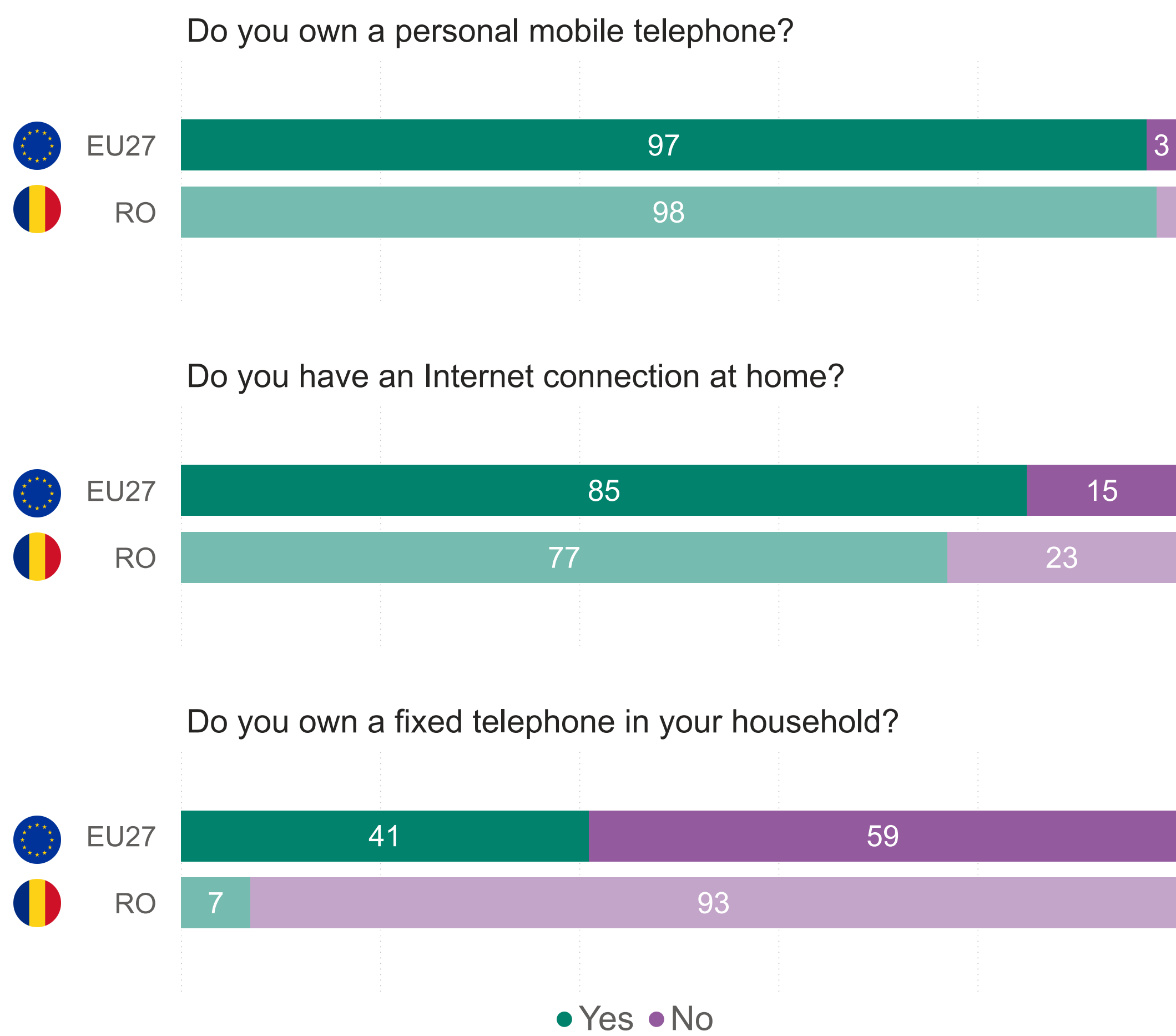
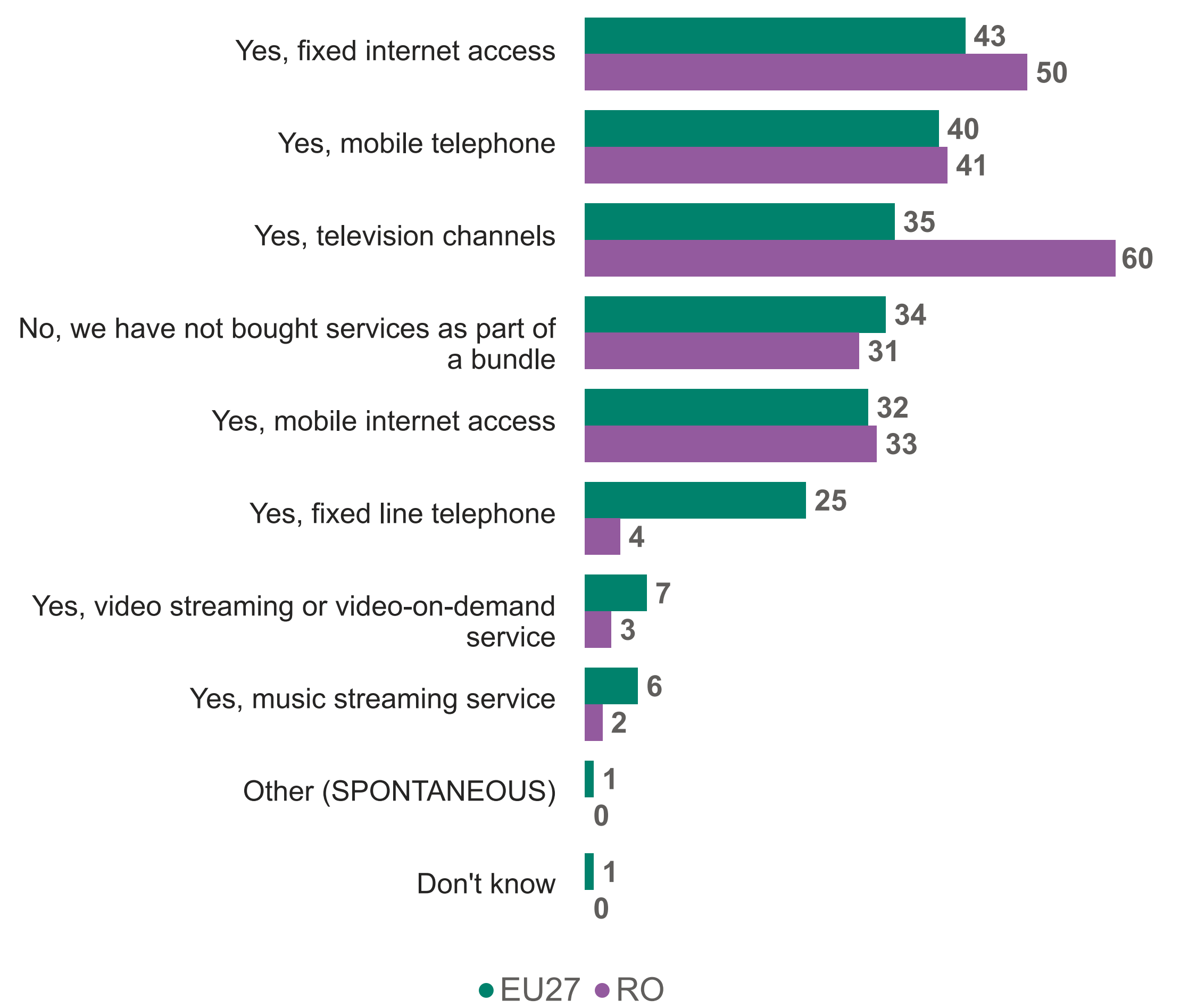


