%	-	1 1%	-	-	1 1%	2 2%	1 1%	1 1%	3 1%	-	-	-	-	-	8 1%	8 1%
Once a week	7 1%	1 2%	-	1 1%	1 *	1 1%	-	1 1%	-	-	3 1%	3 2% <i>o</i>	1 *	-	-	3 *	7 1%
Several times a month	6 *	1 1%	1 1%	1 1%	-	1 *	-	1 2%	-	-	3 1%	3 2% <i>o</i>	1 *	-	-	4 *	6 *
Once a month	5 *	1 2%	-	-	1 *	2 1%	-	1 1%	-	1 1%	-	-	-	-	-	4 *	5 *
Less often	24 2%	1 3%	1 1%	3 2%	4 2%	4 2%	4 4%	2 3%	1 2%	3 2%	3 1%	2 2%	2 1%	1 1%	-	20 2%	24 2%
NET: At least daily	28 2%	1 1%	1 1%	7 4% <i>i</i>	8 4% <i>i</i>	2 1%	4 4% <i>i</i>	1 1%	3 5% <i>i</i>	-	5 2%	3 2%	5 2%	* 1%	* 4%	21 2%	28 2%
NET: At least weekly	43 3%	2 3%	2 2%	8 5%	9 4%	4 3%	6 6%	3 3%	4 6%	3 1%	9 3%	6 4%	5 3%	* 1%	* 4%	33 4%	43 3%
NET: At least monthly	54 4%	3 6%	3 3%	9 6%	10 5%	7 4%	6 6%	5 5%	4 6%	4 2%	11 4%	8 7% <i>m</i>	6 3%	* 1%	* 4%	40 4%	54 4%
NET: Ever	78 6%	5 9%	4 3%	12 8%	14 7%	10 7%	10 9%	7 8%	6 8%	7 4%	15 5%	10 8%	8 4%	1 2%	* 4%	61 7%	78 6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 427

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Viber**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1153 93%	45 90%	115 97% <sup>c</sup>	142 90%	194 92%	147 93%	102 90%	81 90%	63 92%	166 96% <sup>c</sup>	292 94%	115 90%	194 95%	87 98% <sup>k</sup>	9 96%	841 92%	1153 93%
Don't know	12 1%	1 1%	-	4 2%	2 1%	1 1%	1 1%	2 3%	-	-	3 1%	2 2%	3 1%	-	-	9 1%	12 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 428

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	Gender		Age							Social Grade					Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	15 1%	10 2%	5 1%	7 4%gi	3 1%	2 1%	1 *	2 2%	-	5 1%	4 1%	2 1%	4 1%	-	2 3%w	1 1%	-	1 1%	3 3%w	1 2%	3 3%	3 2%	-	1 1%	-	3 1%	12 2%	9 6%	
Once a day	20 2%	20 3%b	1 *	5 3%hi	5 2%i	7 3%hi	3 1%	-	-	9 3%	5 1%	2 1%	4 1%	4 4%w	-	4 3%w	-	2 2%	-	-	1 1%	9 5%qsu	-	-	-	9 4%	10 2%	10 6%	
Several times a week	15 1%	10 2%	5 1%	3 2%i	3 1%	6 3%i	1 1%	* *	-	5 1%	5 2%	1 1%	4 1%	1 1%	-	2 2%	1 1%	3 3%	-	2 3%	3 2%	1 1%	1 1%	-	-	4 2%	8 1%	7 5%	
Once a week	12 1%	5 1%	7 1%	4 2%i	2 1%	2 1%	4 2%	1 1%	-	2 1%	5 1%	2 1%	3 1%	2 2%	-	2 2%	1 1%	-	-	-	2 3%	-	1 1%	2 2%	2 2%	1 1%	2 1%	3 3%	4 4%
Several times a month	20 2%	15 3%b	5 1%	2 1%	9 4%i	2 1%	4 2%i	3 2%	-	5 1%	7 2%	5 2%	3 1%	4 3%	1 2%	3 2%	1 1%	5 4%w	1 1%	-	1 *	4 2%	1 *	1 1%	-	2 1%	15 3%	6 4%	
Once a month	20 2%	9 1%	11 2%	7 4%e	1 *	3 1%	5 2%	2 1%	2 1%	10 3%k	3 1%	4 1%	3 1%	1 1%	1 3%	3 2%	3 3%w	2 1%	1 1%	* 2%	2 2%	4 2%	-	1 1%	-	2 1%	12 2%	8 5%	
Less often	98 8%	44 7%	54 8%	21 13%hi	20 8%	19 8%	19 9%i	10 6%	8 4%	29 9%	28 8%	22 8%	19 6%	13 12%	5 10%	10 7%	11 11%	9 7%	6 7%	5 8%	10 8%	16 9%	8 5%	5 6%	-	17 8%	44 8%	17 11%	
NET: At least daily	36 3%	30 5%b	6 1%	12 7%ghi	8 3%i	9 4%i	4 2%	2 2%	-	14 4%	9 3%	4 2%	9 3%	4 4%w	2 3%w	5 4%w	-	3 3%w	3 3%w	1 2%	4 3%w	13 7%qw	-	1 1%	-	12 5%	21 4%	18 12%	
NET: At least weekly	63 5%	46 8%b	17 3%	19 12%eghi	13 5%i	17 7%hi	9 4%i	4 2%i	-	21 6%	19 6%	7 3%	15 5%	7 6%	2 3%	10 7%w	2 2%	6 5%	3 3%	5 8%w	7 6%	15 8%qw	3 2%	3 4%	1 2%	18 8%	33 6%	30 20%	
NET: At least monthly	102 8%	69 12%b	33 5%	27 17%efg hi	23 10%i	22 10%i	19 8%i	9 5%i	2 1%	35 11%	29 8%	16 6%	22 7%	12 11%w	4 8%	15 12%w	5 6%	14 12%w	5 6%	6 9%w	10 8%w	23 13%w	4 2%	5 5%	1 2%	22 10%	60 11%	43 29%	
NET: Ever	200 16%	113 19%b	87 13%	48 31%efg hi	43 18%i	41 18%i	38 17%i	19 11%i	11 5%	64 19%	57 16%	38 15%	40 14%	25 23%w	9 17%w	25 19%w	16 17%w	22 19%w	11 12%	11 17%w	20 16%w	39 22%w	12 7%	10 11%	1 2%	39 18%	104 18%	60 40%	

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 428

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Never	1032	471	561	109	200	187	178	146	212	270	289	222	251	82	41	107	78	93	75	53	101	139	158	75	30	181	460	89
	83%	80%	86%	69%	82%	81%	81%	89%	94%	80%	83%	85%	84%	75%	83%	80%	83%	80%	86%	83%	84%	76%	93%	86%	98%	81%	81%	59%
Don't know	11	7	5	-	1	3	5	-	2	3	*	2	6	2	-	1	-	*	1	-	-	4	-	2	-	2	5	2
	1%	1%	1%	-	*	1%	2%	-	1%	1%	*	1%	2%	2%	-	1%	-	*	2%	-	-	2%	-	3%	-	1%	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 429

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	15 1%	9 1%	6 5%a	2 7%	2 4%a	2 2%	1 16%	1 14%	-	-	4 1%	7 2%	5 3%j	-
Once a day	20 2%	13 1%	7 6%a	* 2%	5 11%a	2 7%	-	-	-	2 24%	5 1%	10 3%j	3 2%	-
Several times a week	15 1%	14 1%	1 1%	-	-	1 5%	-	-	2 16%	-	9 1%	3 1%	2 1%	-
Once a week	12 1%	10 1%	1 1%	1 2%	1 1%	-	-	-	-	-	7 1%	1 *	2 1%	2 8%
Several times a month	20 2%	18 2%	1 1%	1 4%	-	1 2%	-	-	-	-	6 2%	8 2%	6 4%j	1 2%
Once a month	20 2%	17 2%	2 2%	1 3%	1 2%	1 3%	-	-	-	-	9 1%	9 2%	1 1%	1 3%
Less often	98 8%	83 7%	12 10%	-	6 12%	5 21%	-	1 10%	1 8%	2 22%	50 8%	34 9%	9 7%	2 6%
NET: At least daily	36 3%	22 2%	13 12%a	2 8%	7 15%a	2 8%	1 16%	1 14%	-	2 24%	9 1%	18 4%j	8 6%j	-
NET: At least weekly	63 5%	47 4%	16 14%a	3 11%	8 16%a	3 14%	1 16%	1 14%	2 16%	2 14%	24 4%	21 5%	11 8%j	2 8%
NET: At least monthly	102 8%	82 7%	20 17%a	5 17%	9 18%a	4 19%	1 16%	1 14%	2 16%	2 14%	38 6%	38 10%j	18 13%j	4 13%
NET: Ever	200 16%	165 15%	32 28%a	5 17%	15 29%a	9 40%	1 16%	2 24%	3 24%	4 47%	88 13%	72 18%	27 20%	5 19%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 429

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1032 83%	937 84% <sup>bd</sup>	81 71%	22 83%	35 70%	14 60%	3 64%	6 76%	6 55%	4 53%	560 85%	322 82%	110 80%	23 79%
Don't know	11 1%	10 1%	1 1%	-	* 1%	-	1 20%	-	2 20%	-	7 1%	1 *	* *	1 2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 430

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	15 1%	15 2%	9 2%	7 1%	-	-	-	14 2%j	14 2%j	*	1 *	-	1 1%	-	-	-	7 1%	8 2%	8 2%p	5 2%	3 2%	3 2%	1 1%	-
Once a day	20 2%	20 2%	13 2%	6 1%	1 *	1 *	-	19 2%j	19 3%ijn	*	1 *	-	1 1%	-	-	-	13 1%	8 2%	8 2%	8 3%	1 1%	6 4%	6 4%p	-
Several times a week	15 1%	13 1%	6 1%	7 2%	2 1%	2 1%	-	12 2%	12 2%	*	3 1%	2 3%n	1 1%	-	-	-	9 1%	6 2%	6 2%	6 2%	2 1%	2 1%	4 3%	*
Once a week	12 1%	6 1%	4 1%	2 *	5 2%ac	4 2%	1 6%	5 1%	3 *	2 1%	7 1%	2 3%hn	3 3%ghn	-	-	2 2%	8 1%	4 1%	4 1%	2 1%	2 1%	2 1%	-	-
Several times a month	20 2%	17 2%	14 2%	4 1%	3 1%	3 1%	-	17 2%j	16 3%j	1 1%	3 1%	1 2%	1 *	-	-	1 2%	12 1%	8 2%	8 2%	7 2%	4 3%	3 2%	5 3%	1 2%
Once a month	20 2%	15 2%	10 2%	6 1%	5 2%	5 2%	-	15 2%	11 2%	4 2%	5 1%	1 1%	1 1%	1 2%	1 1%	1 1%	12 1%	8 2%	8 2%	4 1%	3 2%	1 *	4 2%	1 1%
Less often	98 8%	76 8%	41 7%	34 8%	22 9%	22 10%	-	61 8%	51 8%	10 6%	36 8%	10 18%ghij mno	13 12%n	2 3%	7 5%	5 6%	62 7%	32 8%	31 9%	24 8%	13 10%	10 6%	18 12%	4 4%
NET: At least daily	36 3%	35 4%de	22 4%de	13 3%de	1 *	1 *	-	33 4%ijn	32 5%ijn	1 1%	3 1%	-	3 2%	-	-	-	20 2%	16 4%	16 5%p	13 4%	5 3%	9 6%pw	7 5%w	-
NET: At least weekly	63 5%	55 5%	33 6%	22 5%	8 3%	7 3%	1 6%	51 6%ijn	47 8%ijmn	3 2%	12 3%	4 7%n	6 6%n	-	-	2 2%	37 4%	26 7%w	26 8%pw	21 7%w	8 6%	14 8%pw	11 7%w	*
NET: At least monthly	102 8%	87 9%	56 10%	31 7%	15 6%	14 6%	1 6%	83 10%ijn	75 12%ijmn	8 5%n	20 4%n	5 9%n	8 7%n	1 2%	1 1%	4 5%n	60 7%	42 11%pw	42 12%pw	32 10%	16 11%	17 11%	20 13%pw	3 3%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 430

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
NET: Ever	200	163	97	66	37	36	1	144	126	18	56	15	21	3	8	9	123	74	73	56	29	27	38	6
	16%	16%	18%	15%	15%	16%	6%	18% <sub>ijmn</sub>	20% <sub>ijmn</sub>	11%	12% <sub>no</sub>	27% <sub>ijmn</sub>	20% <sub>imn</sub>	5%	5%	11%	14%	19% <sub>pw</sub>	21% <sub>pw</sub>	18% <sub>w</sub>	21% <sub>w</sub>	17%	25% <sub>pw</sub>	8%
Never	1032	825	451	375	207	188	19	641	499	142	391	40	83	55	141	72	725	307	267	247	110	134	112	75
	83%	83%	82%	84%	84%	83%	94%	81%	79%	89% <sub>ghkl</sub>	87% <sub>ghkl</sub>	73%	79%	95% <sub>ghkl</sub>	95% <sub>ghij</sub>	86%	85% <sub>qrv</sub>	80%	78%	81%	78%	82%	74%	91% <sub>qrstv</sub>
Don't know	11	10	4	6	1	1	-	7	7	*	4	-	2	-	-	2	7	5	3	4	1	2	2	1
	1%	1%	1%	1%	1%	1%	-	1%	1%	*	1%	-	2%	-	-	3%	1%	1%	1%	1%	1%	1%	1%	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 431

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k or more (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	15 1%	1 2%	-	9 6% c	1 1%	-	1 1%	1 1%	-	1 1%	6 2%	4 4%	4 2%	-	-	10 1%	15 1%
Once a day	20 2%	-	2 1%	1 *	3 1%	2 1%	5 4% c	2 2%	3 4%	3 2%	4 1%	1 1%	3 2%	1 1%	* 4%	17 2%	20 2%
Several times a week	15 1%	2 4% c	* *	-	5 2%	1 1%	2 2%	1 1%	1 2%	1 1%	4 1%	2 2%	2 1%	-	-	11 1%	15 1%
Once a week	12 1%	1 1%	2 2%	4 3% d	-	2 1%	1 1%	1 1%	-	1 1%	7 2% o	5 4% o	5 3% o	4 4% o	-	5 1%	12 1%
Several times a month	20 2%	1 2%	1 1%	2 1%	5 2%	6 4%	1 1%	-	1 2%	1 1%	8 3%	6 5% o	2 1%	2 2%	-	11 1%	20 2%
Once a month	20 2%	-	2 2%	3 2%	4 2%	2 1%	1 2%	2 2%	2 3%	3 2%	7 2%	2 1%	3 2%	3 3%	-	12 1%	20 2%
Less often	98 8%	6 11%	11 9%	15 10%	11 5%	11 7%	9 8%	8 9%	4 5%	14 8%	26 8%	13 10%	18 9%	9 11%	-	68 8%	98 8%
NET: At least daily	36 3%	1 2%	2 1%	10 6% e	4 2%	1 1%	5 5%	3 3%	4 4%	2 2%	3 3%	4 4%	5 4%	8 4%	* 4%	26 3%	36 3%
NET: At least weekly	63 5%	3 7%	4 3%	14 9% e	9 4%	4 3%	9 8%	4 4%	4 4%	7 4%	20 6%	12 10% o	15 7%	5 5%	* 4%	43 5%	63 5%
NET: At least monthly	102 8%	4 9%	7 6%	20 12% d	18 8%	13 8%	11 10%	6 6%	7 10%	11 6%	34 11% o	20 16% o	20 11% o	9 4%	* 4%	66 7%	102 8%
NET: Ever	200 16%	10 20%	18 15%	35 22% d	29 14%	24 15%	20 18%	14 15%	11 16%	25 14%	60 19%	33 26% o	38 18%	19 21%	* 4%	134 15%	200 16%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 431

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1032 83%	40 79%	99 83%	121 76%	180 85% <sup>c</sup>	134 85%	93 82%	74 82%	58 84%	148 86% <sup>c</sup>	244 79%	91 71%	163 79%	68 77%	9 96%	770 85% <sup>jk</sup>	1032 83%
Don't know	11 1%	1 1%	3 2%	3 2%	2 1%	-	-	2 3%	-	-	6 2%	3 3% <sup>o</sup>	4 2%	1 1%	-	6 1%	11 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 432

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Several times a day	39 3%	20 3%	18 3%	19 12% efgh i	10 4% i	4 2% hi	4 2% gh	2 1% gh	-	7 2% i	13 4% kl	7 3% kl	12 4% lm	2 2% n	1 2% o	3 2% p	4 4% q	5 4% r	4 4% s	-	7 6% t	6 3% u	4 2% v	3 3% w	1 3% x	7 3% y	22 4% z	12 8% aa
Once a day	20 2%	12 2%	8 1%	9 5% efghi	3 1% ghi	6 2% hij	2 1% hij	1 - i	-	8 2% jkl	7 2% kl	-	5 2% lm	-	-	5 4% n	2 2% op	2 2% pqr	-	-	1 1% r	7 4% st	3 2% tu	-	-	7 3% v	8 1% w	10 7% xy
Several times a week	26 2%	14 2%	13 2%	11 7% efghi	5 2% ghij	9 4% ghij	1 - i	-	-	9 3% jkl	8 2% kl	2 1% lm	8 3% lmn	3 3% no	2 5% op	3 2% pqr	1 1% qrs	1 1% rst	3 4% st	3 5% tu	2 1% uv	3 2% vw	2 1% wxy	1 2% xyz	2 6% aa	3 2% bb	14 2% cc	9 6% dd
Once a week	16 1%	3 1%	13 2% a	14 9% efgh i	2 1% ghi	-	1 - i	-	-	7 2% jkl	2 - kl	3 1% lm	5 2% lmn	-	-	3 2% nop	6 7% opqr	-	-	2 1% rst	2 1% st	-	3 3% vw	1 2% wxy	4 2% z	10 2% aa	4 3% bb	
Several times a month	24 2%	8 1%	16 2% a	15 9% efgh i	6 3% hij	2 1% hij	1 - i	-	-	8 2% jkl	5 2% kl	7 3% lm	4 1% lmn	3 3% no	1 3% op	1 - p	1 1% q	-	2 2% rst	* 1% st	5 4% tu	5 3% vw	5 3% wxy	1 - x	3 1% y	9 2% z	5 4% aa	
Once a month	14 1%	8 1%	6 1%	9 6% efgh i	1 - i	2 1% hij	2 1% hij	1 - i	-	6 2% jkl	5 2% kl	2 1% lm	1 - m	2 2% nop	1 1% op	-	1 1% pqr	1 1% qrs	1 1% rst	-	-	3 2% st	4 2% tu	2 2% vw	-	2 1% xy	4 1% z	1 1% aa
Less often	79 6%	27 5%	52 8% a	11 7% efghi	27 11% ghij	13 6% hij	18 8% hij	5 3% hij	5 2% i	18 5% jkl	17 5% kl	25 9% lmn	19 6% lmn	8 8% nop	6 11% opqr	13 9% pqr	8 8% qrs	6 6% rst	7 8% st	4 7% tu	4 3% uv	5 3% vw	12 7% wxy	5 5% xyz	1 4% aa	12 6% bb	43 8% cc	12 8% dd
NET: At least daily	58 5%	32 5%	27 4% a	27 17% efgh i	13 5% ghij	10 4% hij	6 3% hij	3 2% i	-	15 4% jkl	20 6% kl	7 3% lm	17 6% lmn	2 2% no	1 2% op	8 6% pqr	6 6% qrs	7 6% rst	4 4% st	-	9 7% tu	13 7% vw	7 4% wxy	3 3% xyz	1 3% aa	15 7% bb	30 5% cc	23 15% dd
NET: At least weekly	101 8%	49 8%	52 8% a	52 33% efgh i	20 8% ghij	19 8% hij	7 3% hij	3 2% i	-	30 9% jkl	29 8% kl	11 4% lm	30 10% lmn	6 5% no	3 7% op	14 10% pqr	12 13% qrs	8 7% rst	7 8% st	3 5% tu	12 10% vw	17 9% wxy	8 5% xyz	7 8% aa	3 10% bb	22 10% cc	54 9% dd	35 24% ee

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 432

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
NET: At least monthly	139	64	75	76	27	23	10	4	-	44	40	20	35	11	5	14	14	9	10	4	17	25	17	10	3	27	67	42
	11%	11%	11%	49%	11%	10%	5%	2%	-	13%	12%	8%	12%	10%	11%	11%	15%	8%	12%	5%	14%	14%	10%	11%	10%	12%	12%	28%
NET: Ever	218	92	126	87	53	36	29	9	5	62	57	45	55	19	11	27	22	15	18	8	20	31	29	14	4	40	110	54
	18%	16%	19%	56%	22%	15%	13%	5%	2%	18%	16%	17%	18%	17%	22%	20%	24%	13%	20%	12%	17%	17%	17%	17%	14%	18%	19%	36%
Never	1017	494	523	70	189	194	189	156	220	273	289	218	238	90	38	106	72	100	70	56	100	146	141	70	27	183	455	95
	82%	84%	80%	44%	77%	84%	86%	95%	98%	81%	83%	83%	80%	83%	78%	80%	76%	87%	80%	88%	83%	80%	83%	81%	86%	82%	80%	63%
Don't know	8	4	3	-	2	2	3	-	-	2	*	-	5	-	-	-	-	*	-	-	-	5	-	2	-	-	5	2
	1%	1%	*	-	1%	1%	2%	-	-	1%	*	-	2%	-	-	-	-	*	-	-	-	3%w	-	3%	-	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 433

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	39 3%	28 3%	11 10%a	3 11%	4 8%a	3 13%	1 16%	-	-	-	18 3%	9 2%	8 6%	4 12%
Once a day	20 2%	12 1%	8 7%a	2 7%	5 9%a	2 7%	-	-	-	2 24%	11 2%	5 1%	1 1%	1 2%
Several times a week	26 2%	24 2%	2 2%	-	1 2%	1 5%	-	-	-	-	14 2%	9 2%	3 2%	1 5%
Once a week	16 1%	15 1%	1 1%	1 4%	-	-	-	-	-	-	10 1%	5 1%	1 1%	1 2%
Several times a month	24 2%	17 2%	5 4%	1 3%	2 4%	1 6%	-	-	-	1 11%	13 2%	7 2%	-	3 9%
Once a month	14 1%	12 1%	2 2%	1 5%	-	1 3%	-	-	-	-	8 1%	2 1%	1 1%	3 10%
Less often	79 6%	73 7%	6 5%	-	4 8%	2 9%	-	-	1 5%	-	46 7%	18 5%	11 8%	3 9%
NET: At least daily	58 5%	40 4%	19 17%a	5 17%	9 18%a	5 20%	1 16%	-	-	2 24%	30 5%	14 4%	9 6%	4 14%
NET: At least weekly	101 8%	79 7%	22 19%a	6 21%	10 19%a	6 25%	1 16%	-	-	2 24%	53 8%	28 7%	12 9%	6 21%
NET: At least monthly	139 11%	108 10%	29 25%a	8 28%	12 23%a	8 34%	1 16%	*	-	3 36%	73 11%	37 9%	13 10%	12 40%
NET: Ever	218 18%	181 16%	35 31%a	8 28%	16 31%a	10 43%	1 16%	*	1 5%	3 36%	119 18%	55 14%	25 18%	14 49%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 433

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1017	924	77	19	34	13	3	8	11	5	531	339	111	14
	82%	83%bd	68%	72%	68%	57%	64%	94%	95%	64%	81%	86%	81%	49%
Don't know	8	6	1	-	*	-	1	-	-	-	5	1	1	1
	1%	1%	1%	-	1%	-	20%	-	-	-	1%	*	1%	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 434

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	39 3%	35 4%	17 3%	18 4%	3 1%	3 2%	-	30 4% <sub>n</sub>	25 4% <sub>n</sub>	4 3% <sub>n</sub>	9 2%	1 2%	6 6% <sub>jn</sub>	-	-	2 3%	20 2%	19 5% <sub>p</sub>	18 5% <sub>p</sub>	12 4%	10 7% <sub>pw</sub>	10 6% <sub>p</sub>	5 3%	1 1%
Once a day	20 2%	18 2%	8 1%	10 2%	2 1%	2 1%	-	16 2%	14 2%	1 1%	4 1%	-	3 3% <sub>n</sub>	-	-	1 2%	14 2%	6 2%	6 2%	6 2%	-	4 2%	6 4% <sub>t</sub>	1 2%
Several times a week	26 2%	26 3% <sub>d</sub>	13 2%	13 3% <sub>d</sub>	1 *	1 *	-	17 2%	15 2%	2 1%	9 2%	1 1%	5 4% <sub>n</sub>	-	-	4 4% <sub>n</sub>	12 1%	14 4% <sub>p</sub>	13 4% <sub>p</sub>	10 3%	6 4% <sub>p</sub>	4 3%	7 5% <sub>p</sub>	2 3%
Once a week	16 1%	13 1%	7 1%	6 1%	3 1%	3 1%	-	13 2%	10 2%	4 2% <sub>j</sub>	3 1%	-	3 2%	-	-	-	13 2%	3 1%	3 1%	1 *	2 2%	-	1 *	-
Several times a month	24 2%	22 2%	14 3%	7 2%	3 1%	3 1%	-	12 2%	11 2%	1 1%	12 3%	2 5% <sub>n</sub>	7 7% <sub>ghijn</sub>	-	-	2 3%	15 2%	10 3%	10 3%	7 2%	4 3%	3 2%	5 3%	-
Once a month	14 1%	8 1%	7 1% <sub>c</sub>	1 *	6 3% <sub>ac</sub>	6 3% <sub>ac</sub>	-	6 1%	5 1%	1 1%	8 2%	-	6 5% <sub>ghijn</sub>	-	1 *	2 2%	12 1%	2 1%	2 1%	2 1%	-	2 1%	1 *	-
Less often	79 6%	61 6%	30 5%	31 7%	18 7%	18 8%	-	55 7% <sub>n</sub>	44 7% <sub>n</sub>	12 7% <sub>mn</sub>	24 5% <sub>n</sub>	9 16% <sub>ghjmn</sub>	6 6% <sub>n</sub>	-	2 1%	7 8% <sub>mn</sub>	41 5%	38 10% <sub>p</sub>	33 10% <sub>p</sub>	31 10% <sub>p</sub>	17 12% <sub>p</sub>	13 8%	18 12% <sub>p</sub>	10 11% <sub>p</sub>
NET: At least daily	58 5%	53 5%	25 5%	28 6% <sub>d</sub>	6 2%	6 2%	-	45 6% <sub>jn</sub>	40 6% <sub>jn</sub>	6 3% <sub>n</sub>	13 3% <sub>n</sub>	1 2%	9 8% <sub>jmn</sub>	-	-	4 4% <sub>n</sub>	34 4%	25 6%	24 7% <sub>p</sub>	18 6%	10 7%	13 8% <sub>p</sub>	11 7%	2 3%
NET: At least weekly	101 8%	92 9% <sub>d</sub>	45 8% <sub>d</sub>	47 10% <sub>d</sub>	9 4%	9 4%	-	76 10% <sub>jmn</sub>	65 10% <sub>jmn</sub>	11 7% <sub>mn</sub>	25 5% <sub>n</sub>	2 3%	16 15% <sub>ijkmn</sub>	-	-	7 8% <sub>mn</sub>	59 7%	42 11% <sub>p</sub>	40 12% <sub>p</sub>	28 9%	19 13% <sub>p</sub>	17 11%	19 12% <sub>p</sub>	4 5%
NET: At least monthly	139 11%	121 12%	66 12%	55 12%	18 7%	18 8%	-	94 12% <sub>mn</sub>	81 13% <sub>mn</sub>	14 9% <sub>mn</sub>	45 10% <sub>mn</sub>	4 7% <sub>n</sub>	29 28% <sub>ghijk</sub>	-	1 *	11 13% <sub>mn</sub>	85 10%	54 14% <sub>w</sub>	52 15% <sub>pw</sub>	37 12%	23 16% <sub>pw</sub>	23 14% <sub>w</sub>	25 16% <sub>pw</sub>	4 5%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 434

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 under 5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
NET: Ever	218	182	96	86	36	36	-	150	124	25	69	13	36	-	3	18	127	92	86	69	40	36	43	14
	18%	18%	17%	19%	15%	16%	-	19% <sub>mn</sub>	20% <sub>mn</sub>	16% <sub>mn</sub>	15% <sub>mn</sub>	23% <sub>mn</sub>	34% <sub>ghijm</sub>	-	2%	21% <sub>mn</sub>	15%	24% <sub>p</sub>	25% <sub>p</sub>	22% <sub>p</sub>	28% <sub>p</sub>	22% <sub>p</sub>	28% <sub>p</sub>	17%
Never	1017	809	450	358	209	189	20	638	503	134	380	42	69	58	146	64	723	292	255	235	100	126	107	69
	82%	81%	82%	80%	85%	84%	100%	81% <sub>l</sub>	80% <sub>l</sub>	84% <sub>l</sub>	84% <sub>l</sub>	77%	66%	100% <sub>ghijkl</sub>	98% <sub>ghijkl</sub>	76%	85% <sub>qrstuv</sub>	76%	74%	77%	72%	77%	70%	83% <sub>v</sub>
Don't know	8	8	5	2	-	-	-	5	4	*	3	-	1	-	2	5	2	2	2	-	2	2	-	-
	1%	1%	1%	*	-	-	-	1%	1%	*	1%	-	1%	-	3%	1%	1%	1%	1%	-	1%	1%	-	-

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 435

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	39 3%	2 4%	2 2%	10 6% <sup>d</sup>	2 1%	4 2%	3 3%	3 3%	3 5%	7 4%	9 3%	6 5%	5 3%	*	*	29 3%	39 3%
Once a day	20 2%	-	3 2%	1 1%	3 1%	-	5 4% <sup>e</sup>	*	2 2%	4 2%	5 1%	2 2%	4 2%	-	-	15 2%	20 2%
Several times a week	26 2%	1 3% <sup>i</sup>	1 1%	8 5% <sup>i</sup>	6 3% <sup>i</sup>	4 3%	3 3% <sup>i</sup>	3 3% <sup>i</sup>	-	-	8 2%	6 5%	5 2%	2 2%	-	18 2%	26 2%
Once a week	16 1%	1 1%	-	-	4 2%	2 1%	1 *	3 3%	3 5% <sup>bc</sup>	3 2%	4 1%	2 1%	3 1%	-	-	12 1%	16 1%
Several times a month	24 2%	5 9% <sup>bdefg</sup>	2 2%	6 4% <sup>i</sup>	4 2%	1 *	2 2%	1 1%	2 3% <sup>i</sup>	-	2 1%	-	2 1%	-	-	20 2%	24 2%
Once a month	14 1%	-	2 2%	-	-	1 1%	1 1%	-	-	5 3% <sup>d</sup>	2 1%	2 1%	2 1%	2 2%	-	12 1%	14 1%
Less often	79 6%	2 5%	11 9%	6 4%	15 7%	9 6%	9 8%	4 4%	5 7%	8 5%	21 7%	9 7%	12 6%	9 10%	-	58 6%	79 6%
NET: At least daily	58 5%	2 4%	5 4%	11 7%	5 2%	4 2%	8 7%	3 4%	5 7%	11 6%	13 4%	8 6% <sup>am</sup>	9 4%	*	*	44 5%	58 5%
NET: At least weekly	101 8%	4 8%	6 5%	18 12%	15 7%	10 6%	12 10%	9 10%	8 12%	13 8%	25 8%	16 12% <sup>m</sup>	17 8%	2 3%	*	74 8%	101 8%
NET: At least monthly	139 11%	9 18% <sup>e</sup>	11 9%	24 15% <sup>e</sup>	18 9%	12 7%	14 13%	10 11%	10 15%	18 10%	30 10%	17 14%	22 10%	4 5%	*	105 12%	139 11%
NET: Ever	218 18%	11 22%	22 18%	31 19%	33 16%	21 13%	24 21%	14 15%	15 22%	26 15%	51 16%	26 21%	33 16%	13 15%	*	164 18%	218 18%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 435

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Snapchat**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1017	38	98	125	175	136	90	76	54	147	256	99	169	75	9	742	1017
	82%	77%	82%	79%	83%	86%	79%	85%	78%	85%	83%	78%	82%	85%	96%	81%	82%
Don't know	8	1	-	3	2	1	-	-	-	-	3	2	3	-	-	5	8
	1%	1%	-	2%	1%	1%	-	-	-	-	1%	2%	1%	-	-	1%	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 436

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	Gender			Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	19 2%	12 2%	7 1%	5 3% <i>i</i>	7 3% <i>i</i>	4 2% <i>i</i>	2 1%	1 *	-	3 1%	5 1%	3 1%	9 3%	2 2%	1 2%	*	-	2 1%	2 3%	-	4 4%	6 3%	2 1%	-	-	4 2%	12 2%	11 7%	
Once a day	7 1%	7 1% <i>b</i>	-	3 2%	1 *	3 1%	-	-	-	4 1%	2 1%	1 *	-	-	-	5 4% <i>w</i>	-	1 -	-	-	1 1%	-	-	-	-	-	3 1%	3 1%	5 3%
Several times a week	9 1%	6 1%	3 *	2 1%	4 1%	3 1%	1 *	-	-	6 2% <i>k</i>	-	1 *	2 1%	1 1%	-	2 1%	1 2%	-	-	2 1%	2 1%	-	-	-	-	2 1%	6 1%	3 2%	
Once a week	1 *	1 *	-	-	-	1 1%	-	-	-	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-	1 2%	-	-	1 *	-	
Several times a month	14 1%	11 2% <i>b</i>	3 1%	6 4% <i>gi</i>	4 2%	2 1%	1 *	1 1%	-	6 2%	5 1%	3 1%	1 *	3 3%	2 3% <i>w</i>	1 1%	1 1%	1 1%	1 1%	3 4% <i>vw</i>	2 1%	1 *	-	1 1%	2 2%	1 1%	11 2%	8 5%	
Once a month	4 *	2 *	2 1%	2 1%	1 *	1 *	-	-	-	1 *	1 *	1 *	1 *	1 3% <i>v</i>	-	-	-	-	-	1 1%	-	-	-	-	-	1 1%	2 *	1 1%	
Less often	28 2%	15 3%	13 2%	3 2%	5 2%	6 2%	8 4%	4 3%	2 1%	7 2%	11 3%	8 3%	2 1%	2 2%	1 2%	4 3%	2 2%	3 2%	3 4%	2 3%	1 3%	5 3%	5 3%	1 1%	-	4 2%	17 3%	9 6%	
NET: At least daily	26 2%	19 3% <i>b</i>	7 1%	5% <i>ghi</i>	8 3% <i>hi</i>	7 3% <i>hi</i>	2 1%	*	-	2% <i>k</i>	2% <i>k</i>	2% <i>k</i>	3%	2% <i>n</i>	2% <i>n</i>	4% <i>o</i>	-	2% <i>r</i>	3%	-	4% <i>u</i>	4% <i>u</i>	1%	-	-	3% <i>A</i>	3% <i>B</i>	10% <i>C</i>	
NET: At least weekly	37 3%	27 5% <i>b</i>	10 2%	6% <i>ghi</i>	12 5% <i>ghi</i>	12 5% <i>ghi</i>	3 1%	1 *	-	14 4%	7 2%	5 2%	11 4%	3 3%	1 2%	7 6% <i>w</i>	1 1%	5 4%	2 3%	-	6 5%	9 5%	2 1%	1 2%	-	9 4%	21 4%	19 12%	
NET: At least monthly	55 4%	39 7% <i>b</i>	16 2%	11% <i>ghi</i>	17 7% <i>ghi</i>	15 7% <i>ghi</i>	3 2%	2 1%	-	21 6%	12 3%	9 4%	13 4%	7 6% <i>w</i>	4 8% <i>w</i>	8 6% <i>w</i>	1 4%	5 8%	3 4%	3 4%	9 7% <i>w</i>	10 5% <i>w</i>	2 1%	2 2%	1 2%	11 5%	34 6%	28 19%	
NET: Ever	83 7%	54 9% <i>b</i>	29 4%	13% <i>ghi</i>	22 9% <i>hi</i>	21 9% <i>hi</i>	12 5% <i>i</i>	6 3%	2 1%	28 8%	22 6%	17 7%	15 5%	9 8%	5 10%	13 10%	4 4%	8 7%	7 8%	5 7%	9 8%	15 8%	7 4%	3 3%	1 2%	15 7%	51 9%	38 25%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 436

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Never	1145	529	616	136	217	207	205	158	223	306	319	245	275	101	45	120	90	107	81	58	110	157	164	82	30	206	509	106
	92%	90%	94% <sup>a</sup>	87%	89%	89%	93%	96% <sup>def</sup>	99% <sup>def</sup>	91% <sup>gh</sup>	92%	93%	93%	92%	90%	90%	96% <sup>v</sup>	93%	92%	91%	91%	86%	96% <sup>v</sup>	94%	98%	93%	89%	70%
Don't know	15	7	9	-	6	4	4	1	-	3	5	-	7	-	-	-	-	*	-	1	1	10	-	2	-	1	9	7
	1%	1%	1%	-	2% <sup>i</sup>	2%	2%	1%	-	1%	1%	-	2% <sup>l</sup>	-	-	-	-	*	-	2%	1%	6% <sup>npqr</sup>	-	3%	-	1%	2%	5%

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

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## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 437

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	19 2%	12 1%	7 6%a	2 2%	6 12%a	2 2%	1 16%	-	-	2 24%	6 1%	7 2%	5 3%j	-
Once a day	7 1%	5 *	2 2%	-	2 4%a	-	-	-	-	-	3 *	2 1%	1 1%	1 2%
Several times a week	9 1%	6 1%	4 3%a	1 4%	1 2%	2 7%	-	-	-	-	4 1%	3 1%	2 1%	-
Once a week	1 *	1 *	-	-	-	-	-	-	-	-	1 *	-	-	-
Several times a month	14 1%	12 1%	2 2%	-	1 3%	1 3%	-	-	-	-	6 1%	7 2%	1 1%	-
Once a month	4 *	2 *	* *	-	* 1%	-	-	-	-	1 11%	2 *	* *	-	-
Less often	28 2%	18 2%	9 8%a	3 12%	3 6%a	1 4%	1 18%	1 10%	-	1 11%	13 2%	9 2%	4 3%	-
NET: At least daily	26 2%	17 2%	9 8%a	* 2%	8 15%a	* 2%	1 16%	-	-	2 24%	9 1%	9 2%	6 4%j	1 2%
NET: At least weekly	37 3%	24 2%	13 11%a	1 5%	9 17%a	2 8%	1 16%	-	-	2 24%	14 2%	12 3%	8 5%j	1 2%
NET: At least monthly	55 4%	39 3%	15 13%a	1 5%	11 21%a	3 11%	1 16%	-	-	3 36%	22 3%	20 5%	9 6%	1 2%
NET: Ever	83 7%	57 5%	24 21%a	5 18%	14 27%a	4 15%	1 34%	1 10%	-	4 47%	35 5%	29 7%	13 10%	1 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 437

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	1145	1043	86	21	35	20	2	8	11	4	611	365	120	28
	92%	94%bd	76%	79%	70%	85%	46%	90%	100%	53%	93%l	92%	87%	96%
Don't know	15	12	3	1	2	-	1	-	-	-	8	2	4	1
	1%	1%	3%	3%	3%	-	20%	-	-	-	1%	1%	3%k	2%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 438

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	19 2%	18 2%	9 2%	10 2%	1 *	1 *	-	16 2%	15 2%	1 1%	4 1%	1 1%	2 2%	-	-	1 2%	9 1%	11 3%p	11 3%p	7 2%	6 5%p	6 4%p	4 2%	1 2%
Once a day	7 1%	7 1%	4 1%	3 1%	-	-	-	6 1%	6 1%	-	1 *	-	1 1%	-	-	-	5 1%	2 *	2 1%	2 1%	1 1%	2 1%	1 1%	-
Several times a week	9 1%	8 1%	6 1%	2 *	1 1%	1 1%	-	7 1%	7 1%	-	2 *	-	1 1%	-	-	2 2%	4 1%	5 1%	5 1%	5 2%	-	4 2%p	3 2%p	2 2%
Once a week	1 *	-	-	-	1 1%a	1 1%a	-	1 *	1 *	-	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-
Several times a month	14 1%	11 1%	7 1%	4 1%	3 1%	3 1%	-	12 2%	11 2%	1 1%	2 *	1 1%	1 1%	-	-	-	5 1%	9 2%p	8 2%p	7 2%p	3 2%	2 1%	4 3%p	1 1%
Once a month	4 *	4 *	1 *	3 1%	-	-	-	3 *	2 *	1 1%	* *	-	* *	-	-	-	1 *	2 1%	2 1%	1 *	1 1%	1 1%	-	-
Less often	28 2%	23 2%	16 3%	7 2%	5 2%	5 2%	-	21 3%	17 3%	4 3%	7 2%	1 2%	3 3%	-	2 1%	1 1%	12 1%	16 4%p	16 5%p	11 3%p	9 7%p	6 4%	7 5%p	3 3%
NET: At least daily	26 2%	25 3%	12 2%	13 3% <sup>d</sup>	1 *	1 *	-	22 3% <sup>n</sup>	21 3% <sup>jn</sup>	1 1%	5 1%	1 1%	2 2%	-	-	1 2%	14 2%	12 3%	12 4%p	9 3%	7 5%p	8 5%p	5 3%	1 2%
NET: At least weekly	37 3%	33 3%	18 3%	15 3%	4 2%	4 2%	-	30 4% <sup>ijn</sup>	29 5% <sup>ijn</sup>	1 1%	7 2%	1 1%	3 3% <sup>n</sup>	-	-	3 4% <sup>n</sup>	20 2%	17 5%p	17 5%p	14 5%	7 5%	11 7%p	8 5%	3 4%
NET: At least monthly	55 4%	48 5%	26 5%	22 5%	7 3%	7 3%	-	46 6% <sup>ijn</sup>	43 7% <sup>ijn</sup>	2 2%	9 2%	1 3%	5 4% <sup>n</sup>	-	-	3 4% <sup>n</sup>	26 3%	29 7%p	28 8%p	22 7%p	11 8%p	14 9%p	12 8%p	4 5%
NET: Ever	83 7%	71 7%	42 8%	30 7%	12 5%	12 5%	-	66 8% <sup>ijmn</sup>	60 9% <sup>ijmn</sup>	7 4%	17 4%	3 5%	8 8% <sup>mn</sup>	-	2 1%	4 4%	38 4%	45 12%p	44 13%p	33 11%p	21 15%p	20 12%p	19 13%p	7 8%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 438

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*	
Never	1145	912	498	414	233	213	20	715	562	153	430	52	97	58	147	77	807	335	294	268	118	140	127	76
	92%	91%	90%	93%	95%b	95%	100%	90%	89%	96%gh	95%gh	93%	92%	100%ghlo	99%ghlo	92%	94%qrst	87%	86%	88%	84%	85%	84%	91%
Don't know	15	15	12	3	-	-	-	10	10	*	5	1	1	-	-	3	10	5	5	5	1	4	5	1
	1%	2%	2%de	1%	-	-	-	1%	2%	*	1%	2%	1%	-	-	4%in	1%	1%	2%	2%	1%	2%	4%p	1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 439

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	19 2%	1 1%	3 3%	5 3% <sup>e</sup>	3 1%	-	3 2%	-	2 3%	3 2%	7 2%	5 4% <sup>o</sup>	5 2%	* 1%	* 4%	12 1%	19 2%
Once a day	7 1%	-	1 1%	-	2 1%	1 1%	2 2%	-	-	-	1 *	1 1%	-	-	-	6 1%	7 1%
Several times a week	9 1%	-	-	-	4 2%	-	1 1%	2 2%	2 2%	1 1%	3 1%	-	3 1%	-	-	5 1%	9 1%
Once a week	1 *	-	-	-	-	-	-	-	-	1 1%	-	-	-	-	-	1 *	1 *
Several times a month	14 1%	2 4% <sup>b</sup>	-	4 3%	3 1%	1 *	2 1%	1 1%	1 1%	1 1%	3 1%	2 2%	1 1%	-	-	11 1%	14 1%
Once a month	4 *	1 3% <sup>i</sup>	-	-	1 1%	-	-	1 1%	-	-	-	-	-	-	-	3 *	4 *
Less often	28 2%	2 4%	3 2%	2 1%	4 2%	4 4%	2 1%	2 3%	3 4%	3 2%	6 2%	3 2%	5 2%	5 5%	-	21 2%	28 2%
NET: At least daily	26 2%	1 1%	4 3%	5 3%	5 2%	1 1%	5 4%	-	2 3%	3 2%	8 3%	6 4%	5 2%	* 1%	* 4%	18 2%	26 2%
NET: At least weekly	37 3%	1 1%	4 3%	5 3%	9 4%	1 1%	6 5% <sup>e</sup>	2 2%	3 5%	5 3%	11 4%	6 4%	8 4%	* 1%	* 4%	25 3%	37 3%
NET: At least monthly	55 4%	4 8% <sup>e</sup>	4 3%	9 6% <sup>e</sup>	13 6% <sup>e</sup>	2 1%	7 6% <sup>e</sup>	3 4%	4 6% <sup>e</sup>	6 4%	14 5%	8 6%	9 4%	* 1%	* 4%	39 4%	55 4%
NET: Ever	83 7%	6 12%	7 6%	12 7%	16 8%	7 5%	9 8%	6 6%	7 10%	9 5%	20 7%	11 8%	14 7%	5 6%	* 4%	59 6%	83 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 439

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Telegram**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	1145	44	112	140	190	150	104	84	62	163	283	112	187	83	9	843	1145
	92%	87%	94%	89%	90%	95%	91%	94%	90%	94%	91%	88%	91%	94%	96%	93%	92%
Don't know	15	1	-	6	4	1	1	-	-	1	6	4	4	-	-	9	15
	1%	1%	-	4% <sup>bi</sup>	2%	1%	1%	-	-	*	2%	3% <sup>o</sup>	2%	-	-	1%	1%

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

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

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 440  
**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**  
**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**  
**Other**

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)	
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	1245	591	654	151	223	246	223	187	215	360	341	268	276	97	45	136	99	123	98	69	120	178	166	84	30	223	558	142	
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151	
Several times a day	10 1%	6 1%	4 1%	5 3%efgi	-	1 1%	-	3 2%	1 *	2 1%	2 1%	1 *	5 2%	2 1%	2 3%	-	-	-	1 1%	-	4 4%p	1 1%	1 *	-	-	-	7 1%	7 5%	
Once a day	12 1%	12 2%b	-	4 2%i	2 1%	2 1%	3 1%	-	-	4 1%	4 1%	2 1%	2 1%	2 2%	-	5 4%ruw	-	-	-	-	-	4 2%	-	-	-	-	7 3%B	5 1%	8 6%
Several times a week	8 1%	6 1%	2 *	-	2 1%	1 *	2 1%	3 2%i	-	6 2%k	-	1 *	2 1%	-	-	1 1%	1 1%	1 *	1 2%	-	-	3 2%	1 1%	-	-	-	7 1%	3 2%	
Once a week	1 *	1 *	-	1 1%	-	-	-	-	-	-	-	-	1 *	-	-	1 1%	-	1 *	-	-	-	-	-	-	-	1 *	1 *	1 *	
Several times a month	10 1%	5 1%	5 1%	4 2%ef	-	-	3 1%	2 1%	1 1%	4 1%	3 1%	-	3 1%	2 2%	-	1 1%	-	-	1 1%	-	-	3 1%	1 1%	3 3%	-	1 2%	5 5%A	1 6%	
Once a month	3 *	3 *	-	-	2 1%	1 1%	-	-	-	1 *	-	2 1%	1 *	-	-	2 1%	-	1 *	-	-	1 1%	-	-	-	-	-	2 *	1 *	
Less often	44 4%	22 4%	22 3%	6 4%	10 4%	9 4%	8 4%	3 2%	7 3%	9 3%	12 3%	15 6%	7 3%	3 3%	1 3%	3 2%	5 6%	3 3%	4 4%	1 2%	4 3%	11 6%	5 3%	3 3%	-	3 2%	30 5%A	9 6%	
NET: At least daily	22 2%	18 3%b	4 1%	9 6%efgi	2 1%	3 1%	3 1%	3 2%	1 *	6 2%	6 2%	3 1%	7 2%	4 4%	2 3%	5 4%r	-	-	1 1%	-	4 4%	6 3%	1 *	-	-	7 3%	12 2%	16 10%	
NET: At least weekly	31 3%	25 4%b	6 1%	10 7%efi	4 2%	4 2%	6 3%	6 4%i	1 *	12 3%	6 2%	5 2%	9 3%	4 4%	2 3%	7 5%	1 1%	1 1%	2 2%	-	4 4%	9 5%	2 1%	-	-	7 3%	19 3%	19 13%	
NET: At least monthly	44 3%	33 6%b	11 2%	14 9%efi	6 2%	5 2%	8 4%	8 5%i	2 1%	16 2%	8 3%	7 4%	13 5%	6 6%	2 3%	9 7%rtw	1 1%	1 1%	3 3%	-	5 4%	12 6%rw	3 2%	3 3%	-	9 4%	26 5%	21 14%	
NET: Ever	88 7%	55 9%b	32 5%	32 13%fi	20 7%	17 6%	17 8%	11 6%	9 4%	25 8%	20 6%	22 8%	20 7%	10 9%	3 6%	12 9%	6 7%	4 4%	7 7%	1 2%	9 7%	22 12%rtw	8 4%	5 6%	-	12 6%	56 10%	30 20%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 440

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	Gender		Age							Social Grade			Region											Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	1243	590	653	157	245	232	221	165	225	337	346	263	297	109*	49*	133	94*	116	88*	64*	120	182	170	87*	31**	223	569	151
Never	994	467	527	115	201	184	172	138	185	261	290	206	237	83	42	105	74	98	74	54	92	136	137	69	30	182	449	94
	80%	79%	81%	73%	82%	79%	78%	83%	82%	77%	84%	78%	80%	76%	85%	79%	79%	85%	84%	84%	77%	75%	80%	79%	97%	82%	79%	63%
Don't know	162	68	94	22	27	34	32	17	31	51	36	35	40	17	4	16	13	13	7	9	19	23	26	13	1	29	64	26
	13%	12%	14%	14%	11%	15%	15%	10%	14%	15%	10%	13%	13%	15%	9%	12%	14%	11%	8%	14%	16%	13%	15%	15%	3%	13%	11%	17%

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

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

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 441

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	1245	1108	120	28	53	25	5	9	12	7	652	394	138	32
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Several times a day	10 1%	8 1%	2 2%	-	-	-	1 16%	1 14%	-	-	2 *	7 2%j	2 1%	-
Once a day	12 1%	9 1%	3 2%	-	1 2%	2 7%	-	-	-	2 24%	4 1%	5 1%	1 1%	-
Several times a week	8 1%	7 1%	1 1%	1 4%	-	-	-	-	-	-	5 1%	2 *	1 1%	-
Once a week	1 *	1 *	* 2%	* -	-	-	-	-	-	-	1 *	* -	-	-
Several times a month	10 1%	8 1%	2 1%	-	2 3%	-	-	-	-	-	6 1%	1 *	1 1%	2 5%
Once a month	3 *	2 *	1 1%	-	-	1 3%	-	-	-	-	1 -	2 1%	-	-
Less often	44 4%	36 3%	7 6%	2 6%	2 5%	2 9%	-	1 7%	1 8%	1 11%	19 3%	18 4%	4 3%	1 3%
NET: At least daily	22 2%	17 2%	5 4%	-	1 2%	2 7%	1 16%	1 14%	-	2 24%	5 1%	12 3%j	3 2%	-
NET: At least weekly	31 3%	25 2%	6 5%	1 5%	1 2%	2 7%	1 16%	1 14%	-	2 24%	11 2%	14 3%	4 3%	-
NET: At least monthly	44 4%	36 3%	8 7%a	1 5%	3 10%	2 16%	1 14%	1 -	-	2 24%	18 3%	17 4%	5 4%	2 5%
NET: Ever	88 7%	72 6%	15 13%a	3 12%	5 10%	4 18%	1 16%	2 21%	1 8%	3 36%	37 6%	35 9%	9 6%	2 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 441

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	1243	1112	113*	27**	51*	24**	4**	8**	11**	8**	655	395	137	29**
Never	994 80%	895 80%	83 73%	22 82%	38 75%	17 71%	3 64%	4 48%	7 61%	4 57%	529 81%	309 78%	117 85%	22 75%
Don't know	162 13%	146 13%	15 13%	2 6%	8 15%	3 11%	1 20%	3 31%	3 31%	1 7%	89 14%	51 13%	12 9%	5 17%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 442

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1245	1004	558	446	241	221	20	781	561	220	464	55	118	54	152	85	847	396	350	321	140	173	163	88
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Several times a day	10 1%	8 1%	4 1%	4 1%	2 1%	2 1%	-	7 1%	7 1%	-	3 1%	2 3% <i>ai</i>	1 1%	-	1 1%	-	6 1%	4 1%	4 1%	1 *	4 3% <i>psv</i>	1 1%	-	-
Once a day	12 1%	12 1%	4 1%	8 2%	-	-	-	12 1% <i>aj</i>	12 2% <i>aj</i>	-	-	-	-	-	-	-	12 1% <i>qr</i>	-	-	-	-	-	-	-
Several times a week	8 1%	7 1%	5 1%	2 *	1 1%	1 1%	-	7 1%	5 1%	2 2%	1 *	1 1%	-	-	-	-	4 *	4 1%	3 1%	4 1%	-	2 1%	2 1%	1 2%
Once a week	1 *	1 *	1 *	-	-	-	-	1 *	-	1 1% <i>h</i>	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-
Several times a month	10 1%	8 1%	5 1%	3 1%	1 1%	1 1%	-	6 1%	5 1%	1 1%	4 1%	-	2 2%	-	1 1%	-	6 1%	4 1%	3 1%	4 1%	-	-	3 2%	1 1%
Once a month	3 *	3 *	3 1%	-	-	-	-	2 *	2 *	-	1 *	1 1%	1 1%	-	-	-	3 *	-	-	-	-	-	-	-
Less often	44 4%	36 4%	24 4%	12 3%	8 3%	8 3%	-	34 4%	25 4%	9 5% <i>jn</i>	10 2%	1 3%	3 3%	2 3%	2 1%	2 2%	23 3%	20 5% <i>p</i>	18 5% <i>p</i>	17 6% <i>p</i>	8 6%	9 5%	12 8% <i>p</i>	7 8% <i>p</i>
NET: At least daily	22 2%	19 2%	8 1%	11 3%	2 1%	2 1%	-	19 2% <i>aj</i>	19 3% <i>aj</i>	-	3 1%	2 3% <i>ai</i>	1 1%	-	1 1%	-	17 2%	4 1%	4 1%	1 *	4 3% <i>sv</i>	1 1%	-	-
NET: At least weekly	31 3%	27 3%	14 3%	13 3%	4 2%	4 2%	-	27 3% <i>aj</i>	23 4% <i>aj</i>	4 2%	4 1%	2 4%	1 1%	-	1 1%	-	23 3%	8 2%	7 2%	5 2%	4 3%	3 2%	2 1%	1 2%
NET: At least monthly	44 4%	39 4%	22 4%	17 4%	5 2%	5 2%	-	35 4% <i>aj</i>	30 5% <i>aj</i>	4 3%	9 2%	3 5%	3 3%	-	3 2%	-	32 4%	12 3%	10 3%	9 3%	4 3%	3 2%	5 3%	2 3%
NET: Ever	88 7%	75 7%	46 8%	28 6%	13 5%	13 6%	-	68 9% <i>jno</i>	55 9% <i>jno</i>	13 8% <i>jn</i>	19 4%	4 8%	7 7%	2 3%	4 3%	2 2%	55 6%	32 8%	28 8%	26 9%	12 9%	11 7%	16 11%	9 11%

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 442

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1243	998	552	446	245	225	20**	792	632	160	451	55*	105	58*	149	84*	855	385	343	306	140	163	152	83*
Never	994	797	446	352	197	179	17	631	499	132	363	39	83	50	125	66	690	301	266	236	110	128	108	66
	80%	80%	81%	79%	80%	80%	87%	80%	79%	83%	80%	70%	79%	86%	84% <sup>k</sup>	79%	81% <sup>v</sup>	78%	78%	77%	78%	79%	71%	79%
Don't know	162	126	60	66	36	33	3	93	78	15	69	12	15	6	19	16	109	52	49	43	18	24	27	8
	13%	13%	11%	15%	15%	13%	12%	12%	12%	9%	15% <sup>i</sup>	22% <sup>gi</sup>	14%	11%	13%	19% <sup>i</sup>	13%	13%	14%	14%	13%	15%	18%	10%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 443

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	1245	56	120	165	216	163	120	88	60	160	304	128	197	84	9	917	1245
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Several times a day	10 1%	1 1%	2 1%	5 3% cei	2 1%	-	-	-	1 2%	-	5 2%	5 4% o	3 1%	-	-	5 1%	10 1%
Once a day	12 1%	-	-	-	4 2%	-	2 2%	-	3 4% bce	2 1%	2 1%	-	2 1%	-	-	10 1%	12 1%
Several times a week	8 1%	-	3 3%	1 1%	* *	-	1 1%	1 1%	-	1 *	1 *	-	1 1%	-	-	6 1%	8 1%
Once a week	1 *	-	-	1 *	-	-	* *	-	-	-	1 *	1 1% o	-	* 1%	* 4%	-	1 *
Several times a month	10 1%	1 1%	1 1%	6 4% dei	1 *	-	-	-	-	1 *	3 1%	1 1%	2 1%	-	-	7 1%	10 1%
Once a month	3 *	-	-	-	1 *	2 2%	-	-	-	-	-	-	-	-	-	3 *	3 *
Less often	44 4%	2 4%	2 1%	4 2%	10 5%	7 5%	3 3%	4 4%	3 5%	3 1%	5 2%	1 1%	4 2%	1 1%	-	38 4%	44 4%
NET: At least daily	22 2%	1 1%	2 1%	5 3% e	6 3% e	-	2 2%	-	4 6% eg	2 1%	7 2%	5 4%	5 2%	-	-	15 2%	22 2%
NET: At least weekly	31 3%	1 1%	5 4% e	7 4% e	7 3% e	-	4 3% e	1 1%	4 6% e	3 2%	9 3%	5 4%	6 3%	* 1%	* 4%	21 4%	31 3%
NET: At least monthly	44 4%	1 3%	6 5%	13 8% egi	8 4%	2 2%	4 3%	1 1%	4 6%	4 2%	12 4%	6 5%	8 4%	* 1%	* 4%	31 3%	44 4%
NET: Ever	88 7%	4 7%	7 6%	17 10% i	18 8%	10 6%	7 6%	5 5%	8 11% i	6 4%	17 5%	7 5%	13 6%	1 1%	* 4%	69 8%	88 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 443

**Q18. In the last 12 months how often have you used these online communication services or apps to send long messages? This does not include messages sent for a work purpose.**

**Base: All respondents who have used Other online communication services or apps to send long messages in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1243	50*	119	158	211	158	113	90*	69*	173	310	127	205	88*	10**	910	1243
Never	994 80%	45 89% <sup>c</sup>	97 82%	115 73%	164 78%	127 80%	94 83%	73 81%	56 82%	144 83% <sup>c</sup>	246 79%	103 80%	156 76%	67 76%	7 72%	730 80%	994 80%
Don't know	162 13%	2 4%	15 12%	27 17% <sup>a</sup>	29 14%	21 14%	13 11%	12 14%	5 7%	24 14%	47 15%	18 14%	36 18%	20 22% <sup>o</sup>	2 24%	111 12%	162 13%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 444

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Summary table**

	Mobile Phone	Laptop	Tablet computer	Desktop PC	Smart speaker	Games console	Smart watch/ wearable	Other
Unweighted base	2071	2071	2071	2071	2071	2071	2071	2071
Weighted base	2065	2065	2065	2065	2065	2065	2065	2065
Several times a day	1136 55%	367 18%	235 11%	263 13%	51 2%	35 2%	67 3%	12 1%
Once a day	107 5%	129 6%	93 5%	96 5%	44 2%	39 2%	33 2%	9 *
Several times a week	336 16%	300 15%	241 12%	188 9%	57 3%	61 3%	37 2%	6 *
Once a week	44 2%	89 4%	43 2%	50 2%	24 1%	8 *	10 *	3 *
Several times a month	131 6%	169 8%	145 7%	120 6%	34 2%	33 2%	19 1%	8 *
Once a month	25 1%	88 4%	61 3%	68 3%	16 1%	13 1%	13 1%	4 *
Less often	95 5%	322 16%	297 14%	219 11%	79 4%	116 6%	47 2%	41 2%
NET: At least daily	1242 60%	496 24%	328 16%	359 17%	95 5%	74 4%	100 5%	21 1%
NET: At least weekly	1622 79%	885 43%	612 30%	597 29%	176 9%	143 7%	147 7%	29 1%
NET: At least monthly	1778 86%	1143 55%	818 40%	784 38%	226 11%	189 9%	179 9%	40 2%
NET: Ever	1873 91%	1465 71%	1116 54%	1003 49%	305 15%	305 15%	226 11%	82 4%
Never	169 8%	574 28%	922 45%	1031 50%	1732 84%	1742 84%	1817 88%	1706 83%
Don't know	23 1%	26 1%	27 1%	31 2%	28 1%	18 1%	21 1%	277 13%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 445  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Mobile Phone**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Several times a day	1136 55%	521 52%	614 58%a	197 86%efg hi	279 77%fgh i	217 66%ghi	203 55%hi	143 46%i	96 21%	317 56%	331 57%am	238 56%	249 50%	93 54%	50 59%	115 50%	86 51%	108 60%	81 55%	51 51%	100 53%	176 65%npq stuw	146 52%	93 53%	36 57%	227 66%	561 66%	134 72%
Once a day	107 5%	59 6%	48 4%	12 5%	15 4%	21 7%	17 5%	14 5%	28 6%	36 6%	29 5%	23 6%	18 4%	6 4%	4 5%	15 6%	10 6%	8 4%	9 6%	4 4%	6 3%	19 7%	15 5%	9 5%	2 4%	18 5%	46 5%	14 8%
Several times a week	336 16%	168 17%	168 16%	8 3%	36 10%cd	36 11%cd	75 20%def	54 17%def	127 27%def	88 16%	93 16%	70 17%	84 17%	37 21%rv	12 14%	40 17%	31 18%	20 11%	22 15%	13 13%	36 19%	32 12%	58 21%rv	25 14%	12 19%	47 14%	117 14%	20 11%
Once a week	44 2%	22 2%	23 2%	1 *	2 *	10 3%de	5 1%	5 2%	21 5%degh	8 1%	17 3%	8 2%	11 2%	6 3%	-	3 1%	4 3%	3 2%	4 3%	3 3%	2 1%	3 1%	9 3%	4 2%	3 4%	3 1%	14 2%	-
Several times a month	131 6%	68 7%	64 6%	5 2%	10 3%	16 5%	24 7%de	27 9%de	48 10%def	29 5%	37 6%	25 6%	40 8%	15 8%	6 7%	16 7%	10 6%	14 8%	8 5%	8 8%	17 9%vx	11 4%	18 6%	6 3%	4 6%	16 5%	42 5%	4 2%
Once a month	25 1%	13 1%	12 1%	1 *	1 *	7 2%	4 1%	11 2%ef	5 1%	9 2%	2 *	9 2%	2 1%	2 1%	-	3 1%	2 1%	1 *	4 3%v	1 1%	3 2%	1 2%	7 1%	1 1%	1 1%	2 1%	5 1%	1 *
Less often	95 5%	56 6%	39 4%	1 *	3 1%	9 3%cd	21 6%de	23 7%def	40 8%def	19 3%	23 4%	20 5%	33 7%j	6 3%	6 7%	17 8%q	4 2%	7 4%	5 3%	7 7%	7 4%	12 4%	10 4%	14 8%q	2 3%	13 4%	22 3%	2 1%
NET: At least daily	1242 60%	580 58%	662 62%aa	209 91%efg hi	294 82%fgh i	239 73%ghi	219 59%hi	158 51%i	124 26%	353 62%am	360 62%am	261 62%am	267 54%	100 57%	54 64%	130 56%	96 57%	116 64%	89 60%	55 56%	106 56%	195 72%npq stuw	161 57%	103 58%	38 60%	245 71%	607 71%	148 80%
NET: At least weekly	1622 79%	770 77%	852 80%	217 94%efg hi	331 92%fgh i	285 87%ghi	300 81%hi	216 70%i	273 58%	450 79%am	470 81%am	340 81%am	362 73%	142 82%	66 78%	172 75%	131 78%	139 77%	116 78%	72 72%	143 76%	230 85%prt ux	229 81%	131 74%	52 83%	295 86%	739 86%	168 90%
NET: At least monthly	1778 86%	850 85%	928 88%	224 97%efg hi	342 95%fgh i	302 92%ghi	331 89%hi	248 80%i	331 71%	484 85%	516 89%jm	367 87%	411 83%	159 91%ptx	71 84%	191 83%	142 85%	154 85%	127 86%	81 81%	163 86%x	241 90%ptx	253 90%ptx	138 78%	56 90%	313 91%	786 92%	173 93%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 445  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Mobile Phone**

	Gender		Age							Social Grade					Region										Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)		Private (B)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
NET: Ever	1873 91%	906 90%	967 91%	224 97%hi	345 96%hi	311 95%hi	352 95%hi	270 88%hi	371 79%	503 89%	539 93%jm	387 92%	444 89%	165 95%qx	77 91%	209 91%	146 88%	161 89%	132 90%	88 88%	170 90%	253 94%qx	263 93%k	152 86%	58 92%	326 95%	807 95%	175 94%
Never	169 8%	90 9%	79 7%	2 1%	11 3%	12 4%d	15 4%d	36 12%defg	93 20%defgh	60 11%k	37 6%	29 7%	42 9%	9 5%	5 5%	17 7%	17 10%	18 10%	14 9%	12 12%v	18 10%	15 5%	19 7%	20 12%v	4 7%	13 4%	41 5%	8 5%
Don't know	23 1%	9 1%	14 1%	5 2%	4 1%	4 1%	3 1%	2 1%	6 1%	5 1%	2 *	5 1%	10 2%k	-	3 4%nuw	5 2%w	4 2%w	1 1%	1 1%	-	1 *	2 1%	-	5 3%nw	1 1%	4 1%	5 1%	2 1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 446  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Mobile Phone**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	1136 55%	1018 54%	105 71%a	24 75%	49 74%a	24 70%	5 69%	5 46%	9 59%	3 31%	593 53%	351 56%	133 60%j	40 83%jkl
Once a day	107 5%	97 5%	8 6%	2 5%	3 4%	4 11%	1 11%	-	-	2 24%	43 4%	44 7%j	15 7%	1 2%
Several times a week	336 16%	321 17%b	13 9%	1 2%	5 7%	3 10%	1 20%	3 31%	5 33%	2 21%	196 17% m	93 15%	35 16% m	2 5%
Once a week	44 2%	43 2%	1 1%	1 3%	-	-	-	-	1 4%	-	23 2%	16 3%	4 2%	1 1%
Several times a month	131 6%	118 6%	10 6%	4 13%	4 6%	-	-	1 14%	-	1 9%	82 7% l	38 6%	7 3%	2 4%
Once a month	25 1%	20 1%	3 2%	1 2%	1 1%	2 6%	-	-	-	-	18 2%	4 1%	3 1%	-
Less often	95 5%	93 5%	3 2%	-	1 2%	1 2%	-	1 9%	1 4%	1 8%	54 5% l	36 6% l	3 1%	1 2%
NET: At least daily	1242 60%	1115 59%	114 77%a	26 79%	51 77%a	27 81%	5 80%	9 46%	9 59%	5 55%	636 56%	395 63% j	147 67% j	40 85% jkl
NET: At least weekly	1622 79%	1479 78%	128 86%a	27 85%	56 85%	30 90%	7 100%	8 77%	14 96%	8 76%	855 76%	504 80%	187 85% j	43 91% j
NET: At least monthly	1778 86%	1617 86%	141 95%a	32 100%	61 92%	32 96%	7 100%	9 91%	14 96%	8 85%	955 85%	547 87%	196 90%	45 94%
NET: Ever	1873 91%	1710 90%	143 96%a	32 100%	62 93%	33 98%	7 100%	10 100%	15 100%	9 93%	1009 89%	582 92%	199 91%	46 97%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 446

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Mobile Phone**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	169 8%	163 9%b	2 1%	-	1 1%	1 2%	-	-	-	1 7%	102 9%	45 7%	18 8%	2 3%
Don't know	23 1%	18 1%	4 2%	-	4 6%a	-	-	-	-	-	17 2%	5 1%	1 1%	-

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 447  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Mobile Phone**

	Which of the following best describes where you live?						Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	1136	931	532	399	205	182	23	788	644	144	348	53	125	13	70	87	755	380	336	294	150	152	144	89
	55%	56% <sup>c</sup>	60% <sup>cde</sup>	51%	51%	50%	55%	66% <sup>ijmn</sup>	68% <sup>ijmn</sup>	57% <sup>ijmn</sup>	40% <sup>mn</sup>	61% <sup>ijmn</sup>	68% <sup>ijmn</sup>	12%	21%	57% <sup>ijmn</sup>	50%	70% <sup>p</sup>	70% <sup>p</sup>	68% <sup>p</sup>	76% <sup>p</sup>	68% <sup>p</sup>	68% <sup>p</sup>	68% <sup>p</sup>
Once a day	107	85	45	40	22	20	2	64	47	17	43	2	7	3	25	5	87	18	17	15	6	9	9	3
	5%	5%	5%	5%	5%	6%	4%	5%	5%	7%	5%	2%	4%	3%	8%	3%	6% <sup>q</sup>	3%	4%	3%	3%	4%	4%	2%
Several times a week	336	261	140	121	74	70	4	164	130	34	171	13	12	36	86	24	260	73	61	61	20	33	25	19
	16%	16%	16%	16%	18%	19%	10%	14% <sup>l</sup>	14% <sup>l</sup>	13% <sup>l</sup>	20% <sup>ghil</sup>	15% <sup>l</sup>	6%	33% <sup>ghij</sup>	25% <sup>ghij</sup>	16% <sup>l</sup>	17% <sup>rt</sup>	13%	13%	14%	10%	15%	12%	14%
Once a week	44	33	15	18	11	8	3	17	12	5	27	2	3	8	14	1	36	8	7	5	4	2	3	2
	2%	2%	2%	2%	3%	2%	7% <sup>ab</sup>	1%	1%	2%	3% <sup>gh</sup>	2%	1%	7% <sup>ghilo</sup>	4% <sup>gho</sup>	*	2%	1%	2%	1%	2%	1%	1%	1%
Several times a month	131	105	48	57	26	24	1	57	38	20	74	5	14	11	36	7	100	30	27	8	14	17	10	7
	6%	6%	5%	7%	6%	7%	4%	5%	4%	8% <sup>gh</sup>	8% <sup>gh</sup>	5%	8% <sup>h</sup>	10% <sup>gh</sup>	11% <sup>gho</sup>	5%	7%	5%	6%	4%	6%	8%	8%	7%
Once a month	25	18	7	10	7	6	1	8	4	4	17	3	2	1	9	1	21	4	3	3	1	3	-	2
	1%	1%	1%	1%	2%	2%	3%	1%	*	2% <sup>h</sup>	2% <sup>gh</sup>	3% <sup>gh</sup>	1%	1%	3% <sup>gh</sup>	1%	1%	1%	1%	1%	1%	1%	-	1%
Less often	95	72	27	45	23	20	3	34	26	8	61	3	7	12	27	12	83	12	10	10	3	1	7	3
	5%	4%	3%	6% <sup>b</sup>	6% <sup>b</sup>	6% <sup>b</sup>	6%	3%	3%	3%	7% <sup>ghi</sup>	4%	4%	11% <sup>ghil</sup>	8% <sup>ghi</sup>	8% <sup>ghi</sup>	6% <sup>qrstu</sup>	2%	2%	2%	1%	*	3% <sup>u</sup>	2%
NET: At least daily	1242	1016	577	439	226	202	25	852	691	161	390	55	132	16	95	91	842	398	353	309	155	161	152	91
	60%	61% <sup>c</sup>	65% <sup>cde</sup>	56%	56%	56%	59%	71% <sup>ijmn</sup>	73% <sup>ijmn</sup>	64% <sup>ijmn</sup>	45% <sup>mn</sup>	63% <sup>ijmn</sup>	72% <sup>ijmn</sup>	15%	28% <sup>m</sup>	61% <sup>ijmn</sup>	56%	73% <sup>p</sup>	74% <sup>p</sup>	71% <sup>p</sup>	78% <sup>p</sup>	72% <sup>p</sup>	72% <sup>p</sup>	70% <sup>p</sup>
NET: At least weekly	1622	1310	732	578	312	281	32	1033	833	200	589	70	147	60	195	116	1138	480	421	376	179	196	181	112
	79%	79% <sup>c</sup>	83% <sup>acde</sup>	74%	77%	77%	76%	86% <sup>ijlm</sup>	88% <sup>ijlm</sup>	79% <sup>ijmn</sup>	68% <sup>mn</sup>	81% <sup>ijmn</sup>	80% <sup>ijmn</sup>	55%	58%	77% <sup>ijmn</sup>	75%	88% <sup>p</sup>	88% <sup>p</sup>	87% <sup>p</sup>	90% <sup>p</sup>	88% <sup>p</sup>	85% <sup>p</sup>	86% <sup>p</sup>

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 447  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Mobile Phone**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
NET: At least monthly	1778	1433	787	646	345	310	34	1099	874	224	679	77	163	73	241	125	1259	513	451	407	188	213	198	123
	86%	86%	89% <sup>c</sup>	83%	85%	86%	82%	92% <sup>o</sup>	93% <sup>o</sup>	89% <sup>o</sup>	78% <sup>o</sup>	89% <sup>o</sup>	89% <sup>o</sup>	67%	71%	83% <sup>o</sup>	83%	94% <sup>p</sup>	95% <sup>p</sup>	94% <sup>p</sup>	95% <sup>p</sup>	95% <sup>p</sup>	93% <sup>p</sup>	94% <sup>p</sup>
NET: Ever	1873	1505	814	691	368	331	37	1133	900	233	740	81	170	85	268	137	1342	525	461	417	190	214	205	126
	91%	91%	92% <sup>c</sup>	89%	91%	91%	89%	95% <sup>o</sup>	95% <sup>o</sup>	92% <sup>o</sup>	85% <sup>o</sup>	93% <sup>o</sup>	93% <sup>o</sup>	77%	79%	91% <sup>o</sup>	89%	97% <sup>p</sup>	97% <sup>p</sup>	96% <sup>p</sup>	96% <sup>p</sup>	96% <sup>p</sup>	97% <sup>p</sup>	97% <sup>p</sup>
Never	169	134	61	73	34	30	5	54	35	19	114	5	11	22	10	156	12	9	12	5	7	4	3	
	8%	8%	7%	9%	9%	8%	11%	5%	4%	7% <sup>gh</sup>	13% <sup>ghilo</sup>	6%	6%	20% <sup>ghiklo</sup>	6%	10% <sup>qrstuvw</sup>	2%	2%	3%	2%	3%	2%	2%	
Don't know	23	21	8	14	2	2	-	10	9	1	13	1	2	3	5	16	7	7	4	3	3	3	1	
	1%	1%	1%	2%	*	*	-	1%	1%	*	2%	1%	1%	3%	3% <sup>ghi</sup>	1%	1%	1%	1%	2%	1%	2%	1%	

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



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 448  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Mobile Phone**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	1136 55%	44 51%	99 43%	120 42%	184 54%bc	139 52%bc	114 63%bce	85 65%bce	66 66%bce	190 73%abcd51% ef	263 51% m	128 64%jlm	164 47%	61 40%	4 23%	854 56%lm	1136 55%
Once a day	107 5%	3 3%	8 4%	17 6%	20 6%	16 6%	6 3%	11 9% <i>i</i>	8 8%	9 4%	28 5%	10 5%	19 5%	5 3%	3 17%	78 5%	107 5%
Several times a week	336 16%	14 17%	44 19%	56 20% <i>i</i>	52 15%	44 16%	32 18%	17 13%	10 10%	31 12%	80 16%	22 11%	61 18%	35 23% <i>jko</i>	3 20%	248 16%	336 16%
Once a week	44 2%	2 2%	7 3% <i>i</i>	7 2% <i>i</i>	6 2%	8 3% <i>i</i>	4 2%	3 2% <i>i</i>	-	* 2%	11 2%	3 1%	9 3%	6 4%	-	32 2%	44 2%
Several times a month	131 6%	10 12% <i>fgi</i>	21 9% <i>fi</i>	15 5%	23 7%	21 8% <i>f</i>	5 3%	5 4%	8 8%	11 4%	37 7%	10 5%	24 7%	9 6%	4 25%	93 6%	131 6%
Once a month	25 1%	3 3% <i>b</i>	-	6 2% <i>b</i>	7 2% <i>b</i>	3 1%	2 1%	1 1%	-	3 1%	8 2%	2 1%	7 2%	3 2%	-	16 1%	25 1%
Less often	95 5%	4 5%	15 7% <i>i</i>	23 8% <i>hi</i>	16 5%	17 6% <i>i</i>	5 3%	3 3%	1 1%	5 2%	25 5%	8 4%	22 6%	11 7%	1 7%	69 5%	95 5%
NET: At least daily	1242 60%	47 54%	107 47%	137 48%	204 60% <i>bc</i>	156 58% <i>bc</i>	119 66% <i>bc</i>	96 73% <i>abcd</i>	74 75% <i>abcd</i>	199 77% <i>abcd57% ef</i>	291 53% m	137 69% <i>jlm</i>	183 53%	66 43%	7 40%	933 62% <i>lm</i>	1242 60%
NET: At least weekly	1622 79%	63 73%	158 69%	200 69%	261 77% <i>bc</i>	207 77%	155 86% <i>abcd</i>	116 89% <i>abcd</i>	84 85% <i>bc</i>	230 89% <i>abcd74% e</i>	382 74% m	162 82% <i>lm</i>	253 73%	107 71%	10 61%	1213 80% <i>lm</i>	1622 79%
NET: At least monthly	1778 86%	75 88% <i>c</i>	178 78%	221 77%	291 86% <i>bc</i>	231 85% <i>bc</i>	162 90% <i>bc</i>	122 93% <i>bce</i>	92 93% <i>bc</i>	244 94% <i>bcde83% e</i>	427 83% m	175 88% <i>m</i>	284 82%	119 78%	14 85%	1322 87% <i>lm</i>	1778 86%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 448

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Mobile Phone**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
NET: Ever	1873 91%	79 92%	194 85%	244 85%	307 91%bc	248 92%bc	168 93%bc	125 96%bc	93 94%bc	249 96%bcd	452 88%	182 92%	306 88%	130 85%	15 92%	1391 92%jlm	1873 91%
Never	169 8%	7 8%	32 14%defg	40 14%defgi	27 8%i	21 8%i	9 5%	6 4%	6 6%	8 3%	53 10%	12 6%	34 10%	19 12%ko	1 8%	112 7%	169 8%
Don't know	23 1%	-	4 2%	5 2%	5 2%	1 1%	4 2%	-	-	2 1%	8 2%	4 2%	7 2%	3 2%	-	12 1%	23 1%

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

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

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 449  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Laptop**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North East	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Several times a day	367	206	161	60	58	55	61	68	66	142	105	55	65	28	16	35	23	25	29	22	34	70	45	29	12	58	175	73
	18%	20% <b>b</b>	15%	26% <b>e</b>	16%	17%	17%	22% <b>i</b>	14%	25% <b>k</b>	18% <b>l</b>	13%	13%	16%	19%	15%	14%	14%	20%	22%	18%	26% <b>n</b>	16%	16%	20%	17%	21%	39%
Once a day	129	63	66	31	29	20	12	16	20	36	44	21	28	7	2	18	12	14	10	7	6	17	22	10	3	25	58	26
	6%	6%	6%	13% <b>f</b>	8% <b>g</b>	6%	3%	5%	4%	6%	8%	5%	6%	4%	3%	8%	7%	8%	7%	7%	3%	6%	8%	6%	5%	7%	7%	14%
Several times a week	300	151	150	38	53	51	65	43	50	83	85	62	71	28	10	24	21	32	18	15	27	45	38	33	9	58	134	28
	15%	15%	14%	16% <b>i</b>	15%	16% <b>i</b>	18% <b>i</b>	14%	11%	15%	15%	15%	14%	16%	11%	10%	13%	18% <b>p</b>	13%	15%	14%	17%	13%	19% <b>p</b>	14%	17%	16%	15%
Once a week	89	32	58	15	16	14	11	11	23	25	24	24	16	10	10	9	10	7	6	3	4	5	13	9	2	9	42	9
	4%	3%	5% <b>a</b>	6%	4%	4%	3%	3%	5%	4%	4%	6%	3%	6%	11% <b>p</b>	4%	6% <b>v</b>	4%	4%	3%	2%	2%	5%	5%	3%	3%	5%	5%
Several times a month	169	90	79	16	37	23	34	18	42	54	52	37	26	15	8	21	10	11	15	6	18	25	20	15	5	36	70	13
	8%	9%	7%	7%	10%	7%	9%	6%	9%	10% <b>m</b>	9% <b>m</b>	9%	5%	9%	9%	9%	6%	6%	10%	6%	9%	9%	7%	9%	8%	10%	8%	7%
Once a month	88	44	44	10	9	16	18	15	20	25	16	23	24	9	5	10	7	5	8	7	10	9	9	9	2	19	29	11
	4%	4%	4%	4%	3%	5%	5%	5%	4%	4%	3%	6% <b>k</b>	5%	5%	5%	4%	4%	3%	5%	7%	5%	3%	3%	5%	3%	6%	3%	6%
Less often	322	148	174	28	60	48	64	58	64	68	102	73	80	39	11	37	28	36	17	16	24	29	47	25	13	65	133	12
	16%	15%	16%	12%	17%	15%	17%	19% <b>d</b>	14%	12%	18% <b>j</b>	17% <b>j</b>	16%	22% <b>s</b>	13%	16%	17%	20% <b>s</b>	12%	16%	13%	11%	17%	14%	21% <b>v</b>	19%	16%	7%
NET: At least daily	496	268	228	91	87	75	73	83	86	178	148	76	93	34	18	52	35	39	39	29	40	87	67	39	16	83	234	99
	24%	27% <b>b</b>	21%	39% <b>e</b>	24%	23%	20%	27% <b>g</b>	18%	31% <b>k</b>	26% <b>l</b>	18%	19%	20%	21%	23%	21%	22%	26%	29%	21%	32% <b>n</b>	24%	22%	25%	24%	27%	53%
NET: At least weekly	885	451	435	144	155	141	150	137	159	286	257	162	180	72	37	85	66	79	64	47	72	138	118	81	26	150	409	137
	43%	45%	41%	62% <b>e</b>	43% <b>i</b>	43% <b>i</b>	41%	45% <b>i</b>	34%	50% <b>l</b>	44% <b>m</b>	38%	36%	42%	44%	37%	40%	44%	43%	47%	38%	51% <b>p</b>	42%	46%	41%	44%	48%	74%
NET: At least monthly	1143	585	558	169	202	180	202	170	220	365	326	222	230	96	50	116	83	94	86	60	99	172	147	105	33	204	508	160
	55%	58% <b>b</b>	53%	73% <b>e</b>	56% <b>i</b>	55% <b>i</b>	55% <b>i</b>	55% <b>i</b>	47%	64% <b>k</b>	56% <b>m</b>	53%	46%	55%	59%	50%	50%	52%	58%	60%	53%	64% <b>p</b>	52%	59%	52%	60%	60%	86%

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 449  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Laptop**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
NET: Ever	1465	733	732	196	261	228	266	228	285	433	427	295	310	134	61	153	111	130	103	76	123	201	194	131	46	270	641	173
	71%	73%	69%	85%efg	73%hi	70%hi	72%hi	74%hi	61%	76%lm	74%lm	70%lm	62%	77%ppqu	72%ai	66%	67%	72%	70%	76%	65%	75%u	69%	74%	73%	79%	75%	93%
Never	574	261	312	29	94	93	101	76	181	127	150	121	176	39	22	73	53	45	43	22	65	68	87	41	16	69	205	11
	28%	26%	29%	13%	26%d	28%d	27%d	25%d	38%def	22%gh	26%	29%j	35%jkl	22%	26%	32%	32%	25%	29%	22%	34%ntx	25%	31%	23%	26%	20%	24%	6%
Don't know	26	10	16	5	4	6	3	4	4	8	1	5	11	1	2	4	3	6	1	1	-	-	1	6	1	4	8	2
	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%k	*	1%	2%k	*	2%	2%v	2%v	3%vw	1%	1%	*	-	*	3%uvw	1%	1%	1%	1%

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



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 450  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Laptop**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	367 18%	319 17%	43 29%a	12 36%	17 25%	10 30%	3 43%	2 18%	1 6%	2 19%	156 14%	128 20%kj	62 28%jk	17 35%jk
Once a day	129 6%	108 6%	19 13%a	5 17%	6 9%	6 19%	2 27%	-	-	-	62 5%	41 7%	19 9%	7 14%j
Several times a week	300 15%	274 14%	26 17%	4 11%	13 20%	8 25%	-	1 7%	5 35%	* 5%	145 13%	107 17%j	33 15%	10 21%
Once a week	89 4%	85 4%	4 3%	-	3 4%	1 2%	-	1 8%	1 5%	-	50 4%	24 4%	10 4%	5 11%jk
Several times a month	169 8%	156 8%	12 8%	3 10%	5 7%	* 1%	-	3 33%	1 10%	-	83 7%	60 10%	19 9%	2 5%
Once a month	88 4%	84 4%	3 2%	-	2 3%	1 2%	-	1 9%	1 10%	2 15%	43 4%	30 5%	11 5%	1 1%
Less often	322 16%	303 16%	17 11%	2 6%	7 11%	4 12%	2 30%	2 18%	1 3%	2 19%	203 18%km	83 13%	29 13%	3 6%
NET: At least daily	496 24%	428 23%	63 42%a	17 53%	23 34%a	17 49%	5 70%	2 18%	1 6%	2 19%	218 19%	169 27%j	81 37%jk	23 48%jk
NET: At least weekly	885 43%	786 42%	93 63%a	21 64%	39 58%a	26 76%	5 70%	3 34%	7 46%	2 24%	412 37%	299 47%j	124 56%jk	39 81%kl
NET: At least monthly	1143 55%	1026 54%	108 73%a	24 74%	45 68%a	27 80%	5 70%	7 75%	10 65%	4 39%	538 48%	389 62%j	154 70%jk	41 87%kl
NET: Ever	1465 71%	1329 70%	125 84%a	26 81%	52 79%	31 92%	7 100%	9 94%	10 69%	6 58%	742 66%	473 75%j	183 83%jk	44 93%jk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 450  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Laptop**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	574 28%	541 29% <sup>bd</sup>	19 13%	6 19%	10 15%	3 8%	-	1 6%	5 31%	4 42%	370 33% <sup>klm</sup>	152 24% <sup>lm</sup>	34 15%	4 7%
Don't know	26 1%	21 1%	4 3%	-	4 6% <sup>a</sup>	-	-	-	-	-	17 2%	6 1%	3 1%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 451  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
 Base: All respondents who have used any online communication services or apps in the past 12 months  
**Laptop**

	Which of the following best describes where you live?						Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	367 18%	303 18%	172 19%e	131 17%	64 16%	50 14%	14 34%abcd	233 19%jno	187 20%jno	47 18%	134 15%	12 14%	41 23%jmno	12 11%	49 15%	18 12%	289 19%qrsu	78 14%	66 14%	60 14%	26 13%	28 12%	30 14%	24 18%
Once a day	129 6%	104 6%	59 7%	46 6%	25 6%	25 7%	-	84 7%	69 7%h	15 6%	45 5%	6 7%	14 8%	5 4%	13 4%	7 5%	96 6%	33 6%	30 6%	24 6%	16 8%	12 6%	14 7%	4 3%
Several times a week	300 15%	244 15%	136 15%	108 14%	57 14%	54 15%	2 6%	191 16%jno	156 17%jno	35 14%	109 13%	21 24%ijmno	28 15%	13 12%	35 10%	13 8%	211 14%	88 16%	72 15%	71 16%	27 14%	30 13%	36 17%	27 21%p
Once a week	89 4%	69 4%	39 4%	30 4%	21 5%	19 5%	2 4%	51 4%	42 4%	9 4%	38 4%	-	13 7%k	8 7%k	11 3%	7 4%	65 4%	24 4%	22 5%	18 4%	9 5%	7 3%	11 5%	3 2%
Several times a month	169 8%	139 8%	76 9%	63 8%	30 8%	27 7%	4 9%	106 9%	85 9%	21 8%	63 7%	3 3%	15 8%	7 6%	32 9%	7 4%	128 8%	41 8%	35 7%	35 8%	15 8%	14 6%	18 9%	14 11%
Once a month	88 4%	69 4%	34 4%	35 5%	19 5%	18 5%	1 2%	48 4%	35 4%	13 5%o	40 5%	7 8%o	10 6%o	5 5%	17 5%o	2 1%	68 4%	21 4%	18 4%	17 4%	6 3%	6 3%	8 4%	4 3%
Less often	322 16%	245 15%	125 14%	121 16%	77 19%ab	68 19%	9 21%	198 17%	152 16%	47 18%	124 14%	11 13%	22 12%	13 12%	52 16%	26 17%	217 14%	103 19%p	94 20%p	86 20%p	31 16%	49 22%p	43 20%p	22 17%
NET: At least daily	496 24%	407 25%	231 26%e	177 23%	89 22%	74 20%	14 34%e	317 26%jmno	255 27%jmno	62 24%	179 21%	18 21%	55 30%jmno	17 16%	63 19%	26 17%	385 25%qrsu	111 20%	96 20%	84 20%	42 21%	40 18%	44 21%	28 21%
NET: At least weekly	885 43%	720 43%	405 46%c	314 40%	166 41%	147 41%	18 44%	559 47%jmno	453 48%jmno	106 42%no	327 38%	39 45%no	96 52%ijmno	38 35%	109 32%	45 30%	660 44%u	223 41%	190 40%	174 40%	78 40%	77 34%	91 43%	57 44%
NET: At least monthly	1143 55%	928 56%	515 58%c	413 53%	215 53%	192 53%	23 55%	712 60%jmno	573 61%jmno	140 55%no	430 50%o	49 56%o	121 66%ijmno	50 45%	158 47%o	53 35%	856 57%ru	284 52%u	243 51%	225 52%u	99 50%	97 43%	117 55%u	75 58%u

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

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 451  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Laptop**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
NET: Ever	1465	1173	640	533	292	260	32	911	724	186	554	60	144	62	210	79	1073	388	337	311	131	146	159	98
	71%	71%	72%	69%	72%	72%	76%	76%	77%	74%	64%	69%	79%	57%	62%	52%	71%	71%	72%	66%	65%	75%	75%	
Never	574	465	235	230	109	99	10	274	210	65	299	26	36	45	126	67	423	149	133	117	63	72	50	31
	28%	28%	27%	30%	27%	27%	24%	23%	22%	26%	34%	30%	19%	41%	37%	44%	28%	27%	28%	27%	32%	32%	24%	24%
Don't know	26	23	9	14	3	3	-	12	10	2	14	1	3	3	2	5	19	7	7	5	5	5	2	1
	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	2%	2%	2%	2%	3%	3%	1%	1%	2%	1%	2%	2%	1%	1%

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 452

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Laptop**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	367 18%	17 20%	42 18%	46 16%	48 14%	44 16%	36 20%	23 18%	16 16%	71 27% bcdeh	88 17%	29 15%	59 17%	31 21%	3 16%	270 18%	367 18%
Once a day	129 6%	2 3%	13 6%	19 7%	24 7%	10 4%	8 5%	11 9% e	9 9%	18 7%	34 7%	9 4%	21 6%	13 8%	1 8%	91 6%	129 6%
Several times a week	300 15%	11 13%	32 14%	41 14%	46 13%	37 14%	22 12%	24 18%	13 13%	39 15%	71 14%	36 18% m	46 13%	14 10%	1 8%	227 15%	300 15%
Once a week	89 4%	2 2%	6 3%	8 3%	13 4%	10 4%	10 6%	6 4%	6 6%	8 3%	26 5%	7 4%	18 5%	2 2%	-	63 4%	89 4%
Several times a month	169 8%	7 8%	13 6%	21 7%	32 9%	23 9%	10 6%	11 9%	12 12%	27 10%	42 8%	21 10%	26 8%	10 7%	3 15%	124 8%	169 8%
Once a month	88 4%	1 1%	13 6%	15 5%	11 3%	10 4%	8 4%	6 4%	8 8% a	11 4%	25 5%	13 7%	17 5%	11 7%	1 6%	61 4%	88 4%
Less often	322 16%	10 12%	32 14%	32 11%	59 17% c	55 20% c	38 21% c	18 14%	17 17%	40 15%	71 14%	29 14%	54 16%	20 13%	3 16%	247 16%	322 16%
NET: At least daily	496 24%	20 23%	55 24%	66 23%	73 21%	54 20%	44 25%	34 26%	25 25%	88 34% bcde f	122 24%	38 19%	80 23%	44 29%	4 25%	362 24%	496 24%
NET: At least weekly	885 43%	33 39%	92 40%	115 40%	131 39%	102 38%	76 42%	64 49%	43 44%	136 52% abcd e	219 43%	81 41%	144 41%	61 40%	5 32%	651 43%	885 43%
NET: At least monthly	1143 55%	41 47%	118 51%	151 52%	174 51%	135 50%	94 52%	81 62% e	63 64% ae	174 67% abcd ef	286 56%	115 58%	187 54%	81 53%	9 53%	837 55%	1143 55%

