



Candidate Countries Eurobarometer



## EUROBAROMETER 2003.3

PUBLIC OPINION IN THE CANDIDATE COUNTRIES

Fieldwork: June-July 2003

Report: December 2003

# *Consumers' opinions on Services of General Interest*

Candidate Countries Eurobarometer 2003.3 - Magyar Gallup Intézet

This survey was requested by the European Union Directorate General **Health and Consumer Protection** and coordinated by the Directorate General **Press and Communication**

This document does not represent the point of view of the European Commission.  
The interpretations and opinions contained in it are solely those of the authors.

## Key findings

This Candidate Countries Eurobarometer (CCEB) special report on Services of General Interest, requested by DG SANCO in the 10 candidate countries that will join the European Union in May 2004 ("accessing countries") - Czech Republic, Cyprus, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovak Republic, Slovenia - (Wave CCEB 2003.3, 9,079 people interviewed face-to-face between 16th of June and the 18th of July, 2003) reveals:

- In the 10 countries that will join the European Union in May 2004 ("accessing countries"), consumers think that water supply, electricity supply, and postal services are the most easily accessible services of general interest, while relatively few have easy access to inter-city rail services.
- Overall, consumers are fairly to very satisfied with the service they receive from services of general interest; there are very few who claim dissatisfaction with most services. Mobile telephone providers are considered to provide the best service in general, and best customer service in particular.
- Access in the accessing countries is generally easy for most of these services (with the exception of fixed telephone), even if there are no rail services in Malta and Cyprus, and the latter also lacks public gas service as well as any form of regular, reliable public transportation.
- Regarding consumer satisfaction in general, there is an almost negligible difference between the current member states of the European Union and the accessing countries.
- The only systematic difference that the Eurobarometer was able to identify between the two parts of Europe concerns fixed telephone providers. Consumers in the post-socialist countries are much less satisfied with the contract conditions, price, and in relative terms, with the service quality of their fixed-telephone providers. Meanwhile general satisfaction with mobile telephony providers is similar, or even higher, compared to satisfaction in the EU-15.
- Very few people did lodge a complaint about the services of general interest under investigation, but many of those who have had problems remain unsatisfied with how their complaint was handled.
- Finally, the opinions we examined in general seemed to be at least as dependent upon the respondent themselves as the actual provider examined. In other words, those who are satisfied with one particular service are very likely to be satisfied with other services as well, and vice versa.

## Background

The Candidate Countries Eurobarometer (CC-EB) gathers information from the societies that are to become members of the European Union in a way that is fully comparable with the Standard Eurobarometer. The CC-EB continuously tracks support for EU membership in each country, and records attitudes related to European issues.

This report covers the results of the wave of surveys conducted in June and July 2003, in the 10 candidate countries that are to join the EU in May 2004: Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia.

An identical set of questions to the ones asked to consumers in the European Union in 2002<sup>1</sup> was asked of representative samples of the population aged 15 years and older in each candidate country. The sample size in Candidate Countries Eurobarometer surveys is at least 1,000 people per country, except for Cyprus and Malta, in which the sample size is 500 respondents each. The achieved sample sizes of the 2003.3 wave are:

Cyprus	500	Latvia	1004	Slovakia	1061
Czech Rep	1000	Lithuania	1004	Slovenia	1000
Estonia	1007	Malta	500		
Hungary	1003	Poland	1000	Total	9079

The survey is carried out by national institutes associated with and coordinated by The Gallup Organization, Hungary, in each of the candidate countries. This network of institutes was selected by tender. All institutes are members of the "European Society for Opinion and Marketing Research" (ESOMAR) or comply with its standards.

The figures shown in this report are weighted by sex, age, region, community size, education level and marital status. The figures given for the 2004 member states (2004 MEMBERS) as a whole are weighted on the basis of the 15+ population in each country.

Due to the rounding of figures in certain cases, the total percentage in a table does not always add exactly to 100%, but to a number very close to it (e.g., 99% or 101%). When questions allow for several responses, percentages often add to more than 100%. Percentages shown in the graphics may display a difference of 1 percentage point in comparison to the tables because of the way previously rounded percentages are added.

### Types of surveys in the Eurobarometer series

The European Commission (Directorate-General Press and Communication) organizes general public opinion, specific target group, as well as qualitative (group discussion, in-depth interview) surveys in all member states and, occasionally, in third countries. There are four different types of polls available:

- Traditional standard Eurobarometer surveys with reports published twice a year
- Telephone Flash EB, also used for special target group surveys (e.g., Top Decision Makers)
- Qualitative research ("focus groups"; in-depth interviews)
- Candidate Countries Eurobarometer

The face-to-face general public standard Eurobarometer surveys and the EB Applicant Countries surveys, the telephone Flash EB polls and qualitative research serve primarily to carry out surveys for the different Directorates General and comparable special services of the Commission on their behalf and on their account.

**The Eurobarometer Web site address is:**  
[http://europa.eu.int/comm/public\\_opinion](http://europa.eu.int/comm/public_opinion)

<sup>1</sup> Eurobarometer 58.0 Autumn 2002. The results are available on the website of the Directorate-general health & consumer protection of the European Commission at [http://europa.eu.int/comm/consumers/cons\\_int/serv\\_gen/cons\\_satisf/index\\_en.htm](http://europa.eu.int/comm/consumers/cons_int/serv_gen/cons_satisf/index_en.htm)

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## Introduction

In this report we describe the consumer satisfaction with services of general interest in the candidate countries that will join the European Union in May 2004. In this report, these countries, when considered as a whole, will be named “accessing countries”. The Member States of the European Union at the time of redaction of this report (December 2003), when considered as whole will be named “EU-15 countries”. We will focus on eight services of general interest:

- *mobile telephone services / providers*
- *fixed telephone services / providers*
- *electricity supply services / providers*
- *gas supply services / providers*
- *water supply services / providers*
- *postal services / providers*
- *providers of transport services within towns-cities*
- *providers of rail services between towns-cities*

We were specifically interested in the following aspects of these services and service providers:

- *whether access to services is easy or difficult*
- *whether pricing for services is fair, unfair or excessive*
- *how is perceived the quality of services*
- *how is perceived the clarity of information (bills, contracts, advertising, tickets, leaflets, etc.) received from service providers*
- *whether the conditions of the contracts with service providers are fair or unfair*
- *whether any complaint was made to any complaint-handling body or to any service provider in the last 12 months*
- *whether this complaint was dealt with very well, fairly well, fairly badly or very badly*
- *how is perceived the quality of customer service from the service providers*

We will analyse these questions one by one in each of the service areas later in the report, but first we introduce some “rules” or patterns that appeared in our data. It seems that individual respondents’ assessments of the various services are highly interdependent. It is rather interesting to see that within each topic, the “answers” regarding the different services or service providers are positively associated<sup>2</sup>:

### Quality of access is similar across different services.

Those who say a certain service is easy to access have a higher probability of saying the same for other services. Those who say a service is difficult to access show a higher probability of saying the same for other services as well (the lowest correlation is measured between accessibility of *mobile telephone services* and *rail services* -- 0.131\*\*<sup>2</sup>; and the highest one is between accessibility of *electricity supply services* and *water supply services* -- 0.584\*\*<sup>2</sup>).

<sup>2</sup> We measured the association with Pearson correlations; all correlations are significant at the 0.01 (\*\*) or 0.05 (\*) levels. All but three questions/variables are nominal variables, and in most of the cases we find associations among all of them -- certainly, after we recode all variables in the “same direction.” This is almost completely true, if we split our analysis by the countries: the same associations exist within individual countries as well.

### **Price assessment is rather a function of the individual's purchasing power and therefore not very differentiated for the different services**

Those who consider the price they pay for a service to be fair are more likely to consider the prices paid for all other services fair, and vice versa: those who consider a service price to be unfair have a higher probability of considering other service prices to be unfair as well (the lowest correlation is measured between fairness/unfairness of prices paid for *mobile telephone services* and *water supply services* -- 0.272\*\*; and the highest between fairness/unfairness of prices paid for *electricity supply services* and *gas supply services* -- 0.639\*\*).

### **There seems to be a sense of general service quality that affects perceptions of the individual services and providers**

Those who consider the quality of a certain service to be very good or fairly good are more likely to consider the quality of all other services to be very good or fairly good, and by the same token, those who say the quality of a service is very bad or bad say the quality of all other services is bad or very bad (the lowest correlation is measured between quality of *mobile telephone services* and *transport services within towns* -- 0.271\*\*; and the highest between quality of *electricity supply services* and *gas supply services* -- 0.788\*\*).

### **Satisfaction with service-related information seems to relate to respondents' background rather than specific service providers.**

If the respondent finds the information received from a service provider to be clear, it is more likely that he or she will find the bills received from all other providers to be clear. If the respondent finds the information received from a provider to be unclear, he or she will find all others' information to be unclear, too (the lowest correlation is measured between clarity of information received from *mobile telephone service* and *postal service providers* -- 0.315\*\*; or between *fixed telephone service* and *urban transport service providers* -- 0.315\*\*; and the highest between the clarity of information received from *urban transport services* and *inter-city rail services providers* -- 0.725\*\*).

### **Fairness of contract conditions with service providers do not vary by services**

Those who consider fair the conditions of their contract with a service provider, are more likely to consider the conditions of contracts with all other providers, and vice versa, those who consider unfair their contract with a certain provider, is more likely to consider unfair all other contracts (the lowest correlation is measured between fairness/unfairness of contracts with *mobile telephone service* and *transport services providers* 0.304\*\*, and the highest between the *electricity supply service* and *gas supply service providers* 0.784\*\*)

### **Certain people are more likely to complain about services**

Respondents who personally made a complaint -- either to any complaint-handling body or to the service provider -- about any aspect of a certain service are more likely to make complaints about any aspect of all other services. Those who didn't make complaints regarding any aspect of a certain service are unlikely to do so regarding all other services (the lowest correlation is measured between *mobile telephone service* and *electricity supply services* -- 0.159\*\*; and the highest between *transport services* and *rail services* -- 0.382\*\*).

### **Individual service quality evaluations are at least partly derivatives of general service quality perceptions of individuals**

Looking at the quality of customer service, we can say that respondents who consider a given entity to offer a very good or fairly good customer service are more likely to consider the other service providers to be very or fairly good, too, as regard customer service. On the other hand, respondents who say the customer service of a certain provider is very bad or fairly bad are more likely to say so in relation to all other service providers (the lowest correlation is measured between the quality of

customer services from *mobile telephone service* and *inter-city rail services* providers -- 0.271\*\*; and the highest between *electricity supply* and *gas supply* services -- 0.814\*\*).