ACCESS TO COMMUNICATION SERVICES AND SERVICE PACKAGES

D43 Access to fixed telephone, mobile telephone, and fixed internet connection (%)

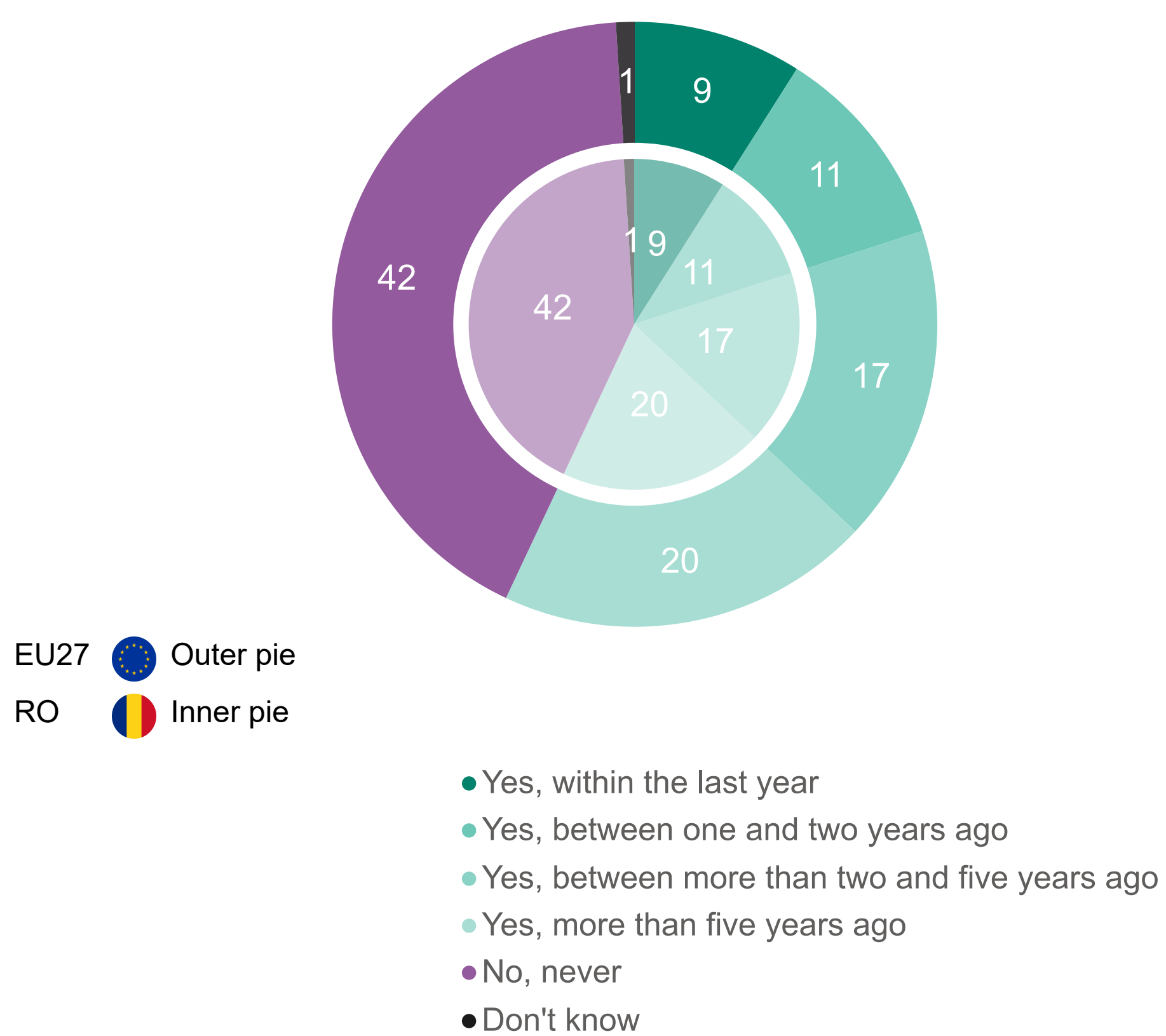


QC1. Has your household subscribed to two or more of the following services as part of a bundle? (MULTIPLE ANSWERS POSSIBLE) (%)