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

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

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 452

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Laptop**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
NET: Ever	1465 71%	51 59%	150 66%	183 64%	233 69%	190 70%	132 73% <sup>ac</sup>	99 76% <sup>ac</sup>	80 81% <sup>abcd</sup>	214 82% <sup>abcd</sup>	357 70% <sup>ef</sup>	143 72%	241 69%	101 67%	12 70%	1085 72%	1465 71%
Never	574 28%	34 39% <sup>fghi</sup>	78 34% <sup>ghi</sup>	101 35% <sup>ghi</sup>	98 29% <sup>i</sup>	79 29% <sup>i</sup>	47 26% <sup>i</sup>	29 22%	19 19%	43 17%	146 28%	49 25%	99 29%	47 31%	4 21%	415 27%	574 28%
Don't know	26 1%	1 2%	1 *	4 1%	8 2%	1 1%	1 1%	3 2%	-	2 1%	10 2%	6 3% <sup>o</sup>	7 2%	4 3%	2 9%	16 1%	26 1%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 453  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Tablet computer**

	Gender			Age							Social Grade						Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177	
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186	
Several times a day	235	112	123	17	33	35	48	51	51	79	57	38	62	21	13	21	22	14	10	11	29	42	36	13	3	28	103	43	
	11%	11%	12%	7%	9%	11%	13%	16%	11%	14%	10%	9%	12%	12%	16%	13%	8%	7%	11%	15%	16%	13%	7%	5%	8%	12%	23%		
Once a day	93	41	52	19	16	10	16	16	17	34	21	19	20	5	4	11	8	7	8	7	6	11	12	12	4	19	40	21	
	5%	4%	5%	8%	4%	3%	4%	5%	4%	6%	4%	4%	4%	3%	4%	5%	4%	5%	7%	3%	4%	4%	7%	6%	5%	5%	11%		
Several times a week	241	111	130	18	39	37	34	39	74	70	68	47	55	21	4	31	10	20	25	8	20	33	36	21	12	40	95	25	
	12%	11%	12%	8%	11%	11%	9%	13%	16%	12%	12%	11%	11%	12%	4%	13%	6%	11%	17%	8%	11%	12%	13%	12%	19%	12%	11%	13%	
Once a week	43	18	25	5	4	9	8	11	6	12	15	4	12	5	1	6	4	7	2	2	6	3	4	4	-	6	23	8	
	2%	2%	2%	2%	1%	3%	2%	4%	1%	2%	3%	1%	2%	3%	1%	2%	2%	4%	1%	2%	3%	1%	1%	2%	-	2%	3%	4%	
Several times a month	145	74	71	18	24	29	22	18	34	39	52	30	24	7	6	20	12	9	16	9	9	16	31	7	3	28	58	13	
	7%	7%	7%	8%	7%	9%	6%	6%	7%	7%	9%	7%	5%	4%	7%	9%	7%	5%	11%	9%	5%	6%	11%	4%	4%	8%	7%	7%	
Once a month	61	32	29	5	5	12	17	6	15	18	15	16	12	9	5	6	3	4	7	-	4	6	7	6	4	7	27	5	
	3%	3%	3%	2%	1%	4%	5%	2%	3%	3%	3%	4%	2%	5%	6%	3%	2%	2%	5%	-	2%	6	2%	6	4	7	2%	3%	
Less often	297	138	159	25	57	55	56	46	59	79	85	59	74	28	13	31	24	31	14	18	27	45	30	25	11	63	118	21	
	14%	14%	15%	11%	16%	17%	15%	15%	12%	14%	15%	14%	15%	16%	15%	13%	14%	17%	10%	18%	14%	17%	11%	14%	18%	18%	14%	11%	
NET: At least daily	328	153	175	36	49	45	64	67	68	113	77	56	82	26	17	32	30	21	18	18	35	53	48	25	7	47	142	64	
	16%	15%	17%	15%	14%	14%	17%	22%	15%	20%	13%	13%	16%	15%	20%	14%	18%	12%	12%	18%	18%	20%	17%	14%	11%	14%	17%	34%	
NET: At least weekly	612	282	331	59	92	91	106	117	148	195	161	107	149	52	21	68	44	48	45	29	62	88	88	50	19	93	261	97	
	30%	28%	31%	25%	26%	28%	29%	38%	32%	34%	28%	25%	30%	30%	25%	29%	26%	27%	30%	29%	33%	33%	31%	28%	29%	27%	31%	52%	
NET: At least monthly	818	387	431	81	121	132	145	142	198	253	228	153	185	67	33	94	58	61	68	38	75	111	126	63	25	127	346	114	
	40%	39%	41%	35%	34%	40%	39%	46%	42%	44%	39%	36%	37%	39%	38%	41%	35%	34%	46%	38%	40%	41%	45%	35%	40%	37%	40%	62%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 453  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Tablet computer**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)	Opin-ion Influ-encer (C)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
NET: Ever	1116 54%	525 52%	591 56%	106 46%	179 50%	187 57% <sup>d</sup>	201 54%	187 61% <sup>e</sup>	256 55%	332 58% <sup>l</sup>	313 54%	212 50%	259 52%	96 55%	45 53%	125 54%	82 49%	92 51%	82 55%	56 56%	102 54%	156 58%	157 56%	88 49%	36 58%	191 56%	464 54%	135 73%
Never	922 45%	468 47%	454 43%	119 52% <sup>f</sup>	176 49% <sup>h</sup>	136 41%	164 44%	116 38%	211 45%	231 41%	263 45%	205 49% <sup>j</sup>	223 45%	78 45%	38 44%	104 45%	82 49%	83 46%	63 43%	42 42%	87 46%	110 41%	125 44%	85 48%	26 41%	147 43%	380 44%	50 27%
Don't know	27 1%	12 1%	16 1%	5 2%	6 2%	5 1%	5 1%	5 2%	2 1%	6 1%	3 *	4 1%	14 3% <sup>jk</sup>	1 *	2 2%	2 1%	3 2%	6 3% <sup>uw</sup>	2 2%	1 1%	1 *	3 1%	1 *	5 3% <sup>w</sup>	1 1%	6 2%	10 1%	1 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 454  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Tablet computer**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	235 11%	212 11%	21 14%	5 16%	10 14%	2 6%	2 32%	2 23%	1 10%	3 29%	114 10%	81 13%	32 15% <sub>m</sub>	2 3%
Once a day	93 5%	84 4%	9 6%	3 11%	2 4%	2 5%	1 11%	1 8%	-	-	44 4%	28 4%	19 9% <sub>jk</sub>	2 5%
Several times a week	241 12%	222 12%	19 13%	2 7%	4 6%	9 27%	1 12%	3 26%	3 19%	-	130 12%	76 12%	26 12%	3 7%
Once a week	43 2%	41 2%	2 1%	1 2%	1 2%	-	-	-	-	-	23 2%	13 2%	7 3%	1 2%
Several times a month	145 7%	135 7%	9 6%	3 11%	4 6%	-	-	1 14%	1 3%	2 19%	75 7%	43 7%	14 6%	8 16% <sub>ijkl</sub>
Once a month	61 3%	60 3%	1 1%	-	1 1%	1 2%	-	-	-	-	34 3%	20 3%	6 3%	1 2%
Less often	297 14%	273 14%	20 14%	4 12%	7 10%	6 19%	2 29%	1 13%	2 15%	2 15%	157 14%	101 16%	28 13%	3 7%
NET: At least daily	328 16%	296 16%	30 20%	9 27%	12 18%	4 11%	3 43%	3 32%	1 10%	3 29%	158 14%	109 17%	51 23% <sub>jm</sub>	4 8%
NET: At least weekly	612 30%	559 30%	51 34%	12 36%	17 26%	13 38%	4 55%	6 58%	4 29%	3 29%	311 28%	198 31% <sub>m</sub>	84 38% <sub>jm</sub>	8 17%
NET: At least monthly	818 40%	753 40%	61 41%	15 46%	22 33%	14 40%	4 55%	7 72%	5 32%	5 49%	421 37%	261 41%	104 47% <sub>j</sub>	16 34%
NET: Ever	1116 54%	1026 54%	81 55%	19 58%	29 43%	20 59%	6 84%	8 85%	7 47%	6 64%	578 51%	363 57% <sub>jm</sub>	132 60% <sub>jm</sub>	19 41%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 454

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Tablet computer**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	922 45%	845 45%	62 41%	13 42%	32 49%	13 39%	1 16%	1 15%	8 53%	4 36%	530 47%l	264 42%	85 39%	28 59%kl
Don't know	27 1%	20 1%	6 4%a	-	5 8%a	1 2%	-	-	-	-	21 2%	4 1%	2 1%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 455  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Tablet computer**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	235 11%	177 11%	92 10%	86 11%	58 14%	54 15%ab	4 9%	131 11%	103 11%	28 11%	104 12%	12 14%	20 11%	18 16%	37 11%	17 11%	168 11%	67 12%	60 13%	52 12%	28 14%	27 12%	24 11%	14 11%
Once a day	93 5%	71 4%	37 4%	34 4%	23 6%	22 6%	1 2%	58 5%	48 5%	10 4%	35 4%	3 3%	10 5%	4 3%	15 4%	4 3%	70 5%	24 4%	20 4%	15 3%	12 6%u	4 2%	8 4%	4 3%
Several times a week	241 12%	191 12%	93 11%	98 13%	49 12%	44 12%	5 13%	135 11%	103 11%	32 13%	106 12%	8 10%	16 9%	14 13%	50 15%	17 11%	171 11%	70 13%	59 12%	59 14%	23 12%	30 13%	28 13%	19 14%
Once a week	43 2%	32 2%	12 1%	20 3%	12 3%	8 2%	3 8%abce	29 2%	21 2%	8 3%fn	14 2%	3 3%	4 2%	1 1%	3 1%	3 2%	34 2%	9 2%	9 2%	6 1%	4 2%	3 1%	4 2%	1 1%
Several times a month	145 7%	122 7%	65 7%	57 7%	23 6%	22 6%	1 3%	85 7%am	67 7%am	18 7%am	60 7%	2 2%	21 12%ghjkm	2 2%	30 9%mo	4 3%	107 7%	38 7%	32 7%	35 8%	12 6%	18 8%	19 9%	11 9%
Once a month	61 3%	51 3%	29 3%	23 3%	10 2%	6 2%	4 9%code	34 3%	27 3%	7 3%	27 3%	3 4%	6 3%	2 1%	10 3%	5 4%	46 3%	15 3%	15 3%	12 3%	5 2%	5 2%	7 3%	1 1%
Less often	297 14%	239 14%	132 15%	106 14%	58 14%	54 15%	4 10%	182 15%l	145 15%l	36 14%	116 13%	11 12%	15 8%	14 13%	44 13%	32 21%jln	203 13%	94 17%p	86 18%p	71 17%	36 18%	42 19%p	34 16%	17 13%
NET: At least daily	328 16%	248 15%	129 15%	119 15%	80 20%ab	76 21%abc	5 12%	189 16%	151 16%	38 15%	139 16%	15 17%	30 16%	22 20%	51 15%	21 14%	238 16%	91 17%	81 17%	67 15%	40 20%	31 14%	32 15%	18 14%
NET: At least weekly	612 30%	471 28%	234 26%	237 31%	141 35%ab	128 35%ab	14 33%	353 30%	275 29%	78 31%	259 30%	26 30%	51 28%	37 34%	104 31%	41 27%	443 29%	170 31%	149 31%	132 30%	67 34%	63 28%	64 30%	38 29%
NET: At least monthly	818 40%	644 39%	328 37%	317 41%	174 43%	156 43%	19 45%	473 40%	369 39%	104 41%	345 40%	32 37%	78 43%	40 37%	144 43%	51 34%	597 39%	222 41%	196 41%	178 41%	83 42%	86 39%	89 42%	50 38%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 455  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Tablet computer**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
NET: Ever	1116	883	460	423	233	210	23	655	514	140	461	42	94	55	188	83	799	316	282	250	120	128	123	67
	54%	53%	52%	54%	58%	58%	54%	55%	54%	55%	53%	49%	51%	50%	56%	55%	53%	58% <sup>p</sup>	59% <sup>p</sup>	58%	60%	57%	58%	52%
Never	922	754	412	342	169	150	19	526	414	112	396	44	87	53	149	63	697	220	187	177	72	89	86	62
	45%	45%	47%	44%	42%	41%	46%	44%	44%	44%	46%	51%	47%	49%	44%	42%	46% <sup>q</sup>	40%	39%	41%	37%	40%	40%	47%
Don't know	27	24	12	13	3	3	-	16	15	1	11	-	2	2	2	6	19	9	9	6	6	6	3	1
	1%	1%	1%	2%	1%	1%	-	1%	2%	*	1%	-	1%	2%	1%	4% <sup>egijn</sup>	1%	2%	2%	1%	3%	3%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 456

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Tablet computer**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	235 11%	5 6%	25 11%	31 11%	39 12%	26 10%	17 10%	19 14%	12 12%	41 16% <sup>ae</sup>	71 14%	28 14%	58 17% <sup>o</sup>	18 12%	4 22%	159 10%	235 11%
Once a day	93 5%	3 4%	13 6% <sup>f</sup>	9 3%	22 7% <sup>f</sup>	11 4%	2 1%	6 5%	2 2%	15 6% <sup>f</sup>	28 5%	13 7%	17 5%	10 7%	1 6%	65 4%	93 5%
Several times a week	241 12%	6 7%	29 13%	27 9%	32 9%	35 13%	22 12%	15 11%	14 14%	38 15%	61 12%	18 9%	47 14%	16 10%	2 14%	175 12%	241 12%
Once a week	43 2%	5 6% <sup>e</sup>	4 2%	5 2%	9 3%	4 1%	3 2%	1 1%	2 2%	6 2%	12 3%	6 2%	8 2%	4 2%	-	31 2%	43 2%
Several times a month	145 7%	4 5%	11 5%	19 7%	23 7%	18 6%	17 10%	15 12% <sup>b</sup>	8 8%	16 6%	36 7%	10 5%	24 7%	12 8%	4 25%	107 7%	145 7%
Once a month	61 3%	2 2%	4 2%	13 4%	9 3%	9 3%	4 2%	3 2%	8 8% <sup>bdi</sup>	6 3%	18 3%	6 3%	14 4%	6 4%	-	43 3%	61 3%
Less often	297 14%	11 13%	27 12%	31 11%	55 16%	49 18% <sup>cg</sup>	30 17%	12 9%	13 14%	40 16%	62 12%	21 10%	40 12%	24 16%	2 9%	229 15%	297 14%
NET: At least daily	328 16%	8 10%	38 17%	40 14%	61 18% <sup>f</sup>	37 14%	20 11%	25 19%	14 14%	56 22% <sup>acef</sup>	99 19% <sup>o</sup>	41 21% <sup>o</sup>	28 22% <sup>o</sup>	5 19%	223 28%	328 15%	328 16%
NET: At least weekly	612 30%	19 23%	71 31%	72 25%	102 30%	75 28%	45 25%	41 31%	30 31%	100 39% <sup>acde</sup>	172 33% <sup>o</sup>	66 33%	130 37% <sup>o</sup>	48 31%	7 42%	430 28%	612 30%
NET: At least monthly	818 40%	26 30%	85 37%	104 36%	134 39%	102 38%	67 37%	60 46% <sup>a</sup>	46 46% <sup>a</sup>	123 47% <sup>abce</sup>	226 44% <sup>o</sup>	82 41%	168 48% <sup>o</sup>	66 44%	11 68%	580 38%	818 40%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 456  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Tablet computer**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
NET: Ever	1116 54%	37 43%	112 49%	135 47%	189 56% <sup>ac</sup>	151 56% <sup>ac</sup>	97 54%	72 55%	59 60% <sup>ac</sup>	163 63% <sup>abc</sup>	288 56%	103 52%	208 60% <sup>o</sup>	90 59%	13 77%	810 53%	1116 54%
Never	922 45%	49 57% <sup>dhi</sup>	114 50% <sup>ei</sup>	146 51% <sup>ei</sup>	145 43%	118 44%	80 44%	57 43%	40 40%	93 36%	219 43%	91 46%	134 39%	61 40%	4 23%	687 45% <sup>l</sup>	922 45%
Don't know	27 1%	* 1%	2 1%	7 2% <sup>e</sup>	5 2%	1 *	4 2%	2 2%	-	3 1%	7 1%	4 2%	6 2%	1 1%	-	19 1%	27 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 457  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Desktop PC**

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Several times a day	263 13%	166 17% <sup>b</sup>	97 9%	34 15%	51 14%	36 11%	35 9%	44 14%	64 14%	103 18% <sup>lm</sup>	83 14% <sup>lm</sup>	41 10%	36 7%	16 9%	10 12%	26 11%	15 9%	19 10%	19 13%	12 12%	23 12%	48 18% <sup>nqr</sup>	42 15%	27 15%	5 8%	39 11%	130 15%	44 24%
Once a day	96 5%	60 6% <sup>b</sup>	35 3%	12 5%	19 5%	14 4%	18 5%	9 3%	24 5%	29 5%	32 5%	19 5%	16 3%	8 4%	3 4%	12 5%	7 4%	5 3%	8 6%	4 4%	8 4%	20 7% <sup>x</sup>	11 4%	4 2%	5 8%	19 5%	49 6%	18 10%
Several times a week	188 9%	114 11% <sup>b</sup>	74 7%	15 6%	24 7%	27 8%	37 10%	23 8%	61 13% <sup>def</sup>	61 11% <sup>m</sup>	48 8%	44 11%	34 7%	19 11%	7 8%	17 7%	21 13%	13 7%	15 10%	10 10%	18 10%	20 8%	29 10%	14 8%	4 6%	26 8%	75 9%	22 12%
Once a week	50 2%	27 3%	23 2%	2 1%	10 3%	4 1%	7 2%	11 3%	17 4% <sup>df</sup>	18 3%	12 2%	10 2%	10 2%	5 3%	2 2%	3 1%	5 3%	6 3%	5 3%	-	4 2%	10 4%	7 2%	3 2%	1 2%	10 3%	20 2%	6 3%
Several times a month	120 6%	67 7%	53 5%	9 4%	16 4%	22 7%	20 5%	20 7%	33 7%	39 7%	28 5%	19 4%	34 7%	7 4%	1 3%	19 8% <sup>o</sup>	8 5%	11 6%	6 4%	5 5%	15 8%	18 7%	20 7%	7 4%	3 4%	16 5%	53 6%	11 6%
Once a month	68 3%	33 3%	34 3%	14 6% <sup>e</sup>	5 2%	12 4%	12 3%	9 3%	15 3%	10 2%	21 4% <sup>j</sup>	14 3%	22 4% <sup>j</sup>	9 5%	2 3%	8 3%	5 1%	5 3%	7 4%	2 2%	9 5%	10 4%	10 4%	4 3%	-	13 4%	19 2%	5 2%
Less often	219 11%	91 9%	128 12% <sup>a</sup>	23 10%	35 10%	38 12%	39 10%	47 15% <sup>ei</sup>	38 8%	62 11%	62 11%	42 10%	53 11%	16 9%	7 8%	24 10%	23 14%	18 10%	15 10%	14 14%	14 7%	30 11%	27 10%	25 14%	8 12%	37 11%	88 10%	13 7%
NET: At least daily	359 17%	226 23% <sup>b</sup>	133 13%	46 20%	70 19%	50 15%	53 14%	53 17%	87 19%	132 23% <sup>lm</sup>	115 20% <sup>lm</sup>	60 14%	52 11%	24 14%	14 16%	38 16%	23 14%	24 13%	28 19%	15 16%	31 17%	68 25% <sup>npqr</sup>	53 19%	31 18%	10 16%	58 17%	179 21%	62 33%
NET: At least weekly	597 29%	367 37% <sup>b</sup>	229 22%	63 27%	103 29%	80 25%	98 26%	87 28%	165 35% <sup>efgh</sup>	211 37% <sup>klm</sup>	175 30% <sup>m</sup>	114 27% <sup>m</sup>	96 19%	48 28%	23 27%	58 25%	49 30%	43 24%	47 32%	25 25%	54 29%	98 36% <sup>pr</sup>	89 32%	48 27%	15 24%	94 27%	274 32%	91 49%
NET: At least monthly	784 38%	468 47% <sup>b</sup>	317 30%	86 37%	124 34%	114 35%	130 35%	116 38%	214 45% <sup>efgh</sup>	260 46% <sup>klm</sup>	224 39% <sup>m</sup>	147 35%	153 31%	64 37%	26 31%	84 36%	59 35%	59 33%	59 40%	32 33%	77 41%	126 47% <sup>opqr</sup>	119 42%	59 33%	18 29%	124 36%	346 41%	106 57%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 457  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Desktop PC**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
NET: Ever	1003	559	444	108	159	152	169	163	252	321	287	189	207	80	33	108	82	77	74	47	91	156	146	84	26	161	434	119
	49%	56% <sup>b</sup>	42%	47%	44%	47%	46%	53% <sup>ee</sup>	54% <sup>eg</sup>	56% <sup>klm</sup>	50% <sup>m</sup>	45%	42%	46%	39%	47%	49%	43%	50%	47%	48%	58% <sup>no</sup>	52%	47%	41%	47%	51%	64%
Never	1031	433	598	118	195	169	197	141	211	239	285	226	281	89	50	118	81	99	73	51	97	112	136	90	36	174	409	63
	50%	43%	56% <sup>a</sup>	51%	54% <sup>hi</sup>	52%	53% <sup>i</sup>	46%	45%	42%	49% <sup>jl</sup>	54% <sup>jl</sup>	57% <sup>jk</sup>	51%	59% <sup>lv</sup>	51% <sup>lv</sup>	49%	55% <sup>lv</sup>	49%	51%	51%	42%	48%	50%	58% <sup>v</sup>	51%	48%	34%
Don't know	31	13	18	4	6	6	4	4	7	9	6	7	9	5	2	4	4	5	1	2	1	2	-	4	1	8	11	4
	2%	1%	2%	2%	2%	2%	1%	1%	1%	2%	1%	2%	2%	3% <sup>w</sup>	3% <sup>w</sup>	2% <sup>w</sup>	2% <sup>w</sup>	3% <sup>w</sup>	1%	2% <sup>w</sup>	1%	1%	-	2% <sup>w</sup>	1%	2%	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 458  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Desktop PC**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	263 13%	245 13%	18 12%	5 16%	7 10%	3 8%	1 22%	2 18%	-	-	119 11%	94 15% <sub>j</sub>	46 21% <sub>klm</sub>	4 8%
Once a day	96 5%	83 4%	10 7%	2 6%	4 7%	2 6%	2 31%	-	-	2 19%	42 4%	40 6% <sub>j</sub>	10 5%	1 2%
Several times a week	188 9%	174 9%	11 7%	2 5%	5 8%	3 10%	-	1 7%	-	1 11%	103 9%	63 10%	17 8%	3 5%
Once a week	50 2%	46 2%	3 2%	-	1 2%	1 3%	1 16%	-	-	-	29 3%	15 2%	4 2%	2 4%
Several times a month	120 6%	111 6%	9 6%	2 6%	1 2%	2 4%	-	5 47%	1 3%	1 13%	63 6%	42 7%	10 5%	2 5%
Once a month	68 3%	62 3%	4 3%	1 2%	3 4%	1 2%	-	-	-	2 16%	34 3%	21 3%	5 2%	6 12% <sub>ijkl</sub>
Less often	219 11%	198 10%	19 13%	1 3%	10 14%	7 20%	1 22%	1 6%	3 20%	2 21%	119 11%	54 9%	30 14% <sub>k</sub>	6 13%
NET: At least daily	359 17%	328 17%	28 19%	7 22%	11 17%	5 14%	3 53%	2 18%	-	2 19%	161 14%	134 21% <sub>j</sub>	56 26% <sub>klm</sub>	5 10%
NET: At least weekly	597 29%	548 29%	43 29%	9 27%	18 27%	9 27%	3 69%	3 25%	-	3 30%	292 26%	212 34% <sub>j</sub>	77 35% <sub>klm</sub>	9 20%
NET: At least monthly	784 38%	720 38%	56 38%	11 35%	21 32%	11 34%	5 69%	7 72%	1 3%	6 59%	390 35%	276 44% <sub>j</sub>	92 42% <sub>j</sub>	18 37%
NET: Ever	1003 49%	918 49%	75 51%	12 38%	31 47%	18 54%	6 91%	8 78%	3 24%	8 79%	509 45%	330 52% <sub>j</sub>	122 56% <sub>j</sub>	24 50%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 458

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Desktop PC**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	1031 50%	947 50%	70 47%	20 62%	31 48%	16 46%	1 9%	2 22%	9 61%	2 21%	604 54%kl	291 46%	94 43%	24 50%
Don't know	31 2%	25 1%	4 2%	-	4 6%a	-	-	-	2 15%	-	15 1%	11 2%	3 1%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 459  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Desktop PC**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	263 13%	215 13%	121 14%	95 12%	48 12%	42 12%	6 15%	170 14%ijm	146 15%ijlm	23 9%	94 11%	9 10%	16 9%	7 6%	46 14%	16 11%	204 13%v	59 11%	50 11%	43 10%	23 12%	21 9%	18 8%	14 11%
Once a day	96 5%	75 5%	38 4%	37 5%	21 5%	20 5%	1 2%	67 6%jko	54 6%jko	13 5%k	28 3%	- -	5 3%	5 4%	16 5%	2 2%	70 5%	22 5%	24 6%	5 3%	13 6%	15 7%	5 4%	5 4%
Several times a week	188 9%	154 9%	83 9%	72 9%	33 8%	32 9%	1 2%	102 9%	83 9%	19 7%	86 10%o	7 8%	14 8%	11 10%	47 14%ghjlo	7 4%	141 9%	45 8%	36 7%	39 9%	10 5%	13 6%	24 11%tu	18 14%rtu
Once a week	50 2%	40 2%	19 2%	21 3%	10 3%	10 3%	- -	29 2%	24 3%	6 2%	21 2%	- -	4 2%	5 5%	10 3%	1 1%	39 3%	11 2%	10 2%	8 2%	2 1%	3 1%	5 2%	1 1%
Several times a month	120 6%	93 6%	53 6%	40 5%	27 7%	24 7%	3 7%	70 6%	50 5%	19 8%	50 6%	4 5%	12 7%	6 6%	22 6%	6 4%	94 6%	26 5%	24 5%	22 5%	11 5%	9 4%	16 7%	4 3%
Once a month	68 3%	57 3%	28 3%	30 4%	10 3%	9 3%	1 2%	32 3%	23 2%	9 3%	36 4%	3 3%	13 7%gho	6 5%	11 3%	3 2%	47 3%	21 4%	18 4%	21 5%t	2 1%	10 4%	11 5%t	7 5%t
Less often	219 11%	177 11%	91 10%	87 11%	42 10%	38 10%	4 9%	125 10%	94 10%	31 12%	94 11%	15 18%hmo	23 13%	6 6%	34 10%	16 10%	159 11%	58 11%	51 11%	46 11%	22 11%	24 11%	20 9%	15 11%
NET: At least daily	359 17%	290 17%	158 18%	132 17%	69 17%	62 17%	7 18%	237 20%ijklmo	200 21%ijklmo	37 15%	122 14%	9 10%	21 12%	11 10%	62 18%l	18 12%	274 18%	85 16%	72 15%	67 16%	28 14%	34 15%	33 16%	19 15%
NET: At least weekly	597 29%	484 29%	260 29%	224 29%	112 28%	104 29%	8 20%	368 31%ijklmo	307 33%ijklmo	61 24%	228 26%o	15 18%	39 22%	28 25%	120 35%ijklmo	26 17%	454 30%rtu	140 26%	118 25%	115 27%	40 20%	50 22%	62 29%t	38 29%
NET: At least monthly	784 38%	635 38%	342 39%	293 38%	149 37%	137 38%	12 28%	470 39%ko	381 40%ko	89 35%o	314 36%o	22 26%	65 35%o	40 36%o	153 45%ijklmo	35 23%	596 39%qrtu	186 34%	159 33%	158 36%t	53 27%	68 31%	89 42%rtu	49 37%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 459  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Desktop PC**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
NET: Ever	1003	812	432	380	191	175	16	595	475	120	408	38	88	46	186	51	755	244	210	204	76	93	108	63
	49%	49%	49%	49%	47%	48%	37%	50%o	50%o	47%o	47%o	43%	48%o	42%	55%jmo	34%	50%rtu	45%	44%	47%	38%	41%	51%t	49%
Never	1031	820	440	380	211	185	26	583	452	131	448	48	94	61	150	94	738	291	258	222	118	127	98	64
	50%	49%	50%	49%	52%	51%	63%	49%	48%	52%	52%n	56%	51%	56%	44%	63%ghij	49%	54%	54%	51%	60%pv	57%pv	46%	50%
Don't know	31	29	12	17	2	2	-	19	18	2	12	1	1	3	2	6	22	9	9	7	4	4	5	2
	2%	2%	1%	2%cd	1%	1%	-	2%	2%	1%	1%	1%	1%	2%	1%	4%ijn	1%	2%	2%	2%	2%	2%	3%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 460

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Desktop PC**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	263 13%	6 7%	23 10%	33 12%	42 12%	34 13%	25 14%	10 7%	20 20%abg	56 21%abcd	59 11%	22 11%	40 11%	18 12%	3 3%	202 13%	263 13%
Once a day	96 5%	6 7%b	4 2%	14 5%	14 4%	16 6%b	9 5%	7 5%	5 5%	12 5%	19 4%	9 4%	11 3%	2 2%	- -	73 5%	96 5%
Several times a week	188 9%	3 4%	19 8%	30 10%	31 9%	24 9%	18 10%	16 12%	15 15%a	19 7%	55 11%	14 7%	39 11%	22 15%ko	1 4%	130 9%	188 9%
Once a week	50 2%	1 1%	7 3%	5 2%	4 1%	9 3%	3 2%	9 7%acdfi	1 1%	5 2%	12 2%	4 2%	10 3%	6 4%	- -	38 3%	50 2%
Several times a month	120 6%	5 6%	9 4%	15 5%	22 7%	17 6%	12 6%	8 6%	4 4%	15 6%	36 7%	7 4%	24 7%	10 7%	3 16%	82 5%	120 6%
Once a month	68 3%	1 1%	5 2%	11 4%	13 4%	9 3%	3 2%	4 3%	4 4%	9 3%	17 3%	5 3%	14 4%	6 4%	1 6%	48 3%	68 3%
Less often	219 11%	12 14%	23 10%	25 9%	39 12%	34 13%	22 12%	11 8%	6 6%	23 9%	67 13%	30 15%o	47 14%	18 12%	2 12%	150 10%	219 11%
NET: At least daily	359 17%	13 15%	27 12%	48 17%	56 17%	49 18%	34 19%	17 13%	25 26%bg	68 26%abcd	78 15%	31 16%	51 15%	20 13%	* 3%	275 18%	359 17%
NET: At least weekly	597 29%	16 19%	52 23%	83 29%	91 27%	82 30%	55 31%	42 32%	41 42%abcd	91 35%abd	144 28%	50 25%	100 29%	48 31%	1 7%	443 29%	597 29%
NET: At least monthly	784 38%	23 26%	67 29%	109 38%	126 37%	108 40%ab	70 39%	54 41%ab	49 49%ab	115 44%ab	197 38%	62 31%	138 40%	64 42%	5 30%	573 38%	784 38%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 460

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Desktop PC**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
NET: Ever	1003 49%	35 41%	91 40%	134 46%	166 49% <sup>b</sup>	142 52% <sup>b</sup>	92 51% <sup>b</sup>	65 50%	54 55% <sup>b</sup>	138 53% <sup>b</sup>	264 51%	92 46%	185 53%	81 54%	7 42%	723 48%	1003 49%
Never	1031 50%	51 59% <sup>i</sup>	137 60% <sup>de</sup>	149 52%	168 49%	126 47%	87 48%	59 45%	45 45%	118 45%	240 47%	102 52%	154 44%	67 44%	10 58%	773 51% <sup>l</sup>	1031 50%
Don't know	31 2%	-	1 1%	4 2%	6 2%	2 1%	2 1%	7 5% <sup>abc</sup>	-	3 1%	9 2%	4 2%	8 2%	3 2%	-	20 1%	31 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 461  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart speaker**

	Gender		Age							Social Grade							Region										Employment Sector		
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177	
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186	
Several times a day	51	29	22	9	15	11	7	6	3	12	18	9	12	2	3	8	2	5	4	3	7	8	5	2	2	10	30	16	
	2%	3%	2%	4% <i>ci</i>	4% <i>ci</i>	3% <i>ci</i>	2%	2%	1%	2%	3%	2%	2%	1%	3%	3%	1%	3%	3%	3%	4%	3%	2%	1%	3%	3%	4%	9%	
Once a day	44	29	15	11	13	5	7	2	6	17	10	11	5	2	1	6	5	4	3	2	3	9	5	2	1	11	24	17	
	2%	3% <i>b</i>	1%	5% <i>fhi</i>	4% <i>hi</i>	2%	2%	1%	1%	3% <i>m</i>	2%	3%	1%	1%	2%	3%	2%	2%	2%	2%	3%	2%	3%	2%	2%	3%	3%	9%	
Several times a week	57	29	28	17	12	11	11	2	4	17	23	7	10	5	2	8	8	4	6	4	6	3	6	2	2	16	24	13	
	3%	3%	3%	7% <i>fghi</i>	3% <i>hi</i>	3% <i>hi</i>	3% <i>hi</i>	1%	1%	3%	4%	2%	2%	3%	2%	4%	5% <i>v</i>	2%	4%	4%	3%	1%	2%	1%	3%	5%	3%	7%	
Once a week	24	15	9	6	10	4	2	1	1	10	7	7	-	3	-	2	2	3	3	-	1	5	3	3	-	3	18	7	
	1%	1%	1%	3% <i>ghi</i>	3% <i>ghi</i>	1% <i>i</i>	1%	*	*	2% <i>m</i>	1% <i>m</i>	2% <i>m</i>	-	1%	-	1%	1%	2%	2%	-	1%	2%	1%	2%	-	1%	2%	4%	
Several times a month	34	20	14	10	8	3	5	5	2	7	13	6	8	4	4	1	2	5	5	1	3	2	6	4	-	9	16	6	
	2%	2%	1%	4% <i>fgi</i>	2% <i>i</i>	1%	1%	2%	*	1%	2%	1%	2%	2%	4% <i>pv</i>	*	1%	3%	3% <i>p</i>	1%	1%	1%	2%	2%	-	2%	2%	3%	
Once a month	16	8	9	4	3	2	6	1	-	8	3	3	2	1	1	2	2	2	1	-	1	1	3	-	2	4	11	6	
	1%	1%	1%	2% <i>i</i>	1%	1%	2% <i>i</i>	*	-	1%	*	1%	*	1%	1%	1%	1%	1%	1%	-	*	1%	1%	-	4% <i>lux</i>	1%	1%	3%	
Less often	79	39	40	9	14	17	15	8	16	28	22	15	14	9	3	6	4	5	11	4	6	9	7	10	4	16	37	8	
	4%	4%	4%	4%	4%	5%	4%	3%	3%	5%	4%	4%	3%	5%	4%	3%	2%	3%	7% <i>ppqw</i>	4%	3%	3%	3%	6%	6%	5%	4%	4%	
NET: At least daily	95	58	36	21	28	16	14	8	8	29	28	20	17	4	4	14	7	9	8	5	10	17	10	5	3	20	55	34	
	5%	6% <i>b</i>	3%	9% <i>ghi</i>	8% <i>ghi</i>	5% <i>i</i>	4%	3%	2%	5%	5%	5%	3%	2%	5%	6%	4%	5%	5%	5%	5%	6%	4%	3%	4%	6%	6%	18%	
NET: At least weekly	176	102	74	44	50	32	27	10	13	56	59	34	27	12	5	25	16	16	16	9	17	25	19	10	5	39	97	54	
	9%	10% <i>b</i>	7%	19% <i>fghi</i>	14% <i>ghi</i>	10% <i>hi</i>	7% <i>hi</i>	3%	3%	10% <i>m</i>	10% <i>m</i>	8%	6%	7%	5	11%	10%	9%	11%	9%	9%	9%	7%	6%	7%	11%	11%	29%	
NET: At least monthly	226	130	97	58	62	37	38	16	15	72	74	42	38	17	10	27	19	22	23	9	20	29	29	14	7	52	124	66	
	11%	13% <i>b</i>	9%	25% <i>efg</i>	17% <i>fghi</i>	11% <i>hi</i>	10% <i>hi</i>	5%	3%	13% <i>m</i>	13% <i>m</i>	10%	8%	10%	12%	12%	12%	12%	15% <i>x</i>	9%	11%	11%	10%	8%	11%	15%	14%	36%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 461  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart speaker**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
NET: Ever	305	168	137	67	75	54	53	24	31	99	96	57	52	26	13	34	23	27	34	13	26	37	36	24	11	68	160	74
	15%	17% <sup>b</sup>	13%	29% <sup>efg</sup>	21% <sup>ghi</sup>	17% <sup>hi</sup>	14% <sup>hi</sup>	8%	7%	17% <sup>m</sup>	17% <sup>m</sup>	14%	11%	15%	16%	15%	14%	15%	23% <sup>pqu</sup>	13%	14%	14%	13%	13%	17%	20%	19%	40%
Never	1732	822	910	160	281	266	311	281	433	459	477	358	439	141	71	196	142	150	113	85	161	224	246	152	51	268	682	106
	84%	82%	86% <sup>a</sup>	70%	78% <sup>d</sup>	81% <sup>d</sup>	84% <sup>d</sup>	91% <sup>def</sup>	92% <sup>def</sup>	81%	83%	85%	88% <sup>jk</sup>	81%	83%	85%	83%	83%	77%	85%	85%	83%	87% <sup>s</sup>	86% <sup>s</sup>	82%	78%	80%	57%
Don't know	28	15	13	3	3	7	5	3	6	11	5	7	6	6	1	2	1	3	1	1	2	8	-	2	1	6	12	7
	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	2%	1%	4% <sup>pw</sup>	1%	1%	1%	2% <sup>w</sup>	1%	1%	1%	3% <sup>w</sup>	-	1%	1%	2%	1%	4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 462

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart speaker**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	51 2%	40 2%	11 7%a	3 9%	5 8%a	1 3%	1 10%	1 12%	-	2 19%	21 2%	15 2%	10 5%j	2 3%
Once a day	44 2%	39 2%	5 3%	1 3%	2 3%	2 6%	-	-	-	-	24 2%	11 2%	8 3%	1 1%
Several times a week	57 3%	50 3%	7 5%	2 6%	2 3%	3 8%	-	-	5%	-	31 3%	16 3%	6 3%	4 7%
Once a week	24 1%	24 1%	1 1%	-	1 1%	-	-	-	-	-	9 1%	7 1%	7 3%j	1 2%
Several times a month	34 2%	34 2%	1 *	-	1 1%	-	-	-	-	-	14 1%	15 2%	2 1%	3 6%jl
Once a month	16 1%	15 1%	1 1%	-	1 1%	-	-	-	-	-	9 1%	8 1%	-	-
Less often	79 4%	70 4%	7 5%	1 2%	2 2%	5 14%	1 9%	-	-	1 9%	41 4%	26 4%	7 3%	2 5%
NET: At least daily	95 5%	79 4%	16 11%a	4 12%	7 11%a	3 9%	1 10%	1 12%	-	2 19%	45 4%	26 4%	18 8%jk	2 5%
NET: At least weekly	176 9%	152 8%	24 16%a	6 18%	10 15%	6 17%	2 10%	2 17%	-	2 19%	85 8%	49 8%	31 14%jk	7 14%
NET: At least monthly	226 11%	201 11%	26 17%a	6 17%	11 17%	6 17%	2 10%	2 17%	-	2 19%	108 10%	72 11%	33 15%j	10 20%j
NET: Ever	305 15%	270 14%	33 22%a	7 21%	13 20%	10 31%	2 19%	2 17%	-	3 28%	149 13%	98 16%	40 18%	12 25%j

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 462

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart speaker**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	1732 84%	1598 84% <sup>b</sup>	111 75%	25 79%	51 77%	22 65%	5 69%	8 83%	13 85%	7 72%	968 86% <sup>m</sup>	522 83%	176 80%	36 75%
Don't know	28 1%	23 1%	4 3%	-	2 3%	1 4%	1 12%	-	2 15%	-	11 1%	10 2%	4 2%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 463  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart speaker**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	51 2%	42 3%	23 3%	19 2%	9 2%	9 2%	-	40 3%j	31 3%j	9 4%jn	11 1%	1 1%	3 2%	-	4 1%	3 2%	24 2%	27 5%p	26 6%p	20 5%p	11 6%p	16 7%p	8 4%p	3 3%
Once a day	44 2%	39 2%	21 2%	18 2%	5 1%	5 1%	-	35 3%j	32 3%ijn	3 1%	9 1%	-	4 2%	-	4 1%	1 1%	26 2%	18 3%p	16 3%p	17 4%p	4 2%	6 3%	11 5%p	3 2%
Several times a week	57 3%	42 3%	20 2%	22 3%	15 4%	15 4%	-	40 3%n	35 4%jn	5 2%	17 2%	1 1%	6 3%	-	4 1%	6 4%	37 2%	19 4%	17 4%	12 3%	7 4%	6 3%	8 4%	2 2%
Once a week	24 1%	19 1%	12 1%	7 1%	6 1%	6 2%	-	21 2%jn	14 2%jn	7 3%jno	3 *	2 2%n	2 1%	-	-	-	12 2%p	12 2%p	11 2%p	3 2%	4 2%	7 3%p	2 1%	1
Several times a month	34 2%	28 2%	20 2%	8 1%	6 2%	6 2%	-	25 2%n	22 2%n	3 1%	10 1%	4 4%jn	4 2%	-	1 *	1 1%	23 2%	9 2%	4 1%	9 2%	1 1%	2 1%	3 1%	4 3%r
Once a month	16 1%	11 1%	5 1%	6 1%	5 1%	5 1%	-	15 1%jn	12 1%j	4 1%jn	1 *	-	1 *	-	-	* 1%	13 1%	3 *	2 *	2 1%	1 1%	* *	1 *	1 1%
Less often	79 4%	63 4%	33 4%	30 4%	16 4%	13 4%	3 6%	53 4%	43 5%	9 4%	26 3%	3 4%	6 3%	2 2%	10 3%	5 4%	52 3%	26 5%	19 4%	23 5%	6 3%	10 4%	10 5%	13 10%pprtu
NET: At least daily	95 5%	81 5%	44 5%	37 5%	14 3%	14 4%	-	75 6%jmn	63 7%jmn	12 5%jm	20 2%	1 1%	7 4%	-	8 3%	3 2%	49 3%	45 8%p	43 9%p	37 8%p	15 8%p	22 10%p	18 9%p	6 5%
NET: At least weekly	176 9%	141 9%	75 9%	66 8%	35 9%	35 10%f	-	135 11%jkmmn	112 12%jkmmn	23 9%jmn	40 5%mm	3 4%	15 8%mmn	-	13 4%	9 6%mm	99 7%	77 14%p	72 15%pw	59 14%p	25 13%p	31 14%p	33 16%pw	10 8%
NET: At least monthly	226 11%	181 11%f	101 11%f	80 10%f	46 11%f	46 13%f	-	175 15%jmno	146 15%jmno	30 12%jmn	51 6%mm	7 8%mm	19 11%jmn	-	14 4%mm	11 7%mm	135 9%	89 16%p	78 16%p	70 16%p	28 14%p	34 15%p	37 17%p	15 12%
NET: Ever	305 15%	243 15%	134 15%	109 14%	62 15%	59 16%	3 6%	228 19%jmno	189 20%jmno	39 15%jmn	77 9%mm	10 12%mm	25 14%mmn	2 2%	23 7%	16 11%mm	187 12%	115 21%p	97 20%p	93 22%p	34 17%	43 19%p	47 22%p	28 22%p

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 463  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart speaker**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Never	1732	1397	735	661	336	298	38	950	737	213	782	76	155	108	311	131	1310	419	369	333	156	178	158	101
	84%	84%	83%	85%	83%	82%	91%	79%	78%	84%h	90%ghi	88%h	85%h	98%ghijklno	92%ghil	87%gh	86%qrstuvw	77%	77%	77%	79%	80%	75%	77%
Don't know	28	21	14	7	6	5	1	19	18	1	9	-	2	-	4	3	17	10	10	7	8	2	6	1
	1%	1%	2%	1%	2%	1%	3%	2%	2%	*	1%	-	1%	-	1%	2%	1%	2%	2%	2%	4%pu	1%	3%p	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 464

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart speaker**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	51 2%	2 3%	3 1%	14 5%beg	8 2%	5 2%	5 3%	1 1%	4 4%	7 3%	15 3%	4 2%	11 3%	3 2%	*	35 2%	51 2%
Once a day	44 2%	* 1%	3 1%	- -	13 4%ce	3 1%	6 3%c	1 1%	7 7%abceeg	7 3%c	10 2%	4 2%	6 2%	2 1%	-	33 2%	44 2%
Several times a week	57 3%	1 1%	5 2%	11 4%	8 2%	4 1%	10 6%eg	1 1%	2 2%	11 4%	13 2%	9 4%l	4 1%	4 3%	-	44 3%	57 3%
Once a week	24 1%	- -	3 1%	2 1%	1 *	2 1%	1 *	2 2%	1 1%	12 5%bcdef	7 1%	3 1%	5 2%	-	-	18 1%	24 1%
Several times a month	34 2%	4 4%f	3 1%	6 2%	6 2%	2 1%	1 *	2 2%	2 1%	3 1%	5 1%	3 1%	2 1%	2 1%	-	29 2%	34 2%
Once a month	16 1%	1 1%	2 1%	1 *	4 1%	1 1%	1 *	* 3%	3 1%	3 1%	3 1%	* 1%	2 1%	1 *	-	11 1%	16 1%
Less often	79 4%	2 3%	8 3%	9 3%	15 4%	9 3%	5 3%	4 3%	3 3%	18 7%	23 4%	12 6%	16 4%	9 6%	-	54 4%	79 4%
NET: At least daily	95 5%	3 3%	6 3%	14 5%	21 6%g	8 3%	11 6%	2 1%	11 11%beg	14 5%	25 5%	8 4%	17 5%	5 3%	*	68 4%	95 5%
NET: At least weekly	176 9%	4 5%	15 6%	26 9%	31 9%	14 5%	22 12%eg	5 4%	14 14%abeg	36 14%abeg	45 9%	19 10%	27 8%	10 6%	*	130 9%	176 9%
NET: At least monthly	226 11%	8 9%	20 9%	34 12%e	41 12%e	17 6%	23 13%e	8 6%	19 19%beg	43 17%beg	53 10%	23 11%	31 9%	12 8%	*	169 11%	226 11%
NET: Ever	305 15%	10 12%	28 12%	43 15%	56 16%e	27 10%	28 16%	12 9%	22 23%abeg	61 23%abcd	76 15%	35 18%	47 13%	21 14%	*	223 15%	305 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 464

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart speaker**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Never	1732	76	202	239	280	243	149	115	76	194	428	161	294	130	16	1275	1732
	84%	88% <sub>ai</sub>	88% <sub>hi</sub>	83% <sub>ci</sub>	83% <sub>di</sub>	90% <sub>ed</sub>	82% <sub>fd</sub>	88% <sub>gi</sub>	77% <sub>hi</sub>	75% <sub>hi</sub>	83% <sub>ji</sub>	81% <sub>ki</sub>	85% <sub>li</sub>	86% <sub>mi</sub>	97% <sub>ni</sub>	84% <sub>oi</sub>	84% <sub>pi</sub>
Don't know	28	-	-	5	3	1	4	4	1	4	9	3	7	1	-	18	28
	1%	-	-	2%	1%	*	2% <sub>b</sub>	3% <sub>be</sub>	1%	2%	2%	1%	2%	1%	-	1%	1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 465  
Q19. In the last 12 months how often have you used these devices to use online communication services or apps?  
Base: All respondents who have used any online communication services or apps in the past 12 months  
Games console

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Several times a day	35 2%	21 2%	14 1%	13 6% fghi	15 4% ghi	5 1% hi	2 1%	-	-	11 2%	8 1%	7 2%	9 2%	5 3% qvw	1 1%	2 1%	-	4 2%	3 2%	2 2%	10 5% pqvw x	4 1%	1 *	1 1%	2 3% q	7 2%	21 2%	19 10%
Once a day	39 2%	25 3%	14 1%	14 6% ghi	13 4% ghi	9 3% ghi	3 1%	-	-	14 3%	13 2%	5 1%	7 1%	2 1%	2 2%	6 2%	1 *	3 2%	1 1%	7 7% nqrs uw	2 1%	7 2%	3 1%	4 2%	2 3%	12 4%	20 2%	18 10%
Several times a week	61 3%	35 3%	26 2%	13 6% ghi	24 7% ghi	17 5% ghi	4 1% i	3 1% i	-	24 4% k	9 2%	11 3%	16 3%	7 4%	2 3%	9 4%	5 3%	7 4%	7 5%	3 3%	4 2%	8 3%	5 2%	4 2%	1 1%	10 3%	36 4%	18 10%
Once a week	8 *	4 *	5 *	3 1% fhi	2 *	-	3 1%	-	-	3 1%	-	3 1%	3 1%	-	-	-	2 1%	1 *	1 1%	-	1 1%	-	-	3 2% vw	-	1 *	6 1%	2 1%
Several times a month	33 2%	16 2%	17 2%	9 4% ghi	14 4% ghi	5 2% i	3 1% i	3 1%	-	10 2%	10 2%	9 2%	5 1%	6 3%	2 2%	3 1%	1 1%	6 3%	3 2%	-	1 1%	4 2%	5 2%	2 1%	1 1%	7 2%	17 2%	3 2%
Once a month	13 1%	8 1%	4 *	4 2% hi	2 1%	3 1%	4 1% i	-	-	2 *	6 1%	* 1%	4 1%	-	1 2%	* 2%	3 2%	1 *	-	-	1 *	2 1%	1 *	3 2%	-	3 1%	4 *	1 1%
Less often	116 6%	59 6%	57 5%	19 8% hi	34 9% ghi	25 8% hi	19 5% i	11 4%	9 2%	29 5%	38 7% m	34 8% m	15 3%	10 6%	6 7%	10 4%	9 6%	14 8%	12 8% x	6 6%	9 5%	13 5%	20 7%	5 3%	3 5%	26 8%	59 7%	12 6%
NET: At least daily	74 4%	46 5% b	28 3%	28 12% fghi	28 8% ghi	14 4% ghi	5 1% i	-	-	25 4%	21 4%	12 3%	16 3%	7 4% q	3 3% q	8 3% q	1 *	7 4% q	4 3%	8 8% qw	12 6% qw	10 4% q	4 2%	5 3%	4 6% q	20 6%	40 5%	37 20%
NET: At least weekly	143 7%	85 8% b	58 6%	44 19% fghi	53 15% ghi	31 9% ghi	12 3% i	3 1% i	-	53 9% k	30 5%	25 6%	35 7%	14 8% w	5 6%	17 8% w	7 4%	15 8% w	12 8% w	11 11% qw	17 9% w	18 7%	9 3%	12 7%	5 9%	31 9%	82 10%	57 30%
NET: At least monthly	189 9%	109 11% b	80 8%	57 25% fghi	69 19% fghi	38 12% ghi	19 5% hi	6 2% i	-	65 11%	46 8%	35 8%	44 9%	20 12% w	8 10%	21 9%	12 7%	21 12% w	15 10%	11 11%	19 10%	24 9%	15 5%	17 10%	5 8%	41 12%	103 12%	61 33%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 465  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Games console**

	Gender			Age						Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
NET: Ever	305 15%	168 17% <sup>b</sup>	137 13% <sup>i</sup>	76 33% <sup>fgh</sup>	102 28% <sup>fgh</sup>	63 19% <sup>ghi</sup>	38 10% <sup>hi</sup>	17 6% <sup>i</sup>	9 2%	94 16%	84 15%	68 16%	59 12%	30 17%	14 17%	31 13%	21 13%	35 19%	27 18%	18 18%	28 15%	37 14%	35 12%	22 12%	8 13%	67 20%	162 19%	73 39%
Never	1742 84%	825 82%	917 87% <sup>a</sup>	151 65%	252 70%	259 79% <sup>de</sup>	329 89% <sup>def</sup>	291 94% <sup>def</sup>	460 98% <sup>def</sup>	471 83%	492 85%	349 83%	431 87%	144 83%	68 81%	197 86%	143 86%	142 79%	120 82%	81 81%	161 85%	229 85%	248 88% <sup>r</sup>	154 87%	54 86%	270 79%	683 80%	110 59%
Don't know	18 1%	11 1%	6 1%	4 2% <sup>hi</sup>	5 1% <sup>h</sup>	4 1% <sup>h</sup>	3 1%	-	1 *	5 1%	2 *	4 1%	6 1%	-	2 2% <sup>w</sup>	2 1%	3 2% <sup>w</sup>	4 2% <sup>w</sup>	-	1 1%	-	3 1%	-	2 1%	1 1%	5 2%	10 1%	3 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 466  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Games console**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	35 2%	27 1%	7 5%a	1 4%	2 4%	3 9%	1 10%	-	-	2 19%	11 1%	11 2%	8 4%j	2 3%
Once a day	39 2%	32 2%	7 5%a	2 5%	3 5%	2 5%	-	1 8%	-	-	23 2%	11 2%	5 2%	1 2%
Several times a week	61 3%	55 3%	6 4%	2 6%	3 5%	1 2%	-	-	-	-	30 3%	17 3%	10 5%	3 5%
Once a week	8 *	8 *	-	-	-	-	-	-	-	-	5 *	2 *	1 *	-
Several times a month	33 2%	28 1%	4 3%	1 4%	1 2%	2 6%	-	-	-	1 9%	18 2%	13 2%l	-	1 2%
Once a month	13 1%	12 1%	1 *	-	1 1%	-	-	-	-	-	8 1%	2 *	1 *	2 5%jkl
Less often	116 6%	106 6%	8 5%	1 4%	2 3%	3 9%	1 9%	1 7%	1 3%	-	67 6%	30 5%	13 6%	3 7%
NET: At least daily	74 4%	59 3%	15 10%a	3 9%	6 8%a	5 14%	1 10%	1 8%	-	2 19%	33 3%	22 4%	13 6%j	2 5%
NET: At least weekly	143 7%	123 6%	21 14%a	5 15%	9 13%a	5 16%	1 10%	1 8%	-	2 19%	68 6%	42 7%	24 11%jk	5 10%
NET: At least monthly	189 9%	163 9%	26 17%a	6 19%	11 16%a	7 22%	1 10%	1 8%	-	3 28%	94 8%	57 9%	25 12%	8 17%j
NET: Ever	305 15%	269 14%	34 23%a	8 23%	13 19%	11 31%	1 19%	2 16%	1 3%	3 28%	161 14%	87 14%	39 18%	11 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 466

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Games console**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	1742 84%	1608 85% <sup>b</sup>	112 75%	25 77%	51 77%	23 69%	5 69%	8 84%	14 97%	7 72%	957 85%	539 85%	179 82%	36 76%
Don't know	18 1%	14 1%	3 2%	-	3 4% <sup>a</sup>	-	1 12%	-	-	-	11 1%	5 1%	1 1%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 467  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Games console**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	35 2%	31 2%	18 2%	14 2%	3 1%	3 1%	-	28 2%jn	25 3%jn	3 1%	7 1%	-	4 2%n	-	3 2%n	21 1%	14 3%	14 3%p	6 1%	9 4%psw	4 2%	2 1%	1 *	
Once a day	39 2%	33 2%	22 2%	11 1%	6 1%	6 2%	-	32 3%jn	28 3%jn	3 1%n	7 1%	2 2%n	3 2%n	-	2 1%n	23 2%	16 3%p	16 3%p	14 3%p	6 3%	9 4%p	8 4%p	1 1%	
Several times a week	61 3%	43 3%	22 3%	20 3%	18 5%	18 5%abc	-	46 4%jn	42 4%jmn	4 1%n	15 2%n	7 8%jmn	5 3%n	-	3 2%n	28 2%	31 6%p	27 6%p	27 6%p	10 5%p	13 6%p	13 6%p	8 6%p	
Once a week	8 *	8 1%	3 *	6 1%	-	-	-	7 1%	5 1%	2 1%	2 *	2 2%jn	-	-	-	4 *	4 1%	3 1%	3 1%	2 1%	1 *	1 *	2 1%	
Several times a month	33 2%	32 2% <sup>d</sup>	23 3% <sup>cde</sup>	8 1%	2 *	2 *	-	24 2%n	20 2%n	4 2%n	9 1%	3 4%n	3 2%n	-	3 2%n	19 1%	14 3%p	14 3%p	13 3%p	6 3%	8 4%p	6 3%	1 *	
Once a month	13 1%	8 *	5 1%	3 *	5 1%	5 1%	-	7 1%	5 1%	2 1%	5 1%	-	5 3%ghjn	-	* *	5 *	7 1%p	7 2%p	6 1%p	1 1%	3 1%	4 2%p	1 1%	
Less often	116 6%	96 6%	49 6%	47 6%	20 5%	18 5%	2 4%	85 7%jmn	65 7%jn	20 8%jmn	31 4%	6 7%n	13 7%jn	2 2%	6 2%	4 3%	68 4%	48 9%p	39 8%p	42 10%p	19 10%p	23 10%p	19 9%p	12 9%p
NET: At least daily	74 4%	65 4%	40 4%	25 3%	9 2%	9 3%	-	60 5%jmn	54 6%jmn	6 2%n	14 2%n	2 2%n	7 4%n	-	5 4%n	44 3%	30 6%pw	30 6%pw	20 5%	15 8%pw	13 6%pw	10 5%	2 1%	
NET: At least weekly	143 7%	116 7%	65 7%	51 7%	27 7%	27 8%	-	113 9%jmn	101 11%jmn	12 5%mn	31 4%n	10 11%jmn	12 7%mn	-	9 6%mn	76 5%	65 12%p	60 13%p	50 12%p	27 14%p	28 12%p	24 11%p	11 8%	
NET: At least monthly	189 9%	156 9% <sup>f</sup>	93 10% <sup>f</sup>	63 8%	34 8%	34 9% <sup>f</sup>	-	144 12%jmn	126 13%jmn	18 7%mn	45 5%mn	13 15%jmn	20 11%jmn	-	12 8%mn	100 7%	87 16%p	81 17%p	69 16%p	34 17%p	39 17%p	34 16%p	13 10%	
NET: Ever	305 15%	251 15%	142 16% <sup>f</sup>	109 14%	53 13%	52 14%	2 4%	229 19%jmn	191 20%jmn	38 15%jmn	76 9%mn	19 22%jmn	33 18%jmn	2 2%	6 2%	16 11%mn	168 11%	134 25%p	121 25%p	110 26%p	54 27%p	61 28%p	53 25%p	25 19%p

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 467  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Games console**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Never	1742	1395	731	664	348	307	40	953	741	212	789	68	149	108	332	134	1336	402	349	318	137	159	157	105
	84%	84%	83%	85%	86%	85%	96%ab	80%	78%	84%h	91%ghikl	78%	81%	98%ghijkl	98%ghijkl	89%ghk	88%qrstuvw	74%	73%	74%	69%	71%	74%	81%t
Don't know	18	15	10	5	3	3	-	15	12	3	3	-	1	-	1	1	10	7	7	4	7	3	2	-
	1%	1%	1%	1%	1%	1%	-	1%j	1%j	1%	*	-	*	-	*	1%	1%	1%	2%	1%	4%psw	1%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 468

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Games console**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	35 2%	2 2%	5 2%	11 4%ei	5 1%	1 *	4 2%	1 1%	3 3%	2 1%	11 2%	8 4%o	6 2%	2 1%	*	22 1%	35 2%
Once a day	39 2%	3 4%b	1 *	5 2%	6 2%	5 2%	5 3%	2 2%	5 5%b	5 2%	9 2%	9 4%l	4 1%	3 2%	-	30 2%	39 2%
Several times a week	61 3%	7 8%cegh	10 4%	4 1%	12 3%	5 2%	4 2%	2 1%	1 1%	9 4%	20 4%	9 5%	13 4%	1 1%	-	38 3%	61 3%
Once a week	8 *	-	-	2 1%	2 1%	2 1%	1 1%	1 *	1 1%	-	2 *	2 1%	-	-	-	7 *	8 *
Several times a month	33 2%	3 4%b	-	3 1%	5 1%	7 3%b	4 2%b	1 1%	3 3%b	4 2%	11 2%	7 4%mo	4 1%	-	-	21 1%	33 2%
Once a month	13 1%	-	1 1%	5 2%	1 *	2 1%	1 1%	-	1 1%	-	1 *	1 *	1 *	1 *	-	11 1%	13 1%
Less often	116 6%	3 3%	10 4%	13 4%	19 6%	18 7%	11 6%	14 10%bc	8 9%	17 6%	29 6%	13 7%	16 4%	11 7%	-	87 6%	116 6%
NET: At least daily	74 4%	5 6%	5 2%	16 6%	10 3%	6 2%	9 5%	3 2%	8 8%bde	8 3%	21 4%	17 8%jlo	10 3%	5 4%	*	51 3%	74 4%
NET: At least weekly	143 7%	12 14%degi	15 7%	22 8%	24 7%	13 5%	14 8%	5 4%	10 10%	17 7%	43 8%	28 14%jlmo	23 7%	7 4%	*	96 6%	143 7%
NET: At least monthly	189 9%	16 18%bdegi	17 7%	29 10%	30 9%	22 8%	19 11%	7 5%	14 14%g	21 8%	55 11%lm	36 18%jlmo	28 8%	7 5%	*	129 9%	189 9%
NET: Ever	305 15%	18 21%b	26 12%	42 15%	49 14%	40 15%	30 17%	20 16%	22 23%b	38 15%	84 16%	49 25%jlmo	44 13%	18 12%	*	216 14%	305 15%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 468

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Games console**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Never	1742	66	203	239	288	230	147	109	76	220	427	147	302	133	16	1287	1742
	84%	77%	88% <sup>ah</sup>	83%	85%	85%	82%	84%	77%	85%	83% <sup>k</sup>	74%	87% <sup>kl</sup>	87% <sup>km</sup>	97%	85% <sup>kn</sup>	84%
Don't know	18	1	-	6	2	1	3	1	1	3	2	2	1	-	13	18	
	1%	2%	-	2% <sup>be</sup>	1%	*	2%	1%	1%	1%	1%	1%	1%	-	1%	1%	

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 469  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart watch/ wearable**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Several times a day	67	41	26	10	25	18	5	6	3	15	23	14	15	7	4	5	1	7	4	3	6	15	9	5	1	14	39	27
	3%	4%b	2%	4%gi	7%ghi	5%ghi	1%	2%	1%	3%	4%	3%	3%	4%	5%	2%	1%	4%	3%	3%	3%	5%q	3%	3%	1%	4%	5%	14%
Once a day	33	19	14	12	8	5	5	3	-	12	9	6	6	3	1	8	2	2	3	2	2	4	1	2	1	13	17	13
	2%	2%	1%	5%fghi	2%ai	1%ai	1%ai	1%ai	-	2%	1%	1%	1%	2%	2%	4%w	1%	1%	2%	2%	1%	2%	*	1%	2%	4%	2%	7%
Several times a week	37	16	21	10	4	9	5	7	2	14	12	4	7	4	-	4	3	5	4	2	6	2	4	3	-	9	18	7
	2%	2%	2%	4%egi	1%	3%ai	1%	2%ai	*	3%	2%	1%	1%	2%	-	2%	2%	3%	3%	2%	3%	1%	2%	-	-	3%	2%	4%
Once a week	10	7	4	2	4	2	1	-	2	5	2	1	2	1	1	2	1	1	1	-	-	2	*	1	-	2	5	3
	*	1%	*	1%	1%	1%	*	-	*	1%	*	*	*	*	2%	*	1%	1%	1%	-	-	1%	*	*	-	1%	1%	1%
Several times a month	19	12	8	4	5	5	4	1	-	9	3	4	4	2	-	3	3	2	2	-	5	1	1	-	1	5	9	2
	1%	1%	1%	2%ai	2%ai	2%ai	1%ai	*	-	2%	*	1%	1%	1%	-	1%	2%	1%	1%	-	3%vw	*	*	-	1%	2%	1%	1%
Once a month	13	3	10	1	6	1	4	1	-	2	2	3	5	2	-	1	4	1	1	-	3	-	-	-	1	1	9	2
	1%	*	1%	*	2%ai	*	1%ai	*	-	2%	*	1%	1%	1%	-	*	2%vw	1%	1%	-	2%vw	-	-	-	1%	*	1%	2%
Less often	47	20	27	7	11	14	8	6	2	12	20	7	8	3	2	3	4	6	4	-	5	7	7	7	1	10	25	5
	2%	2%	3%	3%ai	3%ai	4%ai	2%ai	2%ai	*	2%	3%	2%	2%	1%	2%	1%	2%	3%	2%	-	3%	3%	2%	4%	1%	3%	3%	2%
NET: At least daily	100	60	40	22	33	23	10	9	3	27	32	20	20	10	5	14	4	8	7	5	8	19	11	7	2	26	56	40
	5%	6%b	4%	9%ghi	9%ghi	7%ghi	3%ai	3%ai	1%	5%	6%	5%	4%	6%	6%	6%	2%	5%	5%	5%	4%	7%q	4%	4%	3%	8%	7%	21%
NET: At least weekly	147	82	65	34	42	34	16	16	6	47	46	25	29	15	7	19	9	15	11	7	14	22	15	11	2	38	79	50
	7%	8%	6%	15%ghi	12%ghi	10%ghi	4%ai	5%ai	1%	8%	8%	6%	6%	8%	8%	8%	6%	8%	8%	7%	7%	8%	5%	6%	3%	11%	9%	27%
NET: At least monthly	179	97	82	39	53	40	23	18	6	58	51	32	39	18	7	23	16	18	14	7	23	23	16	11	3	44	97	54
	9%	10%	8%	17%ghi	15%ghi	12%ghi	6%ai	6%ai	1%	10%	9%	8%	8%	11%	8%	10%	10%	10%	9%	7%	12%w	9%	6%	6%	5%	13%	11%	29%
NET: Ever	226	117	109	46	64	54	31	23	8	69	71	39	47	21	8	26	20	24	17	7	28	30	23	18	4	54	122	59
	11%	12%	10%	20%ghi	18%ghi	17%ghi	8%ai	8%ai	2%	12%	12%	9%	9%	12%	10%	11%	12%	13%	12%	7%	15%w	11%	8%	10%	6%	16%	14%	32%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 469

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart watch/ wearable**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Never	1817 88%	876 87%	941 89%	179 78%	291 81%	268 82%	333 90% <sup>def</sup>	284 92% <sup>def</sup>	462 98% <sup>def</sup>	491 86%	501 87%	379 90%	446 90%	151 87%	76 89%	204 89%	145 87%	153 85%	129 87%	92 92%	160 85%	234 87%	259 92% <sup>ru</sup>	158 89%	57 91%	283 83%	721 84%	120 64%
Don't know	21 1%	12 1%	10 1%	5 2% <sup>li</sup>	5 1% <sup>li</sup>	5 2% <sup>li</sup>	5 1% <sup>li</sup>	1 *	-	8 1%	6 1%	4 1%	3 1%	2 1%	1 1%	1 *	2 1%	3 2% <sup>w</sup>	1 1%	1 1%	1 1%	5 2% <sup>w</sup>	-	2 1%	2 3% <sup>pw</sup>	5 2%	11 1%	7 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B

\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 470  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart watch/ wearable**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	67 3%	58 3%	9 6%	1 2%	6 9%a	* 1%	1 10%	1 12%	-	2 19%	31 3%	16 3%	14 7%jk	3 7%
Once a day	33 2%	28 1%	5 3%	* 1%	3 4%	2 5%	-	-	-	-	12 1%	11 2%	9 4%j	1 2%
Several times a week	37 2%	34 2%	3 2%	1 3%	1 1%	1 2%	1 9%	-	1 3%	-	20 2%	11 2%	2 1%	3 7%jkl
Once a week	10 *	9 *	1 1%	-	1 2%	-	-	-	-	-	6 1%	3 1%	1 *	-
Several times a month	19 1%	15 1%	4 2%	2 7%	1 1%	1 2%	-	-	-	1 9%	12 1%	3 1%	3 1%	-
Once a month	13 1%	10 1%	2 1%	2 6%	-	-	-	-	-	-	8 1%	2 *	1 *	-
Less often	47 2%	41 2%	7 5%	-	2 2%	2 7%	2 31%	1 7%	-	-	19 2%	16 3%	6 3%	4 9%jk
NET: At least daily	100 5%	86 5%	14 9%a	1 4%	9 13%a	2 6%	1 10%	1 12%	-	2 19%	43 4%	27 4%	23 10%jk	4 9%
NET: At least weekly	147 7%	129 7%	18 12%a	2 7%	11 16%a	3 8%	1 19%	1 12%	1 3%	2 19%	69 6%	41 7%	25 12%jk	7 16%jk
NET: At least monthly	179 9%	153 8%	24 16%a	7 21%	11 17%a	3 10%	1 19%	1 12%	1 3%	3 28%	90 8%	47 7%	29 13%jk	7 16%k
NET: Ever	226 11%	194 10%	31 21%a	7 21%	13 20%a	6 18%	3 50%	2 19%	1 3%	3 28%	109 10%	63 10%	35 16%jk	12 24%jk

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 470

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart watch/ wearable**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	1817 88%	1681 89%bd	113 76%	25 77%	50 75%	28 82%	2 37%	8 81%	14 97%	7 72%	1008 89%lm	560 89%lm	181 83%	36 76%
Don't know	21 1%	17 1%	5 3%a	1 2%	3 5%a	-	1 12%	-	-	-	11 1%	7 1%	3 1%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 471  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
Base: All respondents who have used any online communication services or apps in the past 12 months  
Smart watch/ wearable

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	67 3%	63 4%de	33 4%de	30 4%de	5 1%	3 1%	1 3%	53 4%jmn	46 5%jmn	7 3%n	14 2%	2 3%	6 3%n	-	2 1%	4 3%	35 2%	32 6%p	31 7%p	22 5%p	17 8%p	15 7%p	9 4%	6 5%
Once a day	33 2%	29 2%	19 2%	10 1%	4 1%	4 1%	-	30 2%jn	26 3%jn	4 2%jn	3 *	-	2 1%	-	-	1 1%	20 1%	12 2%	12 2%	9 2%	5 2%	6 3%	4 2%	1 1%
Several times a week	37 2%	30 2%	16 2%	14 2%	7 2%	7 2%	-	27 2%n	22 2%n	5 2%n	10 1%	-	4 2%n	1 1%	1 *	4 3%n	21 1%	15 3%	13 3%	13 3%p	6 3%	7 3%	6 3%	4 3%
Once a week	10 *	9 1%	5 1%	5 1%	1 *	1 *	-	7 1%	5 1%	2 1%	3 *	-	1 1%	-	2 *	-	7 *	3 *	3 1%	2 1%	*	2 1%	2 1%	-
Several times a month	19 1%	18 1%	10 1%	8 1%	2 *	2 *	-	15 1%	11 1%	4 2%n	5 1%	-	2 1%	-	-	3 2%n	12 1%	8 2%	8 2%	8 2%	3 1%	5 2%p	4 2%	1 1%
Once a month	13 1%	8 *	6 1%	2 *	5 1%	5 1% <sup>c</sup>	-	10 1%	8 1%	1 1%	3 *	2 2% <sup>n</sup>	1 *	-	-	1 1%	8 1%	4 1%	4 1%	3 1%	3 2%	1 *	2 1%	-
Less often	47 2%	38 2%	17 2%	20 3%	10 2%	10 3%	-	35 3%jn	27 3%jn	9 3%jn	12 1%	3 4% <sup>n</sup>	6 3% <sup>n</sup>	-	1 *	2 2%	31 2%	17 3%	14 3%	16 4%p	7 3%	9 4%	8 4%	7 5%p
NET: At least daily	100 5%	92 6%de	52 6%de	40 5%de	8 2%	7 2%	1 3%	83 7%jmn	72 8%jmn	11 4%jmn	17 2%	2 3%	8 4% <sup>mn</sup>	-	2 1%	5 3% <sup>n</sup>	55 4%	44 8%p	43 9%p	31 7%p	21 11%p	21 9%p	13 6%	7 6%
NET: At least weekly	147 7%	131 8%de	73 8%de	58 7%de	16 4%	14 4%	1 3%	117 10% <sup>jkmn</sup>	100 11% <sup>jkmn</sup>	17 7%jmn	30 3%	2 3%	13 7% <sup>jmn</sup>	1 1%	4 1%	9 6% <sup>n</sup>	84 6%	62 11%p	59 12%p	47 11%p	27 14%p	30 13%p	21 10%p	11 8%
NET: At least monthly	179 9%	157 9%de	89 10%de	68 9%	22 5%	21 6%	1 3%	141 12%jmn	118 13% <sup>jkmn</sup>	23 9%jmn	38 4% <sup>n</sup>	4 5%	15 8% <sup>jmn</sup>	1 1%	4 1%	13 9% <sup>jmn</sup>	104 7%	74 14%p	71 15%p	57 13%p	33 17%p	36 16%p	27 13%p	12 9%
NET: Ever	226 11%	195 12% <sup>d</sup>	107 12% <sup>d</sup>	88 11%	32 8%	30 8%	1 3%	177 15% <sup>jmn</sup>	145 15% <sup>jmn</sup>	31 12% <sup>jmn</sup>	50 6% <sup>n</sup>	7 8% <sup>mn</sup>	21 11% <sup>jmn</sup>	1 1%	5 2%	16 10% <sup>jmn</sup>	135 9%	91 17%p	85 18%p	73 17%p	40 20%p	45 20%p	35 16%p	18 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 471  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Smart watch/ wearable**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Never	1817	1451	766	685	366	327	39	1004	785	219	813	80	162	108	332	132	1370	443	381	353	150	177	171	111
		88%	87%	87%	88%	91%	90%	94%	84%	83%	87%	94%	92%	99%	98%	87%	90%	81%	80%	82%	76%	79%	81%	85%
Don't know	21	16	11	4	6	4	1	16	14	2	5	-	*	-	1	4	10	11	11	6	8	2	6	1
	1%	1%	1%	1%	1%	1%	3%	1%	2%	1%	1%	-	*	-	2%jn	1%	2%p	2%p	1%	4%pu	1%	3%p	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 472

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart watch/ wearable**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	67 3%	3 4%	2 1%	11 4%	11 3%	8 3%	8 4%b	2 1%	4 4%	12 5%b	19 4%	9 4%	14 4%	5 4%	1 8%	49 3%	67 3%
Once a day	33 2%	-	3 1%	4 1%	11 3%	2 1%	2 1%	1 1%	2 2%	4 2%	6 1%	3 1%	4 1%	3 2%	* 3%	27 2%	33 2%
Several times a week	37 2%	-	1 *	5 2%	10 3%b	8 3%b	3 2%	1 1%	1 1%	6 2%	8 2%	3 2%	3 1%	1 1%	-	29 2%	37 2%
Once a week	10 *	-	1 1%	-	3 1%	* *	-	2 2%c	-	3 1%	5 1%	2 1%	4 1%	1 1%	-	5 *	10 *
Several times a month	19 1%	2 2%	2 1%	1 *	1 *	1 *	1 *	* *	1 1%	9 4%codef	3 1%	2 1%	1 *	-	-	14 1%	19 1%
Once a month	13 1%	1 1%	-	1 1%	1 *	3 1%	-	2 1%	3 3%bdf	2 1%	4 1%	1 *	3 1%	-	-	8 1%	13 1%
Less often	47 2%	2 3%	5 2%	4 1%	9 3%	4 2%	4 2%	4 3%	4 4%	9 3%	7 1%	4 2%	4 1%	2 2%	-	38 3%	47 2%
NET: At least daily	100 5%	3 4%	5 2%	15 5%	22 6%b	10 4%	10 6%	3 2%	6 6%	17 6%b	25 5%	12 6%	18 5%	8 5%	2 11%	75 5%	100 5%
NET: At least weekly	147 7%	3 4%	7 3%	20 7%	34 10%b	18 7%	14 8%	6 5%	7 7%	26 10%b	38 7%	17 9%	24 7%	11 7%	2 11%	109 7%	147 7%
NET: At least monthly	179 9%	5 6%	9 4%	22 8%	37 11%b	22 8%	14 8%	8 6%	10 10%	38 15%bcdfg	44 9%	20 10%	29 8%	11 7%	2 11%	131 9%	179 9%
NET: Ever	226 11%	8 9%	14 6%	26 9%	45 13%b	26 10%	19 10%	12 9%	14 14%b	47 18%bcef	52 10%	24 12%	33 9%	14 9%	2 11%	169 11%	226 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 472

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Smart watch/ wearable**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Never	1817	78	215	255	293	244	159	117	85	209	456	173	310	138	15	1331	1817
	88%	90%	94% <sup>dhi</sup>	89% <sup>i</sup>	86%	90% <sup>i</sup>	88%	90% <sup>i</sup>	86%	81%	89%	87%	89%	91%	89%	88%	88%
Don't know	21	*	-	6	1	1	3	2	-	4	5	1	4	*	-	16	21
	1%	1%	-	2% <sup>bd</sup>	*	*	2%	1%	-	1%	1%	1%	1%	*	-	1%	1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 473  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Other**

	Gender			Age						Social Grade				Region										Employment Sector			Opinion Influencer (C)	
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)
Unweighted base	2071	1002	1069	224	320	353	370	349	455	608	578	424	461	162	73	235	177	184	164	109	190	273	276	166	62	335	845	177
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Several times a day	12 1%	10 1%	3 *	6 3% f	3 1% g	1 *	-	2 1%	-	5 1%	1 *	5 1% k	1 *	2 1%	3 3% q	3 1%	-	1 *	1 *	-	1 1%	1 *	-	1 *	-	2 *	9 1%	10 6%
Once a day	9 *	7 1%	2 *	2 1%	1 *	3 1%	3 1%	-	-	1 *	4 1%	-	4 1%	-	-	2 1%	-	2 1%	*	-	-	4 2% w	-	-	-	6 2% A	2 *	4 2%
Several times a week	6 *	4 *	2 *	2 1%	2 1%	1 *	-	*	-	3 1%	*	2 *	1 *	1 1%	-	-	*	*	-	-	2 1%	1 *	1 *	-	-	1 *	3 *	3 1%
Once a week	3 *	2 *	1 *	1 *	1 *	-	-	1 *	-	1 *	-	1 *	1 *	-	-	1 *	1 *	-	-	-	-	1 *	-	-	-	-	3 *	-
Several times a month	8 *	3 *	4 *	3 1% f	4 1% g	-	-	-	-	2 *	5 1%	1 *	-	1 *	-	1 *	-	-	*	-	-	2 1%	3 1%	1 *	-	1 *	4 *	3 1%
Once a month	4 *	3 *	1 *	-	1 *	1 *	2 1%	1 *	-	2 *	2 *	-	-	-	-	-	-	-	-	-	1 *	1 *	-	2 1%	1 1%	-	3 *	1 1%
Less often	41 2%	22 2%	19 2%	5 2%	7 2%	10 3%	5 1%	5 2%	8 2%	9 2%	12 2%	9 2%	11 2%	3 2%	1 1%	2 1%	4 3%	4 2%	4 2%	1 1%	3 2%	6 2%	7 3%	3 2%	2 3%	6 2%	22 3%	4 2%
NET: At least daily	21 1%	17 2% b	4 *	8 3% g	4 1% h	4 1% i	3 1%	2 1%	-	6 1%	5 1%	5 1%	4 1%	2 1%	3 3% q	5 2% w	-	2 1%	1 1%	-	1 1%	6 2% w	-	*	-	8 2%	12 1%	14 8%
NET: At least weekly	29 1%	22 2% b	7 1%	10 5% f	7 2% g	5 1% h	3 1%	4 1% i	-	10 2%	6 1%	8 2%	6 1%	4 2%	3 3% w	6 2% w	1 1%	3 1%	1 1%	-	3 1%	8 3% w	*	*	-	9 3%	17 2%	17 9%
NET: At least monthly	40 2%	29 3% b	12 1%	14 6% f	12 3% g	6 5% h	5 4% i	4 1% i	-	14 2%	12 2%	9 1%	6 1%	5 3%	3 3%	6 1% w	1 3%	1 1%	-	3 2%	11 4% w	3 2%	3 1%	1 1%	11 3%	24 3%	21 11%	
NET: Ever	82 4%	51 5% b	31 3%	19 8% g	19 5% h	15 5% i	11 3%	9 3%	8 2%	24 4%	23 4%	18 4%	17 3%	8 5%	3 4%	8 4%	5 3%	7 4%	5 3%	1 1%	7 4%	17 6%	10 4%	6 3%	2 4%	16 5%	46 5%	25 14%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 473

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Other**

	Gender		Age							Social Grade			Region											Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)
Weighted base	2065	1005	1060	230	360	327	370	308	470	569	578	421	497	174	85*	231	167	181	148	100*	189	269	282	177	63*	343	854	186
Never	1706 83%	824 82%	882 83%	174 75%	299 83% <sup>d</sup>	271 83% <sup>d</sup>	311 84% <sup>d</sup>	256 83% <sup>d</sup>	395 84% <sup>d</sup>	453 80%	485 84%	355 84%	412 83%	138 79%	72 84%	198 86% <sup>v</sup>	142 85%	147 81%	130 88% <sup>nv</sup>	80 81%	158 84%	208 77%	229 81%	147 83%	57 90% <sup>v</sup>	279 81%	713 83%	119 64%
Don't know	277 13%	129 13%	147 14%	37 16%	42 12%	40 12%	48 13%	43 14%	66 14%	92 16% <sup>l</sup>	69 12%	48 11%	68 14%	28 16% <sup>s</sup>	10 12%	24 10%	20 12%	27 15%	12 8%	18 18% <sup>sy</sup>	24 13%	44 16% <sup>s</sup>	42 15%	25 14%	4 6%	48 14%	95 11%	42 22%

**Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B**

\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 474  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Other**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2071	1892	155	34	68	34	8	11	14	10	1123	633	222	54
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Several times a day	12 1%	9 *	3 2%a	-	-	2 5%	1 10%	1 12%	-	-	3 *	8 1%j	2 1%	-
Once a day	9 *	7 *	2 1%	1 1%	1 2%	-	-	-	-	2 19%	4 *	2 *	1 1%	-
Several times a week	6 *	6 *	-	-	-	-	-	-	-	-	3 *	2 *	-	1 1%
Once a week	3 *	3 *	-	-	-	-	-	-	-	-	2 *	1 *	-	-
Several times a month	8 *	6 *	1 1%	-	1 2%a	-	-	-	-	-	1 *	3 *	2 1%j	2 3%jk
Once a month	4 *	2 *	2 1%a	1 3%	-	1 2%	-	-	-	-	1 *	1 *	3 1%jk	-
Less often	41 2%	36 2%	4 3%	-	2 3%	1 4%	-	1 13%	-	1 9%	25 2%	10 2%	3 1%	1 3%
NET: At least daily	21 1%	16 1%	5 3%a	1 1%	2 2%	1 5%	1 10%	1 12%	-	2 19%	6 1%	9 1%	3 1%	-
NET: At least weekly	29 1%	24 1%	5 3%	1 1%	2 2%	1 5%	1 10%	1 12%	-	2 19%	11 1%	12 2%	3 1%	1 1%
NET: At least monthly	40 2%	33 2%	8 5%a	1 4%	2 4%	2 7%	1 10%	1 12%	-	2 19%	13 1%	16 2%	8 4%j	2 4%
NET: Ever	82 4%	68 4%	12 8%a	1 4%	4 6%	4 11%	1 10%	2 25%	-	3 28%	38 3%	26 4%	11 5%	3 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 474  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Other**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2065	1891	149	32**	66*	34**	7**	10**	15**	10**	1129	631	219	48*
Never	1706 83%	1572 83%bd	112 76%	29 91%	48 72%	26 78%	5 78%	4 40%	11 71%	6 58%	951 84%m	526 83%m	175 80% m	31 64%
Don't know	277 13%	250 13%	24 16%	2 5%	14 21%	4 12%	1 12%	3 35%	4 29%	1 14%	139 12%	79 13%	33 15%	14 29% jkl

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 475  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Other**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2071	1662	888	774	409	366	43	1180	831	349	891	85	197	102	350	157	1501	566	495	461	196	241	232	136
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Several times a day	12 1%	11 1%	6 1%	5 1%	1 *	1 *	-	11 1%j	10 1%j	1 *	1 *	-	1 1%	-	-	-	10 1%	2 *	2 1%	1 *	2 1%	1 1%	-	-
Once a day	9 *	8 *	4 *	4 1%	* *	* *	-	9 1%j	8 1%j	1 *	-	-	-	-	-	-	7 *	2 *	2 *	2 1%	* *	2 1%	* *	* *
Several times a week	6 *	4 *	4 1%	1 *	1 *	1 *	-	4 *	4 *	1 *	1 1%	1 *	-	-	-	-	3 *	3 1%	3 1%	3 1%	-	1 *	3 1%p	-
Once a week	3 *	3 *	1 *	2 *	-	-	-	3 *	2 *	1 *	-	-	-	-	-	-	1 *	1 *	1 *	1 *	-	-	1 1%	-
Several times a month	8 *	8 *	4 1%	3 *	-	-	-	6 1%	6 1%	-	2 *	-	2 1%	-	-	-	8 *	-	-	-	-	-	-	-
Once a month	4 *	3 *	3 *	1 *	1 *	1 *	-	3 *	3 *	-	1 *	1 1%	1 *	-	-	-	1 *	3 *	3 1%	2 *	1 *	2 1%p	1 *	-
Less often	41 2%	35 2%	20 2%	15 2%	7 2%	7 2%	-	28 2%	18 2%	10 4%hj	13 2%	1 2%	4 2%	2 1%	3 1%	3 2%	24 2%	17 3%p	14 3%	15 3%p	3 2%	7 3%	9 4%p	8 6%pt
NET: At least daily	21 1%	20 1%	10 1%	10 1%	1 *	1 *	-	20 2%jn	18 2%jn	1 1%	1 *	-	1 1%	-	-	-	17 1%	4 1%	4 1%	3 1%	4 2%	2 1%	2 1%	* *
NET: At least weekly	29 1%	27 2%	15 2%	12 2%	2 1%	2 1%	-	26 2%jn	24 3%jn	3 1%	3 *	1 1%	2 1%	-	-	-	20 1%	9 2%	9 2%	7 2%	4 2%	2 1%	6 3%	* *
NET: At least monthly	40 2%	38 2%	22 2%	16 2%	3 1%	3 1%	-	35 3%jno	32 3%jno	3 1%	6 1%	1 1%	4 2%n	-	-	-	29 2%	11 2%	11 2%	9 2%	5 2%	4 2%	7 3%	* *
NET: Ever	82 4%	72 4%	41 5%	31 4%	9 2%	9 3%	-	63 5%jn	50 5%jn	13 5%jn	19 2%	3 3%	8 5%n	2 1%	4 1%	3 2%	54 4%	28 5%	25 5%	24 6%	8 4%	11 5%	16 7%p	9 7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 475  
**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**  
**Base: All respondents who have used any online communication services or apps in the past 12 months**  
**Other**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not work- ing seek- ing work (k)	Not work- ing not seek- ing work (l)	Ret- ired state pen- sion only (m)	Ret- ired pri- vate pen- sion (n)	House person (o)	No child- ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5- 18 (s)	Any aged under 5 (t)	Any aged 5- 10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2065	1661	883	778	404	362	42*	1197	944	253	868	87*	183	110*	338	151	1515	544	477	433	198	223	212	130
Never	1706	1379	740	639	327	289	38	992	779	213	715	65	139	97	286	128	1261	441	383	350	161	180	164	107
	83%	83%	84%	82%	81%	80%	91%	83% <sup>l</sup>	83%	84% <sup>l</sup>	82%	75%	76%	89% <sup>kl</sup>	85% <sup>kl</sup>	85%	83% <sup>lv</sup>	81%	80%	81%	81%	81%	77%	82%
Don't know	277	210	102	108	67	63	4	143	116	27	134	19	35	11	48	20	200	76	69	58	29	32	32	14
	13%	13%	12%	14%	17% <sup>ab</sup>	18% <sup>ab</sup>	9%	12%	12%	11%	15% <sup>gi</sup>	22% <sup>ghim</sup>	19% <sup>ghim</sup>	10%	14%	13%	13%	14%	15%	13%	15%	14%	15%	11%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 476

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2071	94	232	301	351	281	184	126	85	243	509	204	338	150	15	1526	2071
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Several times a day	12 1%	1 1%	-	2 1%	4 1%	-	-	-	3 3% <sup>bef</sup>	2 1%	-	-	-	-	-	12 1%	12 1%
Once a day	9 *	-	-	-	5 1%	-	3 1%	-	1 1%	-	2 *	-	2 1%	*	*	6 3%	9 *
Several times a week	6 *	1 1%	-	2 1%	-	-	1 1%	-	2 2% <sup>d</sup>	-	1 *	1 *	1 *	-	-	5 *	6 *
Once a week	3 *	-	-	2 1%	-	-	-	1 *	-	-	2 *	1 *	1 *	-	-	1 *	3 *
Several times a month	8 *	* 1%	1 *	1 *	3 1%	-	-	-	-	1 1%	3 1%	3 1% <sup>lo</sup>	-	-	-	5 *	8 *
Once a month	4 *	1 1%	-	1 *	-	1 *	-	-	-	1 *	1 *	-	1 *	-	-	2 *	4 *
Less often	41 2%	2 3%	4 2%	5 2%	11 3%	6 2%	3 2%	3 2%	2 2%	3 1%	4 1%	1 *	3 1%	2 1%	-	37 2% <sup>j</sup>	41 2%
NET: At least daily	21 1%	1 1%	-	2 1%	9 3% <sup>be</sup>	-	3 1%	-	4 4% <sup>bceg</sup>	2 1%	2 *	-	2 1%	*	*	18 3%	21 1%
NET: At least weekly	29 1%	2 2% <sup>e</sup>	-	6 2% <sup>be</sup>	9 3% <sup>be</sup>	-	4 2% <sup>be</sup>	1 *	6 6% <sup>begi</sup>	2 1%	5 1%	1 1%	4 1%	*	*	24 3%	29 1%
NET: At least monthly	40 2%	3 3% <sup>e</sup>	1 *	8 3% <sup>be</sup>	12 3% <sup>be</sup>	1 *	4 2% <sup>be</sup>	1 *	6 6% <sup>beg</sup>	4 2%	9 2%	4 2%	5 1%	*	*	31 3%	40 2%
NET: Ever	82 4%	5 6%	5 2%	14 5%	22 7% <sup>bei</sup>	7 3%	7 4%	4 3%	8 8% <sup>b</sup>	7 3%	12 2%	5 2%	8 2%	2 1%	*	67 4%	82 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 476

**Q19. In the last 12 months how often have you used these devices to use online communication services or apps?**

**Base: All respondents who have used any online communication services or apps in the past 12 months**

**Other**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2065	86*	229	288	339	270	181	131	99*	259	514	198	347	152	17**	1516	2065
Never	1706	76	194	233	273	224	150	111	84	218	420	159	283	120	13	1260	1706
	83%	89%	85%	81%	81%	83%	83%	85%	85%	84%	82%	80%	81%	79%	79%	83%	83%
Don't know	277	5	30	41	44	39	24	16	7	34	81	34	57	29	3	188	277
	13%	5%	13%	14%a	13%	14%a	13%	12%	7%	13%	16%	17%	16%	19%o	19%	12%	13%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 477  
**Q20. When communicating one-to-one with a family member or friend who you communicate with regularly, which of the following services do you use most often?**  
 Base: All respondents