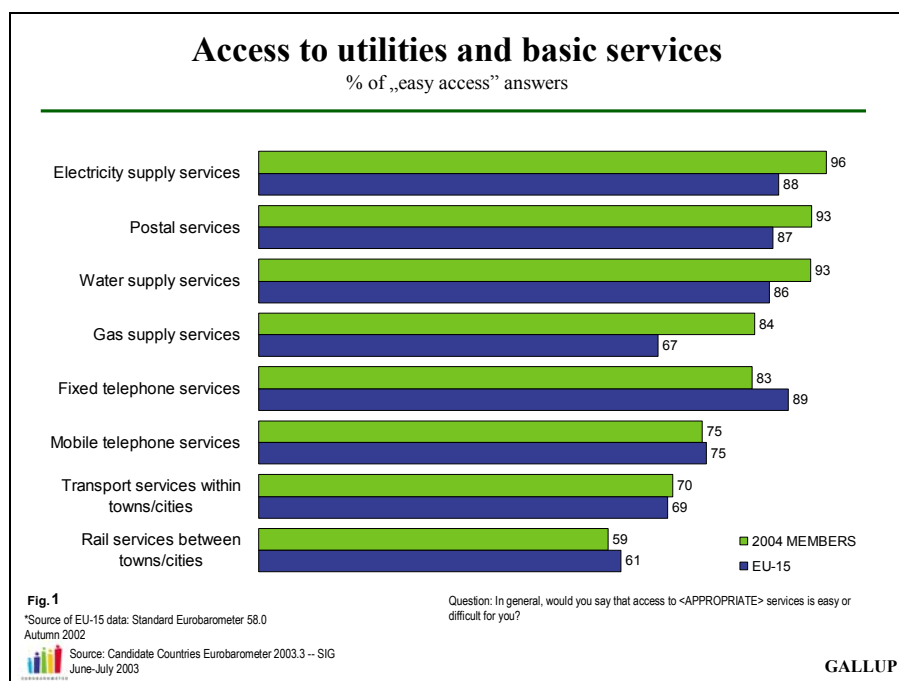
We were also interested in the *attributes* that drive the perception of quality of services. Using linear regression analysis, we find the following results:

- The quality of *mobile telephone services* is driven by the general quality of the customer service at the provider (standardized beta coefficient – that shows the strength of the casual relationship between the dependent variable, “quality”, and those attributes that drive it to a lesser or a greater extent – equals 0.506), by the fairness of contract ( $\beta=0.228$ ) and by the fairness of prices ( $\beta=0.169$ ).
- The quality of *fixed telephone services* is “determined” only by the quality of the customer service of the provider (standardized beta coefficient =0.306).
- The perception of *electricity supply services* as being high quality is a result of a positive evaluation of the general quality of the provider (standardized beta coefficient =0.414), by its easy accessibility ( $\beta=0.209$ ) and fair prices ( $\beta=0.194$ ).
- The quality of *gas supply services* is driven purely by the fairness of its prices ( $\beta=0.389$ ).
- The quality of *water supply services* is the best – customers are satisfied with the service provided in general (standardized beta coefficient = 0.409) and with its easy accessibility ( $\beta=0.218$ ).
- The quality of *postal services* is driven by the quality of customer service provided (standardized beta coefficient = 0.373), by the fairness of the terms and conditions ( $\beta=0.222$ ) and by the fairness of prices ( $\beta=0.162$ ).
- The quality of *transport services within towns/cities* is not significantly determined by any of the attributes analyzed here.
- The quality of rail services between towns/cities is mostly driven by the general quality of customer service provided (standardized beta coefficient = 0.340), by the clarity of information received from the service providers ( $\beta=0.309$ ), by the respondent's attitude about how the complaint-handling body or the service provider handled his or her complaint ( $\beta=0.302$ ) and by the fairness of its prices ( $\beta=0.222$ ).

And now let us take a look at the different service attributes, one by one.

## 1. Access to services

In this chapter, we take a very detailed look at the access to mobile telephone, fixed telephone, electricity supply, gas supply, water supply, postal, transport and rail services. For a quick introduction, *FIGURE 1* presents the rank order of the services in terms of the ease of their access in the acceding countries and in the EU-15. (see also *ANNEX TABLE 1.1a*).



Electricity is the most widespread utility with virtually full penetration in the acceding countries (96%), followed by postal services and water (93% both). The most accessible utility in the EU is the fixed telephone (with 89% of current EU consumers having easy access to it), which ranks only fifth in the acceding countries with somewhat less people claiming easy access (83%). We find a big difference in terms of household gas service. This utility is easily accessible for 84% in the acceding countries, but only for two thirds (67%) in the EU-15.

Exactly the same proportion, three quarters (75%) in the EU-15 and in the acceding countries have easy access to mobile telephone service.

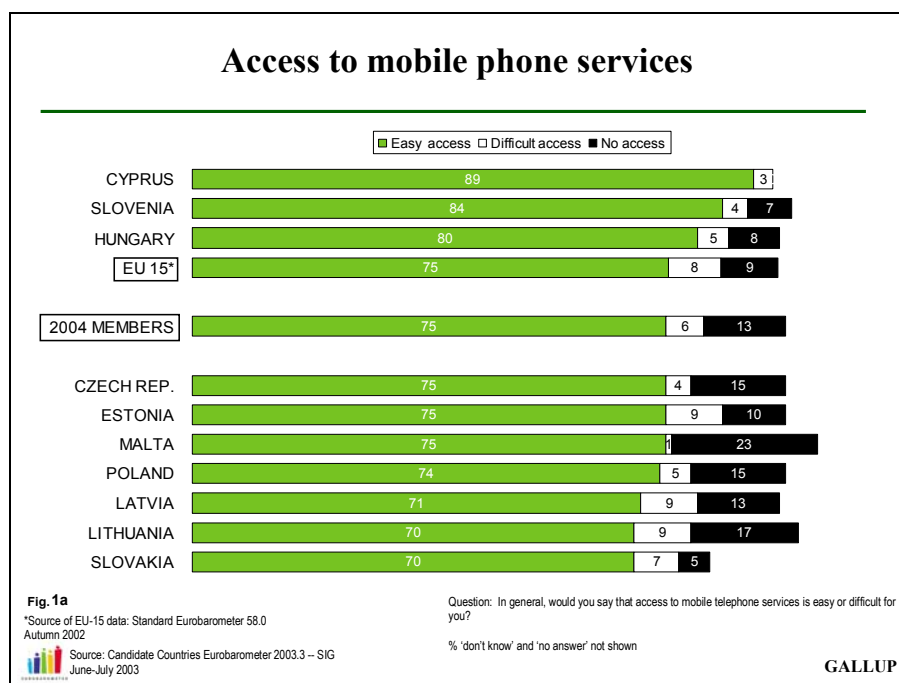
Relatively few, only about six in ten consumers in both parts of Europe have easy access to rail service (59% in the 2004 members and 61% in the current member states). As one would expect, about the same percentage, seven out of ten consumers have easy access to public transport — the rest lives in rural areas where public transport does not operate at all.

## Access to mobile telephone services

Three-quarters of the acceding countries (75%) say, in general, they have easy access to mobile telephone services. There are only 6% who say the opposite, and 13% have no access to this kind of service. There are no differences regarding accessibility of mobile telephone services in the EU, but 8% say it is difficult to access and 9% say there is no access to mobile telephone services.

As *FIGURE 1a* shows below, Cypriots (89%), Slovenians (84%) and Hungarians (80%) are the likeliest to say they have easy access, and Slovaks, Lithuanians (70% each) and Latvians (71%) are the least likely to agree.

The Maltese are the most likely to say they have no access to mobile telephone services (23%).



Looking at the demographic variables, managers (94%), students (92%) and 15- to 24-year-olds (91%) have the highest percentages who say that access to mobile telephones is easy, and those who left school at 15 (44%) have the lowest percentages.

Those who finished school at 15, those being 55 and older and the retired (27% each) are the least likely to say they have access to mobile telephone services. (*ANNEX TABLE 1.1b*)

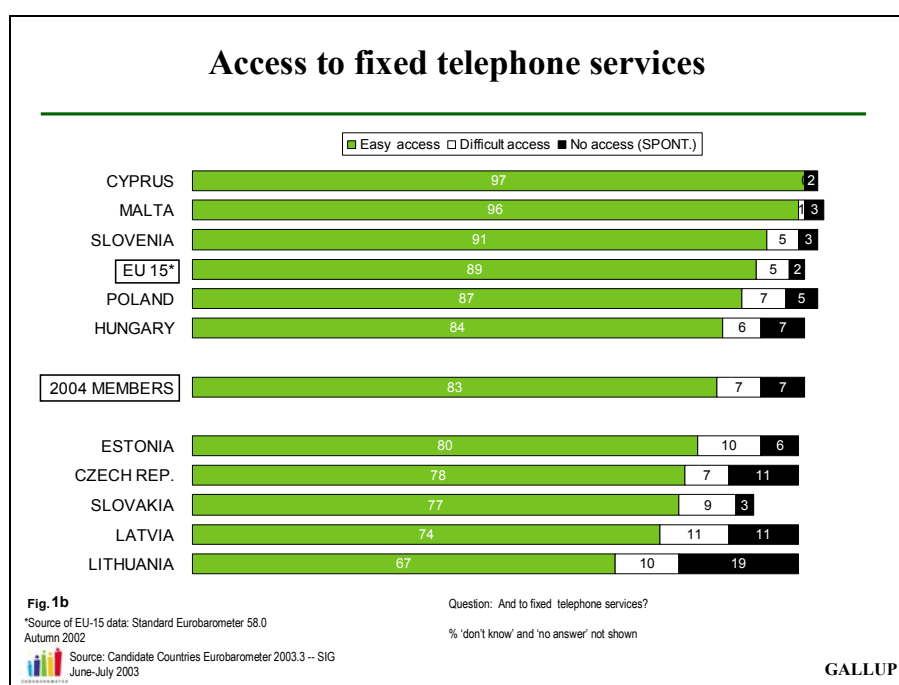
## Access to fixed telephone services

Eighty-three percent in the acceding countries say they have easy access to fixed telephone services, and only 7% each say their access is difficult, or is impossible, to obtain.

More people in the EU-15 than in the acceding countries think fixed telephone services are easy to access, and fewer think they are difficult (5%) or impossible (2%) to access.