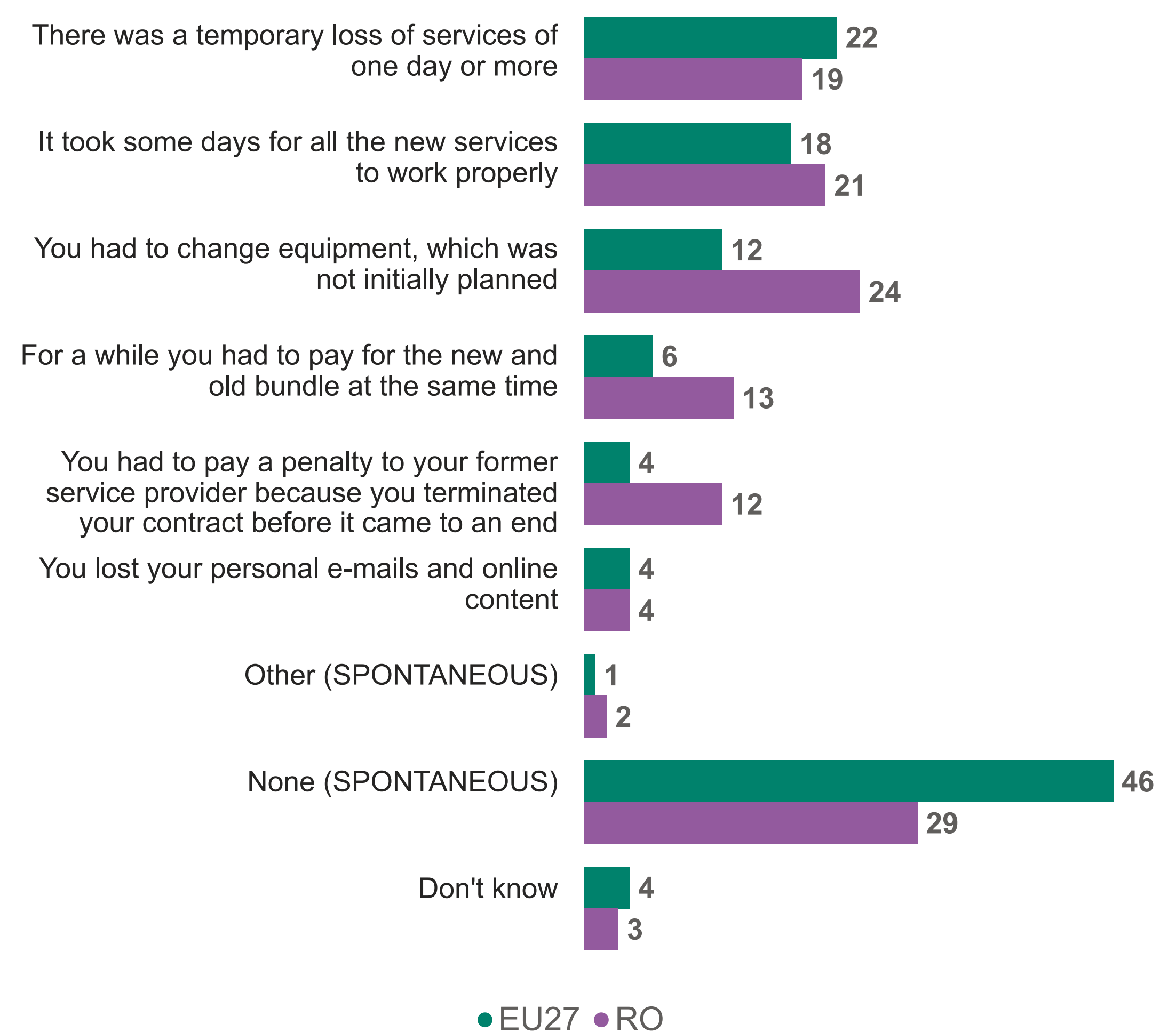


CONSUMER EXPERIENCE OF COMMUNICATION SERVICES

QC2. Have you or someone in your household changed bundle service provider? (%)



QC3. When you changed your bundle service provider, did you experience any of the following problems? (MULTIPLE ANSWERS POSSIBLE) (%)





e-Communications and Digital Single Market



Romania

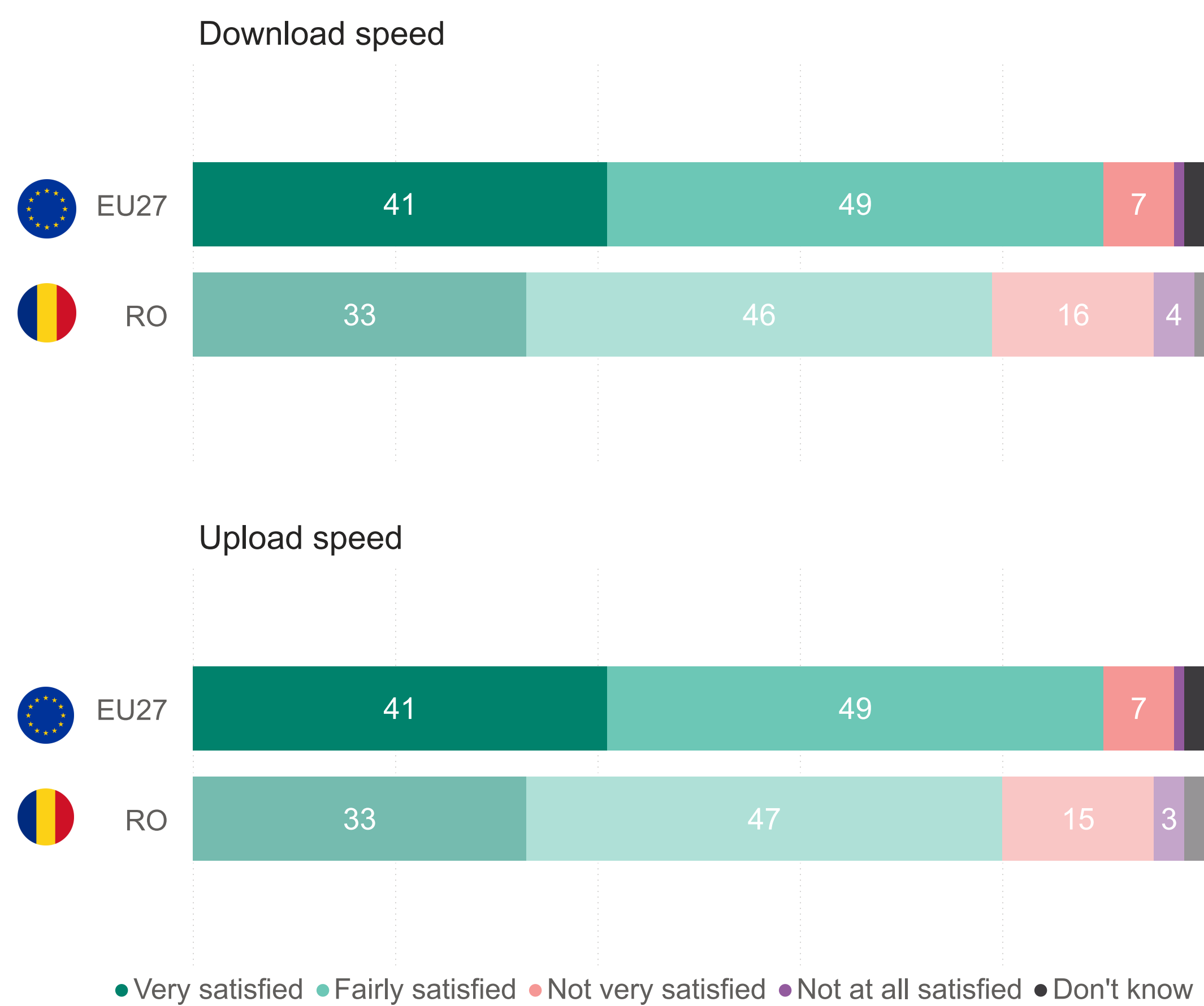
Fieldwork EU27: 9 January - 4 February 2025
TOTAL EU27: 26 354 INTERVIEWS