	Gender		Age					Social Grade				Region										Employment Sector			Opinion Influencer (C)			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)		North Ireland (y)	Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Phone call via mobile phone	591	318	274	64	81	103	120	103	122	146	144	144	158	39	29	76	51	53	45	32	61	79	83	29	15	100	261	51
	28%	31% <sup>b</sup>	26%	27%	22%	31% <sup>e</sup>	32% <sup>ei</sup>	33% <sup>ei</sup>	25%	25%	24%	34% <sup>jk</sup>	31% <sup>k</sup>	22%	34% <sup>x</sup>	32% <sup>nx</sup>	30% <sup>x</sup>	29% <sup>x</sup>	31% <sup>x</sup>	31% <sup>x</sup>	31% <sup>x</sup>	29% <sup>x</sup>	29% <sup>x</sup>	16%	23%	29%	30%	28%
Text message over an online communication service, such as Skype or WhatsApp	518	229	288	87	147	105	80	50	47	153	175	99	91	54	29	45	35	50	31	20	46	77	61	50	19	113	253	49
	25%	22%	27% <sup>a</sup>	38% <sup>ghi</sup>	41% <sup>fgh</sup>	31% <sup>ghi</sup>	22% <sup>i</sup>	16% <sup>i</sup>	10%	27% <sup>m</sup>	30% <sup>lm</sup>	23%	18%	31% <sup>pw</sup>	34% <sup>pqs</sup>	19%	21%	28%	21%	20%	23%	28% <sup>p</sup>	22%	28%	30%	33%	29%	27%
Phone call via landline	266	148	119	2	1	21	43	49	150	82	58	51	75	21	8	34	26	15	18	16	22	27	40	31	9	23	68	21
	13%	14% <sup>b</sup>	11%	1%	*	6% <sup>de</sup>	12% <sup>def</sup>	16% <sup>def</sup>	31% <sup>def</sup>	14% <sup>k</sup>	10%	12%	15% <sup>k</sup>	12%	9%	15%	15% <sup>r</sup>	8%	12%	16%	11%	10%	14%	17% <sup>rv</sup>	14%	7%	8%	11%
SMS text message	265	122	143	21	47	35	64	35	62	62	73	58	71	26	12	27	22	27	20	7	27	18	36	32	11	39	113	17
	13%	12%	13%	9%	13%	10%	17% <sup>dfh</sup>	11%	13%	11%	12%	14%	14%	15% <sup>v</sup>	14%	11%	13% <sup>v</sup>	15% <sup>tv</sup>	14% <sup>v</sup>	7%	14% <sup>v</sup>	7%	13% <sup>v</sup>	18% <sup>tv</sup>	17% <sup>tv</sup>	11%	13%	9%
Phone call via an online communication service, such as Skype or WhatsApp	180	82	99	26	48	35	26	26	18	55	53	28	44	15	1	20	17	13	9	13	12	41	23	10	6	42	80	26
	9%	8%	9%	11% <sup>i</sup>	13% <sup>gi</sup>	10% <sup>i</sup>	7% <sup>i</sup>	9% <sup>i</sup>	4%	10%	9%	7%	9%	8% <sup>o</sup>	1%	9% <sup>o</sup>	10% <sup>o</sup>	7%	6%	13% <sup>ox</sup>	6%	15% <sup>oprs</sup>	8% <sup>o</sup>	6%	9% <sup>o</sup>	12%	9%	14%
Email	79	41	37	5	6	5	6	12	45	27	26	7	18	5	2	6	4	7	8	4	13	8	13	9	-	2	19	8
	4%	4%	3%	2%	2%	2%	2%	4%	9% <sup>defg</sup>	5% <sup>l</sup>	4% <sup>l</sup>	2%	4%	3%	2%	3%	2%	4%	6%	4%	7%	3%	5%	5%	-	1%	2%	4%
Other (please specify)	30	15	15	6	1	7	4	6	5	10	10	3	6	1	2	4	2	1	3	-	3	5	6	1	1	4	9	2
	1%	1%	1%	3% <sup>e</sup>	*	2% <sup>e</sup>	1%	2%	1%	2%	2%	1%	1%	1%	3%	2%	1%	1%	2%	-	2%	2%	2%	1%	2%	1%	1%	1%
I use multiple services roughly the same amount	144	55	89	18	24	20	27	24	31	35	40	30	39	14	2	20	13	13	12	8	10	15	19	17	2	22	49	10
	7%	5%	8% <sup>a</sup>	8%	7%	6%	7%	8%	6%	6%	7%	8%	8%	8%	2%	8%	8%	7%	8%	8%	5%	6%	7%	9% <sup>o</sup>	3%	6%	6%	5%
Don't know	21	13	9	3	7	3	1	5	3	3	9	5	6	2	1	1	-	2	2	2	1	4	3	2	1	2	10	2
	1%	1%	1%	1%	2%	1%	*	2%	1%	*	2%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 478

**Q20. When communicating one-to-one with a family member or friend who you communicate with regularly, which of the following services do you use most often?**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Phone call via mobile phone	591 28%	541 28%	43 29%	7 21%	22 32%	13 39%	-	2 17%	9 60%	5 50%	349 30%l	172 27%l	41 18%	13 26%
Text message over an online communication service, such as Skype or WhatsApp	518 25%	473 25%	37 25%	10 31%	18 26%	5 13%	2 37%	2 24%	1 10%	2 15%	232 20%	192 30%j	71 32%j	14 30%
Phone call via landline	266 13%	254 13%b	7 4%	1 2%	3 5%	1 2%	1 10%	1 14%	1 7%	2 19%	159 14% m	77 12% m	24 11% m	-
SMS text message	265 13%	257 13%bd	7 5%	-	2 2%	3 8%	1 20%	1 14%	3 18%	-	160 14%	68 11%	27 12%	7 14%
Phone call via an online communication service, such as Skype or WhatsApp	180 9%	138 7%	39 26%a	10 31%	19 28%a	8 24%	1 22%	1 7%	-	-	92 8%	55 9%	27 12%	5 10%
Email	79 4%	77 4%	2 1%	* 1%	1 1%	-	-	1 6%	-	-	46 4%	20 3%	12 5%	* 1%
Other (please specify)	30 1%	25 1%	5 3%	1 3%	-	2 7%	-	1 12%	-	-	15 1%	9 1%	4 2%	1 3%
I use multiple services roughly the same amount	144 7%	134 7%	10 6%	4 11%	2 4%	2 7%	1 11%	1 6%	1 5%	2 16%	84 7%	37 6%	13 6%	7 15% jkl
Don't know	21 1%	18 1%	2 1%	-	2 3%	-	-	-	-	-	11 1%	6 1%	1 *	1 1%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 479  
**Q20. When communicating one-to-one with a family member or friend who you communicate with regularly, which of the following services do you use most often?**  
 Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Phone call via mobile phone	591	502	272	230	89	84	5	361	284	78	230	26	44	31	85	46	412	180	151	143	64	64	72	48
	28%	30%def	30%def	29%def	22%	23%	12%	30%	30%	31%	26%	29%	24%	26%	25%	30%	27%	33%p	32%p	33%p	32%	29%	34%p	36%p
Text message over an online communication service, such as Skype or WhatsApp	518	418	233	184	100	90	10	366	304	61	152	23	53	8	37	31	366	148	135	116	56	62	58	28
	25%	25%	26%	23%	24%	24%	24%	30%ijmn	32%ijmn	24%ijmn	17%mn	26%mn	28%ijmn	7%	11%	20%mn	24%	27%	28%	27%	28%	28%	27%	21%
Phone call via landline	266	187	81	106	79	72	7	90	58	33	176	7	10	36	106	17	242	24	21	24	2	13	13	8
	13%	11%	9%	13%b	19%abc	20%abc	17%	7%	6%	13%ghl	20%ghikl	8%	5%	30%ghijklo	31%ghijkl	11%hvw	16%qrstuv	4%	4%	6%t	1%	6%t	6%t	6%t
SMS text message	265	208	98	111	56	49	7	152	118	34	112	14	25	18	39	16	196	69	51	61	19	28	21	30
	13%	12%	11%	14%	14%	13%	17%	13%	12%	13%	13%	16%	14%	15%	11%	11%	13%	13%	11%	14%	9%	13%	10%	22%ppqrstuv
Phone call via an online communication service, such as Skype or WhatsApp	180	153	95	59	27	23	4	122	102	20	58	5	23	1	14	15	109	70	67	50	33	31	26	8
	9%	9%	11%cde	7%	7%	6%	9%	10%ijmn	11%ijmn	8%mn	7%mn	5%	12%ijmn	1%	4%	10%mn	7%	13%pw	14%pw	11%p	17%pw	14%pw	12%p	6%
Email	79	63	33	30	15	11	4	21	13	8	57	2	5	11	33	6	71	8	8	6	3	5	2	-
	4%	4%	4%	4%	4%	3%	10%e	2%	1%	3%	6%ghil	2%	3%	10%ghikl	10%ghikl	4%h	5%qrstvw	1%	2%	1%	2%	2%	1%	-
Other (please specify)	30	24	16	9	6	6	-	13	13	*	17	3	4	2	4	3	24	6	6	3	4	3	3	2
	1%	1%	2%	1%	1%	2%	-	1%	1%	*	2%i	3%i	2%i	2%	1%	2%i	2%	1%	1%	1%	2%	1%	2%	2%
I use multiple services roughly the same amount	144	111	60	52	32	28	5	71	51	19	73	8	19	10	22	14	103	39	34	30	15	16	15	10
	7%	7%	7%	7%	8%	8%	12%	6%	5%	8%	8%gh	9%	10%gh	9%	6%	9%	7%	7%	7%	7%	8%	7%	7%	7%
Don't know	21	17	8	10	4	4	-	12	12	-	9	1	3	-	3	2	15	5	4	3	2	1	1	1
	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	2%	1%	-	1%	2%i	1%	1%	1%	1%	1%	*	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 480

**Q20. When communicating one-to-one with a family member or friend who you communicate with regularly, which of the following services do you use most often?**

**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Phone call via mobile phone	591 28%	27 31%	72 31%	77 26%	104 30%	70 26%	49 27%	52 39% cefi	33 33%	64 25%	142 27%	52 27%	97 27%	42 28%	6 35%	439 29%	585 28%
Text message over an online communication service, such as Skype or WhatsApp	518 25%	18 20%	35 15%	68 23% b	81 24% b	59 22%	43 23% b	31 23%	33 33% be	105 41% abcd efg	102 19%	59 29% jlm	56 16%	23 15%	1 4%	409 27% jlm	518 25%
Phone call via landline	266 13%	10 11% g	41 17% fghi	48 16% fghi	46 13% gh	45 17% fghi	17 9% g	4 3%	5 5%	22 8% g	95 18% o	25 12%	76 22% ko	40 26% ko	4 24%	167 11%	255 12%
SMS text message	265 13%	12 14%	35 15%	41 14%	37 11%	40 15%	26 14%	18 14%	8 8%	28 11%	67 13%	25 12%	45 13%	13 9%	2 11%	194 13%	260 13%
Phone call via an online communication service, such as Skype or WhatsApp	180 9%	8 9%	21 9%	19 6%	29 9%	22 8%	21 12%	11 8%	10 10%	20 8%	38 7%	17 8%	25 7%	11 7%	3 16%	139 9%	180 9%
Email	79 4%	7 8% bi	6 2%	13 4% i	16 5% i	14 5% i	7 4% i	4 3%	3 3%	2 1%	23 4%	3 2%	17 5%	6 4%	-	54 4%	78 4%
Other (please specify)	30 1%	2 2%	3 1%	3 1%	3 1%	3 1%	8 4% abcd	1 1%	1 1%	4 2%	7 1%	2 1%	6 2%	4 3%	-	23 1%	30 1%
I use multiple services roughly the same amount	144 7%	4 5%	21 9%	21 7%	20 6%	16 6%	10 5%	11 8%	6 6%	14 5%	41 8%	15 8%	28 8%	12 8%	2 10%	99 6%	143 7%
Don't know	21 1%	-	3 1%	4 1%	6 2% i	2 1%	2 1%	1 1%	1 1%	-	7 1%	1 1%	4 1%	1 1%	-	12 1%	17 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 481  
**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends

	Gender		Age							Social Grade				Region											Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)
Unweighted base	701	308	393	112	173	157	108	84	67	226	221	129	125	59	27	75	52	61	47	41	58	116	87	56	22	150	324	69
Weighted base	698	311	387	114*	195	140	107*	77*	66*	207	228	126	136	69*	30**	65*	52*	63*	40*	33*	58*	119*	85*	60*	24**	155	333	76*
WhatsApp	466	217	249	44	140	95	81	57	51	150	148	85	84	43	20	47	30	40	24	20	39	95	53	38	18	109	230	44
	67%	70%	64%	38%	72% <sub>d</sub>	68% <sub>d</sub>	75% <sub>d</sub>	75% <sub>d</sub>	77% <sub>d</sub>	72%	65%	67%	62%	62%	69%	72%	56%	64%	60%	59%	68%	81% <sub>nqr</sub>	62%	63%	74%	70%	69%	59%
Facebook Messenger	155	60	96	46	39	32	19	13	7	36	53	25	41	18	6	13	15	14	11	10	11	23	17	5	27	75	24	
	22%	19%	25%	40% <sub>efg</sub>	20% <sub>23%<sub>hi</sub></sub>	23% <sub>hi</sub>	18%	17%	11%	17%	23%	20%	30% <sub>j</sub>	27% <sub>v</sub>	22%	19% <sub>v</sub>	29% <sub>v</sub>	22% <sub>v</sub>	28% <sub>v</sub>	30% <sub>v</sub>	20%	9%	27% <sub>v</sub>	28% <sub>v</sub>	20%	18%	23%	31%
iMessage	30	11	20	12	9	4	1	2	2	8	14	6	2	3	1	2	4	4	3	-	2	5	2	5	-	9	12	3
	4%	3%	5%	11% <sub>fg</sub>	5%	3%	1%	3%	3%	4%	6%	5%	2%	4%	5%	3%	7%	7%	7%	-	3%	4%	3%	8%	-	6%	4%	4%
Snapchat	11	3	7	8	2	-	-	1	-	6	1	4	-	1	-	1	1	1	1	-	1	3	1	-	1	4	3	1
	2%	1%	2%	7% <sub>efgi</sub>	1%	-	-	1%	-	3%	1%	3%	-	2%	-	1%	2%	1%	2%	-	1%	2%	2%	-	4%	3%	1%	1%
Viber	7	5	2	-	2	3	1	-	1	1	4	3	-	2	-	-	1	-	-	1	2	-	1	-	-	2	3	1
	1%	2%	1%	-	2%	2%	1%	-	2%	*	2%	2%	-	3%	-	-	1%	-	-	4% <sub>v</sub>	3%	-	2%	-	-	1%	1%	1%
Skype	7	5	1	-	1	-	2	-	4	1	2	2	2	*	-	-	1	-	2	2	-	1	-	1	-	2	-	2
	1%	2%	*	-	*	-	2%	-	6% <sub>defh</sub>	1%	1%	1%	1%	1%	-	-	2%	-	4%	7% <sub>prvw</sub>	-	1%	-	1%	-	1% <sub>B</sub>	-	3%
Instagram (direct messaging)	3	2	1	2	1	-	-	-	-	1	1	1	-	-	-	-	1	-	-	-	-	-	2	-	-	-	2	-
	* <sub>1%</sub>	* <sub>1%</sub>	* <sub>1%</sub>	2% <sub>1%</sub>	* <sub>1%</sub>	-	-	-	-	1% <sub>1%</sub>	* <sub>1%</sub>	* <sub>1%</sub>	-	-	-	-	2% <sub>1%</sub>	-	-	-	-	-	2% <sub>1%</sub>	-	-	-	1% <sub>1%</sub>	-
Telegram	3	3	-	-	1	1	-	-	-	-	1	-	1	-	-	-	-	2	-	-	-	1	-	-	-	-	2	-
	* <sub>1%</sub>	* <sub>1%</sub>	-	-	1% <sub>1%</sub>	1% <sub>1%</sub>	-	-	-	-	1% <sub>1%</sub>	-	1% <sub>1%</sub>	-	-	-	-	3% <sub>1%</sub>	-	-	-	1% <sub>1%</sub>	-	-	-	-	1% <sub>1%</sub>	-
Line	1	1	-	-	-	-	1	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1
	* <sub>1%</sub>	* <sub>1%</sub>	-	-	-	-	1% <sub>1%</sub>	-	-	-	* <sub>1%</sub>	-	-	-	-	1% <sub>1%</sub>	-	-	-	-	-	-	-	-	-	1% <sub>1%</sub>	-	1% <sub>1%</sub>
Google Chats	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 481

**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
**Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)	
Weighted base	698	311	387	114*	195	140	107*	77*	66*	207	228	126	136	69*	30**	65*	52*	63*	40*	33*	58*	119*	85*	60*	24**	155	333	76*	
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IMO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 1%	2 1%	4 1%	1 1%	-	4 3%e	-	1 1%	1 1%	2 1%	-	*	3 2%k	-	*	-	1 2%	*	-	-	1 2%	2 2%	1 1%	-	1 2%	-	-	2 1%	-
I use multiple services roughly the same amount	8 1%	1 *	7 2%	1 1%	1 1%	1 1%	3 3%	2 2%	-	2 1%	2 1%	*	3 2%	1 2%	1 4%	2 3%	-	-	-	-	1 2%	2 1%	1 1%	-	-	*	4 1%	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 482

**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
**Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	701	616	74	19	34	13	5	3	2	1	329	241	97	24
Weighted base	698	611	76*	20**	36**	13**	4**	3**	1**	2**	324	247	98*	19**
WhatsApp	466	393	63	16	30	11	2	3	1	2	219	162	73	5
	67%	64%	83%a	80%	84%	89%	64%	100%	100%	100%	68%	66%	74%	26%
Facebook Messenger	155	149	7	2	1	1	1	-	-	-	69	57	17	10
	22%	24%b	9%	12%	4%	11%	36%	-	-	-	21%	23%	18%	51%
iMessage	30	28	3	1	2	-	-	-	-	-	11	14	1	5
	4%	5%	4%	4%	5%	-	-	-	-	-	3%	6%	1%	24%
Snapchat	11	11	-	-	-	-	-	-	-	-	8	1	2	-
	2%	2%	-	-	-	-	-	-	-	-	2%	1%	2%	-
Viber	7	7	-	-	-	-	-	-	-	-	5	1	1	-
	1%	1%	-	-	-	-	-	-	-	-	1%	1%	1%	-
Skype	7	6	-	-	-	-	-	-	-	-	2	4	1	-
	1%	1%	-	-	-	-	-	-	-	-	1%	2%	1%	-
Instagram (direct messaging)	3	2	1	1	-	-	-	-	-	-	1	1	1	-
	*	*	1%	4%	-	-	-	-	-	-	*	*	1%	-
Telegram	3	-	3	-	3	-	-	-	-	-	-	3	-	-
	*	-	3%a	-	7%	-	-	-	-	-	-	1%	-	-
Line	1	1	-	-	-	-	-	-	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	-	-	*	-	-
Google Chats	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Kik	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 482

**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
**Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	698	611	76*	20**	36**	13**	4**	3**	1**	2**	324	247	98*	19**
IMO	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 1%	6 1%	-	-	-	-	-	-	-	-	3 1%	3 1%	* *	-
I use multiple services roughly the same amount	8 1%	8 1%	-	-	-	-	-	-	-	-	7 2%k	-	1 1%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 483  
**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
**Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	701	582	333	249	119	104	15	474	360	114	227	27	82	10	55	53	469	229	209	180	88	102	90	40
Weighted base	698	571	328	243	127*	113*	14**	488	406	82	210	28**	76*	10**	51*	46*	475	218	202	166	88*	93*	83*	35*
WhatsApp	466 67%	382 67%	227 69%	156 64%	84 66%	75 66%	9 67%	339 69% <sup>jl</sup>	280 69% <sup>l</sup>	59 72% <sup>l</sup>	127 61% <sup>l</sup>	15 53%	34 45%	6 67%	40 79% <sup>jl</sup>	32 70% <sup>l</sup>	309 65%	152 70%	140 69%	117 71%	61 69%	71 76% <sup>p</sup>	55 66%	25 70%
Facebook Messenger	155 22%	131 23%	64 19%	67 28% <sup>b</sup>	24 19%	21 18%	3 25%	102 21%	87 21% <sup>n</sup>	16 19%	53 25% <sup>n</sup>	9 33%	27 36% <sup>ghin</sup>	3 33%	5 9%	9 19%	107 23% <sup>u</sup>	48 22%	44 22%	34 21%	18 21%	11 12%	22 27% <sup>u</sup>	11 30% <sup>u</sup>
iMessage	30 4%	23 4%	18 5%	5 2%	8 6%	7 6%	1 4%	22 4%	18 4%	3 4%	9 4%	-	6 9% <sup>n</sup>	-	2 5%	22 5%	8 4%	8 4%	8 5%	4 5%	5 6%	2 3%	-	-
Snapchat	11 2%	8 1%	4 1%	4 2%	3 2%	3 3%	-	7 2%	7 2%	1 1%	4 2%	1 3%	3 4%	-	-	10 2%	1 1%	1 1%	1 1%	-	-	1 2%	-	-
Viber	7 1%	4 1%	4 1%	1 *	3 3%	3 3% <sup>c</sup>	-	5 1%	4 1%	1 1%	3 1%	-	-	-	1 3%	1 3%	4 1%	4 2%	4 2%	2 4% <sup>p</sup>	3 2%	2 2%	1 1%	-
Skype	7 1%	6 1%	2 1%	4 2%	* 2%	-	* 4%	2 *	2 1%	-	5 2% <sup>g</sup>	-	-	-	4 7% <sup>g</sup>	1 2%	6 1%	1 *	1 *	-	1 1%	-	-	-
Instagram (direct messaging)	3 *	3 1%	3 1%	-	-	-	-	2 *	1 1%	1 1%	1 1%	1 5%	-	-	-	3 1%	-	-	-	-	-	-	-	-
Telegram	3 *	3 *	3 1%	-	-	-	-	2 *	2 *	-	1 *	-	1 1%	-	-	1 *	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	-
Line	1 *	1 *	-	1 *	-	-	-	1 *	1 *	-	-	-	-	-	-	1 *	-	-	-	-	-	-	-	-
Google Chats	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 483  
**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	698	571	328	243	127*	113*	14**	488	406	82	210	28**	76*	10**	51*	46*	475	218	202	166	88*	93*	83*	35*
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IMO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 1%	4 1%	2 1%	2 1%	3 2%	3 2%	-	2 *	1 *	1 1%	4 2%gh	1 2%	3 3%gh	-	1 2%	1 1%	6 1%	1 *	1 *	1 *	-	1 *	-	-
I use multiple services roughly the same amount	8 1%	7 1%	3 1%	4 2%	1 1%	1 1%	-	4 1%	3 1%	1 1%	3 2%	1 4%	2 3%	-	-	6 1%	2 1%	2 1%	2 1%	-	2 2%	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 484  
**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
**Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	701	30	56	87	119	84	69	41	37	116	138	75	81	32	3	552	701
Weighted base	698	26**	55*	87*	111	82*	64*	42*	43*	126	139	76*	82*	34**	4**	548	698
WhatsApp	466 67%	13 51%	34 62%	46 52%	78 71% <sub>c</sub>	60 73% <sub>c</sub>	39 60%	33 80% <sub>cf</sub>	32 76% <sub>c</sub>	89 71% <sub>c</sub>	76 55%	40 53%	48 58%	18 51%	-	382 70% <sub>jk</sub>	466 67%
Facebook Messenger	155 22%	12 47%	15 28%	34 39% <sub>defg</sub>	21 19%	15 19%	14 22%	5 11%	6 15%	20 16%	48 34% <sub>o</sub>	29 38% <sub>o</sub>	26 32% <sub>o</sub>	11 32%	1 21%	105 19%	155 22%
iMessage	30 4%	-	1 2%	3 3%	4 4%	1 2%	6 10% <sub>e</sub>	1 2%	2 5%	5 4%	5 3%	4 5%	1 1%	-	-	25 5%	30 4%
Snapchat	11 2%	-	-	2 2%	1 1%	-	2 4%	-	-	5 4%	1 *	1 1%	1 1%	-	-	10 2%	11 2%
Viber	7 1%	-	-	-	2 2%	3 4%	-	1 2%	-	1 1%	-	-	-	-	-	7 1%	7 1%
Skype	7 1%	-	-	2 2%	1 1%	-	1 1%	-	2 5%	* *	2 1%	-	2 2%	1 3%	-	5 1%	7 1%
Instagram (direct messaging)	3 *	-	-	-	1 1%	1 1%	-	-	-	1 1%	1 1%	1 2%	-	-	-	2 *	3 *
Telegram	3 *	-	-	-	-	1 1%	2 3%	-	-	-	-	-	-	-	-	3 *	3 *
Line	1 *	-	-	-	-	-	-	-	-	1 1%	1 1%	-	-	-	1 26%	-	1 *
Google Chats	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 484

**Q21. When communicating one-to-one with a family member or friend who you communicate with regularly, which online communication service or app do use most often?**  
**Base: All respondents who use phone call or text message via an online communication service most often to communicate with family members/ friends**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	698	26**	55*	87*	111	82*	64*	42*	43*	126	139	76*	82*	34**	4**	548	698
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
IMO	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 1%	1 2%	2 3%	1 1%	1 1%	-	-	-	-	1 1%	3 2%	1 1%	3 4% <sup>o</sup>	2 5%	2 53%	3 1%	6 1%
I use multiple services roughly the same amount	8 1%	-	3 5%	-	2 2%	* *	-	2 4%	-	1 1%	3 2%	-	2 2%	3 8%	-	5 1%	8 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 485  
**Q22. When communicating one-to-one with an elderly family member or friend, which of the following services do you use most often?**  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Phone call via mobile phone	777	403	373	93	162	154	158	100	109	184	208	169	216	67	36	86	61	69	54	39	74	106	106	50	28	136	379	72
	37%	39%b	35%	40%i	45%hi	46%hi	43%hi	32%i	23%	32%	35%	40%j	42%jk	38%	43%k	37%	36%	38%k	36%	38%	38%	39%k	37%k	28%	44%k	39%	44%	39%
Phone call via landline	680	324	356	46	43	80	114	131	266	203	184	137	156	57	26	84	65	48	51	31	71	66	95	68	18	106	215	61
	32%	32%	33%	20%e	12%	24%e	31%def	42%def	55%def	36%	31%	32%	31%	32%	30%	36%v	38%rv	26%	34%v	31%	37%rv	24%	33%v	38%rv	28%	31%	25%	33%
SMS text message	151	60	91	26	31	24	29	17	23	36	41	35	38	8	6	21	17	9	10	1	18	11	21	22	6	29	70	7
	7%	6%	8%a	11%hi	9%i	7%	8%	6%	5%	6%	7%	8%	8%	4%	7%	9%tv	10%tv	5%	7%t	1%	9%tv	4%	7%t	12%nrt	10%t	8%	8%	4%
Text message over an online communication service, such as Skype or WhatsApp	127	54	73	23	48	28	17	10	2	40	40	21	26	12	11	4	18	3	9	5	25	21	11	1	27	59	10	
	6%	5%	7%	10%ghi	13%ghi	8%hi	5%i	3%i	1%	7%	7%	5%	5%	7%q	7%	5%	2%	10%qsu	2%	9%qsu	2%	9%qsu	7%qsu	6%	2%	8%	7%	5%
Phone call via an online communication service, such as Skype or WhatsApp	86	52	34	15	27	15	14	7	8	23	30	16	17	6	4	7	10	4	6	10	5	21	8	5	2	13	50	20
	4%	5%b	3%	7%hi	8%ghi	5%i	4%	2%	2%	4%	5%	4%	3%	4%	4%	3%	6%	2%	4%	10%npru	2%	7%pruw	3%	3%	3%	4%	6%	11%
Email	66	34	33	7	7	5	7	8	32	26	13	15	11	4	-	8	5	9	5	2	11	8	6	8	-	4	19	6
	3%	3%	3%	3%	2%	1%	2%	3%	7%efgh	5%km	2%	4%	2%	2%	4%	3%	5%	3%	2%	6%	3%	2%	2%	5%	-	1%	2%	3%
Other (please specify)	38	16	22	6	3	4	5	13	7	11	11	8	8	4	3	4	1	1	5	3	3	8	4	3	-	3	11	*
	2%	2%	2%	2%	1%	1%	1%	4%efgi	1%	2%	2%	2%	2%	2%	4%	2%	1%	*	3%r	3%	2%	3%	1%	1%	-	1%	1%	*
I use multiple services roughly the same amount	44	18	27	5	5	6	6	7	14	17	15	5	7	-	4	1	5	2	1	4	10	8	3	1	5	13	3	
	2%	2%	2%	2%	1%	2%	2%	2%	3%	3%	3%	1%	1%	4%	-	2%	1%	1%	1%	1%	4%	3%	1%	2%	1%	2%	2%	2%
Don't know	125	62	64	11	35	19	20	17	23	31	47	18	30	12	4	10	7	18	12	5	4	19	15	11	8	23	48	7
	6%	6%	6%	5%	10%dgi	6%	5%	6%	5%	5%	8%l	4%	6%	7%u	5%	4%	4%	10%pqu	8%u	5%	2%	7%u	5%	6%	12%pqu	7%	6%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 486

**Q22. When communicating one-to-one with an elderly family member or friend, which of the following services do you use most often?**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Phone call via mobile phone	777	698	67	13	30	16	3	5	8	6	442	236	64	16
	37%	36%	44%	40%	44%	46%	51%	54%	52%	57%	39%l	37%l	29%	33%
Phone call via landline	680	647	25	4	11	7	1	2	4	3	380	196	82	11
	32%	34%bd	17%	12%	17%	21%	10%	22%	27%	32%	33%	31%	38%	23%
SMS text message	151	146	5	2	2	1	-	-	1	-	94	44	9	1
	7%	8%	3%	7%	3%	2%	-	-	10%	-	8%	7%	4%	3%
Text message over an online communication service, such as Skype or WhatsApp	127	114	10	1	2	4	1	1	1	-	66	38	14	7
	6%	6%	6%	5%	4%	12%	16%	7%	6%	-	6%	6%	6%	15%jk
Phone call via an online communication service, such as Skype or WhatsApp	86	67	20	3	11	4	1	*	-	-	40	25	17	4
	4%	3%	13%a	11%	17%a	11%	12%	5%	-	-	4%	4%	8%jk	9%
Email	66	64	1	-	1	-	-	-	-	-	33	22	9	2
	3%	3%	1%	-	1%	-	-	-	-	-	3%	4%	4%	4%
Other (please specify)	38	31	6	2	1	2	-	1	-	-	15	19	1	2
	2%	2%	4%a	5%	1%	7%	-	12%	-	-	1%	3%j	1%	4%
I use multiple services roughly the same amount	44	43	1	-	1	-	1	-	1	18	15	6	3	3
	2%	2%	1%	-	1%	-	11%	-	5%	6%	2%	2%	3%	7%j
Don't know	125	108	15	7	8	-	-	-	-	*	61	43	18	2
	6%	6%	10%a	20%	12%a	-	-	-	-	5%	5%	7%	8%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 487  
**Q22. When communicating one-to-one with an elderly family member or friend, which of the following services do you use most often?**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Phone call via mobile phone	777	671	348	323	106	98	8	515	422	93	262	44	62	33	70	53	510	264	231	205	101	108	98	55
	37%	40%def	39%def	41%def	26%	27%	18%	43%ijmn	44%ijlm	37%jn	30%n	49%ijlm	33%no	28%	20%	35%n	33%	48%p	48%p	47%p	51%p	49%p	46%p	41%
Phone call via landline	680	504	252	252	176	155	21	321	229	92	359	18	48	62	185	46	567	110	91	102	25	47	53	34
	32%	30%	28%	32%	43%abc	42%abc	50%abc	27%	24%	36%ghkl	41%ghkl	20%	26%	53%ghij	54%ghij	30%	37%qrst	20%t	19%	23%t	13%	21%t	25%t	26%t
SMS text message	151	111	56	55	40	36	4	99	80	19	52	9	12	4	19	8	114	37	31	32	13	15	16	12
	7%	7%	6%	7%	10%ab	10%ab	9%	8%	8%	8%	6%	11%	7%	3%	5%	5%	7%	7%	6%	7%	7%	7%	8%	9%
Text message over an online communication service, such as Skype or WhatsApp	127	107	62	45	20	17	2	86	73	13	41	5	13	-	5	18	75	52	47	33	24	19	13	11
	6%	6%	7%	6%	5%	5%	6%	7%jmn	8%jmn	5%mn	5%mn	6%mn	7%mn	-	1%	12%gjmn	5%	10%p	10%p	8%p	12%p	8%p	6%	8%
Phone call via an online communication service, such as Skype or WhatsApp	86	66	45	21	20	20	-	63	56	7	24	4	12	*	5	3	58	28	27	19	12	11	11	2
	4%	4%	5%c	3%	5%	5%c	-	5%jmn	6%ijmn	3%	3%	4%	6%jmn	*	1%	2%	4%	5%	6%w	4%	6%w	5%	5%	1%
Email	66	51	28	22	15	14	1	23	16	7	43	-	10	8	21	5	55	11	9	10	3	7	3	5
	3%	3%	3%	3%	4%	4%	2%	2%	2%	3%	5%gh	-	5%ghk	7%ghk	6%ghk	3%	4%	2%	2%	2%	2%	3%	1%	4%
Other (please specify)	38	29	16	13	8	8	1	14	12	2	24	4	7	2	7	4	33	5	5	5	1	1	4	1
	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	3%gh	4%g	4%ghi	2%	2%	3%	2%	1%	1%	1%	*	*	2%	*
I use multiple services roughly the same amount	44	37	23	14	7	3	4	18	11	7	26	1	5	3	11	5	28	16	13	13	5	6	6	7
	2%	2%	3%	2%	2%	1%	9%abcde	1%	3%	3%gh	2%	3%gh	2%	3%	3%gh	3%h	2%	3%	3%	3%	2%	3%	3%	5%p
Don't know	125	109	65	44	17	14	2	70	57	13	55	4	18	5	20	9	97	27	23	19	12	9	7	9
	6%	6%	7%de	6%	4%	4%	5%	6%	6%	5%	6%	4%	9%	4%	6%	6%	6%	5%	5%	4%	6%	4%	4%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 488  
**Q22. When communicating one-to-one with an elderly family member or friend, which of the following services do you use most often?**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Phone call via mobile phone	777 37%	36 41%	88 37%	108 37%	121 35%	84 31%	69 38%	59 45%	47 47%	111 de	170 43%	69 33%	115 32%	44 28%	7 38%	591 39%	766 jm	37%
Phone call via landline	680 32%	25 29%	84 36%	106 36%	105 31%	98 36%	82 34%	98 22%	30 30%	71 27%	195 37%	53 26%	147 42%	69 45%	9 50%	471 31%	668 32%	
SMS text message	151 7%	4 4%	19 8%	18 6%	23 7%	21 8%	13 7%	15 12%	7 7%	21 8%	33 6%	23 11%	19 5%	8 5%	-	117 8%	150 7%	
Text message over an online communication service, such as Skype or WhatsApp	127 6%	7 7%	11 5%	15 5%	24 7%	18 7%	9 5%	9 7%	5 5%	19 7%	26 5%	13 6%	15 4%	6 4%	-	98 6%	127 6%	
Phone call via an online communication service, such as Skype or WhatsApp	86 4%	8 9%	6 bci	9 3%	16 5%	10 4%	7 4%	7 5%	4 4%	7 3%	14 3%	9 4%	5 1%	-	-	71 5%	86 lm	4%
Email	66 3%	1 2%	4 2%	12 4%	16 5%	10 4%	4 2%	5 3%	1 1%	7 3%	19 4%	4 2%	13 4%	3 2%	-	47 3%	66 3%	
Other (please specify)	38 2%	1 1%	3 1%	6 2%	7 2%	3 1%	5 3%	4 3%	-	4 2%	14 3%	6 3%	8 2%	8 5%	-	24 2%	38 2%	
I use multiple services roughly the same amount	44 2%	1 1%	5 2%	4 2%	11 3%	7 3%	3 2%	2 1%	2 2%	4 2%	11 2%	3 2%	7 2%	6 4%	-	33 2%	43 2%	
Don't know	125 6%	6 7%	17 7%	13 5%	21 6%	22 8%	12 6%	3 2%	4 4%	15 6%	41 8%	20 10%	24 7%	10 6%	2 12%	83 5%	120 6%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 489  
**Q23. When communicating one-to-one with an elderly family member or friend , which online communication service or app do use most often?**  
 Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)	
Unweighted base	214	105	109	41	61	52	29	20	11	65	71	38	40	17	8	19	13	22	10	21	10	44	32	15	3	37	106	27	
Weighted base	214	106*	107*	38*	75*	43*	31**	16**	10**	63*	70*	37*	43*	19**	10**	18**	14**	22**	9**	19**	9**	46*	29**	15**	3**	40*	109*	29*	
WhatsApp	122	68	54	14	42	28	21	11	5	40	41	19	22	11	7	10	8	13	4	7	5	29	16	9	3	24	64	11	
	57%	64%	51%	38%	55%	66% <sup>d</sup>	69%	66%	55%	64%	58%	51%	52%	60%	66%	53%	56%	60%	39%	39%	56%	63%	55%	61%	100%	60%	59%	39%	
Facebook Messenger	54	16	37	16	20	8	5	3	-	9	18	12	16	5	2	6	4	5	3	9	1	6	10	2	-	11	20	10	
	25%	15%	35% <sup>a</sup>	43% <sup>f</sup>	27%	19%	18%	21%	-	13%	25%	31%	37% <sup>j</sup>	27%	21%	36%	31%	24%	33%	48%	10%	13%	33%	12%	-	28%	18%	33%	
Skype	11	7	4	1	4	1	2	-	3	6	3	2	-	-	1	-	1	-	-	1	-	4	1	3	-	1	9	4	
	5%	6%	4%	2%	5%	3%	8%	-	26%	9%	4%	6%	-	-	13%	-	6%	-	-	7%	-	9%	3%	17%	-	2%	8%	14%	
iMessage	8	2	6	3	3	1	-	1	-	3	2	1	1	-	2	-	3	1	-	-	1	-	1	-	-	2	2	-	
	4%	2%	5%	9%	4%	2%	-	4%	-	4%	4%	2%	3%	-	4%	11%	-	12%	12%	-	4%	-	2%	-	5%	5%	2%	-	
Line	4	4	-	-	3	1	-	-	-	2	1	1	-	-	-	-	-	-	-	1	3	-	-	-	-	-	4	1	
	2%	4%	-	-	5%	2%	-	-	-	3%	3%	2%	-	-	-	-	-	-	-	11%	8%	-	-	-	-	-	4%	4%	
Viber	4	2	2	-	1	1	1	-	-	1	1	2	1	-	-	-	-	-	1	-	1	1	-	-	-	1	2	-	
	2%	2%	1%	-	1%	2%	3%	4%	-	1%	3%	4%	6%	-	-	-	-	-	5%	-	1%	3%	-	-	-	2%	2%	-	
Instagram (direct messaging)	2	1	1	1	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	1	2	
	1%	1%	1%	2%	1%	-	-	-	-	1%	2%	-	-	-	-	-	3%	-	-	-	-	-	-	5%	-	-	1%	5%	
IMO	1	-	1	1	-	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	
	1%	-	1%	4%	-	-	-	-	-	2%	-	-	-	7%	-	-	-	-	-	-	-	-	-	-	-	3%	-	-	
Google Chats	1	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	1	
	1%	1%	-	3%	-	-	-	-	-	2%	-	-	-	-	-	-	-	-	-	-	2%	-	-	-	-	-	1%	4%	
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 489

**Q23. When communicating one-to-one with an elderly family member or friend , which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend**

	Gender		Age							Social Grade				Region											Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Weighted base	214	106*	107*	38*	75*	43*	31**	16**	10**	63*	70*	37*	43*	19**	10**	18**	14**	22**	9**	19**	9**	46*	29**	15**	3**	40*	109*	29*	
Snapchat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Telegram	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 3%	5 5%	1 1%	-	2 2%	1 3%	1 2%	1 5%	2 19%	3 5%	2 2%	1 1%	1 2%	-	-	-	1 7%	-	2 16%	-	1 14%	1 1%	2 7%	-	-	-	4 4%	1 2%	
I use multiple services roughly the same amount	1 *	-	1 1%	-	-	1 2%	-	-	-	-	1 1%	-	-	-	-	-	-	-	-	-	1 9%	-	-	-	-	-	1 1%	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 490

**Q23. When communicating one-to-one with an elderly family member or friend, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	214	178	33	7	14	8	2	2	1	-	105	63	30	13
Weighted base	214	180	30**	5**	14**	8**	2**	1**	1**	**	106*	63*	31**	11**
WhatsApp	122	96	22	3	9	8	1	1	1	-	62	35	20	4
	57%	53%	75%	67%	66%	100%	42%	100%	100%	-	58%	55%	66%	39%
Facebook Messenger	54	54	-	-	-	-	-	-	-	-	25	14	6	6
	25%	30%	-	-	-	-	-	-	-	-	24%	23%	20%	55%
Skype	11	8	3	1	1	-	1	-	-	-	6	3	2	-
	5%	4%	9%	20%	5%	-	58%	-	-	-	5%	5%	7%	-
iMessage	8	7	*	-	*	-	-	-	-	-	4	3	-	1
	4%	4%	2%	-	3%	-	-	-	-	-	4%	5%	-	7%
Line	4	2	2	-	2	-	-	-	-	-	2	2	-	-
	2%	1%	8%	-	18%	-	-	-	-	-	2%	4%	-	-
Viber	4	3	1	1	-	-	-	-	-	-	1	2	1	-
	2%	2%	2%	13%	-	-	-	-	-	-	1%	3%	3%	-
Instagram (direct messaging)	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	1%	1%	-	-	-	-	-	-	-	-	1%	-	-	-
IMO	1	1	-	-	-	-	-	-	-	-	-	1	-	-
	1%	1%	-	-	-	-	-	-	-	-	-	2%	-	-
Google Chats	1	-	1	-	1	-	-	-	-	-	-	-	1	-
	1%	-	4%	-	8%	-	-	-	-	-	-	-	4%	-
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 490

**Q23. When communicating one-to-one with an elderly family member or friend, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	214	180	30**	5**	14**	8**	2**	1**	1**	**	106*	63*	31**	11**
Snapchat	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Telegram	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 3%	6 4%	-	-	-	-	-	-	-	4	2 4%	-	-	-
I use multiple services roughly the same amount	1 *	1 *	-	-	-	-	-	-	-	1 1%	-	-	-	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 491  
**Q23. When communicating one-to-one with an elderly family member or friend, which online communication service or app do use most often?**  
Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	214	178	111	67	36	34	2	143	114	29	71	8	28	1	13	21	134	79	72	54	35	33	24	12
Weighted base	214	174	107*	66*	40*	37**	2**	149	129*	20**	65*	9**	24**	***	10**	21**	133	80*	74*	52*	36**	30**	25**	12**
WhatsApp	122	101	63	39	21	18	2	88	77	11	34	5	12	*	6	10	69	52	49	35	25	23	15	6
	57%	58%	58%	58%	52%	49%	100%	59%	60%	53%	53%	60%	48%	100%	65%	49%	52%	65%	67%	67%	68%	78%	60%	50%
Facebook Messenger	54	44	25	19	10	10	-	31	25	6	23	3	11	-	1	8	35	19	17	10	10	3	6	4
	25%	25%	23%	29%	25%	26%	-	21%	20%	29%	35%gh	32%	44%	-	8%	40%	26%	24%	23%	19%	27%	12%	26%	35%
Skype	11	9	7	2	2	2	-	10	9	1	1	-	-	-	1	-	9	2	2	2	-	1	2	-
	5%	5%	6%	3%	5%	5%	-	7%	7%	5%	1%	-	-	-	8%	-	6%	3%	3%	4%	-	3%	9%	-
iMessage	8	7	3	4	1	1	-	4	4	-	3	-	1	-	-	2	6	1	1	1	-	1	-	-
	4%	4%	3%	5%	2%	2%	-	3%	3%	-	5%	-	5%	-	9%	-	5%	2%	2%	3%	-	4%	-	-
Line	4	4	4	-	-	-	-	4	4	-	-	-	-	-	-	-	3	1	-	1	-	-	-	1
	2%	3%	4%	-	-	-	-	3%	3%	-	-	-	-	-	-	-	3%	1%	-	2%	-	-	-	8%
Viber	4	4	2	2	-	-	-	3	3	-	1	1	-	-	-	-	3	1	1	-	1	-	-	-
	2%	2%	2%	3%	-	-	-	2%	2%	-	1%	7%	-	-	-	-	2%	1%	2%	-	3%	-	-	-
Instagram (direct messaging)	2	-	-	-	2	2	-	1	-	1	1	-	1	-	-	-	1	1	1	1	-	1	-	-
	1%	-	-	-	4%a	4%	-	1%	-	4%	1%	-	3%	-	-	-	1%	1%	1%	2%	-	3%	-	-
IMO	1	-	-	-	1	1	-	1	1	-	-	-	-	-	-	-	-	1	1	1	-	-	1	-
	1%	-	-	-	3%a	4%	-	1%	1%	-	-	-	-	-	-	-	-	2%	2%	3%	-	-	6%	-
Google Chats	1	1	1	-	-	-	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	1%	1%	1%	-	-	-	-	1%	1%	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	-
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 491

**Q23. When communicating one-to-one with an elderly family member or friend , which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend**

	Which of the following best describes where you live?							Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?						
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	214	174	107*	66*	40*	37**	2**	149	129*	20**	65*	9**	24**	***	10**	21**	133	80*	74*	52*	36**	30**	25**	12**
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Snapchat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Telegram	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 3%	3 1%	1 1%	1 2%	4 10%ab	4 10%	-	4 3%	2 2%	2 8%	2 4%	-	-	-	2 19%	1 3%	6 4%	1 1%	1 1%	-	1 1%	-	-	-
I use multiple services roughly the same amount	1 *	1 *	1 1%	-	-	-	-	1 1%	1 1%	-	-	-	-	-	-	-	-	1 1%	-	1 2%	-	-	-	1 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 492

**Q23. When communicating one-to-one with an elderly family member or friend, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	214	17	18	22	40	26	17	17	10	25	38	18	21	6	-	171	214
Weighted base	214	14**	17**	25**	40*	28**	16**	16**	9**	26**	40*	21**	20**	6**	169	214	
WhatsApp	122	7	11	13	18	18	7	10	6	16	20	9	13	3	-	98	122
	57%	52%	62%	51%	44%	64%	45%	62%	70%	64%	51%	44%	66%	50%	-	58%	57%
Facebook Messenger	54	6	5	8	15	5	3	4	1	3	15	10	4	3	-	38	54
	25%	39%	27%	34%	39%	18%	22%	25%	8%	13%	37%	46%	22%	50%	-	23%	25%
Skype	11	-	-	1	-	2	3	1	-	-	2	1	1	-	-	8	11
	5%	-	-	5%	-	7%	18%	7%	-	-	6%	7%	4%	-	-	5%	5%
iMessage	8	*	-	-	4	-	1	-	-	2	1	-	1	-	-	7	8
	4%	3%	-	-	9%	-	6%	-	-	10%	2%	-	5%	-	-	4%	4%
Line	4	-	-	-	-	2	1	-	1	-	-	-	-	-	-	4	4
	2%	-	-	-	-	9%	6%	-	11%	-	-	-	-	-	-	3%	2%
Viber	4	-	1	-	1	1	-	1	-	-	-	-	-	-	-	4	4
	2%	-	4%	-	3%	3%	-	6%	-	-	-	-	-	-	-	2%	2%
Instagram (direct messaging)	2	1	1	-	-	-	-	-	-	-	2	1	1	-	-	-	2
	1%	6%	4%	-	-	-	-	-	-	-	4%	4%	4%	-	-	-	1%
IMO	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1
	1%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	1%	1%
Google Chats	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1
	1%	-	-	-	3%	-	-	-	-	-	-	-	-	-	-	1%	1%
KIK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Twitter (direct messaging)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 492

**Q23. When communicating one-to-one with an elderly family member or friend, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with an elderly family member/ friend**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	214	14**	17**	25**	40*	28**	16**	16**	9**	26**	40*	21**	20**	6**	**	169	214
Snapchat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Telegram	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please specify)	6 3%	-	1 3%	1 4%	-	-	1 3%	-	1 10%	3 13%	-	-	-	-	-	6 4%	6 3%
I use multiple services roughly the same amount	1 *	-	-	-	1 2%	-	-	-	-	-	-	-	-	-	-	1 *	1 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 493  
**Q24. When contacting a group or multiple people at the same time, which of the following services do you use most often?**  
 Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of England (u)	London (v)	South East (w)	South West (x)	North of England (y)	Public (A)		Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Text message over an online communication service, such as Skype or WhatsApp	803	351	451	119	201	161	145	102	74	214	276	162	150	67	37	79	68	71	53	34	74	115	106	72	27	193	384	62
	38%	34%	42%a	51%ghi	55%ghi	48%ghi	39%i	33%i	15%	37%am	47%jlm	38%am	30%	38%	43%	34%	40%	39%	36%	34%	38%	42%	37%	40%	43%	56%B	45%	33%
Voice/video call via an online communication service, such as Skype or WhatsApp	304	132	172	58	67	59	51	35	33	85	85	68	66	24	6	25	17	26	22	16	28	67	39	28	5	44	149	52
	15%	13%	16%	25%fgh	19%hi	18%hi	14%i	11%i	7%	15%	15%	16%	13%	13%	7%	11%	10%	15%	15%	16%	15%	24%nop	14%	16%	8%	13%	17%	28%
Email	276	175	101	2	14	18	35	51	156	104	86	38	48	25	4	30	27	19	21	10	35	32	46	20	7	20	76	25
	13%	17%b	9%	1%	4%cd	5%cd	9%de	17%defg	32%defgh	18%lm	15%lm	9%	9%	14%	5%	13%	16%o	10%	14%	10%	18%or	12%	16%o	11%	12%	6%	9%	13%
SMS text message	119	55	64	10	10	15	29	16	39	26	29	27	36	8	7	23	7	11	12	7	9	4	16	9	6	18	45	7
	6%	5%	6%	4%	3%	4%	8%e	5%	8%e	5%	5%	6%	7%	5%	8%v	10%quv	4%	6%v	8%v	7%v	5%	1%	6%v	5%v	9%v	5%	5%	4%
Voice call via mobile phone	99	55	44	11	18	25	22	10	13	28	24	13	34	10	3	17	3	9	8	7	8	14	12	4	5	16	55	16
	5%	5%	4%	5%	5%	8%hi	6%i	3%	3%	5%	4%	3%	7%l	6%	3%	7%qx	2%	5%	5%	6%	4%	5%	4%	2%	8%q	5%	6%	8%
Voice call via landline	31	16	15	4	4	3	8	3	10	13	2	2	14	1	4	3	2	4	1	3	2	5	5	1	-	7	9	8
	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%kl	*	1%	3%kl	1%	4%	1%	1%	2%	*	3%	1%	2%	2%	1%	-	2%	1%	4%
Other (please specify)	100	55	45	7	3	5	12	23	50	22	24	21	33	5	6	13	13	5	7	5	12	10	14	8	2	7	22	1
	5%	5%	4%	3%	1%	2%	3%e	7%defg	10%defg	4%	4%	5%	6%	3%	7%	5%	8%r	3%	5%	5%	6%	3%	5%	4%	4%	2%	3%	1%
I use multiple services roughly the same amount	71	31	40	11	6	15	12	13	14	20	14	20	17	13	8	9	3	4	5	3	7	5	11	3	1	8	30	9
	3%	3%	4%	5%	2%	4%	3%	4%	3%	4%	2%	5%	3%	7%qrux	9%qrux	4%	2%	2%	4%	3%	3%	2%	4%	1%	2%	2%	4%	5%
Don't know	291	151	140	11	39	34	56	56	96	59	48	73	111	23	12	34	31	31	20	17	20	23	34	37	8	35	91	7
	14%	15%	13%	5%	11%cd	10%cd	15%cd	18%def	20%def	10%	8%	17%jk	22%jk	13%	14%	15%v	18%uv	17%v	13%	17%v	10%	8%	12%	20%uvw	13%	10%	11%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 494

**Q24. When contacting a group or multiple people at the same time, which of the following services do you use most often?**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Text message over an online communication service, such as Skype or WhatsApp	803	729	65	16	27	12	4	6	4	2	411	256	101	25
	38%	38%	43%	50%	39%	36%	57%	59%	26%	16%	36%	40%	46% <sub>j</sub>	52% <sub>j</sub>
Voice/video call via an online communication service, such as Skype or WhatsApp	304	254	47	7	21	16	1	2	1	1	151	103	32	12
	15%	13%	31% <sub>a</sub>	21%	30% <sub>a</sub>	46%	20%	23%	9%	8%	13%	16%	14%	25% <sub>j</sub>
Email	276	267	6	3	1	1	-	1	2	1	133	106	34	*
	13%	14% <sub>b</sub> <sub>d</sub>	4%	8%	1%	4%	-	6%	12%	11%	12% <sub>m</sub>	17% <sub>j</sub> <sub>m</sub>	15% <sub>m</sub>	1%
SMS text message	119	119	-	-	-	-	-	-	-	1	69	37	9	2
	6%	6% <sub>b</sub>	-	-	-	-	-	-	-	12%	6%	6%	4%	3%
Voice call via mobile phone	99	78	17	3	11	2	-	-	3	1	55	25	12	1
	5%	4%	11% <sub>a</sub>	11%	17% <sub>a</sub>	7%	-	-	21%	9%	5%	4%	5%	3%
Voice call via landline	31	28	3	*	2	-	1	-	1	2	18	5	6	-
	1%	1%	2%	1%	2%	-	10%	-	7%	19%	2%	1%	3% <sub>k</sub>	-
Other (please specify)	100	94	4	1	2	-	-	1	-	-	72	22	4	1
	5%	5%	3%	3%	3%	-	-	12%	-	-	6% <sub>k</sub> <sub>l</sub>	3%	2%	1%
I use multiple services roughly the same amount	71	67	3	2	1	-	-	-	-	1	43	19	4	4
	3%	3%	2%	6%	2%	-	-	-	-	10%	4%	3%	2%	8% <sub>l</sub>
Don't know	291	282	6	-	3	2	1	-	4	2	197	65	18	4
	14%	15% <sub>b</sub> <sub>d</sub>	4%	-	5%	5%	12%	-	25%	15%	17% <sub>k</sub> <sub>l</sub>	10%	8%	8%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 495  
**Q24. When contacting a group or multiple people at the same time, which of the following services do you use most often?**  
 Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?						
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Text message over an online communication service, such as Skype or WhatsApp	803 38%	648 38% <sup>c</sup>	387 43% <sup>ac</sup>	261 33%	155 38%	139 38%	15 37%	577 48% <sup>ijklmn</sup>	472 49% <sup>ijklmno</sup>	105 41% <sup>jmn</sup>	226 26% <sup>m</sup>	26 30% <sup>m</sup>	60 33% <sup>mn</sup>	8 7%	72 21% <sup>m</sup>	59 39% <sup>jmn</sup>	560 36%	238 43% <sup>p</sup>	215 45% <sup>p</sup>	187 43% <sup>p</sup>	91 46% <sup>p</sup>	104 47% <sup>p</sup>	88 42%	53 40%
Voice/video call via an online communication service, such as Skype or WhatsApp	304 15%	260 15% <sup>de</sup>	140 16% <sup>de</sup>	119 15%	44 11%	39 11%	5 12%	193 16% <sup>jmn</sup>	154 16% <sup>jmn</sup>	39 16% <sup>n</sup>	111 13% <sup>n</sup>	12 13% <sup>n</sup>	44 24% <sup>ghijmno</sup>	10 8%	19 6%	26 17% <sup>mn</sup>	179 12%	124 23% <sup>pw</sup>	116 24% <sup>pw</sup>	94 21% <sup>pw</sup>	52 26% <sup>pw</sup>	49 22% <sup>p</sup>	55 26% <sup>pw</sup>	18 13%
Email	276 13%	206 12%	97 11%	108 14%	70 17% <sup>ab</sup>	61 17% <sup>ab</sup>	9 21%	96 8%	63 7%	32 13% <sup>gho</sup>	180 20% <sup>ghil</sup>	10 11%	15 8%	27 23% <sup>ghil</sup>	120 35% <sup>ghijklmo</sup>	8 5%	253 16% <sup>qrstuvw</sup>	23 4%	20 4%	19 4%	4 2%	7 3%	10 5%	6 4%
SMS text message	119 6%	90 5%	41 5%	49 6%	29 7%	27 7%	2 4%	63 5%	48 5%	15 6%	55 6%	6 7%	11 6%	11 9% <sup>o</sup>	24 7% <sup>o</sup>	3 2%	84 5%	34 6%	25 5%	31 7%	9 5%	12 5%	13 6%	15 11% <sup>prt</sup>
Voice call via mobile phone	99 5%	90 5% <sup>de</sup>	44 5% <sup>d</sup>	47 6% <sup>de</sup>	9 2%	9 2%	-	71 6% <sup>jn</sup>	54 6% <sup>jn</sup>	16 6% <sup>jn</sup>	29 3% <sup>n</sup>	6 6% <sup>n</sup>	8 4% <sup>n</sup>	5 4% <sup>n</sup>	3 1%	8 5% <sup>n</sup>	61 4%	39 7% <sup>p</sup>	34 7% <sup>p</sup>	30 7% <sup>p</sup>	15 7% <sup>p</sup>	17 8% <sup>p</sup>	14 7%	8 6%
Voice call via landline	31 1%	27 2%	16 2%	11 1%	4 1%	3 1%	1 3%	16 1%	13 1%	3 1%	15 2%	1 1%	1 1%	6 5% <sup>ghijln</sup>	4 1%	2 1%	23 1%	8 2%	7 2%	6 1%	3 1%	2 1%	4 2%	2 2%
Other (please specify)	100 5%	75 4%	33 4%	42 5%	25 6%	24 6% <sup>b</sup>	1 3%	29 2%	20 2%	9 4%	71 8% <sup>ghi</sup>	6 7% <sup>gh</sup>	10 5% <sup>gh</sup>	16 14% <sup>ghijlo</sup>	34 10% <sup>ghio</sup>	5 3%	90 6% <sup>qrstuv</sup>	10 2%	6 1%	8 2%	2 1%	1 *	4 2%	5 3% <sup>u</sup>
I use multiple services roughly the same amount	71 3%	53 3%	27 3%	26 3%	18 4%	14 4%	4 11% <sup>abcde</sup>	38 3%	29 3%	9 4%	33 4%	2 2%	12 6% <sup>ghn</sup>	5 4%	7 2%	8 5% <sup>n</sup>	51 3%	20 4%	16 3%	18 4%	6 3%	8 4%	7 3%	6 5%
Don't know	291 14%	236 14%	110 12%	126 16%	55 14%	51 14%	4 9%	126 10%	101 11%	25 10%	165 19% <sup>ghi</sup>	20 22% <sup>ghi</sup>	25 14%	31 26% <sup>ghil</sup>	59 17% <sup>ghi</sup>	30 20% <sup>ghi</sup>	238 15% <sup>qrstv</sup>	52 9%	39 8%	45 10%	16 8%	23 11%	16 8%	22 16% <sup>qrv</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 496

**Q24. When contacting a group or multiple people at the same time, which of the following services do you use most often?**

**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Text message over an online communication service, such as Skype or WhatsApp	803 38%	22 25%	53 22%	95 33% <sup>b</sup>	126 37% <sup>b</sup>	99 36% <sup>b</sup>	82 45% <sup>abc</sup>	57 43% <sup>ab</sup>	48 49% <sup>abc</sup>	151 58% <sup>abcd</sup>	151 29%	68 34% <sup>m</sup>	92 26%	32 21%	4 22%	639 42% <sup>jl</sup>	803 39%
Voice/video call via an online communication service, such as Skype or WhatsApp	304 15%	14 16%	38 16%	30 10%	41 12%	44 16%	23 12%	24 18% <sup>c</sup>	14 14%	40 15%	75 14%	38 19%	50 14%	19 12%	-	226 15%	304 15%
Email	276 13%	15 17% <sup>i</sup>	38 16% <sup>i</sup>	44 15% <sup>i</sup>	40 12%	44 16% <sup>i</sup>	22 12%	19 14%	12 12%	21 8%	83 16% <sup>ko</sup>	19 9%	61 17% <sup>ko</sup>	25 16%	5 26%	185 12%	273 13%
SMS text message	119 6%	7 8% <sup>i</sup>	16 7% <sup>i</sup>	29 10% <sup>fghi</sup>	24 7% <sup>i</sup>	16 6% <sup>i</sup>	8 4%	4 3%	3 3%	6 2%	30 6%	10 5%	21 6%	9 6%	-	85 6%	118 6%
Voice call via mobile phone	99 5%	10 11% <sup>cdei</sup>	14 6%	10 4%	14 4%	8 3%	11 6%	9 6%	7 7%	12 5%	17 3%	12 6% <sup>l</sup>	8 2%	6 4%	2 10%	80 5% <sup>l</sup>	97 5%
Voice call via landline	31 1%	2 3%	4 2%	5 2%	6 2%	2 1%	2 1%	-	1 1%	6 2%	11 2%	3 2%	6 2%	5 3%	2 10%	20 1%	31 1%
Other (please specify)	100 5%	4 4%	17 7% <sup>i</sup>	15 5% <sup>i</sup>	26 8% <sup>i</sup>	16 6% <sup>i</sup>	7 4%	3 3%	3 3%	3 1%	42 8% <sup>ko</sup>	7 3%	31 9% <sup>ko</sup>	18 12% <sup>ko</sup>	5 26%	58 4%	93 4%
I use multiple services roughly the same amount	71 3%	1 1%	8 3%	14 5%	7 2%	9 3%	8 5%	4 3%	5 5%	7 3%	22 4%	10 5%	17 5%	7 5%	-	49 3%	71 3%
Don't know	291 14%	14 16% <sup>i</sup>	50 21% <sup>efgh</sup>	48 16% <sup>hi</sup>	59 17% <sup>hi</sup>	34 13% <sup>i</sup>	21 11% <sup>i</sup>	13 10%	7 7%	15 6%	90 17% <sup>o</sup>	32 16%	67 19% <sup>o</sup>	34 22% <sup>o</sup>	1 6%	193 13%	276 13%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 497

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	Gender		Age							Social Grade							Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	Eastern (u)	London (v)	South East (w)	South West (x)	North-east Ireland (y)	Public (A)	Private (B)			
Unweighted base	1112	479	633	167	239	239	201	155	111	323	356	232	201	83	37	110	89	101	85	58	101	178	145	93	32	228	520	108		
Weighted base	1107	484	623	177	268	221	196	138	107	299	362	230	216	91*	42*	104*	85*	97*	75*	50*	102*	182	146	100*	32**	236	533	113*		
WhatsApp	750	357	394	59	193	157	147	112	83	218	241	158	133	54	27	71	47	82	45	30	74	135	97	62	26	177	375	72		
	68%	74%b	63%	33%	72%d	71%d	75%d	81%def	78%d	73%m	67%	69%	61%	60%	64%	68%	55%	85%nop	61%	59%	72%q	74%nqs	67%	62%	79%	75%	70%	63%		
Facebook Messenger	226	64	162	69	48	50	29	16	13	50	68	45	64	24	11	20	30	9	21	16	25	11	30	24	5	42	95	21		
	20%	13%	26%a	39%efg	18%	23%hi	15%	12%	13%	17%	19%	19%	29%ijkl	27%rv	25%rv	20%v	35%prv	10%	28%rv	31%rv	24%rv	6%	20%rv	24%rv	15%	18%	18%	19%		
Skype	28	17	10	3	6	5	6	4	4	11	9	4	4	2	1	-	2	3	2	2	1	6	5	4	*	4	15	6		
	3%	4%	2%	2%	2%	2%	3%	3%	4%	4%	2%	2%	2%	3%	2%	-	2%	3%	2%	4%p	1%	3%	3%	4%	1%	2%	3%	5%		
Snapchat	23	6	16	21	-	-	-	1	-	5	11	1	6	2	-	2	3	-	1	-	1	6	6	2	-	4	6	2		
	2%	1%	3%	12%efgh	-	-	-	1%	-	2%	3%	1%	3%	2%	-	2%	4%	-	1%	-	1%	3%	4%	2%	-	2%	1%	2%		
iMessage	16	6	9	7	6	1	1	-	-	4	1	9	1	1	3	1	-	-	-	*	-	6	-	4	-	1	12	1		
	1%	1%	1%	4%fghi	2%	1%	1%	-	-	1%	*	4%km	*	1%	6%qrstu	1%	-	-	-	1%	-	3%w	-	4%w	-	1%	2%	1%		
An email service (such as Gmail, Yahoo Mail or Outlook)	15	11	4	1	1	2	4	2	4	6	5	1	3	2	-	3	3	1	2	-	-	3	-	1	-	4	5	3		
	1%	2%b	1%	*	*	1%	2%	2%	4%de	2%	1%	*	1%	2%	-	3%w	3%w	1%	2%	-	-	2%	-	1%	-	2%	1%	3%		
FaceTime	12	4	8	3	-	2	4	1	2	1	4	2	6	3	-	4	-	-	1	-	-	1	3	1	-	1	1	1		
	1%	1%	1%	2%	-	1%	2%e	1%	2%e	*	1%	1%	3%j	3%	-	3%	-	-	2%	-	-	1%	2%	1%	-	*	*	1%		
Instagram	6	3	3	4	2	-	-	-	-	1	2	3	-	-	-	2	-	1	1	-	-	1	1	-	-	-	2	-		
	1%	1%	*	2%f	1%	-	-	-	-	*	*	1%	-	-	-	1%	-	1%	1%	-	-	1%	1%	-	-	-	*	-		
Twitter (direct messaging)	5	3	3	2	3	1	-	-	-	-	5	-	-	-	-	-	-	-	-	-	-	3	3	-	-	-	3	-		
	*	1%	*	1%	1%	*	-	-	-	-	1%j	-	-	-	-	-	-	-	-	-	-	1%	2%	-	-	-	1%	-		
Telegram	5	3	2	2	1	1	1	-	-	-	3	2	-	1	-	-	-	-	1	-	-	2	1	-	-	1	3	1		
	*	1%	*	1%	*	*	1%	-	-	-	1%	1%	-	1%	-	-	-	-	2%	-	-	1%	1%	-	-	*	1%	1%		

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 497

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	Gender		Age							Social Grade				Region											Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)		Private (B)
Weighted base	1107	484	623	177	268	221	196	138	107	299	362	230	216	91*	42*	104*	85*	97*	75*	50*	102*	182	146	100*	32**	236	533	113*
KIK	3*	3	-	3	-	-	-	-	-	-	1	2	-	-	-	-	-	-	-	-	-	1	-	-	2	-	3	3
		1%	-	2%	-	-	-	-	-	-	*	1%	-	-	-	-	-	-	-	-	-	1%	-	-	5%	-	1%	2%
Viber	3*	2*	1*	-	1	1	-	-	-	1	1	1	-	1	-	1	-	-	-	-	-	1	1	-	-	1	1	-
		*	*	-	1%	*	*	-	-	*	*	*	-	1%	-	1%	-	-	-	-	-	*	*	-	-	*	*	-
Google Hangouts	2*	2*	-	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	2	-	-	-	-	-	-	2	2	
		*	*	1%	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	4%	pvw	-	-	-	-	-	*	2%	
Google Chats	1*	1*	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	
		*	*	-	*	-	-	-	-	*	-	-	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	-	
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other messaging service	4*	1*	3*	-	1	-	2	-	-	-	2	1	1	-	-	1	-	-	-	-	2	-	1	-	-	3	-	
		*	*	-	*	-	1%	-	-	-	1%	*	*	-	-	1%	-	-	-	-	1%	-	1%	-	-	1%	-	
Other calling service	1*	1*	-	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	
		*	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	*	-	
I use multiple services roughly the same amount	8	1	8	2	4	1	1	-	-	-	6	3	-	1	1	1	-	1	1	-	1	3	-	-	-	6	1	
		1%	*	1%	1%	2%	*	1%	-	-	2%	j	1%	-	1%	2%	1%	-	1%	1%	-	1%	2%	-	-	-	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 498

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	1112	984	117	26	49	27	6	9	7	3	558	360	133	43
Weighted base	1107	983	111*	23**	47*	28**	5**	8**	5**	2**	563	359	133	37*
WhatsApp	750 68%	655 67%	84 76%	16 69%	36 75%	22 78%	4 74%	7 92%	2 38%	2 77%	373 66% <sub>m</sub>	255 71% <sub>m</sub>	106 80% <sub>jm</sub>	8 21%
Facebook Messenger	226 20%	220 22% <sub>abd</sub>	6 5%	1 6%	1 1%	3 11%	1 14%	-	2 33%	1 23%	124 22% <sub>l</sub>	62 17%	16 12%	19 53% <sub>ijkl</sub>
Skype	28 3%	24 2%	3 3%	1 4%	1 2%	-	1 12%	1 8%	-	-	10 2%	14 4% <sub>j</sub>	3 2%	* 1%
Snapchat	23 2%	20 2%	3 2%	-	3 5%	-	-	-	1 28%	-	14 3% <sub>k</sub>	-	1 1%	6 16% <sub>ijkl</sub>
iMessage	16 1%	12 1%	4 3%	2 9%	1 2%	1 3%	-	-	-	-	8 1%	7 2%	-	1 2%
An email service (such as Gmail, Yahoo Mail or Outlook)	15 1%	15 1%	-	-	-	-	-	-	-	-	6 1%	4 1%	5 4%	-
FaceTime	12 1%	12 1%	-	-	-	-	-	-	-	-	8 1%	2 1%	2 1%	-
Instagram	6 1%	5 *	1 1%	-	1 2%	-	-	-	-	-	6 1%	-	-	-
Twitter (direct messaging)	5 *	3 *	2 2% <sub>a</sub>	1 4%	1 3% <sub>a</sub>	-	-	-	-	-	2 *	3 1%	-	1 2%
Telegram	5 *	3 *	2 2%	-	2 4% <sub>a</sub>	-	-	-	-	-	2 *	3 1%	-	-
KIK	3 *	2 *	1 1%	1 4%	-	-	-	-	-	-	1 *	2 *	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 498

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	1107	983	111*	23**	47*	28**	5**	8**	5**	2**	563	359	133	37*
Viber	3*	3*	-	-	-	-	-	-	-	-	1*	1*	1*	-
Google Hangouts	2*	2*	-	-	-	-	-	-	-	-	2*	-	-	-
Google Chats	1*	1*	-	-	-	-	-	-	-	-	1*	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other messaging service	4*	1*	2* 2%a	-	-	2* 9%	-	-	-	-	2*	1*	-	1* 2%
Other calling service	1*	1*	-	-	-	-	-	-	-	-	1*	-	-	-
I use multiple services roughly the same amount	8 1%	5 *	3 3%a	1 3%	3 6%a	-	-	-	-	-	3 1%	4 1%	-	1 3%j

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 499

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	Which of the following best describes where you live?							Which of the following best describes your current working status?										Do you have any children aged 18 or under? If so, how old are they?						
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1112	916	533	383	196	173	23	748	547	201	364	37	116	19	100	92	729	379	345	304	141	167	159	75
Weighted base	1107	908	527	381	199	179	20**	770	625	144	337	38**	104	17**	92*	86*	739	362	330	280	143	153	143	71*
WhatsApp	750	614	374	240	136	122	15	552	456	96	198	21	41	11	71	55	497	248	227	199	90	110	98	45
	68%	68%	71% <sub>c</sub>	63%	68%	68%	72% <sub>j</sub>	52% <sub>j</sub>	73% <sub>j</sub>	66% <sub>l</sub>	59% <sub>l</sub>	54%	39%	65%	77% <sub>j</sub>	64% <sub>l</sub>	67%	68%	69%	71%	63%	72%	69%	63%
Facebook Messenger	226	181	82	99	45	41	3	137	104	33	89	12	40	5	12	20	145	81	74	62	32	34	32	23
	20%	20%	16%	26% <sub>ab</sub>	23% <sub>b</sub>	23% <sub>b</sub>	17%	18%	17%	23% <sub>n</sub>	26% <sub>ghn</sub>	31%	38% <sub>ghij</sub>	30%	13%	24%	20%	23%	22%	22%	23%	22%	23%	32% <sub>p</sub>
Skype	28	24	13	10	4	3	1	19	17	2	9	1	2	1	2	3	19	9	7	7	3	1	3	2
	3%	3%	3%	3%	2%	2%	7%	2%	3%	1%	3%	2%	2%	5%	2%	3%	3%	3%	2%	3%	2%	1%	2%	4%
Snapchat	23	22	13	9	1	1	-	10	6	4	13	-	11	-	-	1	21	2	2	-	2	-	-	-
	2%	2%	2%	2%	1%	1%	-	1%	1%	3%	4% <sub>gh</sub>	-	11% <sub>ghijn</sub>	-	-	2%	3% <sub>qrsuv</sub>	*	1%	-	1%	-	-	-
iMessage	16	14	11	3	1	1	-	13	11	3	2	-	1	-	-	1	8	8	8	4	7	4	3	-
	1%	2%	2%	1%	1%	1%	-	2%	2%	2%	1%	-	1%	-	-	1%	1%	2%	2%	1%	5% <sub>p</sub>	3%	2%	-
An email service (such as Gmail, Yahoo Mail or Outlook)	15	11	5	6	3	2	1	10	7	2	5	-	1	-	4	-	14	1	-	1	-	-	-	1
	1%	1%	1%	2%	2%	1%	4%	1%	1%	2%	2%	-	1%	-	5% <sub>gho</sub>	-	2% <sub>qqr</sub>	*	-	*	-	-	-	1% <sub>r</sub>
FaceTime	12	9	4	5	3	3	-	2	1	1	10	4	1	-	2	3	7	5	5	1	4	-	1	-
	1%	1%	1%	1%	1%	2%	-	*	*	1%	3% <sub>gh</sub>	10%	1%	-	3% <sub>gh</sub>	4% <sub>gh</sub>	1%	1%	2%	*	3% <sub>su</sub>	-	1%	-
Instagram	6	5	4	1	1	1	-	2	2	-	4	1	3	-	-	-	6	-	-	-	-	-	-	-
	1%	1%	1%	*	*	*	-	*	*	-	1% <sub>g</sub>	3%	3% <sub>ghi</sub>	-	-	-	1%	-	-	-	-	-	-	-
Twitter (direct messaging)	5	3	3	-	3	3	-	3	3	-	2	-	2	-	-	-	5	-	-	-	-	-	-	-
	*	*	1%	-	1% <sub>c</sub>	1% <sub>c</sub>	-	*	1%	-	1%	-	2%	-	-	-	1%	-	-	-	-	-	-	-
Telegram	5	5	5	-	-	-	-	4	3	1	1	-	1	-	-	-	4	1	1	1	1	1	1	-
	*	1%	1%	-	-	-	-	1%	*	1%	*	-	1%	-	-	-	1%	*	*	*	1%	1%	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 499

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1107	908	527	381	199	179	20**	770	625	144	337	38**	104	17**	92*	86*	739	362	330	280	143	153	143	71*
Kik	3	3	1	2	-	-	-	3	3	-	-	-	-	-	-	3	-	-	-	-	-	-	-	-
Viber	3	2	2	-	1	1	-	1	1	1	-	-	-	-	1	1%h	3	3	1	2	1	1	1	-
Google Hangouts	2	2	-	2	-	-	-	2	2	-	-	-	-	-	-	-	2	2	2	-	-	-	2	-
Google Chats	1	-	-	-	1	1	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other messaging service	4	4	3	1	-	-	-	3	2	1	1	-	1	-	-	4	-	-	-	-	-	-	-	-
Other calling service	1	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-
I use multiple services roughly the same amount	8	8	5	3	1	1	-	6	5	1	2	-	1	-	1	6	2	2	2	1	1	1	1	-
	1%	1%	1%	1%	*	*	-	1%	1%	*	1%	-	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 500

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	1112	43	97	133	173	150	107	75	53	177	229	111	142	52	3	867	1112	
Weighted base	1107	36*	90*	125	168	143	104*	81*	62*	190	226	106*	142	51*	4**	865	1107	
WhatsApp	750	20	59	73	109	101	67	61	46	148	139	59	89	33	4	601	750	
		68%	54%	65%	58%	65%	71% <sup>c</sup>	64%	76% <sup>ac</sup>	74%	78% <sup>abcd</sup>	62% <sup>f</sup>	56%	62%	65%	100%	70% <sup>jk</sup>	68%
Facebook Messenger	226	13	20	39	44	26	19	9	8	27	60	34	40	10	-	162	226	
	20%	35% <sup>eghi</sup>	22%	31% <sup>eghi</sup>	26% <sup>ghi</sup>	18%	19%	11%	12%	14%	27% <sup>o</sup>	32% <sup>o</sup>	28% <sup>o</sup>	19%	-	19%	20%	
Skype	28	1	1	2	4	5	4	1	3	4	6	3	4	2	-	21	28	
	3%	3%	1%	2%	4%	4%	1%	5%	2%	3%	3%	3%	5%	-	2%	3%		
Snapchat	23	1	3	1	3	3	2	1	2	3	2	2	-	-	19	23		
	2%	3%	3%	1%	2%	2%	3%	2%	1%	1%	2%	1%	-	-	2%	2%		
iMessage	16	-	-	-	3	-	3	2	1	2	2	1	-	1	-	13	16	
	1%	-	-	-	2%	-	3% <sup>e</sup>	2%	2%	1%	1%	-	1%	-	2%	1%		
An email service (such as Gmail, Yahoo Mail or Outlook)	15	1	-	4	2	1	2	-	1	4	2	-	2	-	13	15		
	1%	2%	-	3%	1%	1%	2%	-	1%	2%	1%	-	1%	-	1%	1%		
FaceTime	12	-	5	3	1	2	-	-	-	1	6	2	4	5	-	6	12	
	1%	-	5% <sup>d</sup>	2%	1%	1%	-	-	-	1%	2% <sup>o</sup>	2%	3%	9% <sup>jk</sup>	-	1%	1%	
Instagram	6	-	-	-	1	1	-	2	-	2	1	1	-	-	-	4	6	
	1%	-	-	-	1%	1%	-	2%	-	1%	1%	1%	-	-	-	1%	1%	
Twitter (direct messaging)	5	-	1	-	1	-	-	3	-	-	1	-	1	-	-	4	5	
	1%	-	1%	-	1%	-	-	3% <sup>i</sup>	-	-	1%	-	1%	-	-	1%	1%	
Telegram	5	-	1	-	-	2	-	1	-	-	2	1	1	-	-	3	5	
	1%	-	1%	-	-	2%	-	1%	-	-	1%	1%	1%	-	-	1%	1%	
Kik	3	-	-	-	-	-	1	-	2	-	-	-	-	-	-	1	3	
	1%	-	-	-	-	-	1%	-	3% <sup>i</sup>	-	-	-	-	-	-	1%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
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**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 500

**Q25. When contacting a group or multiple people at the same time, which online communication service or app do use most often?**

**Base: All respondents who use phone call or text message via an online communication service most often to communicate with a group/ multiple people**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	1107	36*	90*	125	168	143	104*	81*	62*	190	226	106*	142	51*	4**	865	1107
Viber	3*	-	-	-	1	1	-	-	-	-	-	-	-	-	-	3	3*
Google Hangouts	2*	-	-	-	2	-	-	-	-	-	-	-	-	-	-	2*	2*
Google Chats	1*	-	-	-	-	-	-	-	-	1*	1*	1%o	-	-	-	-	1*
Signal	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other messaging service	4*	1	-	-	-	1*	2	-	-	-	1*	1	-	-	-	3*	4*
		2%					2%					1%					
Other calling service	1*	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	1*
							1%										
I use multiple services roughly the same amount	8	1	1	4	-	-	1	1	-	-	1	1	1	-	-	7	8
	1%	1%	2%	3%dei	-	-	1%	1%	-	-	1%	1%	1%	-	-	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 501  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Summary table**

	Local/ small business (such as a plumber or builder)	Large business (such as a utility company or bank)	Local council/ government	Doctor/ Hospital
Unweighted base	2094	2094	2094	2094
Weighted base	2094	2094	2094	2094
Phone call via landline	457 22%	478 23%	463 22%	647 31%
Phone call via mobile phone	1104 53%	882 42%	759 36%	1190 57%
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	22 1%	16 1%	10 *
SMS text message	58 3%	17 1%	10 *	16 1%
Text message over an online communication service, such as Skype or WhatsApp	44 2%	19 1%	6 *	8 *
Email	165 8%	288 14%	417 20%	46 2%
The business/ company's website	42 2%	188 9%	164 8%	36 2%
Letter in the post	4 *	23 1%	32 2%	21 1%
Other	9 *	18 1%	14 1%	12 1%
I use multiple services roughly the same amount	44 2%	43 2%	29 1%	32 2%
Don't know	145 7%	116 6%	185 9%	76 4%

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 502  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local/small business (such as a plumber or builder)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Phone call via mobile phone	1104	563	542	128	234	191	216	152	184	299	310	240	256	87	52	122	92	93	81	47	87	156	150	98	38	211	488	90
	53%	55%	51%	55% <i>d</i>	64% <i>dhi</i>	57% <i>hi</i>	58% <i>hi</i>	49% <i>i</i>	38%	52%	53%	56%	50%	49%	61% <i>u</i>	52%	54%	51%	54%	46%	45%	57% <i>u</i>	53%	54%	60% <i>u</i>	61%	57%	48%
Phone call via landline	457	221	236	20	23	51	67	94	201	133	120	90	114	40	12	50	40	38	33	28	49	46	65	44	13	50	134	37
	22%	22%	22%	9%	6%	15% <i>d</i>	18% <i>d</i>	30% <i>def</i>	42% <i>def</i>	23%	20%	21%	22%	22%	14%	22%	23%	21%	22%	27% <i>v</i>	25% <i>v</i>	17%	23%	24%	20%	14%	16%	20%
Email	165	86	79	17	29	24	32	17	45	49	55	26	34	14	4	17	13	16	14	8	24	14	24	13	3	25	73	18
	8%	8%	7%	7%	8%	7%	9%	6%	9%	9%	9%	6%	7%	8%	4%	7%	8%	9%	10%	8%	12% <i>v</i>	5%	9%	7%	5%	7%	9%	10%
SMS text message	58	22	36	8	9	5	7	12	17	16	16	8	17	7	2	10	2	9	2	2	9	7	5	2	1	12	22	9
	3%	2%	3%	3%	2%	1%	2%	4%	3%	3%	3%	2%	3%	4%	3%	4%	1%	5% <i>q</i>	1%	2%	4%	2%	2%	1%	2%	3%	3%	5%
Text message over an online communication service, such as Skype or WhatsApp	44	18	26	9	12	14	8	2	-	10	12	8	14	8	2	4	3	3	4	4	4	3	5	5	-	9	21	9
	2%	2%	2%	4% <i>hi</i>	3% <i>hi</i>	4% <i>hi</i>	2% <i>i</i>	*	-	2%	2%	2%	3%	4%	3%	2%	1%	2%	2%	4%	2%	1%	2%	3%	-	3%	2%	5%
The business/ company's website	42	14	29	8	10	10	6	5	4	9	18	9	7	2	2	5	4	2	2	3	4	10	5	1	3	8	25	6
	2%	1%	3% <i>a</i>	4% <i>i</i>	3%	3% <i>i</i>	2%	1%	1%	2%	3%	2%	1%	1%	3%	2%	1%	1%	3%	4	2%	4% <i>x</i>	2%	*	5% <i>x</i>	2%	3%	3%
Phone call via an online communication service, such as Skype or WhatsApp	22	15	7	3	9	8	-	2	-	6	8	6	3	1	-	2	1	2	2	3	5	2	3	-	1	5	14	7
	1%	1%	1%	1% <i>gi</i>	3% <i>gi</i>	2% <i>gi</i>	-	1%	-	1%	1%	1%	1%	*	-	1%	*	1%	1%	3% <i>x</i>	2%	1%	1%	-	1%	1%	2%	4%
Letter in the post	4	3	1	-	-	1	1	1	1	2	-	-	2	-	-	-	-	2	-	1	1	-	-	-	-	-	2	1
	*	*	*	-	-	*	*	*	*	*	-	-	*	-	-	-	-	1%	-	1%	*	-	-	-	-	-	*	1%
Other	9	4	4	2	1	1	3	-	1	1	3	2	3	1	-	1	-	2	-	-	1	-	2	2	-	2	3	-
	*	*	*	1%	*	*	1%	-	*	*	*	*	1%	1%	-	*	-	1%	-	-	1%	-	1%	1%	-	1%	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 502  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local/small business (such as a plumber or builder)**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
I use multiple services roughly the same amount	44	16	27	2	3	6	9	14	10	13	13	6	11	9	-	5	2	1	4	-	6	10	4	4	1	4	25	3
	2%	2%	3%	1%	1%	2%	2%	5%	2%	2%	2%	1%	2%	5%	0%	2%	1%	1%	2%	0%	3%	3%	1%	2%	2%	1%	3%	2%
Don't know	145	60	85	33	33	24	21	13	21	34	33	31	47	9	11	17	15	13	8	5	6	26	22	13	3	19	56	6
	7%	6%	8%	14%	9%	7%	6%	4%	4%	6%	6%	7%	9%	5%	12%	7%	9%	7%	5%	5%	3%	9%	8%	7%	5%	5%	7%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 503

**Q26. When communicating with the following business or services, which of these services do you use most often?**

**Base: All respondents**

**Local/small business (such as a plumber or builder)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Phone call via mobile phone	1104 53%	992 52%	99 66%a	20 63%	44 65%	24 70%	4 58%	7 74%	6 41%	4 42%	590 51%	361 57%j	108 49%	29 60%
Phone call via landline	457 22%	433 23%bd	17 11%	5 17%	6 9%	5 14%	-	1 6%	4 24%	4 44%	271 24%cm	130 20%m	42 19%m	3 6%
Email	165 8%	156 8%	8 5%	* 1%	5 8%	-	1 9%	1 12%	2 12%	-	87 8%	53 8%	21 10%	1 3%
SMS text message	58 3%	54 3%	3 2%	-	2 3%	1 4%	-	-	1 3%	-	26 2%	19 3%	11 5%j	1 2%
Text message over an online communication service, such as Skype or WhatsApp	44 2%	39 2%	5 3%	3 9%	2 3%	-	1 10%	-	-	-	21 2%	15 2%	6 3%	2 4%
The business/ company's website	42 2%	38 2%	4 3%	-	1 1%	3 9%	-	-	1 5%	* 5%	19 2%	11 2%	9 4%j	1 3%
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	19 1%	3 2%	-	2 2%	1 4%	-	-	-	-	12 1%	5 1%	6 3%k	-
Letter in the post	4 *	4 *	-	-	-	-	-	-	-	-	2 *	2 *	-	-
Other	9 *	9 *	-	-	-	-	-	-	-	-	8 1%	-	1 *	1 1%k
I use multiple services roughly the same amount	44 2%	42 2%	2 1%	-	1 1%	-	-	1 7%	-	-	24 2%	14 2%	5 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 503  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local/small business (such as a plumber or builder)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Don't know	145	131	11	4	6	-	2	-	2	1	87	28	11	10
	7%	7%	7%	11%	8%	-	23%	-	15%	9%	8%k	4%	5%	21%jkl

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 504  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local/small business (such as a plumber or builder)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Phone call via mobile phone	1104 53%	922 55%def	498 56%def	424 54%def	182 44%	170 46%f	12 29%	699 58%jmn	568 59%ijmn	131 52%mn	405 46%mn	49 55%mn	98 53%mn	41 35%	133 39%	85 56%jmn	752 49%	347 63%p	305 64%p	273 62%p	133 67%p	145 65%p	134 63%p	87 65%p
Phone call via landline	457 22%	325 19%	160 18%	165 21%	132 32%abc	113 31%abc	19 45%abc	184 15%	131 14%	53 21%gh	274 31%ghik	13 15%	29 15%	48 41%ghij	150 44%ghij	34 22%gh	393 26%qrst	63 11%	53 11%	58 13%t	12 6%	26 11%	32 15%t	18 13%t
Email	165 8%	133 8%	69 8%	64 8%	32 8%	26 7%	6 15%	99 8%	75 8%	24 9%l	66 7%	10 12%l	7 4%	10 8%	32 9%l	7 4%	133 9%	32 6%	30 6%	25 6%	13 7%	14 6%	11 5%	5 4%
SMS text message	58 3%	47 3%	17 2%	30 4%b	11 3%	11 3%	-	34 3%	29 3%	5 2%	23 3%	2 2%	5 3%	5 5%	8 2%	3 2%	40 3%	18 3%	16 3%	11 3%	9 4%	4 2%	8 4%	3 2%
Text message over an online communication service, such as Skype or WhatsApp	44 2%	33 2%	19 2%	15 2%	11 3%	11 3%	-	30 2%n	22 2%n	8 3%n	14 2%	5 6%jmn	5 3%n	-	1 *	3 2%	25 2%	19 3%p	16 3%p	17 4%p	8 4%p	11 5%p	5 2%	4 3%
The business/ company's website	42 2%	38 2%	27 3%d	11 1%	4 1%	4 1%	-	33 3%j	26 3%j	7 3%j	9 1%	* 1%	4 2%	-	4 1%	* 1%	32 2%	11 2%	9 2%	8 2%	5 3%	6 3%	1 1%	4 3%
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	20 1%	14 2%	6 1%	2 1%	2 1%	-	18 2%jn	16 2%jn	3 1%n	4 *	1 1%	1 1%	-	-	2 2%n	13 1%	9 2%	9 2%	8 2%	2 1%	5 2%	3 2%	-
Letter in the post	4 *	2 *	-	2 *	2 *	2 1%b	-	2 *	2 *	-	2 *	-	-	-	1 *	1 1%	4 *	-	-	-	-	-	-	-
Other	9 *	8 *	5 1%	3 *	1 *	-	1 1%e	5 *	4 *	1 1%	4 *	-	1 *	-	1 *	2 1%	5 *	3 1%	3 1%	3 1%	-	-	3 2%p	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 504  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local/small business (such as a plumber or builder)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Work-ing full time (h)	Work-ing part time (i)	NET: Not work-ing (j)	Not work-ing seek-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pen-sion only (m)	Ret-ired pri-vate pen-sion (n)	House person (o)	No child-ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
I use multiple services roughly the same amount	44	34	21	13	10	6	3	29	20	9	14	3	3	2	5	2	33	10	8	10	1	5	5	3
	2%	2%	2%	2%	2%	2%	8%abcde	2%	2%	4%ijn	2%	3%	1%	2%	1%	1%	2%	2%	2%	2%	*	2%	2%	2%
Don't know	145	122	66	56	23	22	1	75	63	12	70	5	33	11	8	12	108	35	28	24	15	10	9	9
	7%	7%	7%	7%	6%	6%	2%	6%n	7%n	5%	8%n	6%	18%ghijk	9%n	2%	8%n	7%	6%	6%	5%	8%	4%	4%	6%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 505

**Q26. When communicating with the following business or services, which of these services do you use most often?****Base: All respondents****Local/small business (such as a plumber or builder)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Phone call via mobile phone	1104 53%	38 43%	123 52%	128 44%	175 51%	131 48%	98 54%	87 66%abcd	58 58%cd	172 66%abcd	256 49%	96 48%	182 51% <sup>m</sup>	62 40%	10 55%	833 54% <sup>m</sup>	1096 53%
Phone call via landline	457 22%	16 18%	58 24% <sup>gi</sup>	78 27% <sup>gi</sup>	82 24% <sup>gi</sup>	66 24% <sup>gi</sup>	45 24% <sup>gi</sup>	19 14%	20 20%	33 13%	136 26% <sup>o</sup>	38 19%	102 29% <sup>ko</sup>	52 34% <sup>ko</sup>	7 41%	315 21%	451 22%
Email	165 8%	13 15% <sup>bd</sup>	14 6%	25 9%	25 7%	24 9%	17 9%	10 7%	9 9%	20 8%	39 8%	15 7%	18 5%	12 8%	4 4%	122 8%	162 8%
SMS text message	58 3%	2 2%	4 2%	13 4%	13 4%	10 4%	2 1%	4 3%	1 1%	5 2%	12 2%	6 3%	8 2%	4 3%	-	43 3%	58 3%
Text message over an online communication service, such as Skype or WhatsApp	44 2%	4 4%	4 2%	6 2%	7 2%	6 2%	3 2%	4 3%	3 3%	6 2%	9 2%	8 4%	5 2%	5 3%	-	35 2%	44 2%
The business/ company's website	42 2%	1 2%	4 2%	4 1%	12 3% <sup>g</sup>	5 2%	6 3% <sup>g</sup>	-	4 4% <sup>g</sup>	5 2%	5 1%	3 1%	4 1%	2 1%	-	35 2%	41 2%
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	-	4 2%	3 1%	5 2%	4 2%	1 1%	1 1%	1 1%	1 *	7 1%	5 3%	3 1%	3 2%	-	15 1%	22 1%
Letter in the post	4 *	-	-	1 *	1 *	1 *	-	-	-	1 *	-	-	-	-	-	4 *	4 *
Other	9 *	1 1%	-	2 1%	1 *	-	-	-	-	2 1%	2 *	1 *	2 1%	-	-	7 *	9 *
I use multiple services roughly the same amount	44 2%	2 3%	5 2%	5 2%	4 1%	9 3%	5 3%	1 1%	-	7 3%	12 2%	5 3%	6 2%	4 3%	-	31 2%	44 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 505  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local/small business (such as a plumber or builder)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Don't know	145 7%	11 13% i	23 10% fgh	28 10% dfi	18 5%	18 7% i	5 3%	5 4%	4 4%	7 3%	43 8%	23 12% o	24 7%	9 6%	-	95 6%	135 7%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 506  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Large business (such as a utility company or bank)**