It is easy to obtain access to fixed telephone services for the vast majority of respondents in Cyprus (97%), Malta (96%) and Slovenia (91%), but easy access is not as widespread in Lithuania (67%) and Latvia (74%). These last two countries, along with Estonia (10%), have the highest percentages of those who say access to fixed telephone services is difficult to get (10% and 11%, respectively).

Lithuania has the highest percentage of people saying they have no access to fixed telephone services (19%).



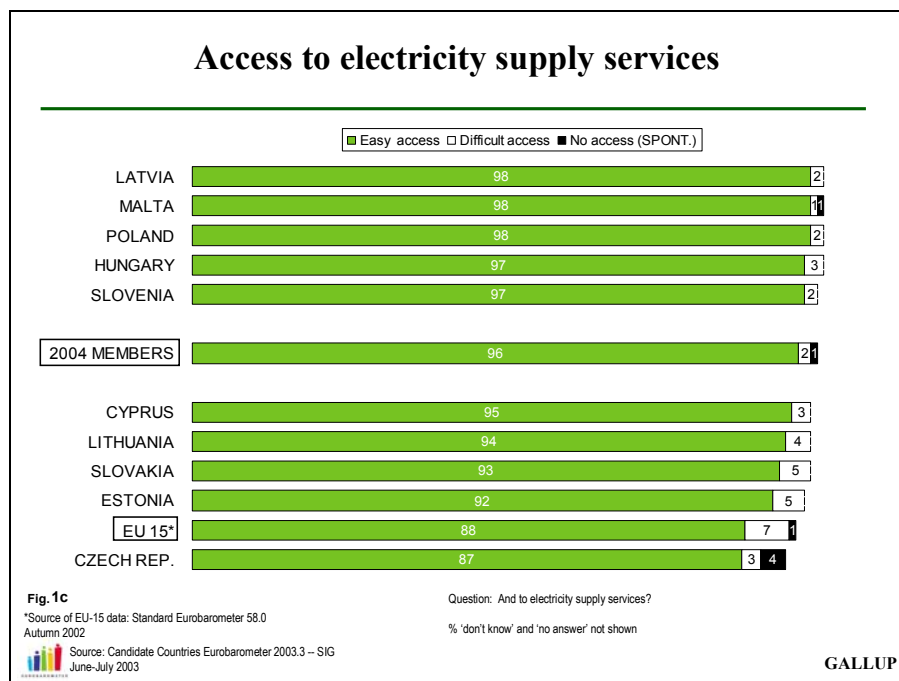
As was the case for mobile telephone services, managers (92%), those who finished their education at their 20 or older (90%) and the self-employed (90%) are likeliest to say fixed telephone services are easy to access. Those who finished their education at or before the age of 15 (72%) and the unemployed (78%) are the least likely to say access is easy to get, and they have the highest percentages of respondents saying they have no access at all to fixed telephone services (13% and 12%, respectively). For more detailed information, refer to *ANNEX TABLE 1.2a*.

## Access to electricity supply services

Access to electricity is more universal in the acceding countries than in the current member states. Almost everybody from these countries says electricity supply services are easy to access (96%). Only 2% of respondents say it is difficult to access these services, and 1% says they have no access at all.

Regarding the easy accessibility of electricity supply services, the numbers from the EU-15 (88%) are lower than in acceding countries (96%). Seven percent in the EU say these services are difficult to access, and 1% says they have no access at all. (See *ANNEX TABLE 1.3a*)

As can be seen from *FIGURE 1c*, electricity supply services are easy to access in every country, especially among the Latvians, Poles and Maltese (98% each). Czechs have the least access (87% easy access and as many as 4% claiming they have no access at all).



There is a very low variation among demographic segments: access to electricity is universal. Again, managers (98%), those who left school at 20 or older (97%), the self-employed (97%) and 25- to 39-year-olds (97%) are more likely to say it is easy to access electricity supply services. Those aged 15-24 and house persons are least likely to give this answer (93% for each).

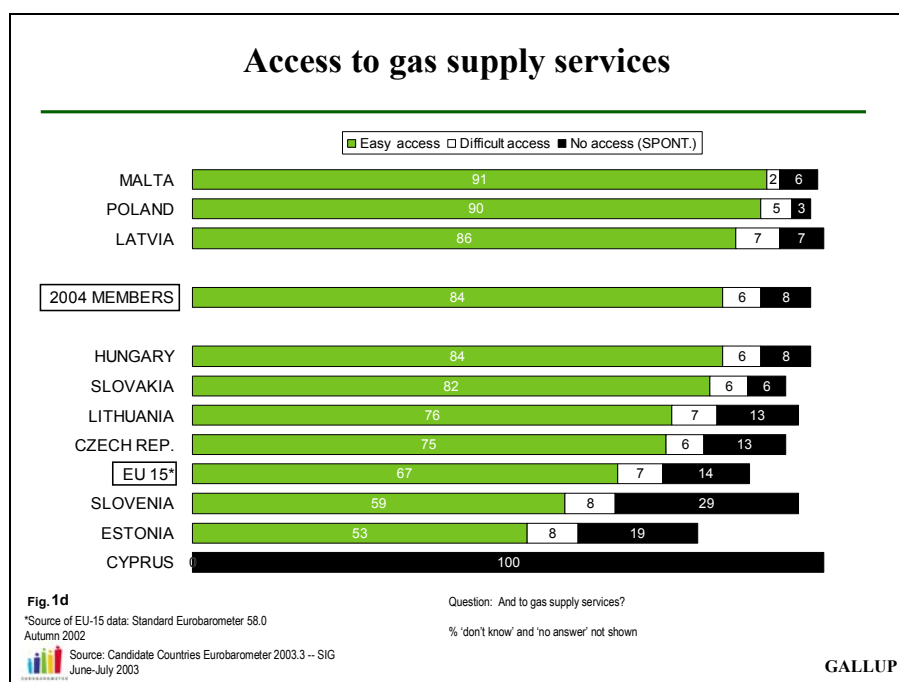
There are few mentions by various demographic groups of "difficult to access" (1%-5%) or "no access" answers (0%-2%) regarding electricity supply services. For more detailed data, see *ANNEX TABLE 1.3b*.

### Access to gas supply services

In Cyprus, there are no public gas supply services; Cypriots use different energy sources for heating / cooling and other household energy usage.

Eighty-four percent in the acceding countries say it is easy to access gas supply services; 6% think it is difficult; and 8% say there is no access at all. In the EU, only 67% have easy access to gas supply services, 7% of them say access is difficult to get, and 14% say there is no access.

Access to gas supply services is easy for most of the Maltese (91%) and the Polish (90%), but is easy for far fewer Estonians (53%) or Slovenians (59%). Not considering the Cypriots, the Slovenians (29%) and Estonians (19%) have the most people with no access at all to gas supply services.



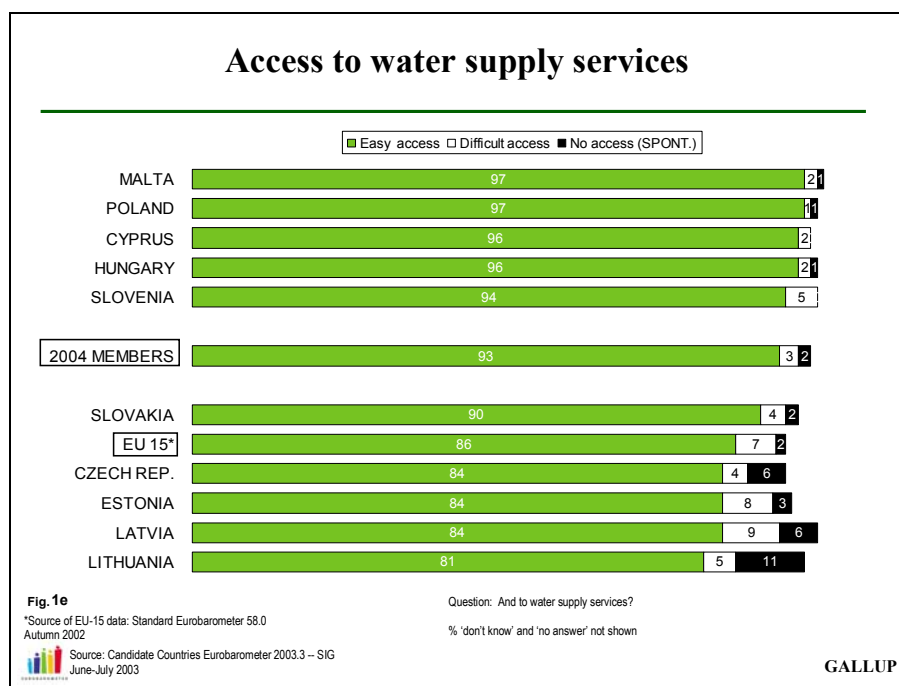
Those who finished their education at 20 or older (90%), managers (89%) and those in large towns (89%) are the groups with the highest percentages who say it is easy to access gas supply services. The lowest levels of agreement are found in rural areas or villages (76%), and among those who finished their education at 15 or younger (76%). Access is difficult for house persons (10%) to obtain, and there is no access at all for 13% of people in rural areas and villages and among those who left school at or before the age of 15 (13%). For more detailed data, see *ANNEX TABLES 1.4a-1.4b*.

## Access to water supply services

The majority of acceding countries has easy access to water supply services. Almost everybody, 93% of the population, says the accessibility of water supply services is easy, 3% say it is difficult, and only 2% indicate they have no access to it at all.

Only 86% of the EU-15 countries' population say access to water supply services is easy to get. It is difficult for 7% of the population and 2% say there is no access to this kind of service.

On the country level, as can be seen in *FIGURE 1e*, access is easy for almost everyone in Malta and Poland (97% each), but easy access is not as widespread in Lithuania (81%); more than anyone else, Lithuanians (11%) say they have no access at all to water supply services.