Fieldwork ROMANIA: 10 January - 28 January 2025
TOTAL ROMANIA: 1 031 INTERVIEWS



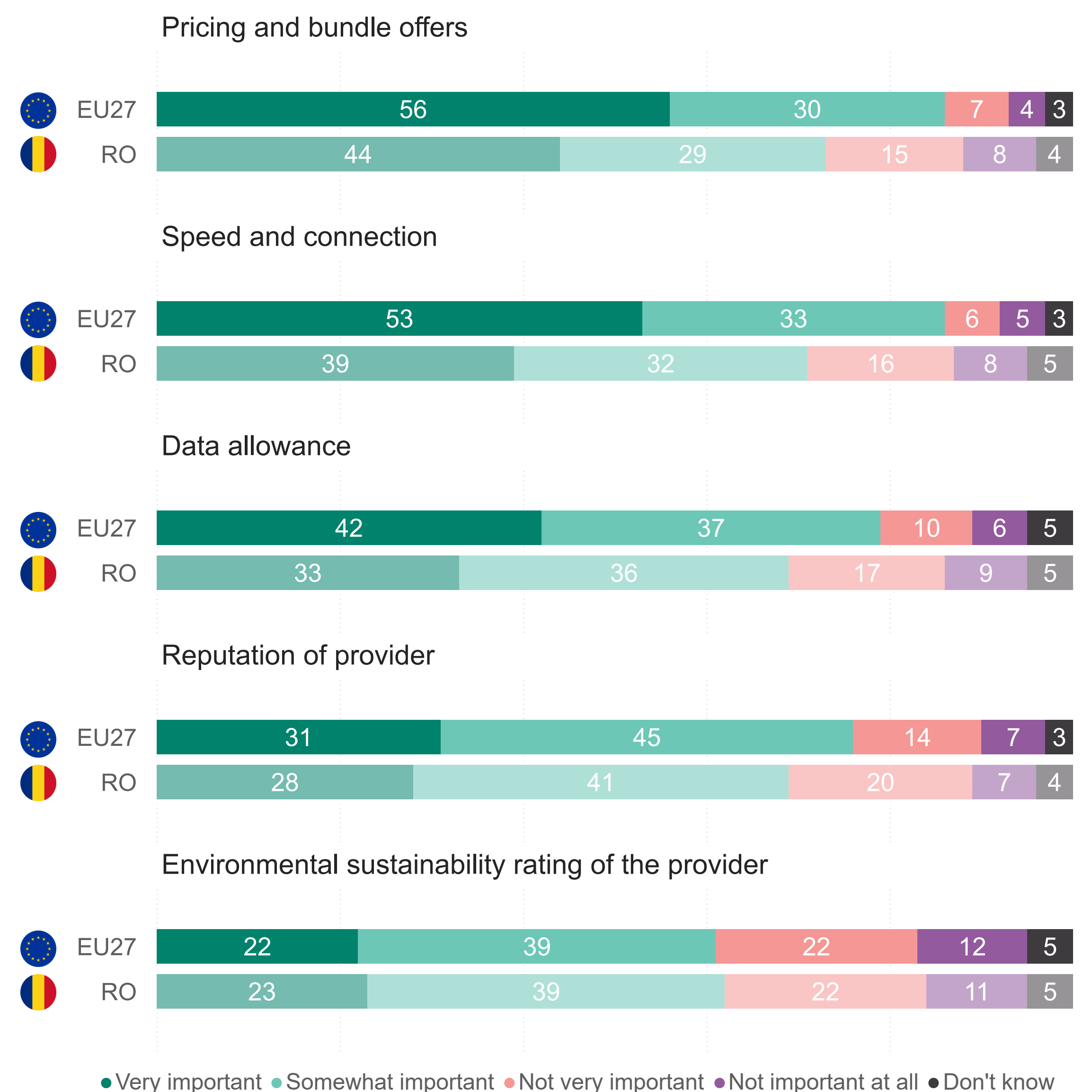
CONSUMER EXPERIENCE OF COMMUNICATION SERVICES

QC4. Thinking about your internet connection at home, to what extent are you satisfied with the following: (%)

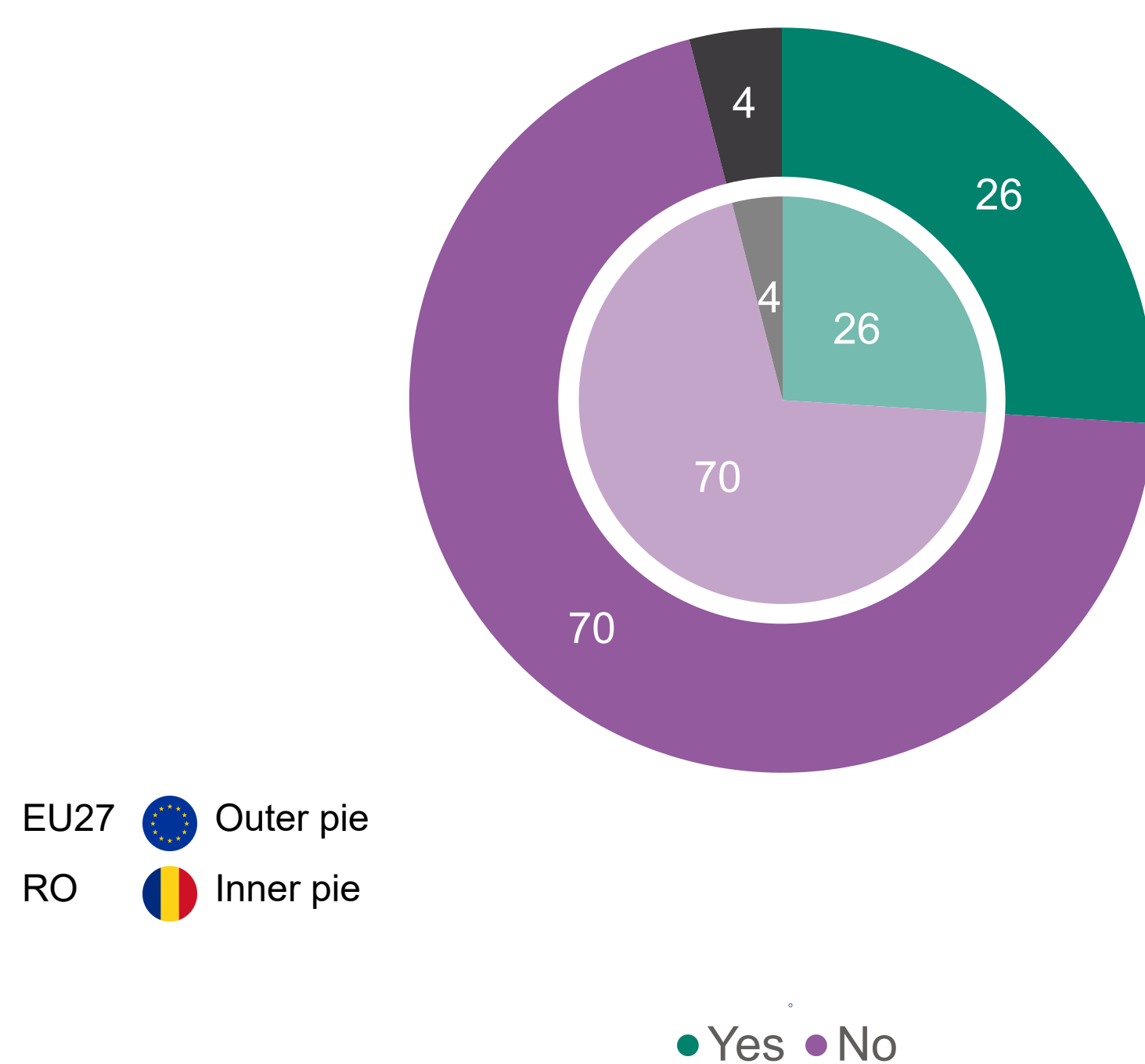


Base: Respondents that have an internet connection at home.