	Gender			Age						Social Grade						Region										Employment Sector			Opinion Influencer (C)
	Total (a)	Male (b)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-vate (B)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Phone call via mobile phone	882	425	457	136	207	157	168	113	101	234	242	191	215	74	36	94	77	72	66	41	73	146	107	68	30	179	413	80	
	42%	42%	43%	58% <sup>fgh</sup>	57% <sup>fgh</sup>	47% <sup>shi</sup>	45% <sup>hi</sup>	36% <sup>i</sup>	21%	41%	41%	45%	42%	42%	42%	40%	45%	40%	44%	40%	37%	53% <sup>npr</sup>	38% <sup>tuw</sup>	37%	48%	52%	48%	43%	
Phone call via landline	478	230	247	15	30	61	79	94	198	134	130	98	116	40	16	53	34	40	33	25	45	57	69	51	15	63	155	38	
	23%	23%	23%	7%	8%	18% <sup>de</sup>	21% <sup>de</sup>	30% <sup>def</sup>	41% <sup>def</sup>	23%	22%	23%	23%	23%	18%	23%	20%	22%	22%	24%	23%	21%	24%	28%	24%	18%	18%	21%	
Email	288	148	140	27	49	30	50	49	84	78	91	44	76	26	5	36	27	24	23	18	34	19	42	25	9	37	115	25	
	14%	14%	13%	12%	14%	9%	13%	16% <sup>f</sup>	17% <sup>f</sup>	14%	15% <sup>l</sup>	10%	15%	15% <sup>v</sup>	6%	15% <sup>v</sup>	16% <sup>v</sup>	13% <sup>v</sup>	15% <sup>v</sup>	18% <sup>ov</sup>	17% <sup>ov</sup>	7%	15% <sup>v</sup>	14% <sup>v</sup>	14%	11%	13%	14%	
The business/ company's website	188	95	93	8	34	43	37	22	44	65	59	38	26	13	7	23	16	19	13	8	21	20	32	14	2	30	84	17	
	9%	9%	9%	3%	9% <sup>d</sup>	13% <sup>d</sup>	10% <sup>d</sup>	7%	9% <sup>d</sup>	11% <sup>m</sup>	10% <sup>m</sup>	9% <sup>m</sup>	5%	7%	8%	10%	10%	10%	9%	8%	11%	7%	11%	8%	3%	9%	10%	9%	
Letter in the post	23	16	8	2	-	4	3	4	11	10	7	2	5	1	-	4	-	5	1	3	6	2	2	-	-	4	3	3	
	1%	2%	1%	1%	-	1%	1%	1%	2% <sup>e</sup>	2%	1%	*	1%	*	-	2%	-	3% <sup>qx</sup>	1%	3% <sup>qx</sup>	3% <sup>qx</sup>	1%	1%	-	-	1%	*	2%	
Phone call via an online communication service, such as Skype or WhatsApp	22	13	8	8	6	2	2	1	3	7	6	5	3	1	-	2	1	3	-	2	1	4	2	3	2	5	15	10	
	1%	1%	1%	4% <sup>fghi</sup>	2%	1%	1%	*	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	-	2%	1%	1%	1%	2%	3%	1%	2%	5%	
Text message over an online communication service, such as Skype or WhatsApp	19	9	11	6	6	4	1	2	-	6	3	3	7	5	3	2	2	1	1	-	1	1	2	2	-	3	9	3	
	1%	1%	1%	2% <sup>gi</sup>	2% <sup>i</sup>	1% <sup>i</sup>	*	1%	-	1%	1%	1%	1%	3%	3%	1%	1%	1%	*	-	1%	1%	1%	1%	-	1%	1%	2%	
SMS text message	17	11	6	4	1	4	*	1	7	6	2	5	3	3	2	2	2	1	-	-	2	4	2	1	-	3	8	2	
	1%	1%	1%	2% <sup>g</sup>	*	1%	*	1%	1%	1%	*	1%	1%	2%	2%	1%	1%	1%	-	-	1%	1%	1%	*	-	1%	1%	1%	
Other	18	8	9	2	3	4	7	2	-	4	5	4	4	4	4	3	2	1	3	2	-	1	1	2	-	4	6	-	
	1%	1%	1%	1% <sup>i</sup>	1%	1% <sup>i</sup>	2% <sup>i</sup>	1%	-	1%	1%	1%	1%	2%	1%	1%	2%	2%	-	-	*	*	1%	-	1%	1%	-		

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 506  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Large business (such as a utility company or bank)**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
I use multiple services roughly the same amount	43	14	29	4	2	4	10	13	10	10	14	6	14	5	2	5	-	2	2	8	8	4	6	1	5	15	2	
	2%	1%	3%	2%	1%	1%	3%e	4%ef	2%	2%	2%	1%	3%	3%q	3%	2%	-	1%	1%	2%	4%q	3%q	1%	3%q	2%	1%	2%	1%
Don't know	116	52	64	21	23	20	13	11	28	18	29	30	40	5	14	12	10	12	7	3	5	13	22	9	4	12	42	6
	6%	5%	6%	9%gh	6%	6%	3%	4%	6%	3%	5%	7%j	8%j	3%	17%npqr	5%	6%	7%	5%	3%	2%	5%	8%u	5%	6%	4%	5%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 507

**Q26. When communicating with the following business or services, which of these services do you use most often?**

**Base: All respondents**

**Large business (such as a utility company or bank)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Phone call via mobile phone	882 42%	777 41%	90 60%a	23 71%	41 61%a	19 56%	1 16%	6 62%	5 36%	5 55%	463 40%	283 44%	89 40%	29 59%jl
Phone call via landline	478 23%	452 24%b	20 14%	4 13%	9 14%	6 18%	-	1 6%	2 12%	3 25%	284 25% m	133 21% m	52 24% m	2 5%
Email	288 14%	273 14%	14 9%	-	8 11%	3 8%	2 31%	2 18%	3 22%	-	155 14%	105 16% l	20 9%	4 8%
The business/ company's website	188 9%	175 9%	11 8%	1 4%	4 5%	4 12%	2 31%	1 6%	-	1 11%	96 8%	56 9%	33 15% jkm	1 3%
Letter in the post	23 1%	23 1%	1 1%	1 3%	-	-	-	-	-	-	13 1%	7 1%	2 1%	2 3%
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	19 1%	2 2%	2 5%	-	1 2%	-	-	-	-	8 1%	8 1%	5 2% j	-
Text message over an online communication service, such as Skype or WhatsApp	19 1%	17 1%	2 1%	-	1 1%	-	1 10%	-	-	-	12 1%	3 *	4 2% k	-
SMS text message	17 1%	14 1%	3 2%	* 1%	1 1%	1 4%	-	-	2 15%	-	7 1%	6 1%	1 *	1 1%
Other	18 1%	17 1%	1 1%	1 3%	-	-	-	-	-	-	9 1%	7 1%	1 *	1 1%
I use multiple services roughly the same amount	43 2%	42 2%	1 *	-	-	-	-	1 7%	-	-	27 2%	13 2%	2 1%	2 5% l

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 507  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Large business (such as a utility company or bank)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Don't know	116	107	5	-	4	-	1	-	2	1	74	18	11	7
	6%	6%	3%	-	6%	-	11%	-	15%	9%	6%k	3%	5%	15%jkl

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 508  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Large business (such as a utility company or bank)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 under 5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Phone call via mobile phone	882 42%	749 44%def	423 47%cd	326 41%def	133 33%f	126 34%f	7 16%	591 49%jmn	481 50%ijmn	110 43%jmn	291 33%mn	39 44%mn	88 47%jmn	26 22%	68 20%	69 46%jmn	582 38%	297 54%p	263 55%p	224 51%p	126 64%pqsv	128 57%pv	100 47%p	62 46%
Phone call via landline	478 23%	341 20%	170 19%	172 22%	136 33%abc	119 32%abc	17 41%abc	218 18%	159 17%	59 23%ghl	260 29%ghkl	14 16%	27 15%	43 36%ghk	143 42%ghij	32 21%	387 25%qrst	88 16%t	71 15%	82 19%t	18 9%	31 14%	46 22%rtu	34 26%qrut
Email	288 14%	221 13%	108 12%	114 14%	67 16%b	56 15%	11 27%abc	151 13%	113 12%	38 15%	137 15%h	13 15%	18 10%	24 21%ghl	62 18%ghl	19 13%	234 15%qrstu	55 10%	50 10%	41 9%	19 10%	21 9%	24 11%	14 11%
The business/ company's website	188 9%	153 9%	84 9%	69 9%	35 9%	32 9%	3 7%	114 9%	91 10%	23 9%	74 8%	7 7%	11 6%	6 5%	38 11%	12 8%	134 9%	54 10%	47 10%	43 11%	22 10%	21 10%	20 10%	12 9%
Letter in the post	23 1%	15 1%	7 1%	9 1%	8 2%	7 2%	1 1%	7 1%	5 1%	2 1%	17 2%gh	2 2%	3 2%	2 1%	10 3%ghi	1 *	22 1%q	2 *	2 *	2 *	-	-	2 1%	1 *
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	20 1%	8 1%	11 1%	2 1%	2 1%	-	20 2%j	17 2%j	3 1%j	2 *	-	-	-	1 *	1 *	12 1%	10 2%p	9 2%p	9 2%p	3 1%	4 2%	6 3%p	-
Text message over an online communication service, such as Skype or WhatsApp	19 1%	16 1%	8 1%	8 1%	3 1%	3 1%	-	12 1%	9 1%	3 1%n	7 1%	4 5%ghimn	3 2%no	-	-	-	10 1%	9 2%	9 2%p	7 2%	2 1%	5 2%p	4 2%	-
SMS text message	17 1%	17 1%	11 1%de	6 1%	-	-	-	11 1%	10 1%	2 1%	6 1%	1 1%	2 1%	1 1%	2 1%	*	15 1%	2 *	2 *	2 *	-	*	2 1%	-
Other	18 1%	17 1%	10 1%	8 1%	1 *	-	1 1%e	10 1%	7 1%	3 1%	8 1%	3 3%n	1 1%	-	1 *	3 2%n	12 1%	6 1%	6 1%	6 1%	-	2 1%	5 2%pt	2 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 508  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Large business (such as a utility company or bank)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
I use multiple services roughly the same amount	43	34	19	15	9	8	1	20	16	4	23	3	6	4	6	5	38	5	3	5	-	3	1	2
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	3%	3%	3%	2%	3%	2%qrt	1%	1%	1%	-	1%	1%	1%
Don't know	116	102	48	53	14	13	1	54	47	8	62	3	27	12	13	8	93	22	15	17	8	8	2	7
	6%	6%	5%	7%de	4%	4%	3%	4%	5%	3%	7%gin	3%	14%ghij	10%ghin	4%	5%	6%rv	4%v	3%	4%v	4%	4%	1%	5%v

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 509

**Q26. When communicating with the following business or services, which of these services do you use most often?****Base: All respondents****Large business (such as a utility company or bank)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Phone call via mobile phone	882 42%	35 40%	96 41%	105 36%	141 41%	106 39%	81 44%	63 47% <sup>c</sup>	37 38%	143 55% <sup>abcd</sup>	190 36%	84 42%	129 36%	52 34%	6 34%	678 44% <sup>lm</sup>	876 42%
Phone call via landline	478 23%	16 18%	61 26% <sup>gi</sup>	72 25% <sup>i</sup>	89 26% <sup>gi</sup>	70 26% <sup>gi</sup>	38 21%	21 16%	28 28% <sup>gi</sup>	40 16%	144 28% <sup>o</sup>	41 20%	112 32% <sup>ko</sup>	52 34% <sup>ko</sup>	8 45%	328 21%	471 23%
Email	288 14%	13 15%	28 12%	44 15%	45 13%	48 18% <sup>i</sup>	26 14%	24 18% <sup>i</sup>	13 13%	26 10%	69 13%	21 10%	50 14%	18 12%	2 9%	215 14%	283 14%
The business/ company's website	188 9%	8 9%	19 8%	24 8%	32 9%	19 7%	21 12%	10 7%	9 9%	32 12% <sup>e</sup>	45 9%	20 10%	25 7%	12 8%	-	139 9%	186 9%
Letter in the post	23 1%	-	3 1%	3 1%	4 1%	3 2%	4 2%	2 1%	-	2 1%	7 1%	1 *	5 1%	2 1%	2 12%	17 1%	23 1%
Phone call via an online communication service, such as Skype or WhatsApp	22 1%	1 1%	1 *	3 1%	7 2%	1 *	1 1%	2 1%	4 4% <sup>bei</sup>	1 *	6 1%	5 2% <sup>lo</sup>	1 *	-	-	13 1%	22 1%
Text message over an online communication service, such as Skype or WhatsApp	19 1%	3 4% <sup>d</sup>	3 1%	4 1%	2 *	3 1%	1 *	1 1%	1 1%	2 1%	6 1%	4 2%	2 1%	1 1%	-	13 1%	19 1%
SMS text message	17 1%	-	1 1%	4 1%	1 *	2 1%	-	6 4% <sup>bdefi</sup>	1 1%	2 1%	3 *	2 *	2 *	1 1%	-	14 1%	17 1%
Other	18 1%	1 1%	1 *	5 2%	2 1%	2 1%	-	1 1%	1 1%	3 1%	3 1%	2 1%	1 *	1 1%	-	14 1%	18 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 509  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Large business (such as a utility company or bank)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
I use multiple services roughly the same amount	43	2	3	3	8	6	6	-	3	6	16	7	8	4	-	27	43
	2%	3%	1%	1%	2%	2%	3%	g	3%	2%	3%	3%	2%	3%	-	2%	2%
Don't know	116	9	20	26	13	11	4	4	1	3	33	15	20	11	-	76	107
	6%	10%	defgh	8%dfhi	9%defgh	4%	4%	2%	3%	1%	1%	6%	8%	6%	7%	-	5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 510  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local council/government**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Phone call via mobile phone	759	385	374	81	181	144	160	98	95	191	210	163	195	64	30	84	69	61	55	39	65	116	88	60	28	151	359	77
	36%	38%	35%	35% <sup>i</sup>	50% <sup>dhi</sup>	43% <sup>hi</sup>	43% <sup>hi</sup>	32% <sup>i</sup>	20%	33%	36%	38%	38%	36%	35%	36%	41% <sup>w</sup>	34%	37%	39%	33%	42% <sup>w</sup>	31%	33%	44%	44%	42%	41%
Phone call via landline	463	218	245	21	22	58	73	94	195	122	125	101	114	37	14	57	36	38	34	25	41	52	66	45	16	69	141	35
	22%	21%	23%	9%	6%	17% <sup>d</sup>	20% <sup>d</sup>	30% <sup>de</sup>	40% <sup>def</sup>	21%	21%	24%	22%	21%	16%	24%	21%	21%	23%	25%	21%	19%	23%	25%	26%	20%	16%	19%
Email	417	204	212	54	77	60	66	60	100	125	123	82	87	38	18	48	26	35	32	21	47	40	65	38	10	53	172	33
	20%	20%	20%	23%	21%	18%	18%	19%	21%	22%	21%	19%	17%	21%	22%	21%	15%	19%	22%	21%	24% <sup>v</sup>	14%	23% <sup>v</sup>	21%	16%	15%	20%	18%
The business/ company's website	164	86	77	12	22	28	37	22	42	55	51	21	36	14	8	16	12	22	8	6	15	27	21	11	3	21	72	12
	8%	8%	7%	5%	6%	8%	10%	7%	9%	10% <sup>l</sup>	9% <sup>l</sup>	5%	7%	8%	9%	7%	12% <sup>s</sup>	6%	5%	8%	10%	8%	6%	4%	6%	8%	8%	6%
Letter in the post	32	16	16	5	3	1	5	7	10	12	9	6	5	2	-	1	4	3	4	2	3	5	5	2	1	3	11	3
	2%	2%	2%	2%	1%	*	1%	2% <sup>f</sup>	2% <sup>f</sup>	2%	2%	2%	1%	1%	-	1%	2%	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%
Phone call via an online communication service, such as Skype or WhatsApp	16	11	4	5	7	1	-	1	2	6	7	2	1	3	-	1	1	-	4	-	3	2	1	-	2	11	9	
	1%	1%	*	2% <sup>fghi</sup>	2% <sup>fg</sup>	*	-	*	*	1%	1%	1%	*	2%	-	*	1%	-	4% <sup>pqsu</sup>	-	1%	1%	1%	-	1%	1%	5%	
SMS text message	10	7	3	5	2	1	-	1	2	5	1	2	3	-	3	2	-	3	*	-	1	2	-	-	-	1	6	2
	*	1%	*	2% <sup>fgi</sup>	1%	*	-	*	*	1%	*	*	1%	-	3% <sup>nqwx</sup>	1%	-	2% <sup>w</sup>	*	-	*	1%	-	-	-	*	1%	1%
Text message over an online communication service, such as Skype or WhatsApp	6	5	*	-	5	1	-	-	-	2	1	3	*	1	1	2	-	-	-	*	2	-	-	-	-	1	4	1
	*	*	*	-	1% <sup>i</sup>	*	-	-	-	*	*	1%	*	*	1%	1%	-	-	-	-	*	1%	-	-	-	*	*	1%
Other	14	8	6	-	2	7	4	1	-	3	5	4	3	2	-	3	2	2	-	-	1	2	1	2	-	7	5	1
	1%	1%	1%	-	1%	2% <sup>dhi</sup>	1% <sup>i</sup>	*	-	*	1%	1%	1%	1%	-	1%	1%	1%	-	-	1%	1%	*	1%	-	2% <sup>B</sup>	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 510  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local council/government**

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
I use multiple services roughly the same amount	29	11	18	*	1	3	6	11	8	10	6	3	10	3	-	3	2	1	1	-	4	8	3	2	1	3	11	2
	1%	1%	2%	*	*	1%	2%	3%	2%	2%	1%	1%	2%	2%	-	1%	1%	1%	-	2%	3%	1%	1%	2%	1%	1%	1%	
Don't know	185	69	115	49	41	31	19	16	30	41	50	37	56	13	13	16	18	14	13	4	18	17	34	20	4	34	70	10
	9%	7%	11% <sup>a</sup>	21% <sup>efg</sup>	11% <sup>ghi</sup>	9% <sup>gh</sup>	5%	5%	6%	7%	9%	9%	11% <sup>j</sup>	7%	15% <sup>tv</sup>	7%	8%	8%	9%	4%	9%	6%	12% <sup>tv</sup>	11% <sup>t</sup>	7%	10%	8%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 511

**Q26. When communicating with the following business or services, which of these services do you use most often?**

**Base: All respondents**

**Local council/government**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Phone call via mobile phone	759 36%	670 35%	76 51%a	21 64%	36 53%a	14 41%	2 27%	4 38%	7 48%	5 55%	422 37%l	235 37%	65 29%	18 36%
Phone call via landline	463 22%	433 23%	23 15%	6 17%	9 13%	8 24%	-	1 6%	4 27%	3 25%	267 23% <sup>m</sup>	137 22%	46 21%	5 10%
Email	417 20%	396 21% <sup>b</sup>	20 13%	2 5%	10 15%	6 17%	1 19%	1 11%	1 10%	-	214 19%	130 20%	55 25% <sup>j</sup>	12 26%
The business/ company's website	164 8%	149 8%	13 9%	2 7%	3 4%	2 7%	3 42%	2 25%	-	1 11%	83 7%	56 9%	22 10%	2 3%
Letter in the post	32 2%	29 1%	3 2%	1 3%	-	* 1%	1 12%	1 12%	-	-	14 1%	12 2%	5 2%	1 2%
Phone call via an online communication service, such as Skype or WhatsApp	16 1%	13 1%	2 1%	-	2 2%	1 2%	-	-	-	-	8 1%	2 *	5 2% <sup>jk</sup>	-
SMS text message	10 *	8 *	2 1%	-	2 3% <sup>a</sup>	-	-	-	-	-	3 *	4 1%	2 1%	1 2% <sup>j</sup>
Text message over an online communication service, such as Skype or WhatsApp	6 *	5 *	1 1%	-	1 1%	-	-	-	-	-	2 *	2 *	2 1%	-
Other	14 1%	14 1%	-	-	-	-	-	-	-	-	9 1%	5 1%	1 *	-
I use multiple services roughly the same amount	29 1%	28 1%	1 *	-	-	-	-	1 7%	-	-	18 2%	6 1%	4 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 511  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local council/government**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Don't know	185	172	9	1	5	3	-	-	2	1	107	47	14	10
	9%	9%	6%	4%	7%	7%	-	-	15%	9%	9%	7%	7%	21% <sup>ijkl</sup>

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 512  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local council/government**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 under 5 (s)	Any aged 5-10 (t)	Any aged 11-15 (u)	Any aged 16-18 (v)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Phone call via mobile phone	759 36%	645 38%def	356 40%def	288 37%def	115 28%	109 30%	6 15%	509 42%ijmn	419 44%ijlm	90 36%jmn	250 28%n	36 40%jmn	64 34%mn	26 22%	65 19%	60 40%jmn	484 31%	271 49%p	243 51%p	202 46%p	114 57%psvw	114 51%p	99 47%p	57 42%p
Phone call via landline	463 22%	351 21%	171 19%	180 23%	111 27%ab	97 26%ab	15 35%ab	210 17%	154 16%	57 22%gh	252 28%ghik	15 17%	31 20%	42 21%	135 23%h	29 22%	376 24%qrst	86 16%	66 14%	78 18%t	19 10%	31 14%	38 18%t	30 22%rtu
Email	417 20%	316 19%	161 18%	155 20%	101 25%ab	86 23%b	15 37%abc	225 19%	167 17%	58 23%h	192 22%h	19 22%	36 20%	25 21%	78 23%h	33 22%	327 21%qsw	90 16%	87 18%	71 16%	38 19%	42 19%	36 17%	17 12%
The business/ company's website	164 8%	127 8%	79 9%c	48 6%	37 9%	34 9%	3 6%	94 8%	79 8%	15 6%	70 8%	8 9%	13 7%	8 7%	30 9%	11 7%	127 8%	37 7%	28 6%	30 7%	10 5%	11 5%	14 7%	11 8%
Letter in the post	32 2%	25 1%	11 1%	14 2%	7 2%	7 2%	-	14 1%	11 1%	3 1%	18 2%	1 2%	4 2%	2 3%gh	10 1%	1 2%qrstu	2 *	1 *	2 *	-	-	1 *	2 2%r	-
Phone call via an online communication service, such as Skype or WhatsApp	16 1%	13 1%	10 1%	3 *	2 1%	2 1%	-	14 1%j	12 1%j	2 1%	2 *	-	-	-	2 1%	-	6 *	9 2%p	9 2%p	6 1%p	4 2%p	1 *	5 2%p	-
SMS text message	10 *	10 1%	7 1%	3 *	1 *	1 *	-	6 1%	4 *	2 1%	4 *	-	3 1%	1 *	1 *	-	9 1%	1 *	1 *	1 *	1 1%	-	1 1%	-
Text message over an online communication service, such as Skype or WhatsApp	6 *	5 *	4 *	1 *	1 *	1 *	-	6 *	5 1%j	1 *	-	-	-	-	-	-	3 *	3 1%	3 1%	2 1%	1 1%	2 1%p	1 *	-
Other	14 1%	11 1%	9 1%	2 *	3 1%	3 1%	-	12 1%	10 1%	2 1%	2 *	-	-	-	2 2%jn	5 *	9 2%p	7 1%p	9 2%p	-	2 1%	5 2%pt	5 4%pt	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 512  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local council/government**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
I use multiple services roughly the same amount	29	24	17	8	4	3	1	14	8	7	15	4	2	1	5	2	25	4	3	4	*	2	2	1
	1%	1%	2%	1%	1%	1%	2%	1%	1%	3%h	2%	5%gh	1%	1%	2%	2%	1%	1%	1%	*	1%	1%	1%	1%
Don't know	185	158	72	86	27	25	2	104	87	17	80	5	33	12	17	13	147	37	29	31	10	18	9	12
	9%	9%	8%	11%de	6%	7%	4%	9%n	9%n	7%	9%n	6%	18%ghij	10%	5%	8%	10%rv	7%	6%	7%	5%	8%	4%	9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 513

**Q26. When communicating with the following business or services, which of these services do you use most often?**

**Base: All respondents**

**Local council/government**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Phone call via mobile phone	759 36%	32 37%	95 40%	93 32%	118 34%	98 36%	74 40%	62 47%cd	34 35%	103 40%	178 34%	77 38%	122 34%	49 32%	6 32%	568 37%	755 37%
Phone call via landline	463 22%	16 18%	53 22%	72 24%i	78 23%	65 24%	36 19%	22 16%	28 28%i	44 17%	139 27%o	40 20%	105 30%ko	48 31%ko	10 60%	315 21%	454 22%
Email	417 20%	13 14%	37 16%	59 20%	70 20%	59 22%	40 22%	27 20%	23 23%	50 19%	95 18%	28 14%	65 18%	31 20%	2 9%	315 21%k	412 20%
The business/ company's website	164 8%	9 11%	17 7%	24 8%	23 7%	13 5%	14 8%	11 8%	6 6%	32 12%de	33 6%	17 8%	22 6%	6 4%	-	129 8%	162 8%
Letter in the post	32 2%	-	6 3%	5 2%	7 2%	3 1%	3 1%	2 1%	2 2%	1 *	10 2%	1 *	8 2%	3 2%	-	22 1%	31 2%
Phone call via an online communication service, such as Skype or WhatsApp	16 1%	-	1 *	5 2%	6 2%i	3 1%	1 1%	-	-	-	4 1%	4 2%i	-	-	-	12 1%	16 1%
SMS text message	10 *	1 1%	1 *	2 1%	1 *	2 1%	1 *	1 1%	1 1%	-	3 1%	1 1%	1 *	1 1%	-	7 *	10 *
Text message over an online communication service, such as Skype or WhatsApp	6 *	-	-	-	2 *	1 1%	1 *	-	-	2 1%	-	-	-	-	-	6 *	6 *
Other	14 1%	1 1%	-	2 1%	2 1%	2 1%	2 1%	-	1 1%	3 1%	2 *	2 1%	2 1%	-	-	12 1%	14 1%
I use multiple services roughly the same amount	29 1%	2 3%c	4 2%	1 *	7 2%	5 2%	3 2%	-	-	4 1%	11 2%	6 3%	5 1%	2 2%	-	18 1%	29 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 513  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Local council/government**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Don't know	185	14	23	29	29	21	9	8	4	21	46	25	24	13	-	133	177
	9%	16%	10%	10%	8%	8%	5%	6%	4%	8%	9%	12%	7%	8%	-	9%	9%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 514  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
Base: All respondents  
Doctor/Hospital

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Phone call via mobile phone	1190	572	618	168	259	227	244	149	143	307	343	253	287	98	55	134	101	93	85	63	108	157	155	104	37	228	553	110
	57%	56%	58%	72%hi	71%hi	68%hi	66%hi	48%hi	29%	54%	58%	59%	56%	56%	64%	57%	59%	52%	57%	62%	55%	57%	55%	58%	59%	66%	64%	59%
Phone call via landline	647	301	346	27	43	72	98	121	286	182	170	126	170	56	19	71	52	61	45	30	74	78	82	59	20	82	195	47
	31%	29%	32%	12%	12%	22%de	26%de	39%def	59%def	32%	29%	30%	33%	32%	23%	31%	30%	34%	30%	30%	38%ow	28%	29%	33%	31%	24%	23%	25%
Email	46	32	13	5	10	7	7	7	10	15	12	10	8	4	1	8	2	6	5	2	3	5	6	2	-	10	15	10
	2%	3%b	1%	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	4%	1%	3%	3%	2%	2%	2%	2%	1%	-	3%	2%	5%
The business/ company's website	36	18	19	5	10	5	3	5	8	12	13	7	4	4	2	2	5	1	2	-	1	4	9	2	4	4	16	1
	2%	2%	2%	2%	3%	2%	1%	2%	2%	2%	2%	2%	1%	2%	3%	1%	3%	1%	1%	-	1%	2%	3%	1%	7%prst	1%	2%	1%
Letter in the post	21	12	9	-	7	1	4	3	6	7	7	5	2	-	1	2	-	1	3	3	-	1	7	3	-	5	9	1
	1%	1%	1%	-	2%	*	1%	1%	1%	1%	1%	1%	*	-	2%	1%	-	*	2%	3%nquv	-	*	2%u	2%	-	2%	1%	1%
SMS text message	16	12	4	7	3	-	1	2	3	7	4	3	2	1	2	2	-	2	1	-	1	5	2	1	-	2	8	4
	1%	1%b	*	3%fghi	1%	-	*	1%	1%	1%	1%	1%	*	1%	2%	1%	-	1%	1%	-	*	2%	1%	*	-	*	1%	2%
Phone call via an online communication service, such as Skype or WhatsApp	10	5	6	3	5	-	1	2	-	5	2	3	-	1	-	1	1	2	1	-	-	1	-	1	1	2	6	2
	*	*	1%	1%i	1%i	-	*	1%	-	1%	*	1%	-	1%	-	1%	1%	1%	1%	-	-	*	-	*	2%w	1%	1%	1%
Text message over an online communication service, such as Skype or WhatsApp	8	6	1	1	2	4	-	1	-	3	1	-	3	1	-	-	1	1	-	1	1	3	-	-	-	1	5	2
	*	1%	*	*	1%gi	-	*	-	-	1%	*	-	1%	*	-	-	*	1%	-	1%	1%	1%	-	-	-	*	1%	1%
Other	12	9	3	1	-	2	3	6	1	5	1	1	5	1	-	2	2	2	-	-	1	4	1	-	-	-	7	1
	1%	1%	*	*	-	*	1%	2%ei	*	1%	*	*	1%	*	-	1%	1%	1%	-	-	*	1%	*	-	-	-	1%	*

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 514  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Doctor/Hospital**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
I use multiple services roughly the same amount	32	13	19	*	1	5	6	8	12	10	11	4	7	6	2	2	2	2	1	*	4	4	6	3	-	1	16	3
	2%	1%	2%	*	*	2%	2%	3%	de	2%	2%	1%	1%	3%	3%	1%	1%	1%	*	2%	1%	2%	2%	-	*	2%A	2%	
Don't know	76	42	34	15	24	12	4	6	16	19	25	13	20	5	2	9	6	9	7	1	2	13	17	6	1	11	33	4
	4%	4%	3%	6%gh	7%ghi	3%g	1%	2%	3%	3%	4%	3%	4%	3%	3%	4%	3%	5%u	4%	1%	1%	5%u	6%tu	3%	1%	3%	4%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 515

**Q26. When communicating with the following business or services, which of these services do you use most often?**

**Base: All respondents**

**Doctor/Hospital**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Phone call via mobile phone	1190	1078	97	22	45	18	5	7	9	5	649	376	108	33
	57%	56%	65%	67%	67%	54%	70%	74%	62%	47%	56%	59%l	49%	69%l
Phone call via landline	647	608	30	7	10	11	1	1	3	4	383	177	71	5
	31%	32%bd	20%	23%	14%	34%	10%	6%	23%	44%	33%km	28%m	32%m	11%
Email	46	39	7	1	5	-	1	-	-	-	19	15	10	1
	2%	2%	5%a	3%	8%a	-	9%	-	-	-	2%	2%	5%l	3%
The business/ company's website	36	35	1	-	-	1	-	-	-	-	16	16	2	2
	2%	2%	1%	-	-	4%	-	-	-	-	1%	3%	1%	5%
Letter in the post	21	18	3	-	-	2	-	1	-	-	11	8	3	-
	1%	1%	2%	-	-	6%	-	12%	-	-	1%	1%	1%	-
SMS text message	16	13	3	2	1	-	-	-	-	-	6	5	3	2
	1%	1%	2%	6%	1%	-	-	-	-	-	*	1%	2%	4%jk
Phone call via an online communication service, such as Skype or WhatsApp	10	9	1	-	*	1	-	-	-	-	5	3	2	-
	*	*	1%	-	1%	2%	-	-	-	-	*	*	1%	-
Text message over an online communication service, such as Skype or WhatsApp	8	6	2	1	1	-	-	-	-	-	5	1	2	-
	*	*	1%	2%	1%	-	-	-	-	-	*	*	1%	-
Other	12	12	-	-	-	-	-	-	-	-	6	3	3	1
	1%	1%	-	-	-	-	-	-	-	-	1%	*	1%	1%
I use multiple services roughly the same amount	32	31	1	-	-	-	-	1	-	-	17	10	5	-
	2%	2%	*	-	-	-	-	7%	-	-	1%	2%	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 515  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Doctor/Hospital**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Don't know	76	68	6	-	6	-	1	-	2	1	34	24	10	4
	4%	4%	4%	-	8%	-	11%	-	15%	9%	3%	4%	5%	8%j

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 516  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Doctor/Hospital**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
Phone call via mobile phone	1190 57%	991 59%def	532 59%def	459 58%def	199 49%	183 50%	16 39%	781 65%ijmn	633 66%ijmn	148 58%ijmn	408 46%mn	63 70%ijmn	115 62%ijmn	38 32%	102 30%	92 61%ijmn	776 50%	408 74%p	354 74%p	313 72%p	161 81%psv	165 74%p	143 67%p	98 73%p	
Phone call via landline	647 31%	486 29%	242 27%	243 31%	162 40%abc	142 39%abc	20 48%abc	277 23%	199 21%	78 31%ghk	370 42%ghik	15 17%	44 24%	64 54%ghij	200 58%ghij	47 31%ghk	550 36%qrst	96 18%	84 18%	86 20%t	23 12%	40 18%	50 24%t	27 20%t	
Email	46 2%	38 2%	19 2%	19 2%	7 2%	5 1%	2 5%	24 2%	18 2%	6 2%	21 2%	3 3%	5 3%	3 2%	9 3%	2 1%	40 3%q	6 1%	6 1%	5 1%	*	*	3 1%	4 2%	1 *
The business/ company's website	36 2%	30 2%	20 2%	10 1%	6 2%	6 2%	-	20 2%	14 2%	6 2%	16 2%	1 1%	4 2%	1 1%	8 2%	1 1%	30 2%	6 1%	6 1%	5 1%	2 1%	3 1%	4 2%	1 1%	
Letter in the post	21 1%	15 1%	3 1%	12 1%b	7 2%b	7 2%b	-	14 1%	14 1%i	-	7 1%	*	1 1%	2 2%i	3 1%	1 *	20 1%	2 *	2 *	1 *	1 1%	-	1 *	-	
SMS text message	16 1%	15 1%	13 1%c	2 *	1 *	1 *	-	9 1%	7 1%	2 1%	7 1%	-	3 2%	-	4 1%	-	14 1%	2 *	2 *	1 *	1 1%	1 1%	1 *	-	
Phone call via an online communication service, such as Skype or WhatsApp	10 *	8 *	5 1%	3 *	2 1%	2 1%	-	8 1%	6 1%	2 1%	2 *	-	2 1%	-	-	-	5 *	5 1%	5 1%	5 1%	1 1%	3 1%	3 1%	-	
Text message over an online communication service, such as Skype or WhatsApp	8 *	7 *	5 1%	1 *	1 *	1 *	-	7 1%	5 1%	1 *	1 *	1 1%	-	-	-	-	6 *	2 *	2 *	1 *	1 1%	1 1%	-	-	
Other	12 1%	12 1%	7 1%	4 1%	1 *	-	1 1%e	7 1%	6 1%	1 *	5 1%	*	1 *	1 1%	1 *	2 2%	9 1%	3 *	2 *	3 1%	-	-	2 1%	3 2%u	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 516  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
**Base: All respondents**  
**Doctor/Hospital**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-5 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
I use multiple services roughly the same amount	32	23	15	8	8	7	1	17	12	5	15	3	1	5	4	3	26	6	5	6	3	2	4	1
	2%	1%	2%	1%	2%	2%	3%	1%	1%	2%	2%	3%	*	4%h	1%	2%	2%	1%	1%	1%	1%	1%	2%	1%
Don't know	76	62	34	28	14	13	2	43	38	6	33	3	11	4	12	3	62	13	10	11	5	6	2	3
	4%	4%	4%	4%	4%	4%	4%	4%	4%	2%	4%	3%	6%	3%	4%	2%	4%v	2%	2%	3%	2%	3%	1%	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 517  
**Q26. When communicating with the following business or services, which of these services do you use most often?**  
Base: All respondents  
Doctor/Hospital

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Phone call via mobile phone	1190 57%	51 57%	134 57% <sup>c</sup>	135 46%	189 55% <sup>c</sup>	154 56% <sup>c</sup>	105 58% <sup>c</sup>	89 67% <sup>cd</sup>	64 64% <sup>c</sup>	173 67% <sup>bcde50%</sup>	260 50% <sup>m</sup>	121 61% <sup>ijlm</sup>	167 47%	58 38%	8 48%	908 59% <sup>lm</sup>	1183 57%
Phone call via landline	647 31%	24 27%	84 36% <sup>gi</sup>	103 35% <sup>gi</sup>	117 34% <sup>gi</sup>	85 31%	48 26%	29 22%	29 29%	61 23%	203 39% <sup>ko</sup>	58 29%	156 44% <sup>ko</sup>	74 48% <sup>ko</sup>	9 52%	434 28%	631 31%
Email	46 2%	3 3%	4 2%	8 3%	7 2%	4 1%	8 5%	4 3%	2 2%	5 2%	13 3%	1 *	7 2%	7 5% <sup>k</sup>	-	32 2%	45 2%
The business/ company's website	36 2%	2 2%	1 *	7 2%	6 2%	3 1%	7 4% <sup>be</sup>	2 1%	1 1%	6 2%	7 1%	5 2%	2 1%	2 1%	-	28 2%	36 2%
Letter in the post	21 1%	-	2 1%	3 1%	6 2%	4 1%	2 1%	-	1 1%	1 *	8 2%	2 1%	6 2%	-	-	13 1%	21 1%
SMS text message	16 1%	-	1 2%	5 2%	1 *	3 1%	1 1%	1 1%	1 1%	1 *	3 1%	2 1%	1 *	-	-	12 1%	16 1%
Phone call via an online communication service, such as Skype or WhatsApp	10 *	2 2% <sup>l</sup>	1 *	3 1%	2 1%	2 1%	-	1 *	-	-	2 *	2 1%	1 *	1 1%	-	8 *	10 *
Text message over an online communication service, such as Skype or WhatsApp	8 *	1 1%	-	2 1%	* *	-	1 *	1 1%	1 1%	2 1%	2 *	1 *	1 *	-	-	5 *	8 *
Other	12 1%	-	1 *	4 1%	1 *	1 *	2 1%	-	1 1%	3 1%	1 *	* *	-	1 1%	-	9 1%	12 1%
I use multiple services roughly the same amount	32 2%	2 3%	4 2%	4 2%	5 2%	6 2%	4 2%	1 1%	-	3 1%	9 2%	2 1%	7 2%	5 3%	-	23 2%	32 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 517

**Q26. When communicating with the following business or services, which of these services do you use most often?**

**Base: All respondents**

**Doctor/Hospital**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Don't know	76	4	5	17	9	12	4	5	-	5	12	6	6	6	-	62	71
	4%	4%	2%	6%hi	3%	4%	2%	4%	-	2%	2%	3%	2%	4%	-	4%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 518  
**Q27. When you think about who out of your family and friends use online communication services, which of these statements most applies to you?**  
 Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
I can contact all my family and friends via online communication services	560 27%	265 26%	295 27%	75 32%hi	111 31%hi	94 28%	103 28%	67 22%	110 23%	186 33%lm	169 29%m	111 26%m	94 19%	49 28%	24 28%	57 24%	42 25%	51 28%	34 23%	26 22%	43 22%	94 34%pq	74 26%	40 22%	25 40%pq	104 30%	259 30%	62 33%
I can contact most of my family and friends via online communication services	1051 50%	487 48%	564 53%a	128 55%l	199 55%l	180 54%l	174 47%	150 49%	220 46%	272 48%	307 52%	216 51%	256 50%	89 51%	38 44%	112 48%	93 55%	85 47%	82 55%ty	43 42%	103 53%	134 49%	147 52%	99 55%t	25 40%	177 51%	438 51%	93 50%
I can contact some of my family and friends via online communication services	303 14%	169 17%b	135 13%	17 7%	30 8%	36 11%	57 16%de	62 20%def	100 21%def	77 14%	78 13%	61 14%	87 17%	25 14%	13 16%	35 15%	23 14%	20 11%	25 17%	22 22%rv	40 20%rv	30 11%	38 14%	24 13%	8 13%	41 12%	111 13%	24 13%
I can contact few of my family and friends via online communication services	99 5%	49 5%	49 5%	2 1%	14 4%d	11 3%	21 6%d	20 7%d	30 6%d	23 4%	18 3%	16 4%	42 8%jkl	6 3%	7 9%w	16 7%w	7 4%	13 7%w	5 3%	7 6%	7 4%	11 4%	7 3%	10 5%	4 7%	12 4%	26 3%	4 2%
Don't know	81 4%	51 5%b	29 3%	10 4%	8 2%	14 4%	15 4%	10 3%	24 5%	13 2%	17 3%	21 5%j	30 6%jk	7 4%	3 4%	13 6%uv	5 3%	12 7%sv	3 2%	4 4%	2 1%	5 2%	18 6%sv	8 4%	1 1%	12 3%	29 3%	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 519

**Q27. When you think about who out of your family and friends use online communication services, which of these statements most applies to you?**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
I can contact all my family and friends via online communication services	560 27%	496 26%	55 37%a	15 46%	27 40%a	10 31%	1 22%	1 14%	6 38%	1 6%	297 26%	162 25%	76 35% <sup>ijk</sup>	14 28%
I can contact most of my family and friends via online communication services	1051 50%	970 51%	72 48%	13 41%	29 43%	18 54%	5 78%	6 57%	5 35%	9 86%	564 49%	332 52%	106 48%	28 57%
I can contact some of my family and friends via online communication services	303 14%	284 15%	14 9%	2 5%	4 6%	5 15%	-	3 29%	2 12%	1 8%	167 15%	97 15%	29 13%	5 11%
I can contact few of my family and friends via online communication services	99 5%	93 5%	3 2%	3 8%	1 1%	-	-	-	-	-	63 5% <sup>l</sup>	30 5%	4 2%	2 3%
Don't know	81 4%	73 4%	6 4%	-	6 9%a	-	-	-	2 15%	-	57 5% <sup>kl</sup>	15 2%	4 2%	* 1%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 520  
**Q27. When you think about who out of your family and friends use online communication services, which of these statements most applies to you?**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
I can contact all my family and friends via online communication services	560 27%	469 28% <sup>d</sup>	269 30% <sup>de</sup>	200 25%	91 22%	83 23%	8 20%	363 30% <sup>ijn</sup>	291 30% <sup>ijn</sup>	72 28% <sup>ijn</sup>	197 22%	18 20%	41 22%	31 26%	74 22%	34 23%	385 25%	175 32% <sup>p</sup>	153 32% <sup>p</sup>	136 31% <sup>p</sup>	58 29%	66 30%	68 32% <sup>p</sup>	38 29%
I can contact most of my family and friends via online communication services	1051 50%	850 50%	444 50%	406 51%	201 49%	176 48%	25 60%	615 51%	489 51%	126 50%	436 49%	44 49%	96 52%	53 45%	158 46%	86 57% <sup>n</sup>	767 50%	278 51%	243 51%	220 50%	103 52%	123 55%	99 47%	68 51%
I can contact some of my family and friends via online communication services	303 14%	225 13%	117 13%	109 14%	78 19% <sup>abc</sup>	73 20% <sup>abc</sup>	5 11%	152 13%	120 13%	32 13%	152 17% <sup>gh</sup>	8 9%	27 14%	20 17%	76 22% <sup>ghijkl</sup>	21 14%	236 15%	67 12%	63 13%	57 13%	24 12%	27 12%	34 16%	13 10%
I can contact few of my family and friends via online communication services	99 5%	75 4%	36 4%	39 5%	24 6%	22 6%	2 6%	38 3%	25 3%	13 5% <sup>h</sup>	61 7% <sup>gh</sup>	9 11% <sup>gh</sup>	15 8% <sup>gh</sup>	8 7% <sup>h</sup>	22 6% <sup>gh</sup>	7 4%	85 6% <sup>qrstu</sup>	14 3%	11 2%	12 3%	8 4%	5 2%	6 3%	6 4%
Don't know	81 4%	67 4%	31 3%	35 4%	14 3%	13 3%	1 3%	41 3%	31 3%	10 4%	40 5%	10 11% <sup>ghijkl</sup>	7 4%	6 5%	14 4%	4 3%	65 4% <sup>ru</sup>	15 3%	8 2%	12 3%	4 2%	2 1%	5 2%	9 7% <sup>qr</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 521

**Q27. When you think about who out of your family and friends use online communication services, which of these statements most applies to you?**

**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
I can contact all my family and friends via online communication services	560 27%	20 22%	58 25%	64 22%	85 25%	76 28%	61 33% <sup>cdg</sup>	29 22%	25 25%	94 36% <sup>abcd</sup>	115 22%	53 27%	69 19%	35 23%	4 21%	436 28% <sup>jl</sup>	554 27%
I can contact most of my family and friends via online communication services	1051 50%	41 46%	108 46%	141 48%	176 51%	138 50%	97 53%	77 58% <sup>b</sup>	57 58%	129 50%	268 51%	102 51%	187 53%	76 50%	9 52%	769 50%	1046 51%
I can contact some of my family and friends via online communication services	303 14%	13 14%	38 16%	56 19% <sup>fi</sup>	52 15%	38 14%	19 10%	16 12%	15 15%	27 10%	84 16%	22 11%	66 18% <sup>ko</sup>	27 18%	3 17%	210 14%	302 15%
I can contact few of my family and friends via online communication services	99 5%	8 9% <sup>fh</sup>	14 6% <sup>f</sup>	22 8% <sup>fh</sup>	17 5% <sup>f</sup>	13 5% <sup>f</sup>	2 1%	5 4%	1 1%	9 4%	36 7% <sup>o</sup>	15 7% <sup>o</sup>	24 7% <sup>o</sup>	12 8% <sup>o</sup>	1 6%	62 4%	97 5%
Don't know	81 4%	7 8% <sup>ghi</sup>	19 8% <sup>ceghi</sup>	10 3% <sup>i</sup>	14 4% <sup>i</sup>	9 3% <sup>i</sup>	4 2% <sup>i</sup>	5 4% <sup>i</sup>	1 1%	-	18 4%	8 4%	10 3%	4 2%	1 4%	58 4%	66 3%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 522  
Q28. How do you think free online communication services, such as Gmail or Facebook Messenger, are funded?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Advertising on the website	1261	653	607	151	198	199	229	201	282	372	364	256	269	113	53	138	108	100	93	64	103	165	176	108	40	199	516	109
	60%	64%b	57%	65%e	55%	60%	62%	65%e	58%	65% <i>m</i>	62% <i>m</i>	60% <i>m</i>	53%	64%	62%	59%	63%	55%	63%	63%	53%	60%	62%	60%	64%	58%	60%	59%
Advertisers pay to prioritise their emails to be top of an inbox	708	386	322	65	110	110	144	113	166	221	189	148	149	55	31	64	55	62	53	40	71	84	110	63	21	127	293	65
	34%	38%b	30%	28%	30%	33%	39% <i>de</i>	36%	34%	39% <i>km</i>	32%	35%	29%	31%	37%	27%	32%	34%	35%	40% <i>p</i>	36%	31%	39% <i>p</i>	35%	33%	37%	34%	35%
Data obtained from emails or messages is passed on to other companies	486	289	197	50	67	81	78	82	129	167	137	91	90	40	16	51	36	34	37	27	43	74	74	44	11	75	209	55
	23%	28%b	18%	21%	18%	24%	21%	26% <i>e</i>	27% <i>e</i>	29% <i>klm</i>	23% <i>m</i>	21%	18%	22%	18%	22%	21%	19%	25%	26%	22%	27%	26%	25%	18%	22%	24%	29%
Data obtained from emails or messages is used by the email provider	400	258	143	32	57	65	74	78	95	146	119	72	64	42	14	47	26	30	32	28	36	59	45	30	11	60	178	49
	19%	25%b	13%	14%	16%	19%	20%	25% <i>de</i>	20%	26% <i>klm</i>	20% <i>m</i>	17%	13%	24%	16%	20%	15%	16%	22%	27% <i>qrw</i>	19%	21%	16%	17%	18%	17%	21%	27%
Licence fee/ by the public	53	31	22	16	17	8	5	2	5	16	13	18	7	5	2	7	2	2	5	4	4	11	8	3	-	17	24	14
	3%	3%	2%	7% <i>fghi</i>	5% <i>ghi</i>	2%	1%	1%	1%	3%	2%	4% <i>m</i>	1%	3%	2%	3%	1%	1%	4%	4%	2%	4%	3%	2%	-	5%	3%	8%
By the government	48	30	17	19	12	11	*	2	4	17	12	8	11	9	-	6	4	4	2	2	4	12	4	1	-	12	27	14
	2%	3%	2%	8% <i>efgh</i>	3% <i>ghi</i>	3% <i>ghi</i>	*	*	1%	3%	2%	2%	2%	5% <i>wx</i>	-	3%	2%	2%	1%	2%	2%	4% <i>wx</i>	1%	1%	-	4%	3%	8%
Other (please specify)	6	5	1	1	2	1	-	1	1	2	3	1	*	-	-	-	*	2	-	1	-	1	*	1	-	-	5	1
	*	*	*	1%	1%	*	-	*	*	*	*	*	*	-	-	-	*	1%	-	1%	-	*	*	1%	-	-	1%	1%
Don't know	530	207	323	46	89	85	91	79	141	102	147	114	167	37	28	65	47	49	35	17	57	64	71	46	13	82	200	25
	25%	20%	30% <i>a</i>	20%	24%	25%	24%	26%	29% <i>d</i>	18%	25% <i>j</i>	27% <i>j</i>	33% <i>jk</i>	21%	33% <i>t</i>	28% <i>t</i>	27%	27%	24%	17%	29% <i>t</i>	23%	25%	26%	21%	24%	23%	13%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 523

**Q28. How do you think free online communication services, such as Gmail or Facebook Messenger, are funded?**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Advertising on the website	1261 60%	1154 60%	93 62%	25 78%	37 54%	20 58%	6 90%	5 50%	2 12%	1 10%	664 58%	413 65%j	141 64%	33 69%
Advertisers pay to prioritise their emails to be top of an inbox	708 34%	662 35%bd	38 25%	11 33%	13 20%	9 26%	2 35%	2 24%	3 17%	1 11%	372 32%	225 35%	89 40%j	15 31%
Data obtained from emails or messages is passed on to other companies	486 23%	442 23%	40 27%	12 38%	18 26%	4 11%	3 46%	4 37%	2 11%	4 36%	213 19%	182 28%j	74 34%j	10 20%
Data obtained from emails or messages is used by the email provider	400 19%	360 19%	36 24%	14 42%	14 21%	5 16%	1 10%	2 18%	-	-	165 14%	164 26%j	64 29%jm	7 13%
Licence fee/ by the public	53 3%	38 2%	14 9%a	4 11%	8 11%a	2 7%	-	1 6%	2 15%	2 19%	21 2%	16 3%	8 4%	2 4%
By the government	48 2%	29 1%	17 11%a	2 6%	12 18%a	3 9%	-	-	2 15%	1 9%	19 2%	18 3%	5 2%	3 5%
Other (please specify)	6 *	5 *	1 1%	1 3%	-	-	-	-	-	-	3 *	* *	2 1%k	-
Don't know	530 25%	495 26%b	27 18%	2 6%	14 21%	7 21%	-	3 31%	9 61%	4 36%	340 30%kl	119 19%	44 20%	8 17%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 524  
**Q28. How do you think free online communication services, such as Gmail or Facebook Messenger, are funded?**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
Advertising on the website	1261	1010	553	457	251	222	29	715	585	130	546	67	124	51	232	72	970	286	243	233	90	114	113	77	
		60%	60%	62%	58%	61%	60%	70%	59%imo	61%imo	51%	62%imo	75%ghij	67%imo	43%	68%ghim	48%	63%qrst	52%	51%	53%	46%	51%	53%	57%
Advertisers pay to prioritise their emails to be top of an inbox	708	555	292	263	153	137	16	420	326	94	288	32	64	31	126	35	527	176	154	144	53	66	75	44	
	34%	33%	33%	33%	37%	37%	39%	35%o	34%o	37%o	33%o	36%	34%o	27%	37%o	23%	34%	32%	32%	33%	27%	30%	35%	33%	
Data obtained from emails or messages is passed on to other companies	486	389	228	161	97	88	8	284	226	58	202	27	34	23	101	17	394	92	80	78	24	38	42	24	
	23%	23%	25%c	20%	24%	24%	20%	24%o	24%o	23%o	23%o	30%lo	18%	20%	29%ghij	11%	26%qrst	17%	17%	18%	12%	17%	20%t	18%	
Data obtained from emails or messages is used by the email provider	400	311	176	134	90	83	7	238	190	48	162	23	35	15	80	10	324	76	62	68	17	27	32	23	
	19%	18%	20%	17%	22%	23%c	16%	20%o	20%o	19%o	18%o	26%mo	19%o	13%	23%mo	7%	21%qrst	14%	13%	16%t	9%	12%	15%	17%t	
Licence fee/ by the public	53	48	32	16	5	5	-	41	31	11	11	-	7	-	4	1	35	18	16	14	9	9	6	3	
	3%	3%	4%d	2%	1%	1%	-	3%ejn	3%ejn	4%jmn	1%	-	4%j	-	1%	1%	2%	3%	3%	3%	4%	4%	3%	2%	
By the government	48	44	29	15	3	3	-	39	31	8	9	3	4	-	1	-	30	17	17	10	8	6	6	2	
	2%	3%d	3%de	2%	1%	1%	-	3%jno	3%jno	3%jno	1%	4%jno	2%	-	*	-	2%	3%	4%	2%	4%	3%	3%	1%	
Other (please specify)	6	4	3	1	2	2	-	5	5	-	1	-	*	-	1	-	6	-	-	-	-	-	-	-	
	*	*	*	*	*	*	-	*	*	-	*	-	*	-	*	-	*	-	-	-	-	-	-	-	
Don't know	530	432	210	223	98	90	8	282	204	78	248	15	40	50	79	65	367	161	143	127	65	70	62	34	
	25%	26%	23%	28%b	24%	24%	20%	23%	21%	31%ghkl	28%ghk	17%	21%	42%ghij	23%	43%ghij	24%	29%p	30%p	29%p	33%p	31%p	29%	26%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 525  
**Q28. How do you think free online communication services, such as Gmail or Facebook Messenger, are funded?**  
 Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Advertising on the website	1261 60%	50 56%	130 55%	154 53%	202 59%	174 64% <sup>c</sup>	117 64% <sup>c</sup>	82 61%	60 61%	180 70% <sup>abcd</sup>	315 60%	118 59%	216 61%	96 63%	9 51%	922 60%	1251 61%
Advertisers pay to prioritise their emails to be top of an inbox	708 34%	25 28%	60 25%	88 30%	126 37% <sup>b</sup>	92 34%	77 42% <sup>abc</sup>	53 40% <sup>b</sup>	34 34%	92 35% <sup>b</sup>	183 35%	63 32%	128 36%	55 36%	5 30%	507 33%	703 34%
Data obtained from emails or messages is passed on to other companies	486 23%	22 25%	38 16%	67 23%	85 25% <sup>b</sup>	61 22%	46 25% <sup>b</sup>	27 20%	17 18%	88 34% <sup>bcde</sup>	123 24%	38 19%	89 25%	32 21%	3 18%	353 23%	482 23%
Data obtained from emails or messages is used by the email provider	400 19%	16 18%	40 17%	44 15%	56 16%	56 21%	45 25% <sup>cdg</sup>	19 14%	18 18%	72 28% <sup>bcdg</sup>	115 22%	41 20%	70 20%	39 26% <sup>o</sup>	3 18%	275 18%	399 19%
Licence fee/ by the public	53 3%	3 3%	2 1%	8 3%	8 2%	7 2%	3 2%	5 3%	5 5%	7 3%	5 1%	2 1%	2 1%	1 1%	*	46 3% <sup>jl</sup>	53 3%
By the government	48 2%	3 3%	4 1%	12 4% <sup>i</sup>	7 2%	4 1%	3 2%	4 3%	6 6% <sup>bei</sup>	3 1%	12 2%	8 4% <sup>m</sup>	7 2%	1 1%	-	33 2%	48 2%
Other (please specify)	6 *	-	* *	1 *	-	-	1 1%	-	-	1 1%	*	* *	1 *	-	-	5 *	6 *
Don't know	530 25%	24 27% <sup>i</sup>	82 35% <sup>cd</sup>	88 30% <sup>i</sup>	87 25% <sup>i</sup>	71 26% <sup>i</sup>	40 22% <sup>i</sup>	28 21%	20 20%	36 14%	143 28%	58 29%	92 26%	46 30%	7 41%	377 25%	513 25%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 526  
**Q29. To what extent do you agree or disagree with this statement: When I sign up for online communication services I usually accept the terms and conditions without reading them.**  
**Base: All respondents**

	Gender			Age						Social Grade				Region										Employment Sector			Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
NET: Agree	1516	745	772	186	283	262	278	214	293	414	453	300	349	135	59	171	121	123	117	69	139	203	208	128	45	270	645	137	
	72%	73%	72%	80%hi	78%hi	78%hi	75%i	69%i	61%	72%	77%lm	71%	69%	77%	69%	73%	71%	68%	79%r	68%	71%	74%	73%	71%	72%	78%	75%	74%	
Strongly agree	(5)	838	410	428	130	198	154	155	97	104	212	274	163	189	83	39	81	59	66	70	46	66	114	109	70	34	171	389	80
		40%	40%	40%	56%fgh	55%fgh	46%hi	42%hi	31%i	22%	37%	47%jlm	38%	37%	47%pq	46%	35%	35%	36%	47%pqr	45%	34%	42%	39%	39%	54%pqr	49%	45%	43%
Slightly agree	(4)	678	335	343	56	85	108	124	117	189	202	179	137	160	52	20	90	61	57	24	73	88	98	58	11	99	255	58	
		32%	33%	32%	24%	24%	32%e	33%de	38%de	39%de	35%	30%	32%	31%	29%	23%	38%oty	36%ty	32%y	31%y	23%	38%oty	32%y	35%ty	32%y	17%	29%	30%	31%
Neither agree or disagree	(3)	220	89	131	24	34	31	23	34	75	52	52	49	66	8	11	31	15	27	15	17	21	28	30	14	4	22	84	16
		11%	9%	12%a	10%	9%	9%	6%	11%g	15%efg	9%	9%	12%	13%k	5%	13%n	13%n	9%	15%n	10%	16%nx	11%	10%	10%	8%	6%	6%	10%	9%
Slightly disagree	(2)	199	99	99	7	21	24	44	35	68	60	46	37	56	24	11	19	19	9	10	17	20	22	22	9	31	72	16	
		9%	10%	9%	3%	6%	7%d	12%de	11%de	14%def	10%	8%	9%	11%	14%sv	13%	8%	11%	9%	6%	10%	9%	7%	8%	12%	14%	9%	8%	
Strongly disagree	(1)	131	76	55	13	23	13	22	22	37	42	27	33	29	8	3	10	9	11	5	5	15	21	24	15	4	21	53	15
		6%	7%b	5%	6%	6%	4%	6%	7%	8%f	7%	5%	8%	6%	4%	3%	4%	5%	6%	3%	5%	8%	8%	8%	6%	6%	6%	8%	
NET: Disagree		330	176	154	20	43	38	66	57	106	102	73	70	85	32	14	29	28	27	14	16	32	42	45	37	52	125	31	
		16%	17%	14%	8%	12%	11%	18%def	18%def	22%def	18%k	12%	16%	17%	18%ss	17%	12%	17%	15%	10%	15%	16%	15%	16%	20%ps	21%ss	15%	15%	16%
Don't know		28	13	15	3	2	5	3	4	10	3	11	5	9	1	1	3	6	4	3	-	3	2	2	2	1	2	9	2
		1%	1%	1%	1%	*	2%	1%	2%	1%	2%	2%	1%	2%	*	1%	1%	4%nw	2%	2%	-	2%	1%	1%	2%	*	1%	1%	
Mean		3.92	3.89	3.94	4.23gh	4.15gh	4.11hi	3.94i	3.76i	3.54	3.85	4.08j	3.86	3.85	4.01	3.96	3.92	3.87	3.85	4.15qr	3.92	3.82	3.93	3.88	3.81	4.01	4.07	4.00	3.93
					i	i				m									uw										
Standard deviation		1.21	1.25	1.17	1.12	1.19	1.10	1.23	1.22	1.21	1.24	1.14	1.24	1.21	1.22	1.21	1.19	1.20	1.07	1.23	1.22	1.24	1.24	1.30	1.34	1.21	1.21	1.26	
Standard error		0.03	0.04	0.04	0.07	0.07	0.06	0.06	0.07	0.06	0.05	0.05	0.06	0.06	0.10	0.14	0.07	0.09	0.09	0.08	0.12	0.09	0.07	0.10	0.17	0.07	0.04	0.10	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 527

**Q29. To what extent do you agree or disagree with this statement: When I sign up for online communication services I usually accept the terms and conditions without reading them.**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri-ary (i)	Sec-ndary (j)	Univ-ersity degree (k)	Higher univ-ersity degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: Agree	1516	1383	117	27	53	25	7	8	6	805	488	164	38	
	72%	72%	78%	82%	79%	74%	79%	66%	51%	62%	70%	77%j	75%	
Strongly agree	(5)	838	763	68	16	34	10	3	4	3	431	270	96	30
	40%	40%	45%	48%	49%	30%	41%	61%	25%	26%	38%	42%	44%	61%jk
Slightly agree	(4)	678	620	49	11	20	15	2	4	4	374	218	68	8
	32%	32%	33%	34%	29%	44%	38%	6%	26%	36%	33%lm	34%lm	31%	17%
Neither agree or disagree	(3)	220	206	11	1	7	1	1	3	-	138	51	21	6
	11%	11%	7%	2%	10%	4%	10%	14%	22%	-	12%k	8%	9%	12%
Slightly disagree	(2)	199	186	8	3	3	1	1	2	1	122	49	20	2
	9%	10%	5%	9%	4%	2%	11%	7%	12%	10%	11%	8%	9%	3%
Strongly disagree	(1)	131	118	12	2	2	7	-	1	3	65	44	15	3
	6%	6%	8%	7%	3%	19%	-	12%	15%	28%	6%	7%	7%	5%
NET: Disagree	330	304	20	5	5	7	1	2	4	4	186	93	35	4
	16%	16%	13%	16%	7%	22%	11%	19%	27%	38%	16%	15%	16%	9%
Don't know	28	24	3	-	3	-	-	-	-	-	19	6	1	1
	1%	1%	2%	-	4%a	-	-	-	-	-	2%	1%	*	1%
Mean	3.92	3.91	4.04	4.09	4.23	3.63	4.09	3.96	3.33	3.22	3.87	3.98	3.96	4.27j
Standard deviation	1.21	1.21	1.22	1.23	1.01	1.45	1.06	1.53	1.42	1.69	1.20	1.20	1.23	1.15
Standard error	0.03	0.03	0.10	0.21	0.12	0.25	0.37	0.46	0.38	0.53	0.04	0.05	0.08	0.16

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 528  
**Q29. To what extent do you agree or disagree with this statement: When I sign up for online communication services I usually accept the terms and conditions without reading them.**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
NET: Agree	1516	1232	679	554	284	251	33	915	740	175	601	64	138	55	232	112	1089	421	367	341	151	188	161	104	
	72%	73%	76% <i>code</i>	70%	69%	68%	80%	76% <i>ijmn</i>	77% <i>ijmn</i>	69% <i>m</i>	68% <i>m</i>	72% <i>m</i>	74% <i>m</i>	47%	68% <i>m</i>	74% <i>m</i>	71%	77% <i>p</i>	77% <i>p</i>	78% <i>p</i>	76%	84% <i>pqr</i>	76%	78%	
Strongly agree	(5)	838	680	379	301	159	142	17	561	467	94	278	36	82	16	84	60	576	259	228	201	104	114	96	50
	40%	40%	42%	38%	39%	39%	41%	46% <i>ijmn</i>	49% <i>ijmn</i>	37% <i>mn</i>	31% <i>mn</i>	41% <i>mn</i>	44% <i>ijmn</i>	13%	24% <i>m</i>	40% <i>mn</i>	37%	47% <i>p</i>	48% <i>pw</i>	46% <i>p</i>	52% <i>pw</i>	51% <i>pw</i>	45% <i>p</i>	38%	
Slightly agree	(4)	678	553	300	253	125	109	16	355	273	82	323	27	56	40	148	52	513	162	139	141	47	74	65	54
	32%	33%	34%	32%	31%	30%	39%	29%	29%	32%	36% <i>gh</i>	31%	30%	34%	43% <i>ghij</i>	35%	33% <i>t</i>	29%	29%	32%	24%	33% <i>t</i>	31%	40% <i>qrt</i>	
Neither agree or disagree	(3)	220	180	91	89	40	39	1	105	73	33	114	12	17	28	35	22	174	46	38	32	22	11	14	14
	11%	11%	10%	11%	10%	11%	2%	9%	8%	13% <i>gh</i>	13% <i>gh</i>	14%	9%	9%	24% <i>ghij</i>	10%	15% <i>gh</i>	11% <i>rsuv</i>	8%	8%	7%	11% <i>u</i>	5%	7%	10%
Slightly disagree	(2)	199	150	64	87	49	44	4	103	76	27	96	7	16	20	45	9	146	53	45	42	13	15	22	13
	9%	9%	7%	11% <i>b</i>	12% <i>b</i>	12% <i>b</i>	10%	9%	8%	11%	11%	7%	8%	8%	17% <i>ghlo</i>	13% <i>gho</i>	6%	9%	10%	9%	10%	7%	7%	11%	9%
Strongly disagree	(1)	131	100	54	46	31	27	4	74	59	15	57	5	12	10	25	5	107	24	22	18	9	7	12	3
	6%	6%	6%	6%	8%	7%	9%	6%	6%	6%	6%	6%	6%	7%	8%	7%	3%	7% <i>qsuw</i>	4%	5%	4%	5%	3%	6%	2%
NET: Disagree	330	251	118	132	79	71	8	177	136	42	153	12	28	30	70	14	253	77	67	60	23	21	34	15	
	16%	15%	13%	17%	19% <i>ab</i>	19% <i>ab</i>	19%	15%	14%	17% <i>o</i>	17% <i>o</i>	13%	15%	25% <i>ghlo</i>	20% <i>gho</i>	9%	16% <i>u</i>	14%	14%	14%	11%	10%	16% <i>u</i>	11%	
Don't know	28	22	9	14	5	5	-	10	7	3	18	1	3	4	6	3	21	5	5	4	2	2	3	1	
	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	2% <i>gh</i>	1%	2%	3% <i>gh</i>	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	
Mean	3.92	3.94	4.00 <i>code</i>	3.87	3.82	3.81	3.93	4.02 <i>ijmn</i>	4.07 <i>ijmn</i>	3.85 <i>mn</i>	3.77 <i>m</i>	3.94 <i>m</i>	3.99 <i>jmn</i>	3.28	3.66 <i>m</i>	4.04 <i>jmn</i>	3.86	4.07 <i>p</i>	4.07 <i>p</i>	4.07 <i>p</i>	4.14 <i>p</i>	4.24 <i>pv</i>	4.00	4.02	
Standard deviation	1.21	1.19	1.17	1.21	1.28	1.28	1.29	1.21	1.20	1.21	1.20	1.19	1.22	1.16	1.20	1.05	1.22	1.16	1.17	1.14	1.15	1.02	1.21	1.03	
Standard error	0.03	0.03	0.04	0.04	0.06	0.07	0.20	0.04	0.04	0.07	0.04	0.13	0.09	0.11	0.06	0.08	0.03	0.05	0.05	0.05	0.08	0.07	0.08	0.09	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 529

**Q29. To what extent do you agree or disagree with this statement: When I sign up for online communication services I usually accept the terms and conditions without reading them.**

**Base: All respondents**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
NET: Agree	1516 72%	57 65%	162 68%	187 64%	250 73% <sup>c</sup>	190 70%	149 81% <sup>abcde</sup>	97 73%	72	213 82% <sup>abcd</sup>	348 67%	142 71%	233 66%	102 66%	13 76%	1143 74% <sup>ijlm</sup>	1509 73%	
Strongly agree	(5) 40%	838 38%	33 29%	68 35%	103 39% <sup>b</sup>	134 41% <sup>b</sup>	111 45% <sup>bc</sup>	83 39%	51 44% <sup>b</sup>	44 134 52% <sup>abcd</sup>	192 37%	97 48% <sup>ijlm</sup>	119 33%	53 35%	3 19%	631 41% <sup>l</sup>	836 41%	
Slightly agree	(4) 32%	678 27%	24 40% <sup>cei</sup>	94 29%	84 34%	116 29%	80 36%	66 34%	46 29%	28 30%	79 30%	156 23%	46 32% <sup>k</sup>	115 32%	49 57%	10 33% <sup>k</sup>	512 33%	672
Neither agree or disagree	(3) 11%	220 11%	21 24% <sup>bcde</sup>	28 12% <sup>fi</sup>	42 14% <sup>fi</sup>	35 10% <sup>fi</sup>	30 11% <sup>fi</sup>	5 3%	12 9% <sup>f</sup>	10 10% <sup>f</sup>	14 5%	63 12%	24 12%	40 11%	18 12%	2 13%	149 10%	208
Slightly disagree	(2) 9%	199 9%	6 7%	22 13%	38 8%	29 12%	33 9%	17 9%	11 9%	9 9%	20 8%	58 11%	17 9%	44 12%	16 11%	- 9%	138 9%	196
Strongly disagree	(1) 6%	131 6%	4 4%	21 9%	17 6%	23 7%	17 6%	11 6%	12 9%	7 8%	12 5%	42 8%	14 7%	31 9%	14 9%	2 10%	88 6%	128 6%
NET: Disagree	330 16%	10 11%	43 18%	55 19%	52 15%	50 18%	28 15%	23 18%	17 17%	32 12%	99 19% <sup>o</sup>	31 16%	74 21% <sup>o</sup>	30 20%	2 10%	226 15%	324 16%	
Don't know	28 1%	-	3 1%	8 3% <sup>i</sup>	7 2% <sup>i</sup>	3 1%	1 1%	-	-	-	10 2%	2 1%	7 2%	3 2%	-	16 1%	25 1%	
Mean	3.92	3.87	3.71	3.77	3.92	3.86	4.06 <sup>bc</sup>	3.85	3.93	4.17 <sup>bcd</sup>	3.78	3.98 <sup>l</sup>	3.71	3.74	3.75	3.96 <sup>ijlm</sup>	3.93	
Standard deviation	1.21	1.13	1.24	1.24	1.20	1.25	1.19	1.27	1.27	1.13	1.28	1.26	1.29	1.30	1.13	1.18	1.21	
Standard error	0.03	0.12	0.08	0.07	0.06	0.07	0.09	0.11	0.14	0.07	0.06	0.09	0.07	0.11	0.28	0.03	0.03	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 530  
**Q30. In the last 12 months, which, if any, of the following things have you experienced when using online communication services?**  
 Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Scams/ frauds	434	222	212	48	61	61	81	67	115	123	122	83	106	39	14	49	30	32	32	21	35	49	67	53	14	72	176	45
	21%	22%	20%	21%	17%	18%	22%	22%	24%e	22%	21%	19%	21%	22%	16%	21%	17%	18%	21%	21%	18%	18%	24%	29%qr	22%	21%	20%	24%
Viruses/ trojans/ worms/ spyware/ malicious software	155	91	64	23	13	38	26	19	35	54	31	28	42	16	5	19	13	10	8	7	16	20	24	14	3	20	67	30
	7%	9%b	6%	10%e	4%	11%e	7%	6%	7%	9%k	5%	7%	8%	9%	5%	8%	6%	6%	5%	7%	8%	7%	9%	8%	5%	6%	8%	16%
My personal information being stolen/ hacked	85	47	37	20	13	16	13	7	16	31	21	14	19	10	1	15	9	6	2	8	2	18	7	4	4	20	41	27
	4%	5%	3%	9%eg	4%	5%	3%	2%	3%	5%	4%	3%	4%	6%su	2%	6%suw	5%su	3%	1%	8%suw	1%	6%suw	2%	2%	6%u	6%	5%	15%
Private information being made public (e.g. photos)	53	31	22	11	13	12	9	5	3	19	6	9	19	10	1	3	2	5	-	1	6	13	6	3	2	11	32	25
	3%	3%	2%	5%hi	4%i	4%i	2%j	1%	1%	3%k	1%	2%	4%k	6%pq	1%	1%	1%	3%l	-	1%	3%l	5%l	2%	1%	4%l	3%	4%	13%
Other (please specify)	19	7	12	-	3	3	4	4	5	5	6	2	6	-	2	4	3	2	1	-	2	2	3	3	-	5	7	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	*	1%	-	2%	2%	2%	1%	1%	-	1%	1%	1%	1%	-	1%	1%	-
None of these	1393	668	724	147	254	207	251	211	322	380	397	281	335	117	59	150	115	128	103	73	127	180	185	110	44	234	562	93
	67%	65%	68%	63%	70%f	62%	68%	68%	67%	66%	68%	66%	66%	66%	70%	64%	67%	71%	70%	72%	65%	66%	65%	61%	70%	68%	65%	50%
Don't know	124	51	73	14	21	32	17	17	24	22	39	33	31	8	5	14	11	8	7	3	16	21	17	10	3	15	52	11
	6%	5%	7%	6%	6%	9%gi	5%	5%	5%	4%	7%j	8%j	6%	5%	6%	6%	7%	5%	5%	3%	8%	8%	6%	5%	4%	4%	6%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 531  
**Q30. In the last 12 months, which, if any, of the following things have you experienced when using online communication services?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Scams/ frauds	434	407	24	4	13	3	1	1	3	2	220	149	50	9
	21%	21%	16%	14%	19%	9%	22%	12%	21%	17%	19%	23%	23%	19%
Viruses/ trojans/ worms/ spyware/ malicious software	155	138	14	3	8	3	-	1	-	3	70	52	29	2
	7%	7%	9%	9%	12%	8%	-	6%	-	28%	6%	8%	13%jk	3%
My personal information being stolen/ hacked	85	71	11	3	5	4	-	-	2	2	34	31	14	1
	4%	4%	8%a	9%	7%	11%	-	-	15%	19%	3%	5%	7%j	1%
Private information being made public (e.g. photos)	53	44	7	*	4	3	-	-	-	2	17	22	9	2
	3%	2%	5%	1%	6%	8%	-	-	-	19%	2%	3%j	4%j	5%
Other (please specify)	19	16	3	1	-	2	-	-	-	1	11	5	3	-
	1%	1%	2%	2%	-	7%	-	-	-	11%	1%	1%	1%	-
None of these	1393	1279	96	23	41	21	4	7	10	4	781	415	137	37
	67%	67%	64%	70%	60%	61%	66%	76%	69%	44%	68%	65%	62%	77%
Don't know	124	109	12	2	7	1	1	1	1	-	78	31	8	1
	6%	6%	8%	6%	10%	4%	12%	12%	10%	-	7%	5%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 532  
Q30. In the last 12 months, which, if any, of the following things have you experienced when using online communication services?  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Scams/ frauds	434 21%	349 21%	168 19%	181 23% <sup>b</sup>	85 21%	79 22%	5 13%	248 21%	194 20%	54 21%	186 21%	27 30% <sup>l</sup>	33 18%	26 22%	79 23% <sup>o</sup>	21 14%	326 21%	108 20%	94 20%	79 18%	41 21%	38 17%	39 18%	22 17%
Viruses/ trojans/ worms/ spyware/ malicious software	155 7%	129 8%	66 7%	63 8%	26 6%	24 6%	2 6%	88 7%	70 7%	18 7%	68 8%	13 14% <sup>g</sup>	14 7%	9 8%	25 7%	7 5%	106 7%	48 9%	44 9%	42 10%	14 7%	21 10%	24 11% <sup>p</sup>	7 5%
My personal information being stolen/ hacked	85 4%	72 4%	36 4%	36 5%	13 3%	11 3%	2 4%	61 5% <sup>j</sup>	48 5% <sup>j</sup>	13 5% <sup>j</sup>	24 3%	2 3%	8 4%	5 5%	7 2%	1 1%	56 4%	29 5%	28 6% <sup>p</sup>	20 5%	11 5%	9 4%	15 7% <sup>p</sup>	3 2%
Private information being made public (e.g. photos)	53 3%	45 3%	25 3%	21 3%	7 2%	6 2%	1 3%	44 4% <sup>j</sup>	37 4% <sup>j</sup>	6 3% <sup>o</sup>	9 1%	1 2%	5 3%	-	3 1%	-	28 2%	25 4% <sup>p</sup>	24 5% <sup>p</sup>	19 4% <sup>p</sup>	11 6% <sup>p</sup>	9 4% <sup>p</sup>	12 6% <sup>p</sup>	3 2%
Other (please specify)	19 1%	18 1%	10 1%	7 1%	2 *	1 *	1 2%	11 1%	7 1%	5 2%	8 1%	3 3%	1 *	2 1%	2 1%	1 1%	15 1%	5 1%	3 1%	5 1%	-	2 1%	1 *	2 2%
None of these	1393 67%	1114 66%	609 68%	504 64%	279 68%	246 67%	33 79%	796 66%	637 67%	159 63%	597 67%	51 57%	127 68%	79 67%	228 67%	111 74% <sup>ik</sup>	1044 68% <sup>q</sup>	343 63%	301 63%	277 63%	119 60%	149 67%	135 64%	85 63%
Don't know	124 6%	102 6%	47 5%	54 7%	22 5%	21 6%	1 3%	68 6%	50 5%	18 7%	56 6%	6 6%	13 7%	7 6%	20 6%	11 7%	81 5%	41 8%	33 7%	35 8% <sup>p</sup>	21 11% <sup>p</sup>	15 7%	13 6%	14 10% <sup>p</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/l/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 533  
**Q30. In the last 12 months, which, if any, of the following things have you experienced when using online communication services?**  
Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Scams/ frauds	434 21%	22 25%	42 18%	56 19%	70 20%	60 22%	47 26%	28 21%	17 18%	51 20%	129 25%o	52 26%o	81 23%	40 26%	5 30%	297 19%	431 21%
Viruses/ trojans/ worms/ spyware/ malicious software	155 7%	7 8%	19 8%	16 6%	29 8%e	11 4%	16 9%e	10 8%	12 13%ce	18 7%	46 9%	16 8%	31 9%	17 11%o	2 10%	102 7%	154 7%
My personal information being stolen/ hacked	85 4%	5 6%	8 3%	7 2%	20 6%	10 4%	5 3%	7 5%	6 6%	12 5%	23 4%	9 4%	16 4%	8 5%	* 3%	56 4%	85 4%
Private information being made public (e.g. photos)	53 3%	4 5%	4 2%	11 4%	5 2%	6 2%	5 3%	1 1%	8 8%bdegi	5 2%	20 4%o	9 5%mo	16 4%mo	1 1%	* 3%	30 2%	53 3%
Other (please specify)	19 1%	1 2%	3 1%	2 1%	4 1%	4 2%	2 1%	1 1%	1 1%	1 *	6 1%	3 1%	3 1%	1 1%	1 6%	14 1%	19 1%
None of these	1393 67%	55 62%	170 72% <sup>d</sup>	191 65%	216 63%	184 68%	119 65%	87 65%	64 65%	186 72% <sup>d</sup>	330 63%	113 57%	229 65%	96 62%	11 64%	1042 68% <sup>k</sup>	1375 67%
Don't know	124 6%	4 5%	12 5%	26 9% <sup>i</sup>	27 8% <sup>i</sup>	16 6%	7 4%	8 6%	2 2%	7 3%	31 6%	15 8%	22 6%	12 8%	-	89 6%	116 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 534

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Summary table**

		WhatsApp	Skype	Facebook Messenger	iMessage	Instagram (direct messaging)	Snapchat (direct messaging)	Twitter (direct messaging)
Unweighted base		2094	2094	2094	2094	2094	2094	2094
Weighted base		2094	2094	2094	2094	2094	2094	2094
Extremely secure	(10)	181 9%	44 2%	77 4%	114 5%	39 2%	47 2%	30 1%
9	(9)	245 12%	83 4%	114 5%	129 6%	68 3%	55 3%	54 3%
8	(8)	425 20%	260 12%	303 14%	190 9%	165 8%	148 7%	171 8%
7	(7)	287 14%	235 11%	303 14%	168 8%	201 10%	158 8%	198 9%
6	(6)	161 8%	220 10%	272 13%	117 6%	182 9%	155 7%	218 10%
5	(5)	157 8%	206 10%	237 11%	137 7%	208 10%	178 9%	217 10%
4	(4)	54 3%	69 3%	102 5%	59 3%	99 5%	98 5%	93 4%
3	(3)	51 2%	53 3%	95 5%	33 2%	66 3%	77 4%	68 3%
2	(2)	34 2%	28 1%	54 3%	24 1%	50 2%	47 2%	55 3%
Not very secure	(1)	55 3%	52 2%	78 4%	50 2%	50 2%	63 3%	65 3%
NET: 8-10		852 41%	387 18%	495 24%	432 21%	271 13%	250 12%	256 12%
NET: 4-7		659 31%	730 35%	913 44%	480 23%	690 33%	589 28%	725 35%
NET: 1-3		139 7%	133 6%	227 11%	107 5%	166 8%	187 9%	188 9%
Don't know		444 21%	845 40%	459 22%	1075 51%	967 46%	1069 51%	925 44%
Mean		7.07	6.25	6.14	6.68	5.85	5.71	5.72

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 534

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Summary table**

	WhatsApp	Skype	Facebook Messenger	iMessage	Instagram (direct messaging)	Snapchat (direct messaging)	Twitter (direct messaging)
Weighted base	2094	2094	2094	2094	2094	2094	2094
Standard deviation	2.19	2.07	2.22	2.37	2.17	2.31	2.16
Standard error	0.05	0.06	0.05	0.07	0.06	0.07	0.06

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 535  
Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?  
Base: All respondents  
WhatsApp

	Gender			Age							Social Grade					Region										Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East-ern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer	
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Extremely secure	(10)	181 9%	91 9%	90 8%	38 16% <sup>fgh</sup>	36 10% <sup>i</sup>	32 9% <sup>i</sup>	29 8% <sup>i</sup>	26 8% <sup>i</sup>	21 4%	54 9%	40 7%	41 10%	46 9%	22 13% <sup>pqs</sup>	12 14% <sup>pqs</sup>	13 5%	9 5%	16 9%	8 5%	12 12% <sup>pq</sup>	12 6%	27 10%	24 9%	21 12% <sup>pq</sup>	5 8%	36 10%	85 10%	25 13%
9	(9)	245 12%	120 12%	125 12%	33 14% <sup>i</sup>	55 15% <sup>i</sup>	42 13%	40 11%	34 11%	41 9%	76 13%	71 12%	50 12%	48 9%	18 10% <sup>y</sup>	10 12% <sup>y</sup>	29 13% <sup>y</sup>	18 10% <sup>y</sup>	24 13% <sup>y</sup>	19 12% <sup>y</sup>	7 7% <sup>y</sup>	24 12% <sup>y</sup>	45 16% <sup>ty</sup>	33 12% <sup>y</sup>	20 11% <sup>y</sup>	-	53 15%	110 13%	39 21%
8	(8)	425 20%	199 20%	226 21%	49 21%	97 27% <sup>hi</sup>	74 22% <sup>i</sup>	81 22% <sup>i</sup>	53 17%	73 15%	114 20%	141 24% <sup>m</sup>	90 21% <sup>m</sup>	80 16%	37 21%	15 18%	46 20%	34 20%	34 19%	32 21%	16 16%	41 21%	68 25%	54 19%	35 20%	13 21%	91 26%	180 21%	29 16%
7	(7)	287 14%	135 13%	152 14%	46 20% <sup>hi</sup>	51 14% <sup>i</sup>	56 17% <sup>i</sup>	54 15% <sup>i</sup>	38 12%	43 9%	66 12%	89 15%	63 15%	69 14%	19 11%	12 14%	35 15%	25 14%	30 17%	21 14%	11 11%	23 12%	33 12%	47 16%	18 10%	13 20%	59 17%	132 15%	31 17%
6	(6)	161 8%	63 6%	98 9% <sup>a</sup>	20 8%	23 6%	34 10%	27 7%	22 7%	35 7%	47 8%	39 7%	34 8%	41 8%	17 10%	3 3%	15 6%	12 7%	16 9%	8 6%	9 9%	14 7%	26 10%	18 7%	15 8%	7 11%	19 5%	70 8%	12 6%
5	(5)	157 8%	82 8%	76 7%	11 5%	27 7%	21 6%	35 9%	25 8%	38 8%	53 9% <sup>k</sup>	35 6%	38 9%	32 6%	18 10%	4 5%	14 6%	15 9%	10 6%	18 12% <sup>pru</sup>	5 5%	11 9%	23 9%	23 8%	10 6%	6 9%	16 5%	72 8% <sup>A</sup>	11 6%
4	(4)	54 3%	30 3%	24 2%	6 3%	10 3%	9 3%	5 1%	6 2%	18 4%	16 3%	15 3%	14 3%	9 2%	1 1%	2 3%	8 3%	5 3%	2 1%	1 1%	5 5% <sup>n</sup>	8 4% <sup>n</sup>	7 3%	7 2%	7 4%	1 1%	10 3%	18 2%	9 5%
3	(3)	51 2%	26 3%	25 2%	7 3%	8 1%	4 3%	12 3%	9 3%	11 2%	18 3%	14 2%	6 1%	12 2%	3 1%	1 2%	7 3%	7 4%	5 3%	3 2%	1 1%	4 2%	4 1%	8 3%	5 3%	2 4%	12 3%	21 3%	3 2%
2	(2)	34 2%	19 2%	14 1%	1 1%	2 1%	7 2%	6 2%	3 1%	13 3% <sup>e</sup>	11 2%	8 1%	9 2%	7 1%	4 2%	-	5 2%	-	3 2%	3 2%	4 4% <sup>q</sup>	5 3%	4 1%	4 1%	1 3%	1 4%	7 2%	13 2%	5 3%
Not very secure	(1)	55 3%	26 3%	29 3%	2 1%	12 3%	9 3%	9 2%	12 4% <sup>d</sup>	12 2%	10 3%	18 3%	6 2%	20 4% <sup>jl</sup>	1 1%	1 1%	6 2%	7 4% <sup>n</sup>	3 2%	9 6% <sup>nrw</sup>	1 1%	5 3%	6 2%	5 2%	8 4% <sup>n</sup>	3 5% <sup>n</sup>	2 1%	28 3% <sup>A</sup>	5 3%
NET: 8-10		852 41%	411 40%	441 41%	120 51% <sup>ghi</sup>	188 52% <sup>ghi</sup>	148 44% <sup>hi</sup>	149 40% <sup>i</sup>	112 36% <sup>i</sup>	135 28%	244 43% <sup>m</sup>	253 43% <sup>m</sup>	181 43% <sup>m</sup>	174 34%	77 43%	37 44%	88 38%	60 35%	75 41%	58 39%	35 35%	77 39%	139 51% <sup>pqs</sup>	111 39%	76 42%	18 29%	180 52% <sup>B</sup>	375 43%	92 50%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 535  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**WhatsApp**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 4-7	659	310	350	82	111	120	121	91	134	182	178	148	151	55	22	72	56	59	49	30	56	89	94	51	26	104	291	64
	31%	30%	33%	35%	31%	36% <sup>i</sup>	33%	29%	28%	32%	30%	35%	30%	31%	26%	31%	33%	33%	29%	29%	33%	33%	28%	41%	30%	34%	34%	
NET: 1-3	139	71	68	10	22	20	27	24	36	39	39	21	40	7	2	18	15	11	14	6	14	13	17	14	7	21	62	13
	7%	7%	6%	4%	6%	6%	7%	8%	7%	7%	7%	5%	8%	4%	3%	8%	9%	6%	10%	6%	7%	5%	6%	8%	11%	6%	7%	7%
Don't know	444	230	213	21	41	47	74	83	179	107	118	75	144	37	24	55	40	36	27	31	48	32	61	40	13	40	135	17
	21%	23%	20%	9%	11%	14%	20% <sup>d</sup>	27% <sup>e</sup>	37% <sup>f</sup>	19%	20%	18%	28% <sup>g</sup>	21% <sup>v</sup>	28% <sup>v</sup>	24% <sup>v</sup>	23% <sup>v</sup>	20% <sup>v</sup>	18%	30% <sup>s</sup>	24% <sup>v</sup>	12%	22% <sup>v</sup>	22% <sup>v</sup>	20%	12%	16%	9%
Mean	7.07	7.05	7.10	7.58 <sup>f</sup>	7.30 <sup>i</sup>	7.15 <sup>i</sup>	7.02 <sup>i</sup>	6.93	6.58	7.09	7.11	7.16	6.94	7.34 <sup>q</sup>	7.66 <sup>p</sup>	6.94	6.73	7.24 <sup>y</sup>	6.72	7.07	6.95	7.30 <sup>q</sup>	7.12	7.06	6.48	7.42 <sup>B</sup>	7.10	7.30
Standard deviation	2.19	2.25	2.14	1.92	2.12	2.13	2.15	2.35	2.33	2.19	2.14	2.07	2.37	2.01	1.99	2.21	2.27	2.05	2.40	2.33	2.26	2.05	2.11	2.41	2.28	1.98	2.21	2.29
Standard error	0.05	0.08	0.07	0.13	0.13	0.12	0.12	0.15	0.13	0.10	0.10	0.11	0.13	0.18	0.28	0.16	0.20	0.17	0.21	0.26	0.19	0.13	0.14	0.21	0.32	0.11	0.08	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 536  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**WhatsApp**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	181 9%	154 8%	25 17%a	6 19%	11 16%a	7 20%	1 12%	1 7%	1 10%	1 9%	89 8%	62 10%	20 9%	6 12%
9	(9) 245 12%	221 12%	18 12%	7 22%	6 9%	4 11%	- -	1 8%	4 27%	2 16%	131 11%	72 11%	28 13%	5 11%
8	(8) 425 20%	379 20%	42 28%a	7 20%	21 30%	10 29%	2 32%	3 32%	1 10%	4 44%	230 20%	130 20%	48 22%	10 21%
7	(7) 287 14%	268 14%	17 11%	4 12%	7 11%	3 8%	2 30%	1 6%	1 8%	- -	158 14%	93 15%	26 12%	7 15%
6	(6) 161 8%	148 8%	13 9%	3 9%	6 9%	2 6%	1 16%	* 5%	1 4%	- -	80 7%	55 9%	15 7%	10 21%kl
5	(5) 157 8%	142 7%	13 9%	2 7%	5 8%	3 10%	- -	3 26%	1 6%	1 11%	87 8%	49 8%	19 9%	2 2%
4	(4) 54 3%	51 3%	3 2%	- -	1 1%	1 4%	1 10%	- -	- -	- -	30 3%	14 2%	9 4%	1 1%
3	(3) 51 2%	46 2%	3 2%	- -	3 5%	- -	- -	- -	- -	- -	22 2%	21 3%	7 3%	- -
2	(2) 34 2%	32 2%	2 1%	1 3%	1 2%	- -	- -	- -	- -	- -	16 1%	13 2%	5 2%	- -
Not very secure (1)	55 3%	48 3%	6 4%	3 8%	2 3%	1 2%	- -	- -	- -	- -	30 3%	20 3%	5 2%	- -
NET: 8-10	852 41%	754 39%	85 57%a	20 61%	37 55%a	20 60%	3 44%	5 48%	7 47%	7 69%	450 39%	265 42%	95 43%	21 44%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 536