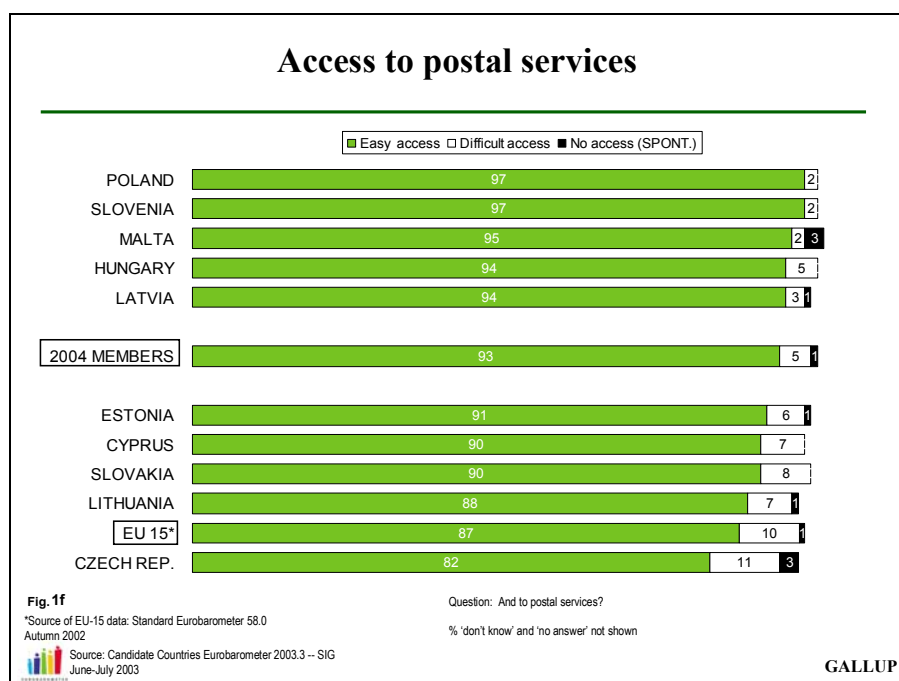


Water supply services are easiest to get in large towns (96%), and among managers (96%) and those who finished their education at 20 or older (95%). In rural areas or villages, the lowest percentages of respondents agree (90%) that access to water supply services is easy. There are only a few demographic groups who mention that access is difficult or that there is no access at all to water supply services (0%-4%). For more detailed data, see *ANNEX TABLES 1.5a-1.5b*.

## Access to postal services

93% of the acceding countries' population says the accessibility of the postal services is easy, 5% say access is difficult, and 1% indicates they have no access to postal services. In the EU-15 countries, only 87% say it is easy to access postal services, 10% say it is difficult and 1% says there is no access.

The countries with the highest percentages of easy postal access, 97%, are found in Poland and Slovenia. The lowest number, 82%, is in the Czech Republic. The Czech population also mentions in the highest numbers that the access is difficult to postal services (11%).



Postal services are easy to access for managers (95%), the unemployed (95%) and 25- to 39-year-olds (95%), but only 91% of house persons agree -- and 8% say such services are difficult to get. There are few mentions by demographic groups of "no access" answers (0%-2%). For more information, see also ANNEX TABLES 1.6a-1.6b.

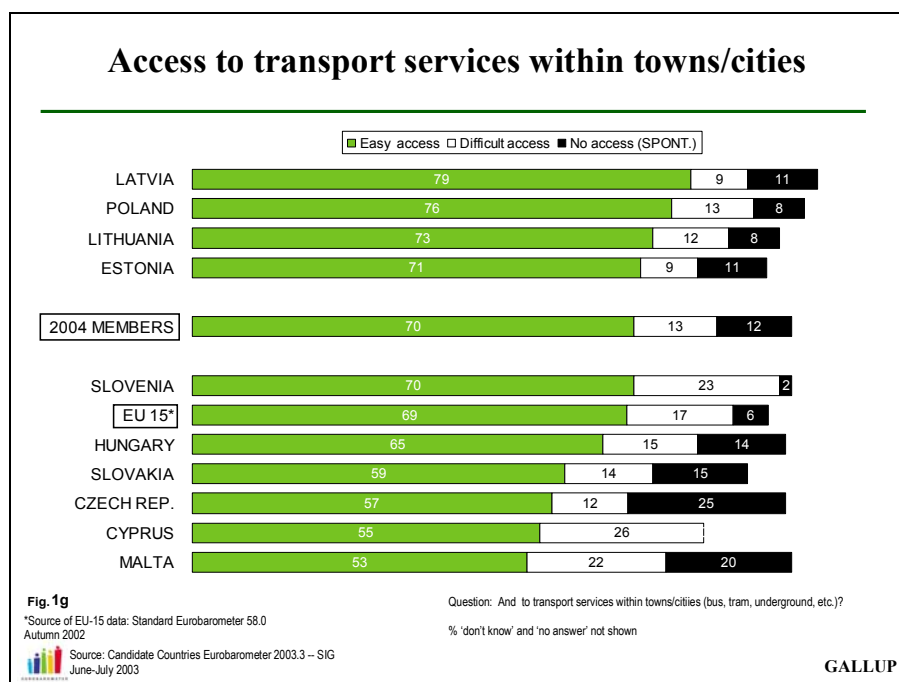
## Access to transport services within towns/cities

In the acceding countries, fewer people have easy access to transport services within towns or cities than they do to the other mentioned services. Seventy percent of the population say they have easy access, as do 69% in the EU-15.

Transport services within towns or cities are difficult to access for 13% of the acceding countries and for 17% in the EU-15 countries. Twelve percent in the acceding countries and only 6% in the EU-15, say there is no access to transport services within towns or cities.

The Latvians (79%), Polish (76%) and Lithuanians (73%) are likeliest to claim easy-to-access transport services within towns or cities, and the Maltese (53%), Cypriots (55%) and Czechs (57%) are the least likely.

Twenty-six percent of Cypriots, 23% of Slovenians and 22% of Maltese say it is difficult for them to access these services. Czechs (25%) and the Maltese (21%) are the most likely to say they have no access at all to transport services.



It is easy to access the transport services in large towns (89%), but obviously, only the half of the rural area population (52%) agrees. More than anyone else, the rural population and house persons (19% each) say it is difficult for them to access transport services. Also, the rural population (23%) and those who left school at 15 or before (20%) mention most frequently that they have no access at all to transport services. For more, see ANNEX TABLES 1.7a-1.7b.

## Access to rail services between towns/cities

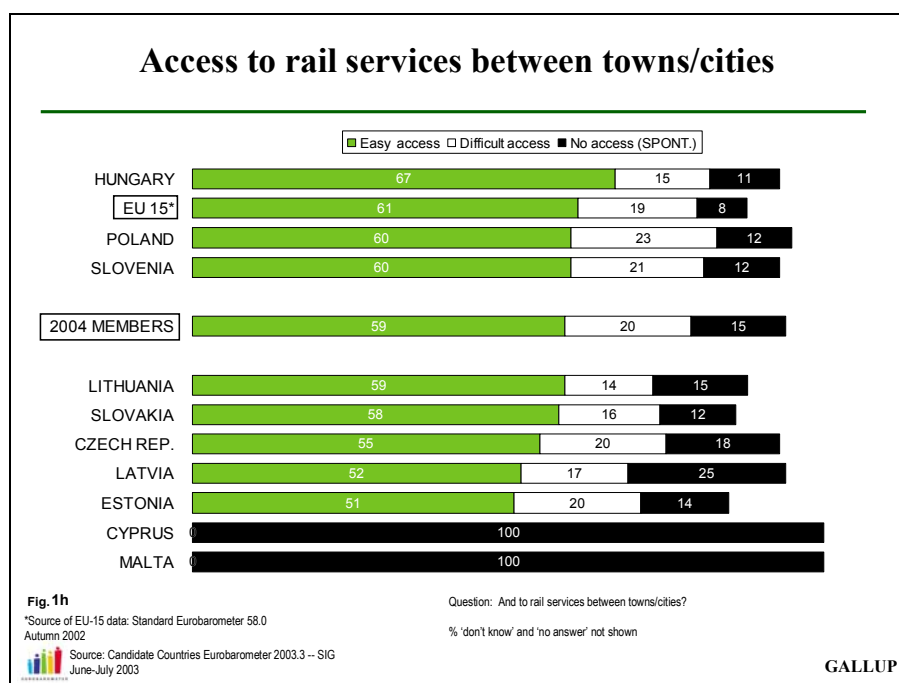
Fewer people say access to rail services between towns/cities is easy compared to transport services within towns/cities. Compared to what respondents say about other services, very few -- only 59% -- from the acceding countries say access to rail services between towns or cities is easy. In Cyprus and Malta, there is no access to rail services between towns or cities.

One in five (20%) in the acceding countries say it is difficult to get rail services between towns/cities, and 15% say there is no access at all.

Besides telephone service, the only other service that is easier to access in the EU than in the acceding countries is rail service. Sixty-one percent of the EU-15<sup>3</sup> population says it is easy to access the rail services between towns or cities; 19% say it is difficult; and 8% say there is no access.

A larger percentage of Hungarians (67%) than of people from the other acceding countries say it is easy to access rail services between towns; Estonians (51%), Latvians (52%) and Czechs (55%) agree least frequently. Twenty-three percent of Poles and 21% of Slovenians say it is difficult to access the rail services.

Not taking into account the Maltese and Cypriots, the highest percentage of people who say they have no access at all to rail services between towns or cities in their country is from Latvia (25%).



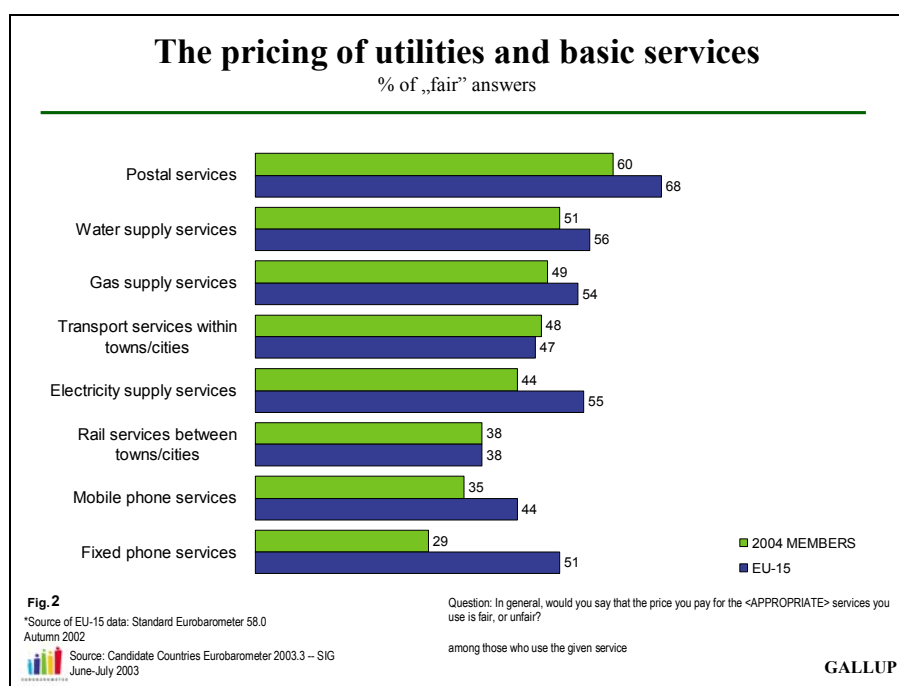
Those in large towns have the highest percentages of respondents with easy access (79%) to rail services between towns/cities; high percentages of students have easy access as well (72%). Those from the rural population are the least likely to say they have easy access (39%).