QC9. When choosing an internet provider, how important are the following considerations for you in making your choice? (%)

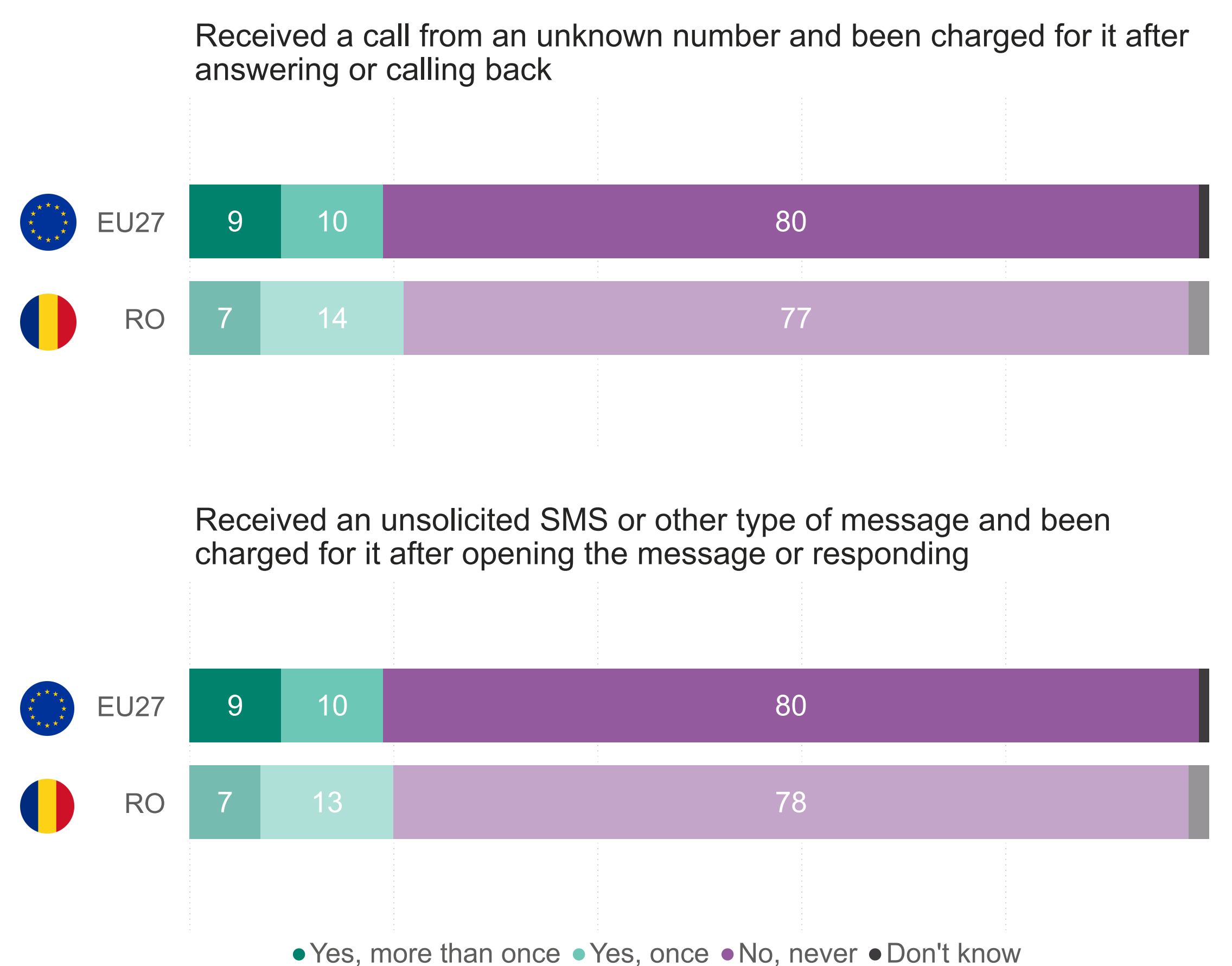


QC6. During the course of your current contract, has the internet (fixed or mobile) provider notified you of an increase in price? (%)



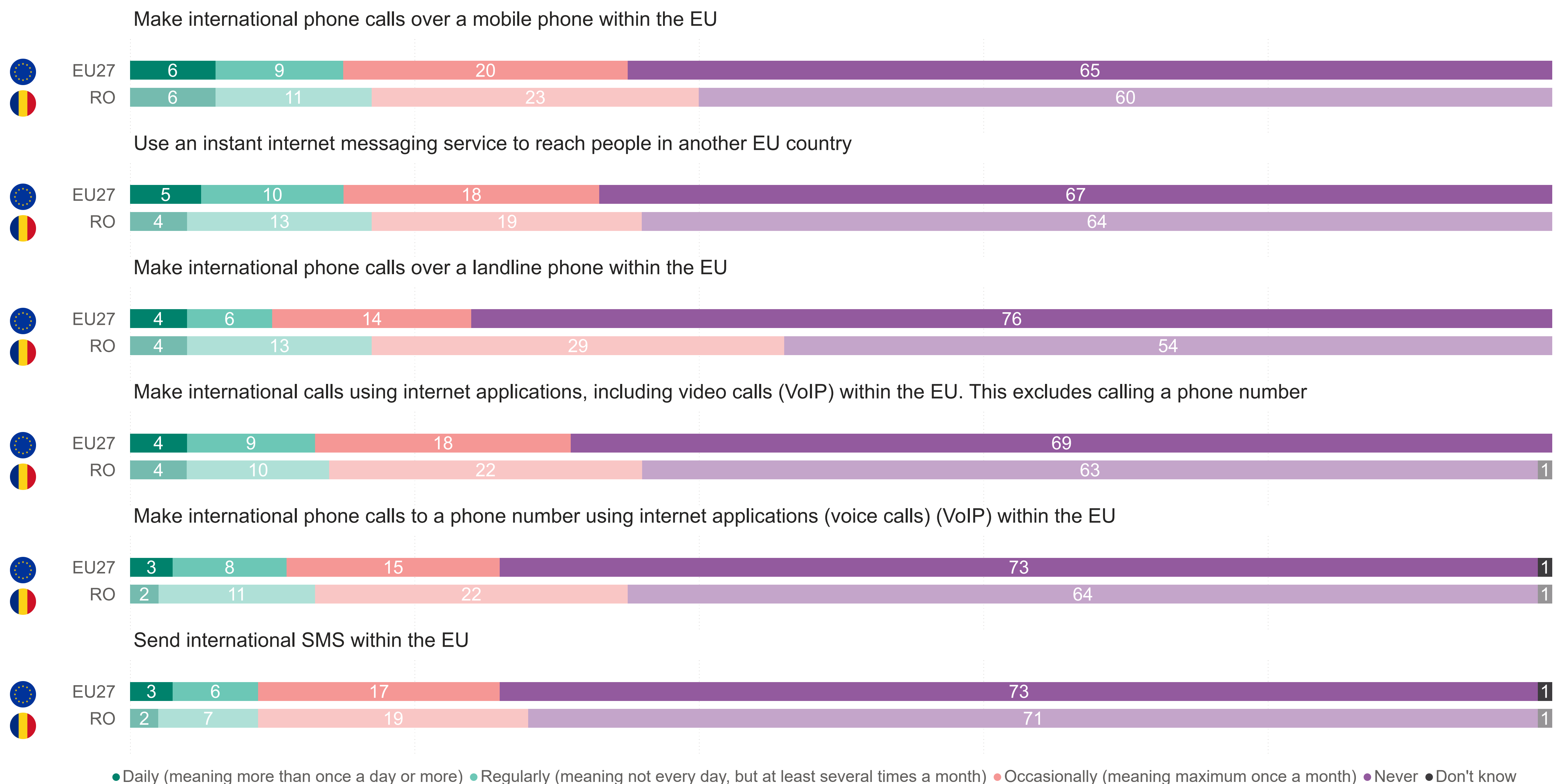
Base: Respondents that own a personal mobile phone or have an internet connection at home.