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**WhatsApp**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	659 31%	610 32%	45 30%	9 28%	19 28%	10 28%	4 56%	4 38%	3 19%	1 11%	355 31%	210 33%	69 31%	19 40%
NET: 1-3	139 7%	126 7%	11 7%	4 11%	7 10%	1 2%	-	-	-	-	68 6%	53 8% <sup>m</sup>	16 7%	-
Don't know	444 21%	428 22% <sup>bd</sup>	9 6%	-	5 7%	3 9%	-	1 15%	5 34%	2 20%	276 24% <sup>k</sup>	109 17%	40 18%	8 17%
Mean	7.07	7.04	7.34	7.35	7.23	7.66	7.21	7.15	8.18	8.03	7.08	7.00	7.01	7.59
Standard deviation	2.19	2.18	2.27	2.63	2.32	2.09	1.68	1.79	1.57	1.45	2.16	2.27	2.25	1.50
Standard error	0.05	0.06	0.19	0.45	0.29	0.37	0.59	0.60	0.52	0.55	0.07	0.10	0.17	0.22

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 537  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**WhatsApp**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	181 9%	147 9%	86 10%	62 8%	34 8%	30 8%	4 10%	121 10%	99 10%	22 9%	60 7%	4 5%	16 9%	2 1%	16 5%	22 15%	117 8%	64 12%	57 12%	45 10%	31 15%	25 11%	25 12%	14 10%
9	(9) 245 12%	212 13%	121 13%	92 12%	33 8%	31 8%	2 5%	163 13%	136 14%	26 10%	83 9%	7 8%	22 12%	7 6%	27 8%	20 14%	171 11%	70 13%	61 13%	61 14%	19 10%	33 15%	29 14%	15 11%
8	(8) 425 20%	352 21%	189 21%	162 21%	74 18%	69 19%	5 11%	271 22%	219 23%	52 20%	155 17%	19 21%	39 21%	17 14%	61 18%	19 13%	303 20%	122 22%	108 23%	95 22%	44 22%	47 21%	44 21%	31 23%
7	(7) 287 14%	243 14%	135 15%	107 14%	45 11%	43 12%	2 4%	191 16%	150 16%	41 16%	96 11%	11 12%	26 14%	7 6%	30 9%	23 15%	194 13%	91 17%	81 17%	70 16%	34 17%	36 16%	31 15%	16 12%
6	(6) 161 8%	131 8%	78 9%	53 7%	30 7%	28 8%	2 5%	89 7%	63 7%	26 10%	72 8%	6 7%	17 9%	6 5%	20 6%	23 15%	112 7%	49 9%	43 9%	42 10%	16 8%	19 9%	24 11%	15 11%
5	(5) 157 8%	119 7%	69 8%	49 6%	39 9%	35 10%	4 8%	88 7%	68 7%	19 8%	69 8%	10 11%	11 6%	14 12%	25 7%	10 7%	116 8%	41 8%	32 7%	34 8%	11 5%	13 6%	19 9%	17 12%
4	(4) 54 3%	42 2%	21 2%	21 3%	12 3%	11 3%	1 3%	27 2%	23 2%	5 2%	27 3%	1 1%	7 4%	2 2%	16 5%	1 1%	40 3%	14 3%	11 2%	9 2%	9 4%	5 2%	3 1%	5 3%
3	(3) 51 2%	38 2%	17 2%	22 3%	12 3%	11 3%	1 2%	33 3%	25 3%	9 3%	17 2%	- 2%	4 2%	4 3%	8 2%	1 1%	40 3%	10 2%	7 2%	9 2%	3 1%	3 1%	4 2%	4 3%
2	(2) 34 2%	27 2%	13 1%	14 2%	7 2%	5 1%	2 4%	21 2%	18 2%	2 1%	13 1%	2 2%	* 2%	3 3%	7 2%	- 2%	25 2%	9 1%	6 1%	8 2%	3 2%	5 2%	2 1%	4 3%
Not very secure (1)	55 3%	44 3%	21 2%	23 3%	11 3%	10 3%	1 3%	30 2%	24 2%	6 2%	25 3%	2 3%	7 4%	5 4%	7 2%	4 3%	42 3%	13 2%	13 3%	5 1%	8 4%	3 2%	4 2%	- -
NET: 8-10	852 41%	711 42%	395 44%	316 40%	141 35%	130 35%	11 27%	554 46%	455 48%	100 39%	297 34%	30 34%	77 42%	25 21%	103 30%	62 41%	591 38%	256 47%	225 47%	201 46%	94 47%	105 47%	98 46%	60 45%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

Prepared by Populus



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 537  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**WhatsApp**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 4-7	659	534	303	230	125	117	9	395	304	91	264	27	60	30	91	57	462	196	168	155	70	72	77	53
	31%	32%	34%	29%	31%	32%	21%	33% <sub>n</sub>	32%	36% <sub>n</sub>	30%	30%	33%	25%	27%	37% <sub>lmn</sub>	30%	36% <sub>p</sub>	35% <sub>p</sub>	36% <sub>p</sub>	36%	32%	36%	39% <sub>p</sub>
NET: 1-3	139	109	51	58	30	26	4	84	67	17	55	4	12	12	22	5	107	32	26	23	14	11	10	8
	7%	6%	6%	7%	7%	7%	9%	7%	7%	7%	6%	5%	6%	10% <sub>o</sub>	7%	3%	7%	6%	5%	5%	7%	5%	5%	6%
Don't know	444	332	146	185	112	94	18	175	129	46	269	28	36	51	126	27	378	65	59	58	20	35	27	14
	21%	20%	16%	23% <sub>ab</sub>	27% <sub>ab</sub>	26% <sub>ab</sub>	43% <sub>abcde</sub>	14%	14%	18% <sub>h</sub>	30% <sub>ghil</sub>	31% <sub>ghio</sub>	20% <sub>h</sub>	43% <sub>ghij</sub>	37% <sub>ghij</sub>	18%	25% <sub>qrst</sub>	12%	12%	13%	10%	15%	13%	11%
Mean	7.07	7.13	7.20 <sub>de</sub>	7.04	6.83	6.86	6.57	7.19 <sub>mn</sub>	7.23 <sub>jmn</sub>	7.04 <sub>m</sub>	6.88 <sub>m</sub>	6.90	7.07 <sub>m</sub>	6.03	6.69	7.41 <sub>jmn</sub>	7.00	7.24	7.30 <sub>p</sub>	7.28 <sub>p</sub>	7.18	7.38 <sub>p</sub>	7.31	7.06
Standard deviation	2.19	2.17	2.10	2.24	2.30	2.25	2.79	2.15	2.16	2.10	2.25	2.12	2.21	2.43	2.27	2.07	2.23	2.10	2.08	2.01	2.32	2.04	2.02	2.04
Standard error	0.05	0.06	0.08	0.09	0.13	0.14	0.55	0.07	0.08	0.12	0.09	0.27	0.17	0.30	0.15	0.18	0.07	0.09	0.10	0.10	0.18	0.14	0.14	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 538  
Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?  
Base: All respondents  
WhatsApp

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)		
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Extremely secure (10)	181 9%	5 6%	22 9%	17 6%	33 10%	22 8%	19 10%	7 5%	5 6%	34 13% <sup>cg</sup>	36 7%	13 7%	23 7%	8 5%	1 4%	143 9%	181 9%	
9	(9) 245 12%	6 7%	17 7%	35 12%	37 11%	19 7%	32 17% <sup>abde</sup>	21 16% <sup>be</sup>	16 16% <sup>be</sup>	37 14% <sup>be</sup>	47 9%	24 12%	32 9%	13 9%	* 3%	193 13% <sup>j</sup>	245 12%	
8	(8) 425 20%	16 18%	33 14%	57 20%	65 19%	62 23% <sup>b</sup>	32 18%	41 31% <sup>bcdf</sup>	24 24%	59 23% <sup>b</sup>	97 19%	41 21%	58 16%	21 14%	3 19%	325 21% <sup>m</sup>	425 21%	
7	(7) 287 14%	12 13%	31 13%	34 12%	53 15%	37 14%	22 12%	16 12%	21 21% <sup>c</sup>	37 14%	67 13%	29 14%	45 13%	22 14%	2 9%	216 14%	287 14%	
6	(6) 161 8%	6 6%	23 10% <sup>h</sup>	23 8%	28 8%	15 6%	15 8%	9 7%	3 3%	25 10% <sup>h</sup>	36 7%	14 7%	23 6%	10 6%	3 16%	125 8%	161 8%	
5	(5) 157 8%	7 8%	13 5%	24 8%	27 8%	19 7%	16 9%	10 7%	4 4%	19 8%	40 8%	15 8%	27 8%	15 10%	1 8%	111 7%	148 7%	
4	(4) 54 3%	2 2%	4 2%	4 1%	8 2%	16 6% <sup>bcdf</sup>	3 2%	3 3%	3 3%	7 3%	15 3%	3 2%	13 4%	5 3%	- -	39 3%	54 3%	
3	(3) 51 2%	2 2%	4 2%	4 2%	7 4%	13 3%	7 2%	4 1%	2 1%	1 1%	9 3%	10 2%	3 2%	7 2%	1 1%	- -	40 3%	50 2%
2	(2) 34 2%	2 2%	3 1%	2 1%	2 1%	6 2%	7 4% <sup>cd</sup>	1 1%	4 4% <sup>cd</sup>	2 1%	6 1%	1 1%	3 1%	2 2%	1 8%	28 2%	32 2%	
Not very secure (1)	55 3%	4 5%	10 4% <sup>i</sup>	5 2%	6 2%	7 3%	5 3%	7 5% <sup>i</sup>	* *	3 4% <sup>o</sup>	20 4%	8 4%	15 4% <sup>o</sup>	7 4%	2 10%	32 4%	55 3%	
NET: 8-10	852 41%	28 32%	72 31%	110 38%	135 39% <sup>b</sup>	104 38%	83 45% <sup>ab</sup>	68 51% <sup>abcd46%<sup>b</sup></sup>	45 46% <sup>b</sup>	130 50% <sup>abcd34%<sup>e</sup></sup>	179 34% <sup>e</sup>	78 39% <sup>m</sup>	113 32%	43 28%	4 26%	660 43% <sup>lm</sup>	851 41%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 538

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**WhatsApp**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	659 31%	27 30%	72 30%	85 29%	115 33%	88 32%	56 31%	38 28%	32 32%	88 34%	158 30%	61 31%	107 30%	51 33%	6 33%	492 32%	649 31%
NET: 1-3	139 7%	8 9%	17 7%	15 5%	21 6%	20 7%	16 9%	10 7%	6 6%	14 5%	36 7%	13 6%	26 7%	10 7%	3 17%	100 6%	136 7%
Don't know	444 21%	26 29% fghi	76 32% defg	83 28% efghi	73 21% ghij	61 22% ghij	28 15%	17 13%	16 17%	28 11%	148 28% o	48 24%	109 31% o	50 32% o	4 24%	283 18%	428 21%
Mean	7.07	6.61	6.89	7.13	7.13	6.83	7.10	7.10	7.27	7.37 abe	6.85	7.05	6.76	6.63	5.79	7.15 ilm	7.09
Standard deviation	2.19	2.44	2.39	2.04	2.09	2.28	2.36	2.21	1.98	2.04	2.30	2.21	2.36	2.35	2.78	2.15	2.19
Standard error	0.05	0.29	0.19	0.14	0.13	0.15	0.19	0.21	0.23	0.14	0.12	0.18	0.15	0.23	0.80	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 539  
Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?  
Base: All respondents  
Skype

	Gender			Age							Social Grade							Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177		
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186		
Extremely secure (10)	44 2%	21 2%	23 2%	6 3% i	8 2%	8 2%	12 3% i	7 2%	3 1%	10 2%	12 2%	8 2%	14 3%	5 3%	1 2%	3 1%	2 1%	4 2%	1 1%	4 3%	3 2%	7 3%	4 1%	8 4%	2 3%	5 1%	28 3%	10 5%		
9	83 4%	35 3%	48 4%	7 3%	17 5%	13 4%	17 5%	13 4%	16 4%	31 5%	22 4%	15 4%	15 3%	5 3%	3 4%	11 5%	5 3%	6 3%	3 2%	3 3%	8 4%	22 8% swx	10 3%	4 2%	3 5%	11 3%	45 5%	14 8%		
8	260 12%	136 13%	124 12%	34 14%	51 14%	57 17% ghi	42 11%	27 9%	51 10%	66 11%	77 13%	64 15%	53 10%	20 12%	5 6%	27 12%	29 17% ouwl	25 4%	27 18% ouw	16 16%	16 8%	41 15% u	26 9%	21 12%	7 12%	53 15%	107 12%	32 17%		
7	235 11%	116 11%	119 11%	41 17% egi	39 11%	41 12%	39 11%	41 12%	38 8%	37 13% m	76 14% m	80 10%	41 10%	38 7%	21 12%	9 11%	27 12%	18 10%	17 9%	15 10%	9 9%	18 12%	33 15%	42 11%	19 10%	7 13%	45 12%	104 13%	25 13%	
6	220 10%	111 11%	109 10%	26 11%	32 9%	37 11%	38 10%	26 8%	60 12%	69 12%	57 10%	47 11%	47 9%	19 11%	8 10%	26 11%	12 7%	22 12%	13 9%	12 12%	23 12%	22 8%	34 12%	19 11%	10 15%	36 10%	94 11%	23 13%		
5	206 10%	104 10%	103 10%	19 8%	48 13% hi	30 9%	45 12%	25 8%	40 8%	60 11%	56 10%	43 10%	47 9%	22 12%	7 8%	21 9%	13 8%	17 9%	18 12%	5 5% tx	28 11%	30 10%	27 10%	13 7%	5 11%	39 10%	89 10%	20 11%		
4	69 3%	45 4% b	23 2%	12 5% g	9 3%	17 5% g	4 1%	10 3% g	17 3% g	21 4%	20 3%	11 3%	18 3%	6 3%	3 3%	9 4%	11 6% vx	4 2%	5 3%	2 2%	9 5%	5 2%	12 4%	2 1%	2 3%	7 2%	30 3%	6 3%		
3	53 3%	24 2%	29 3%	4 2%	12 3%	10 3%	9 2%	9 3%	17 2%	13 3%	8 2%	15 2%	5 3%	3 4%	8 4%	3 2%	2 1%	8 5% rt	2 1%	-	5 3%	10 4%	6 2%	4 2%	-	9 3%	27 3%	5 3%		
2	28 1%	20 2% b	8 1%	4 2%	* 2%	6 2% e	1 *	4 1%	12 2% eg	9 2%	6 1%	9 2%	4 1%	3 2%	4 2%	2 1%	2 1%	-	1 1%	4 2%	5 2%	3 1%	1 1%	1 *	4 2%	14 1%	4 2%			
Not very secure (1)	52 2%	27 3%	25 2%	6 3%	12 3%	5 1%	8 2%	12 4% f	10 2%	11 2%	12 3%	17 3%	17 2%	-	3 1%	4 3%	3 3%	7 4%	1 1%	5 2%	8 3%	8 3%	8 4%	2 3%	7 20%	27 21%	7 3%	4% 30%		
NET: 8-10	387 18%	193 19%	194 18%	47 20%	76 21% i	77 23% hi	70 19%	47 15%	106 14%	112 18%	87 19%	82 20%	30 16%	10 17%	41 18%	37 21%	34 19%	30 20%	23 22%	28 14%	69 25% ouwl	40 14%	33 18%	12 20%	69 20%	180 21%	55 30%			

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 539  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Skype**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 4-7	730	376	354	98	129	123	127	99	154	226	212	142	150	68	27	84	54	59	51	28	77	90	115	53	23	127	317	75
	35%	37%	33%	42%hi	36%	37%	34%	32%	32%	39% <sup>m</sup>	36% <sup>m</sup>	33%	29%	38%	32%	36%	33%	34%	27%	39%	33%	41% <sup>tx</sup>	29%	36%	37%	37%	40%	
NET: 1-3	133	71	62	14	24	21	17	25	31	37	32	28	35	10	5	16	9	6	14	3	14	23	18	12	4	20	68	15
	6%	7%	6%	6%	7%	6%	5%	8%	6%	6%	5%	7%	7%	6%	6%	7%	5%	3%	10% <sup>rt</sup>	3%	7%	8% <sup>r</sup>	6%	7%	6%	6%	8%	8%
Don't know	845	382	463	73	133	114	156	139	229	203	232	168	241	69	43	93	71	81	53	48	77	92	111	83	24	130	298	41
	40%	37%	43% <sup>a</sup>	32%	37%	34%	42% <sup>df</sup>	45% <sup>def</sup>	47% <sup>def</sup>	36%	40%	40%	47% <sup>kl</sup>	39%	51% <sup>sv</sup>	40%	42%	45% <sup>v</sup>	36%	48% <sup>v</sup>	39%	33%	39%	46% <sup>v</sup>	38%	38%	35%	22%
Mean	6.25	6.16	6.34	6.33	6.27	6.36	6.47 <sup>i</sup>	6.07	6.00	6.25	6.36	6.26	6.07	6.24	6.15	6.21	6.30	6.49 <sup>u</sup>	5.95	6.80 <sup>su</sup>	5.90	6.42	6.09	6.35	6.34	6.34	6.25	6.49
Standard deviation	2.07	2.09	2.04	2.02	2.09	1.99	1.99	2.28	2.05	1.99	1.99	2.09	2.24	1.96	1.93	2.00	2.08	1.86	2.14	1.91	2.05	2.22	2.00	2.29	2.18	1.93	2.19	2.23
Standard error	0.06	0.08	0.08	0.16	0.15	0.13	0.14	0.16	0.13	0.10	0.11	0.13	0.14	0.20	0.32	0.17	0.20	0.18	0.21	0.25	0.19	0.16	0.15	0.24	0.35	0.13	0.09	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 540  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Secon- dary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	44 2%	41 2%	3 2%	1 4%	1 2%	-	-	-	-	-	20 2%	15 2%	9 4%j	-
9	(9) 83 4%	74 4%	5 3%	1 4%	2 2%	1 4%	1 10%	-	-	-	44 4%	28 4%	10 5%	1 1%
8	(8) 260 12%	230 12%	30 20%a	5 16%	13 20%	9 27%	1 12%	1 14%	-	3 34%	128 11%	86 14%	35 16%	7 15%
7	(7) 235 11%	215 11%	17 11%	1 3%	7 11%	5 14%	1 16%	3 27%	-	1 8%	121 11%	82 13%	23 11%	7 14%
6	(6) 220 10%	200 10%	16 11%	3 9%	7 11%	2 6%	3 40%	2 15%	1 4%	2 19%	108 9%	77 12%	26 12%	5 10%
5	(5) 206 10%	185 10%	21 14%	4 13%	7 10%	6 19%	1 12%	4 36%	1 6%	-	104 9%	68 11%	28 13%	5 10%
4	(4) 69 3%	62 3%	7 5%	1 3%	5 7%	* 1%	1 10%	-	2 12%	-	40 3%	15 2%	8 4%	3 6%
3	(3) 53 3%	47 2%	6 4%	3 10%	3 4%	3 -	-	-	-	-	24 2%	17 3%	12 6%j	-
2	(2) 28 1%	25 1%	3 2%	2 6%	1 2%	-	-	-	2 15%	-	14 1%	8 1%	2 1%	1 2%
Not very secure (1)	52 2%	44 2%	5 3%	-	4 6%	-	-	1 7%	1 6%	-	32 3%	15 2%	3 1%	1 1%
NET: 8-10	387 18%	344 18%	37 25%	8 24%	16 24%	10 30%	1 22%	1 14%	-	3 34%	191 17%	129 20%	54 25%j	8 16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 540

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Skype**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	730 35%	662 35%	62 41%	9 29%	26 38%	14 41%	5 78%	8 78%	3 23%	3 27%	373 32%	243 38%kj	85 39%	19 40%
NET: 1-3	133 6%	116 6%	13 9%	5 16%	8 11%	-	-	1 7%	3 21%	-	69 6%	41 6%	17 8%	1 3%
Don't know	845 40%	795 41%bd	38 25%	10 31%	18 27%	10 29%	-	-	8 56%	4 38%	515 45%kl	225 35%	64 29%	20 42%
Mean	6.25	6.26	6.13	5.89	5.93	6.81	6.39	5.83	3.25	7.24	6.19	6.34	6.36	6.22
Standard deviation	2.07	2.05	2.09	2.41	2.31	1.39	1.51	1.83	1.74	0.98	2.11	2.01	2.05	1.74
Standard error	0.06	0.06	0.19	0.47	0.33	0.28	0.53	0.55	0.78	0.44	0.08	0.10	0.16	0.30

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 541  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Skype**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	44 2%	35 2%	18 2%	16 2%	9 2%	7 2%	2 4%	32 3%jn	27 3%jn	6 2%n	11 1%	-	6 3%n	-	1 *	5 3%n	30 2%	13 2%	13 3%	11 2%	5 3%	5 2%	9 4%	1 1%
9	(9) 83 4%	67 4%	44 5%	24 3%	15 4%	15 4%	-	56 5%	45 5%	11 4%	27 3%	2 2%	5 3%	3 3%	10 3%	7 5%	53 3%	28 5%	25 5%	24 5%	6 3%	14 6%	10 5%	6 5%
8	(8) 260 12%	214 13%	123 14%	91 12%	46 11%	43 12%	3 8%	161 13%	135 14%	26 10%	100 11%	12 14%	22 12%	9 8%	40 12%	16 11%	188 12%	72 13%	62 13%	57 13%	30 15%	34 15%	23 11%	12 9%
7	(7) 235 11%	193 11%	112 12%	81 10%	42 10%	39 11%	3 8%	149 12%am	118 12%am	31 12%am	86 10%am	12 13%am	25 13%am	4 3%	30 9%	15 10%	173 11%	61 11%	56 12%	49 11%	18 9%	22 10%	31 15%	11 8%
6	(6) 220 10%	181 11%	98 11%	83 10%	39 10%	35 10%	4 9%	130 11%	98 10%	32 13%o	90 10%	8 9%	18 9%	14 12%	41 12%	9 6%	160 10%	60 11%	49 10%	46 10%	18 9%	19 8%	22 11%	19 14%
5	(5) 206 10%	156 9%	91 10%	65 8%	50 12%c	44 12%	6 15%	128 11%o	103 11%o	25 10%o	78 9%	15 17%jno	19 10%o	12 11%	25 7%	7 4%	154 10%	51 9%	42 9%	44 10%	17 9%	23 10%	19 9%	17 12%
4	(4) 69 3%	54 3%	24 3%	30 4%	15 4%	14 4%	1 2%	37 3%	28 3%	9 4%o	32 4%o	5 5%o	9 5%o	4 3%	14 4%o	1 *	56 4%	12 2%	9 2%	12 3%	5 2%	6 3%	3 1%	6 4%
3	(3) 53 3%	43 3%	21 2%	22 3%	10 2%	8 2%	2 5%	36 3%	28 3%	8 3%	17 2%	-	4 2%	2 2%	7 2%	4 3%	34 2%	19 3%	15 3%	15 3%	8 4%	7 3%	7 3%	6 4%
2	(2) 28 1%	23 1%	12 1%	11 1%	5 1%	4 1%	1 2%	18 1%	14 2%	4 1%	10 1%	2 2%	1 *	3 3%	4 1%	1 1%	21 1%	7 1%	4 1%	6 1%	2 1%	3 1%	2 1%	3 2%
Not very secure (1)	52 2%	45 3%	23 3%	22 3%	7 2%	6 2%	1 3%	34 3%	24 3%	10 4%j	17 2%	1 1%	4 2%	4 3%	6 2%	2 1%	42 3%su	10 2%	10 2% <sub>s</sub>	2 *	8 4% <sub>suvw</sub>	1 *	2 1%	-
NET: 8-10	387 18%	316 19%	185 21% <sub>c</sub>	131 17%	71 17%	66 18%	5 11%	249 21% <sub>jmn</sub>	207 22% <sub>jmn</sub>	43 17%	138 16%	14 15%	32 17%	12 11%	52 15%	28 18%	272 18%	113 21%	99 21%	91 21%	41 21%	52 23%	42 20%	19 14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 541  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Skype**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 4-7	730	583	325	258	146	132	14	443	347	97	286	39	70	35	111	32	544	185	156	150	57	69	75	53
	35%	35%	36%	33%	36%	36%	34%	37% <sub>o</sub>	36% <sub>o</sub>	38% <sub>o</sub>	32% <sub>o</sub>	44% <sub>ijmo</sub>	38% <sub>o</sub>	29%	32% <sub>o</sub>	21%	35%	34%	33%	34%	29%	31%	35%	39%
NET: 1-3	133	111	56	56	21	17	4	88	66	22	45	3	9	9	17	7	97	36	29	23	18	11	10	9
	6%	7%	6%	7%	5%	5%	10%	7%	7%	9% <sub>j</sub>	5%	3%	5%	8%	5%	4%	6%	7%	6%	5%	9%	5%	5%	7%
Don't know	845	675	330	344	170	152	19	428	335	92	417	33	74	61	164	85	626	215	193	172	82	92	85	54
	40%	40%	37%	44% <sub>b</sub>	42%	41%	44%	35%	35%	36%	47% <sub>ghi</sub>	37%	40%	52% <sub>ghi</sub>	48% <sub>ghi</sub>	56% <sub>ghij</sub>	41%	39%	41%	41%	41%	41%	40%	40%
Mean	6.25	6.25	6.35	6.12	6.23	6.29	5.68	6.28 <sub>m</sub>	6.34 <sub>m</sub>	6.04	6.19 <sub>m</sub>	6.08	6.29 <sub>m</sub>	5.50	6.15 <sub>m</sub>	6.82 <sub>gij</sub>	6.19	6.39	6.48	6.49 <sub>p</sub>	6.14	6.58 <sub>pw</sub>	6.65 <sub>pw</sub>	6.00
Standard deviation	2.07	2.09	2.04	2.13	1.99	1.96	2.23	2.12	2.10	2.19	1.98	1.73	2.01	2.15	1.90	2.06	2.07	2.05	2.05	1.91	2.31	1.93	1.91	1.85
Standard error	0.06	0.07	0.09	0.10	0.13	0.13	0.45	0.08	0.09	0.15	0.09	0.24	0.18	0.29	0.14	0.24	0.07	0.11	0.12	0.11	0.21	0.16	0.16	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 542  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Skype**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Extremely secure (10)	44 2%	-	6 3%	8 3%	9 3%	4 1%	4 2%	2 1%	2 2%	7 3%	9 2%	2 1%	8 2%	2 1%	1 7%	34 2%	43 2%	
9	(9) 4%	83 4%	2 2%	5 2%	11 4%	10 3%	9 3%	12 7%bd	6 5%	6 6%	15 6%	7 3%	14 4%	4 3%	-	64 4%	83 4%	
8	(8) 12%	260 10%	9 10%	22 9%	37 13%	35 10%	34 13%	24 13%	19 14%	18 19%bd	37 14%	64 12%	20 10%	43 12%	16 11%	193 13%	258 13%	
7	(7) 11%	235 11%	11 13%	22 9%	26 9%	33 10%	37 14%	29 16%bcd	14 10%	17 17%c	33 13%	33 6%	14 7%	23 6%	14 9%	-	200 13%jkl	235 11%
6	(6) 10%	220 10%	4 5%	25 10%	37 13%	37 11%	30 11%	16 8%	10 7%	11 13%	33 12%	61 11%	21 12%	43 12%	19 6%	154 10%	216 10%	
5	(5) 10%	206 10%	11 12%	20 8%	22 8%	37 11%	26 10%	16 9%	21 16%bc	10 10%	26 10%	46 10%	20 10%	29 8%	14 9%	5 30%	159 10%	201 10%
4	(4) 3%	69 3%	6 7%ce	11 5%e	5 2%	16 5%ce	4 1%	7 4%	5 4%	3 3%	9 3%	23 4%	10 5%	13 4%	3 2%	45 3%	67 3%	
3	(3) 3%	53 3%	1 2%	6 2%	12 4%	9 2%	5 2%	4 2%	6 5%	2 3%	15 2%	7 3%	12 3%	5 4%	-	38 2%	53 3%	
2	(2) 1%	28 1%	1 1%	4 2%	1 *	3 1%	3 1%	5 3%bc	2 2%	2 2%	5 2%	6 1%	3 1%	2 1%	2 2%	22 1%	26 1%	
Not very secure (1)	52 2%	5 6%ei	11 5%ei	7 2%	6 2%	3 1%	5 3%	2 3%	* 1%	3 1%	14 3%	5 2%	8 2%	2 1%	1 6%	35 2%	52 2%	
NET: 8-10	387 18%	11 12%	33 14%	55 19%	53 15%	47 17%	41 22%ab	27 20%	27 27%abd	59 23%abd	91 17%	29 15%	65 18%	22 15%	3 15%	290 19%	384 19%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 542

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Skype**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	730 35%	33 37%	78 33%	90 31%	123 36%	98 36%	68 37%	50 38%	41 42%	101 39%	161 31%	66 33%	108 30%	50 33%	8 44%	557 36% <sub>j</sub>	718 35%
NET: 1-3	133 6%	7 8%	20 9% <sub>e</sub>	19 7%	17 5%	11 4%	14 8%	10 8%	5 5%	14 6%	35 7%	14 7%	22 6%	9 6%	1 6%	95 6%	131 6%
Don't know	845 40%	38 43% <sub>h</sub>	106 45% <sub>fhi</sub>	128 44% <sub>fhi</sub>	150 44% <sub>fhi</sub>	118 43% <sub>fhi</sub>	60 33%	46 35%	26 27%	85 33%	234 45% <sub>o</sub>	90 45% <sub>o</sub>	160 45% <sub>o</sub>	71 47%	6 35%	592 39%	832 40%
Mean	6.25	5.58	5.81	6.36 <sub>ab</sub>	6.16	6.47 <sub>ab</sub>	6.36 <sub>a</sub>	6.11	6.64 <sub>ab</sub>	6.46 <sub>ab</sub>	6.06	5.90	6.21	6.15	5.52	6.30	6.26
Standard deviation	2.07	2.19	2.31	2.06	2.00	1.77	2.18	2.03	1.82	1.95	2.14	2.09	2.11	1.92	2.39	2.04	2.07
Standard error	0.06	0.29	0.20	0.16	0.14	0.14	0.20	0.23	0.23	0.15	0.13	0.20	0.15	0.22	0.75	0.07	0.06

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 543  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Facebook Messenger**

	Gender			Age						Social Grade					Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Extremely secure (10)	77 4%	30 3%	47 4%	17 7% <sup>ei</sup>	11 3%	12 4%	15 4%	11 4%	11 2%	18 3%	13 2%	10 2%	37 7% <sup>ijkl</sup>	8 5% <sup>v</sup>	3 4%	8 3%	5 3%	8 5% <sup>v</sup>	5 3%	7 7% <sup>v</sup>	8 4% <sup>v</sup>	3 1%	10 3%	9 5% <sup>v</sup>	3 5% <sup>v</sup>	7 2%	35 4%	8 4%
9	(9) 114 5%	46 5%	68 6%	9 4%	31 8% <sup>i</sup>	20 6% <sup>i</sup>	28 8% <sup>i</sup>	16 5% <sup>i</sup>	10 2%	29 5%	30 5%	24 6%	31 15% <sup>j</sup>	8 4%	8 9% <sup>q</sup>	14 6%	4 2%	11 6%	5 3%	9 9% <sup>q</sup>	12 6%	25 9% <sup>qsw</sup>	10 4%	7 4%	1 2%	22 6%	56 6%	18 10%
8	(8) 303 14%	132 13%	171 16%	31 13%	68 19% <sup>hi</sup>	62 19% <sup>hi</sup>	53 14%	34 11%	55 11%	63 11%	83 14%	79 19% <sup>j</sup>	78 15% <sup>j</sup>	23 13%	13 15%	34 15%	27 16%	28 17%	25 16%	16 16%	26 13%	37 14%	38 13%	24 13%	11 18%	58 17%	120 14%	32 17%
7	(7) 303 14%	137 13%	166 15%	50 21% <sup>lgh</sup>	63 17% <sup>i</sup>	45 13%	51 14%	39 13%	55 11%	79 14%	85 14%	73 17%	66 13%	22 12%	7 9%	29 12%	31 18% <sup>vy</sup>	28 15%	26 18% <sup>vy</sup>	19 19% <sup>vy</sup>	38 20% <sup>ovy</sup>	27 10%	47 16% <sup>v</sup>	25 14%	4 6%	53 15%	133 15%	30 16%
6	(6) 272 13%	127 12%	144 13%	40 17% <sup>i</sup>	49 13%	45 13%	44 12%	40 13%	54 11%	69 12%	82 14%	66 16% <sup>m</sup>	54 11%	32 18% <sup>sw</sup>	16 19% <sup>s</sup>	36 16%	19 11%	19 11%	13 9%	12 12%	24 13%	31 11%	31 11%	21 12%	16 25% <sup>qrs</sup>	48 14%	125 14%	24 13%
5	(5) 237 11%	113 11%	124 12%	23 10%	50 14% <sup>i</sup>	38 11%	50 14% <sup>i</sup>	36 12%	40 8%	65 11%	65 11%	56 13%	50 10%	19 11%	12 14%	20 9%	12 7%	25 14%	19 13%	7 10%	20 10%	38 14% <sup>q</sup>	37 13%	24 13%	3 5%	45 13%	108 12%	20 11%
4	(4) 102 5%	58 6%	44 4%	17 7% <sup>e</sup>	12 3%	14 4%	19 5%	14 5%	26 5%	36 6%	28 5%	16 4%	22 4%	9 5%	3 3%	13 6%	7 4%	11 6%	11 8%	4 4%	7 4%	13 5%	12 4%	8 4%	3 6%	13 4%	43 5%	9 5%
3	(3) 95 5%	53 5%	42 4%	9 4%	13 4%	20 6%	16 4%	13 4%	23 5%	25 4%	30 5%	18 4%	23 4%	12 7% <sup>fr</sup>	4 5%	8 4%	12 7% <sup>fr</sup>	3 2%	5 4%	4 4%	7 3%	16 6% <sup>r</sup>	13 4%	9 5%	2 3%	21 6%	35 4%	10 5%
2	(2) 54 3%	34 3% <sup>ab</sup>	19 2%	6 3%	6 2%	7 2%	6 2%	7 2%	20 4% <sup>g</sup>	17 3%	18 3%	7 2%	12 2%	9 5% <sup>fr</sup>	1 2%	8 3%	3 2%	1 *	3 2%	1 1%	5 2%	8 3%	11 4% <sup>r</sup>	3 2%	2 3%	12 4%	20 2%	4 2%
Not very secure (1)	78 4%	44 4%	34 3%	7 3%	10 3%	12 4%	12 3%	17 6%	19 4%	27 5%	21 4%	11 2%	20 4%	2 1%	2 3%	3 1%	9 5% <sup>np</sup>	4 2%	7 5% <sup>np</sup>	2 2%	7 4%	14 5% <sup>np</sup>	16 6% <sup>np</sup>	9 5% <sup>np</sup>	2 3%	7 2%	36 4%	13 7%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 543  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Facebook Messenger**

	Gender			Age							Social Grade					Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 8-10	495	208	286	57	110	95	96	61	76	109	127	113	146	39	24	56	36	48	35	32	47	65	58	40	16	87	211	58
	24%	20%	27% <sup>a</sup>	25% <sup>i</sup>	30% <sup>hi</sup>	28% <sup>hi</sup>	26% <sup>i</sup>	20%	16%	19%	22%	27% <sup>j</sup>	29% <sup>jk</sup>	22%	28%	24%	21%	26%	23%	32% <sup>w</sup>	24%	24%	20%	22%	25%	25%	25%	31%
NET: 4-7	913	435	478	129	173	142	164	129	175	249	260	211	193	82	38	99	70	83	70	43	91	108	127	77	26	159	408	83
	44%	43%	45%	56% <sup>fgh</sup>	48% <sup>i</sup>	42%	44% <sup>i</sup>	41%	36%	44%	44%	50% <sup>m</sup>	38%	46%	45%	42%	41%	46%	47%	42%	46%	39%	45%	43%	42%	46%	47%	45%
NET: 1-3	227	131	96	23	30	39	34	37	63	69	69	35	54	23	8	19	23	8	16	8	19	38	39	21	5	40	90	27
	11%	13% <sup>b</sup>	9%	10%	8%	12%	9%	12%	13%	12%	12%	8%	11%	13% <sup>r</sup>	9%	8%	14% <sup>r</sup>	4%	11% <sup>r</sup>	8%	10%	14% <sup>r</sup>	14% <sup>r</sup>	12% <sup>r</sup>	8%	12%	10%	14%
Don't know	459	247	212	23	49	59	76	83	170	145	133	66	116	34	15	60	41	42	28	19	39	63	60	42	16	60	153	18
	22%	24% <sup>b</sup>	20%	10%	13%	18% <sup>d</sup>	20% <sup>de</sup>	27% <sup>def</sup>	35% <sup>def</sup>	25% <sup>l</sup>	23% <sup>l</sup>	15%	23% <sup>l</sup>	19%	18%	26%	24%	23%	19%	18%	20%	23%	21%	23%	25%	17%	18%	9%
Mean	6.14	5.89	6.37 <sup>a</sup>	6.30 <sup>i</sup>	6.46 <sup>hi</sup>	6.23 <sup>i</sup>	6.28 <sup>i</sup>	5.92	5.67	5.88	6.02	6.34 <sup>jk</sup>	6.39 <sup>jk</sup>	6.05	6.32	6.32	5.99	6.52 <sup>w</sup>	6.02	6.74 <sup>nq</sup>	6.32	5.88	5.86	6.04	6.25	6.16	6.18	6.20
																				6.74 <sup>nq</sup>								
Standard deviation	2.22	2.28	2.14	2.14	2.04	2.21	2.19	2.35	2.31	2.29	2.18	1.96	2.38	2.15	2.14	2.08	2.28	2.00	2.23	2.13	2.17	2.35	2.33	2.32	2.15	2.09	2.21	2.42
Standard error	0.05	0.08	0.07	0.15	0.12	0.13	0.13	0.15	0.13	0.11	0.10	0.10	0.12	0.19	0.28	0.16	0.19	0.17	0.19	0.22	0.17	0.16	0.16	0.20	0.31	0.13	0.08	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 544

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Sec- ondary (j)	Univ- ersity degree (k)	High- er univ- ersity degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	77 4%	68 4%	6 4%	2 6%	2 4%	2 6%	-	-	2 17%	1 9%	42 4%	20 3%	11 5%	1 2%
9	(9) 114 5%	101 5%	9 6%	4 12%	3 4%	2 6%	-	-	-	-	68 6%	31 5%	11 5%	3 6%
8	(8) 303 14%	277 14%	23 15%	6 18%	11 16%	5 14%	1 21%	-	1 5%	3 29%	176 15%	85 13%	30 14%	6 12%
7	(7) 303 14%	286 15%	14 9%	2 8%	6 8%	4 13%	1 10%	1 6%	-	1 6%	170 15%	98 15%	24 11%	8 16%
6	(6) 272 13%	248 13%	21 14%	5 14%	10 15%	5 14%	1 11%	1 13%	1 8%	2 15%	150 13%	82 13%	25 11%	13 26%kl
5	(5) 237 11%	214 11%	21 14%	3 8%	6 9%	4 11%	3 48%	6 58%	2 12%	1 11%	121 11%	73 11%	34 16%j	4 7%
4	(4) 102 5%	88 5%	12 8%	4 12%	4 5%	3 8%	1 10%	1 8%	*	-	52 5%	36 6%	9 4%	4 8%
3	(3) 95 5%	85 4%	10 7%	3 9%	6 8%	2 5%	-	-	2 15%	-	47 4%	32 5%	12 5%	1 3%
2	(2) 54 3%	48 2%	4 2%	2 6%	2 2%	-	-	-	-	-	34 3%	11 2%	6 3%	3 5%
Not very secure (1)	78 4%	71 4%	6 4%	1 3%	4 6%	-	-	1 7%	-	-	46 4%	19 3%	12 6%	1 1%
NET: 8-10	495 24%	447 23%	38 25%	12 36%	16 24%	9 26%	1 21%	-	3 22%	4 38%	286 25%	136 21%	53 24%	10 20%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 544

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Facebook Messenger**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	913 44%	837 44%	68 45%	14 42%	25 37%	16 47%	5 79%	8 86%	3 22%	3 31%	494 43%	288 45%	93 42%	27 57%
NET: 1-3	227 11%	203 11%	20 13%	6 18%	11 17%	2 5%	-	1 7%	2 15%	-	127 11%	62 10%	30 14%	5 9%
Don't know	459 22%	429 22%	24 16%	1 3%	15 22%	8 22%	-	1 6%	6 41%	3 31%	242 21%	152 24%	44 20%	7 14%
Mean	6.14	6.15	5.94	6.02	5.80	6.52	5.85	4.88	6.25	7.28	6.18	6.13	5.94	6.08
Standard deviation	2.22	2.21	2.27	2.52	2.45	1.95	1.46	1.40	2.91	1.65	2.25	2.12	2.40	1.98
Standard error	0.05	0.06	0.20	0.45	0.33	0.37	0.52	0.44	0.97	0.62	0.07	0.10	0.18	0.29

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 545  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Facebook Messenger**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	77 4%	58 3%	29 3%	30 4%	19 5%	18 5%	2 4%	42 4%	35 4%	7 3%	35 4%	3 3%	13 7%	4 3%	6 2%	9 6%	52 3%	26 5%	23 5%	21 5%	10 5%	9 4%	13 6%	6 5%
9	(9) 114 5%	97 6%	53 6%	44 6%	18 4%	18 5%	-	78 6%	64 7%	13 5%	37 4%	5 5%	8 4%	3 2%	7 2%	14 10%	60 4%	52 9%	48 10%	43 10%	17 8%	27 12%	19 9%	8 6%
8	(8) 303 14%	255 15%	123 14%	132 17%	48 12%	45 12%	3 8%	179 15%	139 15%	39 16%	124 14%	13 14%	30 16%	19 16%	39 11%	24 16%	210 14%	93 17%	81 17%	71 16%	33 17%	35 16%	33 15%	24 18%
7	(7) 303 14%	247 15%	133 15%	114 14%	56 14%	53 14%	3 8%	186 15%	146 15%	40 16%	118 13%	13 15%	29 16%	13 12%	41 11%	21 14%	210 14%	92 17%	84 18%	72 16%	33 17%	39 17%	39 18%	21 16%
6	(6) 272 13%	219 13%	126 14%	93 12%	52 13%	46 12%	7 17%	173 14%	137 14%	36 14%	99 11%	11 12%	26 14%	13 11%	34 10%	16 10%	207 13%	65 12%	57 12%	46 10%	31 16%	22 10%	22 10%	16 12%
5	(5) 237 11%	193 11%	107 12%	86 11%	44 11%	40 11%	3 8%	152 13%	120 13%	32 13%	84 9%	10 11%	16 9%	6 5%	30 9%	21 14%	162 11%	75 14%	63 13%	65 15%	21 11%	35 16%	32 15%	20 15%
4	(4) 102 5%	74 4%	40 4%	34 4%	28 7%	24 7%	3 8%	56 5%	44 5%	12 5%	46 5%	5 6%	10 5%	7 6%	20 6%	3 2%	79 5%	22 4%	17 3%	20 5%	8 4%	7 3%	10 5%	9 7%
3	(3) 95 5%	71 4%	42 5%	30 4%	24 6%	23 6%	1 2%	55 5%	45 5%	10 4%	40 4%	5 6%	9 5%	4 3%	17 5%	5 4%	73 5%	22 4%	17 4%	20 5%	7 4%	10 4%	12 6%	6 5%
2	(2) 54 3%	45 3%	27 3%	18 2%	9 2%	7 2%	2 4%	32 3%	23 3%	9 3%	21 2%	3 3%	3 2%	8 6%	6 5%	2 1%	41 3%	13 2%	10 2%	8 2%	6 3%	3 1%	5 2%	3 3%
Not very secure (1)	78 4%	69 4%	29 3%	20 5%	9 2%	8 2%	1 3%	43 4%	37 4%	6 3%	35 4%	3 3%	8 4%	5 5%	16 5%	3 2%	68 4%	10 2%	10 2%	4 1%	7 3%	3 1%	1 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 545  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Facebook Messenger**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 8-10	495	410	204	206	85	80	5	299	239	60	196	20	51	25	52	47	322	171	152	135	59	70	65	38
	24%	24%	23%	26%	21%	22%	12%	25%	25%	24%	22%	23%	28%	22%	15%	31%	21%	31%	32%	31%	30%	31%	31%	28%
NET: 4-7	913	733	406	327	180	163	16	567	446	121	346	39	81	40	125	61	658	253	221	202	93	103	103	67
	44%	44%	45%	41%	44%	44%	40%	47%	47%	48%	39%	44%	44%	34%	37%	40%	43%	46%	46%	46%	47%	46%	49%	50%
NET: 1-3	227	185	98	87	42	38	4	130	105	25	96	11	20	16	39	11	182	45	37	32	21	16	18	10
	11%	11%	11%	11%	10%	10%	9%	11%	11%	10%	11%	12%	11%	14%	11%	7%	12%	8%	8%	7%	10%	7%	8%	7%
Don't know	459	357	188	169	102	86	17	212	165	47	247	19	33	36	126	32	377	80	66	67	26	34	27	20
	22%	21%	21%	21%	25%	23%	40%	18%	17%	19%	28%	21%	18%	31%	37%	24%	24%	15%	14%	15%	13%	15%	13%	15%
Mean	6.14	6.15	6.12	6.19	6.11	6.15	5.65	6.17n	6.17n	6.17n	6.09n	6.04	6.33n	5.83	5.72	6.68ghijmn	5.98	6.54p	6.60p	6.57p	6.40p	6.62p	6.54p	6.40
Standard deviation	2.22	2.23	2.18	2.29	2.18	2.17	2.22	2.18	2.20	2.09	2.29	2.22	2.29	2.47	2.26	2.13	2.26	2.08	2.07	2.02	2.21	2.01	2.05	1.96
Standard error	0.05	0.06	0.08	0.09	0.12	0.13	0.42	0.07	0.08	0.12	0.09	0.27	0.18	0.28	0.15	0.19	0.07	0.09	0.10	0.10	0.17	0.14	0.14	0.18

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 546  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Extremely secure (10)	77 4%	5 6%	13 5%	8 3%	18 5%	12 4%	5 3%	4 3%	2 2%	6 2%	27 5%	7 4%	20 6%	9 6%	1 4%	49 3%	77 4%
9	(9) 114 5%	2 3%	10 4%	25 9% de	15 4%	9 3%	18 10% bde	13 10% bde	9 9%	9 3%	24 5%	12 6%	15 4%	8 5%	*	88 6%	114 6%
8	(8) 303 14%	8 9%	41 17%	57 19% af	48 14%	36 13%	21 12%	16 12%	13 13%	36 14%	87 17%	34 17%	62 17%	25 16%	4 24%	214 14%	303 15%
7	(7) 303 14%	16 19%	33 14%	31 11%	52 15%	48 17% c	27 15%	19 14%	11 11%	42 16%	69 13%	32 16%	46 13%	22 14%	1 6%	229 15%	303 15%
6	(6) 272 13%	10 11%	26 11%	43 15%	47 14%	31 11%	22 12%	17 13%	21 21% be	33 13%	53 10%	20 10%	36 10%	7 5%	2 9%	214 14% jm	272 13%
5	(5) 237 11%	7 8%	20 9%	23 8%	43 12%	37 13% c	19 11%	18 13%	12 12%	36 14% c	61 12%	27 14%	41 11%	19 12%	3 18%	171 11%	231 11%
4	(4) 102 5%	3 4%	12 5%	8 3%	18 5%	17 6%	5 3%	7 5%	4 4%	19 7% c	25 5%	8 4%	14 4%	9 6%	1 6%	77 5%	100 5%
3	(3) 95 5%	3 3%	8 3%	12 4%	12 3%	11 4%	11 6%	11 8% d	8 8%	11 4%	19 4%	8 4%	11 3%	8 5%	-	75 5%	94 5%
2	(2) 54 3%	2 2%	5 2%	4 1%	9 2%	7 3%	10 6% ccg	-	2 2%	7 3%	9 2%	3 2%	6 2%	-	-	42 3%	49 2%
Not very secure (1)	78 4%	5 6% h	12 5%	11 4%	13 4%	5 2%	6 3%	5 4%	*	12 5% o	28 5%	8 4%	20 6% o	7 4%	1 8%	47 3%	78 4%
NET: 8-10	495 24%	16 18%	63 27%	90 31% ae	82 24%	57 21%	44 24%	33 25%	23 24%	51 20%	138 26%	53 27%	97 27%	43 28%	5 31%	351 23%	494 24%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 546

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Facebook Messenger**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	913	37	91	105	160	132	74	60	48	129	207	88	137	57	7	690	905
	44%	42%	38%	36%	47% <sup>c</sup>	48% <sup>bc</sup>	41%	46%	48%	50% <sup>bc</sup>	40%	44%	39%	37%	39%	45% <sup>l</sup>	44%
NET: 1-3	227	10	25	27	33	24	27	16	10	29	57	19	37	14	1	164	222
	11%	12%	10%	9%	10%	9%	15%	12%	10%	11%	11%	9%	11%	9%	8%	11%	11%
Don't know	459	25	58	70	69	60	37	24	17	50	119	40	84	39	4	329	444
	22%	29%	25%	24%	20%	22%	20%	18%	18%	19%	23%	20%	24%	26%	22%	21%	21%
Mean	6.14	6.04	6.27	6.47 <sup>i</sup>	6.20	6.17	6.07	6.16	6.22	5.88	6.18	6.29	6.25	6.35	6.15	6.14	6.16
Standard deviation	2.22	2.44	2.35	2.20	2.21	2.07	2.35	2.19	1.97	2.16	2.36	2.18	2.38	2.35	2.43	2.16	2.22
Standard error	0.05	0.29	0.17	0.15	0.13	0.14	0.19	0.22	0.24	0.16	0.12	0.17	0.15	0.22	0.70	0.06	0.05

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 547  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**iMessage**

	Gender			Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Extremely secure (10)	114 5%	44 4%	70 7%a	34 15%efgh i	30 8%hi	23 7%hi	16 4%i	8 3%i	2 *	29 5%	19 3%	41 10%jkm	25 5%	12 7%v	9 10%qv	10 4%	4 3%	13 7%v	7 5%	3 3%	8 4%	7 3%	15 5%	21 11%pqst uvw	4 7%	25 7%	50 6%	18 9%	
9	(9) 6%	129 6%	65 6%	63 6%	19 8%ai	32 9%hi	30 9%hi	27 7%i	13 4%i	7 1%	37 7%	40 7%	24 6%	27 5%	9 5%	4 5%	11 5%	8 5%	11 6%	9 6%	7 7%	9 5%	35 13%npqr suwx	13 5%	8 5%	4 6%	27 8%	65 8%	18 10%
8	(8) 9%	190 9%	96 9%	93 9%	34 15%ghi	52 14%ghi	36 11%hi	33 9%hi	15 5%	19 4%	56 10%	63 11%	35 8%	35 7%	13 7%	5 6%	25 11%	14 8%	17 9%	15 10%	11 11%	15 8%	12% 7%	19 7%	16 9%	7 11%	46 13%	91 11%	19 10%
7	(7) 8%	168 8%	81 8%	87 8%	30 13%fgh i	45 12%fhi	23 7%	28 8%	18 6%	24 5%	55 10% m	52 9% m	37 9% m	23 5%	12 7%	7 9%	25 11%	16 10%	13 7%	9 6%	7 6%	13 7%	24 9%	26 9%	13 7%	3 5%	36 10%	83 10%	18 9%
6	(6) 6%	117 5%	51 5%	66 6%	20 9%eh	14 4%	19 6%	27 7%	12 4%	25 5%	35 6%	28 5%	25 6%	28 6%	11 6%	2 2%	16 7%	5 3%	11 6%	8 5%	9 7%	13 9%	14 5%	15 5%	6 10%	6 6%	21 6%	53 6%	11 6%
5	(5) 7%	137 6%	60 6%	77 7%	18 8%	22 6%	28 8%	27 7%	17 5%	26 5%	43 7%	41 6%	27 6%	27 5%	16 9%px	9 10%px	5 2%	10 6%	11 6%	15 10%px	5 5%	16 8%px	26 10%px	15 5%	5 3%	4 7%	26 8%	60 7%	16 9%
4	(4) 3%	59 3%	30 3%	29 3%	11 5%g	9 2%	9 3%	6 2%	11 4%	12 3%	20 4%	12 2%	13 3%	14 3%	5 3%	2 2%	9 4%	2 1%	2 1%	3 1%	1 5%r	10 3%	8 4%	12 2%	4 2%	- 2%	8 2%	26 3%	9 5%
3	(3) 2%	33 2%	24 2%b	10 1%	3 1%	7 2%	4 1%	9 2%	6 2%	5 1%	9 1%	12 2%	2 *	11 2% d	7 4% uvx	1 1%	4 2%	5 3%v	2 1%	2 1%	3 3%v	1 *	1 2%	6 2%	1 1%	1 1%	7 2%	17 2%	5 3%
2	(2) 1%	24 1%	15 1%	9 1%	2 1%	4 1%	4 1%	3 1%	2 1%	9 2%	9 1%	8 1%	4 1%	3 1%	1 1%	3 1%	2 1%	1 1%	2 1%	2 1%	3 1%	4 1%	5 2%	1 1%	1 1%	5 1%	12 1%	2 1%	
Not very secure (1)	50 2%	27 3%	22 2%	2 1%	12 3%	6 2%	4 1%	12 4% dgd	3 3%	10 2%	18 3%	9 2%	12 2%	- -	- -	1 *	7 4% npr	1 1%	10 7% nopr	* 2%	4 2%	7 3% p	9 3% np	8 4% npr	2 3% np	3 1%	26 3%	8 4%	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 547  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**iMessage**

	Gender			Age						Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 8-10	432	206	226	88	114	90	76	35	28	123	122	99	88	34	18	46	27	41	30	21	33	75	47	45	15	98	206	55
	21%	20%	21%	38% <sup>fg</sup>	32% <sup>ghi</sup>	27% <sup>hi</sup>	21% <sup>hi</sup>	11% <sup>i</sup>	6%	22%	21%	23% <sup>lm</sup>	17%	20%	21%	20%	16%	22%	20%	20%	17%	27% <sup>quw</sup>	17%	25% <sup>w</sup>	24%	28%	24%	30%
NET: 4-7	480	222	259	80	89	79	88	57	88	153	134	102	92	44	20	56	34	38	35	21	52	71	68	28	14	91	222	54
	23%	22%	24%	34% <sup>efg</sup>	25% <sup>i</sup>	24%	24%	18%	18%	27% <sup>m</sup>	23%	24% <sup>m</sup>	18%	25%	23%	24%	20%	21%	23%	21%	27% <sup>x</sup>	26% <sup>x</sup>	24% <sup>x</sup>	16%	22%	26%	26%	29%
NET: 1-3	107	66	41	8	23	15	16	20	26	28	37	15	26	8	3	8	14	4	14	5	7	12	19	9	4	15	55	14
	5%	6% <sup>b</sup>	4%	3%	6%	4%	4%	6%	5%	5%	6%	4%	5%	5%	3%	3%	8% <sup>pr</sup>	2%	10% <sup>pruv</sup>	5%	4%	7%	5%	6%	4%	6%	6%	8%
Don't know	1075	528	547	57	136	151	191	197	343	268	295	209	303	90	45	125	96	98	69	55	103	117	150	98	31	141	379	62
	51%	52%	51%	24%	38% <sup>d</sup>	45% <sup>d</sup>	51% <sup>de</sup>	64% <sup>def</sup>	71% <sup>def</sup>	47%	50%	49%	60% <sup>ijkl</sup>	51%	52%	53% <sup>v</sup>	56% <sup>v</sup>	54% <sup>v</sup>	46%	54%	53% <sup>v</sup>	43%	53% <sup>v</sup>	54% <sup>v</sup>	49%	41%	44%	34%
Mean	6.68	6.53	6.82	7.28 <sup>hi</sup>	7.01 <sup>hi</sup>	6.94 <sup>hi</sup>	6.79 <sup>hi</sup>	5.93	5.50	6.66	6.52	7.02 <sup>k</sup>	6.56	6.74	7.05	6.88 <sup>s</sup>	6.22	7.21 <sup>qs</sup>	6.06	6.77	6.42	6.82 <sup>s</sup>	6.32	7.15 <sup>qs</sup>	6.77	7.02	6.66	6.69
Standard deviation	2.37	2.44	2.30	2.13	2.37	2.32	2.16	2.63	2.28	2.26	2.38	2.36	2.50	2.20	2.32	2.01	2.56	2.07	2.75	2.11	2.29	2.23	2.53	2.74	2.47	2.15	2.40	2.55
Standard error	0.07	0.11	0.10	0.16	0.17	0.17	0.16	0.23	0.20	0.13	0.14	0.16	0.18	0.25	0.40	0.19	0.29	0.22	0.30	0.30	0.24	0.18	0.22	0.31	0.43	0.15	0.11	0.23

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 548  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**iMessage**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Secon- dary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	114 5%	99 5%	14 9%a	5 17%	4 6%	4 11%	-	1 7%	-	-	55 5%	36 6%	15 7%	7 14%jk
9	(9) 129 6%	110 6%	14 10%	2 7%	8 11%	4 12%	1 9%	-	-	-	70 6%	41 6%	14 6%	3 6%
8	(8) 190 9%	160 8%	24 16%a	8 25%	12 18%a	3 8%	2 24%	-	-	2 19%	97 8%	55 9%	26 12%	10 20%jk
7	(7) 168 8%	157 8%	10 7%	3 10%	4 5%	2 5%	1 20%	1 6%	-	-	90 8%	48 8%	20 9%	9 18%jk
6	(6) 117 6%	105 6%	9 6%	2 7%	2 2%	3 8%	1 11%	1 13%	-	2 19%	50 4%	45 7%j	15 7%	5 10%
5	(5) 137 7%	122 6%	15 10%	2 6%	6 10%	4 13%	1 10%	2 18%	1 6%	-	73 6%	38 6%	19 9%	4 8%
4	(4) 59 3%	51 3%	7 4%	1 5%	4 5%	1 2%	1 10%	-	1 4%	-	25 2%	26 4%j	6 3%	1 1%
3	(3) 33 2%	30 2%	3 2%	1 4%	2 3%	-	-	-	-	-	12 1%	13 2%	8 4%j	-
2	(2) 24 1%	20 1%	2 1%	1 3%	1 2%	-	-	-	-	-	17 2%	5 1%	1 *	1 1%
Not very secure (1)	50 2%	46 2%	2 1%	-	2 2%	1 2%	-	-	-	-	31 3%	14 2%	3 1%	-
NET: 8-10	432 21%	369 19%	53 35%a	16 48%	24 35%a	10 31%	2 33%	1 7%	-	2 19%	222 19%	132 21%	55 25%	19 39%jkl

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 548

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**iMessage**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	480 23%	436 23%	41 27%	9 28%	15 22%	9 28%	3 51%	4 37%	2 11%	2 19%	238 21%	157 25%	61 28% <sup>j</sup>	18 37% <sup>j</sup>
NET: 1-3	107 5%	96 5%	7 5%	2 7%	4 7%	1 2%	-	-	-	-	60 5%	32 5%	12 6%	1 1%
Don't know	1075 51%	1016 53% <sup>bd</sup>	49 33%	5 17%	24 36%	13 39%	1 16%	5 55%	13 89%	6 62%	628 55% <sup>lm</sup>	316 50% <sup>m</sup>	92 42% <sup>m</sup>	11 22%
Mean	6.68	6.65	7.00	7.30	6.82	7.19	6.76	6.40	4.58	7.00	6.63	6.64	6.76	7.49 <sup>jk</sup>
Standard deviation	2.37	2.37	2.28	2.25	2.42	2.32	1.70	1.97	-	1.17	2.45	2.36	2.22	1.76
Standard error	0.07	0.08	0.22	0.43	0.37	0.50	0.64	0.81	-	0.67	0.11	0.13	0.20	0.27

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 549  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**iMessage**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	114	88	46	42	26	24	2	75	67	8	39	2	19	-	3	14	74	40	38	29	18	16	19	7
	5%	5%	5%	5%	6%	7%	5%	6%mn	7%ijmn	3%n	4%mn	2%	10%ijkmn	-	1%	10%ijkmn	5%	7%p	8%p	7%	9%p	7%	9%p	5%
9	129	117	79	37	12	12	-	92	83	9	37	4	16	1	3	13	81	46	45	38	18	27	17	2
	6%	7%de	9%cde	5%	3%	3%	-	8%ijmn	9%ijmn	4%n	4%n	5%n	8%ijmn	1%	1%	9%ijmn	5%	8%pw	9%pw	9%pw	9%pw	12%pw	8%w	2%
8	190	158	88	70	32	29	3	137	112	26	52	8	22	5	12	5	120	69	63	49	30	24	24	15
	9%	9%	10%	9%	8%	8%	7%	11%jmno	12%jmno	10%jno	6%	9%an	12%jmno	4%	3%	3%	8%	13%p	13%p	11%p	15%p	11%	12%	11%
7	168	135	75	60	33	31	2	119	99	20	49	4	14	7	14	10	116	51	49	43	22	24	25	5
	8%	8%	8%	8%	8%	8%	4%	10%jn	10%jn	8%an	6%	4%	8%	6%	4%	6%	8%	9%	10%w	10%w	11%w	11%w	12%pw	4%
6	117	92	52	40	25	23	1	74	54	21	43	2	12	7	15	5	82	34	28	33	4	13	17	13
	6%	5%	6%	5%	6%	6%	4%	6%	6%	8%j	5%	3%	7%	6%	5%	4%	5%	6%t	6%	7%t	2%	6%	8%t	10%t
5	137	117	66	50	21	19	1	86	72	14	51	8	12	3	21	9	96	41	30	32	12	12	11	13
	7%	7%	7%	6%	5%	5%	3%	7%	8%	5%	6%	8%	6%	2%	6%	6%	6%	8%	6%	7%	6%	6%	5%	10%
4	59	43	23	20	15	14	1	34	26	8	24	2	6	2	12	2	46	13	8	10	5	3	2	6
	3%	3%	3%	3%	4%	4%	2%	3%	3%	3%	3%	3%	3%	2%	4%	1%	3%	2%	2%	2%	2%	1%	1%	4%
3	33	20	10	11	13	12	1	24	20	4	10	1	2	1	4	1	28	5	5	3	4	2	3	-
	2%	1%	1%	1%	3%abc	3%abc	3%	2%	2%	1%	1%	2%	1%	1%	1%	*	2%	1%	1%	1%	1%	1%	1%	-
2	24	23	12	11	1	1	-	17	13	4	7	-	1	4	2	-	18	6	3	5	2	2	1	2
	1%	1%	1%	1%	*	*	-	1%	1%	2%	1%	-	*	4%jino	1%	-	1%	1%	1%	1%	1%	1%	1%	2%
Not very secure (1)	50	38	14	24	12	11	1	29	23	6	20	1	4	3	10	3	41	9	9	2	7	1	*	-
	2%	2%	2%	3%	3%	3%	3%	2%	2%	2%	2%	1%	2%	2%	3%	2%	3%sv	2%	2%	*	3%sw	1%	*	-
NET: 8-10	432	362	213	149	70	65	5	304	261	43	128	14	57	6	19	32	274	155	147	116	66	67	60	24
	21%	22%	24%cde	19%	17%	18%	12%	25%ijmn	27%ijkm	17%mn	14%mn	16%mn	31%ijkmn	5%	5%	21%jmn	18%	28%pw	31%pw	27%pw	33%pw	30%pw	28%pw	18%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

Prepared by Populus



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 549  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**iMessage**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 4-7	480	387	217	170	93	88	5	313	251	63	167	16	45	19	63	25	340	140	116	117	43	52	55	37
	23%	23%	24%	22%	23%	24%	12%	26% <small>ajmno</small>	26% <small>ajmno</small>	25% <small>aj</small>	19%	18%	24%	16%	18%	17%	22%	26%	24%	27%	22%	23%	26%	27%
NET: 1-3	107	80	35	45	26	24	2	70	56	14	37	3	7	8	16	3	88	19	17	10	12	5	5	2
	5%	5%	4%	6%	6%	7%	6%	6%	6%	6%	4%	3%	4%	7%	5%	2%	6% <small>sv</small>	4%	4%	2%	6% <small>sv</small>	2%	2%	2%
Don't know	1075	855	431	425	219	190	29	520	387	133	554	56	78	84	246	90	836	234	198	194	77	98	93	72
	51%	51%	48%	54% <small>b</small>	54%	52%	70% <small>abe</small>	43%	41%	53% <small>ghl</small>	63% <small>ghil</small>	63% <small>ghl</small>	42%	72% <small>ghil</small>	72% <small>ghij</small>	60% <small>ghl</small>	54% <small>qrst</small>	43%	41%	44%	39%	44%	44%	53% <small>qrt</small>
Mean	6.68	6.73	6.89 <small>cde</small>	6.54	6.42	6.44	6.23	6.77 <small>n</small>	6.86 <small>ijn</small>	6.36 <small>n</small>	6.49 <small>n</small>	6.54	7.19 <small>ijn</small>	5.37	5.46	7.45 <small>gijn</small>	6.49	7.08 <small>p</small>	7.24 <small>pw</small>	7.17 <small>pw</small>	7.09 <small>p</small>	7.42 <small>pw</small>	7.42 <small>pw</small>	6.55
Standard deviation	2.37	2.34	2.22	2.48	2.49	2.48	2.76	2.33	2.33	2.29	2.45	2.20	2.28	2.37	2.28	2.38	2.44	2.16	2.13	1.97	2.43	1.96	1.86	1.99
Standard error	0.07	0.08	0.10	0.13	0.18	0.19	0.74	0.09	0.11	0.18	0.13	0.38	0.21	0.42	0.23	0.30	0.09	0.12	0.13	0.12	0.22	0.17	0.16	0.25

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 550  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**iMessage**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Extremely secure	(10)	114 5%	1 3%	7 4%	12 6%	21 5%	13 5%	16 9%abc	6 5%	5 5%	24 9%abc	19 4%	8 4%	16 4%	7 5%	-	92 6%	114 6%
9	(9)	129 6%	5 5%	10 4%	12 4%	15 4%	18 7%	18 10%abcd	6 4%	14 14%bcdeg	22 8%cd	25 5%	15 7%	15 4%	7 4%	-	102 7%	129 6%
8	(8)	190 9%	5 5%	12 5%	24 8%	23 7%	23 8%	10 5%	18 14%bdf	12 12%	47 18%abcde	34 6%	17 8%	20 6%	8 5%	* 3%	152 10%jl	188 9%
7	(7)	168 8%	9 10%	15 7%	12 4%	31 9%cd	21 8%	22 12%cd	14 10%cd	8 8%	25 10%cd	28 5%	15 7%	21 6%	6 4%	-	139 9%jm	167 8%
6	(6)	117 6%	3 3%	14 6%	17 6%	23 7%	11 4%	10 3%	4 3%	10 10%e	14 5%	29 6%	7 3%	24 7%	7 5%	-	86 6%	117 6%
5	(5)	137 7%	5 6%	14 6%	19 7%	22 6%	16 6%	9 5%	10 8%	6 6%	20 8%	33 6%	12 6%	21 6%	13 9%	2 11%	103 7%	133 6%
4	(4)	59 3%	3 3%	7 3%	13 4%	11 3%	9 3%	4 2%	4 3%	-	5 2%	20 4%	10 5%o	13 4%	7 5%	-	36 2%	57 3%
3	(3)	33 2%	3 3%	5 2%	4 1%	6 2%	2 1%	2 1%	1 3%	3 2%	5 2%	9 2%	4 2%	7 2%	3 2%	-	24 2%	33 2%
2	(2)	24 1%	1 2%	1 *	1 *	5 2%	3 1%	3 2%	2 2%	2 2%	4 1%	-	-	-	-	-	24 2%jl	22 1%
Not very secure	(1)	50 2%	2 3%	8 4%	6 2%	7 2%	2 1%	5 3%	4 3%	1 1%	6 2%	11 2%	3 2%	8 2%	3 2%	-	35 2%	50 2%
NET: 8-10		432 21%	10 11%	29 12%	48 16%	60 17%	54 20%b	44 24%ab	30 22%ab	30 31%abcd	92 36%abcd	78 15%	39 20%	52 15%	22 15%	* 3%	346 23%jm	430 21%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 550

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**iMessage**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	480	19	51	62	86	57	45	32	24	65	110	44	78	34	2	365	474
	23%	22%	21%	21%	25%	21%	24%	24%	24%	25%	21%	22%	22%	22%	11%	24%	23%
NET: 1-3	107	7	15	11	18	7	10	7	6	15	20	7	15	5	-	83	105
	5%	8% <sup>e</sup>	6%	4%	5%	3%	5%	6%	6%	6%	4%	4%	4%	3%	-	5%	5%
Don't know	1075	52	142	172	180	155	85	64	39	88	314	109	210	92	15	741	1055
	51%	59% <sup>h</sup>	60% <sup>fghi</sup>	59% <sup>fhi</sup>	52% <sup>h</sup>	57% <sup>fhi</sup>	46% <sup>i</sup>	48% <sup>i</sup>	39%	34%	60% <sup>o</sup>	55%	59% <sup>o</sup>	60% <sup>o</sup>	87%	48%	51%
Mean	6.68	5.90	6.07	6.43	6.55	6.94 <sup>ab</sup>	7.01 <sup>ab</sup>	6.58	7.05 <sup>ab</sup>	7.10 <sup>abcd</sup>	6.43	6.71	6.44	6.39	5.57	6.75	6.69
Standard deviation	2.37	2.43	2.49	2.34	2.39	2.17	2.47	2.39	2.19	2.26	2.34	2.27	2.36	2.36	1.57	2.36	2.37
Standard error	0.07	0.37	0.26	0.21	0.18	0.20	0.25	0.29	0.30	0.18	0.16	0.24	0.20	0.32	1.11	0.08	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 551  
Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?  
Base: All respondents  
Instagram (direct messaging)

	Gender			Age						Social Grade					Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Extremely secure (10)	39 2%	16 2%	22 2%	14 6% efgh i	7 2% i	8 2% i	5 1% i	4 1%	1 *	14 2% k	5 1%	8 2%	12 2%	1 *	-	2 1%	2 1%	3 2%	4 3%	4 4% n	2 1%	6 2%	8 3%	5 3%	1 1%	7 2%	20 2%	6 3%	
9	(9) 3%	68 3%	34 3%	33 6% i	13 4% i	16 4% i	13 4% i	17 5% i	7 2% i	1 *	17 3%	19 3%	15 3%	16 3%	4 2%	4 5%	10 4%	2 1%	6 4%	2 1%	1 1%	6 3%	21 8% nqst uwx	7 3%	3 2%	-	12 4%	32 4%	14 8%
8	(8) 8%	165 7%	74 9%	92 17% efg hi	38 10% hi	36 10% hi	29 9% hi	33 9% hi	14 5%	15 3%	43 8%	43 7%	44 10%	35 7%	12 7%	4 5%	22 9%	15 9%	10 6%	19 13% rw	13 12% w	19 10% w	21 8%	13 5%	12 7%	5 8%	27 8%	83 10%	30 16%
7	(7) 10%	201 9%	91 10%	110 10%	42 18% ghi	51 14% ghi	40 12% ghi	20 5%	22 7%	27 6%	54 10%	66 11% m	45 11%	36 7%	12 7%	6 7%	23 10%	22 13%	17 9%	18 12%	6 6%	15 7%	37 13%	26 9%	15 8%	5 14%	47 10%	82 10%	18 10%
6	(6) 9%	182 9%	87 9%	95 9%	41 18% efgh i	37 10% hi	41 12% hi	28 8%	13 4%	21 4%	53 9%	48 8%	41 10%	40 8%	18 10%	7 8%	14 6%	10 6%	19 10%	14 9%	11 11%	14 7%	24 9%	28 10%	16 9%	7 12%	34 10%	85 10%	23 12%
5	(5) 10%	208 9%	96 10%	112 10%	21 9%	47 13% i	41 12% i	41 11% i	30 10%	28 6%	62 11%	59 10%	46 11%	40 8%	23 13% x	9 11%	25 11%	15 9%	13 7%	17 11%	7 7%	20 10%	33 12% x	29 10%	10 5%	7 10%	38 11%	103 12%	20 11%
4	(4) 5%	99 5%	52 5%	47 4%	11 5%	33 9% ghi	21 6% gi	9 3%	14 5%	10 2%	26 5%	36 6%	19 5%	17 3%	6 3%	6 7%	14 6%	7 4%	5 3%	3 5%	5 5%	9 5%	14 5%	14 7%	12 7%	5 6%	19 7%	57 7%	9 5%
3	(3) 3%	66 3%	35 3%	31 3%	12 5% i	13 3%	13 4% i	11 3%	12 4% i	6 1%	21 4%	19 3%	12 3%	15 3%	8 5%	3 4%	6 2%	7 4%	4 2%	5 3%	2 2%	9 5%	6 2%	9 3%	4 2%	3 5%	14 4%	27 3%	2 1%
2	(2) 2%	50 2%	27 2%	23 2%	3 1%	2 2%	5 2%	9 2%	11 3% e	20 4% ef	16 3%	17 3%	11 3%	7 1%	11 6% qwx	1 1%	7 3%	1 1%	1 2%	2 3%	3 4%	7 3%	6 2%	2 1%	1 2%	13 4%	19 2%	9 5%	
Not very secure (1)	50 2%	23 2%	26 2%	3 1%	10 3%	5 2%	5 1%	10 3%	16 3%	10 2%	15 3%	10 2%	15 3%	-	-	3 1%	6 3% n	3 2%	8 5% np	1 1%	5 3% n	8 3% n	6 2%	6 3% n	2 4% n	5 2%	22 3%	5 3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 551  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Instagram (direct messaging)**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humber	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 8-10	271	124	147	65	59	50	55	25	17	74	66	68	63	17	8	34	19	20	25	18	27	48	28	20	6	46	135	50
	13%	12%	14%	28%efg	16%hi	15%hi	15%hi	8%i	3%	13%	11%	16%k	12%	10%	10%	15%	11%	11%	17%w	18%w	14%	18%nw	10%	11%	9%	13%	16%	27%
NET: 4-7	690	326	364	115	167	143	99	79	86	196	209	152	133	60	28	75	54	54	52	29	58	108	96	53	23	137	328	69
	33%	32%	34%	50%ghi	46%ghi	43%ghi	27%i	26%i	18%	34%m	36%m	36%m	26%	34%	33%	32%	32%	30%	35%	29%	30%	39%rx	34%	29%	37%	40%	38%	37%
NET: 1-3	166	86	80	18	24	24	26	33	42	46	50	33	37	19	4	16	14	9	15	6	21	21	12	7	32	68	16	
	8%	8%	8%	8%	7%	7%	7%	11%	9%	8%	9%	8%	7%	11%	5%	7%	8%	5%	10%	6%	11%fr	8%	7%	7%	11%	9%	8%	8%
Don't know	967	486	481	34	112	119	191	172	339	255	262	173	276	81	45	109	83	98	56	48	88	97	139	96	27	130	332	51
	46%	48%	45%	15%	31%d	35%d	52%def	56%def	70%def	45%	45%	41%	54%qkl	46%v	52%v	47%v	49%v	54%sv	38%	48%v	45%v	35%	49%sv	53%sv	42%	38%	38%	28%
Mean	5.85	5.77	5.93	6.53ef	5.97hi	5.99hi	6.00hi	5.27	4.89	5.87	5.69	5.99	5.92	5.47	5.83	5.94	5.79	6.16n	5.89	6.22	5.61	6.10n	5.77	5.83	5.31	5.85	5.89	6.32
Standard deviation	2.17	2.19	2.15	1.98	2.02	2.00	2.17	2.36	2.31	2.14	2.12	2.13	2.32	1.99	1.83	2.12	2.16	2.05	2.31	2.20	2.28	2.21	2.17	2.31	2.14	2.10	2.15	2.27
Standard error	0.06	0.10	0.09	0.14	0.14	0.13	0.16	0.19	0.19	0.12	0.12	0.13	0.16	0.22	0.31	0.19	0.23	0.22	0.23	0.29	0.22	0.17	0.18	0.26	0.35	0.14	0.09	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 552  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Pri- mary (i)	Secon- dary (j)	Univ- ersity degree (k)	Higher univ- ersity degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	39 2%	38 2%	1 1%	-	-	1 2%	-	-	1 10%	-	21 2%	9 1%	5 2%	1 2%
9	(9) 68 3%	57 3%	7 5%	3 8%	3 5%	-	-	1 8%	2 12%	2 19%	36 3%	19 3%	7 3%	1 2%
8	(8) 165 8%	146 8%	18 12%	5 15%	9 13%	3 9%	1 9%	-	-	2 19%	93 8%	45 7%	18 8%	6 13%
7	(7) 201 10%	178 9%	21 14%	4 11%	10 15%	4 13%	1 10%	2 25%	1 3%	-	107 9%	66 10%	21 10%	6 12%
6	(6) 182 9%	166 9%	14 10%	4 12%	6 9%	4 11%	1 11%	-	-	-	82 7%	64 10% <sup>j</sup>	20 9%	15 30% <sup>k</sup>
5	(5) 208 10%	186 10%	20 13%	3 9%	8 12%	4 12%	3 40%	2 23%	1 6%	1 11%	108 9%	63 10%	27 12%	5 11%
4	(4) 99 5%	93 5%	5 3%	1 2%	3 4%	1 4%	-	-	-	-	46 4%	37 6%	15 7%	1 3%
3	(3) 66 3%	56 3%	11 7% <sup>a</sup>	3 8%	6 9% <sup>a</sup>	1 4%	-	1 7%	-	-	35 3%	19 3%	11 5%	1 3%
2	(2) 50 2%	45 2%	5 3%	1 3%	1 2%	3 8%	-	-	4 25%	-	24 2%	17 3%	4 2%	1 2%
Not very secure (1)	50 2%	43 2%	3 2%	1 4%	2 3%	-	-	-	-	-	31 3%	16 2%	3 1%	-
NET: 8-10	271 13%	240 13%	25 17%	7 23%	13 18%	4 12%	1 9%	1 8%	3 22%	4 38%	150 13%	73 12%	30 14%	8 16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 552

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Instagram (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	690 33%	623 32%	61 40%	11 35%	27 40%	14 41%	4 61%	5 48%	1 10%	1 11%	343 30%	229 36%kj	82 37%j	27 56%jkl
NET: 1-3	166 8%	144 8%	19 13%a	5 15%	9 13%	4 12%	-	1 7%	4 25%	-	90 8%	52 8%	17 8%	2 4%
Don't know	967 46%	910 47%bd	46 30%	9 27%	19 29%	12 35%	2 30%	4 36%	6 43%	5 51%	566 49%lm	283 44%lm	90 41%m	11 24%
Mean	5.85	5.86	5.84	5.92	5.86	5.64	5.83	6.08	5.51	7.74	5.88	5.75	5.85	6.22
Standard deviation	2.17	2.16	2.10	2.35	2.12	2.11	1.24	1.87	3.65	1.69	2.23	2.12	2.05	1.52
Standard error	0.06	0.07	0.20	0.45	0.31	0.42	0.51	0.71	1.38	0.85	0.09	0.11	0.18	0.24

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 553  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Instagram (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	39 2%	32 2%	19 2%	13 2%	7 2%	6 2%	1 2%	27 2% <sub>n</sub>	22 2% <sub>n</sub>	5 2% <sub>n</sub>	12 1% <sub>n</sub>	1 1%	5 3% <sub>n</sub>	1 1%	-	5 3% <sub>n</sub>	30 2%	9 2%	9 2%	7 2%	4 2%	3 1%	6 3%	2 1%
9	(9) 68 3%	62 4% <sub>de</sub>	38 4% <sub>de</sub>	24 3%	5 1%	5 1%	-	44 4% <sub>n</sub>	40 4% <sub>n</sub>	4 2%	23 3%	5 6% <sub>mn</sub>	8 4% <sub>n</sub>	1 *	3 1%	7 4% <sub>n</sub>	36 2%	28 5% <sub>p</sub>	25 5% <sub>p</sub>	23 5% <sub>p</sub>	7 4%	14 6% <sub>p</sub>	10 5%	5 4%
8	(8) 165 8%	135 8%	67 7%	68 9%	30 7%	30 8%	1 1%	110 9% <sub>n</sub>	85 9% <sub>n</sub>	24 10% <sub>n</sub>	56 6%	9 11% <sub>n</sub>	20 11% <sub>n</sub>	5 4%	12 4%	9 6%	111 7%	54 10%	49 10% <sub>p</sub>	41 9%	16 8%	23 10%	21 10%	9 6%
7	(7) 201 10%	174 10% <sub>d</sub>	95 11% <sub>d</sub>	79 10%	27 7%	26 7%	1 3%	129 11% <sub>n</sub>	101 11% <sub>n</sub>	28 11% <sub>n</sub>	72 8%	9 10%	26 14% <sub>n</sub>	6 5%	17 5%	14 9%	140 9%	61 11%	57 12%	44 10%	29 15% <sub>p</sub>	22 10%	26 12%	13 10%
6	(6) 182 9%	154 9%	98 11% <sub>cd</sub>	55 7%	28 7%	27 7%	1 2%	118 10% <sub>mn</sub>	94 10% <sub>mn</sub>	24 10% <sub>mn</sub>	64 7%	6 7%	29 16% <sub>ghjmn</sub>	3 2%	14 4%	12 8%	129 8%	53 10%	47 10%	41 9%	22 11%	20 9%	23 11%	17 13%
5	(5) 208 10%	169 10%	101 11%	67 9%	39 10%	34 9%	5 12%	141 12% <sub>n</sub>	116 12% <sub>n</sub>	25 10% <sub>n</sub>	67 8%	15 17% <sub>n</sub>	15 8%	6 5%	22 6%	8 6%	136 9%	71 13% <sub>p</sub>	62 13% <sub>p</sub>	59 13% <sub>p</sub>	23 12%	31 14% <sub>p</sub>	26 12%	18 13%
4	(4) 99 5%	73 4%	45 5%	28 4%	26 6% <sub>c</sub>	24 6% <sub>c</sub>	2 4%	76 6% <sub>n</sub>	61 6% <sub>n</sub>	15 6% <sub>n</sub>	22 3%	3 3%	6 3%	-	13 4%	1 1%	74 5%	25 5%	19 4%	20 5%	7 4%	8 4%	9 4%	8 6%
3	(3) 66 3%	52 3%	24 3%	28 4%	14 4%	13 4%	1 3%	41 3%	32 3%	9 3%	26 3%	3 3%	8 5%	1 1%	7 2%	6 4%	48 3%	18 3%	14 3%	9 5%	6 3%	6 3%	6 4%	
2	(2) 50 2%	40 2%	20 2%	20 3%	10 3%	8 2%	2 4%	32 3%	24 3%	8 3%	18 2%	1 1%	1 1%	5 4%	8 2%	3 2%	36 2%	14 3%	9 2%	12 3%	4 2%	5 2%	5 2%	7 5%
Not very secure (1)	50 2%	40 2%	15 2%	25 3%	9 2%	8 2%	1 3%	27 2%	23 2%	5 2%	22 3%	2 2%	2 1%	5 4%	10 3%	2 2%	41 3% <sub>su</sub>	9 2%	9 2%	3 1%	6 3% <sub>su</sub>	* 1%	2 1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 553  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Instagram (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 8-10	271	229	124	105	43	41	1	181	147	34	90	15	33	6	15	21	177	91	83	71	27	40	36	15
	13%	14%	14%	13%	10%	11%	3%	15% <sub>jmn</sub>	15% <sub>jmn</sub>	13% <sub>mn</sub>	10% <sub>n</sub>	17% <sub>mn</sub>	18% <sub>jmn</sub>	5%	4%	14% <sub>mn</sub>	12%	17% <sub>p</sub>	17% <sub>p</sub>	16% <sub>p</sub>	14%	18% <sub>p</sub>	17% <sub>p</sub>	11%
NET: 4-7	690	570	341	229	120	111	8	465	373	92	225	33	76	15	66	35	478	211	184	164	82	80	83	57
	33%	34% <sub>c</sub>	38% <sub>acde</sub>	29% <sub>f</sub>	29%	30%	20%	38% <sub>jmn</sub>	39% <sub>jmn</sub>	36% <sub>jmn</sub>	25% <sub>mn</sub>	37% <sub>jmn</sub>	41% <sub>jmn</sub>	12%	19%	23% <sub>m</sub>	31%	38% <sub>p</sub>	39% <sub>p</sub>	38% <sub>p</sub>	41% <sub>p</sub>	36%	39% <sub>p</sub>	42% <sub>p</sub>
NET: 1-3	166	132	59	73	34	30	4	100	79	21	66	6	12	11	25	12	126	40	30	29	19	11	13	12
	8%	8%	7%	9%	8%	8%	10%	8%	8%	8%	7%	6%	7%	10%	7%	8%	8%	7%	6%	7%	10%	5%	6%	9%
Don't know	967	755	373	382	212	185	27	462	356	106	505	35	64	85	237	83	757	207	180	174	70	92	80	50
	46%	45%	42%	48% <sub>b</sub>	52% <sub>ab</sub>	50% <sub>b</sub>	66% <sub>abc</sub>	38%	37%	42%	57% <sub>ghik</sub>	40%	34%	73% <sub>ghij</sub>	69% <sub>ghij</sub>	55% <sub>ghik</sub>	49% <sub>qrst</sub>	38%	38%	40%	35%	41%	38%	37%
Mean	5.85	5.92 <sub>d</sub>	6.00 <sub>de</sub>	5.82	5.54	5.61	4.63	5.88 <sub>n</sub>	5.89 <sub>n</sub>	5.82 <sub>n</sub>	5.81 <sub>n</sub>	6.08 <sub>n</sub>	6.32 <sub>gij</sub>	4.93	5.04	6.30 <sub>n</sub>	5.76	6.04	6.17 <sub>p</sub>	6.07	5.91	6.28 <sub>pw</sub>	6.20 <sub>p</sub>	5.70
Standard deviation	2.17	2.16	2.05	2.30	2.19	2.17	2.36	2.14	2.15	2.10	2.24	2.03	1.91	2.74	2.20	2.34	2.21	2.05	2.02	2.00	2.11	1.91	2.02	1.96
Standard error	0.06	0.07	0.09	0.11	0.16	0.16	0.59	0.08	0.09	0.15	0.11	0.28	0.17	0.48	0.21	0.27	0.08	0.11	0.11	0.12	0.19	0.16	0.17	0.21

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 554  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)		
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Extremely secure (10)	39 2%	-	3 1%	4 1%	10 3%	4 1%	3 2%	2 2%	2 2%	6 2%	7 1%	3 1%	6 2%	1 *	1 4%	32 2%	38 2%	
9	(9) 3%	68 4%	4 2%	5 2%	11 4%	7 2%	8 3%	11 6%bd	8 6%bd	4 4%	7 3%	12 2%	5 3%	6 2%	2 3%	54 4%	67 3%	
8	(8) 8%	165 7%	7 7%	15 6%	24 8%	24 7%	16 6%	16 9%	7 5%	11 11%	26 10%	46 9%	25 13%o	31 9%	13 8%	-	115 7%	165 8%
7	(7) 10%	201 11%	10 9%	21 9%	24 8%	39 11%	23 8%	21 12%	14 10%	9 9%	30 11%	34 6%	17 8%	19 5%	6 4%	-	167 11%jm	200 10%
6	(6) 9%	182 8%	7 8%	21 9%	24 8%	17 5%	18 7%	15 8%	13 10%	14 15%de	27 11%bd	41 8%	16 8%	27 8%	11 7%	1 6%	138 9%	180 9%
5	(5) 10%	208 15%	13 8%	18 8%	27 9%	36 10%	30 11%	20 11%	16 12%	9 9%	22 9%	36 7%	17 8%	22 6%	10 7%	2 11%	169 11%jl	202 10%
4	(4) 5%	99 1%	1 3%	6 4%	13 6%	20 6%	17 4%	8 7%	9 5%	5 6%	17 6%	24 5%	11 5%	13 4%	8 5%	-	73 5%	97 5%
3	(3) 3%	66 4%	4 3%	7 3%	12 4%	8 2%	8 3%	4 2%	4 3%	2 2%	11 4%	18 3%	9 4%	13 4%	5 4%	1 6%	47 3%	65 3%
2	(2) 2%	50 2%	1 2%	5 2%	2 1%	8 2%	6 2%	8 4%bc	6 4%bc	4 4%bc	4 2%	6 1%	-	4 1%	3 2%	-	44 3%jk	48 2%
Not very secure (1)	50 2%	2 2%	7 3%	9 3%	5 2%	2 1%	6 4%e	3 2%	* 2%	6 2%	15 3%	5 2%	9 2%	5 3%	1 8%	31 2%	50 2%	
NET: 8-10	271 13%	10 11%	23 10%	38 13%	40 12%	28 10%	30 17%	17 13%	17 17%	40 15%	65 13%	33 16%	43 12%	16 10%	1 7%	200 13%	270 13%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 554

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Instagram (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	690	31	66	87	111	89	64	52	38	96	135	60	81	36	3	547	680
	33%	35%	28%	30%	32%	33%	35%	39% <sup>ab</sup>	38%	37%	26%	30%	23%	23%	17%	36% <sup>ajlm</sup>	33%
NET: 1-3	166	7	19	23	21	16	18	13	6	21	40	14	26	13	2	122	163
	8%	8%	8%	8%	6%	6%	10%	9%	6%	8%	8%	7%	7%	9%	13%	8%	8%
Don't know	967	40	128	145	171	140	70	51	38	102	282	93	205	89	11	666	952
	46%	45%	54% <sup>efghi</sup>	49% <sup>fi</sup>	50% <sup>efgi</sup>	51% <sup>fgi</sup>	38%	39%	39%	39%	54% <sup>o</sup>	47%	58% <sup>ako</sup>	58% <sup>ako</sup>	63%	43%	46%
Mean	5.85	5.85	5.72	5.84	5.93	5.79	5.89	5.70	6.14	5.96	5.79	6.03	5.83	5.43	4.90	5.88	5.86
Standard deviation	2.17	1.97	2.24	2.20	2.15	2.01	2.34	2.21	2.01	2.14	2.24	2.10	2.26	2.28	3.09	2.14	2.17
Standard error	0.06	0.27	0.21	0.18	0.16	0.17	0.22	0.25	0.28	0.18	0.14	0.20	0.19	0.29	1.26	0.07	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 555  
Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?  
Base: All respondents  
Snapchat (direct messaging)

	Gender			Age							Social Grade							Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influ-encer (C)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177		
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186		
Extremely secure	(10)	47 2%	18 2%	29 3%	12 5% fghi	16 4% gi	6 2% i	6 2% i	5 2% i	2 *	12 2%	8 1%	9 2% 4% k	19 4% k	5 3%	-	5 2%	3 2%	4 2%	6 4%	2 2%	2 1%	6 2%	5 2%	6 3%	2 3%	8 2%	20 2%	5 3%	
9	(9)	55 3%	28 3%	27 3%	20 9% efgh i	14 4% i	7 2% i	10 3% i	4 1% i	1 *	22 4%	13 2%	10 2%	10 2%	3 2%	2 2%	6 2%	3 2%	4 2%	3 3%	4 2%	17 6% qx	8 3%	3 2%	-	9 3%	29 3%	13 7%		
8	(8)	148 7%	70 7%	77 7%	38 16% efgh i	32 9% ghi	28 8% ghi	28 8% ghi	11 3%	10 2%	42 7%	34 6%	40 9% k	32 6%	7 4%	7 9%	22 9% n	10 6%	11 6%	12 8%	7 7%	9 5%	22 8%	14 5%	20 11% nuw	6 10%	23 7%	75 9%	18 10%	
7	(7)	158 8%	76 7%	81 8%	36 16% fgh i	48 13% ghi	30 9% ghi	16 4%	14 4%	14 3%	37 6%	57 10% m	37 9% m	26 5%	15 8% x	6 7%	28 12% stwx	23 13% stwx	15 8% x	6 4%	5 4%	13 7% x	23 8% x	17 6%	3 2%	4 6%	33 10%	81 9%	20 11%	
6	(6)	155 7%	64 6%	92 9%	35 15% efgh i	28 8% i	31 9% hi	21 6% i	15 5%	26 5%	45 8%	37 6%	37 9%	36 7%	16 9%	3 4%	20 9%	8 4%	19 10% qv	8 6%	9 9%	11 6%	13 5%	23 8%	18 10% v	7 11%	25 7%	70 8%	22 12%	
5	(5)	178 9%	78 8%	101 9%	25 11% i	40 11% hi	38 11% hi	35 9% i	20 6%	21 4%	50 9%	55 9%	39 9%	35 7%	18 10% r	7 9%	15 6%	13 8%	8 4%	17 12% r	9 9%	19 10% r	33 12% r	20 7%	14 8%	5 7%	41 12%	77 9%	17 9%	
4	(4)	98 5%	50 5%	47 4%	15 6% i	31 8% ghi	15 5% i	13 4%	11 3%	13 3%	26 5%	25 4%	28 7%	19 4%	9 5%	3 4%	15 7% q	2 1%	8 4%	9 6% q	2 2%	11 6% q	9 3% q	19 7% q	6 3%	3 5%	21 6%	45 5%	10 5%	
3	(3)	77 4%	40 4%	37 3%	10 4% i	20 5% i	11 3% i	14 4% i	13 4% i	9 2%	25 4% l	26 4% l	5 1%	20 4% l	9 5%	7 8% rv	6 5%	8 2%	4 3%	4 5%	5 3%	6 2%	10 3%	8 5%	3 4%	22 6%	34 4%	8 4%		
2	(2)	47 2%	21 2%	26 2%	5 2% i	4 1% i	8 2% i	5 1% i	7 2% i	18 4% eg	12 2% eg	15 3% eg	12 3% eg	8 2% eg	2 2%	8 3%	3 2%	3 2%	3 2%	1 1%	8 4%	6 2% p	5 4% p	2 3%	1 5% p	3 2%	6 2%	19 3%	7 4%	
Not very secure	(1)	63 3%	27 3%	36 3%	4 2% i	10 3% i	8 2% i	12 3% i	13 4% i	16 3% i	12 2% i	19 3% i	11 3% i	20 4% i	4 2%	-	2 1%	7 4%	3 2%	10 7% opr	2 2%	5 2% p	11 4% p	11 4% p	5 3% p	6 2% p	27 3%	8 4%		