The rural population has the highest percentage of those with difficult access, 28%. Twenty-six percent of rural respondents, and one-quarter of house persons (25%), mention that there is no access at all to rail services between towns or cities -- the highest percentages for any demographic group. For more detailed data, see *ANNEX TABLES 1.8a-1.8b*.

<sup>3</sup> Standard Eurobarometer 58.0 Autumn 2002

## 2. Price of services

In this chapter, we look at whether the acceding countries consider fair, unfair or excessive (spontaneous answer) the price they have to pay for the eight services taken into consideration: mobile and fixed telephone services, electricity, gas and water supply services, postal services, and transport and rail services (see also *ANNEX TABLES 2.1-2.8*). First, on *FIGURE 2*, let us take a look how these services compare to each other.



Generally consumers in the EU-15 are more satisfied with the price level of the services of general interest and utilities, in six out of the eight services they express higher satisfaction levels compared to the respondents from the acceding countries.

Consumers in the EU-15 and in the acceding countries are equally most satisfied with how much value they get for their money in the case of postal services, with people in the EU-15 being more satisfied (68%) than those in the acceding countries (60%). Price satisfaction with water supply services comes in second, 51% in the 2004 member states and 56% in the current member states are satisfied with the price they need to pay for running water.

With half of the respondents (49%) claiming it fair, the price of gas service is the third best in the acceding countries, but lags out behind compared to the EU-15, where 54% evaluate it positively. The prices of public transportation are evaluated similarly in the 2004 member states and in the current member states — in both regions about half of those who use them have a favourable view about the prices (CC: 48%, EU: 47%).

Electricity supply services are considered to be much better priced in the EU-15 (55% think the price they pay is fair) than in those countries that will join in 2004 (44%). Railway prices have exactly the same assessment in the acceding countries and in the EU-15 (38%), and as these numbers suggest, satisfaction is quite low in both regions. The same is true for mobile telephone services in the future member states; in that case however, the satisfaction is considerably higher in the current member states (44%) than in the future ones (35%).

The most dramatic difference is in the case of fixed telephony. Half of EU-15 consumers (51%) think their landline phones are priced fairly. In the candidate region (as we will see below in almost all countries) fixed telephone is considered to be the worst priced utility service, with only 29% (on average) agreeing that the money they spend for it is in balance with the service they receive.

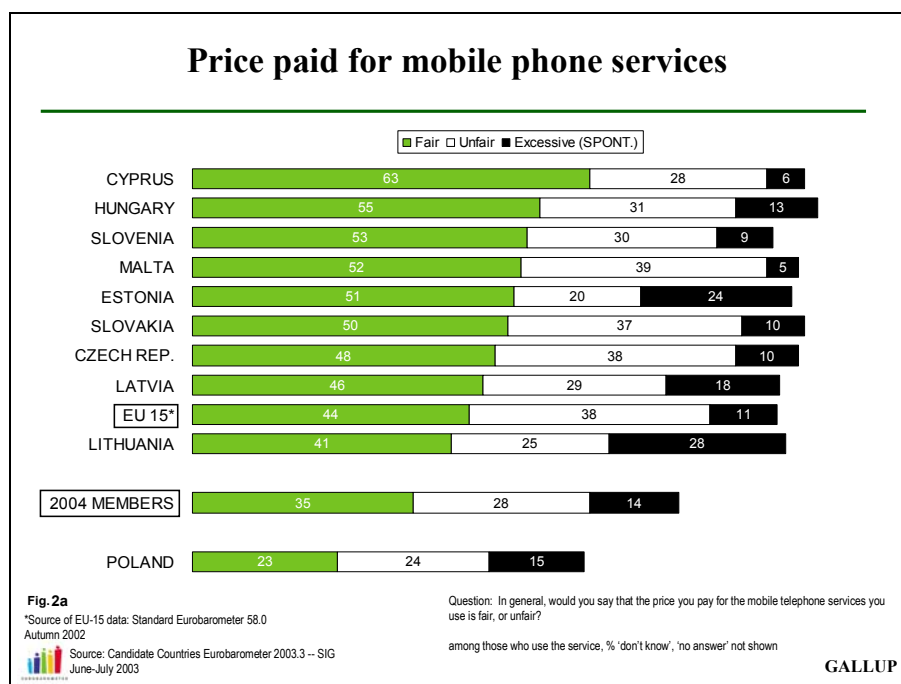
### The price paid for mobile telephone services

Only slightly more than one-third (35%) of the acceding countries' population say the price they pay for mobile telephone services is fair, and little more than one-quartered in five consider it unfair (28%). Every seventh person says the prices charged for this service are excessive (14%).

We can see a rather different picture if we look at the numbers from EU-15 countries. Forty-four percent of the population finds the prices they pay for mobile telephone services to be fair, but the percentage of those who say the prices are unfair is higher, too (38%), than the percentage for 2004 members. Eleven percent of the EU-15 population considers the prices excessive.

As *FIGURE 2a* shows below, Cypriots (63%), Hungarians (55%), Slovenians people (53%) and are the likeliest to say the prices paid for mobile telephone services are fair, and the Polish say so the least frequently (23%).

The Maltese (39%), Czechs (38%), and Slovaks (37%) say that the prices are unfair – the highest percentages giving this answer. Estonians have the lowest rate of agreement (20%). But, after Poland, Estonia also has the highest percentage of people saying the prices for mobile telephone services are excessive (24% and 20%, respectively). (see *ANNEX TABLE 2.1a.*)



Since as many as 31% among the Polish respondents refuse to answer this question (saying they “don’t know”), we computed the distributions of the meaningful responses only (so that all ‘fair’, ‘unfair’, and spontaneous ‘excessive’ responses constitute the 100%), *TABLE 2a* shows the results.

<b>Table 2a. Mobile telephone price satisfaction, proportion of meaningful responses only</b>		
	fair	unfair + excessive
CYPRUS	65	35
SLOVENIA	58	42
HUNGARY	56	44
MALTA	54	46
ESTONIA	53	47
SLOVAKIA	52	48
CZECH REPUBLIC	50	50
LATVIA	50	50
MS-2004	46	54
LITHUANIA	44	56
POLAND	37	63

Looking at the table above, it is probably clearer that there are two countries where more people are dissatisfied than satisfied with mobile telephone prices: Lithuania and Poland, while satisfaction and dissatisfaction is balanced in the Czech Republic and Latvia as well as in Slovakia, where a little more people are satisfied than dissatisfied. In the remaining countries a slight majority is satisfied with mobile telephone prices.

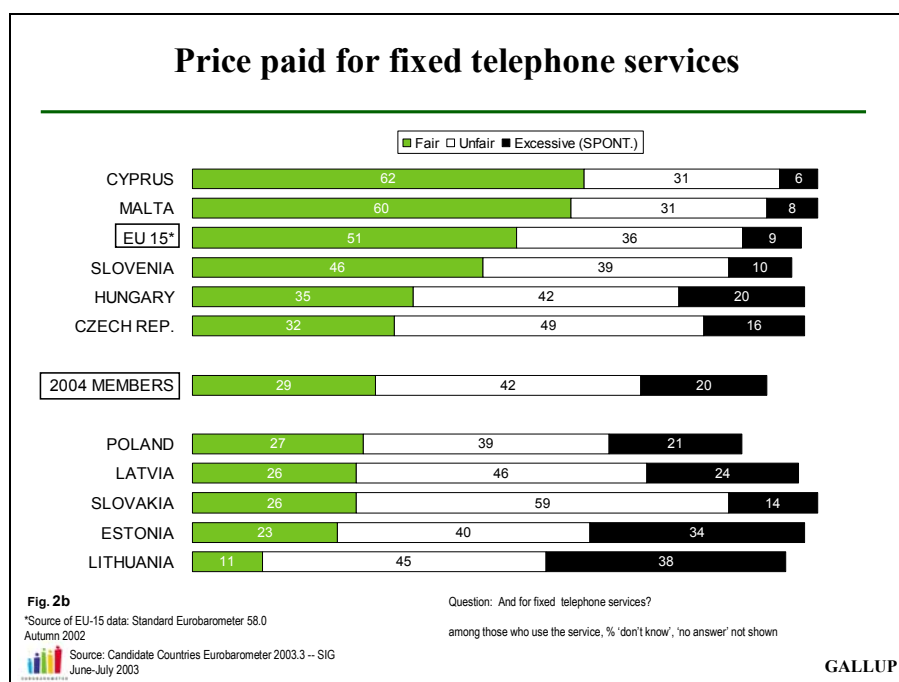
The 15- to 24-year-olds (44%), students (44%) and managers (43%) say in the highest proportions that the prices they pay for mobile telephone services are **fair**, while the retired (20%) and people 55 and older (21%) say so in the lowest proportions. Students (39%), white-collar workers (36%) and 15- to 24-year-olds (35%) have the highest proportions who consider the prices unfair. On the other hand, only 17% of those who left school at or before the age of 15, and 19% of the retired and of the older group, say mobile telephone services are priced **unfairly**. With almost a quarter being outraged, managers are the most likely to voluntarily characterize mobile telephone prices as “excessive” (23%). (*ANNEX TABLE 2.1b*)

### The price for fixed telephone services

Consumers in the acceding countries are clearly heavily dissatisfied with fixed telephone prices with only 29 percent of the people saying that prices for these services are fair (which is the lowest rate among all other questions of this kind), 42% say they are unfair and 20% say they are excessive.

Half of the EU population says fixed telephone services’ prices are fair (51%). Thirty-six percent say the prices are unfair and only 9% consider them excessive.

A lot of differences can be emphasized among the acceding countries. While 62% of Cypriots and 60% of the Maltese say the prices are fair, only 11% of the Lithuanians consider them so. Looking at those who consider the prices unfair, the Slovaks are in first place (59%), followed by the Czechs (49%) and the Latvians (46%). The Cypriots (31%) and Maltese (31%) say the least frequently that prices are unfair. Estonians (34%) and Lithuanians (38%) answer most often that prices are excessive.



Given that the proportion of those who were not willing to share their opinion, we again computed the proportions of the meaningful responses for a more accurate analysis. Looking at *TABLE 2b*, it very apparent that in all post-socialist countries the majority is dissatisfied with fixed telephone prices. In Estonia and Lithuania there are significantly more consumers who find fixed telephone prices excessive than those who find them fair.