QC10. Have you experienced one of the following over the last year? (%)



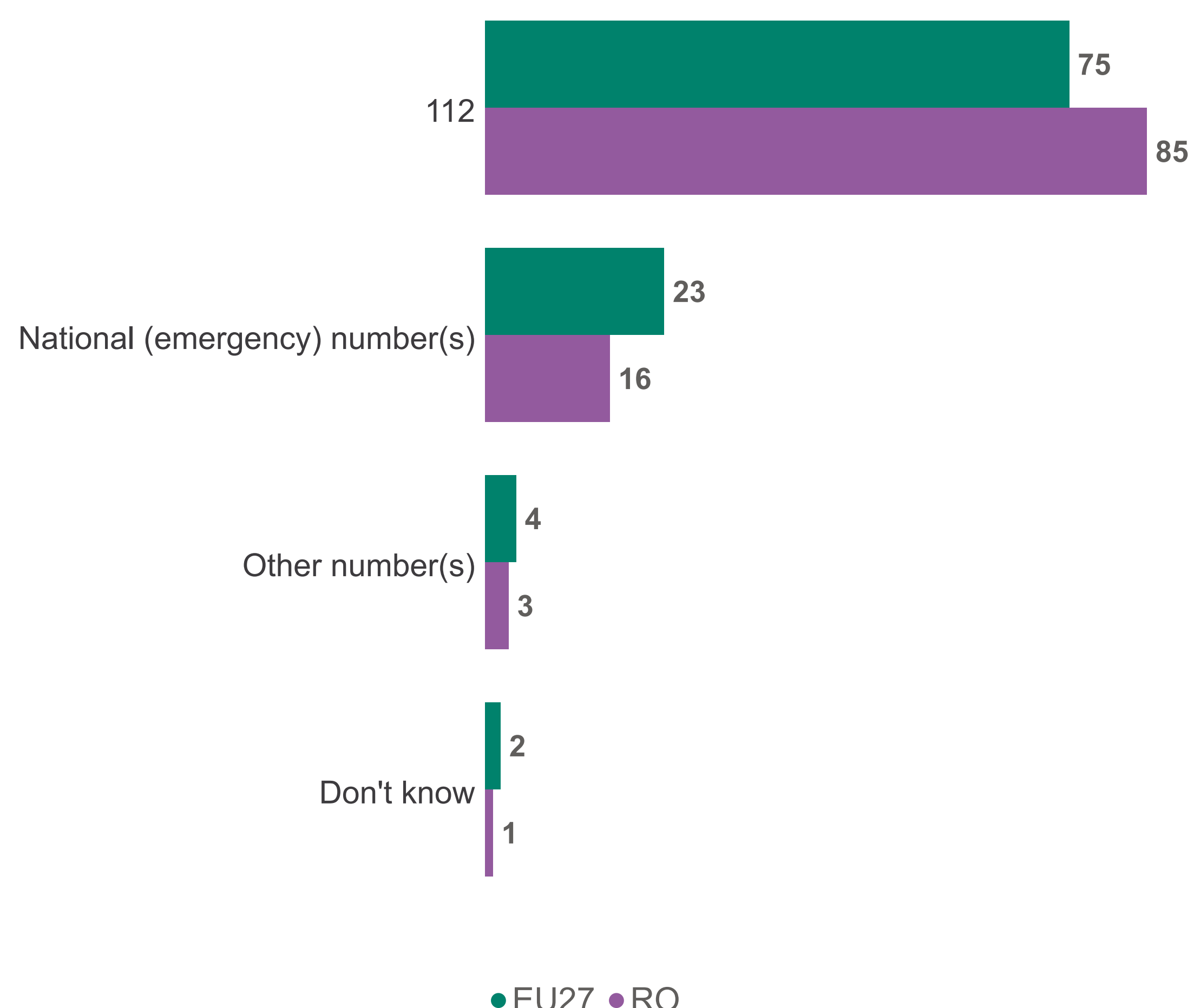
INTERNATIONAL CALLS WITHIN THE EU

QC8. How often do you do any of the following from the country where you live? (%)