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 555  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Snapchat (direct messaging)**

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 8-10	250	116	134	70	62	41	44	20	13	76	54	59	61	15	9	33	16	19	20	11	16	45	28	30	8	40	124	37
	12%	11%	12%	30%efg	17%hi	12%hi	12%hi	6%i	3%	13%k	9%	14%k	12%	8%	10%	14%	9%	11%	14%	11%	8%	17%nqu	10%	16%nu	13%	12%	14%	20%
NET: 4-7	589	268	321	111	146	114	85	59	74	157	174	141	117	58	20	78	45	50	41	25	55	78	79	42	19	120	273	69
	28%	26%	30%	48%fgh	40%ghi	34%ghi	23%i	19%	15%	27%	30%em	33%em	23%	33%	24%	33%x	26%	28%	27%	24%	28%	29%	28%	23%	30%	35%	32%	37%
NET: 1-3	187	87	99	18	34	27	31	34	43	50	60	29	48	17	9	16	18	10	17	8	19	23	26	15	9	34	80	23
	9%	9%	9%	8%	9%	8%	8%	11%	9%	9%	10%	7%	9%	10%	10%	7%	11%	5%	12%	8%	10%	9%	9%	8%	14%r	10%	9%	12%
Don't know	1069	551	518	33	120	153	211	197	354	290	300	197	283	87	47	106	92	102	70	58	106	127	152	94	27	151	386	57
	51%	54%b	48%	14%	33%d	46%de	57%def	64%def	73%def	51%gh	51%	46%	56%l	49%	56%	46%	54%	56%pv	47%	57%	54%	46%	54%	52%	44%	44%	45%	31%
Mean	5.71	5.69	5.72	6.49ef	5.96hi	5.77hi	5.63i	5.06	4.61	5.81	5.50	5.86	5.69	5.54	5.55	6.02u	5.71	6.05u	5.40	5.79	5.29	5.95	5.45	5.94	5.36	5.67	5.83	5.91
Standard deviation	2.31	2.30	2.33	2.08	2.25	2.12	2.36	2.50	2.29	2.28	2.26	2.19	2.53	2.17	2.06	2.11	2.40	2.17	2.62	2.19	2.23	2.44	2.35	2.37	2.47	2.15	2.29	2.39
Standard error	0.07	0.11	0.10	0.15	0.15	0.15	0.18	0.22	0.20	0.13	0.13	0.14	0.18	0.25	0.35	0.19	0.26	0.24	0.28	0.31	0.23	0.20	0.21	0.27	0.41	0.16	0.11	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 556  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Snapchat (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	47 2%	43 2%	3 2%	* 1%	2 2%	* 1%	- -	- -	1 10%	1 9%	25 2%	10 2%	7 3%	1 2%
9	(9) 55 3%	41 2%	11 8%a	3 10%	4 5%	3 9%	1 12%	1 8%	- -	- -	31 3%	14 2%	8 4%	2 3%
8	(8) 148 7%	127 7%	20 13%a	2 8%	13 19%a	3 9%	1 19%	- -	- -	3 29%	81 7%	42 7%	16 7%	6 11%
7	(7) 158 8%	138 7%	19 13%a	2 7%	10 15%a	6 18%	- -	1 6%	- -	- -	93 8%l	51 8%l	8 4%	5 11%l
6	(6) 155 7%	144 7%	11 7%	4 12%	4 5%	2 7%	1 11%	- -	1 3%	- -	79 7%	47 7%	16 7%	12 26%kl
5	(5) 178 9%	159 8%	18 12%	3 10%	5 8%	5 14%	2 26%	3 30%	1 6%	- -	86 7%	63 10%	24 11%	4 8%
4	(4) 98 5%	92 5%	5 3%	2 8%	2 3%	1 2%	- -	- -	1 6%	- -	51 4%	30 5%	11 5%	5 11%j
3	(3) 77 4%	71 4%	5 3%	2 5%	3 5%	- -	- -	- -	- -	- -	38 3%	25 4%	12 6%	1 1%
2	(2) 47 2%	43 2%	4 3%	1 3%	2 3%	1 3%	- -	- -	1 4%	- -	24 2%	15 4%	4 2%	2 4%
Not very secure (1)	63 3%	55 3%	4 3%	- -	2 3%	1 2%	1 12%	1 7%	- -	- -	32 3%	23 4%	7 3%	- -
NET: 8-10	250 12%	212 11%	34 22%a	6 19%	18 27%a	7 19%	2 31%	1 8%	1 10%	4 38%	137 12%	66 10%	32 15%	8 16%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 556

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Snapchat (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	589 28%	532 28%	53 35%	12 38%	21 31%	14 42%	2 37%	4 36%	2 15%	-	308 27%	191 30%	59 27%	27 55% <sup>ijkl</sup>
NET: 1-3	187 9%	169 9%	13 9%	3 8%	7 11%	2 6%	1 12%	1 7%	1 4%	-	94 8%	63 10%	23 11%	3 6%
Don't know	1069 51%	1003 52% <sup>bd</sup>	51 34%	12 36%	22 32%	11 33%	1 20%	5 48%	10 70%	6 62%	609 53% <sup>m</sup>	316 50% <sup>m</sup>	106 48% <sup>m</sup>	11 23%
Mean	5.71	5.66	6.23 <sup>a</sup>	6.09	6.35	6.38	5.89	5.32	6.16	8.47	5.80	5.52	5.67	6.01
Standard deviation	2.31	2.30	2.22	2.14	2.29	2.10	2.78	2.55	3.36	0.99	2.32	2.28	2.43	1.81
Standard error	0.07	0.08	0.21	0.42	0.34	0.43	1.05	1.04	1.50	0.57	0.10	0.13	0.22	0.28

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 557  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Snapchat (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	47 2%	38 2%	21 2%	17 2%	9 2%	7 2%	2 4%	29 2% <sub>n</sub>	22 2% <sub>n</sub>	6 3% <sub>n</sub>	18 2% <sub>n</sub>	2 2%	7 4% <sub>n</sub>	1 1%	1 *	8 5% <sub>jn</sub>	30 2%	17 3%	17 3%	14 3%	6 3%	10 5% <sub>p</sub>	6 3%	2 1%
9	(9) 55 3%	51 3% <sub>d</sub>	31 4% <sub>de</sub>	20 3%	4 1%	4 1%	-	38 3% <sub>n</sub>	33 3% <sub>n</sub>	5 2% <sub>n</sub>	17 2% <sub>n</sub>	2 2% <sub>n</sub>	8 4% <sub>n</sub>	1 *	-	7 4% <sub>n</sub>	30 2%	24 4% <sub>p</sub>	21 4% <sub>p</sub>	18 4% <sub>p</sub>	6 3%	10 4% <sub>p</sub>	10 4% <sub>p</sub>	4 3%
8	(8) 148 7%	127 8%	68 8%	60 8%	20 5%	20 5%	1 1%	98 8% <sub>ijmn</sub>	81 8% <sub>ijmn</sub>	17 7% <sub>n</sub>	50 6% <sub>n</sub>	9 10% <sub>mn</sub>	20 11% <sub>ijmn</sub>	2 2%	9 3%	9 6%	101 7%	47 9%	44 9%	39 9%	15 8%	22 10%	22 10% <sub>p</sub>	8 6%
7	(7) 158 8%	139 8% <sub>d</sub>	84 9% <sub>de</sub>	54 7%	19 5%	19 5%	1 1%	114 9% <sub>ijmn</sub>	97 10% <sub>ijmno</sub>	17 7% <sub>n</sub>	44 5%	10 11% <sub>ijmn</sub>	15 8% <sub>n</sub>	4 3%	8 2%	7 5%	104 7%	51 9%	46 10%	36 8%	21 11%	21 9%	16 8%	9 7%
6	(6) 155 7%	128 8%	64 7%	64 8%	27 7%	25 7%	2 4%	95 8%	68 7%	27 11% <sub>hjno</sub>	60 7%	5 6%	26 14% <sub>ghjmn</sub>	6 5%	16 5%	6 4%	106 7%	50 9%	43 9%	37 8%	22 11% <sub>p</sub>	20 9%	17 8%	13 10%
5	(5) 178 9%	151 9%	86 10%	66 8%	27 7%	25 7%	2 5%	118 10% <sub>ijmn</sub>	99 10% <sub>ijmn</sub>	19 7%	60 7%	12 13% <sub>ijmn</sub>	16 8% <sub>m</sub>	3 2%	19 6%	11 7%	120 8%	58 10%	46 10%	52 12% <sub>p</sub>	14 7%	24 11%	24 12%	18 13% <sub>w</sub>
4	(4) 98 5%	69 4%	42 5%	27 3%	28 7% <sub>ac</sub>	26 7% <sub>ac</sub>	2 6%	66 5%	56 6% <sub>j</sub>	10 4%	32 4%	3 4%	12 6%	2 2%	11 3%	3 2%	66 4%	32 6%	26 6%	27 6%	15 7%	12 5%	14 6%	10 7%
3	(3) 77 4%	59 3%	27 3%	31 4%	18 4%	16 4%	2 4%	56 5% <sub>j</sub>	44 5% <sub>j</sub>	12 5% <sub>j</sub>	21 2%	5 6% <sub>m</sub>	4 2%	1 2%	8 2%	4 2%	59 4%	18 3%	15 3%	12 3%	6 3%	6 3%	4 2%	5 4%
2	(2) 47 2%	39 2%	18 2%	20 3%	8 2%	8 2%	1 2%	25 2%	20 2%	5 2%	22 3%	-	4 5% <sub>g</sub>	8 2%	5 3%	35 2%	13 2%	10 2%	9 2%	6 3%	5 3%	5 2%	2 3%	2 2%
Not very secure (1)	63 3%	50 3%	23 3%	27 3%	13 3%	11 3%	1 3%	34 3%	24 3%	10 4%	29 3%	2 2%	7 4%	6 5%	10 3%	5 3%	49 3%	14 3%	13 3%	7 2%	7 4%	4 2%	4 2%	1 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 557  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Snapshot (direct messaging)**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Work-ing full time (h)	Work-ing part time (i)	NET: Not work-ing (j)	Not work-ing seek-ing work (k)	Not work-ing not seek-ing work (l)	Ret-ired state pen-sion only (m)	Ret-ired pri-vate pen-sion (n)	House person (o)	No child-ren aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)		
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
NET: 8-10	250 12%	216 13% <sup>de</sup>	120 13% <sup>de</sup>	97 12% <sup>d</sup>	33 8%	31 8%	5%	2 14% <sup>jm</sup>	164 14% <sup>jm</sup>	136 14% <sup>jm</sup>	28 11% <sup>mn</sup>	85 10% <sup>mn</sup>	13 14% <sup>mn</sup>	35 19% <sup>ij</sup>	3 3%	10 15% <sup>jm</sup>	23 10%	161 16% <sup>p</sup>	87 17% <sup>p</sup>	70 16% <sup>p</sup>	28 14%	42 19% <sup>pw</sup>	37 18% <sup>p</sup>	14 10%	
NET: 4-7	589 28%	488 29%	276 31% <sup>d</sup>	211 27%	101 25%	94 26%	17%	7 33% <sup>jm</sup>	393 33% <sup>jm</sup>	320 33% <sup>jm</sup>	73 29% <sup>jm</sup>	196 22% <sup>mn</sup>	30 34% <sup>jm</sup>	68 37% <sup>jm</sup>	15 13%	54 16%	27 18%	396 26%	190 35% <sup>p</sup>	162 35% <sup>p</sup>	153 36% <sup>p</sup>	72 34% <sup>p</sup>	76 34% <sup>p</sup>	71 34% <sup>p</sup>	50 37% <sup>p</sup>
NET: 1-3	187 9%	147 9%	68 8%	79 10%	39 10%	35 10%	9%	4 9%	114 9%	88 9%	26 10%	72 8%	7 8%	15 8%	12 10%	26 7%	13 9%	142 9%	44 8%	37 8%	28 6%	19 10%	15 7%	13 6%	8 6%
Don't know	1069 51%	834 49%	432 48%	402 51%	235 57% <sup>abc</sup>	206 56% <sup>ab</sup>	29 69% <sup>abc</sup>	537 44%	411 43%	126 50% <sup>l</sup>	126 50% <sup>l</sup>	532 60% <sup>ghik</sup>	39 44%	68 36%	86 73% <sup>ghij</sup>	252 74% <sup>ghij</sup>	87 58% <sup>ghi</sup>	839 55% <sup>qrst</sup>	227 41%	196 41%	186 43%	79 40%	91 41%	90 42%	62 46%
Mean	5.71	5.80 <sup>de</sup>	5.91 <sup>de</sup>	5.66	5.26	5.29	4.87	5.78 <sup>n</sup>	5.83 <sup>n</sup>	5.59 <sup>n</sup>	5.57 <sup>n</sup>	5.95 <sup>n</sup>	6.07 <sup>n</sup>	4.46	4.73	6.07 <sup>n</sup>	5.58	5.96 <sup>p</sup>	6.06 <sup>p</sup>	6.03 <sup>p</sup>	5.79	6.24 <sup>p</sup>	6.05 <sup>p</sup>	5.68	
Standard deviation	2.31	2.30	2.24	2.37	2.33	2.30	2.68	2.25	2.23	2.34	2.43	2.08	2.28	2.64	2.17	2.74	2.34	2.24	2.27	2.15	2.31	2.23	2.20	1.94	
Standard error	0.07	0.08	0.10	0.12	0.18	0.18	0.69	0.09	0.10	0.17	0.13	0.30	0.20	0.47	0.23	0.34	0.09	0.12	0.13	0.13	0.21	0.19	0.19	0.22	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 558  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Snapchat (direct messaging)**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - physical condition (k)	Yes - mental condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Extremely secure (10)	47 2%	2 2%	6 2%	6 2%	8 2%	6 2%	5 3%	2 2%	3 3%	8 3%	9 2%	5 2%	6 2%	2 1%	1 7%	37 2%	46 2%
9	(9) 55 3%	1 2%	5 2%	5 2%	7 2%	8 3%	11 6% <sup>abcd</sup>	4 3%	3 3%	5 2%	7 1%	5 3%	2 1%	1 1%	-	47 3% <sup>d</sup>	55 3%
8	(8) 148 7%	7 8%	13 5%	18 6%	24 7%	13 5%	18 10%	11 8%	10 10%	23 9%	35 7%	18 9%	27 8%	10 6%	-	110 7%	148 7%
7	(7) 158 8%	10 11%	17 7%	22 8%	22 6%	20 7%	19 11%	9 7%	6 6%	23 9%	28 5%	14 7% <sup>l</sup>	11 3%	7 4%	-	130 8% <sup>jl</sup>	158 8%
6	(6) 155 7%	5 6%	16 7%	33 11% <sup>ef</sup>	23 7%	13 5%	7 4%	8 6%	14 14% <sup>ef</sup>	21 8%	43 10%	20 10%	33 9%	9 6%	-	111 7%	153 7%
5	(5) 178 9%	13 14% <sup>e</sup>	16 7%	24 8%	27 8%	14 5%	16 9%	19 14% <sup>be</sup>	10 10%	19 7%	35 7%	15 8%	20 6%	9 11%	2 9%	141 9%	173 8%
4	(4) 98 5%	3 3%	8 3%	8 3%	19 6%	18 7% <sup>c</sup>	6 3%	9 7%	5 5%	14 6%	24 5%	12 6%	14 4%	8 5%	-	72 5%	95 5%
3	(3) 77 4%	3 3%	8 3%	14 5%	10 3%	10 4%	6 3%	3 2%	6 6%	13 5%	14 3%	7 3%	10 3%	3 2%	-	62 4%	77 4%
2	(2) 47 2%	1 1%	5 2%	6 2%	7 2%	8 3%	9 5% <sup>i</sup>	2 2%	2 2%	3 1%	4 1%	1 *	3 1%	1 *	-	44 3% <sup>jl</sup>	45 2%
Not very secure (1)	63 3%	2 3%	7 3%	9 3%	10 3%	5 2%	6 3%	6 4%	*	6 2%	22 4% <sup>o</sup>	8 4%	14 4%	9 6% <sup>o</sup>	1 8%	36 2%	63 3%
NET: 8-10	250 12%	11 12%	23 10%	29 10%	39 11%	28 10%	34 18% <sup>bcde</sup>	18 13%	16 16%	36 14%	52 10%	28 14%	35 10%	13 9%	1 7%	194 13%	248 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 558

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Snapchat (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	589	30	58	87	91	65	48	45	35	78	129	61	78	32	2	454	579
	28%	34%	24%	30%	26%	24%	26%	34%	35%	30%	25%	30%	22%	21%	11%	30%	28%
NET: 1-3	187	6	20	28	26	22	21	11	9	23	40	15	27	12	1	142	185
	9%	7%	8%	9%	8%	8%	12%	8%	9%	9%	8%	8%	8%	8%	8%	9%	9%
Don't know	1069	41	136	149	187	158	81	60	39	123	301	95	215	96	13	745	1053
	51%	46%	57%	51%	55%	58%	44%	45%	40%	48%	58%	48%	61%	62%	75%	49%	51%
Mean	5.71	5.87	5.70	5.65	5.70	5.67	5.96	5.61	5.93	5.89	5.57	5.85	5.55	5.28	5.15	5.76	5.72
Standard deviation	2.31	2.13	2.39	2.21	2.33	2.39	2.54	2.28	2.10	2.26	2.35	2.29	2.35	2.51	3.88	2.29	2.32
Standard error	0.07	0.29	0.24	0.18	0.18	0.22	0.25	0.27	0.30	0.20	0.16	0.22	0.21	0.34	1.94	0.08	0.07

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 559  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Twitter (direct messaging)**

	Gender			Age							Social Grade							Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177		
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186		
Extremely secure	(10)	30 1%	11 1%	19 2%	8 4%	7 2%	5 2%	5 1%	4 1%	1 *	6 1%	7 2%	7 2%	10 2%	3 2%	1 1%	4 2%	3 2%	-	2 2%	-	3 1%	4 2%	6 3%	1 su	5 1%	18 2%	5 3%		
9	(9)	54 3%	33 3%	21 2%	6 3%	17 5%	10 hi	12 3%	5 3%	4 1%	16 3%	16 3%	10 2%	12 2%	3 2%	7 9%	6 np	1 q	2 3%	4 3%	3 3%	6 6%	16 q	2 rwx	2 1%	-	12 3%	30 3%	16 9%	
8	(8)	171 8%	92 9%	80 7%	20 9%	40 11%	35 hi	37 10%	19 6%	22 4%	37 7%	51 9%	43 10%	40 8%	10 5%	2 2%	23 10%	19 11%	13 ow	19 7%	11 13%	11 nou	16 10%	16 10%	13 7%	6 10%	29 8%	76 9%	17 9%	
7	(7)	198 9%	110 11%	87 8%	40 17%	41 ghi	39 11%	28 12%	26 8%	25 8%	55 5%	56 10%	49 11%	38 7%	16 9%	8 10%	26 11%	18 11%	24 13%	10 x	8 7%	18 8%	17 9%	23 8%	26 9%	12 6%	8 12%	43 12%	93 11%	26 14%
6	(6)	218 10%	106 10%	112 10%	39 17%	50 ghi	46 14%	32 ghi	22 9%	28 7%	64 6%	61 11%	49 12%	44 9%	20 11%	12 14%	21 9%	16 10%	19 10%	14 9%	13 13%	17 9%	30 11%	29 10%	18 10%	10 16%	39 11%	112 13%	21 11%	
5	(5)	217 10%	95 9%	122 11%	32 14%	43 12%	35 hi	48 13%	26 8%	32 7%	62 11%	62 11%	43 10%	50 10%	20 11%	10 12%	22 9%	12 7%	13 7%	19 13%	7 7%	24 12%	39 14%	30 qr	17 11%	5 9%	42 8%	97 12%	26 14%	
4	(4)	93 4%	49 5%	43 4%	11 5%	18 5%	10 3%	14 4%	21 7%	19 f	32 4%	26 6%	16 4%	19 4%	10 6%	2 2%	8 3%	9 5%	9 5%	3 6%	10 3%	8 5%	15 3%	9 5%	1 5%	12 1%	44 4%	7 5%		
3	(3)	68 3%	30 3%	38 4%	3 1%	10 3%	13 4%	12 3%	11 4%	19 4%	17 3%	25 4%	7 2%	20 4%	9 5%	1 r	15 6%	6 rw	2 4%	5 1%	3 4%	6 3%	6 2%	7 2%	7 4%	2 3%	13 4%	26 3%	9 5%	
2	(2)	55 3%	32 3%	23 2%	6 2%	6 2%	7 2%	7 2%	11 3%	20 4%	21 m	17 3%	12 3%	5 1%	6 3%	-	7 3%	5 s	6 3%	-	4 4%	8 4%	9 3%	6 2%	3 2%	2 4%	12 4%	18 4%	7 2%	
Not very secure	(1)	65 3%	31 3%	35 3%	4 2%	9 3%	6 2%	8 2%	16 5%	21 dfg	18 4%	15 3%	11 3%	21 4%	1 1%	-	4 2%	6 3%	5 3%	10 7%	1 nop	6 1%	9 3%	12 4%	6 n	5 8%	6 nop	28 2%	9 3%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 559  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Twitter (direct messaging)**

	Gender			Age						Social Grade						Region										Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: 8-10	256	136	120	35	63	50	54	27	26	60	73	60	62	16	10	32	24	19	23	15	17	49	22	21	7	45	124	39
	12%	13%	11%	15%hi	17%hi	15%hi	15%hi	9%	5%	10%	12%	14%	12%	9%	12%	14%w	14%	11%	16%w	14%	9%	18%nr	8%	12%	11%	13%	14%	21%
NET: 4-7	725	360	365	122	152	130	122	94	104	213	205	156	151	66	32	77	56	64	52	31	69	100	99	56	23	136	346	79
	35%	35%	34%	52%efg	42%ghi	39%hi	33%i	30%i	21%	37%am	35%	37%am	30%	37%	37%	33%	33%	36%	35%	30%	35%	36%	35%	31%	37%	39%	40%	43%
NET: 1-3	188	93	95	12	25	26	27	38	60	56	56	30	47	16	1	26	17	12	15	9	20	24	25	16	9	31	72	24
	9%	9%	9%	5%	7%	8%	7%	12%deg	12%def	10%	10%	7%	9%	9%o	1%	11%o	10%o	7%	10%o	8%	10%o	9%o	9%o	9%	14%o	9%	8%	13%
Don't know	925	432	493	63	122	129	167	150	294	243	254	178	249	79	42	99	75	85	58	48	89	102	138	88	24	133	320	44
	44%	42%	46%	27%	34%	39%d	45%de	48%def	61%def	43%	43%	42%	49%	45%	49%	42%	44%	47%v	39%	47%	46%	37%	48%v	49%v	38%	39%	37%	23%
Mean	5.72	5.78	5.65	6.16hi	6.08hi	6.03hi	5.90hi	5.17	4.80	5.55	5.71	5.98j	5.69	5.61	6.49ns	5.81	5.75	5.90	5.55	5.94	5.38	5.96uw	5.43	5.68	5.43	5.85	5.87	5.95
Standard deviation	2.16	2.17	2.16	1.88	2.03	1.98	2.10	2.35	2.31	2.15	2.12	2.08	2.29	1.98	1.66	2.15	2.23	2.11	2.25	2.16	2.13	2.19	2.16	2.30	2.39	2.05	2.12	2.35
Standard error	0.06	0.09	0.09	0.15	0.14	0.13	0.15	0.17	0.17	0.12	0.12	0.13	0.15	0.21	0.27	0.18	0.22	0.21	0.23	0.28	0.20	0.17	0.18	0.25	0.39	0.14	0.09	0.20

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 560  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Extremely secure (10)	30 1%	26 1%	2 2%	1 3%	1 2%	-	-	-	1 7%	1 9%	13 1%	10 2%	5 2%	-
9	(9) 54 3%	44 2%	7 4%	1 4%	4 5%	2 6%	-	-	-	-	25 2%	19 3%	10 4%	-
8	(8) 171 8%	151 8%	17 11%	3 10%	8 12%	5 13%	1 9%	1 8%	2 12%	2 19%	103 9%	48 7%	12 6%	5 10%
7	(7) 198 9%	184 10%	13 9%	2 7%	8 11%	2 5%	-	1 15%	-	2 19%	105 9%	61 10%	25 11%	4 9%
6	(6) 218 10%	201 10%	16 11%	3 10%	5 7%	5 13%	2 27%	2 19%	1 6%	-	105 9%	77 12%	23 11%	10 20%j
5	(5) 217 10%	196 10%	20 13%	6 18%	8 12%	4 11%	-	2 23%	-	1 11%	116 10%	68 11%	23 11%	7 14%
4	(4) 93 4%	84 4%	8 5%	1 2%	1 2%	5 14%	1 20%	-	1 6%	-	38 3%	39 6%j	14 6%j	1 2%
3	(3) 68 3%	65 3%	2 2%	-	2 3%	* 1%	-	-	-	-	34 3%	18 3%	16 7%jk	1 1%
2	(2) 55 3%	48 3%	6 4%	3 8%	3 5%	-	-	-	1 4%	-	24 2%	19 3%	8 4%	3 5%
Not very secure (1)	65 3%	58 3%	4 3%	-	2 3%	-	2 7%	1 7%	-	-	37 3%	18 3%	9 4%	-
NET: 8-10	256 12%	221 12%	26 17%a	6 17%	13 19%	6 19%	1 9%	1 8%	3 19%	3 28%	141 12%	77 12%	27 12%	5 10%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 560

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Twitter (direct messaging)**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: 4-7	725 35%	664 35%	58 38%	12 37%	23 33%	15 43%	3 47%	6 57%	2 12%	3 29%	364 32%	245 38%kj	85 39%	22 45%
NET: 1-3	188 9%	171 9%	12 8%	3 8%	7 10%	* 1%	2 24%	1 7%	1 4%	- -	95 8%	55 9%	33 15%jk	3 7%
Don't know	925 44%	861 45%b	54 36%	12 37%	26 38%	12 37%	1 20%	3 28%	10 65%	4 43%	548 48%kl	261 41%	74 34%	19 39%
Mean	5.72	5.70	5.89	5.95	6.03	6.08	4.23	5.61	6.64	7.43	5.77	5.71	5.47	5.76
Standard deviation	2.16	2.14	2.17	2.20	2.31	1.77	2.67	1.98	2.89	1.67	2.16	2.12	2.33	1.66
Standard error	0.06	0.07	0.21	0.46	0.35	0.37	1.01	0.70	1.29	0.75	0.09	0.11	0.19	0.29

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 561  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Twitter (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Extremely secure (10)	30	22	12	11	8	6	2	23	17	5	8	1	3	-	1	3	24	6	6	1	3	4	-	-
	1%	1%	1%	1%	2%	2%	4%	2%	2%	2% <sub>n</sub>	1%	1%	1%	-	*	2%	2%	1%	1%	*	1%	2%	-	-
9	54	49	30	19	5	5	-	42	38	3	12	1	3	2	2	4	27	23	22	3	13	9	3	2%
	3%	3%	3% <sub>d</sub>	2%	1%	1%	-	3% <sub>jn</sub>	4% <sub>ijn</sub>	1%	1%	1%	2%	2%	1%	2%	2%	4% <sub>p</sub>	5% <sub>p</sub>	5% <sub>pt</sub>	1%	6% <sub>pt</sub>	4% <sub>p</sub>	2%
8	171	135	72	63	37	35	2	105	85	20	67	15	20	5	15	13	118	53	48	42	15	24	22	10
	8%	8%	8%	8%	9%	10%	4%	9% <sub>n</sub>	9% <sub>n</sub>	8%	8% <sub>n</sub>	16% <sub>ghij</sub>	11% <sub>n</sub>	4%	4%	8%	8%	10%	10%	10%	8%	11%	10%	7%
7	198	163	90	73	35	34	1	136	112	24	62	8	19	6	17	12	141	57	55	41	26	24	23	4
	9%	10%	10%	9%	8%	9%	1%	11% <sub>jn</sub>	12% <sub>jn</sub>	9% <sub>n</sub>	7%	9%	10% <sub>n</sub>	5%	5%	8%	9% <sub>w</sub>	10% <sub>w</sub>	11% <sub>w</sub>	9% <sub>w</sub>	13% <sub>w</sub>	11% <sub>w</sub>	11% <sub>w</sub>	3%
6	218	179	112	67	38	35	4	151	120	31	67	4	26	8	16	14	154	63	55	49	25	29	19	15
	10%	11%	13% <sub>c</sub>	8%	9%	9%	9%	13% <sub>jk</sub>	13% <sub>jk</sub>	12% <sub>jk</sub>	8%	4%	14% <sub>jk</sub>	6%	5%	9%	10%	12%	11%	13%	13%	9%	9%	11%
5	217	190	112	77	27	24	3	139	115	24	78	16	19	10	22	12	140	77	62	60	26	24	29	27
	10%	11% <sub>de</sub>	13% <sub>de</sub>	10%	7%	7%	7%	11% <sub>n</sub>	12% <sub>jn</sub>	9%	9%	18% <sub>ijno</sub>	10%	8%	7%	8%	9%	14% <sub>p</sub>	13% <sub>p</sub>	14% <sub>p</sub>	13%	11%	14% <sub>p</sub>	20% <sub>pu</sub>
4	93	65	42	23	27	24	3	57	41	15	36	5	7	2	18	4	72	20	16	17	8	3	10	8
	4%	4%	5%	3%	7% <sub>ac</sub>	6% <sub>ac</sub>	8%	5%	4%	6%	4%	5%	4%	2%	5%	2%	5% <sub>u</sub>	4%	3%	4%	4%	1%	5%	6% <sub>u</sub>
3	68	53	23	31	15	12	2	39	28	12	29	3	5	4	13	4	52	16	8	15	3	5	5	8
	3%	3%	3%	4%	4%	3%	6%	3%	3%	5%	3%	4%	3%	4%	4%	2%	3%	3%	2%	4%	1%	2%	2%	6% <sub>rtu</sub>
2	55	44	27	18	11	10	1	31	23	7	24	2	4	4	13	1	43	12	9	9	6	4	5	4
	3%	3%	3%	2%	3%	3%	2%	3%	2%	3%	2%	2%	2%	3%	4%	1%	3%	2%	2%	2%	3%	2%	2%	3%
Not very secure (1)	65	53	21	31	13	12	1	34	26	8	31	1	6	8	13	3	53	12	12	6	7	5	2	-
	3%	3%	2%	4%	3%	3%	3%	3%	3%	3%	4%	2%	3%	6%	4%	2%	3% <sub>sw</sub>	2%	3%	1%	4% <sub>w</sub>	2%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 561  
**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**  
**Base: All respondents**  
**Twitter (direct messaging)**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 8-10	256	206	113	93	50	46	3	169	140	28	87	17	26	8	18	19	169	82	76	70	19	41	36	13
	12%	12%	13%	12%	12%	13%	8%	14% <sub>ijmn</sub>	15% <sub>ijmn</sub>	11% <sub>en</sub>	10% <sub>en</sub>	19% <sub>ijmn</sub>	14% <sub>en</sub>	6%	5%	13% <sub>en</sub>	11%	15% <sub>p</sub>	16% <sub>pt</sub>	16% <sub>pt</sub>	9%	18% <sub>ptw</sub>	17% <sub>pt</sub>	10%
NET: 4-7	725	598	356	241	127	117	11	482	388	94	243	32	70	26	74	41	507	218	188	167	85	81	81	54
	35%	35% <sub>c</sub>	40% <sub>acde</sub>	31%	31%	32%	25%	40% <sub>ijmno</sub>	41% <sub>ijmno</sub>	37% <sub>ijmno</sub>	27% <sub>en</sub>	35% <sub>n</sub>	38% <sub>ijmn</sub>	22%	22%	27%	33%	40% <sub>p</sub>	39% <sub>p</sub>	38% <sub>p</sub>	43% <sub>p</sub>	36%	38%	40%
NET: 1-3	188	150	70	80	38	34	4	104	77	27	85	7	16	16	39	8	148	40	30	31	16	14	12	12
	9%	9%	8%	10%	9%	9%	10%	9%	8%	10%	10%	7%	8%	13% <sub>o</sub>	11% <sub>o</sub>	5%	10% <sub>r</sub>	7%	6%	7%	8%	6%	6%	9%
Don't know	925	731	356	375	194	170	24	454	349	105	471	34	74	68	212	83	714	209	184	169	79	88	84	56
	44%	43%	40%	48% <sub>b</sub>	47% <sub>b</sub>	46% <sub>b</sub>	56% <sub>b</sub>	38%	37%	41%	53% <sub>ghik</sub>	39% <sub>i</sub>	40%	58% <sub>ghik</sub>	62% <sub>ghijkl</sub>	55% <sub>ghik</sub>	46% <sub>qrs</sub>	38%	39%	39%	40%	39%	39%	41%
Mean	5.72	5.73	5.80	5.65	5.64	5.69	5.12	5.86 <sub>ijmn</sub>	5.93 <sub>ijmn</sub>	5.58 <sub>n</sub>	5.45 <sub>n</sub>	5.90 <sub>mn</sub>	5.84 <sub>mn</sub>	4.84	4.81	6.13 <sub>ijmn</sub>	5.61	5.94 <sub>pw</sub>	6.08 <sub>pw</sub>	6.02 <sub>pw</sub>	5.65	6.29 <sub>ptw</sub>	6.15 <sub>pw</sub>	5.36
Standard deviation	2.16	2.15	2.04	2.27	2.25	2.23	2.39	2.10	2.09	2.16	2.25	2.02	2.09	2.46	2.27	2.10	2.21	2.01	2.02	2.00	1.97	2.04	1.99	1.73
Standard error	0.06	0.07	0.09	0.11	0.15	0.16	0.54	0.08	0.09	0.15	0.11	0.28	0.19	0.35	0.20	0.24	0.08	0.11	0.12	0.12	0.18	0.17	0.17	0.19

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 562

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Twitter (direct messaging)**

	Total	What is the combined annual income of your household, prior to tax being deducted?									Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Extremely secure (10)	30 1%	2 2% <sup>c</sup>	2 1%	- -	12 4% <sup>ce</sup>	2 1%	3 2% <sup>c</sup>	1 1%	- -	8 3% <sup>c</sup>	7 1%	4 2%	4 1%	1 1%	1 4%	22 1%	30 1%
9	(9) 54 3%	3 3%	1 1%	12 4% <sup>b</sup>	6 2%	10 4% <sup>b</sup>	8 4% <sup>b</sup>	5 3%	3 3%	5 2%	5 1%	- -	4 1%	2 1%	* 3%	48 3% <sup>kl</sup>	53 3%
8	(8) 171 8%	8 9%	19 8%	24 8%	20 6%	24 9%	16 9%	11 8%	11 11%	24 9%	51 10%	30 15% <sup>lo</sup>	30 9%	14 9%	- -	117 8%	171 8%
7	(7) 198 9%	8 10%	22 9%	29 10%	33 9%	21 8%	14 8%	14 11%	12 13%	29 11%	39 7%	16 8%	26 7%	11 7%	- -	155 10%	197 10%
6	(6) 218 10%	7 8%	16 7%	25 8%	37 11%	22 8%	21 11%	20 15% <sup>bce</sup>	17 17% <sup>bce</sup>	31 12%	44 8%	16 8%	31 9%	12 8%	1 4%	170 11%	218 11%
5	(5) 217 10%	12 13%	24 10%	35 12%	30 9%	30 11%	15 8%	18 14%	12 12%	27 10%	55 11%	26 13%	39 11%	18 12%	4 20%	158 10%	206 10%
4	(4) 93 4%	4 4%	9 4%	8 3%	11 3%	11 4%	12 6%	7 5%	2 2%	18 7% <sup>cd</sup>	18 3%	7 3%	11 3%	6 4%	- -	73 5%	93 4%
3	(3) 68 3%	4 4%	10 4%	14 5%	11 3%	10 4%	5 3%	2 1%	2 2%	9 4%	17 3%	5 3%	12 3%	4 3%	1 5%	50 3%	67 3%
2	(2) 55 3%	2 3%	4 2%	3 1%	8 2%	7 3%	10 5% <sup>c</sup>	2 2%	4 4%	8 3%	11 2%	4 2%	5 1%	6 4%	1 8%	43 3%	53 3%
Not very secure (1)	65 3%	2 3%	9 4%	8 3%	8 2%	8 3%	9 5%	2 1%	* *	9 3%	23 4%	7 4%	20 6% <sup>o</sup>	6 4%	- -	40 3%	65 3%
NET: 8-10	256 12%	13 14%	23 10%	36 12%	37 11%	36 13%	27 15%	16 12%	14 14%	37 14%	63 12%	33 17%	38 11%	17 11%	1 7%	187 12%	254 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 562

**Q31. On a scale of 1 to 10, where 1 is not very secure and 10 is extremely secure, how secure do you think the following online communication services or apps are?**

**Base: All respondents**

**Twitter (direct messaging)**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: 4-7	725 35%	31 35%	71 30%	96 33%	111 32%	83 30%	62 34%	60 45%bcde	43 44%be	105 41%be	156 30%	64 32%	107 30%	48 31%	4 25%	556 36%jl	714 35%
NET: 1-3	188 9%	8 9%	23 10%	26 9%	27 8%	25 9%	23 13%g	6 5%	6 6%	26 10%	51 10%	16 8%	36 10%	16 11%	2 13%	133 9%	186 9%
Don't know	925 44%	37 42%	120 51%lghi	134 46%l	168 49%lghi	128 47%l	71 39%	51 38%	35 36%	92 35%	252 48%o	86 43%	173 49%	72 47%	10 56%	658 43%	911 44%
Mean	5.72	5.80	5.49	5.79	5.87	5.70	5.52	5.94	6.07	5.75	5.57	5.86	5.46	5.42	5.06	5.77	5.73
Standard deviation	2.16	2.21	2.18	2.08	2.22	2.21	2.42	1.78	1.78	2.20	2.26	2.16	2.30	2.27	2.51	2.12	2.17
Standard error	0.06	0.30	0.20	0.16	0.16	0.18	0.23	0.20	0.24	0.18	0.14	0.20	0.17	0.26	0.95	0.07	0.06

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 563

**Q32. Do you experience any problems related to a disability or health issue when using online communication services? Online communication services are ways in which you can call or message other people and businesses over the internet. This includes voice or video calling, instant messaging and email. Such services include WhatsApp, FaceTime, Facebook Messenger, SnapChat and Gmail.**  
**Base: All respondents**

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Yes	81 4%	39 4%	42 4%	4 2%	10 3%	10 3%	25 7%	10 defh3%	22 5%	20 3%	16 3%	8 2%	37 7%	16 9%	1 0%	11 5%	9 5%	2 1%	6 4%	5 5%	8 4%	7 3%	6 2%	4 2%	6 10%	12 3%	17 2%	13 7%
No	1965 94%	961 94%	1004 94%	222 96%	339 94%	313 93%	341 92%	293 94%	457 94%	545 95%	559 95%	408 96%	452 89%	156 89%	80 94%	216 93%	157 92%	174 96%	139 ny94%	96 94%	184 94%	257 94%	276 97%	174 npq97%	55 87%	332 96%	820 95%	159 86%
Don't know	48 2%	21 2%	26 2%	6 2%	13 4%	12 4%	4 1%	8 3%	5 1%	7 1%	13 2%	8 2%	19 4%	4 2%	4 5%	6 3%	5 3%	3 2%	1 1%	3 1%	10 4%	3 1%	2 1%	2 3%	2 1%	26 3%	13 7%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 564

**Q32. Do you experience any problems related to a disability or health issue when using online communication services? Online communication services are ways in which you can call or message other people and businesses over the internet. This includes voice or video calling, instant messaging and email. Such services include WhatsApp, FaceTime, Facebook Messenger, SnapChat and Gmail.**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?					Still in full time education (m)	
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)		Higher university degree (l)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Yes	81 4%	70 4%	8 6%	3 10%	2 3%	2 5%	1 12%	1 6%	1 8%	-	43 4%	26 4%	10 5%	1 1%
No	1965 94%	1806 94%	137 91%	29 90%	61 90%	32 95%	6 88%	8 85%	13 85%	8 85%	1083 94%	597 94%	202 92%	48 99%
Don't know	48 2%	40 2%	5 3%	-	4 6%a	-	-	1 9%	1 7%	2 15%	23 2%	14 2%	7 3%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

**\* small base; \*\* very small base (under 30) ineligible for sig testing**

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 565

**Q32. Do you experience any problems related to a disability or health issue when using online communication services? Online communication services are ways in which you can call or message other people and businesses over the internet. This includes voice or video calling, instant messaging and email. Such services include WhatsApp, FaceTime, Facebook Messenger, SnapChat and Gmail.**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 16-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Yes	81 4%	58 3%	33 4%	26 3%	23 6%	23 6%ac	-	29 2%	24 3%	4 2%	53 6%ghi	7 8%ghi	14 8%ghi	11 10%ghio	16 5%g	5 3%	62 4%	20 4%	14 3%	17 4%	5 2%	9 4%	5 3%	6 4%
No	1965 94%	1587 94%	841 94%	745 94%	378 93%	336 92%	42 100%	1152 95%ijklm	906 95%ijklm	246 97%ijklm	813 92%l	79 89%	161 87%	104 88%	324 95%lm	144 96%lm	1450 94%	509 93%	445 93%	405 93%	183 92%	210 94%	197 93%	126 94%
Don't know	48 2%	40 2%	22 2%	18 2%	8 2%	8 2%	-	28 2%	25 3%	3 1%	20 2%	3 3%	10 5%gjino	2 2%	3 1%	2 1%	26 2%	20 4%p	18 4%p	15 4%p	10 5%p	5 2%	10 5%p	3 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 566

**Q32. Do you experience any problems related to a disability or health issue when using online communication services? Online communication services are ways in which you can call or message other people and businesses over the internet. This includes voice or video calling, instant messaging and email. Such services include WhatsApp, FaceTime, Facebook Messenger, SnapChat and Gmail.**

**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Yes	81 4%	7 8% <sup>di</sup>	15 6% <sup>di</sup>	17 6% <sup>di</sup>	9 3%	10 4% <sup>i</sup>	7 4% <sup>i</sup>	3 3%	5 5% <sup>i</sup>	2 1%	70 13% <sup>o</sup>	35 17% <sup>o</sup>	44 12% <sup>o</sup>	44 29% <sup>ijkl</sup>	5 29%	9 1%	80 4%
No	1965 94%	77 88%	209 88%	266 91%	329 96% <sup>abc</sup>	260 95% <sup>ab</sup>	172 94%	128 96% <sup>ab</sup>	91 91%	258 99% <sup>abc</sup>	428 82% <sup>m</sup>	151 76%	294 83% <sup>m</sup>	102 66%	12 71%	1504 98% <sup>ijklm</sup>	1941 94%
Don't know	48 2%	4 4% <sup>i</sup>	12 5% <sup>dei</sup>	8 3% <sup>i</sup>	5 2%	4 1%	4 2% <sup>i</sup>	2 1%	4 4% <sup>i</sup>	-	23 4% <sup>o</sup>	14 7% <sup>o</sup>	17 5% <sup>o</sup>	8 5% <sup>o</sup>	-	21 1%	44 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 567  
**Gender**  
**Base: All respondents**

	Gender		Age							Social Grade				Region											Employment Sector			
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of London	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Male	1022	1022	-	73	174	177	191	150	256	338	269	211	204	89	44	103	85	98	72	60	85	130	147	78	31	160	484	111
	49%	100% <sup>b</sup>	-	31%	48% <sup>d</sup>	53% <sup>d</sup>	52% <sup>d</sup>	48% <sup>d</sup>	53% <sup>d</sup>	59% <sup>k</sup>	46%	50% <sup>m</sup>	40%	50%	51%	44%	50%	54%	49%	59% <sup>p</sup>	44%	48%	52%	43%	49%	46%	56% <sup>A</sup>	60%
Female	1072	-	1072	159	188	158	180	160	228	234	320	214	305	88	42	131	86	83	76	42	110	144	137	103	32	186	379	75
	51%	-	100% <sup>a</sup>	69% <sup>e</sup>	52% <sup>f</sup>	47%	48%	52%	47%	41%	54% <sup>j</sup>	50% <sup>j</sup>	60% <sup>l</sup>	50%	49%	56% <sup>t</sup>	50%	46%	51%	41%	56% <sup>t</sup>	52%	48%	57% <sup>t</sup>	51%	54% <sup>B</sup>	44%	40%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B

\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 568  
**Gender**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Male	1022	940	73	15	36	12	3	6	12	4	520	345	119	15
	49%	49%	48%	47%	54%	35%	52%	62%	78%	43%	45%	54%jm	54%jm	32%
Female	1072	977	78	17	32	22	3	4	3	6	628	293	101	33
	51%	51%	52%	53%	46%	65%	48%	38%	22%	57%	55%kl	46%	46%	68%kl

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 569  
**Gender**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Male	1022	820	466	354	202	182	20	643	571	72	379	48	67	37	208	18	778	240	204	196	78	94	92	60
	49%	49%	52% <sup>c</sup>	45%	49%	50%	48%	53% <sup>ijlmo</sup>	60% <sup>gjilmo</sup>	28% <sup>o</sup>	43% <sup>imo</sup>	54% <sup>ilmo</sup>	36% <sup>o</sup>	31% <sup>o</sup>	61% <sup>gjilmo</sup>	12%	51% <sup>qrst</sup>	44%	43%	45%	40%	42%	43%	45%
Female	1072	866	430	435	207	185	22	565	383	182	507	41	118	81	134	133	760	308	273	241	120	130	120	74
	51%	51%	48%	55% <sup>cb</sup>	51%	50%	52%	47% <sup>chn</sup>	40%	72% <sup>ghjkn</sup>	57% <sup>ghn</sup>	46%	64% <sup>ghkn</sup>	69% <sup>ghjkn</sup>	39%	88% <sup>ghijklmn</sup>	49%	56% <sup>p</sup>	57% <sup>p</sup>	55% <sup>p</sup>	60% <sup>p</sup>	58% <sup>p</sup>	57%	55%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 570  
**Gender**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Male	1022 49%	41 47%	90 38%	121 41%	148 43%	127 47%	99 54%bcd	77 58%bcde	63 63%abcde	176 68%abcde	229 44%	85 43%	163 46%	66 43%	10 59%	775 51%j	1005 49%
Female	1072 51%	47 53%chi	146 62%fghi	171 59%fghi	196 57%fghi	145 53%ghi	84 46%i	56 42%	36 37%	84 32%	292 56%o	114 57%	191 54%	87 57%	7 41%	759 49%	1060 51%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 571  
Age  
Base: All respondents

	Gender			Age						Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
18-24	232	73	159	232	-	-	-	-	-	80	67	47	39	12	18	18	20	16	17	8	21	36	34	30	3	41	81	37
	11%	7%	15% <sup>a</sup>	100% <sup>efgh</sup>	-	-	-	-	-	14% <sup>m</sup>	11%	11%	8%	7%	21% <sup>np</sup>	8%	12%	9%	11%	7%	11%	13% <sup>n</sup>	12%	17% <sup>np</sup>	5%	12%	9%	20%
25-34	362	174	188	-	362	-	-	-	-	73	124	95	70	37	20	44	24	49	21	15	16	48	45	30	13	83	207	47
	17%	17%	18%	-	100% <sup>d</sup>	-	-	-	-	13%	21% <sup>jm</sup>	22% <sup>jm</sup>	14%	21% <sup>u</sup>	24% <sup>u</sup>	19% <sup>u</sup>	14%	27% <sup>qst</sup>	14%	15%	8%	18% <sup>u</sup>	16% <sup>u</sup>	17% <sup>u</sup>	21% <sup>u</sup>	24%	24%	25%
35-44	335	177	158	-	-	335	-	-	-	100	92	56	87	24	10	36	29	25	27	19	28	51	49	24	13	75	191	38
	16%	17%	15%	-	-	100% <sup>d</sup>	-	-	-	18%	16%	13%	17%	13%	11%	15%	17%	14%	18%	19%	15%	19%	17%	13%	20%	22%	22%	20%
45-54	371	191	180	-	-	-	371	-	-	78	96	89	109	38	11	36	34	33	26	17	42	52	37	28	16	82	202	29
	18%	19%	17%	-	-	-	100% <sup>d</sup>	-	-	14%	16%	21% <sup>j</sup>	21% <sup>j</sup>	21% <sup>w</sup>	13%	16%	20%	18%	18%	17%	21% <sup>w</sup>	19%	13%	15%	26% <sup>w</sup>	24%	23%	15%
55-64	310	150	160	-	-	-	-	310	-	81	88	55	86	22	15	42	21	22	26	15	33	46	44	21	4	46	128	23
	15%	15%	15%	-	-	-	-	100% <sup>d</sup>	-	14%	15%	13%	17%	12%	17%	18% <sup>y</sup>	12%	12%	17%	14%	17%	17%	15%	12%	7%	13%	15%	12%
65+	484	256	228	-	-	-	-	-	484	160	122	84	119	45	12	57	42	35	33	29	54	42	75	48	13	19	53	14
	23%	25%	21%	-	-	-	-	-	100% <sup>d</sup>	28% <sup>kl</sup>	21%	20%	23%	26% <sup>v</sup>	13%	24% <sup>v</sup>	25% <sup>v</sup>	20%	22%	28% <sup>ov</sup>	28% <sup>ov</sup>	15%	27% <sup>ov</sup>	26% <sup>ov</sup>	21%	5%	6%	7%
NET: 18-34	594	247	347	232	362	-	-	-	-	153	191	141	109	48	38	63	44	65	37	22	38	84	79	60	16	124	288	83
	28%	24%	32% <sup>a</sup>	100% <sup>fg</sup>	100% <sup>ghi</sup>	-	-	-	-	27%	32% <sup>jm</sup>	33% <sup>jm</sup>	21%	27%	44% <sup>npq</sup>	27%	26%	36% <sup>stu</sup>	25%	22%	19%	31% <sup>u</sup>	28%	33% <sup>u</sup>	26%	36%	33%	45%
NET: 35-54	705	368	337	-	-	335	371	-	-	178	187	145	195	62	21	72	63	58	53	36	70	103	87	52	29	157	393	66
	34%	36% <sup>b</sup>	31%	-	-	100% <sup>d</sup>	100% <sup>d</sup>	-	-	31%	32%	34%	38% <sup>jk</sup>	35%	25%	31%	37%	32%	36%	35%	36%	38%	30%	29%	46% <sup>opw</sup>	45%	46%	36%
NET: 55+	794	407	388	-	-	-	-	310	484	241	210	139	204	67	26	99	63	58	58	43	87	87	119	69	18	65	181	36
	38%	40%	36%	-	-	-	-	100% <sup>d</sup>	100% <sup>d</sup>	42% <sup>kl</sup>	36%	33%	40% <sup>l</sup>	38%	31%	42% <sup>rv</sup>	37%	32%	39%	43%	45% <sup>rvy</sup>	32%	42% <sup>rv</sup>	38%	28%	19%	21%	19%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

Prepared by Populus



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 571  
Age  
Base: All respondents

	Gender		Age						Social Grade				Region								Employment Sector							
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opinion Influ-encer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Average age	48.02	49.53b	46.57	21.60	29.72d	39.43d	49.56d	59.48d	71.80d	49.20k	46.51	46.43	49.76k	48.65o	43.30	49.18o	48.85o	45.78	48.21	49.92o	51.69o	45.42	48.72o	47.39	47.49	41.58	42.60	39.68

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 572  
**Age**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
18-24	232 11%	191 10%	38 26%a	10 31%	17 24%a	8 24%	3 42%	1 8%	-	-	109 10%	67 11%l	11 5%	43 88%jkl
25-34	362 17%	312 16%	43 29%a	10 31%	25 36%a	6 17%	1 16%	2 19%	2 15%	2 24%	168 15%	127 20%j	52 24%jm	4 9%
35-44	335 16%	298 16%	34 22%a	6 19%	17 24%	9 25%	-	2 22%	3 18%	1 6%	169 15%l	107 17%l	51 23%jkm	2 3%
45-54	371 18%	342 18%	23 15%	5 15%	7 10%	6 18%	3 42%	2 24%	1 6%	3 26%	233 20%km	101 16%l	32 14%l	-
55-64	310 15%	296 15%bd	12 8%	1 4%	3 5%	5 15%	-	3 27%	3 22%	1 8%	178 16%l	92 14%l	36 16%l	-
65+	484 23%	478 25%bd	-	-	-	-	-	-	6 39%	4 36%	291 25%lm	143 22%l	38 17%l	-
NET: 18-34	594 28%	503 26%	82 54%a	20 62%	41 61%a	14 41%	4 58%	3 27%	2 15%	2 24%	277 24%	194 30%j	63 29%	47 97%jkl
NET: 35-54	705 34%	640 33%	56 37%	11 34%	23 35%	15 44%	3 42%	5 46%	4 24%	3 31%	402 35%l	208 33%l	83 38%l	2 3%
NET: 55+	794 38%	774 40%bd	12 8%	1 4%	3 5%	5 15%	-	3 27%	9 60%	4 44%	469 41%l	235 37%l	74 33%l	-
Average age	48.02	49.08bd	34.87	32.96	33.00	38.07	34.27	43.50	56.49	55.97	49.58kl	47.50m	46.65m	21.66

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
\* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 573  
Age  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
18-24	232 11%	206 12%de	122 14%def	84 11%d	26 6%	25 7%	1 3%	122 10%mmo	100 10%mmo	22 9%mmo	110 12%mmo	15 17%mmo	91 49%ghijk mmo	-	-	4 3%no	206 13%qrsuv w	25 4%suw	25 5%suw	5 1%	20 10%qrsuv w	-	5 2%u	-
25-34	362 17%	308 18%de	188 21%cde	120 15%	54 13%	48 13%	6 15%	290 24%ijlm n	254 27%ijlm n	36 14%jmn	72 8%mn	20 22%ijlm n	21 11%mn	-	-	31 21%ijlm n	203 13%w	154 28%psw	150 32%psw	94 22%pvw	100 51%pqrs uw	70 32%psw 14%w	29 14%w	6 5%
35-44	335 16%	289 17%de	158 18%de	131 17%de	46 11%	43 12%	3 8%	266 22%ijlm n	223 23%ijlm n	43 17%jmn	69 8%mn	15 17%jmn	17 9%mn	-	-	38 25%ijlm n	143 9%	191 35%p	174 36%p	164 38%p	67 34%p	108 48%pqrs tw	83 39% tw	43 32%p
45-54	371 18%	290 17%	146 16%	144 18%	80 20%	73 20%	18 18%	285 24%ijlm n	221 23%ijlm n	64 25%jmn	86 10%mn	23 25%ijlm n	25 14%mn	1	3	35 23%ijlm n	226 15%t	145 26%ptu	109 23%pt	142 32%pqrtu	7 3%	40 18%t	83 39% u	68 50% pqrstuv
55-64	310 15%	235 14%	126 14%	108 14%	75 18%ac	67 18%	9 21%	174 14% m	120 13% m	54 21%ghj m	136 15% m	17 19% m	29 16% m	-	57 16% m	33 22%gh m	284 18%qr stu vw	26 5% u	14 3%	23 5% u	4 2%	1 1%	10 5% u	12 9% rtu
65+	484 23%	357 21%b	156 17%	202 26%ab	127 31%ab	112 31%ab	15 35%ab	72 6%hkl	37 4%	35 14%ghk o	412 47%ghik o	-	2	117 99%ghij kno	284 83%ghij lo	9 6%kl	475 31%qr stu vw	9 2%	5 1%	9 2%	-	3 1%	3 1%	6 4% rt
NET: 18-34	594 28%	514 31%cde	310 35%cdef	205 26%de	80 20%	73 20%	7 18%	412 34%ijm no	354 37%ijm no	58 23%mn	183 21%mn	35 39%ijm no	112 61%ghijk mno	-	-	35 23%mn	410 27%vw	178 32%psw	175 37%psw	99 23%w	120 61%pqrs uw	70 32%svw	34 16%w	6 5%
NET: 35-54	705 34%	579 34%	305 34%	274 35%	126 31%	116 32%	11 26%	550 46%ijlm no	444 47%ijlm no	106 42%jmn	155 18%mn	37 42%ijlm no	42 23%mn	1	3	73 48%ijlm no	369 24%	335 61%pt	283 59%pt	306 70%pqrt	74 37%p	148 66%pt	165 78% pqrs tu	110 82% pqrstu

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 573  
Age  
Base: All respondents

	Which of the following best describes where you live?						Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: 55+	794 38%	592 35%	282 31%	310 39%b	202 49%abc	179 49%abc	24 56%abc	246 20%h	157 16%	89 35%ghkl	548 62%ghiklo	17 19%	31 17%	117 99%ghijkl	340 99%ghijkl	43 28%ghl	759 49%qrstuvw	35 6%tu	19 4%	32 7%rtu	4 2%	5 2%	13 6%u	18 13%qrstuv
Average age	48.02	46.81b	44.89	48.99ab	52.99ab c	52.70ab c	55.54ab c	42.31hl	40.88l	47.69gh kl	55.80gh iklo	40.67l	33.54	71.53gh ijkl	70.73gh ijkl	45.89gh kl	51.01qr stuvw	39.85rt	38.50t	41.97qr tu	33.34	38.50t	42.86qr tu	46.99qrstuv

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 574  
Age  
Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
18-24	232 11%	18 20%bcdef	19 8%	26 9%	25 7%	15 5%	14 8%	14 10%	13 13%e	43 16%bcdef	35 7%g	26 13%ijlm	13 4%	1 1%	*	190 12%ijlm	230 11%
25-34	362 17%	23 26%b	20 9%	53 18%b	56 16%b	52 19%b	34 19%b	30 23%b	18 18%b	49 19%b	75 14%l	49 25%ijlmo	28 8%	18 12%	-	283 18%ijl	360 17%
35-44	335 16%	12 14%	30 13%	30 10%	65 19%c	41 15%	38 21%bc	28 21%bc	14 14%	57 22%bce	73 14%	46 23%ijlmo	48 14%	17 11%	3 19%	255 17%	327 16%
45-54	371 18%	17 19%	54 23%cd	45 15%	54 16%	42 15%	35 19%	23 17%	28 28%ccde	48 18%	101 19%	48 24%o	70 20%	33 21%	5 29%	263 17%	370 18%
55-64	310 15%	14 16%	46 19%	48 17%	49 14%	44 16%	23 13%	16 10%	38 14%	83 16%	23 12%	58 16%	33 22%ko	5 30%	223 15%	308 15%	
65+	484 23%	5 6%	67 28%aghi	91 31%afgh	94 27%agi	79 29%aghi	39 21%ai	21 16%a	16 16%a	25 10%	156 30%ko	7 3%	136 39%jko	51 33%ko	3 19%	320 21%k	470 23%
NET: 18-34	594 28%	40 46%bcde	40 17%	78 27%b	81 24%	67 25%b	48 26%b	44 33%bd	32 32%b	92 35%bcde	109 21%lm	75 38%ijlm	41 12%	19 13%	*	473 31%ijlm	590 29%
NET: 35-54	705 34%	29 32%	84 36%c	75 26%	119 35%c	83 30%	72 39%c	51 39%c	41 42%c	105 40%ce	173 33%	94 47%ijlmo	118 33%	50 33%	8 48%	518 34%	697 34%
NET: 55+	794 38%	19 22%	113 48%afgh	139 48%afgh	143 42%aghi	123 45%afgh	63 34%ai	37 28%	26 26%	63 24%	239 46%ko	30 15%	195 55%jko	84 55%ko	9 49%	543 35%k	778 38%
Average age	48.02	40.21	52.51af ghi	51.56af ghi	49.93ag hi	50.68ag hi	47.74ai	44.87	44.95	42.46	51.86ko	40.32	56.03jk o	55.74jk o	56.46	46.80k	47.91

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 575  
**Social Grade**  
Base: All respondents

	Gender		Age							Social Grade				Region											Employment Sector		Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)		Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
A	163 8%	101 10%b	62 6%	36 15%efgh i	16 4%	29 9%e	18 5%	20 6%	44 9%eg	163 29%klm	-	-	-	18 10%	7 8%	12 5%	10 6%	12 7%	10 7%	8 8%	15 8%	25 9%	27 10%	15 8%	4 7%	22 6%	75 9%	28 15%
B	409 20%	237 23%b	172 16%	45 19%	57 16%	71 21%	59 16%	61 20%	116 24%eg	409 71%klm	-	-	-	29 16%	12 14%	42 18%	36 21%	34 19%	27 18%	20 20%	37 19%	69 25%n	54 19%	38 21%	12 19%	86 25%	169 20%	53 28%
C1	588 28%	269 26%	320 30%	67 29%	124 34%gi	92 27%	96 26%	88 28%	122 25%	-	588 100%jlm	-	-	61 34%ux	28 33%	58 25%	48 28%	44 25%	46 31%	24 23%	43 22%	94 34%pru x	79 28%	43 24%	21 34%	134 39%B	251 29%	53 28%
C2	425 20%	211 21%	214 20%	47 20%	95 26%fhi	56 17%	89 24%fi	55 18%	84 17%	-	-	425 100%jkm	-	32 18%	20 23%v	57 24%v	40 23%v	42 23%v	36 24%v	20 20%	41 21%v	35 13%	54 19%	36 20%	11 18%	59 17%	217 25%A	34 18%
D	263 13%	111 11%	152 14%a	29 13%	38 10%	50 15%i	60 16%ei	48 15%i	37 8%	-	-	-	263 52%jkl	21 12%	8 10%	26 11%	20 12%	30 17%	17 11%	14 14%	28 15%	28 10%	38 13%	27 15%	5 8%	45 13%	142 16%	9 5%
E	246 12%	93 9%	153 14%a	9 4%	33 9%d	37 11%d	48 13%d	38 12%d	81 17%def	-	-	-	246 48%jkl	17 10%	11 13%	39 17%sv	17 10%	13 10%	15 9%	30 15%	24 9%	32 11%	22 12%	9 14%	-	7 1%	9 5%	
NET: AB	572 27%	338 33%b	234 22%	80 35%egh	73 20%	100 30%eg	78 21%	81 26%	160 33%eg	572 100%klm	-	-	-	46 26%	18 21%	54 23%	46 27%	46 26%	37 25%	28 28%	52 27%	93 34%p	81 29%	53 29%	16 26%	108 31%	245 28%	81 44%
NET: ABC1	1160 55%	606 59%b	554 52%	147 63%g	197 54%	192 57%g	173 47%	169 55%	282 58%g	572 100%lm	588 100%lm	-	-	107 61%pu	46 54%	112 48%	94 55%	91 50%	83 56%	52 51%	95 49%	188 68%opq rstuw	161 56%	96 53%	38 60%	242 70%B	496 58%	134 72%
NET: C2DE	934 45%	415 41%	519 48%a	85 37%	165 46%	143 43%	197 53%dfi	141 45%	202 42%	-	-	425 100%jkl	509 100%jk	70 39%	39 46%v	122 52%nv	77 45%v	90 50%v	66 44%v	50 49%v	100 51%nv	87 32%	124 44%v	85 47%v	25 40%	104 30%	366 42%A	52 28%
NET: DE	509 24%	204 20%	305 28%a	39 17%	70 19%	87 26%d	109 29%de	86 28%de	119 25%d	-	-	-	509 100%jkl	38 21%	19 23%	65 28%v	37 22%	48 26%	29 20%	30 29%v	58 30%sv	52 19%	70 24%	49 27%	14 22%	45 13%	149 17%	18 10%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 576  
**Social Grade**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
A	163 8%	148 8%	13 9%	3 11%	6 9%	2 6%	1 20%	-	-	-	62 5%	67 10%j	26 12%j	7 14%j
B	409 20%	378 20%	27 18%	6 20%	8 12%	8 22%	3 47%	2 23%	1 6%	-	140 12%	166 26%jm	94 43%jkm	5 10%
C1	588 28%	518 27%	60 40%a	12 38%	30 44%a	14 41%	2 33%	2 21%	1 10%	1 13%	285 25%	222 35%jl	50 23%	27 56%jkl
C2	425 20%	406 21%b	17 11%	3 10%	10 14%	3 8%	-	1 12%	3 21%	1 10%	293 26%klm	94 15%	23 11%	5 11%
D	263 13%	241 13%	19 13%	5 14%	10 15%	3 8%	-	2 19%	2 14%	4 45%	196 17%kl	44 7%	11 5%	3 7%
E	246 12%	226 12%	14 9%	2 8%	4 6%	5 15%	-	2 25%	7 49%	3 31%	173 15%klm	45 7%	16 7%	1 2%
NET: AB	572 27%	525 27%	40 27%	10 30%	14 21%	4 29%	2 67%	1 23%	-	1 6%	202 18%	233 37%j	120 54%jkm	12 24%
NET: ABC1	1160 55%	1044 54%	100 67%a	22 68%	44 65%	23 65%	7 100%	4 43%	2 16%	1 13%	486 42%	455 71%j	170 77%j	39 80%j
NET: C2DE	934 45%	873 46%b	50 33%a	10 32%	10 35%	-	6 31%	12 57%	9 84%	9 87%	662 58%klm	183 29%	50 23%	10 20%
NET: DE	509 24%	467 24%	33 22%	7 22%	14 21%	8 22%	-	4 45%	9 63%	8 77%	369 32%klm	89 14%	27 12%	4 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 577  
Social Grade  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
A	163 8%	122 7%	75 8%	47 6%	42 10% <sup>c</sup>	39 11% <sup>ac</sup>	2 6%	97 8%	83 9% <sup>o</sup>	14 6%	66 7%	2 2%	13 7%	6 5%	39 11% <sup>jklo</sup>	5 4%	122 8%	40 7%	35 7%	30 7%	16 8%	13 6%	16 8%	7 5%
B	409 20%	317 19%	185 21%	132 17%	92 22% <sup>c</sup>	79 22%	12 30% <sup>co</sup>	255 21% <sup>ijklmno</sup>	207 22% <sup>ijklmno</sup>	48 19% <sup>klmo</sup>	153 17% <sup>klmo</sup>	7 8%	18 10%	9 8%	106 31% <sup>ghijklmo</sup>	14 9%	321 21% <sup>qrst</sup>	87 16%	76 16%	74 17%	21 11%	37 17%	35 16%	25 19%
C1	588 28%	478 28%	268 30%	210 27%	110 27%	95 26%	16 38%	385 32% <sup>jkmo</sup>	308 32% <sup>jkmo</sup>	78 31% <sup>jkmo</sup>	203 23% <sup>kmo</sup>	5 6%	58 31% <sup>jkmo</sup>	10 9%	107 31% <sup>jkmo</sup>	22 15%	440 29% <sup>w</sup>	144 26%	126 27%	109 25%	53 27%	56 25%	50 24%	27 20%
C2	425 20%	347 21%	170 19%	177 22%	78 19%	72 20%	6 15%	276 23% <sup>ijlmn</sup>	212 22% <sup>ijlm</sup>	64 25% <sup>ijlmn</sup>	149 17%	19 22%	22 12%	14 11%	59 17%	35 23% <sup>clm</sup>	287 19%	136 25% <sup>p</sup>	115 24% <sup>p</sup>	115 26% <sup>p</sup>	53 27% <sup>p</sup>	55 25% <sup>p</sup>	57 27% <sup>p</sup>	40 30% <sup>p</sup>
D	263 13%	216 13%	98 11%	118 15% <sup>b</sup>	47 12%	44 12%	3 7%	187 15% <sup>ijklmno</sup>	140 15% <sup>ijlmn</sup>	47 18% <sup>ijklmno</sup>	76 9%	6 7%	10 6%	5 4%	25 7%	29 19% <sup>ijklmno</sup>	171 11%	90 16% <sup>p</sup>	81 17% <sup>p</sup>	70 16% <sup>p</sup>	37 19% <sup>p</sup>	39 18% <sup>p</sup>	36 17% <sup>p</sup>	24 18% <sup>p</sup>
E	246 12%	206 12%	101 11%	105 13%	40 10%	38 10%	2 5%	7 1%	5 *	2 1%	239 27% <sup>ghin</sup>	49 56% <sup>ghijn</sup>	65 35% <sup>ghijn</sup>	73 62% <sup>ghijn</sup>	6 2% <sup>h</sup>	46 30% <sup>ghin</sup>	196 13% <sup>qs</sup>	50 9%	44 9%	39 9%	18 9%	22 10%	18 8%	12 9%
NET: AB	572 27%	438 26%	259 29% <sup>c</sup>	179 23%	133 33% <sup>ac</sup>	118 32% <sup>ac</sup>	15 36%	353 29% <sup>ijklmno</sup>	290 30% <sup>ijklmno</sup>	63 25% <sup>klmo</sup>	219 25% <sup>klmo</sup>	9 10%	31 17%	15 13%	145 42% <sup>ghijklmo</sup>	19 13%	443 29% <sup>qrst</sup>	127 23%	111 23%	104 24%	37 19%	51 23%	51 24%	32 24%
NET: ABC1	1160 55%	916 54% <sup>c</sup>	528 59% <sup>ac</sup>	389 49%	244 60% <sup>c</sup>	213 58% <sup>c</sup>	30 73% <sup>ac</sup>	738 61% <sup>ijklmno</sup>	598 63% <sup>ijklmno</sup>	140 55% <sup>jkmo</sup>	422 48% <sup>kmo</sup>	14 16%	88 48% <sup>kmo</sup>	26 22%	253 74% <sup>ghijklmo</sup>	41 27%	884 57% <sup>qrstuvw</sup>	272 50%	237 50%	213 49%	90 46%	107 48%	101 48%	58 43%
NET: C2DE	934 45%	769 46% <sup>bf</sup>	368 41%	400 51% <sup>abdef</sup>	165 40%	154 42%	11 27%	470 39% <sup>n</sup>	357 37% <sup>n</sup>	113 45% <sup>hn</sup>	464 52% <sup>ghin</sup>	75 84% <sup>ghijn</sup>	97 52% <sup>ghin</sup>	92 78% <sup>ghijn</sup>	90 26%	109 73% <sup>ghijn</sup>	654 43%	277 50% <sup>p</sup>	240 50% <sup>p</sup>	224 51% <sup>p</sup>	108 54% <sup>p</sup>	116 52% <sup>p</sup>	111 52% <sup>p</sup>	76 57% <sup>p</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 577  
**Social Grade**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: DE	509 24%	422 25%	198 22%	224 28% bdef	87 21%	82 22%	5 12%	194 16% n	145 15% n	49 19% n	315 36% ghin	55 62% ghij	75 40% ghin	79 67% ghijl	31 9%	74 49% ghij n	367 24%	140 26%	125 26%	109 25%	54 28%	61 27%	54 26%	36 27%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w**  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 578  
**Social Grade**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
A	163 8%	- -	1 *	8 3%	21 6%abc	19 7%abc	8 5%b	13 10%abc	11 11%abc	62 24%abcde	36 7%	10 5%	28 8%	8 5%	-	123 8%	163 8%
B	409 20%	6 7%	18 8%	38 13%	56 16%ab	61 22%abc	38 21%abc	28 21%ab	21 21%ab	105 40%abcd	80 15%	21 11%	52 15%	18 12%	4 22%	320 21%klm	406 20%
C1	588 28%	24 27%	45 19%	94 32%bi	116 34%bi	95 35%bi	54 30%bi	34 26%	27 28%	44 17%	118 23%	51 26%	72 20%	25 17%	4 20%	461 30%jlm	578 28%
C2	425 20%	8 9%	30 13%	51 17%	72 21%ab	55 20%ab	54 30%abcd	41 31%abcd	32 33%abcd	40 16%	87 17%	27 13%	64 18%	25 16%	-	333 22%jk	421 20%
D	263 13%	8 9%i	40 17%hi	52 18%hi	61 18%hi	32 12%i	21 11%i	15 11%i	7 7%	7 3%	67 13%	24 12%	43 12%	11 7%	3 17%	192 13%	259 13%
E	246 12%	42 48%cdef	101 43%cdef	49 17%defghi	18 5%i	11 4%i	7 4%i	2 1%	1 1%	1 1%	133 25%o	66 33%o	95 27%o	66 43%jo	7 41%	106 7%	238 12%
NET: AB	572 27%	6 7%	19 8%	46 16%ab	78 23%abc	80 29%abc	47 25%abc	41 31%abc	32 32%abc	167 64%abcd	116 22%	31 16%	81 23%	26 17%	4 22%	443 29%klm	569 28%
NET: ABC1	1160 55%	30 34%	65 27%	140 48%ab	194 56%abc	175 64%abc	101 55%ab	75 57%ab	59 60%ab	211 81%abcd	235 45%cm	82 41%	153 43%	52 34%	7 42%	904 59%klm	1147 56%
NET: C2DE	934 45%	58 66%cdef	172 73%cdef	152 52%dei	150 44%i	98 36%i	82 45%i	58 43%i	40 40%i	48 19%	287 55%o	117 59%o	202 57%o	102 66%jo	10 58%	631 41%	918 44%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 578  
**Social Grade**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: DE	509 24%	50 57% ghi	142 60% cdef ghi	101 35% defg hi	78 23% efgh i	43 16% fghi	28 15% g	17 12% gh	8 8%	8 3%	199 38% o	90 45% o	138 39% o	77 50% jlo	10 58%	298 19%	497 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 579  
GO Region  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	Eastern	London	South East	South West	North-ern Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Scotland	177	89	88	12	37	24	38	22	45	46	61	32	38	177	-	-	-	-	-	-	-	-	-	-	-	41	55	15
	8%	9%	8%	5%	10% <sup>d</sup>	7%	10% <sup>d</sup>	7%	9%	8%	10%	7%	7%	100% <sup>opqr</sup>												12% <sup>B</sup>	6%	8%
North East	85	44	42	18	20	10	11	15	12	18	28	20	19	-	85	-	-	-	-	-	-	-	-	-	-	15	35	10
	4%	4%	4%	8% <sup>cf</sup>	6% <sup>ai</sup>	3%	3%	5%	2%	3%	5%	5%	4%	-	100% <sup>npqr</sup>											4%	4%	5%
North West	234	103	131	18	44	36	36	42	57	54	58	57	65	-	-	234	-	-	-	-	-	-	-	-	-	41	82	19
	11%	10%	12%	8%	12%	11%	10%	13%	12%	9%	10%	13%	13%	-	-	100% <sup>noqr</sup>										12%	10%	10%
Yorkshire & Humberside	171	85	86	20	24	29	34	21	42	46	48	40	37	-	-	-	171	-	-	-	-	-	-	-	-	28	77	8
	8%	8%	8%	9%	7%	9%	9%	7%	9%	8%	8%	9%	7%	-	-	-	100% <sup>nopr</sup>									8%	9%	4%
West Midlands	181	98	83	16	49	25	33	22	35	46	44	42	48	-	-	-	-	181	-	-	-	-	-	-	-	34	79	20
	9%	10%	8%	7%	13% <sup>df</sup>	7%	9%	7%	7%	8%	8%	10%	9%	-	-	-	-	100% <sup>nopq</sup>								10%	9%	11%
East Midlands	148	72	76	17	21	27	26	26	33	37	46	36	29	-	-	-	-	-	148	-	-	-	-	-	-	26	58	8
	7%	7%	7%	7%	6%	8%	7%	8%	7%	6%	8%	9%	6%	-	-	-	-	100% <sup>nopq</sup>								8%	7%	5%
Wales	102	60	42	8	15	19	17	15	29	28	24	20	30	-	-	-	-	-	102	-	-	-	-	-	-	7	45	12
	5%	6%	4%	3%	4%	6%	5%	5%	6%	5%	4%	5%	6%	-	-	-	-	-	100% <sup>nopq</sup>							2%	5% <sup>A</sup>	7%
Eastern	195	85	110	21	16	28	42	33	54	52	43	41	58	-	-	-	-	-	-	195	-	-	-	-	-	28	67	21
	9%	8%	10%	9% <sup>e</sup>	5%	8%	11% <sup>e</sup>	11% <sup>e</sup>	11% <sup>e</sup>	9%	7%	10%	11% <sup>k</sup>	-	-	-	-	-	-	100% <sup>nopq</sup>						8%	8%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 579  
**GO Region**  
**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector					
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	509	284	181	63*	346	863	186
London	274	130	144	36	48	51	52	46	42	93	94	35	52	-	-	-	-	-	-	-	-	274	-	-	-	39	146	40	
	13%	13%	13%	15% <sub>ai</sub>	13% <sub>ai</sub>	15% <sub>ai</sub>	14% <sub>ai</sub>	15% <sub>ai</sub>	9%	16% <sub>lm</sub>	16% <sub>lm</sub>	8%	10%	-	-	-	-	-	-	-	-	100% <sub>nopqrstuwx</sub>	-	-	-	11%	17% <sub>A</sub>	22%	
South East	284	147	137	34	45	49	37	44	75	81	79	54	70	-	-	-	-	-	-	-	-	-	284	-	-	46	115	18	
	14%	14%	13%	14%	12%	15%	10%	14%	16% <sub>g</sub>	14%	14%	13%	14%	-	-	-	-	-	-	-	-	-	100% <sub>nopqrstuwx</sub>	-	-	13%	13%	10%	
South West	181	78	103	30	30	24	28	21	48	53	43	36	49	-	-	-	-	-	-	-	-	-	-	181	-	23	77	10	
	9%	8%	10%	13% <sub>fgh</sub>	8%	7%	8%	7%	10%	9%	7%	9%	10%	-	-	-	-	-	-	-	-	-	-	100% <sub>nopqrstuwx</sub>	-	7%	9%	6%	
Northern Ireland	63	31	32	3	13	13	16	4	13	16	21	11	14	-	-	-	-	-	-	-	-	-	-	-	63	16	25	3	
	3%	3%	3%	1%	4%	4%	4% <sub>h</sub>	1%	3%	3%	4%	3%	3%	-	-	-	-	-	-	-	-	-	-	-	100% <sub>nopqrstuwx</sub>	5%	3%	2%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 580  
**GO Region**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Scotland	177	172	2	-	2	1	-	-	2	1	78	64	22	6
	8%	9% <sup>b</sup>	1%	-	2%	2%	-	-	15%	9%	7%	10% <sup>j</sup>	10%	13%
North East	85	82	1	1	-	-	-	-	-	-	56	18	6	5
	4%	4% <sup>b</sup>	1%	3%	-	-	-	-	-	-	5% <sup>k</sup>	3%	3%	10% <sup>k</sup>
North West	234	216	16	1	10	4	-	1	2	1	141	60	26	4
	11%	11%	11%	3%	15%	12%	-	7%	16%	7%	12%	9%	12%	7%
Yorkshire & Humberside	171	160	11	5	4	1	-	-	3	2	101	51	11	3
	8%	8%	7%	16%	6%	4%	-	-	19%	15%	9%	8%	5%	6%
West Midlands	181	160	18	4	11	3	-	-	-	-	97	61	18	2
	9%	8%	12%	12%	17% <sup>a</sup>	10%	-	-	-	-	8%	10%	8%	5%
East Midlands	148	140	8	1	5	2	1	-	-	1	88	43	14	2
	7%	7%	5%	2%	7%	5%	10%	-	-	11%	8%	7%	6%	4%
Wales	102	97	2	2	-	-	-	-	1	-	57	34	7	2
	5%	5%	2%	7%	-	-	-	-	5%	-	5%	5%	3%	5%
Eastern	195	190	5	1	-	5	-	-	3	1	132	44	12	1
	9%	10% <sup>bd</sup>	4%	2%	-	14%	-	-	18%	10%	11% <sup>k</sup>	7%	5%	2%
London	274	191	73	14	32	15	5	6	-	3	117	97	45	8
	13%	10%	48% <sup>a</sup>	44%	48% <sup>a</sup>	45%	80%	58%	-	27%	10%	15% <sup>j</sup>	21% <sup>j</sup>	16%
South East	284	272	9	3	3	1	1	1	4	2	155	89	29	5
	14%	14% <sup>bd</sup>	6%	9%	5%	2%	10%	14%	27%	21%	14%	14%	13%	11%
South West	181	175	5	1	-	2	-	2	-	-	94	57	20	10
	9%	9% <sup>bd</sup>	3%	2%	-	7%	-	21%	-	-	8%	9%	9%	21% <sup>j</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 580  
**GO Region**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Northern Ireland	63 3%	61 3%b	-	-	-	-	-	-	-	-	33 3%	19 3%	9 4%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 581  
GO Region  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Scotland	177	128	71	57	48	38	11	96	75	21	81	11	17	5	36	12	133	44	38	39	15	15	21	9
North East	85	71	27	44	14	14	-	51	43	8	35	4	8	8	8	8	66	20	16	12	9	4	5	5
North West	234	210	100	110	23	22	1	123	97	26	110	13	23	18	40	16	171	62	51	47	19	24	21	15
Yorkshire & Humberside	171	128	63	65	43	42	*	105	91	14	65	3	13	12	28	8	133	38	29	34	8	14	18	16
West Midlands	181	164	88	76	17	14	3	113	90	22	68	9	14	7	23	15	115	64	53	53	29	24	22	15
East Midlands	148	105	50	54	43	38	5	84	61	24	64	4	13	6	27	15	100	49	42	40	17	22	20	16
Wales	102	65	27	39	36	35	2	52	43	9	49	6	9	4	24	6	75	27	25	18	14	10	10	4
Eastern	195	133	57	76	62	59	3	96	71	24	99	11	10	20	34	25	143	50	45	43	16	22	21	13
London	274	271	231	40	3	3	-	186	157	29	89	9	29	4	34	13	204	69	62	53	23	30	28	12
South East	284	225	97	127	60	57	3	161	120	41	124	11	22	21	51	19	216	68	59	56	26	31	23	16
South West	181	142	61	81	39	33	6	100	73	27	80	8	22	11	32	8	143	36	34	27	13	17	13	7

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 581  
GO Region  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Northern Ireland	63 3%	44 3%	23 3%	20 3%	19 5%	10 3%	9 21%	41 3%	33 3%	9 3%	21 2%	1 2%	4 2%	2 2%	6 2%	7 5%	40 3%	22 4%	22 5%	17 4%	10 5%	10 4%	9 4%	5 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 582  
**GO Region**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?							
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Scotland	177	11 8%	22 12% <sup>di</sup>	33 9% <sup>d</sup>	15 11% <sup>di</sup>	25 4%	13 9% <sup>d</sup>	9 7%	11 11% <sup>d</sup>	13 5%	54 10%	22 11%	39 11%	18 12%	-	117 8%	174 8%	
North East	85	2 4%	9 2%	13 4%	15 4%	6 2%	6 3%	11 8% <sup>ee</sup>	4 4%	10 4%	26 5%	12 6%	14 4%	7 5%	2 9%	56 4%	85 4%	
North West	234	13 11%	44 14%	44 18% <sup>cdef</sup>	31 11%	39 12%	32 8%	15 7%	10 7%	6 7%	23 9%	64 12%	25 13%	45 13%	23 15%	2 10%	165 11%	231 11%
Yorkshire & Humberside	171	8 8%	21 9%	25 9%	29 8%	23 8%	18 10%	9 7%	9 9%	22 8%	39 7%	13 7%	30 9%	12 8%	2 10%	131 9%	167 8%	
West Midlands	181	3 9%	25 4%	18 11%	44 6%	13% <sup>ac</sup>	24 9%	17 9%	12 6%	21 8%	42 8%	17 8%	20 6%	15 10%	3 16%	138 9%	181 9%	
East Midlands	148	10 7%	15 11% <sup>ai</sup>	29 6%	25 10% <sup>ai</sup>	24 7%	9 9% <sup>ai</sup>	8 5%	7 7%	10 4%	31 6%	9 4%	20 6%	10 6%	2 12%	116 8%	148 7%	
Wales	102	4 5%	11 5%	15 5%	21 6%	13 5%	6 4%	7 5%	6 6%	8 3%	30 6%	12 6%	20 6%	11 7%	2 11%	69 5%	100 5%	
Eastern	195	7 9%	21 8%	36 9%	35 12%	24 10%	15 9%	10 8%	12 7%	22 12%	63 12% <sup>oo</sup>	23 11%	44 13% <sup>mo</sup>	9 6%	-	128 8%	189 9%	
London	274	5 13%	16 6%	28 7%	29 10%	29 9%	38 11%	28 21% <sup>abcd</sup>	12 21% <sup>abcd</sup>	60 13%	49 23% <sup>abcde</sup>	15 8%	31 9%	17 9%	2 14%	216 14% <sup>ijkl</sup>	269 13%	
South East	284	13 14%	30 15%	32 13%	43 11%	38 12%	21 12%	19 14%	14 15%	44 17%	66 13%	24 12%	48 13%	19 12%	2 13%	217 14%	282 14%	
South West	181	11 9%	16 13%	24 7%	33 8%	30 10%	19 11%	8 10%	5 6%	18 7%	43 8%	20 10%	31 9%	8 5%	1 6%	136 9%	177 9%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 582  
**GO Region**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Northern Ireland	63	1	6	9	15	5	5	2	6	8	14	8	11	4	-	45	63
		3%	1%	3%	3%	4%	2%	3%	2%	6%	3%	3%	4%	3%	-	3%	3%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 583  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	Eastern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Yes	1309 63%	696 68%b	613 57%	172 74% i	240 66% gh	211 63%	212 57%	186 60%	288 59%	422 74% klm	393 67% m	270 64% m	223 44%	124 70% rtu x	48 57%	142 61%	102 60%	97 54%	98 66% ru	55 54%	105 54%	204 74% opq rtuw	182 64% ru	105 58%	46 73% rtu	260 75% B	588 68%	141 76%
No	785 37%	326 32%	459 43% a	60 26%	122 34%	124 37% d	158 43% de	124 40% d	196 41% d	149 26%	196 33% j	155 36% j	286 56% jkl	52 30%	37 43% v	91 39% v	68 40% v	84 46% nsv wy	51 34%	46 46% nsv y	90 46% nsv	71 26%	102 36% v	76 42% nv	17 27%	85 25%	275 32% A	45 24%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 584  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Yes	1309 63%	1192 62%	106 70%	23 71%	50 73%	19 56%	6 84%	9 92%	4 27%	5 49%	644 56%	444 70% <sub>ij</sub>	170 77% <sub>ijk</sub>	33 68%
No	785 37%	725 38%	44 30%	9 29%	18 27%	15 44%	1 16%	1 8%	11 73%	5 51%	505 44% <sub>kl</sub>	194 30% <sub>l</sub>	50 23%	16 32%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 585  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Yes	1309 63%	1048 62%	589 66% <sup>c</sup>	459 58%	261 64%	234 64%	27 65%	848 70% <sup>ijklmno</sup>	698 73% <sup>ijklmno</sup>	150 59% <sup>ijklmno</sup>	461 52% <sup>m</sup>	36 41%	90 49%	48 41%	217 63% <sup>ijklmno</sup>	69 46%	959 62%	302 63%	287 63%	113 66%	147 57%	145 66%	80 69% <sup>t</sup>	60%
No	785 37%	637 38%	307 34%	330 42% <sup>b</sup>	148 36%	133 36%	15 35%	360 30%	257 27%	104 41% <sup>gh</sup>	425 48% <sup>ghin</sup>	53 59% <sup>ghin</sup>	95 51% <sup>ghin</sup>	69 59% <sup>ghij</sup>	126 37% <sup>gh</sup>	81 54% <sup>ghin</sup>	579 38%	202 37%	175 37%	150 34%	85 43% <sup>v</sup>	76 34%	67 31%	54 40%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 586  
**Have you taken a foreign holiday in the last 3 years?**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Yes	1309 63%	34 38%	85 36%	143 49%b	216 63%abc	169 62%abc	128 70%abc	91 69%abc	85 86%abcd	230 89%abcd	242 46%	77 38%	173 49%k	64 42%	3 20%	1043 68%ijklm	1298 63%
No	785 37%	54 62%defg	152 64%cdef	149 51%defg	127 37%hi	103 38%hi	55 30%hi	41 31%hi	14 14%	29 11%	279 54%o	123 62%lo	181 51%o	89 58%o	14 80%	492 32%	767 37%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 587  
**Tenure**  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Homeowners	1357	700	657	114	176	198	231	241	397	456	382	295	224	108	46	146	118	118	101	67	141	154	192	118	47	234	549	126
	65%	68% <sup>b</sup>	61%	49%	49%	59% <sup>de</sup>	62% <sup>de</sup>	78% <sup>defg</sup>	82% <sup>defg</sup>	80% <sup>klm5%</sup>	69% <sup>m</sup>	44%	61%	54%	63%	69% <sup>ov</sup>	66%	68% <sup>ov</sup>	66%	72% <sup>nov</sup>	56%	67% <sup>ov</sup>	66%	75% <sup>ov</sup>	68%	64%	68%	
Owned outright - without mortgage	756	383	373	48	42	43	93	180	350	270	203	131	152	53	19	84	70	65	55	41	90	90	104	60	26	66	229	63
	36%	37%	35%	20% <sup>ef</sup>	12%	13%	25% <sup>ef</sup>	58% <sup>defg</sup>	72% <sup>defg</sup>	47% <sup>klm35%</sup>	31%	30%	30%	22%	36% <sup>o</sup>	41% <sup>no</sup>	36%	37% <sup>o</sup>	40% <sup>o</sup>	46% <sup>no</sup>	33%	36% <sup>o</sup>	33%	41% <sup>o</sup>	19%	27% <sup>A</sup>	34%	
Owned with a mortgage or loan	601	317	284	66	134	155	138	61	47	186	178	165	72	55	27	62	48	53	46	27	51	64	88	59	21	168	321	64
	29%	31% <sup>b</sup>	27%	28% <sup>hi</sup>	37% <sup>hi</sup>	46% <sup>deg</sup>	37% <sup>dhi</sup>	20% <sup>i</sup>	10%	33% <sup>m</sup>	30% <sup>m</sup>	39% <sup>km</sup>	14%	31%	31%	27%	28%	30%	31%	26%	26%	23%	31%	32%	34%	49% <sup>B</sup>	37%	34%
NET: Renters	708	312	396	109	177	133	136	68	84	108	199	123	277	66	37	86	49	61	45	33	53	116	87	61	14	108	300	59
	34%	31%	37% <sup>a</sup>	47% <sup>ghi</sup>	49% <sup>fgh</sup>	40% <sup>hi</sup>	37% <sup>hi</sup>	22%	17%	19%	34% <sup>j</sup>	29% <sup>j</sup>	54% <sup>ijkl</sup>	37% <sup>y</sup>	44% <sup>quy</sup>	37% <sup>uy</sup>	29%	34%	30%	32%	27%	42% <sup>qsu</sup>	31%	34%	22%	31%	35%	32%
NET: Rent from Council/ Housing Association	400	166	234	42	85	73	90	49	60	42	92	71	194	41	21	46	28	30	24	24	34	70	44	29	8	45	149	29
	19%	16%	22% <sup>a</sup>	18%	24% <sup>hi</sup>	22% <sup>i</sup>	24% <sup>hi</sup>	16%	12%	7%	16% <sup>j</sup>	17% <sup>j</sup>	38% <sup>ijkl</sup>	23%	25%	20%	17%	17%	16%	24%	18%	25% <sup>qrs</sup>	16%	16%	12%	13%	17%	15%
Rented from the council	272	112	160	28	61	51	58	34	40	28	64	47	132	32	19	26	21	17	18	15	23	55	25	18	3	29	99	23
	13%	11%	15% <sup>a</sup>	12%	17% <sup>hi</sup>	15% <sup>i</sup>	16% <sup>i</sup>	11%	8%	5%	11% <sup>j</sup>	11% <sup>j</sup>	26% <sup>ijkl</sup>	18% <sup>rw</sup>	22% <sup>prw</sup>	11%	12%	10%	12%	15%	12%	20% <sup>pqr</sup>	9%	10%	5%	8%	11%	12%
Rented from a housing association	128	54	74	15	24	22	32	15	20	14	28	24	62	9	3	20	7	13	6	9	11	15	19	10	5	17	50	6
	6%	5%	7%	6%	7%	7%	9% <sup>i</sup>	5%	4%	2%	5% <sup>j</sup>	6% <sup>j</sup>	12% <sup>ijkl</sup>	5%	3%	9%	4%	7%	4%	9%	6%	6%	7%	6%	7%	5%	6%	3%
Rented from someone else	308	146	161	67	91	61	46	20	24	66	107	52	83	25	16	39	21	31	21	9	18	46	43	33	6	63	150	30
	15%	14%	15%	29% <sup>fghi</sup>	25% <sup>fgh</sup>	18% <sup>ghi</sup>	12% <sup>hi</sup>	6%	5%	12%	18% <sup>ij</sup>	12%	16% <sup>j</sup>	14%	19%	17% <sup>u</sup>	12%	17% <sup>u</sup>	14%	8%	9%	17% <sup>u</sup>	15%	18% <sup>tu</sup>	10%	18%	17%	16%
Rent free	29	10	19	10	9	4	3	1	3	8	7	6	7	3	2	2	3	1	2	2	2	5	5	1	2	3	13	1
	1%	1%	2%	4% <sup>fghi</sup>	3% <sup>hi</sup>	1%	1%	*	1%	1%	1%	2%	1%	1%	3%	1%	2%	1%	1%	2%	2%	2%	2%	1%	3%	1%	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 588  
**Tenure**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: Homeowners	1357	1275	69	15	37	11	2	3	2	5	717	449	157	18
	65%	67%b	46%	47%	55%	34%	36%	28%	16%	55%	62% <sup>m</sup>	70% <sup>jm</sup>	72% <sup>jm</sup>	37%
Owned outright - without mortgage	756	715	32	7	18	4	1	1	-	5	402	250	86	7
	36%	37%b	21%	22%	26%	12%	20%	14%	-	55%	35% <sup>m</sup>	39% <sup>m</sup>	39% <sup>m</sup>	14%
Owned with a mortgage or loan	601	559	37	8	19	7	1	1	2	-	315	199	71	11
	29%	29%	24%	24%	28%	21%	16%	14%	16%	-	27%	31%	32%	23%
NET: Renters	708	619	77	16	28	22	4	7	13	4	418	179	60	29
	34%	32%	51% <sup>a</sup>	51%	41%	65%	64%	72%	84%	36%	36% <sup>kl</sup>	28%	27%	60% <sup>ijkl</sup>
NET: Rent from Council/ Housing Association	400	349	44	8	15	15	-	6	11	2	272	78	21	13
	19%	18%	29% <sup>a</sup>	24%	23%	43%	-	64%	73%	15%	24% <sup>kl</sup>	12%	10%	27% <sup>kl</sup>
Rented from the council	272	235	32	4	12	12	-	4	8	1	188	55	13	6
	13%	12%	21% <sup>a</sup>	13%	18%	34%	-	39%	53%	8%	16% <sup>kl</sup>	9%	6%	11%
Rented from a housing association	128	114	12	3	3	3	-	2	3	1	83	23	8	7
	6%	6%	8%	11%	5%	9%	-	24%	20%	7%	7% <sup>k</sup>	4%	4%	15% <sup>ijkl</sup>
Rented from someone else	308	270	33	9	12	7	4	1	2	2	146	101	38	16
	15%	14%	22% <sup>a</sup>	27%	18%	21%	64%	8%	12%	21%	13%	16%	17%	33% <sup>ijkl</sup>
Rent free	29	23	5	1	3	*	-	-	-	1	14	10	3	1
	1%	1%	3%	3%	5% <sup>a</sup>	1%	-	-	-	9%	1%	2%	1%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 589  
**Tenure**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
NET: Homeowners	1357	1059	546	513	298	265	33	784	616	168	573	33	82	78	304	76	1037	314	267	262	94	125	124	91	
	65%	63%	61%	65%	73%abc	72%abc	78%ab	65%klo	64%klo	66%klo	65%klo	37%	44%	66%klo	89%ghij	50%	67%qrst	57%t	56%	60%t	48%	56%	59%t	68%qrut	
Owned outright - without mortgage	756	569	299	270	187	163	25	295	202	93	461	26	49	69	277	42	691	60	44	54	9	17	28	27	
	36%	34%	33%	34%	46%abc	44%abc	59%abc	24%	21%	37%ghl	52%ghik	29%	26%	59%ghik	81%ghij	28%	45%qrst	11%t	9%	12%t	5%	8%	13%t	20%qrstu	
Owned with a mortgage or loan	601	491	247	243	110	102	8	489	413	75	112	7	34	9	28	34	346	254	223	209	85	108	97	64	
	29%	29%	28%	31%	27%	28%	19%	40%ijkl	43%ijkl	30%ijklm	13%n	8%	18%kmn	8%	8%	23%jkmn	22%	46%p	47%p	48%p	43%p	48%p	46%p	48%p	
NET: Renters	708	603	340	263	105	97	8	408	326	82	300	52	99	39	37	73	474	233	208	174	102	98	87	43	
	34%	36%def	38%def	33%def	26%	27%	18%	34%n	34%n	32%n	34%n	mn	58%ghij	53%ghij	33%n	11%	49%ghij	31%	42%pw	44%pw	40%pw	51%pqsv	44%pw	41%pw	32%
NET: Rent from Council/ Housing Association	400	346	187	159	54	53	1	195	146	48	205	38	56	27	27	57	261	138	123	104	60	56	52	29	
	19%	21%def	21%def	20%def	13%	14%f	2%	16%n	15%n	19%n	23%ghn	mn	43%ghij	30%ghin	23%n	8%	38%ghij	17%	25%p	26%p	24%p	30%p	25%p	25%p	22%
Rented from the council	272	235	128	107	37	37	-	128	101	27	145	29	33	16	20	47	173	99	89	68	48	37	32	20	
	13%	14%df	14%df	14%df	9%	10%f	-	11%n	11%n	11%n	16%ghin	lmn	32%ghij	18%ghin	13%n	6%	31%ghij	11%	18%p	19%p	16%p	24%psv	16%p	15%	15%
Rented from a housing association	128	111	59	52	17	16	1	67	46	21	61	9	22	11	7	11	89	39	34	36	11	19	20	9	
	6%	7%	7%	7%	4%	4%	2%	6%n	5%n	8%hn	7%n	11%hn	12%ghjn	9%n	2%	7%n	6%	7%	7%	8%	6%	9%	9%p	7%	
Rented from someone else	308	257	153	104	51	45	7	214	180	34	94	14	43	12	10	16	212	95	86	70	42	42	34	14	
	15%	15%	17%cde	13%	12%	12%	16%	18%jno	19%ijmno	13%n	11%n	15%n	23%ijmno	10%n	3%	11%n	14%	17%	18%p	16%	21%pw	19%w	16%	11%	
Rent free	29	23	10	13	6	5	1	17	13	3	13	5	5	1	1	1	28	2	2	1	2	1	1	-	
	1%	1%	1%	2%	1%	1%	4%	1%	1%	1%	1%	5%ghjn	3%n	1%	1%	1%	2%qrs	*	*	*	1%	*	*	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base





## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 590  
**Tenure**  
Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?							
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
NET: Homeowners	1357	33	94	151	227	192	115	109	85	222	271	69	188	75	8	1063	1340	
	65%	37%	40%	52%ab	66%abc	70%abc	63%abc	82%abcd	86%abcd	86%abcd	52%k	35%	53%k	49%k	47%	69%jklm	65%	
Owned outright - without mortgage	756	23	70	106	147	115	59	47	29	77	180	33	129	58	7	562	742	
	36%	26%	30%	36%	43%abfh	42%abi	32%	35%	30%	30%	34%k	16%	36%k	38%k	42%	37%k	36%	
Owned with a mortgage or loan	601	10	24	45	80	77	56	62	55	145	92	37	59	17	1	501	597	
	29%	11%	10%	15%	23%abc	28%abc	30%abc	ef	ef	56%abcd	56%abcd	18%	18%	17%	11%	5%	33%jklm	29%
NET: Renters	708	52	139	141	113	78	63	23	14	31	242	126	164	75	9	453	696	
	34%	59%defg	59%cd	48%defg	33%ghi	29%ghi	34%ghi	17%	14%	12%	46%o	63%jmo	46%o	49%o	51%	30%	34%	
NET: Rent from Council/ Housing Association	400	36	103	87	56	40	29	11	4	8	174	84	125	65	7	220	389	
	19%	41%defg	44%cd	30%defg	16%ghi	15%hi	16%hi	8%i	4%	3%	33%o	42%jo	35%o	43%o	43%	14%	19%	
Rented from the council	272	20	72	60	41	24	20	7	4	4	124	54	96	44	7	144	264	
	13%	23%defg	31%cd	20%defg	12%hi	9%i	11%i	6%i	4%	2%	24%o	27%o	27%o	28%o	39%	9%	13%	
Rented from a housing association	128	16	31	27	15	16	9	4	1	4	49	31	29	22	1	76	125	
	6%	18%cd	13%defgh	9%dghi	4%	6%i	5%i	3%	1%	1%	9%o	15%jlo	8%o	14%o	4%	5%	6%	
Rented from someone else	308	16	35	54	57	39	34	12	10	23	68	42	39	10	1	233	307	
	15%	18%i	15%	19%gi	17%gi	14%	19%gi	9%	10%	9%	13%o	21%jlm	11%	6%	8%	15%o	15%	
Rent free	29	3	3	1	3	3	5	2	-	6	8	4	2	4	*	19	29	
	1%	3%c	1%	*	1%	1%	3%c	1%	-	2%c	2%	2%	1%	2%	3%	1%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 591  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	Gender		Age					Social Grade				Region										Employment Sector						
	Total	Male	Female	18-24	25-34	35-44	45-54	55-64	65+	AB	C1	C2	DE	Scotland	North East	North West	Yorkshire & Humberside	West Midlands	East Midlands	Wales	East of England	London	South East	South West	North Ireland	Public	Private	Opinion Influencer
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	(r)	(s)	(t)	(u)	(v)	(w)	(x)	(y)	(A)	(B)	(C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
No formal education	15	12	3	-	2	3	1	3	6	1	1	3	9	2	-	2	3	-	-	1	3	-	4	-	-	3	4	-
	1%	1% <sup>b</sup>	*	-	1%	1%	*	1%	1%	*	*	1%	2% <sup>jk</sup>	1%	-	1%	2% <sup>v</sup>	-	-	1%	1%	-	1%	-	-	1%	*	-
Primary	10	4	6	-	2	1	3	1	4	-	1	1	8	1	-	1	2	-	1	-	1	3	2	-	-	2	2	1
	*	*	1%	-	1%	*	1%	*	1%	-	*	*	1% <sup>jk</sup>	*	-	*	1%	-	1%	-	1%	1%	1%	-	-	1%	*	*
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1149	520	628	109	168	169	233	178	291	202	285	293	369	78	56	141	101	97	88	57	132	117	155	94	33	152	464	56
	55%	51%	59% <sup>a</sup>	47%	46%	50%	63% <sup>def</sup>	58% <sup>de</sup>	60% <sup>def</sup>	35%	48% <sup>j</sup>	69% <sup>jk</sup>	73% <sup>jk</sup>	44%	66% <sup>nv</sup>	60% <sup>nv</sup>	59% <sup>nv</sup>	54% <sup>v</sup>	59% <sup>nv</sup>	56% <sup>v</sup>	68% <sup>nrv</sup>	43%	55% <sup>v</sup>	52%	52%	44%	54% <sup>A</sup>	30%
University degree or equivalent professional qualification, NVQ level 4, etc.	637	345	293	67	127	107	101	92	143	233	222	94	89	64	18	60	51	61	43	34	44	97	89	57	19	130	285	84
	30%	34% <sup>b</sup>	27%	29%	35% <sup>g</sup>	32%	27%	30%	30%	41% <sup>lm</sup>	38% <sup>lm</sup>	22%	18%	36% <sup>op</sup>	21%	26%	30%	34% <sup>u</sup>	29%	34%	23%	36% <sup>op</sup>	31%	31%	31%	38%	33%	45%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	220	119	101	11	52	51	32	36	38	120	50	23	27	22	6	26	11	18	14	7	12	45	29	20	9	57	97	44
	10%	12%	9%	5%	14% <sup>dgi</sup>	15% <sup>dgi</sup>	9%	12% <sup>d</sup>	8%	21% <sup>klm</sup>	8%	5%	5%	12%	8%	11%	6%	10%	9%	7%	6%	17% <sup>qst</sup>	10%	11%	15% <sup>u</sup>	17% <sup>B</sup>	11%	24%
Still in full time education	48	15	33	43	4	2	-	-	-	12	27	5	4	6	5	4	3	2	2	2	1	8	5	10	-	1	3	1
	2%	2%	3% <sup>a</sup>	18% <sup>efgh</sup>	1% <sup>i</sup>	*	-	-	-	2%	5% <sup>ijlm</sup>	1%	1%	4%	6% <sup>u</sup>	2%	2%	1%	1%	2%	1%	3%	2%	6% <sup>pruw</sup>	-	*	*	1%
Don't know	2	1	1	-	1	1	-	-	-	-	2	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	2	-
	*	*	*	-	*	*	-	-	-	-	*	-	-	1%	-	1%	-	-	-	-	-	-	-	-	-	-	*	-
Prefer not to answer	13	6	8	2	5	3	1	-	3	5	2	4	2	2	-	-	-	2	1	-	2	5	1	-	1	1	6	-
	1%	1%	1%	1%	1% <sup>h</sup>	1%	*	-	1%	1%	*	1%	*	1%	-	-	-	1%	*	-	1%	2%	*	-	2% <sup>p</sup>	*	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 592  
**What is the highest educational level that you have achieved to date?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
No formal education	15	14	-	-	-	-	-	-	15	-	-	-	-	-
	1%	1%	-	-	-	-	-	-	100%	-	-	-	-	-
Primary	10	8	1	-	-	-	-	1	-	10	-	-	-	-
	*	*	1%	-	-	-	-	9%	-	100%	-	-	-	-
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1149	1083	50	8	28	9	1	3	-	-	1149	-	-	-
	55%	57%bd	34%	25%	42%	28%	16%	34%	-	-	100%klm	-	-	-
University degree or equivalent professional qualification, NVQ level 4, etc.	637	568	68	16	28	16	3	4	-	-	-	637	-	-
	30%	30%	45%a	51%	42%	48%	43%	37%	-	-	-	100%jlm	-	-
Higher university degree, doctorate, MBA, NVQ level 5, etc.	220	192	25	6	10	6	2	1	-	-	-	-	220	-
	10%	10%	17%a	17%	14%	18%	30%	12%	-	-	-	-	100%jkm	-
Still in full time education	48	41	7	2	1	2	1	1	-	-	-	-	-	48
	2%	2%	4%	6%	2%	5%	11%	8%	-	-	-	-	-	100%jkl
Don't know	2	2	-	-	-	-	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	-	-
Prefer not to answer	13	9	-	-	-	-	-	-	-	-	-	-	-	-
	1%	*	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 593  
**What is the highest educational level that you have achieved to date?**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
No formal education	15	13	5	8	2	2	*	7	6	1	8	3	-	3	1	1	13	2	2	2	1	1	1	-
Primary	10	10	5	5	-	-	-	4	2	2	6	1	-	3	1	2	7	2	2	2	1	1	2	1
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1149	920	437	482	229	209	20	616	467	149	532	51	92	96	180	114	816	331	285	263	120	128	124	88
University degree or equivalent professional qualification, NVQ level 4, etc.	637	503	290	213	134	122	13	415	346	68	223	26	38	11	128	20	491	143	127	111	56	54	65	33
Higher university degree, doctorate, MBA, NVQ level 5, etc.	220	180	122	58	40	32	8	155	127	28	65	9	10	5	32	10	155	64	57	56	19	37	19	12
Still in full time education	48	45	31	14	3	3	1	4	2	2	45	-	45	-	-	-	48	1	-	1	-	-	-	1
Don't know	2	2	-	2	-	-	-	2	1	1	-	-	-	-	-	-	2	-	-	-	-	-	-	-
Prefer not to answer	13	13	5	8	-	-	-	7	4	3	7	-	1	1	1	4	6	4	4	3	2	3	1	1

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 594

**What is the highest educational level that you have achieved to date?**

**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
No formal education	15 1%	3 3% cdei	5 2% e	1 * *	2 * *	- - -	1 * *	3 2% e	- -	1 *	7 1%	2 1%	3 1%	1 1%	- -	8 1%	15 1%
Primary	10 *	2 3% efi	1 *	3 1%	3 1%	- -	- -	- -	- -	- -	6 1% o	3 1% o	5 2% o	1 1%	- -	3 *	10 *
Secondary school, high school, 6th form/college, GCSE's, A-Levels, BTEC, NVQ levels 1 to 3, etc.	1149 55%	54 61% ghi	169 71% cdef ghi	177 61% ghi	207 60% ghi	147 54% gi	108 59% ghi	56 43%	42 42%	96 37%	334 64% o	131 66% o	226 64% o	94 61% o	9 53%	794 52%	1129 55%
University degree or equivalent professional qualification, NVQ level 4, etc.	637 30%	17 19%	40 17%	82 28% b	102 30% b	96 35% ab	54 30% ab	57 43% abcd f	45 45% abcd f	96 37% abc	116 22%	38 19%	85 24%	35 23%	6 36%	514 34% jklm	631 31%
Higher university degree, doctorate, MBA, NVQ level 5, etc.	220 10%	8 9%	17 7%	20 7%	24 7%	28 10%	15 8%	14 10%	12 12%	64 25% abcde fgh	48 9%	21 11%	31 9%	21 13%	2 10%	168 11%	219 11%
Still in full time education	48 2%	4 4% dei	4 2%	8 3%	4 1%	1 *	4 2%	1 1%	- -	2 1%	9 2%	4 2%	4 1%	1 *	- -	38 2%	48 2%
Don't know	2 *	- -	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	2 *	2 *
Prefer not to answer	13 1%	- -	- -	1 *	2 1%	- -	2 1%	1 1%	- -	- -	1 *	- -	- -	1 1%	- -	8 *	12 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 595  
**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										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Yes - responsible for half or more of the items bought	1852 88%	859 84%	993 93% <sup>a</sup>	146 63%	327 90% <sup>d</sup>	314 94% <sup>d</sup>	345 93% <sup>d</sup>	294 95% <sup>d</sup>	427 88% <sup>d</sup>	496 87%	525 89% <sup>l</sup>	361 85%	470 92% <sup>j</sup>	159 90%	69 81%	220 94% <sup>o</sup>	152 89%	159 88%	126 85%	94 92% <sup>ow</sup>	175 90%	244 89%	239 84%	159 88%	58 93%	312 90%	783 91%	172 93%
No - not responsible for most of the items bought	242 12%	163 16% <sup>b</sup>	79 7%	86 37% <sup>e</sup>	35 10% <sup>h</sup>	21 6%	26 7%	16 5%	57 12% <sup>f</sup>	76 13% <sup>m</sup>	63 11%	64 15% <sup>k</sup>	39 8%	18 10%	16 19% <sup>pt</sup>	13 6%	18 11%	22 12% <sup>p</sup>	22 15% <sup>p</sup>	8 8%	20 10%	31 11% <sup>p</sup>	46 16% <sup>pt</sup>	22 12% <sup>p</sup>	4 7%	34 10%	79 9%	14 7%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 596

**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**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Yes - responsible for half or more of the items bought	1852 88%	1701 89%	131 87%	27 84%	59 87%	30 89%	5 71%	10 100%	15 100%	8 85%	1042 91% <sup>m</sup>	560 88% <sup>m</sup>	194 88% <sup>m</sup>	23 47%
No - not responsible for most of the items bought	242 12%	216 11%	20 13%	5 16%	9 13%	4 11%	2 29%	-	-	2 15%	107 9%	78 12%	26 12%	26 53% <sup>ijkl</sup>

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 597  
**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**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Yes - responsible for half or more of the items bought	1852 88%	1490 88%	788 88%	702 89%	362 89%	327 89%	35 85%	1095 91% <small>ijkl</small>	857 90% <small>ijkl</small>	238 94% <small>hijkl</small>	757 85% <small>kl</small>	73 82%	133 72%	109 92% <small>kl</small>	293 86% <small>kl</small>	149 99% <small>ghijklmn</small>	1326 86%	521 95% <small>p</small>	453 95% <small>p</small>	415 95% <small>p</small>	186 94% <small>p</small>	214 96% <small>p</small>	199 94% <small>p</small>	126 94% <small>p</small>
No - not responsible for most of the items bought	242 12%	195 12%	108 12%	87 11%	47 11%	40 11%	6 15%	113 9% <small>o</small>	97 10% <small>io</small>	16 6% <small>o</small>	129 15% <small>ghio</small>	16 18% <small>ghim</small>	52 28% <small>ghijm</small>	9 8% <small>o</small>	49 14% <small>ghio</small>	2 1%	212 14% <small>qrstuvw</small>	27 5%	24 5%	22 5%	12 6%	10 4%	13 6%	9 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 598

**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**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability other (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Yes - responsible for half or more of the items bought	1852 88%	82 93%g	226 96%dfgh i	275 94%dfgh i	303 88%g	249 91%gh	161 88%	106 80%	82 83%	222 86%	463 89%	174 87%	319 90%	141 92%	17 100%	1358 89%	1826 88%
No - not responsible for most of the items bought	242 12%	7 7%	10 4%	17 6%	41 12%bc	24 9%	22 12%bc	27 20%abcd e	17 17%bce	37 14%bc	58 11%	25 13%	36 10%	13 8%	-	176 11%	239 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 599  
**How many cars are there in your household?**  
**Base: All respondents**

	Gender			Age						Social Grade				Region										Employment Sector			Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)		Private (B)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
No cars in the household	440	202	237	53	89	76	84	56	81	79	132	52	176	44	17	63	34	37	14	18	32	94	51	28	7	48	164	42	
	21%	20%	22%	23%	24%i	23%	23%i	18%	17%	14%	22%j	12%	35%jkl	25%sy	20%st	27%suw	20%st	20%st	10%	17%	16%	34%oqr	34%oqr	18%st	16%	11%	14%	19%A	22%
NET: Any	1654	819	835	179	273	259	286	254	403	493	456	373	333	132	68	171	137	144	134	84	163	180	234	152	56	298	699	144	
	79%	80%	78%	77%	76%	77%	77%	82%	83%eg	86%km	78%km	88%km	65%	75%	80%v	73%	80%v	80%v	90%nop	83%v	84%pv	66%	82%pv	84%npv	89%npv	86%B	81%	78%	
1	849	408	442	50	137	131	140	134	258	227	242	173	208	67	32	108	67	70	72	44	74	106	107	77	25	129	335	64	
	41%	40%	41%	21%	38%d	39%d	38%d	43%d	53%def	40%	41%	41%	41%	38%	37%	46%	39%	39%	49%w	44%	38%	39%	38%	43%	40%	37%	39%	34%	
2	613	326	287	68	104	108	112	95	126	198	162	159	95	46	29	54	54	69	43	33	63	56	92	52	23	130	276	52	
	29%	32%b	27%	29%	29%	32%	30%	31%	26%	35%km	28%km	37%km	19%	26%	33%v	23%	32%v	38%npv	29%	33%v	32%v	20%	32%pv	29%	36%v	38%	32%	28%	
3+	192	86	107	61	33	20	35	24	20	68	53	41	30	19	8	8	16	5	19	7	26	18	35	23	8	40	88	28	
	9%	8%	10%	26%efgh	9%i	6%	9%i	8%i	4%	12%lm	9%	10%lm	6%	11%pr	9%r	4%	9%pr	3%	13%prv	7%	13%prv	7%	12%prv	13%prv	12%pr	11%	10%	15%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 600  
**How many cars are there in your household?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
No cars in the household	440	391	40	10	16	10	3	1	7	6	249	115	43	14
	21%	20%	27%	32%	23%	30%	45%	8%	44%	60%	22%	18%	20%	29%
NET: Any	1654	1526	110	22	52	24	4	9	8	4	899	523	177	34
	79%	80%	73%	68%	77%	70%	55%	92%	56%	40%	78%	82%	80%	71%
1	849	775	64	9	29	16	2	7	5	4	490	258	75	11
	41%	40%	43%	29%	43%	48%	35%	71%	35%	40%	43% <sub>l</sub> m	40% <sub>m</sub>	34%	23%
2	613	573	33	10	14	6	1	2	3	-	312	205	75	13
	29%	30%	22%	30%	20%	18%	20%	21%	21%	-	27%	32% <sub>j</sub>	34% <sub>k</sub>	27%
3+	192	178	13	3	9	1	-	-	-	-	97	59	26	10
	9%	9%	9%	9%	13%	4%	-	-	-	-	8%	9%	12%	21% <sub>j</sub> k

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 601  
**How many cars are there in your household?**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
No cars in the household	440 21%	395 23% <sup>cdef</sup>	249 28% <sup>acde</sup>	145 18% <sup>def</sup>	45 11%	43 12%	2 4%	212 18% <sup>n</sup>	162 17%	49 19% <sup>n</sup>	228 26% <sup>ghin</sup>	44 50% <sup>ghij</sup>	71 38% <sup>ghij</sup>	34 29% <sup>ghn</sup>	43 13%	36 24% <sup>n</sup>	357 23% <sup>qrsu</sup>	82 15%	69 14%	56 13%	38 19% <sup>v</sup>	28 13%	22 10%	18 14%
NET: Any	1654 79%	1291 77% <sup>cb</sup>	647 72%	644 82% <sup>ab</sup>	364 89% <sup>abc</sup>	324 88% <sup>abc</sup>	40 96% <sup>abc</sup>	997 82% <sup>ijklm</sup>	793 83% <sup>ijklm</sup>	204 81% <sup>ijkl</sup>	658 74% <sup>kl</sup>	45 50%	114 62%	84 71% <sup>kl</sup>	300 87% <sup>gijkl</sup>	115 76% <sup>kl</sup>	1181 77%	467 85% <sup>p</sup>	408 86% <sup>p</sup>	381 87% <sup>p</sup>	161 81%	195 87% <sup>p</sup>	190 90% <sup>pt</sup>	116 86% <sup>p</sup>
1	849 41%	697 41%	353 39%	344 44%	153 37%	140 38%	13 31%	463 38% <sup>kl</sup>	362 38% <sup>kl</sup>	102 40% <sup>kl</sup>	386 44% <sup>ghkl</sup>	20 23%	52 28%	59 50% <sup>ghkl</sup>	188 55% <sup>ghij</sup>	68 45% <sup>kl</sup>	612 40%	234 43%	205 43%	186 43%	84 42%	103 46%	88 41%	52 39%
2	613 29%	461 27%	232 26%	230 29%	152 37% <sup>abc</sup>	135 37% <sup>abc</sup>	16 39%	405 34% <sup>ijklm</sup>	327 34% <sup>ijklm</sup>	79 31% <sup>ijklm</sup>	207 23%	17 19%	42 23%	23 19%	93 27%	33 22%	424 28%	187 34% <sup>p</sup>	168 35% <sup>p</sup>	151 34% <sup>p</sup>	73 37% <sup>p</sup>	78 35% <sup>p</sup>	74 35% <sup>p</sup>	45 34%
3+	192 9%	133 8%	63 7%	70 9%	59 15% <sup>abc</sup>	49 13% <sup>abc</sup>	11 25% <sup>abc</sup>	128 11% <sup>ijklm</sup>	104 11% <sup>ijklm</sup>	24 9% <sup>m</sup>	64 7%	8 8%	21 11% <sup>mn</sup>	3 2%	19 6%	14 10% <sup>m</sup>	145 9% <sup>t</sup>	45 8% <sup>t</sup>	35 7% <sup>t</sup>	44 10% <sup>t</sup>	3 2%	14 6% <sup>t</sup>	29 14% <sup>qrstu</sup>	19 14% <sup>rtu</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 602  
**How many cars are there in your household?**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
No cars in the household	440 21%	49 56% cdef ghi	103 43% cdef ghi	86 29% defg hi	68 20% gij	43 16% gij	25 13% ij	9 6%	12 12% ij	11 4%	165 32% o	76 38% lo	102 29% o	50 33% o	10 57%	264 17%	425 21%
NET: Any	1654 79%	39 44%	134 57%	206 71% ab	276 80% abc	230 84% abc	158 87% abc	124 94% abcd e	87 88% abc efh	248 96% abcd efh	356 68%	124 62%	253 71% k	103 67%	8 43%	1270 83% ijklm	1640 79%
1	849 41%	27 30%	104 44% ahi	161 55% abef ghi	175 51% afgh i	121 45% ahi	69 38% hi	49 37% hi	19 19%	65 25%	212 41%	76 38%	143 40%	67 44%	6 35%	623 41%	841 41%
2	613 29%	9 10%	23 10%	35 12%	82 24% abc	89 33% abcd	72 39% abcd e	58 44% abcd e	46 47% abcd ef	133 51% abcd ef	113 22%	36 18%	85 24%	27 17%	1 8%	491 32% ijklm	609 29%
3+	192 9%	4 4%	7 3%	10 3%	19 6%	19 7%	17 10% bc	17 12% bcd	22 22% abcd ef	50 19% abcde f	31 6%	12 6%	24 7%	10 6%	-	156 10% j	190 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 603  
To which of the following ethnic groups do you consider you belong?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)		Public (A)	Private (B)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
White	1917	940	977	191	312	298	342	296	478	525	518	406	467	172	82	216	160	160	140	97	190	191	272	175	61	315	775	157	
		92%	92%	91%	82%	86%	89% <sup>d</sup>	92% <sup>de</sup>	95% <sup>def</sup>	99% <sup>defgh</sup>	92% <sup>gh</sup>	88%	96% <sup>ijk</sup>	92% <sup>klm</sup>	97% <sup>prv</sup>	96% <sup>qv</sup>	92% <sup>qv</sup>	94% <sup>qv</sup>	89% <sup>qv</sup>	95% <sup>qv</sup>	96% <sup>qv</sup>	97% <sup>prv</sup>	70%	96% <sup>rv</sup>	97% <sup>rv</sup>	98% <sup>rv</sup>	91%	90%	84%
NET: BAME	150	73	78	38	43	34	23	12	-	40	60	17	33	2	1	16	11	18	8	2	5	73	9	5	-	27	74	29	
		7%	7%	7%	17% <sup>fghi</sup>	12% <sup>ghi</sup>	10% <sup>hi</sup>	6% <sup>i</sup>	4% <sup>i</sup>	-	7% <sup>j</sup>	10% <sup>lm</sup>	4%	7%	1%	1%	7% <sup>ny</sup>	6% <sup>n</sup>	10% <sup>notu</sup>	5% <sup>n</sup>	2%	3%	26% <sup>nopq</sup>	3%	3%	-	8%	9%	16%
Mixed	32	15	17	10	10	6	5	1	-	10	12	3	7	-	1	1	5	4	1	2	1	14	3	1	-	6	17	7	
		2%	1%	2%	4% <sup>ghi</sup>	3% <sup>hi</sup>	2% <sup>i</sup>	1% <sup>i</sup>	*	2%	2%	1%	1%	-	1%	*	3% <sup>np</sup>	2%	1%	2%	*	14	5% <sup>npsu</sup>	1%	1%	*	2%	2%	4%
Asian	68	36	32	17	25	17	7	3	-	14	30	10	14	2	-	10	4	11	5	-	-	32	3	-	-	12	33	11	
		3%	4%	3%	7% <sup>ghi</sup>	7% <sup>ghi</sup>	5% <sup>ghi</sup>	2% <sup>i</sup>	1% <sup>i</sup>	2%	5% <sup>jl</sup>	2%	3%	1%	-	4% <sup>ntuw</sup>	2% <sup>u</sup>	6% <sup>notu</sup>	3% <sup>ux</sup>	-	-	-	12% <sup>nopq</sup>	1%	-	-	3%	4%	6%
Black	34	12	22	8	6	9	6	5	-	10	14	3	8	1	-	4	1	3	2	-	5	15	1	2	-	9	14	6	
		2%	1%	2%	4% <sup>i</sup>	2% <sup>i</sup>	3% <sup>i</sup>	2% <sup>i</sup>	-	2%	2%	1%	1%	*	-	2%	1%	2%	1%	-	2% <sup>w</sup>	5% <sup>npps</sup>	1%	1%	-	3%	2%	3%	
Chinese	7	3	3	3	1	-	3	-	-	4	2	-	-	-	-	-	-	-	1	-	-	5	1	-	-	1	4	2	
		*	*	*	1% <sup>i</sup>	*	1%	-	-	1%	*	-	-	-	-	-	-	-	*	-	-	2% <sup>p</sup>	*	-	-	*	*	1%	
Other ethnic group	10	6	4	1	2	2	2	3	-	2	2	1	4	-	-	1	-	-	-	-	-	6	1	2	-	6	3	3	
		*	*	*	1%	1%	1%	1% <sup>i</sup>	-	*	*	*	1%	-	-	*	-	-	-	-	-	2%	*	1%	-	-	1%	2%	
Prefer not to answer	27	9	18	3	6	3	6	2	6	6	10	2	9	3	2	2	-	2	-	2	-	10	3	1	1	3	14	-	
		1%	1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	3% <sup>qu</sup>	1%	-	1%	-	2%	-	4% <sup>ppqsu</sup>	1%	1%	2%	1%	2%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 604  
**To which of the following ethnic groups do you consider you belong?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					Still in full time education (m)
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
White	1917	1917	-	-	-	-	-	-	14	8	1083	568	192	41
	92%	100%bd	-	-	-	-	-	-	93%	83%	94%klm	89%	87%	84%
NET: BAME	150	-	150	32	68	34	7	10	-	1	50	68	25	7
	7%	-	100%a	100%	100%a	100%	100%	100%	-	8%	4%	11%j	11%j	14%j
Mixed	32	-	32	32	-	-	-	-	-	-	8	16	6	2
	2%	-	21%ad	100%	-	-	-	-	-	-	1%	3%j	3%j	4%j
Asian	68	-	68	-	68	-	-	-	-	-	28	28	10	1
	3%	-	45%a	-	100%ab	-	-	-	-	-	2%	4%j	4%	3%
Black	34	-	34	-	-	34	-	-	-	-	9	16	6	2
	2%	-	22%ad	-	-	100%	-	-	-	-	1%	3%j	3%j	4%
Chinese	7	-	7	-	-	-	7	-	-	-	1	3	2	1
	*	-	4%a	-	-	-	100%	-	-	-	*	*	1%j	1%j
Other ethnic group	10	-	10	-	-	-	-	10	-	1	3	4	1	1
	*	-	7%ad	-	-	-	-	100%	-	8%	*	1%	1%	2%
Prefer not to answer	27	-	-	-	-	-	-	-	1	1	15	2	3	1
	1%	-	-	-	-	-	-	-	7%	9%	1%k	*	1%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 605  
To which of the following ethnic groups do you consider you belong?  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
White	1917	1517	764	753	399	358	42	1090	854	237	827	75	158	115	341	137	1440	473	407	382	163	186	183	120
	92%	90%b	85%	95%ab	98%ab	97%ab	100%ab	90%l	89%	93%hkl	93%ghkl	85%	85%	98%ghklo	100%ghijkl	91%	94%qrstuv	86%	85%	87%	82%	83%	86%	89%
NET: BAME	150	143	121	22	7	7	-	102	88	13	49	12	24	-	1	12	85	64	59	46	32	32	25	13
	7%	8%cde	13%acdef	3%	2%	2%	-	8%ijmn	9%ijmn	5%mn	6%mn	13%ijmn	13%gijmn	-	*	8%mn	6%	12%p	12%p	10%p	16%p	14%p	12%p	10%
Mixed	32	28	26	2	4	4	-	23	20	3	9	2	5	-	1	1	19	14	14	8	9	8	4	2
	2%	2%c	3%cd	*	1%	1%	-	2%n	2%n	1%	1%	3%n	3%n	-	*	1%	1%	2%	3%p	2%	5%p	3%p	2%	1%
Asian	68	67	53	14	1	1	-	44	36	8	24	4	12	-	-	8	35	33	29	25	15	17	13	9
	3%	4%cde	6%acde	2%de	*	*	-	4%n	4%n	3%n	3%n	4%mn	7%ijmn	-	-	5%mn	2%	6%p	6%p	6%p	8%p	8%p	6%p	6%p
Black	34	33	28	5	*	*	-	23	21	2	11	4	4	-	-	2	20	13	11	8	7	4	4	3
	2%	2%cde	3%de	1%	*	*	-	2%n	2%n	1%	1%n	5%ijmn	2%n	-	-	1%n	1%	2%	2%	2%	3%	2%	2%	2%
Chinese	7	7	6	1	-	-	-	4	4	-	2	-	2	-	-	-	5	1	1	1	-	1	1	-
	*	*	1%	*	-	-	-	*	*	-	*	-	1%	-	-	-	*	*	*	*	-	1%	1%	-
Other ethnic group	10	8	8	-	2	2	-	6	6	1	3	1	1	-	-	1	6	4	4	3	2	2	2	-
	*	*	1%c	-	*	1%	-	1%	1%	*	*	2%n	*	-	-	1%	*	1%	1%	1%	1%	1%	1%	-
Prefer not to answer	27	25	11	14	2	2	-	16	13	4	10	2	3	3	1	1	13	11	11	9	3	5	4	1
	1%	1%	1%	2%	*	*	-	1%	1%	1%	1%	2%	2%	2%n	*	1%	1%	2%p	2%p	2%p	2%	2%p	2%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 606  
To which of the following ethnic groups do you consider you belong?  
Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?							
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
White	1917	74	216	275	322	254	162	115	96	240	504	194	346	146	13	1389	1891	
		92%	84%	91%	94%afg	94%ag	93%ag	89%	86%	97%afg	93%a	97%o	97%o	98%o	95%	74%	91%	92%
NET: BAME	150	10	18	16	20	18	16	15	3	17	14	5	8	4	5	134	149	
		7%	12%h	8%	5%	6%	7%	9%	11%ch	3%	7%	3%	2%	3%	26%	9%klm	7%	
Mixed	32	2	1	-	5	5	5	5	-	6	3	*	3	2	2	28	32	
		2%	2%c	1%	-	1%	2%c	3%c	4%bc	-	2%c	1%	*	1%	12%	2%	2%	
Asian	68	6	10	10	10	5	9	4	1	7	7	3	3	-	1	61	66	
		3%	6%e	4%	3%	3%	2%	5%	3%	1%	3%	1%	1%	-	6%	4%lm	3%	
Black	34	1	5	4	4	6	2	3	2	1	1	-	-	1	-	32	34	
		2%	1%	2%	1%	2%	1%	3%	2%	*	*	-	-	*	-	2%j	2%	
Chinese	7	1	-	-	-	1	-	1	-	2	1	-	1	-	-	6	7	
		*	1%	-	-	*	-	1%	-	1%	*	-	*	-	-	*	*	
Other ethnic group	10	1	1	1	1	1	-	2	-	1	3	1	1	1	1	7	10	
		*	1%	*	1%	*	-	1%	-	1%	1%	1%	*	1%	8%	*	*	
Prefer not to answer	27	4	2	1	2	1	5	3	-	2	3	1	1	3	-	12	25	
		1%	4%cde	1%	*	1%	*	3%cde	2%	-	1%	*	*	2%	-	1%	1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 607  
To which of the following religious groups do you consider yourself to be a member of?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Christian	1020	480	540	78	110	134	190	174	335	284	268	211	258	72	48	119	88	80	66	42	103	118	148	97	40	144	386	90
	49%	47%	50%	33%	30%	40%e	51%def	56%def	69%def	50%	46%	50%	51%	41%	56%n	51%	52%	44%	44%	41%	53%n	43%	52%nv	54%nv	63%nr	42%	45%	48%
NET: Other	129	68	61	23	36	24	23	11	12	33	51	16	29	7	3	19	8	13	7	8	8	41	13	1	-	25	53	28
	6%	7%	6%	10%hi	10%hi	7%i	6%i	4%	3%	6%	9%i	4%	6%	4%	4%	8%xy	4%x	7%xy	5%x	8%xy	4%	22	15%nopq	5%x	1%	7%	6%	15%
Muslim	54	28	26	11	21	14	8	1	-	9	18	11	16	2	-	12	4	10	2	-	1	22	1	1	-	12	23	12
	3%	3%	2%	5%hi	6%ghi	4%hi	2%hi	*	-	2%	3%	3%	3%	1%	-	5%ntuwx	2%	5%nstuwx	1%	-	*	8%noqs	*	*	-	3%	3%	6%
Hindu	9	4	5	4	1	1	-	2	-	5	4	-	-	-	-	1	-	-	1	-	-	6	1	-	-	3	4	1
	*	*	*	2%gi	*	*	-	1%	-	1% <sup>m</sup>	1%	-	-	-	-	*	-	-	1%	-	-	2%	*	-	-	1%	*	1%
Jewish	16	13	3	-	3	1	4	2	7	8	3	2	3	-	1	-	*	1	2	-	1	6	4	-	-	2	5	1
	1%	1% <sup>b</sup>	*	-	1%	*	1%	1%	1%	1%	*	*	1%	-	1%	-	*	1%	1%	-	1%	2% <sup>p</sup>	1%	-	-	1%	1%	1%
Sikh	2	1	1	1	-	-	-	1	-	2	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	2	-
	*	*	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	-	-	*	-
Buddhist	17	11	5	1	5	-	5	2	3	2	12	-	3	1	-	2	1	1	1	4	1	4	1	-	-	4	6	5
	1%	1%	1%	1%	2% <sup>f</sup>	-	1% <sup>f</sup>	1%	1%	*	2% <sup>jl</sup>	-	1%	1%	-	1%	1%	*	1%	4% <sup>prwx</sup>	1%	1%	*	-	-	1%	1%	3%
Other	33	12	21	6	5	8	7	5	2	8	14	3	8	4	3	4	2	2	-	4	5	4	5	1	-	4	13	7
	2%	1%	2%	3%i	1%	2%i	2%	1%	*	1%	2%	1%	2%	2%	3% <sup>s</sup>	2%	1%	-	4% <sup>sx</sup>	2%	1%	2%	2%	*	-	1%	2%	4%
None	900	457	443	122	205	172	150	120	131	239	256	191	214	96	33	95	74	82	75	49	78	100	115	80	22	169	399	62
	43%	45%	41%	53%ghi	56%ghi	51%ghi	40%i	39%i	27%	42%	44%	45%	42%	54% <sup>opu</sup>	38%	41%	43%	45%	51% <sup>vwy</sup>	49% <sup>v</sup>	40%	36%	41%	44%	35%	49%	46%	33%
Prefer not to say	44	16	29	10	12	5	7	5	6	16	13	7	8	2	2	1	1	5	-	2	6	15	8	2	1	7	24	6
	2%	2%	3%	4%i	3%	1%	2%	2%	1%	3%	2%	2%	2%	1%	2%	*	1%	3% <sup>ps</sup>	-	2%	3% <sup>ps</sup>	5% <sup>npps</sup>	3% <sup>p</sup>	1%	2%	2%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 608  
**To which of the following religious groups do you consider yourself to be a member of?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Christian	1020 49%	972 51%bd	42 28%bd	8 24%	1 1%	25 75%	2 32%	6 59%	8 51%	4 45%	584 51%lm	308 48%	93 42%	17 35%
NET: Other	129 6%	60 3%	70 46%a	3 8%	60 88%ab	5 14%	-	3 26%	1 4%	-	50 4%	54 8%j	20 9%j	5 11%
Muslim	54 3%	-	54 36%a	1 4%	46 68%ab	5 14%	-	2 20%	-	-	23 2%	22 3%	6 3%	2 5%
Hindu	9 *	-	9 6%a	-	9 13%a	-	-	-	-	-	3 *	3 1%	2 1%	-
Jewish	16 1%	16 1%	-	-	-	-	-	-	1 4%	-	6 1%	4 1%	5 2%j	-
Sikh	2 *	-	2 1%a	-	2 2%a	-	-	-	-	-	2 *	-	-	-
Buddhist	17 1%	11 1%	5 4%a	2 5%	3 5%a	-	-	1 6%	-	-	3 *	10 2%j	4 2%j	-
Other	33 2%	33 2%	-	-	-	-	-	-	-	-	13 1%	15 2%	2 1%	3 6%j
None	900 43%	862 45%bd	35 23%bd	20 62%	6 10%	4 11%	3 52%	1 15%	7 45%	4 40%	495 43%	260 41%	104 47%	26 54%
Prefer not to say	44 2%	23 1%	4 3%	2 5%	1 2%	-	1 16%	-	-	2 16%	19 2%	16 2%	3 2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 609  
To which of the following religious groups do you consider yourself to be a member of?  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Christian	1020 49%	805 48%	402 45%	403 51%b	215 53%b	191 52%b	24 57%	530 44%	408 43%	122 48%kl	490 55%ghik	31 34%	71 38%	86 73%ghij	227 66%ghij	75 50%kl	761 49%	258 47%	215 45%	205 47%	89 45%	97 44%	95 45%	73 54%
NET: Other	129 6%	118 7%cde	79 9%cde	39 5%	11 3%	9 2%	2 5%	78 6%n	64 7%n	14 5%	51 6%n	7 8%n	19 10%jmn	2 2%	9 3%	14 9%mn	79 5%	50 9%p	45 9%p	39 9%p	20 10%p	21 9%p	23 11%p	12 9%
Muslim	54 3%	54 3%cde	41 5%cde	13 2%de	-	-	-	34 3%n	27 3%n	7 3%n	19 2%n	4 4%mn	7 4%mn	-	-	8 5%jmn	24 2%	29 5%p	26 6%p	23 5%p	13 7%p	16 7%p	13 6%p	8 6%p
Hindu	9 *	8 *	6 1%	2 *	1 *	1 *	-	7 1%	6 1%	1 *	2 *	-	2 1%	-	-	6 *	3 *	3 1%	2 1%	2 *	2 *	2 1%	-	-
Jewish	16 1%	14 1%	10 1%	4 1%	1 *	1 *	-	7 1%	6 1%	2 1%	8 1%	-	1 1%	2 2%	4 1%	14 1%	2 *	2 *	2 *	-	-	-	2 1%	1 1%
Sikh	2 *	2 *	2 *	-	-	-	-	2 *	1 *	1 *	-	-	-	-	-	-	2 *	1 *	1 *	1 *	-	-	-	1 1%p
Buddhist	17 1%	13 1%	9 1%	4 *	4 1%	2 *	2 5%abcde	10 1%	8 1%	1 1%	7 1%	-	3 2%	-	3 1%	2 1%	15 1%	2 *	2 *	2 *	-	2 1%	1 1%	1 *
Other	33 2%	28 2%	12 1%	16 2%	5 1%	5 1%	-	18 1%	16 2%	2 1%	15 2%	4 4%in	6 3%in	-	2 1%	3 2%	21 1%	12 2%	11 2%	9 2%	5 3%	1 1%	7 3%	2 1%
None	900 43%	725 43%	398 44%	327 41%	174 43%	158 43%	16 38%	568 47%jmn	456 48%jmn	112 44%jmn	332 37%mn	50 56%jmno	91 49%jmn	28 23%	104 44%	60 40%mn	671 44%	229 42%	206 43%	183 42%	86 43%	101 45%	87 41%	48 36%
Prefer not to say	44 2%	36 2%	17 2%	20 2%	8 2%	8 2%	-	32 3%	26 3%	5 2%	13 1%	2 2%	5 3%	1 2%	3 2%	1 1%	28 2%	11 2%	10 2%	4 2%	5 2%	6 3%	1 1%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 610

To which of the following religious groups do you consider yourself to be a member of?

Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Christian	1020	35	122	141	182	137	84	57	53	116	258	72	203	81	9	747	1001
	49%	40%	52%	48%	53%a	50%	46%	43%	53%	45%	50%k	36%	57%jko	52%k	52%	49%k	48%
NET: Other	129	7	22	15	17	14	13	8	5	17	31	12	19	11	1	97	127
	6%	8%	9%	5%	5%	7%	6%	5%	6%	6%	6%	5%	7%	8%	6%	6%	6%
Muslim	54	4	10	10	8	1	6	6	2	2	6	2	3	*	1	48	52
	3%	5%ei	4%ei	3%e	2%	1%	3%e	4%ei	2%	1%	1%	1%	1%	*	8%	3%j	3%
Hindu	9	*	-	-	1	1	1	1	-	3	1	1	-	-	-	8	9
	*	*	-	-	*	*	*	1%	-	1%	*	*	-	-	-	1%	*
Jewish	16	-	4	*	-	1	1	1	1	8	3	-	3	3	-	12	16
	1%	-	2%d	*	-	*	1%	1%	1%	3%cde	1%	-	1%	2%	-	1%	1%
Sikh	2	-	-	-	1	-	1	-	-	-	-	-	-	-	-	2	2
	*	-	-	-	*	-	*	-	-	-	-	-	-	-	-	*	*
Buddhist	17	2	2	2	1	4	1	-	2	1	5	2	4	3	-	12	17
	1%	3%d	1%	1%	*	2%	*	-	2%	*	1%	1%	1%	2%	-	1%	1%
Other	33	1	6	2	6	7	4	-	-	2	16	7	9	5	-	16	33
	2%	1%	3%	1%	2%	3%	2%	-	-	1%	3%o	4%o	3%o	3%o	-	1%	2%
None	900	42	89	130	142	120	81	64	40	121	230	114	132	60	7	664	894
	43%	48%	38%	44%	41%	44%	44%	48%	40%	47%	44%	57%jmo	37%	39%	39%	43%	43%
Prefer not to say	44	3	3	7	3	2	5	5	1	6	2	1	1	2	-	26	43
	2%	4%d	1%	2%	1%	1%	3%	4%d	1%	2%	*	1%	*	1%	-	2%j	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 611  
Which of the following best describes where you live?  
Base: All respondents

	Gender		Age							Social Grade				Region											Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Urban	1685	820	866	206	308	289	290	235	357	438	478	347	422	128	71	210	128	164	105	65	133	271	225	142	44	283	704	154
	80%	80%	81%	89%ghi	85%ghi	86%ghi	78%	76%	74%	77%	81%	82%	83%j	73%	83%tu	90%nqs tuwxy	75%	91%nqs tuwxy	71%	64%	68%	99%nop qrstuw xy	79%tu	78%tu	70%	82%	82%	83%
Urban - Population over 10,000	896	466	430	122	188	158	146	126	156	259	268	170	198	71	27	100	63	88	50	27	57	231	97	61	23	157	395	95
	43%	46%b	40%	52%ghi	52%ghi	47%i	40%l	41%i	32%	45%lm	46%lm	40%	39%	40%tu	32%	43%tu	37%	49%oqs tuwx	34%	26%	29%	84%nop qrstuw xy	34%	34%	37%	46%	46%	51%
Town and Fringe	789	354	435	84	120	131	144	108	202	179	210	177	224	57	44	110	65	76	54	39	76	40	127	81	20	126	309	60
	38%	35%	41%a	36%	33%	39%	39%	35%	42%e	31%	36%	42%j	44%jk	32%v	51%nv	47%ns	38%v	42%v	37%v	38%v	39%v	14%	45%nv	45%nv	33%v	36%	36%	32%
NET: Rural	409	202	207	26	54	46	80	75	127	133	110	78	87	48	14	23	43	17	43	36	62	3	60	39	19	62	158	32
	20%	20%	19%	11%	15%	14%	22%def	24%def	26%def	23%em	19%	18%	17%	27%prv	17%v	10%v	25%prv	9%v	29%prv	36%opr vw	32%opr wx	1%	21%prv	22%prv	30%prv	18%	18%	17%
Village	367	182	185	25	48	43	73	67	112	118	95	72	82	38	14	22	42	14	38	35	59	3	57	33	10	58	140	25
	18%	18%	17%	11%	13%	13%	20%def	21%def	23%def	21%	16%	17%	16%	21%prv	17%v	10%v	25%prv	8%v	26%prv	34%nop rwx	30%opr wxy	1%	20%prv	18%prv	17%v	17%	16%	13%
Hamlet & Isolated Dwelling	42	20	22	1	6	3	7	9	15	15	16	6	5	11	-	1	*	3	5	2	3	-	3	6	9	4	18	7
	2%	2%	2%	*	2%	1%	2%	3%	3% <sup>d</sup>	3%	3%	1%	1%	6%opqr uvw	-	*	*	1%	4%ppq	2%v	2%	-	1%	3%ppq	14%opqr stuvw	1%	2%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 612  
**Which of the following best describes where you live?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: Urban	1685	1517	143	28	67	33	7	8	13	10	920	503	180	45
	80%	79%	95%a	88%	99%a	99%	100%	79%	86%	100%	80%	79%	82%	93%jk
Urban - Population over 10,000	896	764	121	26	53	28	6	8	5	5	437	290	122	31
	43%	40%	80%a	80%	77%a	84%	90%	79%	33%	51%	38%	46%j	56%jk	64%jk
Town and Fringe	789	753	22	2	14	5	1	-	8	5	482	213	58	14
	38%	39%bd	15%	8%	21%	15%	10%	-	53%	49%	42%kl	33%	26%	29%
NET: Rural	409	399	7	4	1	*	-	2	2	-	229	134	40	3
	20%	21%bd	5%	12%	1%	1%	-	21%	14%	-	20%m	21%m	18%	7%
Village	367	358	7	4	1	*	-	2	2	-	209	122	32	3
	18%	19%bd	5%	12%	1%	1%	-	21%	12%	-	18%m	19%m	14%	6%
Hamlet & Isolated Dwelling	42	42	-	-	-	-	-	-	*	-	20	13	8	1
	2%	2%	-	-	-	-	-	-	2%	-	2%	2%	4%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 613  
**Which of the following best describes where you live?**  
 Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Urban	1685	1685	896	789	-	-	-	988	793	195	698	74	160	90	250	123	1221	459	399	363	169	189	172	117
	80%	100%def	100%def	100%def	-	-	-	82%n	83%ijn	77%	79%n	83%	86%ijn	77%	73%	82%n	79%	84%p	84%	83%	85%	85%	81%	87%p
Urban - Population over 10,000	896	896	896	-	-	-	-	552	447	105	344	37	93	34	117	63	660	232	199	187	83	105	84	61
	43%	53%cde	100%acdef	-	-	-	-	46%jmn	47%ijn	42%mn	39%	41%	50%jmn	29%	34%	42%m	43%	42%	42%	43%	42%	47%	40%	45%
Town and Fringe	789	789	-	789	-	-	-	435	346	89	354	37	67	56	133	60	561	227	200	176	86	85	88	57
	38%	47%bdef	-	100%abdef	-	-	-	36%	36%	35%	40%	42%	36%	48%ghi	39%	40%	36%	41%	42%p	40%	43%	38%	42%	42%
NET: Rural	409	-	-	-	409	367	42	220	162	59	188	15	26	27	93	28	317	89	78	74	29	34	40	17
	20%	-	-	-	100%abc	100%abc	100%abc	18%	17%	23%chl	21%hl	17%	14%	23%	27%ghj	18%	21%qwo	16%	16%	17%	15%	15%	19%	13%
Village	367	-	-	-	367	367	-	198	150	48	169	15	24	26	79	24	284	81	70	66	27	31	34	13
	18%	-	-	-	90%abc	100%abcd	-	16%	16%	19%	19%	17%	13%	22%	23%ghl	16%	18%w	15%	15%	15%	14%	14%	16%	10%
Hamlet & Isolated Dwelling	42	-	-	-	42	-	42	22	12	10	19	-	1	1	13	4	33	8	8	8	2	3	5	4
	2%	-	-	-	10%abce	-	100%abcde	2%	1%	4%ghl	2%	-	1%	1%	4%ghl	2%	2%	2%	2%	2%	1%	1%	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 614  
**Which of the following best describes where you live?**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?							
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
NET: Urban	1685	77	193	237	267	213	145	114	85	204	412	162	271	122	16	1238	1661	
		80%	87%	82%	81%	78%	78%	79%	86%	85%	79%	79%	81%	77%	80%	92%	81%	80%
Urban - Population over 10,000	896	40	87	113	152	111	87	63	50	106	192	78	120	62	10	686	883	
		43%	45%	37%	39%	44%	41%	48%b	48%	51%b	41%	37%	39%	34%	40%	58%	45%jl	43%
Town and Fringe	789	37	106	124	115	101	58	50	34	98	220	84	151	60	6	552	778	
		38%	41%	45%df	43%df	34%	37%	32%	38%	34%	38%	42%o	42%	43%o	39%	34%	36%	38%
NET: Rural	409	12	43	55	76	60	38	19	14	55	109	37	83	31	1	296	404	
		20%	13%	18%	19%	22%	21%	14%	15%	21%	21%	19%	23%	20%	8%	19%	20%	
Village	367	11	42	50	69	51	33	17	12	49	98	35	74	29	1	267	362	
		18%	13%	18%	17%	20%	19%	18%	13%	19%	19%	21%	19%	19%	8%	17%	18%	
Hamlet & Isolated Dwelling	42	1	1	5	7	9	5	2	2	6	11	3	9	2	-	30	42	
		2%	1%	*	2%	2%	3%b	3%	1%	2%	2%	1%	2%	1%	-	2%	2%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 615  
Which of the following best describes your current working status?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
NET: Working	1208	643	565	122	290	266	285	174	72	353	385	276	194	96	51	123	105	113	84	52	96	186	161	100	41	346	863	150
	58%	63%b	53%	52%i	80%dhi	79%dh	77%dhi	56%i	15%	62%m	65%em	65%em	38%	54%	59%	53%	62%u	62%u	57%	51%	49%	68%np	57%57%	56%	66%u	100%	100%	80%
Working full time - working 30 hours per week or more	955	571	383	100	254	223	221	120	37	290	308	212	145	75	43	97	91	90	61	43	71	157	120	73	33	282	673	128
	46%	56%b	36%	43%i	70%cdgh	67%dhi	60%dhi	39%i	8%	51%em	52%em	50%em	29%	42%	50%	42%	53%psu	50%u	41%	43%	37%	57%np	42%	40%	52%u	82%	78%	69%
Working part time - working between 8 and 29 hours per week	253	72	182	22	36	43	64	54	35	63	78	64	49	21	8	26	14	22	24	9	24	29	41	27	9	64	190	21
	12%	7%	17%a	10%	10%	13%i	17%dei	17%dei	7%	11%	13%	15%em	10%	12%	9%	11%	8%	12%	16%q	9%	12%	10%	14%	15%	14%	18%	22%	11%
NET: Not working	886	379	507	110	72	69	86	136	412	219	203	149	315	81	35	110	65	68	64	49	99	89	124	80	21	-	-	36
	42%	37%	47%a	48%efg	20%	21%	23%	44%efg	85%def	38%	35%	35%	62%jkl	46%v	41%	47%v	38%	38%	43%v	49%v	51%qrv	32%	43%v	44%v	34%	-	-	20%
Not working but seeking work or temporarily unemployed or sick	89	48	41	15	20	15	23	17	-	9	5	19	55	11	4	13	3	9	4	6	11	9	11	8	1	-	-	4
	4%	5%	4%	6%i	5%i	4%i	6%i	5%i	-	2%	1%	5%jk	11%jkl	6%	4%	5%	2%	5%	3%	6%	6%	3%	4%	4%	2%	-	-	2%
Not working and not seeking work/ student	186	67	118	91	21	17	25	29	2	31	58	22	75	17	8	23	13	14	13	9	10	29	22	22	4	-	-	16
	9%	7%	11%a	39%efgh	6%i	5%i	7%i	9%fi	*	5%	10%jl	5%	15%jkl	10%	9%	10%	8%	8%	8%	9%	5%	11%u	8%	12%u	7%	-	-	9%
Retired on a state pension only	118	37	81	-	-	-	1	-	117	15	10	14	79	5	8	18	12	7	6	4	20	4	21	11	2	-	-	1
	6%	4%	8%a	-	-	-	*	-	24%defg	3%	2%	3%	15%jkl	3%	9%v	8%v	7%v	4%	4%	4%	10%nrsv	1%	7%v	6%v	4%	-	-	1%
Retired with a private pension	343	208	134	-	-	-	3	57	284	145	107	59	31	36	8	40	28	23	27	24	34	34	51	32	6	-	-	11
	16%	20%b	13%	-	-	-	1%	18%defg	59%defg	25%klm	18%em	14%em	6%	20%ov	9%	17%	17%	13%	18%	24%orv	17%	12%	18%	18%	10%	-	-	6%
House person, housewife, househusband, etc.	151	18	133	4	31	38	35	33	9	19	22	35	74	12	8	16	8	15	15	6	25	13	19	8	7	-	-	3
	7%	2%	12%a	2%	9%di	11%di	9%di	11%di	2%	3%	4%	8%jk	15%jkl	7%	9%	7%	5%	8%	10%vx	5%	13%qvw	5%	7%	4%	12%x	-	-	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base

Prepared by Populus



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 616  
**Which of the following best describes your current working status?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: Working	1208	1090	102	23	44	23	4	6	7	4	616	415	155	4
	58%	57%	68%a	72%	65%	69%	67%	65%	45%	40%	54% <sub>m</sub>	65% <sub>jm</sub>	70% <sub>jm</sub>	7%
Working full time - working 30 hours per week or more	955	854	88	20	36	21	4	6	6	2	467	346	127	2
	46%	45%	59%a	63%	54%	63%	67%	58%	38%	19%	41% <sub>m</sub>	54% <sub>jm</sub>	58% <sub>jm</sub>	4%
Working part time - working between 8 and 29 hours per week	253	237	13	3	8	2	-	1	1	2	149	68	28	2
	12%	12%	9%	9%	12%	6%	-	6%	7%	20%	13% <sub>m</sub>	11%	13%	3%
NET: Not working	886	827	49	9	24	11	2	3	8	6	532	223	65	45
	42%	43% <sub>b</sub>	32%	28%	35%	31%	33%	35%	55%	60%	46% <sub>kl</sub>	35%	30%	93% <sub>ijkl</sub>
Not working but seeking work or temporarily unemployed or sick	89	75	12	2	4	4	-	1	3	1	51	26	9	-
	4%	4%	8% <sub>a</sub>	7%	5%	12%	-	15%	19%	8%	4%	4%	4%	-
Not working and not seeking work/ student	186	158	24	5	12	4	2	1	-	-	92	38	10	45
	9%	8%	16% <sub>a</sub>	15%	18% <sub>a</sub>	13%	33%	8%	-	-	8%	6%	4%	93% <sub>ijkl</sub>
Retired on a state pension only	118	115	-	-	-	-	-	-	3	3	96	11	5	-
	6%	6% <sub>b</sub>	-	-	-	-	-	-	20%	25%	8% <sub>klm</sub>	2%	2%	-
Retired with a private pension	343	341	1	1	-	-	-	-	1	1	180	128	32	-
	16%	18% <sub>bd</sub>	*	2%	-	-	-	-	6%	11%	16% <sub>m</sub>	20% <sub>jm</sub>	15% <sub>m</sub>	-
House person, housewife, etc.	151	137	12	1	8	2	-	1	1	2	114	20	10	-
	7%	7%	8%	3%	11%	6%	-	12%	10%	16%	10% <sub>klm</sub>	3%	5%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 617  
Which of the following best describes your current working status?  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
NET: Working	1208	988	552	435	220	198	22	1208	955	253	-	-	-	-	-	-	777	425	362	345	141	164	162	109	
	58%	59%	62% <sup>cde</sup>	55%	54%	54%	54%	100% <sup>ijklmno</sup>	100% <sup>ijklmno</sup>	100% <sup>ijklmno</sup>	-	-	-	-	-	-	51%	78% <sup>p</sup>	76% <sup>p</sup>	79% <sup>p</sup>	71% <sup>p</sup>	73% <sup>p</sup>	77% <sup>p</sup>	81% <sup>p</sup>	
Working full time - working 30 hours per week or more	955	793	447	346	162	150	12	955	955	-	-	-	-	-	-	-	621	328	281	260	114	128	118	76	
	46%	47% <sup>cdef</sup>	50% <sup>cdef</sup>	44%	40%	41%	29%	79% <sup>ijklmno</sup>	100% <sup>gijklmno</sup>	-	-	-	-	-	-	-	40%	60% <sup>p</sup>	59% <sup>p</sup>	59% <sup>p</sup>	58% <sup>p</sup>	57% <sup>p</sup>	56% <sup>p</sup>	57% <sup>p</sup>	
Working part time - working between 8 and 29 hours per week	253	195	105	89	59	48	10	253	-	253	-	-	-	-	-	-	156	97	81	85	27	36	44	32	
	12%	12%	12%	11%	14%	13%	25% <sup>abc</sup>	21% <sup>hijklmno</sup>	-	100% <sup>ghijklmno</sup>	-	-	-	-	-	-	10%	18% <sup>p</sup>	17% <sup>p</sup>	19% <sup>p</sup>	14%	16% <sup>p</sup>	21% <sup>p</sup>	24% <sup>pt</sup>	
NET: Not working	886	698	344	354	188	169	19	-	-	-	886	89	186	118	343	151	761	49% <sup>qrst</sup>	123	115	92	57	59	49	26
	42%	41%	38%	45% <sup>b</sup>	46% <sup>b</sup>	46% <sup>b</sup>	46%	-	-	-	100% <sup>ghi</sup>	100% <sup>ghi</sup>	100% <sup>ghi</sup>	100% <sup>ghi</sup>	100% <sup>ghi</sup>	100% <sup>ghi</sup>	49% <sup>qrstuvw</sup>	22%	24%	21%	29%	27%	23%	19%	
Not working but seeking work or temporarily unemployed or sick	89	74	37	37	15	15	-	-	-	-	89	89	-	-	-	-	73	15	14	7	9	6	1	1	
	4%	4%	4%	5%	4%	4%	-	-	-	-	10% <sup>ghi</sup>	100% <sup>ghijlmno</sup>	-	-	-	-	5% <sup>sw</sup>	3%	3% <sup>v</sup>	2%	5% <sup>sv</sup>	3%	*	1%	
Not working and not seeking work/ student	186	160	93	67	26	24	1	-	-	-	186	-	186	-	-	-	166	18	15	9	9	3	5	3	
	9%	9%	10% <sup>d</sup>	8%	6%	7%	3%	-	-	-	21% <sup>ghikmno</sup>	-	100% <sup>ghijklmno</sup>	-	-	-	11% <sup>qrstuvw</sup>	3%	3%	2%	5%	1%	2%	3%	
Retired on a state pension only	118	90	34	56	27	26	1	-	-	-	118	-	-	118	-	-	117	1	1	1	-	-	1	1	
	6%	5%	4%	7% <sup>b</sup>	7% <sup>b</sup>	7% <sup>b</sup>	2%	-	-	-	13% <sup>ghiklno</sup>	-	-	100% <sup>ghijklno</sup>	-	-	8% <sup>qrstuvw</sup>	*	*	*	-	-	1%	1%	
Retired with a private pension	343	250	117	133	93	79	13	-	-	-	343	-	-	-	343	-	336	7	5	7	-	4	2	3	
	16%	15%	13%	17% <sup>b</sup>	23% <sup>abc</sup>	22% <sup>ab</sup>	32% <sup>abc</sup>	-	-	-	39% <sup>ghiklmo</sup>	-	-	-	100% <sup>ghijklmo</sup>	-	22% <sup>qrstuvw</sup>	1%	1%	2%	-	2%	1%	3% <sup>t</sup>	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 617  
**Which of the following best describes your current working status?**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
House person, housewife, househusband, etc.	151	123	63	60	28	24	4	-	-	-	151	-	-	-	-	151	69	82	80	67	38	47	41	17	
		7%	7%	7%	8%	7%	6%	9%			17%	ghikl				100%	ghijk	4%	15%p	17%p	15%p	19%p	21%p	19%p	12%p

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 618  
**Which of the following best describes your current working status?**  
 Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: Working	1208	24	74	137	198	155	127	100	83	220	190	85	116	28	5	994	1197
	58%	27%	31%	47%ab	58%abc	57%abc	69%abcde	75%abcde	84%abcde	85%abcde	37%me	43%lm	33%lm	18%	28%	65%ijklm	58%
Working full time - working 30 hours per week or more	955	7	37	101	152	116	105	84	76	203	138	65	83	21	2	799	944
	46%	8%	16%	34%ab	44%abc	43%ab	57%abcde	63%abcde	77%abcde	78%abcde	26%me	33%lm	24%lm	14%	13%	52%ijklm	46%
Working part time - working between 8 and 29 hours per week	253	17	36	36	47	39	22	15	7	17	52	20	33	7	3	195	253
	12%	19%hi	15%i	12%i	14%i	14%i	12%	12%	7%	7%	10%me	10%	9%	4%	15%	13%me	12%
NET: Not working	886	64	163	155	145	117	56	33	16	39	331	114	238	126	12	541	868
	42%	73%cdefghi	69%cdefghi	53%defghi	42%fghi	43%fghi	31%hi	25%ai	16%	15%	63%o	57%o	67%ko	82%jklo	72%	35%	42%
Not working but seeking work or temporarily unemployed or sick	89	27	18	16	3	9	4	2	2	4	38	27	15	15	-	50	87
	4%	30%bcdefghi	8%defghi	6%di	1%	3%d	2%	2%	2%	2%	7%o	14%jlo	4%	9%lo	-	3%	4%
Not working and not seeking work/ student	186	26	48	20	14	10	6	5	3	10	87	54	51	36	6	95	183
	9%	30%cdefghi	20%cdefghi	7%	4%	4%	4%	4%	3%	4%	17%o	27%jlo	14%o	24%lo	35%	6%	9%
Retired on a state pension only	118	4	37	32	15	11	5	1	*	1	50	6	44	24	-	65	110
	6%	5%i	16%adefghi	11%defghi	4%ai	4%ai	3%	1%	*	*	10%ko	3%	12%ko	15%ko	-	4%	5%
Retired with a private pension	343	4	32	63	70	68	31	20	9	19	105	6	88	36	4	235	338
	16%	4%	13%ai	22%abhi	20%abhi	25%abghi	17%ai	15%ai	9%	7%	20%ko	3%	25%ko	24%ko	22%	15%k	16%
House person, housewife, househusband, etc.	151	3	28	24	43	19	10	5	2	5	51	22	41	15	3	96	151
	7%	4%	12%afghi	8%hi	12%aefghi	7%ai	5%	4%	2%	2%	10%o	11%o	12%o	10%	14%	6%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 619  
Do you work in any of the following occupations?  
Base: All respondents who work

	Gender			Age						Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North of Ireland (y)		Public (A)	Private (B)
Unweighted base	1187	616	571	106	254	282	282	194	69	367	371	271	178	84	44	129	102	113	96	55	98	177	155	94	40	337	850	137
Weighted base	1208	643	565	122*	290	266	285	174	72*	353	385	276	194	96*	51*	123	105*	113	84*	52*	96*	186	161	100*	41*	346	863	150
NET: Public Sector	346	160	186	41	83	75	82	46	19	108	134	59	45	41	15	41	28	34	26	7	28	39	46	23	16	346	-	45
	29%	25%	33% <sup>a</sup>	33%	29%	28%	29%	26%	26%	31%	35% <sup>lm</sup>	21%	23%	43% <sup>qt</sup>	30%	33% <sup>tv</sup>	27%	30% <sup>t</sup>	31% <sup>t</sup>	14%	30%	21%	29%	23%	39% <sup>tv</sup>	100% <sup>B</sup>	-	30%
A nationalised industry/state corporation	25	14	11	11	5	5	4	1	-	10	3	4	9	4	-	4	-	*	1	-	3	6	-	6	1	25	-	5
	2%	2%	2%	9% <sup>efgh</sup>	2%	2%	1%	*	-	3%	1%	1%	4% <sup>k</sup>	4% <sup>w</sup>	-	3% <sup>w</sup>	-	1%	-	3%	3% <sup>w</sup>	-	6% <sup>qrw</sup>	2%	7% <sup>B</sup>	-	4%	
Central government or civil service (including Courts service and Bank of England)	38	27	11	4	7	14	8	4	2	14	18	5	1	3	4	6	2	5	3	1	4	5	1	-	5	38	-	6
	3%	4% <sup>b</sup>	2%	3%	2%	5%	3%	3%	2%	4% <sup>m</sup>	5% <sup>m</sup>	2%	1%	3%	7% <sup>wx</sup>	5% <sup>wx</sup>	1%	4% <sup>wx</sup>	4%	2%	4% <sup>w</sup>	3%	1%	-	12% <sup>qwx</sup>	11% <sup>B</sup>	-	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	125	51	73	8	23	27	37	21	9	39	52	18	16	9	6	13	11	15	12	3	11	16	18	7	3	125	-	19
	10%	8%	13% <sup>a</sup>	7%	8%	10%	13%	12%	12%	11%	13% <sup>l</sup>	7%	8%	10%	11%	11%	11%	13%	14%	7%	12%	9%	11%	7%	8%	36% <sup>B</sup>	-	13%
A university, or other grant funded establishment (include opted-out schools)	43	21	23	3	16	10	10	4	1	20	17	4	3	5	1	6	1	5	2	-	6	4	7	5	1	43	-	11
	4%	3%	4%	2%	5%	4%	3%	3%	1%	6% <sup>lm</sup>	4%	2%	1%	5%	2%	5%	1%	5%	2%	-	7%	2%	4%	5%	2%	13% <sup>B</sup>	-	7%
A health authority or NHS Trust	69	20	49	6	21	11	16	12	2	10	36	14	9	11	4	11	9	4	6	2	1	4	11	4	1	69	-	4
	6%	3%	9% <sup>a</sup>	5%	7%	4%	6%	7%	2%	3%	9% <sup>j</sup>	5%	5%	11% <sup>uv</sup>	9%	9% <sup>uv</sup>	9% <sup>uv</sup>	4%	7%	4%	2%	2%	7%	4%	2%	20% <sup>B</sup>	-	3%
The armed forces	4	4	-	1	2	-	1	-	-	1	1	1	1	1	-	-	-	-	-	-	1	-	-	1	1	4	-	-
	*	1%	-	1%	1%	-	*	-	-	*	*	*	*	1%	-	-	-	-	-	-	1%	-	-	1%	2%	1% <sup>B</sup>	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 619  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Gender			Age						Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Weighted base	1208	643	565	122*	290	266	285	174	72*	353	385	276	194	96*	51*	123	105*	113	84*	52*	96*	186	161	100*	41*	346	863	150
Other public sector occupation (Please specify as much detail as possible)	41	23	18	9	9	8	6	4	6	14	8	12	7	8	1	2	4	4	3	1	1	3	10	-	5	41	-	-
NET: Private Sector	863	484	379	81	207	191	202	128	53	245	251	217	149	55	35	82	77	79	58	45	67	146	115	77	25	-	863	104
A charity, voluntary organisation or trust	75	28	47	7	17	16	24	9	2	21	24	14	16	4	3	3	10	2	2	2	5	23	11	10	1	-	75	12
Self-employed (Private sector)	164	96	67	10	23	26	49	30	25	45	58	44	16	8	4	12	14	11	15	8	15	33	27	10	7	-	164	22
None of the above/ I work in the Private sector	624	359	264	65	166	149	129	89	26	178	169	160	117	43	28	67	54	67	41	35	47	91	77	58	17	-	624	71

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 620  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	1187	1072	100	22	44	23	5	6	7	4	603	405	155	4
Weighted base	1208	1090	102*	23**	44*	23**	4**	6**	7**	4**	616	415	155	4**
NET: Public Sector	346	315	27	6	12	9	1	-	3	2	152	130	57	1
	29%	29%	27%	27%	26%	38%	13%	-	42%	48%	25%	31% <sup>j</sup>	37% <sup>j</sup>	23%
A nationalised industry/state corporation	25	20	5	*	2	3	-	-	-	2	12	9	2	1
	2%	2%	5%	2%	4%	12%	-	-	-	48%	2%	2%	1%	23%
Central government or civil service (including Courts service and Bank of England)	38	33	5	3	2	-	1	-	-	-	18	16	4	-
	3%	3%	5%	13%	4%	-	13%	-	-	-	3%	4%	3%	-
Local government or council (including fire services, police and local authority controlled schools/colleges)	125	115	9	2	6	1	-	-	-	-	54	48	23	-
	10%	11%	9%	7%	14%	5%	-	-	-	-	9%	12%	15% <sup>j</sup>	-
A university, or other grant funded establishment (include opted-out schools)	43	40	3	-	*	2	-	-	-	-	11	16	17	-
	4%	4%	2%	-	1%	9%	-	-	-	-	2%	4%	11% <sup>jk</sup>	-
A health authority or NHS Trust	69	64	4	1	-	3	-	-	-	-	31	29	8	-
	6%	6%	4%	6%	-	12%	-	-	-	-	5%	7%	5%	-
The armed forces	4	4	-	-	-	-	-	-	-	-	2	2	-	-
	*	*	-	-	-	-	-	-	-	-	*	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 620  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	1208	1090	102*	23**	44*	23**	4**	6**	7**	4**	616	415	155	4**
Other public sector occupation (Please specify as much detail as possible)	41 3%	39 4%	2 2%	-	2 4%	-	-	-	3 42%	-	25 4%	10 2%	4 3%	-
NET: Private Sector	863 71%	775 71%	74 73%	17 73%	33 74%	14 62%	4 87%	6 100%	4 58%	2 52%	464 75%kl	285 69%	97 63%	3 77%
A charity, voluntary organisation or trust	75 6%	65 6%	8 8%	2 10%	3 8%	1 5%	1 24%	-	-	-	32 5%	30 7%	13 9%	-
Self-employed (Private sector)	164 14%	143 13%	19 18%	4 17%	5 12%	4 19%	2 45%	3 50%	1 13%	-	83 13%	57 14%	23 15%	-
None of the above/ I work in the Private sector	624 52%	567 52%	47 47%	11 46%	24 54%	9 38%	1 18%	3 50%	3 46%	2 52%	349 57%kl	199 48%	61 39%	3 77%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 621  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	1187	969	538	431	218	195	23	1187	837	350	-	-	-	-	-	-	742	441	377	366	140	178	177	112
Weighted base	1208	988	552	435	220	198	22**	1208	955	253	**	**	**	**	**	**	777	425	362	345	141	164	162	109*
NET: Public Sector	346	283	157	126	62	58	4	346	282	64	-	-	-	-	-	-	214	128	106	107	34	52	46	36
	29%	29%	28%	29%	28%	29%	18%	29%	30%	25%	-	-	-	-	-	-	28%	30%	29%	31%	24%	32%	28%	33%
A nationalised industry/state corporation	25	24	20	4	1	1	-	25	21	4	-	-	-	-	-	-	20	5	5	2	4	2	1	1
	2%	2%	4%	1%	*	*	-	2%	2%	1%	-	-	-	-	-	-	3%	1%	1%	1%	3%	1%	1%	1%
Central government or civil service (including Courts service and Bank of England)	38	31	20	11	7	6	1	38	36	3	-	-	-	-	-	-	24	14	13	13	2	7	7	4
	3%	3%	4%	3%	3%	3%	4%	3%	4%	1%	-	-	-	-	-	-	3%	3%	4%	4%	2%	4%	4%	4%
Local government or council (including fire services, police and local authority controlled schools/colleges)	125	99	47	51	26	26	-	125	98	27	-	-	-	-	-	-	76	49	42	43	8	22	21	12
	10%	10%	9%	12%	12%	13%	-	10%	10%	11%	-	-	-	-	-	-	10%	11%	12%	12%	6%	14%	13%	11%
A university, or other grant funded establishment (include opted-out schools)	43	35	23	11	9	7	2	43	35	8	-	-	-	-	-	-	25	17	14	15	3	7	6	4
	4%	3%	4%	3%	4%	3%	9%	4%	4%	3%	-	-	-	-	-	-	3%	4%	4%	4%	2%	4%	4%	4%
A health authority or NHS Trust	69	57	31	26	12	12	-	69	54	15	-	-	-	-	-	-	39	29	21	23	10	12	6	9
	6%	6%	6%	6%	5%	6%	-	6%	6%	6%	-	-	-	-	-	-	5%	7%	6%	7%	7%	8%	4%	8%
The armed forces	4	3	1	2	1	1	-	4	4	-	-	-	-	-	-	-	3	1	1	-	1	-	-	-
	*	*	*	1%	*	*	-	*	*	-	-	-	-	-	-	-	*	*	*	-	1%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 621  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	1208	988	552	435	220	198	22**	1208	955	253	**	**	**	**	**	**	777	425	362	345	141	164	162	109*
Other public sector occupation (Please specify as much detail as possible)	41	34	15	20	7	6	1	41	34	7	-	-	-	-	-	-	27	14	10	10	5	2	5	6
	3%	3%	3%	5%	3%	3%	5%	3%	4%	3%	-	-	-	-	-	-	4%	3%	3%	3%	4%	1%	3%	5%
NET: Private Sector	863	704	395	309	158	140	18	863	673	190	-	-	-	-	-	-	563	297	256	238	107	112	116	73
	71%	71%	72%	71%	72%	71%	82%	71%	70%	75%	-	-	-	-	-	-	72%	70%	71%	69%	76%	68%	72%	67%
A charity, voluntary organisation or trust	75	60	41	20	15	14	1	75	54	22	-	-	-	-	-	-	53	22	13	17	5	4	5	10
	6%	6%	7%	4%	7%	7%	3%	6%	6%	9%	-	-	-	-	-	-	7% <sup>r</sup>	5%	4%	5%	4%	3%	3%	9% <sup>ruv</sup>
Self-employed (Private sector)	164	123	77	46	41	34	7	164	108	56	-	-	-	-	-	-	117	46	38	39	13	13	23	14
	14%	12%	14%	10%	18% <sup>ac</sup>	17% <sup>c</sup>	29%	14%	11%	22% <sup>gh</sup>	-	-	-	-	-	-	15% <sup>ru</sup>	11%	10%	11%	9%	8%	14%	13%
None of the above/ I work in the Private sector	624	522	277	244	102	91	11	624	512	112	-	-	-	-	-	-	392	229	205	182	89	94	89	48
	52%	53%	50%	56% <sup>de</sup>	46%	46%	49%	52% <sup>ai</sup>	54% <sup>ai</sup>	44%	-	-	-	-	-	-	50%	54%	57% <sup>w</sup>	53%	63% <sup>pw</sup>	58% <sup>w</sup>	54%	45%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 622

Do you work in any of the following occupations?

Base: All respondents who work

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	1187	28	82	144	206	155	131	92	68	203	190	87	113	28	6	972	1180
Weighted base	1208	24**	74*	137	198	155	127	100*	83*	220	190	85*	116*	28**	5**	994	1197
NET: Public Sector	346	1	9	37	58	59	36	31	34	67	52	20	31	9	1	288	343
	29%	5%	12%	27%b	29%b	38%b	28%b	31%b	41%b	30%b	27%	23%	27%	33%	27%	29%	29%
A nationalised industry/state corporation	25	-	-	3	4	5	3	5	3	-	6	3	2	*	*	19	25
	2%	-	-	2%	2%i	3%i	2%i	5%i	4%i	-	3%	3%	2%	2%	9%	2%	2%
Central government or civil service (including Courts service and Bank of England)	38	-	1	4	7	6	4	5	1	9	6	4	2	-	-	33	38
	3%	-	1%	3%	4%	4%	3%	5%	2%	4%	3%	5%	1%	-	-	3%	3%
Local government or council (including fire services, police and local authority controlled schools/colleges)	125	-	2	10	23	22	12	12	16	23	18	3	13	4	1	106	125
	10%	-	3%	7%	12%b	14%b	9%	12%	19%bc	10%	9%	4%	11%	15%	18%	11%	10%
A university, or other grant funded establishment (include opted-out schools)	43	1	1	8	2	11	4	1	3	11	5	3	2	1	-	37	43
	4%	5%	1%	6%cd	1%	7%dg	3%	1%	4%	5%cd	3%	3%	1%	5%	-	4%	4%
A health authority or NHS Trust	69	-	3	6	15	11	8	3	9	10	10	4	7	3	-	55	69
	6%	-	4%	4%	8%	7%	7%	3%	11%	5%	6%	4%	6%	10%	-	6%	6%
The armed forces	4	-	-	1	-	1	-	-	-	1	-	-	-	-	-	4	4
	*	-	-	1%	-	1%	-	-	-	*	-	-	-	-	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 622  
**Do you work in any of the following occupations?**  
**Base: All respondents who work**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Weighted base	1208	24**	74*	137	198	155	127	100*	83*	220	190	85*	116*	28**	5**	994	1197
Other public sector occupation (Please specify as much detail as possible)	41 3%	- -	2 2%	6 4%	5 3%	3 2%	4 3%	5 5%	2 2%	12 6%	7 4%	3 4%	5 5%	1 2%	- -	34 3%	38 3%
NET: Private Sector	863 71%	23 95%	65 88% ghi	100 73%	141 71%	96 62%	91 72%	69 69%	49 59%	154 70%	139 73%	66 77%	85 73%	19 67%	4 73%	705 71%	854 71%
A charity, voluntary organisation or trust	75 6%	2 9%	5 7%	13 10% i	13 7%	8 5%	12 9% i	5 5%	4 5%	7 3%	17 9%	11 13% o	11 10%	6 20%	- -	58 6%	73 6%
Self-employed (Private sector)	164 14%	6 26%	18 25% cdeh i	14 10%	28 14% h	17 11%	20 15% h	18 18% h	2 3%	25 11% h	28 15%	8 9%	20 17%	5 19%	- -	133 13%	159 13%
None of the above/ I work in the Private sector	624 52%	15 60%	41 56%	73 53%	100 50%	71 46%	60 47%	46 46%	43 51%	121 55%	94 50%	46 55%	54 46%	7 27%	4 73%	514 52%	622 52%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 623  
Do you have any children aged 18 or under? If so, how old are they?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
No children aged 18 or under	1538	778	760	206	203	143	226	284	475	443	440	287	367	133	66	171	133	115	100	75	143	204	216	143	40	214	563	111
	73%	76%b	71%	89%efg	56%f	43%	61%f	92%efg	98%def	78%l	75%l	68%	72%	75%r	77%	73%r	78%rsy	64%	67%	74%	73%	75%r	76%r	79%rsy	64%	62%	65%	60%
NET: Yes	549	240	308	25	154	191	145	26	9	127	144	136	140	44	20	62	38	64	49	27	50	69	68	36	22	128	297	72
	26%	24%	29%a	11%i	42%dhi	57%deg	39%dhi	8%i	2%	22%	25%	32%jk	28%	25%	23%	26%	22%	36%anqv	33%qx	26%	26%	32%	24%	20%	36%qx	37%	34%	39%
NET: Any 5-18	437	196	241	5	94	164	142	23	9	104	109	115	109	39	12	47	34	53	40	18	43	53	56	27	17	107	238	53
	21%	19%	22%	2%	26%dhi	49%deg	38%dehi	7%di	2%	18%	18%	27%jk	21%	22%	14%	20%	20%	29%opt	27%ox	17%	22%	19%	20%	15%	26%	31%	28%	28%
NET: Any 11-18	300	132	168	5	33	111	123	21	7	68	70	85	77	27	10	32	31	33	29	14	28	34	35	18	10	73	166	39
	14%	13%	16%	2%	9%di	33%deh	33%dehi	7%di	1%	12%	12%	20%jk	15%	15%	12%	14%	18%x	18%x	20%x	14%	14%	12%	12%	10%	15%	21%	19%	21%
Yes - children aged under 5 years old	198	78	120	20	100	67	7	4	-	37	53	53	54	15	9	19	8	29	17	14	16	23	26	13	10	34	107	26
	9%	8%	11%a	9%ghi	28%dfg	20%dghi	2%ai	1%ai	-	6%	9%	13%j	11%j	8%	10%	8%	5%	16%anpq	11%q	14%q	8%	9%	7%	16%q	10%	12%	14%	
Yes - children aged 5 to 10 years old	223	94	130	-	70	108	40	1	3	51	56	55	61	15	4	24	14	24	22	10	22	30	31	17	10	52	112	22
	11%	9%	12%a	-	19%dgh	32%deg	11%dhi	*	1%	9%	10%	13%	12%	9%	5%	10%	8%	13%	15%o	10%	11%	11%	9%	9%	16%q	15%	13%	
Yes - children aged 11 to 15 years old	212	92	120	5	29	83	83	10	3	51	50	57	54	21	5	21	18	22	20	10	21	28	23	13	9	46	116	29
	10%	9%	11%	2%	8%dhi	25%deh	22%dehi	3%ai	1%	9%	8%	13%jk	11%	12%	6%	9%	11%	12%	13%	10%	11%	10%	8%	7%	14%	13%	13%	16%
Yes - children aged 16 to 18 years old	134	60	74	-	6	43	68	12	6	32	27	40	36	9	5	15	16	15	16	4	13	12	16	7	5	36	73	13
	6%	6%	7%	-	2%	13%deh	18%dehi	4%di	1%	6%	5%	9%jk	7%	5%	6%	6%	9%v	8%	11%vx	4%	7%	4%	6%	4%	8%	10%	8%	7%
Refused	7	4	4	1	5	1	-	-	-	1	4	1	1	-	-	1	-	1	-	-	2	1	-	1	-	3	3	3
	*	*	*	1%	1%ghi	*	-	-	-	*	1%	*	*	-	-	*	-	1%	-	-	1%	*	-	1%	-	1%	*	2%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 624  
**Do you have any children aged 18 or under? If so, how old are they?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
No children aged 18 or under	1538 73%	1440 75%bd	85 57%	19 58%	35 52%	20 59%	5 80%	6 60%	13 85%	7 75%	816 71%	491 77%j	155 71%	48 98%jkl	
NET: Yes	549 26%	473 25%	64 43%a	14 42%	33 48%a	13 38%	1 20%	4 40%	2 15%	2 25%	331 29%km	143 22%m	64 29%km	1 2%	
NET: Any 5-18	437 21%	382 20%	46 30%a	8 26%	25 36%a	8 25%	1 20%	3 32%	2 10%	2 16%	263 23%km	111 17%km	56 25%km	1 2%	
NET: Any 11-18	300 14%	262 14%	33 22%a	5 16%	18 26%a	7 20%	1 20%	2 19%	1 3%	2 16%	186 16%km	83 13%km	27 12%km	1 2%	
Yes - children aged under 5 years old	198 9%	163 8%	32 22%a	9 28%	15 22%a	7 19%	-	2 16%	1 8%	1 8%	120 10%km	56 9%km	19 8%km	-	
Yes - children aged 5 to 10 years old	223 11%	186 10%	32 21%a	8 23%	17 25%a	4 13%	1 20%	2 20%	1 7%	1 6%	128 11%km	54 8%km	37 17%jkm	-	
Yes - children aged 11 to 15 years old	212 10%	183 10%	25 16%a	4 14%	13 20%a	4 11%	1 20%	2 19%	1 3%	2 16%	124 11%km	65 10%km	19 9%km	-	
Yes - children aged 16 to 18 years old	134 6%	120 6%	13 9%	2 5%	9 13%a	3 9%	-	-	-	1 11%	88 8%	33 5%	12 5%	1 2%	
Refused	7 *	4 *	1 1%	-	-	1 2%	-	-	-	-	1 *	3 *	-	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 625  
Do you have any children aged 18 or under? If so, how old are they?  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
No children aged 18 or under	1538	1221	660	561	317	284	33	777	621	156	761	73	166	117	336	69	1538	-	-	-	-	-	-	-
	73%	72%	74%	71%	78%ac	77%c	80%	64%o	65%o	62%o	86%ghio	83%ghio	90%ghio	99%ghijkl	98%ghijkl	46%	100%qrstu	-	-	-	-	-	-	-
NET: Yes	549	459	232	227	89	81	8	425	328	97	123	15	18	1	7	82	-	549	477	437	198	223	212	134
	26%	27%cd	26%	29%de	22%	22%	20%	35%jklmn	34%jklmn	38%jklmn	14%mn	17%mn	10%mn	1%	2%	54%ghijklmn	-	100%p	100%p	100%p	100%p	100%p	100%p	100%p
NET: Any 5-18	437	363	187	176	74	66	8	345	260	85	92	7	9	1	7	67	-	437	365	437	86	223	212	134
	21%	22%	21%	22%	18%	18%	20%	29%jklmn	27%jklmn	34%hijklmn	10%lmn	8%mn	5%	1%	2%	45%ghijklmn	-	80%pt	77%pt	100%pqrt	44%pt	100%pqrt	100%pqrt	100%pqrt
NET: Any 11-18	300	248	123	125	52	45	6	239	177	63	60	2	8	1	4	45	-	300	228	300	35	86	212	134
	14%	15%	14%	16%	13%	12%	15%	20%jklmn	18%jklmn	25%hijklmn	7%mn	2%	4%n	1%	1%	30%ghijklmn	-	55%prtu	48%ptu	69%pqrtu	18%p	39%pt	100%pqrstu	100%pqrstu
Yes - children aged under 5 years old	198	169	83	86	29	27	2	141	114	27	57	9	9	-	-	38	-	198	198	86	198	73	31	8
	9%	10%	9%	11%	7%	7%	4%	12%jlmn	12%jlmn	11%jlmn	6%mn	11%mn	5%mn	-	-	25%ghijklmn	-	36%psw	42%psuv	20%psuv	100%pqrs	33%psw	15%pw	6%p
Yes - children aged 5 to 10 years old	223	189	105	85	34	31	3	164	128	36	59	6	3	-	4	47	-	223	223	223	73	223	71	23
	11%	11%	12%	11%	8%	8%	7%	14%jlmn	13%jlmn	14%jlmn	7%lmn	7%lmn	2%	-	1%	31%ghijklmn	-	41%pw	47%ptw	51%pqtv	37%pw	100%pqrs	34%pw	17%p
Yes - children aged 11 to 15 years old	212	172	84	88	40	34	5	162	118	44	49	1	5	1	2	41	-	212	212	212	31	71	212	47
	10%	10%	9%	11%	10%	9%	13%	13%jklmn	12%jklmn	17%hijklmn	6%mn	1%	2%	1%	1%	27%ghijklmn	-	39%pt	44%ptu	48%spqtu	16%sp	32%pt	100%pqrs	35%pt
Yes - children aged 16 to 18 years old	134	117	61	57	17	13	4	109	76	32	26	1	3	1	3	17	-	134	63	134	8	23	47	134
	6%	7%e	7%e	7%e	4%	4%	8%	9%jklmn	8%jklmn	13%ghijklmn	3%	1%	2%	1%	1%	11%jklmn	-	25%prtu	13%pt	31%pqrtu	4%p	10%pt	22%prt	100%pqrstuv
Refused	7	5	4	1	2	2	-	6	6	-	1	-	1	-	-	-	-	-	-	-	-	-	-	-
	*	*	*	*	1%	1%	-	*	1%	-	*	-	1%	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 626

Do you have any children aged 18 or under? If so, how old are they?

Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
No children aged 18 or under	1538 73%	73 83%defg	187 79%dfg	221 76%ef	241 70%	195 72%	120 65%	88 66%	72 73%	188 72%	413 79%ko	129 65%	282 79%ko	128 83%ko	16 94%	1096 71%	1515 73%
NET: Yes	549 26%	15 17%	49 21%	69 24%	101 29%ab	78 28%a	63 35%abc	45 34%abc	26 27%	72 28%	108 21%	70 35%jlm	73 21%	25 17%	1 6%	432 28%jlm	544 26%
NET: Any 5-18	437 21%	11 12%	38 16%	51 17%	80 23%ab	58 21%	58 32%abce	38 29%abc	23 23%	61 23%a	89 17%	56 28%jlm	64 18%	21 13%	1 6%	341 22%jm	433 21%
NET: Any 11-18	300 14%	6 6%	28 12%	37 13%	61 18%a	35 13%	38 21%abce	26 20%a	16 16%	38 15%	69 13%	38 19%lm	52 15%	12 8%	1 6%	224 15%lm	295 14%
Yes - children aged under 5 years old	198 9%	5 6%	14 6%	29 10%	35 12%bi	34 13%bi	24 13%bi	15 11%	7 7%	18 7%	34 7%	24 12%jl	20 6%	9 6%	-	162 11%jl	198 10%
Yes - children aged 5 to 10 years old	223 11%	5 6%	16 7%	23 8%	39 11%	40 15%abc	35 19%abcd	19 14%b	10 10%	28 11%	38 7%	26 13%j	28 8%	10 6%	-	184 12%j	223 11%
Yes - children aged 11 to 15 years old	212 10%	4 5%	14 6%	25 9%	45 13%ab	27 10%	29 16%abc	17 13%b	11 11%	28 11%	50 10%	27 13%lm	38 11%lm	7 5%	-	157 10%lm	212 10%
Yes - children aged 16 to 18 years old	134 6%	1 2%	17 7%	16 5%	29 8%a	14 5%	13 7%	13 10%a	6 6%	21 8%	27 5%	13 7%	21 6%	5 3%	1 6%	107 7%	130 6%
Refused	7 *	-	-	2 1%	2 1%	-	-	-	-	-	-	-	-	-	-	6 *	6 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 627  
Which of the following ITV regions do you live in?  
Base: All respondents

	Gender			Age							Social Grade				Region											Employment Sector		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Private (B)	Opin-ion Influ-encer (C)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Anglia	198	85	113	22	25	38	32	29	50	49	46	44	59	1	-	1	-	1	24	-	160	-	11	-	-	33	74	19
	9%	8%	11%	9%	7%	11%	9%	9%	10%	9%	8%	10%	12%	*	-	*	-	1%	16% <sup>nopq</sup> rtwxy	-	82% <sup>nopq</sup> rstwxy	-	4% <sup>npqr</sup> vx	-	-	10%	9%	10%
Border	19	7	12	1	3	-	3	4	9	6	4	2	7	12	-	7	-	-	-	-	-	-	-	-	-	3	3	2
	1%	1%	1%	*	1%	-	1%	1%	2% <sup>f</sup>	1%	1%	*	1%	7% <sup>oqrs</sup> tuvwx	-	3% <sup>qrsu</sup> vw	-	-	-	-	-	-	-	-	-	1%	1%	1%
Central	274	139	135	27	58	42	52	37	58	73	72	65	63	1	-	2	-	167	93	1	1	1	4	4	-	54	109	21
	13%	14%	13%	12%	16%	12%	14%	12%	12%	13%	12%	15%	12%	1%	-	1%	-	92% <sup>nop</sup> qstuvw xy	63% <sup>nopq</sup> tuvxy	1%	1%	*	1%	2%	-	16%	13%	11%
Granada	222	98	124	17	39	36	36	40	53	49	55	57	61	-	-	217	-	2	3	1	-	-	-	-	-	38	81	19
	11%	10%	12%	7%	11%	11%	10%	13% <sup>d</sup>	11%	9%	9%	13% <sup>j</sup>	12%	-	-	93% <sup>noqr</sup> stuvwxy	-	1%	2% <sup>vw</sup>	1%	-	-	-	-	-	11%	9%	10%
London	401	197	204	57	59	68	72	67	77	132	119	62	87	-	-	-	1	2	1	-	30	274	89	4	-	62	188	55
	19%	19%	19%	25% <sup>ei</sup>	16%	20%	19%	22% <sup>i</sup>	16%	23% <sup>lm</sup>	20% <sup>l</sup>	15%	17%	-	-	-	*	1%	1%	-	15% <sup>no</sup> pqrst xy	100% <sup>nop</sup> qrstuvw xy	31% <sup>nopq</sup> rstxy	2% <sup>p</sup>	-	18%	22%	30%
Meridian	202	101	101	18	39	32	33	27	53	54	66	37	45	-	-	-	-	1	1	-	1	-	177	22	-	29	90	9
	10%	10%	9%	8%	11%	10%	9%	9%	11%	9%	11%	9%	9%	-	-	-	-	*	1%	-	*	-	62% <sup>nop</sup> qrstuv xy	12% <sup>nopq</sup> rstuvy	-	8%	10%	5%
STV	166	88	78	11	32	24	36	21	43	44	58	30	34	163	-	-	-	-	-	-	-	-	3	-	-	38	52	13
	8%	9%	7%	5%	9%	7%	10% <sup>d</sup>	7%	9%	8%	10%	7%	7%	92% <sup>oopqr</sup> stuvwxy	-	-	-	-	-	-	-	-	1%	-	-	11% <sup>b</sup>	6%	7%
Tyne Tees	87	46	41	17	20	10	11	15	14	20	28	19	21	-	84	-	3	-	-	-	-	-	-	-	-	15	34	10
	4%	5%	4%	7% <sup>fgi</sup>	6%	3%	3%	5%	3%	4%	5%	4%	4%	-	98% <sup>npqr</sup> stuvwxy	-	2% <sup>pvw</sup>	-	-	-	-	-	-	-	-	4%	4%	5%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 627  
Which of the following ITV regions do you live in?  
Base: All respondents

	Gender		Age							Social Grade					Region										Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Wales	100	58	41	8	15	18	17	15	27	27	24	20	28	-	-	-	-	-	100	-	-	-	-	-	-	7	44	12
	5%	6%	4%	3%	4%	5%	5%	5%	6%	5%	4%	5%	6%	-	-	-	-	-	98% rsuvwxy	-	-	-	-	-	-	2%	5%A	7%
West	55	26	30	8	13	9	4	6	15	18	13	9	16	-	-	6	7	1	1	-	-	1	40	-	6	23	5	
	3%	3%	3%	4%	4%	3%	1%	2%	3%	3%	2%	2%	3%	-	-	3% nquvw	4% nqsuvw	1%	1%	-	-	*	22% nopqrstuvwxy	-	2%	3%	3%	
Westcountry	111	49	62	22	19	14	18	15	23	31	26	23	31	-	-	-	1	-	-	-	-	-	110	-	12	48	7	
	5%	5%	6%	10%	5%	4%	5%	5%	5%	5%	4%	5%	6%	-	-	-	*	-	-	-	-	-	61% nopqrstuvwxy	-	4%	6%	4%	
Yorkshire	197	97	100	22	25	31	40	31	48	50	59	45	43	-	1	1	167	-	25	-	3	-	-	-	-	29	91	10
	9%	9%	9%	9%	7%	9%	11%	10%	10%	9%	10%	11%	8%	-	2%	*	98% noprstuvwxy	-	17% noprstuvwxy	-	2% vw	-	-	-	-	8%	11%	5%
UTV	63	31	32	3	13	13	16	4	13	16	21	11	14	-	-	-	-	-	-	-	-	-	-	63	16	25	3	
	3%	3%	3%	1%	4%	4%	4% h	1%	3%	3%	4%	3%	3%	-	-	-	-	-	-	-	-	-	-	100% nopqrstuvwxy	5%	3%	2%	

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Table 628  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Anglia	198	187	9	1	3	6	-	-	3	2	130	44	15	1	
	9%	10%	6%	2%	4%	17%	-	-	18%	25%	11%km	7%	7%	2%	
Border	19	19	-	-	-	-	-	-	-	-	9	8	1	1	
	1%	1%	-	-	-	-	-	-	-	-	1%	1%	*	1%	
Central	274	254	18	4	11	3	-	-	-	1	160	80	26	5	
	13%	13%	12%	12%	16%	9%	-	-	-	11%	14%	13%	12%	9%	
Granada	222	207	14	-	10	4	-	1	1	1	134	56	27	3	
	11%	11%	9%	-	14%	10%	-	7%	10%	7%	12%	9%	12%	6%	
London	401	310	78	15	34	15	6	8	3	3	191	135	51	12	
	19%	16%	52%a	46%	50%a	45%	90%	80%	23%	27%	17%	21%j	23%j	25%	
Meridian	202	194	7	3	1	2	1	-	1	2	101	69	28	2	
	10%	10%bd	4%	9%	2%	6%	10%	-	4%	15%	9%	11%	13%	3%	
STV	166	162	2	-	2	1	-	-	2	-	75	58	23	6	
	8%	8%b	1%	-	2%	2%	-	-	15%	-	6%	9%	10%	12%	
Tyne Tees	87	84	1	1	-	-	-	-	-	-	55	21	6	5	
	4%	4%b	1%	3%	-	-	-	-	-	-	5%	3%	3%	10%kl	
Wales	100	95	2	2	-	-	-	-	1	-	56	33	7	2	
	5%	5%	2%	7%	-	-	-	-	5%	-	5%	5%	3%	5%	
West	55	48	6	1	3	2	-	1	1	-	23	21	6	4	
	3%	2%	4%	3%	4%	6%	-	6%	7%	-	2%	3%	3%	8%j	
Westcountry	111	109	1	1	-	-	-	1	-	-	60	36	9	6	
	5%	6%b	1%	2%	-	-	-	6%	-	-	5%	6%	4%	12%jl	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 628  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Yorkshire	197	186	11	5	5	1	-	-	3	2	120	57	12	3
	9%	10%	7%	16%	7%	4%	-	-	19%	15%	10% <sup>l</sup>	9%	6%	6%
UTV	63	61	-	-	-	-	-	-	-	-	33	19	9	-
	3%	3% <sup>b</sup>	-	-	-	-	-	-	-	-	3%	3%	4%	-

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**  
\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 629  
Which of the following ITV regions do you live in?  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Anglia	198 9%	135 8%	62 7%	72 9%	63 15%abc	60 16%abc	3 7%	108 9%l	82 9%l	26 10%l	90 10%l	10 11%l	7 4%	17 14%l	31 9%l	25 17%ghjln	136 9%	59 11%	54 11%	51 12%	18 9%	29 13%p	25 12%	17 13%
Border	19 1%	11 1%	4 *	7 1%	8 2%ab	4 1%	3 8%abcde	6 1%	5 *	2 1%	13 1%g	2 2%	1 *	4 3%gh	6 2%gh	* *	19 1%qrs	-	-	-	-	-	-	-
Central	274 13%	233 14%e	119 13%	114 14%de	41 10%	35 10%	6 15%	163 14%	125 13%	38 15%	111 13%	11 12%	19 10%	12 10%	43 13%	27 18%	184 12%	88 16%p	74 16%	70 16%p	35 18%p	34 15%	31 15%	24 18%
Granada	222 11%	199 12%def	90 10%def	109 14%bdef	23 6%	23 6%	-	119 10%	93 10%	26 10%	103 12%	12 13%	23 12%	14 11%	39 11%	16 10%	161 10%	60 11%	50 10%	45 10%	18 9%	22 10%	20 9%	15 11%
London	401 19%	374 22%cd	268 30%acde	107 13%def	26 6%	26 7%	-	251 21%jo	201 21%jo	50 20%	150 17%	15 17%	42 22%o	18 16%	56 16%	19 13%	297 19%	102 19%	90 19%	83 19%	32 16%	45 20%	41 19%	22 17%
Meridian	202 10%	162 10%	83 9%	79 10%	39 10%	38 10%	2 5%	120 10%	94 10%	26 10%	82 9%	7 8%	15 8%	13 11%	36 10%	12 8%	156 10%	46 8%	41 9%	37 8%	21 11%	20 9%	17 8%	8 6%
STV	166 8%	121 7%	70 8%	51 6%	45 11%ac	36 10%	8 19%abc	90 7%	70 7%	21 8%	76 9%	9 10%	17 9%	5 4%	33 10%	12 8%	122 8%	44 8%	38 8%	39 9%	15 7%	15 7%	21 10%	9 7%
Tyne Tees	87 4%	71 4%	28 3%	43 5%b	16 4%	16 4%	-	49 4%	42 4%	8 3%	38 4%	4 4%	9 5%	8 7%	10 3%	8 5%	69 4%	18 3%	15 3%	12 3%	7 4%	4 2%	5 3%	5 4%
Wales	100 5%	65 4%	27 3%	38 5%	35 9%abc	33 9%abc	2 4%	52 4%	43 4%	9 3%	48 5%	6 7%	9 5%	4 3%	24 7%	6 4%	74 5%	26 5%	25 5%	17 4%	14 7%	9 4%	10 5%	4 3%
West	55 3%	43 3%	23 3%	20 3%	12 3%	12 3%	-	29 2%	22 2%	7 3%	26 3%	2 2%	9 5%	1 1%	10 3%	4 3%	40 3%	16 3%	14 3%	10 2%	8 4%	7 3%	5 2%	2 2%
Westcountry	111 5%	84 5%	33 4%	51 6%b	26 6%b	19 5%	7 16%abcde	60 5%	45 5%	15 6%	50 6%	7 8%	17 9%ghno	6 5%	16 5%	4 3%	85 6%	24 4%	23 5%	18 4%	10 5%	12 5%	9 4%	6 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 629  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Yorkshire	197	142	66	76	56	53	2	120	101	19	77	4	15	14	33	11	154	43	32	38	11	15	19	17
	9%	8%	7%	10%	14%ab	15%abc	5%	10%	11%	8%	9%	5%	8%	12%	10%	7%	10%r	8%	7%	9%	6%	7%	9%	13%rt
UTV	63	44	23	20	19	10	9	41	33	9	21	1	4	2	7	40	22	22	17	10	10	9	5	
	3%	3%	3%	3%	5%a	3%	21%abcde	3%	3%	3%	2%	2%	2%	2%	2%	5%	3%	4%	5%p	4%	5%	4%	4%	

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w**  
 \* small base





## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 630  
Which of the following ITV regions do you live in?  
Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Anglia	198 9%	10 12%	17 7%	42 14% <sup>bi</sup>	34 10%	27 10%	15 8%	10 7%	11 11%	21 8%	62 12% <sup>o</sup>	23 12%	39 11%	12 8%	-	132 9%	194 9%
Border	19 1%	2 2%	2 1%	8 3% <sup>e</sup>	2 1%	1 *	1 *	-	2 2%	1 1%	5 1%	2 1%	5 1%	2 1%	-	14 1%	19 1%
Central	274 13%	8 10%	32 14%	37 13%	62 18% <sup>ai</sup>	35 13%	25 14%	19 14%	10 10%	27 10%	56 11%	23 11%	31 9%	16 10%	5 28%	216 14% <sup>l</sup>	273 13%
Granada	222 11%	11 12%	44 18% <sup>cdefg</sup>	27 9%	37 11%	31 11%	15 8%	10 7%	6 7%	22 9%	63 12%	23 12%	44 13%	23 15%	2 10%	154 10%	219 11%
London	401 19%	15 17%	27 11%	33 11%	52 15%	46 17%	48 26% <sup>bcde</sup>	36 27% <sup>bcde</sup>	19 20%	81 31% <sup>abcd</sup>	74 14%	23 11%	48 14%	21 14%	5 28%	314 20% <sup>ijkl</sup>	393 19%
Meridian	202 10%	4 5%	22 9%	27 9%	30 9%	33 12%	14 8%	16 12%	10 10%	27 10%	52 10%	19 10%	40 11%	16 10%	-	150 10%	200 10%
STV	166 8%	9 10% <sup>d</sup>	20 9% <sup>d</sup>	29 10% <sup>di</sup>	14 4%	24 9% <sup>d</sup>	13 7%	10 8%	10 10%	12 5%	51 10%	22 11%	36 10%	18 12%	-	110 7%	163 8%
Tyne Tees	87 4%	2 2%	10 4%	14 5%	16 5%	6 2%	6 3%	11 8% <sup>e</sup>	4 4%	10 4%	26 5%	12 6%	14 4%	7 5%	2 9%	58 4%	86 4%
Wales	100 5%	4 5%	11 5%	14 5%	21 6%	13 5%	6 4%	6 5%	6 6%	8 3%	30 6%	11 6%	20 6%	10 7%	2 11%	68 4%	98 5%
West	55 3%	4 5% <sup>g</sup>	7 3%	7 3%	14 4%	5 2%	4 2%	1 *	1 1%	8 3%	10 2%	5 2%	9 2%	3 2%	-	45 3%	55 3%
Westcountry	111 5%	9 10% <sup>dgi</sup>	12 5%	17 6%	15 4%	21 8% <sup>i</sup>	12 7%	3 2%	3 3%	8 3%	33 6%	15 7%	21 6%	5 3%	1 6%	78 5%	107 5%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 630  
**Which of the following ITV regions do you live in?**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?					Use Online Comms (p)	
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)		No (o)
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Yorkshire	197	8	26	29	30	27	19	10	12	25	46	13	35	16	2	150	194
	9%	9%	11%	10%	9%	10%	10%	7%	12%	10%	9%	7%	10%	11%	10%	10%	9%
UTV	63	1	6	9	15	5	5	2	6	8	14	8	11	4	-	45	63
	3%	1%	3%	3%	4%	2%	3%	2%	6%e	3%	3%	4%	3%	3%	-	3%	3%

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o**

\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 631  
**Marital Status**  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector		Opinion Influencer (C)		
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)		Public (A)	Private (B)
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Single	620	304	316	192	148	103	92	50	35	165	189	95	170	54	27	80	52	51	34	20	42	109	77	60	14	107	274	66
	30%	30%	29%	83%efg	41%fgh	31%hi	25%hi	16%i	7%	29%l	32%l	22%	33%l	30%	31%	34%stu	31%	28%	23%	20%	22%	40%rst	27%	33%tu	23%	31%	32%	35%
NET: Married/ Civil partnership/ co habiting	1207	631	577	38	200	217	220	202	330	354	298	302	253	102	51	127	100	109	93	65	126	132	164	94	44	204	495	108
	58%	62%b	54%	17%	55%de	65%de	59%de	65%de	68%deg	62%km	51%	71%jkm	50%	58%	60%	59%v	60%v	63%v	64%v	65%pvx	48%	58%v	52%	71%pvx	59%	57%	57%	58%
Married	891	479	413	7	99	145	161	171	308	277	212	226	176	75	34	95	69	81	66	45	97	92	131	72	34	141	326	72
	43%	47%b	38%	3%	27%de	43%de	43%de	55%defg	64%defgh	48%km	36%	53%km	35%	43%	40%	40%	41%	45%v	45%v	45%	50%v	33%	46%v	40%	55%v	41%	38%	39%
Civil Partnership	28	14	14	2	10	5	4	4	3	7	7	3	11	2	1	4	3	2	5	2	1	4	1	1	2	5	12	1
	1%	1%	1%	1%	3%i	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	3%w	2%	1%	1%	*	*	3%	1%	1%	1%
Co Habiting	288	138	150	29	91	67	55	27	19	70	80	72	66	24	16	28	28	26	22	17	27	36	32	22	8	57	156	35
	14%	14%	14%	13%i	25%dgh	20%dhi	15%hi	9%i	4%	12%	14%	17%j	13%	14%	19%	12%	17%	15%	15%	17%	14%	13%	11%	12%	13%	17%	18%	19%
NET: Widowed/ separated/ divorced	256	84	172	-	8	14	59	56	119	51	97	26	82	21	8	27	18	19	20	16	24	32	43	23	4	33	87	10
	12%	8%	16%a	-	2%de	4%de	16%def	18%defh	25%defgh	9%	17%j	6%	16%j	12%	9%	12%	11%	11%	14%	16%	13%	12%	15%	13%	6%	10%	10%	5%
Widowed	77	15	62	-	-	2	3	12	60	15	27	4	30	4	4	9	5	3	6	3	6	13	14	10	-	4	13	2
	4%	1%	6%a	-	-	1%	1%	4%defg	12%defgh	3%	5%l	1%	6%j	2%	4%	4%	3%	2%	4%	3%	3%	5%	5%	6%	-	1%	1%	1%
Separated	35	15	20	-	3	4	14	4	9	10	10	6	9	4	-	3	5	4	1	3	3	5	6	1	2	5	16	1
	2%	1%	2%	-	1%	1%	4%defh	1%	2%	2%	2%	1%	2%	2%	-	1%	3%	2%	1%	3%	1%	2%	2%	1%	2%	1%	2%	1%
Divorced	144	54	90	-	5	9	41	40	50	25	60	16	43	12	4	15	9	13	13	10	16	14	23	12	3	24	58	7
	7%	5%	8%a	-	1%	3%de	11%def	13%def	10%def	4%	10%j	4%	8%j	7%	5%	6%	5%	7%	9%	10%	8%	5%	8%	6%	4%	7%	7%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 631  
**Marital Status**  
 Base: All respondents

	Gender		Age							Social Grade				Region											Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri- vate (B)	Opin- ion Influ- encer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Prefer not to answer	11	2	8	2	6	1	-	2	-	1	4	3	3	1	-	-	-	1	1	-	2	2	1	3	-	2	7	2
	1%	0%	1%	1%	2%	0%	-	1%	-	0%	1%	1%	1%	0%	-	-	-	1%	1%	-	1%	1%	0%	2%	-	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 632  
**Marital Status**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Single	620	542	70	16	24	24	3	3	5	1	310	187	66	48
	30%	28%	46%a	50%	36%	70%	45%	27%	37%	12%	27%	29%	30%	98%jkl
NET: Married/ Civil partnership/ co habiting	1207	1123	72	15	39	8	4	7	9	7	686	366	130	1
	58%	59%b	48%	45%	58%	23%	55%	66%	59%	73%	60% <i>m</i>	57% <i>m</i>	59% <i>m</i>	2%
Married	891	822	58	10	37	5	2	5	7	4	492	274	107	1
	43%	43%	39%	30%	54%	14%	36%	52%	46%	44%	43% <i>m</i>	43% <i>m</i>	49% <i>m</i>	2%
Civil Partnership	28	27	1	-	1	-	-	-	1	2	15	10	-	-
	1%	1%	*	-	1%	-	-	-	7%	19%	1%	2%	-	-
Co Habiting	288	274	13	5	2	3	1	1	1	1	179	82	24	-
	14%	14% <i>d</i>	9%	15%	3%	10%	19%	14%	6%	11%	16% <i>m</i>	13% <i>m</i>	11% <i>m</i>	-
NET: Widowed/ separated/ divorced	256	243	9	2	4	2	-	1	2	2	151	78	24	-
	12%	13% <i>b</i>	6%	5%	6%	7%	-	6%	4%	15%	13% <i>m</i>	12% <i>m</i>	11% <i>m</i>	-
Widowed	77	74	2	-	1	1	-	-	1	-	50	19	7	-
	4%	4%	1%	-	1%	3%	-	-	4%	-	4%	3%	3%	-
Separated	35	31	2	1	-	-	-	1	-	-	23	8	4	-
	2%	2%	1%	3%	-	-	-	6%	-	-	2%	1%	2%	-
Divorced	144	139	5	1	3	1	-	-	2	79	51	12	-	-
	7%	7%	3%	2%	5%	4%	-	-	15%	7%	8% <i>m</i>	6%	-	-
Prefer not to answer	11	8	-	-	-	-	-	-	-	1	6	-	-	-
	1%	*	-	-	-	-	-	-	-	-	1% <i>j</i>	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 633  
Marital Status  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Single	620 30%	543 32% <sup>cdef</sup>	324 36% <sup>cdef</sup>	219 28% <sup>de</sup>	77 19%	71 19%	6 15%	381 32% <sup>ijmno</sup>	319 33% <sup>ijmn</sup>	63 25% <sup>mno</sup>	239 27% <sup>mno</sup>	53 59% <sup>ghijmno</sup>	135 73% <sup>ghijklmno</sup>	10 8%	31 9%	10 7%	532 35% <sup>qrstuvw</sup>	86 16% <sup>u</sup>	73 15%	60 14%	31 16%	22 10%	28 13%	13 10%
NET: Married/ Civil partnership/ co habiting	1207 58%	937 56%	471 53%	466 59% <sup>ab</sup>	270 66% <sup>abc</sup>	236 64% <sup>ab</sup>	34 81% <sup>abcde</sup>	698 58% <sup>kl</sup>	549 58% <sup>kl</sup>	149 59% <sup>kl</sup>	509 58% <sup>kl</sup>	32 36% <sup>l</sup>	30 16%	71 60% <sup>kl</sup>	245 71% <sup>ghijklm</sup>	131 87% <sup>ghijklmn</sup>	792 51%	416 76% <sup>p</sup>	377 79% <sup>p</sup>	333 76% <sup>p</sup>	162 82% <sup>pw</sup>	190 85% <sup>pqs</sup>	168 79% <sup>p</sup>	95 71% <sup>p</sup>
Married	891 43%	675 40%	327 36%	349 44% <sup>ab</sup>	216 53% <sup>abc</sup>	184 50% <sup>ab</sup>	32 76% <sup>abcde</sup>	467 39% <sup>kl</sup>	354 37% <sup>kl</sup>	114 45% <sup>hkl</sup>	424 48% <sup>ghkl</sup>	17 19%	18 10%	64 54% <sup>ghkl</sup>	227 66% <sup>ghijklm</sup>	98 65% <sup>ghijkl</sup>	604 39%	288 52% <sup>p</sup>	255 54% <sup>p</sup>	246 56% <sup>p</sup>	96 48% <sup>p</sup>	139 62% <sup>pqr</sup>	122 58% <sup>p</sup>	75 56% <sup>p</sup>
Civil Partnership	28 1%	26 2%	15 2%	11 1%	3 1%	3 1%	-	18 1%	16 2%	2 1%	11 1%	2 2%	-	-	4 3% <sup>il</sup>	5 1%	15 2% <sup>p</sup>	13 3% <sup>p</sup>	7 2%	6 3% <sup>p</sup>	3 1%	4 2%	2 1%	2 1%
Co Habiting	288 14%	236 14%	129 14%	107 14%	52 13%	50 14%	2 5%	213 18% <sup>ijlmn</sup>	179 19% <sup>ijlmn</sup>	34 13% <sup>ijlmn</sup>	75 8% <sup>n</sup>	14 16% <sup>ijlmn</sup>	11 6%	7 6%	14 19% <sup>ijlmn</sup>	29 11%	173 21% <sup>p</sup>	115 23% <sup>pw</sup>	109 18% <sup>p</sup>	79 30% <sup>pqs</sup>	60 21% <sup>p</sup>	48 21% <sup>p</sup>	42 20% <sup>p</sup>	18 14%
NET: Widowed/ separated/ divorced	256 12%	198 12%	95 11%	102 13%	58 14%	57 15% <sup>bf</sup>	1 4%	120 10%	80 8%	40 16% <sup>ghko</sup>	136 15% <sup>ghko</sup>	4 4%	20 11%	37 31% <sup>ghijklno</sup>	67 20% <sup>ghklo</sup>	9 6%	210 14% <sup>qrstuv</sup>	46 8% <sup>t</sup>	27 6%	44 10% <sup>rtu</sup>	5 3%	12 5%	16 7% <sup>t</sup>	26 19% <sup>qrstuv</sup>
Widowed	77 4%	61 4%	25 3%	36 5%	16 4%	16 4%	-	16 1%	10 1%	7 3% <sup>h</sup>	61 7% <sup>ghkl</sup>	-	3 2%	19 16% <sup>ghijklno</sup>	35 10% <sup>ghijkl</sup>	4 3%	76 5% <sup>qrstuvw</sup>	1 *	-	1 *	-	-	-	1 1%
Separated	35 2%	27 2%	16 2%	11 1%	7 2%	7 2%	-	20 2%	14 2%	6 2%	14 2%	1 1%	1 1%	2 1%	7 2%	3 2%	16 1%	19 3% <sup>p</sup>	15 3% <sup>p</sup>	18 4% <sup>p</sup>	2 1%	9 4% <sup>p</sup>	8 4% <sup>p</sup>	8 6% <sup>pt</sup>
Divorced	144 7%	109 6%	54 6%	55 7%	35 9%	34 9%	1 4%	83 7% <sup>o</sup>	56 6% <sup>o</sup>	27 11% <sup>ghjko</sup>	61 7% <sup>o</sup>	2 3%	15 8% <sup>o</sup>	16 14% <sup>ghjko</sup>	25 7% <sup>o</sup>	2 2%	118 8% <sup>qrstu</sup>	27 5% <sup>u</sup>	13 3%	24 6% <sup>rtu</sup>	3 1%	3 1%	8 4%	17 12% <sup>qrstuv</sup>

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 633  
**Marital Status**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Prefer not to answer	11 1%	8 *	6 1%	2 *	3 1%	3 1%	-	9 1%	7 1%	2 1%	1 *	-	1 1%	-	-	5 *	1 *	-	1 *	-	-	-	-	1 *

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 634  
**Marital Status**  
**Base: All respondents**

	Total	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
		Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065	
Single	620	61	95	92	79	59	43	30	22	64	147	87	69	48	9	456	614	
	30%	69%bcde	40%defg	32%de	23%	22%	23%	23%	22%	25%	28%l	44%ijlmo	20%	31%l	51%	30%l	30%	
NET: Married/ Civil partnership/ co habiting	1207	17	69	142	218	189	126	92	74	189	278	89	209	70	4	916	1192	
	58%	20%	29%	49%ab	63%abc	69%abc	69%abc	70%abc	75%abc	73%abcd	53%	45%	59%km	46%	22%	60%jkm	58%	
Married	891	8	42	116	170	150	87	72	45	135	210	53	165	58	2	672	880	
	43%	9%	18%	40%ab	49%abc	55%abc	48%ab	54%abc	45%ab	52%abc	40%k	26%	47%k	38%k	14%	44%k	43%	
Civil Partnership	28	3	2	5	8	1	3	1	1	3	6	2	5	-	-	21	27	
	1%	4%e	1%	2%	2%	*	2%	*	1%	1%	1%	1%	2%	-	-	1%	1%	
Co Habiting	288	6	25	21	40	38	36	20	29	52	62	34	39	12	1	222	284	
	14%	7%	11%	7%	12%	14%c	19%abcd	15%c	29%abcd	20%abcd	12%	17%m	11%	8%	8%	14%m	14%	
NET: Widowed/ separated/ divorced	256	10	73	55	45	25	15	10	3	6	96	23	75	35	5	155	250	
	12%	11%i	31%acde	19%efgh	13%ghi	9%i	8%i	8%i	3%	2%	18%ko	12%	21%ko	23%ko	27%	10%	12%	
Widowed	77	3	20	17	17	5	3	3	-	-	28	2	21	11	3	46	74	
	4%	3%i	8%efghi	6%efhi	5%hi	2%i	2%	2%i	-	-	5%ko	1%	6%ko	7%ko	15%	3%	4%	
Separated	35	1	8	6	6	6	4	-	1	1	7	3	6	2	-	26	35	
	2%	1%	4%gi	2%	2%	2%	2%	-	1%	1%	1%	1%	2%	1%	-	2%	2%	
Divorced	144	6	44	32	22	14	7	7	2	5	61	19	48	22	2	82	141	
	7%	6%i	19%acde	11%efhi	6%i	5%	4%	5%	2%	2%	12%o	9%o	14%o	14%o	12%	5%	7%	
Prefer not to answer	11	-	-	3	2	-	-	-	-	1	1	-	1	-	-	7	9	
	1%	-	-	1%	1%	-	-	-	-	*	*	-	*	-	-	*	*	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing





### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 635  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector					
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)	
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
Glasgow	91 4%	51 5%	40 4%	3 1%	27 7%dfh	10 3%	19 5%d	10 3%	22 5%d	15 3%	34 6%j	23 5%j	19 4%	91 51%opqr stuvwxy	-	-	-	-	-	-	-	-	-	-	-	28 8%B	31 4%	8 4%	
Edinburgh	70 3%	35 3%	35 3%	8 3%	7 2%	9 3%	16 4%	10 3%	19 4%	26 5%l	21 4%	8 2%	14 3%	69 39%opqr stuvwxy	*	-	-	-	-	-	-	-	-	-	-	13 4%	19 2%	6 3%	
Newcastle	88 4%	47 5%	42 4%	16 7%fi	22 6%f	8 2%	12 3%	15 5%	15 3%	20 3%	28 5%	19 5%	22 4%	-	82 96%npqr stuvwxy	5 2%uvw	1 1%	-	-	-	-	-	-	-	-	-	15 4%	35 4%	10 5%
Leeds	86 4%	42 4%	44 4%	15 7%h	11 3%	14 4%	18 5%	8 3%	20 4%	23 4%	21 4%	20 5%	22 4%	-	1 2%	-	85 50%nop stuvwxy	-	-	-	-	-	-	-	-	15 4%	39 5%	5 3%	
Hull	39 2%	19 2%	20 2%	3 1%	2 1%	7 2%	8 2%	6 2%	14 3%e	11 2%	11 2%	9 2%	8 2%	-	-	-	32 19%nop stuvwxy	-	7 4%np stuvwxy	-	1 *	-	-	-	-	7 2%	15 2%	2 1%	
Sheffield	58 3%	29 3%	29 3%	6 2%	13 4%	9 3%	9 2%	13 4%i	8 2%	13 2%	22 4%	12 3%	11 2%	-	-	-	46 27%nop stuvwxy	-	12 8%nop stuvwxy	-	-	-	-	-	-	8 2%	32 4%	4 2%	
Manchester	162 8%	66 6%	96 9%a	13 6%	30 8%	27 8%	33 9%	22 7%	37 8%	38 7%	38 7%	41 10%	44 9%	-	-	144 62%noqr stuvwxy	2 1%	14 8%noqs stuvwxy	1 1%	2 2%vw	-	-	-	-	-	25 7%	67 8%	11 6%	
Liverpool	95 5%	49 5%	46 4%	5 2%	23 6%g	13 4%	8 2%	20 7%dg	25 5%g	23 4%	24 4%	22 5%	26 5%	-	-	79 34%noqr stuvwxy	-	2 1%	-	15 14%noqr stuvwxy	-	-	-	-	-	18 5%	27 3%	8 4%	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 635  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

	Gender		Age							Social Grade				Region										Employment Sector				
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East-ern (u)	London (v)	South East (w)	South West (x)	North-ern Ire-land (y)	Public (A)	Pri-ate (B)	Opin-ion Influ-encer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Nottingham	95 5%	44 4%	51 5%	14 6%	12 3%	16 5%	16 4%	15 5%	22 5%	25 4%	29 5%	21 5%	20 4%	-	-	-	3 2%w	87 59%nopq rtuvwxy	-	6 3%npqvw x	-	-	-	-	-	16 5%	30 3%	4 2%
Birmingham	161 8%	83 8%	79 7%	15 6%	40 11%i	29 9%	29 8%	20 7%	28 6%	37 7%	41 7%	39 9%	44 9%	-	-	-	151 84%nopq stuvwxy	10 7%nopq tuvwxy	-	-	-	-	-	-	-	32 9%	71 8%	19 10%
Norwich	87 4%	31 3%	56 5%a	14 6%e	9 2%	11 3%	16 4%	12 4%	24 5%	15 3%	28 5%	18 4%	27 5%j	-	-	-	1 *	1 1%	-	85 44%nopq rstwxy	-	-	-	-	-	17 5%	27 3%	7 4%
Milton Keynes	56 3%	28 3%	28 3%	3 1%	7 2%	12 4%	12 3%	6 2%	16 3%	17 3%	12 2%	18 4%	10 2%	-	-	-	-	17 11%nopq rtwxy	-	30 15%nopq rtwxy	-	9 3%npqr vx	-	-	4 1%	25 3%	3 2%	
Brighton	50 2%	27 3%	24 2%	6 3%	6 2%	2 1%	13 4%f	7 2%	15 3%f	10 2%	13 2%	15 2%	12 2%	-	-	-	-	-	-	-	-	-	49 17%nopq rstuvxy	1 1%	-	5 2%	22 2%	3 2%
Oxford	34 2%	20 2%	14 1%	5 2%g	9 3%g	8 2%g	1 *	2 1%	9 2%g	10 2%	12 2%	8 2%	3 1%	-	-	-	1 1%	2 1%	-	-	-	-	27 9%nopq rstuvx y	4 2%pv	-	12 3%B	7 1%	5 3%
London	473 23%	226 22%	247 23%	63 27%ei	68 19%	77 23%	87 23%	84 27%ei	94 19%	158 28%lm	133 23%l	71 17%	111 22%	-	-	-	-	1 1%	-	63 32%no pqrst xy	274 100%nop qrstuvw xy	133 47%nopq rstuxy	2 1%	-	71 21%	228 26%	61 33%	
Southampton	74 4%	39 4%	35 3%	6 2%	16 4%	18 5%gh	8 2%	7 2%	20 4%	23 4%	23 4%	11 3%	17 3%	-	-	-	-	-	-	-	-	-	51 18%nop qrstuv y	23 13%nopq rstuvy	-	9 3%	30 3%	3 2%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 635  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region											Employment Sector			
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humber (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)	Opinion Influencer (C)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
Bristol	87 4%	43 4%	43 4%	15 6%	16 4%	14 4%	10 3%	9 3%	23 5%	28 5%	15 3%	18 4%	25 5%	-	-	-	-	2 1%	-	1 1%	-	-	1 *	84 46% nopq rstuvw	-	9 3%	40 5%	3 2%
Plymouth	51 2%	24 2%	27 3%	7 3%	6 2%	7 2%	11 3%	9 3%	11 2%	15 3%	13 2%	8 2%	13 3%	-	-	-	-	-	-	-	-	-	-	51 28% nopq rstuvw	-	9 3%	23 3%	5 3%
Cardiff	82 4%	52 5% b	30 3%	5 2%	13 3%	16 5%	15 4%	13 4%	20 4%	23 4%	19 3%	19 5%	21 4%	-	-	-	-	2 1%	-	79 77% nopq rsuvwxy	-	-	-	2 1%	-	5 1%	42 5% A	12 7%
Belfast	63 3%	31 3%	32 3%	3 1%	13 4%	13 4%	16 4% h	4 1%	13 3%	16 3%	21 4%	11 3%	14 3%	-	-	-	-	-	-	-	-	-	-	-	63 100% nopq rstuvw	16 5%	25 3%	3 2%
None of these	93 4%	36 4%	56 5%	7 3%	13 4%	14 4%	12 3%	17 6%	30 6%	25 4%	28 5%	12 3%	28 5%	17 9% pqrv y	2 2% v	6 2% v	4 3% v	7 4% v	11 8% pqvy	6 6% v	10 5% v	-	15 5% v	15 8% pqvy	-	10 3%	31 4%	3 1%

Proportions/Mean: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 636  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?							What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Glasgow	91 4%	87 5%	2 1%	-	2 2%	1 2%	-	-	2 15%	1 9%	43 4%	30 5%	10 5%	2 5%
Edinburgh	70 3%	69 4%b	-	-	-	-	-	-	-	-	27 2%	29 4%j	10 4%	4 9%j
Newcastle	88 4%	84 4%	2 1%	2 6%	-	-	-	-	-	-	57 5%	20 3%	6 3%	5 10%kl
Leeds	86 4%	78 4%	8 5%	3 8%	4 6%	1 4%	-	-	1 6%	2 15%	46 4%	28 4%	6 3%	3 6%
Hull	39 2%	39 2%	-	-	-	-	-	-	-	-	25 2%l	14 2%l	-	-
Sheffield	58 3%	55 3%	3 2%	3 8%	-	-	-	-	1 10%	-	37 3%	11 2%	8 4%	-
Manchester	162 8%	143 7%	18 12%	-	13 20%a	4 12%	-	1 7%	1 10%	1 7%	94 8%	40 6%	21 10%	4 7%
Liverpool	95 5%	94 5%b	-	-	-	-	-	-	1 7%	-	55 5%	29 4%	10 5%	-
Nottingham	95 5%	91 5%	4 3%	-	3 5%	* 1%	1 10%	-	-	1 11%	64 6%k	21 3%	6 3%	2 5%
Birmingham	161 8%	143 7%	16 10%	4 12%	8 12%	3 10%	-	-	-	-	83 7%	60 9%	14 7%	2 4%
Norwich	87 4%	84 4%	3 2%	-	-	3 9%	-	-	-	-	60 5%l	24 4%l	2 1%	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 636  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
Milton Keynes	56 3%	53 3%	3 2%	-	1 2%	2 5%	-	-	-	1 10%	39 3%k	10 1%	6 3%	-
Brighton	50 2%	50 3%	* *	-	* 1%	-	-	-	-	-	29 3%	14 2%	6 3%	2 3%
Oxford	34 2%	29 2%	4 3%	-	2 2%	2 6%	-	1 6%	-	-	13 1%	16 2%j	6 3%	-
London	473 23%	382 20%	80 53%a	16 50%	34 49%a	16 48%	6 90%	8 80%	5 33%	3 33%	239 21%	151 24%	57 26%	12 24%
Southampton	74 4%	71 4%	2 1%	1 4%	1 1%	-	-	-	-	1 11%	35 3%	23 4%	13 6%j	2 3%
Bristol	87 4%	85 4%	2 1%	1 2%	-	1 3%	-	-	-	-	43 4%	27 4%	12 6%	4 9%
Plymouth	51 2%	49 3%	1 1%	1 2%	-	-	-	1 6%	-	-	26 2%	21 3%	2 1%	2 5%l
Cardiff	82 4%	78 4%	2 2%	2 7%	-	-	-	-	1 5%	-	50 4%	25 4%	6 3%	-
Belfast	63 3%	61 3%b	-	-	-	-	-	-	-	-	33 3%	19 3%	9 4%	-
None of these	93 4%	91 5%b	-	-	-	-	-	-	2 15%	* 5%	50 4%	25 4%	9 4%	5 10%k

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 637  
**Which of the following cities do you live in, or nearest to?**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?									Do you have any children aged 18 or under? If so, how old are they?							
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Glasgow	91 4%	72 4%	39 4%	33 4%	19 5%	15 4%	4 8%	59 5%	44 5%	15 6%	32 4%	4 5%	6 3%	3 2%	13 4%	6 4%	67 4%	24 4%	22 5%	21 5%	10 5%	11 5%	9 4%	4 3%
Edinburgh	70 3%	48 3%	28 3%	20 2%	22 5%ac	19 5%ac	3 7%	32 3%	26 3%	6 2%	38 4%	5 6%	7 4%	1 1%	18 5%gghi	6 4%	53 3%	17 3%	13 3%	15 3%	5 2%	3 1%	10 5%	5 4%
Newcastle	88 4%	73 4%	31 3%	42 5%	16 4%	16 4%	-	50 4%	42 3%	8 3%	38 4%	4 4%	8 4%	11 9%ghijn	8 2%	8 5%	71 5%	18 3%	15 3%	12 3%	7 4%	4 2%	5 2%	5 4%
Leeds	86 4%	68 4%	36 4%	33 4%	18 4%	18 5%	-	54 4%	46 5%	8 3%	32 4%	3 3%	8 4%	6 4%	12 4%	3 2%	66 4%	20 4%	17 4%	17 4%	6 3%	7 3%	10 5%	7 5%
Hull	39 2%	24 1%	8 1%	16 2%	15 4%ab	13 4%ab	2 4%	21 2%	18 2%	4 1%	18 2%	-	1 1%	6 5%ghijl	7 2%	3 2%	30 2%	9 2%	7 1%	8 2%	2 1%	3 1%	4 2%	5 3%
Sheffield	58 3%	45 3%	21 2%	24 3%	13 3%	12 3%	1 2%	40 3%	35 4%	5 2%	18 2%	2 2%	3 2%	1 1%	8 2%	5 3%	44 3%	14 3%	9 2%	10 3%	5 3%	4 2%	4 2%	5 4%
Manchester	162 8%	145 9%de	60 7%	85 11%bde	17 4%	16 4%	1 3%	92 8%	72 8%	19 8%	70 8%	9 10%	16 9%	11 7%	25 7%	9 6%	110 7%	51 9%	40 8%	39 9%	18 9%	17 8%	16 8%	14 11%
Liverpool	95 5%	76 5%	44 5%	32 4%	19 5%	18 5%	1 3%	45 4%	35 4%	11 4%	50 6%	6 6%	8 4%	4 4%	23 7%ggh	9 6%	73 5%	22 4%	19 4%	19 4%	4 2%	12 5%	7 3%	5 4%
Nottingham	95 5%	70 4%	35 4%	35 4%	25 6%	23 6%	3 7%	46 4%	34 4%	12 5%	50 6%kh	2 3%	11 6%	5 5%	20 6%	10 7%	70 5%	25 5%	22 5%	20 4%	10 5%	10 4%	11 5%	4 3%
Birmingham	161 8%	148 9%de	81 9%de	66 8%de	13 3%	11 3%	2 5%	102 8%n	84 9%n	19 7%	59 7%	9 11%n	13 7%	7 4%	14 10%n	15 6%	99 6%	61 11%p	53 11%p	48 11%p	30 15%p	25 10%p	22 10%p	15 11%
Norwich	87 4%	56 3%	24 3%	32 4%	31 7%abc	29 8%abc	2 4%	44 4%	30 3%	14 5%	43 5%	4 5%	4 2%	8 7%	16 5%	11 7%ghl	63 4%	22 4%	19 4%	19 4%	4 2%	8 4%	10 5%	7 5%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 637  
**Which of the following cities do you live in, or nearest to?**  
Base: All respondents

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: 18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
Milton Keynes	56 3%	41 2%	18 2%	23 3%	15 4%	14 4%	1 3%	29 2%	24 2%	5 2%	27 3%	1 2%	2 1%	2 2%	11 3%	11 7% <sup>ghijkl</sup>	38 2%	18 3%	16 3%	17 4%	7 4%	11 5% <sup>p</sup>	8 4%	7 6% <sup>p</sup>
Brighton	50 2%	44 3%	21 2%	23 3%	6 2%	5 1%	2 4%	27 2%	18 2%	9 3%	24 3%	3 3%	4 2%	2 1%	13 4%	3 2%	45 3% <sup>qrs</sup>	5 1%	3 1%	5 1%	1 1%	2 1%	3 1%	2 1%
Oxford	34 2%	29 2%	18 2%	11 1%	5 1%	5 1%	-	20 2%	17 2%	3 1%	14 2%	1 1%	4 2%	1 1%	5 1%	3 2%	22 1%	12 2%	11 2%	8 2%	9 5% <sup>pv</sup>	7 3% <sup>v</sup>	1 *	2 2%
London	473 23%	424 25% <sup>cdef</sup>	289 32% <sup>acde</sup>	136 17% <sup>df</sup>	49 12%	48 13% <sup>f</sup>	1 2%	299 25% <sup>jno</sup>	242 25% <sup>jno</sup>	57 23%	174 20%	16 17%	46 25% <sup>o</sup>	26 22%	64 19%	22 15%	352 23%	120 22%	105 22%	96 22%	36 18%	51 23%	48 23%	25 19%
Southampton	74 4%	59 3%	33 4%	26 3%	15 4%	15 4%	-	39 3%	27 3%	13 5%	35 4%	4 5%	6 3%	5 4%	14 4%	6 4%	51 3%	23 4%	22 5%	16 4%	10 5%	7 3%	8 4%	3 2%
Bristol	87 4%	74 4%	36 4%	38 5%	12 3%	12 3%	-	50 4%	42 4%	8 3%	37 4%	3 3%	9 5%	3 3%	18 5%	4 3%	74 5% <sup>qrs</sup>	11 2%	11 2%	9 2%	3 2%	7 3%	4 2%	1 1%
Plymouth	51 2%	32 2%	9 1%	23 3% <sup>b</sup>	18 4% <sup>ab</sup>	13 4% <sup>b</sup>	5 12% <sup>abce</sup>	32 3%	23 2%	9 4%	19 2%	2 2%	6 3%	1 1%	8 2%	2 1%	35 2%	16 3%	15 3%	12 3%	6 3%	8 4%	5 2%	4 3%
Cardiff	82 4%	58 3%	25 3%	33 4%	24 6% <sup>ab</sup>	23 6% <sup>ab</sup>	1 1%	47 4%	38 4%	9 4%	36 4%	4 5%	7 4%	2 1%	17 5%	6 4%	59 4%	23 4%	22 5%	15 3%	13 7%	8 3%	10 5%	4 3%
Belfast	63 3%	44 3%	23 3%	20 3%	19 5% <sup>a</sup>	10 3%	9 21% <sup>abcde</sup>	41 3%	33 3%	9 3%	21 2%	1 2%	4 2%	2 2%	6 2%	7 5%	40 3%	22 4%	22 5% <sup>p</sup>	17 4%	10 5%	10 4%	9 4%	5 4%
None of these	93 4%	55 3%	18 2%	37 5% <sup>b</sup>	38 9% <sup>abc</sup>	32 9% <sup>abc</sup>	6 15% <sup>abc</sup>	41 3%	29 3%	12 5% <sup>o</sup>	52 6% <sup>gho</sup>	6 7% <sup>o</sup>	12 7% <sup>gho</sup>	10 8% <sup>gho</sup>	22 7% <sup>gho</sup>	2 1%	77 5% <sup>qt</sup>	15 3%	14 3%	14 3%	3 1%	7 3%	9 4%	4 3%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
\* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 638  
Which of the following cities do you live in, or nearest to?  
Base: All respondents

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Glasgow	91 4%	7 8% <sup>d</sup>	10 4%	12 4%	5 2%	13 5% <sup>d</sup>	13 7% <sup>d</sup>	4 3%	10 10% <sup>d</sup>	9 3%	29 5%	8 4%	18 5%	9 6%	-	61 4%	88 4%
Edinburgh	70 3%	1 2%	10 4% <sup>f</sup>	16 6% <sup>d</sup>	8 2%	9 3% <sup>f</sup>	* *	5 4% <sup>f</sup>	1 1%	4 2%	21 4%	10 5%	15 4%	5 3%	-	45 3%	69 3%
Newcastle	88 4%	2 2%	9 4%	16 5% <sup>e</sup>	15 4%	6 2%	6 3%	11 8% <sup>e</sup>	4 4%	11 4%	28 5%	13 7%	16 5%	9 6%	2 9%	60 4%	88 4%
Leeds	86 4%	6 6%	8 3%	11 4%	12 3%	9 3%	10 5%	6 4%	4 4%	16 6%	19 4%	9 4%	15 4%	9 6%	2 10%	66 4%	86 4%
Hull	39 2%	2 2%	4 2%	4 1%	9 3%	7 3%	5 3%	2 1%	3 3%	3 1%	10 2%	3 2%	9 2%	2 1%	-	29 2%	38 2%
Sheffield	58 3%	1 1%	13 6% <sup>f</sup>	9 3%	10 3%	9 3%	2 1%	2 2%	3 3%	6 2%	14 3%	1 1%	11 3%	3 2%	-	44 3%	55 3%
Manchester	162 8%	4 5%	37 15% <sup>a</sup>	19 7% <sup>c</sup>	27 8%	21 8%	11 6%	7 5%	3 3%	17 6%	42 8%	17 8%	25 7%	15 10%	3 15%	118 8%	160 8%
Liverpool	95 5%	8 9%	13 6%	13 4%	19 6%	13 5%	5 3%	3 3%	5 5%	9 3%	32 6%	11 5%	25 7% <sup>o</sup>	10 7%	-	61 4%	94 5%
Nottingham	95 5%	9 10% <sup>e</sup>	10 4%	19 7% <sup>i</sup>	19 5%	10 4%	6 4%	4 3%	3 3%	6 2%	19 4%	11 5%	9 3%	5 3%	2 12%	75 5%	95 5%
Birmingham	161 8%	3 3%	21 9%	13 5%	35 10% <sup>c</sup>	26 10% <sup>c</sup>	16 8%	15 11% <sup>c</sup>	6 6%	19 7%	34 6%	12 6%	18 5%	15 10%	* 3%	127 8%	161 8%
Norwich	87 4%	4 5%	9 4%	23 8% <sup>g</sup>	16 5%	11 4%	7 4%	3 2%	6 6%	6 2%	32 6% <sup>o</sup>	13 6%	16 5%	7 4%	-	54 4%	86 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 638  
**Which of the following cities do you live in, or nearest to?**  
**Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Milton Keynes	56 3%	-	3 1%	11 4%	10 3%	7 2%	5 3%	3 2%	4 4%	8 3%	15 3%	2 1%	14 4%	1 1%	-	41 3%	56 3%
Brighton	50 2%	1 1%	7 3%	9 3%	4 1%	5 2%	2 1%	5 3%	1 1%	5 2%	11 2%	6 3%	5 2%	3 2%	-	39 3%	50 2%
Oxford	34 2%	1 1%	3 1%	3 1%	3 1%	9 3%	2 1%	-	2 2%	5 2%	13 3%	5 3%	11 3%	5 3%	1 8%	20 1%	34 2%
London	473 23%	18 20%	36 15%	46 16%	63 18%	59 22%	54 29%bcd	38 29%bcd	26 26%bc	90 e	99 35%abcd19%	31 15%	71 20%	28 18%	5 28%	362 24%jk	464 22%
Southampton	74 4%	1 1%	5 2%	7 2%	18 5%	11 4%	6 3%	8 6%	1 1%	10 4%	15 3%	6 3%	11 3%	6 4%	-	58 4%	72 4%
Bristol	87 4%	6 7%	9 4%	10 3%	19 6%	9 3%	7 4%	3 3%	4 4%	13 5%	18 3%	7 3%	14 4%	3 2%	1 6%	68 4%	83 4%
Plymouth	51 2%	1 1%	4 2%	11 4%	4 1%	14 5%bdhi	9 5%di	3 2%	-	3 1%	13 3%	5 3%	9 3%	3 2%	-	37 2%	51 2%
Cardiff	82 4%	4 5%	7 3%	11 4%	18 5%	11 4%	6 4%	6 5%	4 4%	6 2%	22 4%	10 5%	14 4%	7 4%	2 11%	58 4%	80 4%
Belfast	63 3%	1 3%	6 3%	9 3%	15 4%	5 2%	5 3%	2 2%	6 6%e	8 3%	14 3%	8 4%	11 3%	4 3%	-	45 3%	63 3%
None of these	93 4%	10 11%defgh	12 5%	18 6%ai	14 4%	11 4%	6 3%	3 2%	3 3%	6 2%	23 4%	12 6%	17 5%	6 4%	-	67 4%	91 4%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 639  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Gender		Age							Social Grade							Region										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)			
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177		
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186		
Up to £7,000	(3.5)	88	41	47	18	23	12	17	14	5	6	24	8	50	11	2	13	8	3	10	4	7	5	13	11	1	1	23	6	
		4%	4%	4%	8% <sup>ai</sup>	6% <sup>ai</sup>	4% <sup>ai</sup>	4% <sup>ai</sup>	5% <sup>ai</sup>	1%	1%	4% <sup>aj</sup>	2%	10% <sup>ajkl</sup>	6% <sup>av</sup>	2%	5% <sup>av</sup>	4%	2%	7% <sup>av</sup>	4%	4%	2%	5%	6% <sup>av</sup>	2%	*	3% <sup>A</sup>	3%	
£7,001 to £14,000	(10.5)	237	90	146	19	20	30	54	46	67	19	45	30	142	22	9	44	21	25	15	11	21	16	30	16	6	9	65	13	
		11%	9%	14% <sup>aa</sup>	8%	6%	9%	15% <sup>def</sup>	15% <sup>def</sup>	14% <sup>def</sup>	3%	8% <sup>aj</sup>	7% <sup>aj</sup>	28% <sup>ajkl</sup>	13% <sup>av</sup>	11% <sup>wx</sup>	19% <sup>suv</sup>	12% <sup>av</sup>	14% <sup>av</sup>	10%	11%	11%	6%	11%	9%	10%	3%	7% <sup>A</sup>	7%	
£14,001 to £21,000	(17.5)	292	121	171	26	53	30	45	48	91	46	94	51	101	33	13	31	25	18	29	15	36	28	32	24	9	37	100	23	
		14%	12%	16% <sup>aa</sup>	11%	15% <sup>f</sup>	9%	12%	16% <sup>f</sup>	19% <sup>dfg</sup>	8%	16% <sup>j</sup>	12% <sup>j</sup>	20% <sup>jl</sup>	19% <sup>rv</sup>	15%	13%	14%	10%	19% <sup>rvw</sup>	14%	18% <sup>rvw</sup>	10%	11%	13%	14%	11%	12%	12%	
£21,001 to £28,000	(24.5)	344	148	196	25	56	65	54	49	94	78	116	72	78	15	15	39	29	44	25	21	35	29	43	33	15	58	141	31	
		16%	14%	18% <sup>aa</sup>	11%	15%	19% <sup>d</sup>	15%	16%	19% <sup>d</sup>	14%	20% <sup>aj</sup>	17%	15%	9%	18%	17% <sup>an</sup>	17% <sup>an</sup>	24% <sup>envw</sup>	17% <sup>an</sup>	21% <sup>env</sup>	18% <sup>env</sup>	11%	15%	18% <sup>env</sup>	24% <sup>env</sup>	17%	16%	17%	
£28,001 to £34,000	(31)	273	127	145	15	52	41	42	44	79	80	95	55	43	25	6	32	23	24	24	13	24	29	38	30	5	59	96	17	
		13%	12%	14%	6%	14% <sup>d</sup>	12% <sup>d</sup>	11%	14% <sup>d</sup>	16% <sup>d</sup>	14% <sup>m</sup>	16% <sup>m</sup>	13% <sup>m</sup>	8%	14%	7%	14%	14%	14%	16%	13%	12%	11%	13%	17%	7%	17% <sup>B</sup>	11%	9%	
£34,001 to £41,000	(37.5)	183	99	84	14	34	38	35	23	39	47	54	54	28	13	6	15	18	17	9	6	15	38	21	19	5	36	91	17	
		9%	10%	8%	6%	9%	11%	9%	8%	8%	8%	9% <sup>am</sup>	13% <sup>ajm</sup>	5%	7%	6%	10%	9%	9%	6%	6%	8%	14% <sup>psw</sup>	7%	11%	9%	10%	11%	9%	
£41,001 to £48,000	(44.5)	133	77	56	14	30	28	23	16	21	41	34	41	17	9	11	10	9	12	8	7	10	28	19	8	2	31	69	11	
		6%	8% <sup>b</sup>	5%	6%	8% <sup>ai</sup>	8% <sup>ai</sup>	6%	5%	4%	7% <sup>m</sup>	6%	10% <sup>km</sup>	3%	5%	12% <sup>pux</sup>	4%	5%	7%	6%	7%	5%	10% <sup>px</sup>	7%	4%	4%	9%	8%	6%	
£48,001 to £55,000	(51.5)	99	63	36	13	18	14	28	10	16	32	27	32	8	11	4	6	9	6	7	6	12	12	14	5	6	34	49	16	
		5%	6% <sup>b</sup>	3%	6%	5%	4%	7% <sup>hi</sup>	3%	3%	6% <sup>m</sup>	5% <sup>m</sup>	8% <sup>m</sup>	2%	6%	4%	3%	5%	3%	4%	6%	6%	5%	5%	3%	10% <sup>px</sup>	10% <sup>B</sup>	6%	9%	
£55,001 to £62,000	(58.5)	56	37	19	6	15	14	9	8	4	31	11	12	2	1	1	8	10	5	2	2	2	10	9	5	-	15	33	5	
		3%	4% <sup>b</sup>	2%	3%	4% <sup>ai</sup>	4% <sup>ai</sup>	3%	3%	1%	5% <sup>km</sup>	2% <sup>m</sup>	3% <sup>m</sup>	*	1%	2%	3%	6% <sup>nsu</sup>	3%	1%	2%	1%	4%	3%	3%	-	4%	4%	3%	
£62,001 to £69,000	(65.5)	50	33	16	9	12	11	5	8	4	26	13	8	4	2	-	6	6	5	1	-	8	7	9	2	3	13	31	7	
		2%	3% <sup>b</sup>	2%	4% <sup>ai</sup>	3% <sup>ai</sup>	3% <sup>ai</sup>	1%	3%	1%	4% <sup>klm</sup>	2%	2%	1%	1%	-	3%	4%	3%	1%	-	4% <sup>t</sup>	2%	3%	1%	5% <sup>t</sup>	4%	4%	4%	
£69,001 to £76,000	(72.5)	50	36	15	8	8	10	9	8	6	32	11	8	-	3	3	4	1	4	2	4	4	12	8	4	1	15	24	7	
		2%	3% <sup>b</sup>	1%	3%	2%	3%	3%	3%	1%	6% <sup>klm</sup>	2% <sup>m</sup>	2% <sup>m</sup>	-	2%	4% <sup>q</sup>	2%	*	2%	2%	4% <sup>q</sup>	2%	5% <sup>q</sup>	3%	2%	2%	4%	3%	4%	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 639  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Gender		Age							Social Grade				Region										Employment Sector			Opinion Influencer (C)	
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	Eastern (u)	London (v)	South East (w)	South West (x)	North-ern Ireland (y)	Public (A)		Private (B)
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186
£76,001 to £83,000 (79.5)	35	25	9	6	7	10	6	1	4	22	4	9	-	4	1	1	5	-	-	3	5	10	1	5	6	23	9	
	2%	2% <sup>b</sup>	1%	3% <sup>h</sup>	2%	3% <sup>hi</sup>	2%	*	1%	4% <sup>km</sup>	1%	2% <sup>m</sup>	-	2%	1%	1%	3%	-	-	1%	2%	4% <sup>ps</sup>	*	7% <sup>pqrst uvx</sup>	2%	3%	5%	
£83,001 or more (86)	69	45	24	14	6	13	18	12	6	56	6	5	2	4	4	3	3	5	2	4	27	8	5	-	18	41	13	
	3%	4% <sup>b</sup>	2%	6% <sup>ei</sup>	2%	4% <sup>i</sup>	5% <sup>ei</sup>	4% <sup>i</sup>	1%	10% <sup>klm</sup>	1%	1%	*	2%	5%	2%	2%	3%	2%	2%	10% <sup>npqr stuwxy</sup>	3%	3%	-	5%	5%	7%	
Prefer not to answer	187	79	108	45	27	21	26	22	46	57	53	41	36	24	10	9	9	11	10	12	28	30	17	4	15	76	12	
	9%	8%	10%	20% <sup>efgh i</sup>	7%	6%	7%	7%	9%	10%	9%	10%	7%	14% <sup>qr</sup>	12%	9%	5%	7%	10%	6%	10%	10%	9%	7%	4%	9% <sup>A</sup>	6%	
Average income (£000's)	32.25	36.01 <sup>b</sup>	28.57	36.43 <sup>h</sup>	33.32 <sup>i</sup>	35.73 <sup>h</sup>	32.97 <sup>i</sup>	30.43	27.77	44.69 <sup>k</sup>	30.01 <sup>m</sup>	33.99 <sup>k</sup>	19.82	29.37	33.54 <sup>p</sup>	27.78	31.18	31.73	28.33	30.05	31.07	41.32 <sup>n</sup>	34.19 <sup>n</sup>	30.24	34.08 <sup>p</sup>	40.05 <sup>B</sup>	37.00	39.33
				<sup>i</sup>		<sup>i</sup>				<sup>lm</sup>	<sup>m</sup>										<sup>opqrst uvxy</sup>	<sup>ps</sup>						

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 640

**What is the combined annual income of your household, prior to tax being deducted?**

**Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?						
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)	
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55	
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*	
Up to £7,000	(3.5)	88 4%	74 4%	10 7%	2 6%	6 8%	1 3%	1 10%	3 19%	2 24%	54 5%k	17 3%	8 4%	4 8%k	
£7,001 to £14,000	(10.5)	237 11%	216 11%	18 12%	1 4%	10 15%	5 16%	- 12%	1 34%	5 12%	169 15%kl	40 6%	17 8%	4 8%	
£14,001 to £21,000	(17.5)	292 14%	275 14%	16 11%	- 15%	10 13%	4 13%	- 15%	1 6%	3 35%	177 15%l	82 13%	20 9%	8 16%	
£21,001 to £28,000	(24.5)	344 16%	322 17%	20 13%	5 15%	10 14%	4 13%	- 12%	1 11%	2 30%	3 18%l	207 16%	102 11%	24 7%	
£28,001 to £34,000	(31)	273 13%	254 13%	18 12%	5 14%	5 8%	6 18%	1 10%	1 13%	- -	147 13%lm	96 15%lm	28 13%lm	1 3%	
£34,001 to £41,000	(37.5)	183 9%	162 8%	16 11%	5 15%	9 13%	2 7%	- -	- 3%	1 -	108 9%	54 9%	15 7%	4 9%	
£41,001 to £48,000	(44.5)	133 6%	115 6%	15 10%	5 16%	4 6%	3 10%	1 16%	2 19%	3 21%	- -	56 5%	57 9%j	14 6%	
£48,001 to £55,000	(51.5)	99 5%	96 5%	3 2%	- 7%	1 2%	2 5%	- -	- -	- -	42 4%	45 7%j	12 5%	- -	
£55,001 to £62,000	(58.5)	56 3%	52 3%	2 2%	2 7%	- -	- -	- -	- -	- -	19 2%	24 4%j	12 6%j	- -	
£62,001 to £69,000	(65.5)	50 2%	46 2%	4 2%	1 3%	3 4%	- -	- -	1 6%	- -	25 2%	15 2%	9 4%	- -	
£69,001 to £76,000	(72.5)	50 2%	47 2%	4 2%	1 3%	2 3%	1 2%	- -	- -	- -	17 1%	20 3%j	13 6%j	1 2%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 640

**What is the combined annual income of your household, prior to tax being deducted?****Base: All respondents**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
£76,001 to £83,000 (79.5)	35	32	2	-	1	-	-	1	-	-	13	9	12	2
	2%	2%	2%	-	1%	-	-	14%	-	-	1%	1%	5%jk	3%
£83,001 or more (86)	69	63	5	2	1	1	2	-	-	-	22	29	18	-
	3%	3%	3%	6%	1%	2%	29%	-	-	-	2%	5%j	8%jm	-
Prefer not to answer	187	162	17	3	6	4	2	1	-	-	92	49	17	20
	9%	8%	11%	11%	9%	11%	35%	8%	-	-	8%	8%	8%	41%jkl
Average income (£000's)	32.25	32.30	31.81	38.92	28.36	28.30	54.48	33.69	22.62	15.40	28.70	36.09jm	42.09jk	25.21

**Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m**

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 641  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?							Do you have any children aged 18 or under? If so, how old are they?										
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)	
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138	
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134	
Up to £7,000	(3.5) 4%	88 5%	77 4%	40 5%	37 3%	12 3%	11 3%	1 1%	24 2%h	7 1%	17 7%ghno	64 7%ghno	27 30%ghij lmmo	26 14%ghijm no	4 3%h	4 1%	3 2%	73 5%	15 3%	13 3%	11 3%	5 3%	5 2%	4 2%	1 1%
£7,001 to £14,000	(10.5) 11%	237 11%	193 10%	87 13%bf	106 11%	43 12%	42 2%	1 2%	74 6%h	37 4%	36 14%ghn	163 18%ghn	18 21%ghn	48 26%ghij no	37 31%ghijn o	32 9%gh	28 19%ghn	187 12%ruv	49 9%	38 8%	38 9%	14 7%	16 7%	14 7%	17 13%
£14,001 to £21,000	(17.5) 14%	292 14%	237 14%	113 13%	124 16%	55 14%	50 14%	5 11%	137 11%	101 11%	36 14%	155 18%ghl	16 18%	20 11%	32 27%ghij l	63 18%ghl	24 16%	221 14%	69 13%	61 12%	51 12%	29 15%	23 10%	25 12%	16 12%
£21,001 to £28,000	(24.5) 16%	344 16%	267 16%	152 17%	115 15%	76 19%	69 19%	7 17%	198 16%kl	152 16%kl	47 18%kl	145 16%kl	3 4%	14 8%	15 13%k	70 20%kl	43 28%ghij klm	241 16%	101 18%	87 18%	80 18%	35 18%	39 17%	45 21%	29 21%
£28,001 to £34,000	(31) 13%	273 13%	213 13%	111 12%	101 13%	60 15%	51 14%	9 21%	155 13%l	116 12%l	39 15%l	117 13%l	9 11%	10 6%	11 9%	68 20%ghj lm	19 12%l	195 13%	78 14%	73 15%	58 13%	34 17%	40 18%p	27 13%	14 11%
£34,001 to £41,000	(37.5) 9%	183 9%	145 9%	87 10%	58 7%	38 9%	33 9%	5 12%	127 10%jlm	105 11%jlm	22 9%l	56 6%	4 4%	6 4%	5 4%	31 9%l	10 6%	120 8%	63 12%p	56 12%p	58 13%p	24 12%	35 16%p	29 14%p	13 10%
£41,001 to £48,000	(44.5) 6%	133 6%	114 7%	63 7%	50 6%	19 5%	17 5%	2 4%	100 8%jlmno	84 9%jlmno	15 6%mo	33 4%	2 3%	5 3%	1 1%	20 6%mo	5 3%	88 6%	45 8%	37 8%	38 9%p	15 7%	19 9%	17 8%	13 10%
£48,001 to £55,000	(51.5) 5%	99 5%	85 5%	50 6%	34 4%	14 4%	12 3%	2 5%	83 7%ijlmno	76 8%ijlmno	7 3%	16 2%	2 2%	3 2%	* *	9 3%	2 1%	72 5%	26 5%	22 5%	23 5%	7 3%	10 5%	11 5%	6 4%
£55,001 to £62,000	(58.5) 3%	56 3%	44 3%	21 2%	23 3%	11 3%	11 3%	- -	48 4%jlmno	44 5%ijlmno	4 2%	7 1%	2 2%	1 *	- -	4 1%	1 1%	38 3%	17 3%	17 3%	14 3%	8 4%	9 4%	5 3%	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 641  
**What is the combined annual income of your household, prior to tax being deducted?**  
**Base: All respondents**

	Which of the following best describes where you live?							Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?								
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
£62,001 to £69,000	(65.5)	50	46	21	25	4	4	-	44	40	6	-	3	1	2	*	36	13	11	9	7	4	3	4
		2%	3% <sup>d</sup>	2%	3% <sup>de</sup>	1%	1%	-	4% <sup>ejno</sup>	4% <sup>jno</sup>	2%	1%	-	1%	*	2%	2%	2%	2%	3%	2%	1%	3%	
£69,001 to £76,000	(72.5)	50	35	12	23	15	14	1	39	38	11	1	4	-	6	*	39	12	10	10	1	6	4	3
		2%	2%	1%	3% <sup>b</sup>	4% <sup>b</sup>	4% <sup>b</sup>	3%	3% <sup>ij</sup>	4% <sup>ijmo</sup>	1%	1%	2%	-	2%	*	3%	2%	2%	2%	1%	2%	2%	2%
£76,001 to £83,000	(79.5)	35	26	15	11	9	6	3	29	26	5	1	2	-	3	-	23	11	11	10	2	5	6	3
		2%	2%	2%	1%	2%	2%	7% <sup>abce</sup>	2% <sup>j</sup>	3% <sup>jn</sup>	1%	1%	1%	-	1%	-	2%	2%	2%	2%	1%	2%	3%	3%
£83,001 or more	(86)	69	53	37	16	16	14	2	59	55	4	10	-	1	6	3	51	18	14	18	-	6	10	9
		3%	3%	4% <sup>c</sup>	2%	4%	4%	5%	5% <sup>ijlmn</sup>	6% <sup>ijklm</sup>	2%	1%	-	1%	2%	2%	3% <sup>t</sup>	3% <sup>t</sup>	3% <sup>t</sup>	4% <sup>t</sup>	-	3% <sup>t</sup>	5% <sup>t</sup>	7% <sup>prt</sup>
Prefer not to answer	187	151	86	65	36	32	4	91	74	17	96	3	42	12	27	12	153	31	29	19	17	7	12	4
		9%	9%	10%	8%	9%	10%	7%	8%	7%	11% <sup>g</sup>	4%	23% <sup>ghij kmno</sup>	10%	8%	8%	10% <sup>qrsuw</sup>	6%	6%	4%	9% <sup>su</sup>	3%	6%	3%
Average income (£000's)	32.25	32.08	33.03	31.00	32.95	32.37	38.12 <sup>c</sup>	37.90 <sup>ij klmno</sup>	40.67 <sup>gi jklmno</sup>	27.61 <sup>jk lm</sup>	24.24 <sup>kl m</sup>	18.04	20.62	18.66	29.21 <sup>jk lmo</sup>	24.73 <sup>kl m</sup>	31.65	33.94 <sup>p</sup>	34.00 <sup>p</sup>	34.92 <sup>pt</sup>	31.19	34.67	35.25 <sup>pt</sup>	35.30

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 642

**What is the combined annual income of your household, prior to tax being deducted?****Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	Use Online Comms (p)
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
Up to £7,000	(3.5) 4%	88 100% ghi	88 100% bcdef	-	-	-	-	-	-	-	31 6% o	26 13% jlm	13 4%	7 5%	1 4%	54 4%	86 4%
£7,001 to £14,000	(10.5) 11%	237 100% ghi	237 100% acdef	-	-	-	-	-	-	-	103 20% o	43 21% o	72 20% o	41 27% o	8 45%	132 9%	229 11%
£14,001 to £21,000	(17.5) 14%	292 14%	-	292 100% abdef ghi	-	-	-	-	-	-	92 18% o	36 18%	63 18% o	28 18%	2 9%	197 13%	288 14%
£21,001 to £28,000	(24.5) 16%	344 16%	-	-	344 100% abcef ghi	-	-	-	-	-	91 17%	28 14%	70 20% m	18 11%	3 18%	250 16%	339 16%
£28,001 to £34,000	(31) 13%	273 13%	-	-	-	273 100% abcdf ghi	-	-	-	-	64 12%	20 10%	48 13%	20 13%	-	205 13%	270 13%
£34,001 to £41,000	(37.5) 9%	183 9%	-	-	-	-	183 100% abcde ghi	-	-	-	31 6%	11 6%	18 5%	11 7%	2 10%	149 10% j	181 9%
£41,001 to £48,000	(44.5) 6%	133 6%	-	-	-	-	-	133 100% abcde fhi	-	-	19 4%	6 3%	12 3%	8 5%	-	112 7% jkl	131 6%
£48,001 to £55,000	(51.5) 5%	99 5%	-	-	-	-	-	-	99 100% abcde fghi	-	19 4%	5 3%	15 4%	5 3%	-	78 5%	99 5%
£55,001 to £62,000	(58.5) 3%	56 3%	-	-	-	-	-	-	-	56 21% abcde fgh	10 2%	5 2%	5 1%	3 2%	1 5%	45 3%	56 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Populus





**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 642

**What is the combined annual income of your household, prior to tax being deducted?****Base: All respondents**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	Yes - mental condition		Yes - physical condition		Yes - other (n)	No (o)	Use Online Comms (p)
											NET: Yes (j)	Yes (k)	Yes (l)	Yes (m)			
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
£62,001 to £69,000	(65.5) 50 2%	-	-	-	-	-	-	-	-	50 19% abcde fgh	7 1%	1 *	6 2%	-	-	42 3%	50 2%
£69,001 to £76,000	(72.5) 50 2%	-	-	-	-	-	-	-	-	50 19% abcde fgh	7 1%	3 2%	3 1%	3 2%	-	43 3%	50 2%
£76,001 to £83,000	(79.5) 35 2%	-	-	-	-	-	-	-	-	35 13% abcde fgh	4 1%	1 1%	2 *	1 1%	1 8%	29 2%	35 2%
£83,001 or more	(86) 69 3%	-	-	-	-	-	-	-	-	69 27% abcde fgh	7 1%	1 *	7 2%	1 *	-	61 4% jkm	69 3%
Prefer not to answer	187 9%	-	-	-	-	-	-	-	-	-	37 7%	14 7%	20 6%	9 6%	-	136 9%	183 9%
Average income (£000's)	32.25	3.50	10.50	17.50	24.50	31.00	37.50	44.50	51.50	72.68ab cdefgh	25.77k	22.29	26.23k	24.25	24.22	34.46jk lm	32.40

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o

\* small base; \*\* very small base (under 30) ineligible for sig testing

### Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 643  
**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										Employment Sector			Opinion Influencer (C)
	Total	Male (a)	Female (b)	18-24 (d)	25-34 (e)	35-44 (f)	45-54 (g)	55-64 (h)	65+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	Scotland (n)	North East (o)	North West (p)	Yorkshire & Humberside (q)	West Midlands (r)	East Midlands (s)	Wales (t)	East of London (u)	London (v)	South East (w)	South West (x)	North Ireland (y)	Public (A)	Private (B)		
Unweighted base	2094	1016	1078	226	321	357	371	352	467	611	586	427	470	164	74	238	179	184	165	110	196	276	278	168	62	337	850	177	
Weighted base	2094	1022	1072	232	362	335	371	310	484	572	588	425	509	177	85*	234	171	181	148	102*	195	274	284	181	63*	346	863	186	
NET: Yes	521	229	292	35	75	73	101	83	156	116	118	87	199	54	26	64	39	42	31	30	63	49	66	43	14	52	139	42	
	25%	22%	27% <sup>a</sup>	15%	21%	22%	27% <sup>d</sup>	27% <sup>d</sup>	32% <sup>cdef</sup>	20%	20%	21%	39% <sup>ijkl</sup>	31% <sup>v</sup>	31% <sup>v</sup>	28% <sup>uv</sup>	23%	23%	21%	30% <sup>uv</sup>	32% <sup>sw</sup>	18%	23%	24%	22%	15%	16%	23%	
Yes - physical condition	354	163	191	13	28	48	70	58	136	81	72	64	138	39	14	45	30	20	20	44	31	48	31	11	31	85	23		
	17%	16%	18%	6%	8%	14% <sup>de</sup>	19% <sup>de</sup>	19% <sup>de</sup>	28% <sup>cdef</sup>	14%	12%	15%	27% <sup>ijkl</sup>	22% <sup>rv</sup>	17%	19% <sup>rv</sup>	18%	11%	13%	20% <sup>uv</sup>	23% <sup>rsv</sup>	11%	17%	17%	9%	10%	12%		
Yes - mental condition	199	85	114	26	49	46	48	23	7	31	51	27	90	22	12	25	13	17	9	12	23	15	24	20	8	20	66	22	
	10%	8%	11%	11% <sup>i</sup>	14% <sup>hi</sup>	14% <sup>hi</sup>	13% <sup>hi</sup>	7% <sup>i</sup>	1%	5%	9% <sup>j</sup>	6%	18% <sup>ijkl</sup>	12% <sup>v</sup>	14% <sup>v</sup>	11% <sup>v</sup>	8%	9%	6%	12%	12% <sup>v</sup>	6%	8%	11%	13% <sup>v</sup>	6%	8%	12%	
Yes - disability	154	66	87	1	18	17	33	33	51	26	25	25	77	18	7	23	12	15	10	11	9	17	19	8	4	9	19	8	
	7%	6%	8%	1%	5% <sup>d</sup>	5% <sup>d</sup>	9% <sup>d</sup>	11% <sup>def</sup>	11% <sup>def</sup>	5%	4%	6%	15% <sup>ijkl</sup>	10%	9%	10% <sup>ix</sup>	7%	8%	7%	11%	5%	6%	7%	4%	7%	3%	2%	5%	
Yes - other	17	10	7	*	-	3	5	5	3	4	4	-	10	-	2	2	2	3	2	2	-	2	2	1	-	1	4	3	
	1%	1%	1%	*	-	1%	1% <sup>e</sup>	2% <sup>e</sup>	1%	1%	1%	-	2% <sup>l</sup>	-	2%	1%	1%	2%	1%	2%	-	1%	1%	-	*	*	1%		
No	1534	775	759	190	283	255	263	223	320	443	461	333	298	117	56	165	131	138	116	69	128	216	217	136	45	288	705	140	
	73%	76% <sup>b</sup>	71%	82% <sup>ghi</sup>	78% <sup>i</sup>	76% <sup>i</sup>	71%	72%	66%	77% <sup>m</sup>	78% <sup>m</sup>	78% <sup>m</sup>	59%	66%	66%	71%	77% <sup>u</sup>	76% <sup>u</sup>	78% <sup>nu</sup>	68%	66%	79% <sup>nop</sup>	76% <sup>nu</sup>	75%	71%	83%	82%	75%	
Prefer not to say	38	17	21	7	5	7	7	4	8	13	9	5	12	5	2	5	1	1	1	2	4	10	2	1	4	6	19	4	
	2%	2%	2%	3%	1%	2%	2%	1%	2%	2%	2%	1%	2%	3%	3%	2%	1%	*	1%	2%	2%	4% <sup>rw</sup>	1%	1%	7% <sup>qrs</sup>	2%	2%	2%	

Proportions/Means: Columns Tested (5% risk level) - a/b - d/e/f/g/h/i - j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y - A/B  
\* small base



**Online Communication Services Survey**  
**ONLINE Fieldwork: 17th-18th February 2020**

Absolutes/col percents

Table 644

**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**

	To which of the following ethnic groups do you consider you belong?								What is the highest educational level that you have achieved to date?					
	Total	White (a)	NET: Non-white (b)	Mixed (c)	Asian (d)	Black (e)	Chinese (f)	Other (g)	No formal education (h)	Primary (i)	Secondary (j)	University degree (k)	Higher university degree (l)	Still in full time education (m)
Unweighted base	2094	1913	156	34	69	34	8	11	14	10	1137	639	223	55
Weighted base	2094	1917	150	32**	68*	34**	7**	10**	15**	10**	1149	637	220	48*
NET: Yes	521 25%	504 26%bd	14 10%	3 11%	7 10%	1 2%	1 12%	3 29%	7 46%	6 59%	334 29%kl	116 18%	48 22%	9 18%
Yes - physical condition	354 17%	346 18%bd	8 5%	3 9%	3 4%	-	1 12%	1 15%	3 22%	5 54%	226 20%km	85 13%	31 14%	4 8%
Yes - mental condition	199 10%	194 10%b	5 3%	* 1%	3 4%	-	-	1 15%	2 16%	3 29%	131 11%k	38 6%	21 10%	4 9%
Yes - disability	154 7%	146 8%bd	4 3%	2 7%	-	1 2%	-	1 15%	1 8%	1 14%	94 8%k	35 5%	21 9%	1 2%
Yes - other	17 1%	13 1%	5 3%a	2 7%	1 1%	-	-	1 14%	-	-	9 1%	6 1%	2 1%	-
No	1534 73%	1389 72%	134 89%a	28 86%	61 90%a	32 95%	6 88%	7 71%	8 54%	3 26%	794 69%	514 81%j	168 77%j	38 78%
Prefer not to say	38 2%	24 1%	2 1%	1 3%	-	1 3%	-	-	-	2 16%	20 2%	7 1%	3 2%	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

\* small base; \*\* very small base (under 30) ineligible for sig testing

## Online Communication Services Survey

### ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 645  
**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**

	Which of the following best describes where you live?						Which of the following best describes your current working status?								Do you have any children aged 18 or under? If so, how old are they?									
	Total	NET: Urban (a)	Urban - Pop. over 10k (b)	Town and Fringe (c)	NET: Rural (d)	Village (e)	Hamlet & Isolated Dwelling (f)	NET: Working (g)	Working full time (h)	Working part time (i)	NET: Not working (j)	Not working seeking work (k)	Not working not seeking work (l)	Retired state pension only (m)	Retired private pension (n)	House person (o)	No children aged 18 or under (p)	NET: Yes (q)	NET: Under 16 (r)	NET: Any 5-18 (s)	Any aged under 5 (t)	Any aged 5-10 (u)	Any aged 11-15 (v)	Any aged 16-18 (w)
Unweighted base	2094	1681	897	784	413	370	43	1187	837	350	907	86	200	109	355	157	1521	568	495	463	196	241	232	138
Weighted base	2094	1685	896	789	409	367	42*	1208	955	253	886	89*	186	118*	343	151	1538	549	477	437	198	223	212	134
NET: Yes	521	412	192	220	109	98	11	190	138	52	331	38	87	50	105	51	413	108	93	89	34	38	50	27
	25%	24%	21%	28% <sup>b</sup>	27%	27%	27%	16%	14%	21% <sup>gh</sup>	37% <sup>ghin</sup>	43% <sup>ghi</sup>	47% <sup>ghij</sup>	42% <sup>ghin</sup>	31% <sup>ghi</sup>	34% <sup>ghi</sup>	27% <sup>qrstu</sup>	20%	19%	20%	17%	17%	23%	20%
Yes - physical condition	354	271	120	151	83	74	9	116	83	33	238	15	51	44	88	41	282	73	63	64	20	28	38	21
	17%	16%	13%	19% <sup>ab</sup>	20% <sup>b</sup>	20% <sup>b</sup>	21%	10%	9%	13% <sup>h</sup>	27% <sup>ghi</sup>	17% <sup>h</sup>	28% <sup>ghi</sup>	37% <sup>ghij</sup>	26% <sup>ghi</sup>	27% <sup>ghi</sup>	18% <sup>qrstu</sup>	13%	15%	15%	10%	13%	18% <sup>t</sup>	16%
Yes - mental condition	199	162	78	84	37	35	3	85	65	20	114	27	54	6	6	22	129	70	61	56	24	26	27	13
	10%	10%	9%	11%	9%	9%	6%	7% <sup>n</sup>	7% <sup>n</sup>	8% <sup>n</sup>	13% <sup>ghimn</sup>	31% <sup>ghijmno</sup>	29% <sup>ghijmno</sup>	5%	2%	14% <sup>ghimn</sup>	8%	13% <sup>p</sup>	13% <sup>p</sup>	13% <sup>p</sup>	12%	12%	13%	10%
Yes - disability	154	122	62	60	31	29	2	28	21	7	126	15	36	24	36	15	128	25	20	21	9	10	7	5
	7%	7%	7%	8%	8%	8%	5%	2%	2%	3%	14% <sup>ghi</sup>	16% <sup>ghi</sup>	19% <sup>ghin</sup>	20% <sup>ghin</sup>	11% <sup>ghi</sup>	10% <sup>ghi</sup>	8% <sup>qrstv</sup>	5%	4%	5%	5%	4%	3%	4%
Yes - other	17	16	10	6	1	1	-	5	2	3	12	-	6	-	4	3	16	1	-	1	-	-	-	1
	1%	1%	1%	1%	*	*	-	*	*	1%	1% <sup>gh</sup>	-	3% <sup>gh</sup>	-	1%	2% <sup>h</sup>	1% <sup>r</sup>	*	-	*	-	-	-	1%
No	1534	1238	686	552	296	267	30	994	799	195	541	50	95	65	235	96	1096	432	377	341	162	184	157	107
	73%	73%	77% <sup>c</sup>	70%	73%	73%	71%	82% <sup>ijklmno</sup>	84% <sup>ijklmno</sup>	77% <sup>ijklmno</sup>	61% <sup>l</sup>	56%	51%	55%	69% <sup>ijklm</sup>	64% <sup>l</sup>	71%	79% <sup>p</sup>	79% <sup>p</sup>	78% <sup>p</sup>	82% <sup>p</sup>	82% <sup>pv</sup>	74%	80%
Prefer not to say	38	35	18	17	3	2	1	24	18	6	14	1	4	3	3	3	29	9	8	7	2	2	5	1
	2%	2%	2%	2%	1%	1%	3%	2%	2%	2%	2%	2%	2%	3%	1%	2%	2%	2%	2%	2%	1%	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j/k/l/m/n/o - p/q/r/s/t/u/v/w  
 \* small base



## Online Communication Services Survey ONLINE Fieldwork: 17th-18th February 2020

Absolutes/col percents

Table 646

**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**

	What is the combined annual income of your household, prior to tax being deducted?										Do you have a longstanding physical or mental condition or disability?						Use Online Comms (p)
	Total	Up to £7k (a)	£7k-£14k (b)	£14k-£21k (c)	£21k-£28k (d)	£28k-£34k (e)	£34k-£41k (f)	£41k-£48k (g)	£48k-£55k (h)	£55k or more (i)	NET: Yes (j)	Yes - mental condition (k)	Yes - physical condition (l)	Yes - disability (m)	Yes - other (n)	No (o)	
Unweighted base	2094	95	239	304	354	284	186	127	85	243	515	206	343	152	16	1541	2071
Weighted base	2094	88*	237	292	344	273	183	133	99*	259	521	199	354	154	17**	1534	2065
NET: Yes	521	31	103	92	91	64	31	19	19	35	521	199	354	154	17	-	514
	25%	35%	43%	31%	26%	24%	17%	14%	19%	14%	100%	100%	100%	100%	100%	-	25%
Yes - physical condition	354	13	72	63	70	48	18	12	15	23	354	86	354	104	7	-	347
	17%	14%	30%	22%	21%	18%	10%	9%	15%	9%	68%	43%	100%	68%	39%	-	17%
Yes - mental condition	199	26	43	36	28	20	11	6	5	10	199	199	86	50	2	-	198
	10%	29%	18%	12%	8%	7%	6%	5%	5%	4%	38%	100%	24%	33%	13%	-	10%
Yes - disability	154	7	41	28	18	20	11	8	5	7	154	50	104	154	9	-	152
	7%	8%	17%	10%	5%	7%	6%	6%	5%	3%	29%	25%	100%	49%	-	-	7%
Yes - other	17	1	8	2	3	-	2	-	-	2	17	2	7	9	17	-	17
	1%	1%	3%	1%	1%	-	1%	-	-	1%	3%	1%	2%	6%	100%	-	1%
No	1534	54	132	197	250	205	149	112	78	220	-	-	-	-	-	1534	1516
	73%	61%	56%	68%	73%	75%	81%	84%	85%	85%	-	-	-	-	-	100%	73%
Prefer not to say	38	4	2	3	3	3	3	2	2	4	-	-	-	-	-	-	35
	2%	4%	1%	1%	1%	1%	2%	1%	2%	2%	-	-	-	-	-	-	2%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i - j/k/l/m/n/o  
\* small base; \*\* very small base (under 30) ineligible for sig testing