**Table 2b. Fixed telephone price satisfaction, proportion of meaningful responses only**

	fair	unfair + excessive
CYPRUS	62	38
MALTA	61	39
SLOVENIA	48	52
HUNGARY	36	64
CZECH REP.	33	67
MS-2004	32	68
POLAND	31	69
LATVIA	27	73
SLOVAKIA	27	73
ESTONIA	24	76
LITHUANIA	12	88

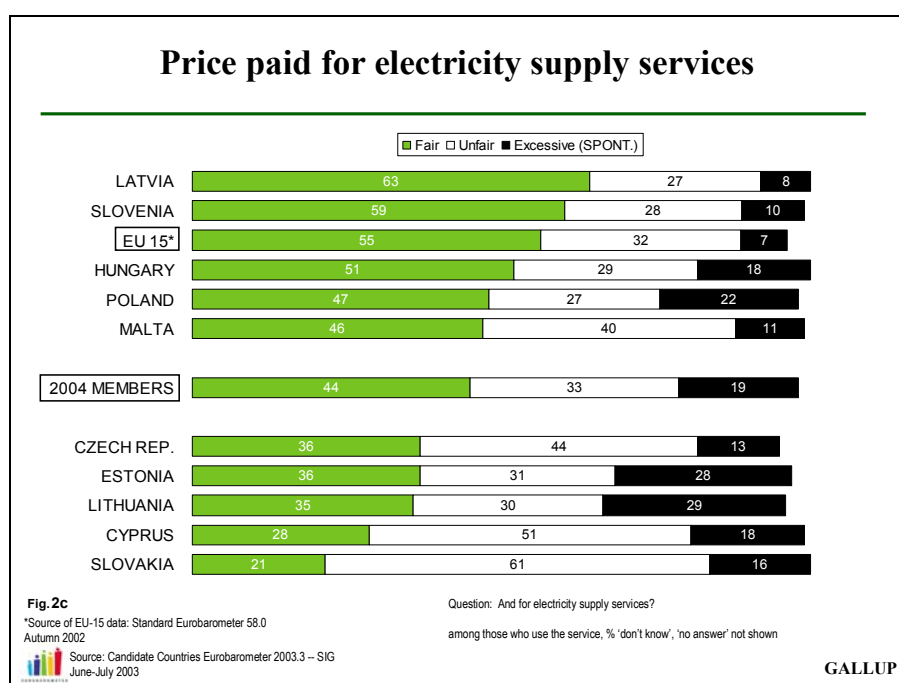
Finally, we take a look how different segments of the society evaluate fixed telephone prices in the acceding countries. Students and young people are most likely to say the prices of fixed telephone services are fair (38%) and the unemployed are the least likely (21%). Almost half (49%) of other white-collar workers say fixed telephone service prices are unfair, which makes them the group with the largest percentage who have this opinion, and the smallest group is those who left school at 15 or younger (36%). The large towns' population has the highest rate of reporting the prices to be excessive (26%), and students have the lowest rate (9%). For more detailed data, see *ANNEX TABLES 2.2a-2.2b*.

## The price paid for electricity supply services

Less than half (44%) of the population in the acceding countries say the prices they pay for electricity supply services are fair, almost one-third (33%) say they are unfair and one in five say they are excessive (19%).

The percentage of people in the EU-15 who say the prices of electricity services are fair, 55%, is not much greater than that for the acceding countries, and 32% (the same percentage as in the acceding countries) say prices are unfair. Seven percent answered the prices for electricity supply services are excessive.

As *FIGURE 2c* below shows, Latvians (63%) and Slovenians (59%) are likeliest to say the prices are fair, and the Slovaks (21%) and Cypriots (28%) are the least likely. Slovaks are also likeliest to say electricity supply prices are unfair (with as many as 61%), followed by Cypriots (51%) and Czechs (44%). Lithuanians (29%) and Estonians (28%) are the most likely to consider the prices excessive.



Managers (54%) and students (50%) are the most likely to say the prices of electricity supply services are fair, and the unemployed are the least likely (33%). Manual workers, more than any other demographic group, say the prices are unfair (39%) and people from large towns are the likeliest to say prices are excessive (24%). For more, see *ANNEX TABLES 2.3a -2.3b*.

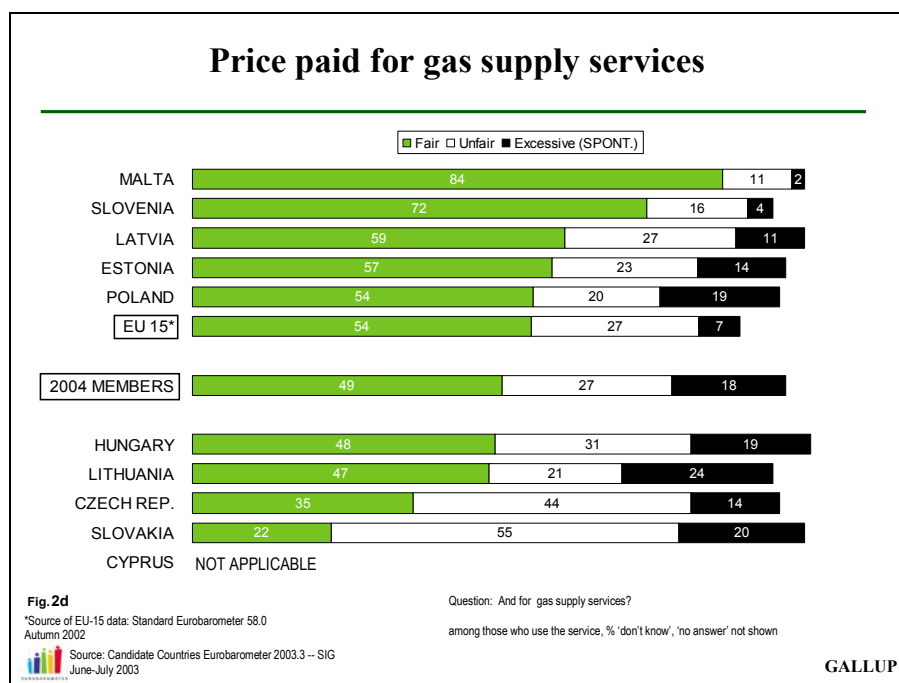
## The price paid for gas supply services

Less than half of the other acceding countries' population, 49%, say the prices they pay for gas supply services are fair, a quarter of them consider the prices unfair (27%) and 18% say the prices are excessive. (As we explained above, this question is not applicable to Cypriots who have no public gas service.)

In EU-15 countries, 54% say the prices are fair, 27% say they are unfair and only 7% say the prices are excessive.

Looking at the individual countries, the Maltese (84%) most often say the prices are fair, followed by, at a much lower percentage, the Slovenians (72%) and Latvians (59%). The Slovaks are least likely to say (22%) that the prices are fair. More than half of the Slovaks consider the prices unfair (55%), as do 44% of Czechs. Maltese (11%), Slovenians (16%), and Lithuanians (21%) are least likely to say the prices are unfair.

Twenty-four percent of Lithuanians and 20% of Slovaks say the prices for gas supply services are excessive. The Maltese and Slovenians think so least (2% and 4%, respectively).



Managers and those whose education ended at the age of 20 or older report most often that prices for gas supply services are fair (58% and 56%, respectively), and the other white collars and manual workers are at the bottom of the scale (45% and 44%).

Manual workers are high on the list of those who consider the prices unfair (33%), managers and students are least likely to consider them unfair (21% each).

The retired, and the older generation say the prices they pay are excessive in the greatest numbers (22% for all), and students say the same in the lowest numbers (9%). For more detailed numbers, see ANNEX TABLES 2.4a-2.4b.

## The price paid for water supply services

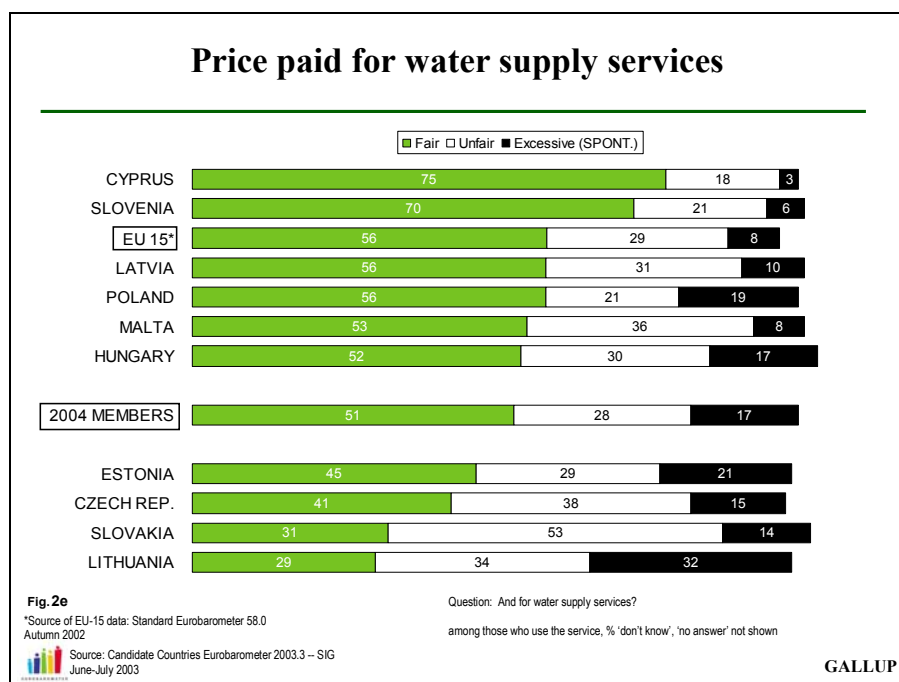
Most people, half the population of the acceding countries say the prices they pay for water supply services are fair (51%), a quarter say prices are unfair (28%), and a minority, 17%, say prices are excessive.

EU-15 consumers are a bit more likely than the acceding countries' population to find water service prices fair (56%), about as many find them unfair (29%), and fewer say they are excessive (8%).

In the acceding countries, more Cypriots (75%) and Slovenians (70%) than any other nationality say the prices are fair, and Lithuanians (29%) and Slovaks (31%) say so less than any other nationality.

Slovaks (53%), Czechs (38%) and Maltese (36%) say the prices of water supply services are unfair in the greatest numbers, and the Cypriots have the same opinion in lowest numbers (18%).

A very high proportion of Lithuanians (32%) voluntarily say the prices for running water are excessive in their country.