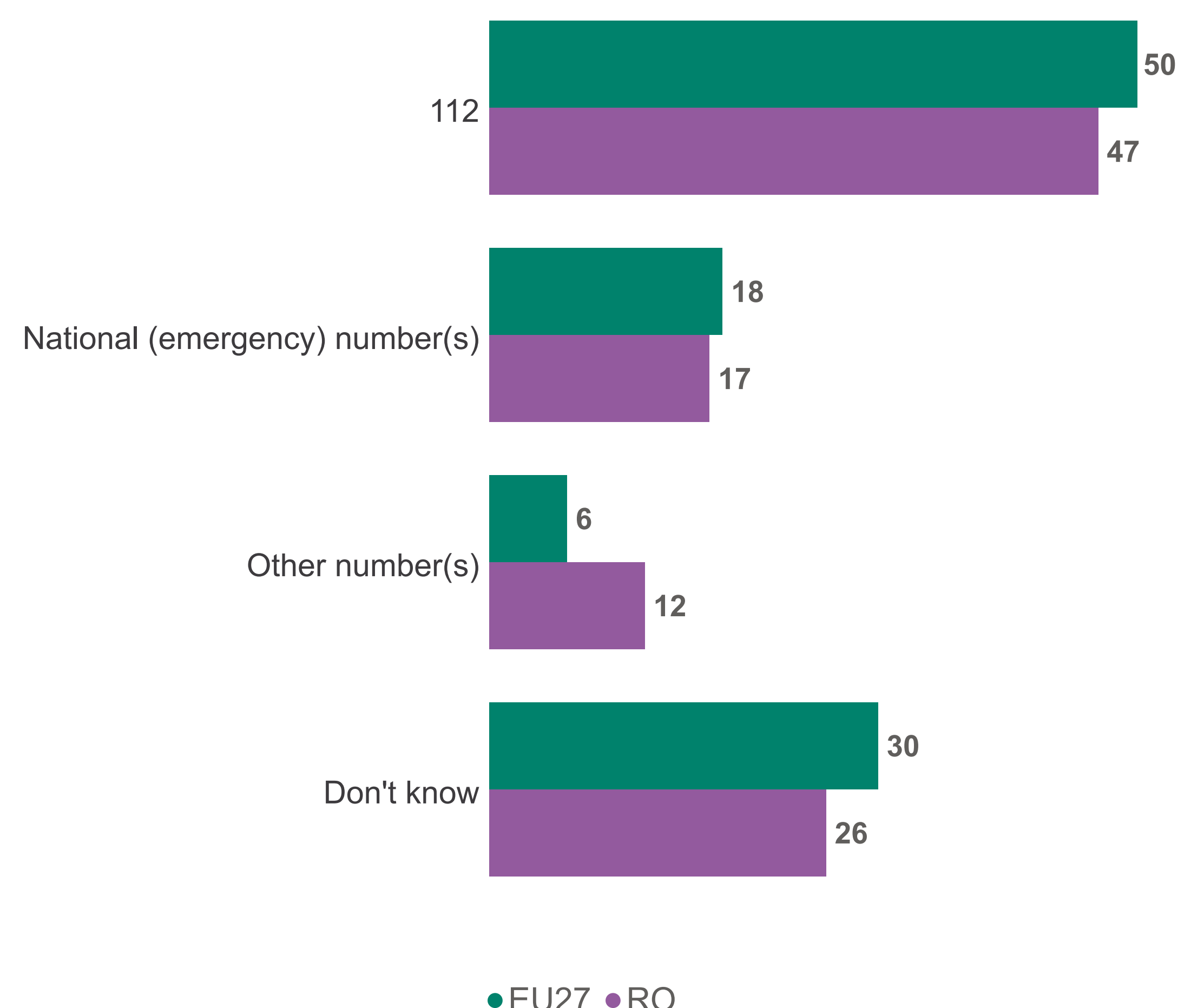


AWARENESS OF MEANS OF EMERGENCY COMMUNICATIONS

QC7.1. What telephone number would you call in the event of an emergency; for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (%)
In (OUR COUNTRY)

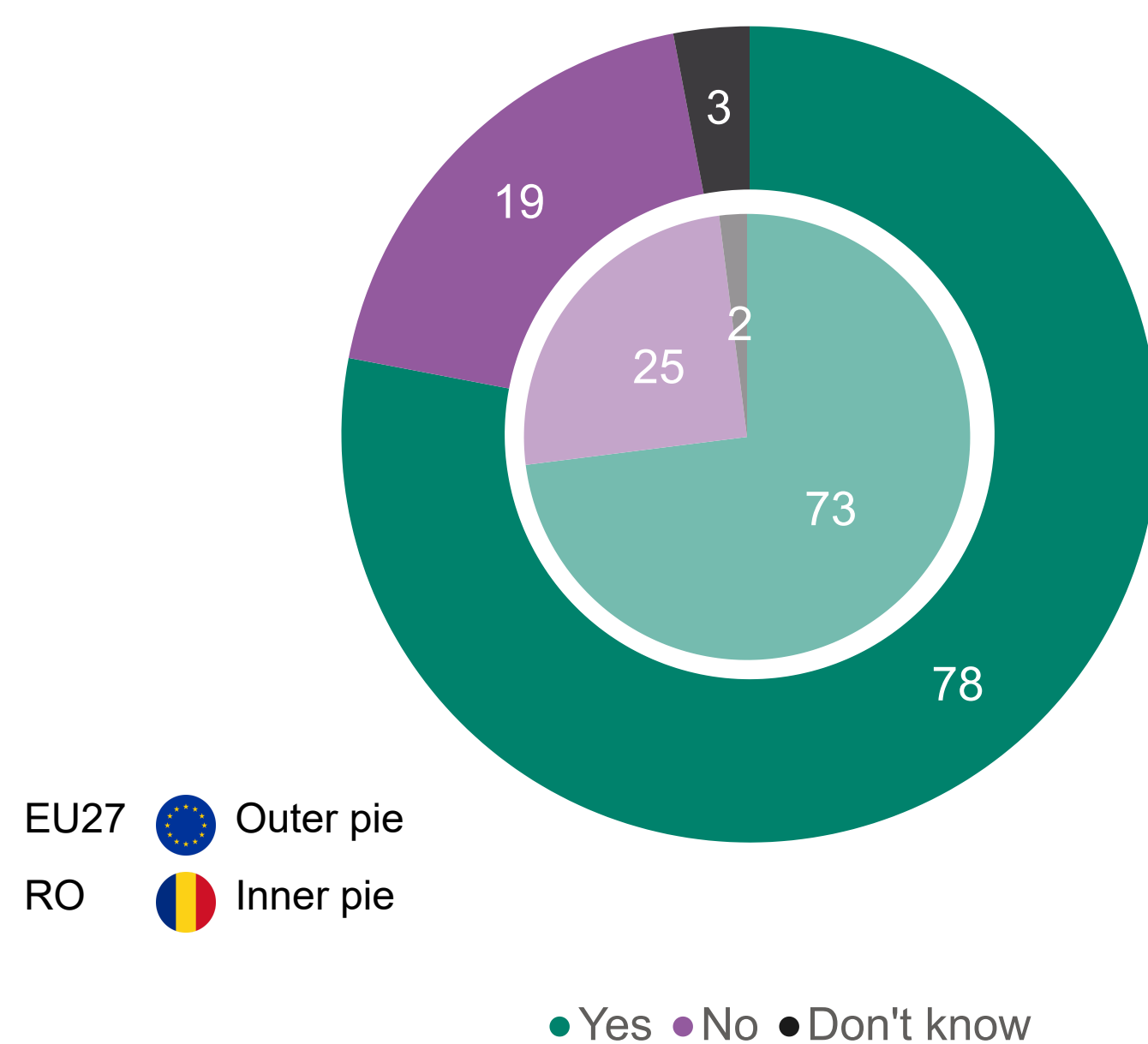


QC7.2 What telephone number would you call in the event of an emergency; for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (%)
In another EU country