Managers are most likely to answer that the prices they pay for water services are fair (58%), followed by students, house persons and village people 15- to 24-year-olds (57% for all). The unemployed, the people from large towns and those 55 or older are least likely to say the prices are fair.

The unemployed and manual workers (32% each) are more likely than others to say the prices they pay are unfair, but students are least likely to agree (20%).

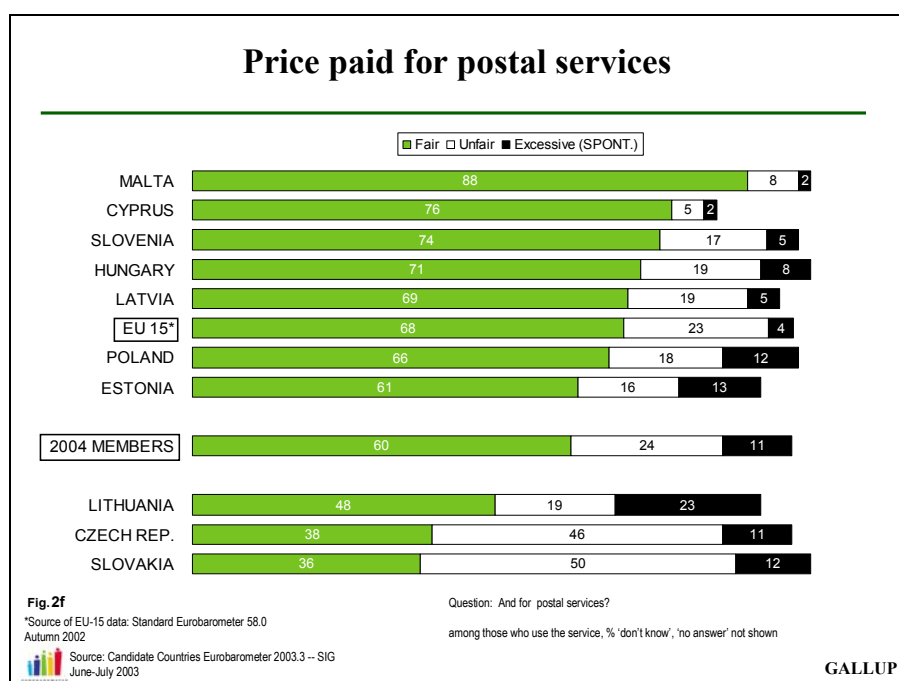
Twenty-two percent in large towns say the prices are excessive -- but this is not the prevailing opinion of students (9%). For more detailed data, see ANNEX TABLES 2.5a-2.5b.

## The price paid for postal services

Sixty percent of the acceding countries' respondents say postal services' prices are fair. A quarter of them say the prices are unfair (24%) and 11% say they are excessive. Sixty-eight percent in the EU say the prices are fair, 23% say the prices are unfair and only 4% consider them excessive.

Malta (88%), Cyprus (76%) and Slovenia (74%) are the countries in which the highest percentages of respondents consider postal services' prices fair, and the Czech Republic and Slovakia (38% and 36% respectively) are the countries in which the lowest percentages consider them unfair.

Slovakians (50%) and Czechs (46%) are most likely to consider prices unfair, followed by Latvians, Lithuanians and Hungarians (19% each), though not closely. Lithuanians are the most likely to consider postal services' prices excessive (23%).



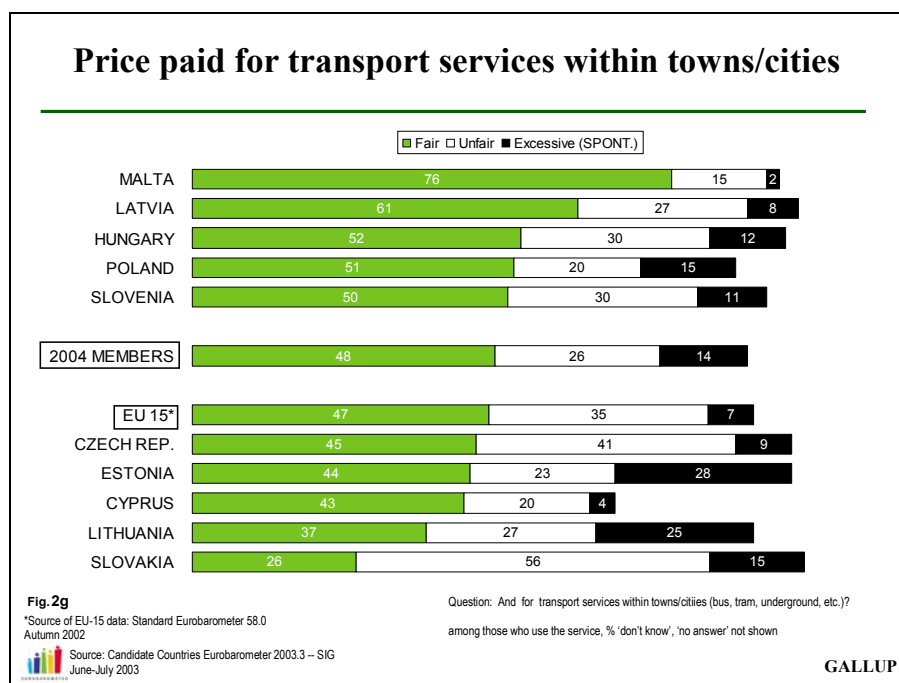
House persons and 15- to 24-year-olds are likeliest to consider postal services fairly priced (68% each); people from large towns and white-collar workers are the least likely to agree (54% each).

White-collar workers most often find the prices unfair (32%), while students (18%) and 15- to 24-year-olds and house persons say so least often (19% each). The likeliest to say postal service prices are excessive live in large towns and retired (15% each). For more detailed data, see ANNEX TABLES 2.6a-2.6b.

## The price paid for transport services within towns/cities

Forty-eight percent of the acceding countries' respondents and 47% of those from the EU-15 say the prices of transport services in town are fair. Twenty-six percent of acceding countries' population, but 35% of the EU-15, consider the price they have to pay for in-towns tickets to be unfair. Fourteen percent of the 2004 countries and 7% in the EU-15 countries spontaneously answered that the prices for public transportation are excessive.

The Maltese (76%) and Latvians (61%) are likeliest to say the prices are fair. Slovaks are the least likely to find transport service prices fair (26%), and most likely to find them unfair (56%), followed by Czechs (41%). The Maltese have the lowest percentage of people saying the prices are unfair (15%). The Lithuanians, again, have the highest percentage of people saying the prices are excessive (25%).



Again, many people were reluctant to form an opinion, or share it with us: in *TABLE 2c* we filter out these non-responses and we focus on meaningful responses only (in Cyprus there is no reliable public transportation, people rather use taxis, therefore we have a high proportion of uncertain respondents in this question). From the table on the next page we see that the majority of those who have an opinion in Malta, Cyprus, Latvia, Poland, Hungary, and Slovenia are rather satisfied with public transport prices, while the opposite is the case in the Czech Republic, Estonia, Lithuania and Slovakia.

<b>Table 2c Urban transport price satisfaction, proportion of meaningful responses only</b>		
	fair	unfair + excessive
MALTA	82	18
CYPRUS	64	36
LATVIA	64	36
POLAND	60	40
HUNGARY	55	45
SLOVENIA	55	45
MS-2004	55	45
CZECH REP.	47	53
ESTONIA	46	54
LITHUANIA	42	58
SLOVAKIA	27	73

Demographic analyses reveal that students are very likely to say transport prices are fair (57%) and the rural areas' or villages' populations are very unlikely to agree (43%). The "other" white-collar workers say, in the highest proportions, that the prices they have to pay for transport are unfair (35%), and house persons have the lowest rate of agreement (17%).

Twenty percent in large towns spontaneously say that urban transport prices are excessive (20%), but students (9%) and the younger (10%) are not likely to agree. For more detailed data, see *ANNEX TABLES 2.7a-2.7b*.

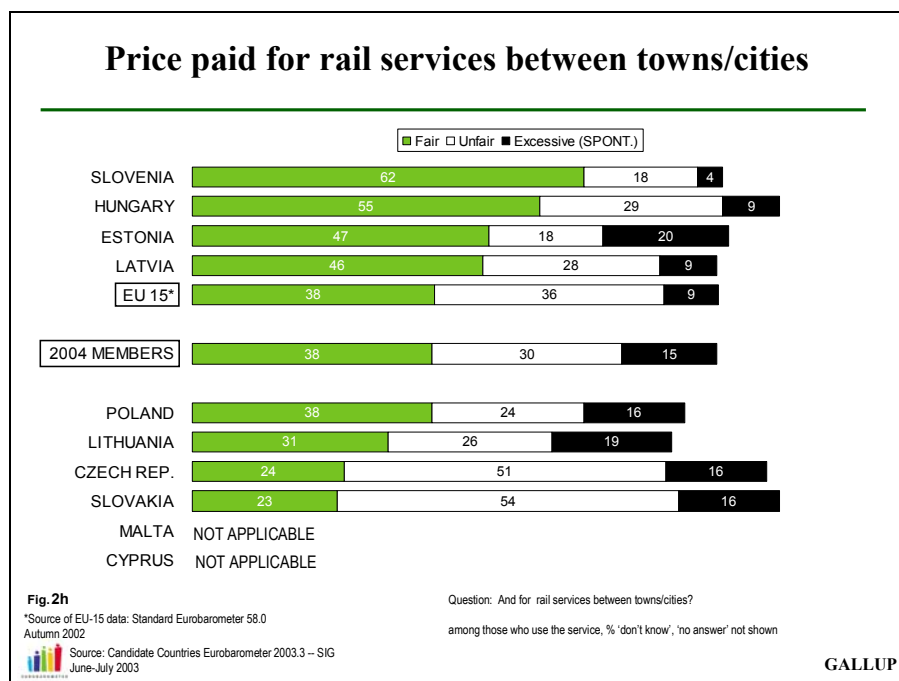
## The price paid for rail services between towns/cities

Rail service in Europe is among the expensive ones, at least as people compare the value they get with the price they need to pay for it. More than one-third of the acceding countries' population considers the prices paid for rail services between towns or cities to be fair (38%). Nearly one-third of them say the prices are unfair (30%), and 15% consider the prices to be excessive. This question does not apply in Malta and Cyprus where there is no railway service.

In the EU-15<sup>4</sup>, about the same percentages consider the inter-city rail prices to be fair and unfair -- 38% say the prices are fair, and 36% say they are unfair. Only 9% say the prices are excessive.