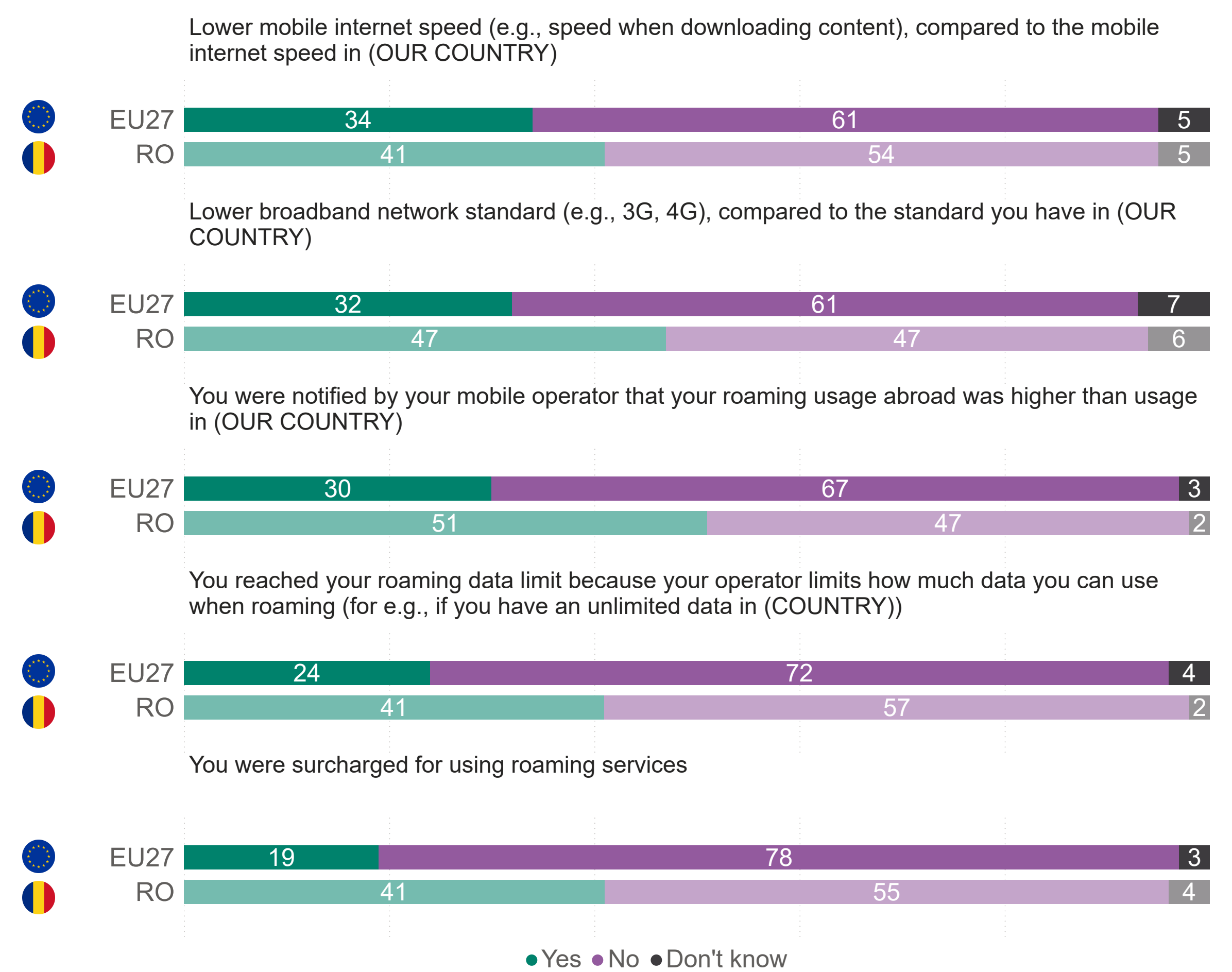
COMMUNICATION SERVICES WHEN TRAVELLING

QC12T. When you travel to another EU country, Iceland, Liechtenstein or Norway, do you feel that you benefit from roaming without surcharges? (%)



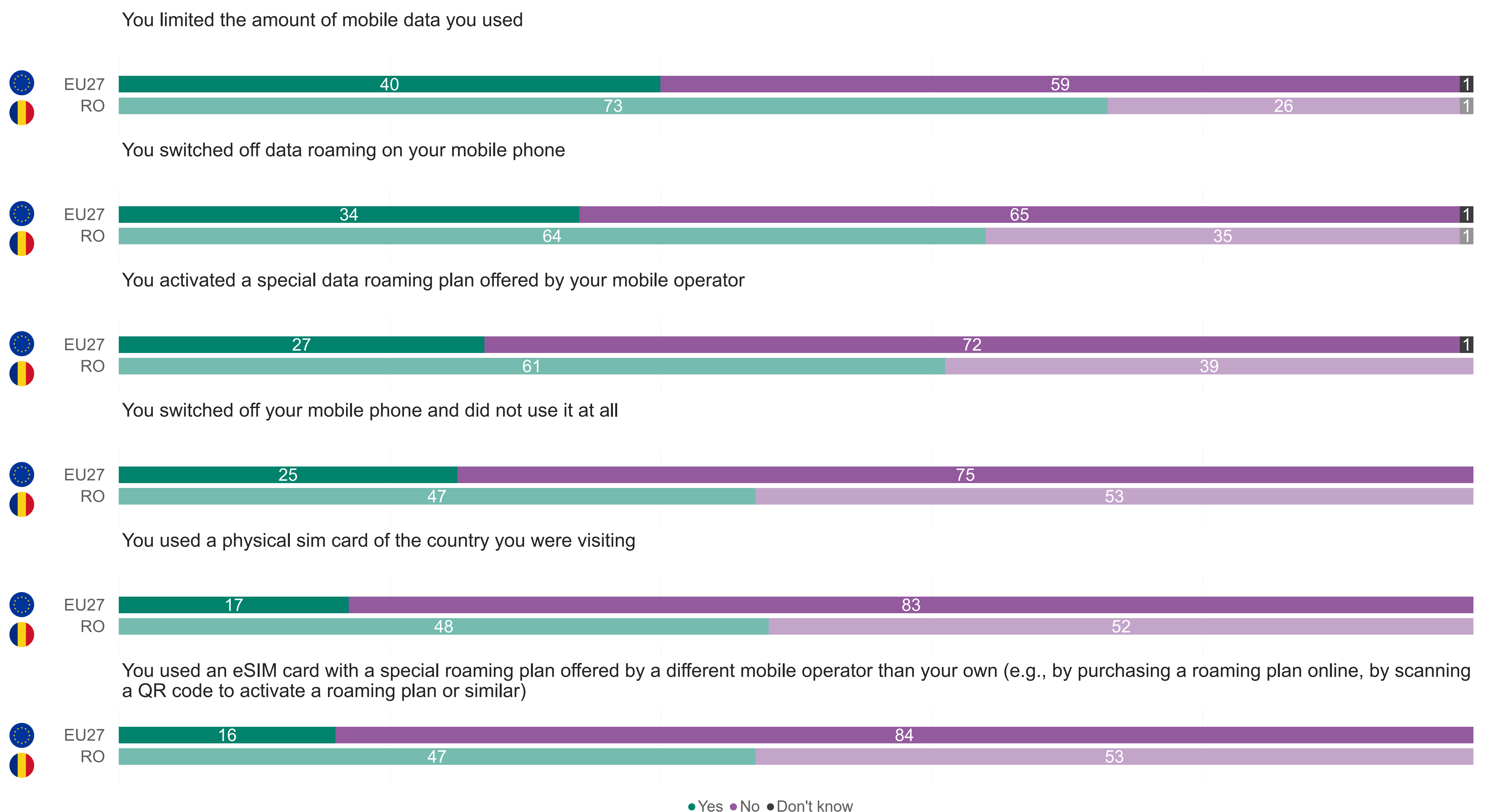
Base: Respondents who have travelled to another EU country, Iceland, Liechtenstein or Norway in the last two years.

QC13. The last time you travelled to another EU country, Iceland, Norway or Liechtenstein in the past two years, did you experience any of the following? (%)



Base: Respondents who have travelled to another EU country, Iceland, Liechtenstein or Norway in the last two years and own a personal mobile telephone.

QC14. The last time you travelled to another EU country, Iceland, Liechtenstein or Norway in the past two years, did you do any of the following to avoid surcharges or unexpected charges? It is very important that you only consider actions you took to avoid surcharges or unexpected charges. (%)



Base: Respondents who have travelled to another EU country, Iceland, Liechtenstein or Norway in the last two years and own a personal mobile telephone.