The acceding countries, examined one by one, show a rather varied picture. Slovenians (62%) and Hungarians (55%) are likeliest to say inter-city rail services prices are fair. Slovaks (23%) and Czechs (24%) say they are fair least often and are most likely to say they are unfair (51% in the Czech Republic and 54% in Slovakia). Of all accessing nationalities, Estonians and Slovenians are the least apt to say inter-town rail prices are unfair (both 18%).

Those from Estonia and Lithuania had the highest rate of saying prices are excessive (20% and 19% respectively).



Again, since many people were reluctant to share or form an opinion: in TABLE 2d we present the distribution of the meaningful responses only. We find that the majority of those who have an opinion in Slovenia, Hungary, Latvia, and Estonia evaluate railway prices as fair, while the opposite is true in Lithuania, the Czech Republic, and Slovakia. In Poland — if we analyze meaningful opinions only — neither those who are satisfied nor those unsatisfied can outweigh each other: although the group of those who believe the prices of inter-city rail services are unfair is marginally more important than the other one.

<sup>4</sup> Source of EU-15 data: Standard Eurobarometer 58.0 Autumn 2002

<b>Table 2d. Railway price satisfaction, proportion of meaningful responses only</b>		
	fair	unfair + excessive
SLOVENIA	73	27
HUNGARY	59	41
LATVIA	56	44
ESTONIA	55	45
POLAND	48	52
MS-2004	46	54
LITHUANIA	41	59
CZECH REP.	26	74
SLOVAKIA	25	75
CYPRUS	..	..
MALTA	..	..

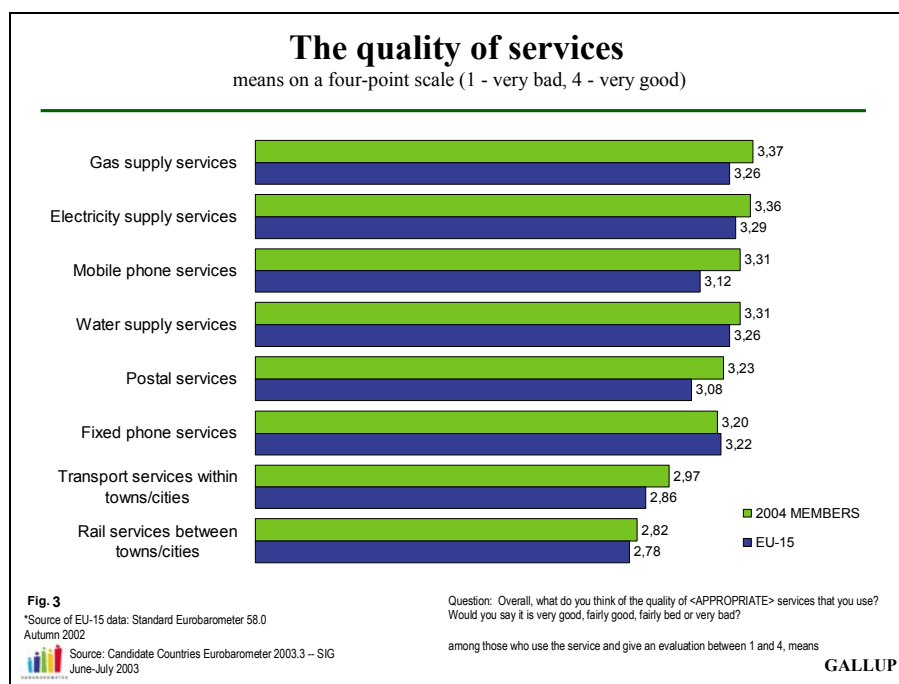
Demographic analyses reveal that students — utilizing considerable discounts — are very likely to say rail prices are fair (48%), and house persons and retired have the lowest rate of agreement (34% for all).

“Other” white collar workers are likeliest to say that the prices they have to pay for rail services between towns or cities are unfair (40%), and the retired, the older generation and those who left school at 15 are least likely to say the prices are unfair (25% all).

The large towns' populations are most likely to find the prices excessive (24%), and the rural areas' population and the self-employed are least likely (9 %and 10% respectively). For more detailed data, see *ANNEX TABLES 2.8a-2.8b*.

### 3. Quality of services

In this chapter, we discuss opinions -- very good (4), fairly good (3), fairly bad (2) or very bad (1) -- of the quality of mobile and fixed telephone services, electricity, gas and water supply services, postal services and transport and rail services (see also *ANNEX TABLES 3.1-3.8*). Again, we start with a quick check how the overall picture looks like in the EU-15 and in the acceding countries.



As *FIGURE 3* above shows gas and electricity are the utilities that gain the highest satisfaction score in the future and in the current member states as well. Satisfaction levels are generally similar in the two parts of Europe, with the future consumers being slightly more satisfied with the utility and other services of general interest in general. There are two services where future EU citizens and consumers are clearly more satisfied than current Europeans: with the quality of postal services and with the quality of mobile telephone services. In the case of the other services we see a very similar level of satisfaction in old and new Europe.

Satisfaction levels are generally high — somewhere between 3 and 4, between 'fairly good' and 'very good' — in most of the cases. The average scores fall below this range in the case of urban transport and inter-cityrail services; Europeans are the least satisfied with these services among the listed ones.

This table summarizes the mean satisfaction scores country-by-country, we will refer back to these data later in this subchapter.

<b>Table 3. Mean satisfaction with the quality of services</b> (1=very bad, 2=fairly bad, 3=fairly good, 4=very good) (means, by country)								
	Mobile telephone services	Fixed telephone services	Electricity supply services	Gas supply services	Water supply services	Postal services	Transport services within towns/cities	Rail services between towns/cities
2004 MEMBERS	3.31	3.20	3.36	3.37	3.31	3.23	2.97	2.82
CYPRUS	3.56	3.65	3.54	N/A	3.56	3.58	3.10	N/A
CZECH REP.	3.40	3.20	3.36	3.34	3.30	2.95	2.82	2.52
ESTONIA	3.20	3.06	3.14	3.17	2.97	3.16	2.91	2.90
HUNGARY	3.37	3.25	3.43	3.35	3.42	3.33	2.82	2.93
LATVIA	3.14	3.00	3.36	3.35	2.95	3.21	3.06	3.02
LITHUANIA	3.26	3.06	3.27	3.29	3.01	3.15	2.93	2.98
MALTA	3.51	3.56	3.51	3.57	3.43	3.61	2.86	N/A
POLAND	3.28	3.21	3.37	3.39	3.34	3.31	3.10	2.89
SLOVAKIA	3.32	3.03	3.29	3.36	3.25	2.91	2.43	2.50
SLOVENIA	3.30	3.30	3.40	3.38	3.34	3.39	2.93	3.01
EU-15 <sup>5</sup>	3.12	3.22	3.29	3.26	3.26	3.08	2.86	2.78

<sup>5</sup> Source of EU-15 data: Standard Eurobarometer 58.0 Autumn 2002

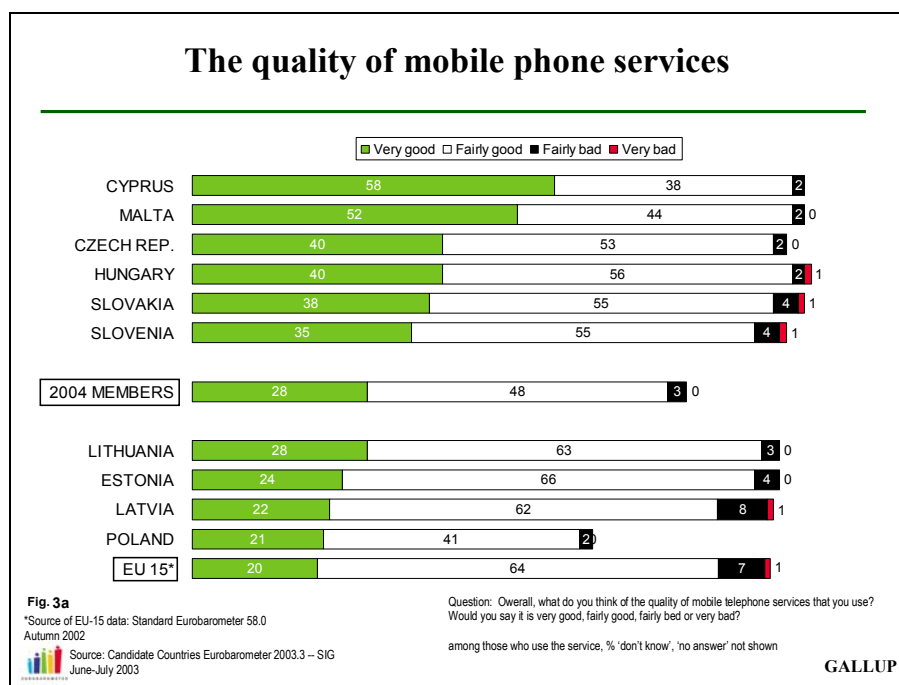
## The quality of mobile telephone services

The majority of the acceding countries consider the quality of mobile telephone services to be either very good or fairly good (76%), and only 3% say the quality is fairly bad. Almost no one says the quality is very bad – and 28% say the quality is very good.

EU-15 population has a rather different opinion on this question: While only 20% say the quality is very good, two-third of people call it fairly good (64%). Seven percent and 1%, respectively, say it is fairly bad or very bad.

FIGURE 3a below shows that the Cypriots (58%) and Maltese (52%) are the most apt to say the mobile telephone services are very good, and the Poles are the least likely (20%). Hungarian, Maltese, and Cypriots (each 96%) are likeliest to say the quality of mobile telephone services is either very good or fairly good; the Polish say have the lowest numbers of people saying the quality of mobile telephone services are very good or fairly good (62%). A negligible number from only a few countries say the quality of mobile telephone services is very bad (1% each for Slovenia, Hungary, Slovakia, and Latvia), and only 8% of Latvians -- the highest percentage in any 2004 country -- say they are fairly bad.

Looking at TABLE 3 above, we can summarize that the mean satisfaction scores from all countries are generally above 3 (above 'fairly satisfied' level), with highest mean in Cyprus (3.56) and the lowest in Latvia (3.14). The mean score for acceding countries is 3.31, which is higher than what Eurobarometer measured in the EU-15 in Autumn 2002 (3.12).



Managers are the likeliest to say the quality of mobile telephone services is either very good or fairly good (95%) and they are also the most likely to say that the service is very good.

Those who left school at or before 15 are most apt to say the mobile telephone service is fairly good or very good (46%), but only 2% of them consider it fairly bad and 1% of them say the service is very bad.

In general, we can say a very low number from each demographic group finds the mobile telephone services to be fairly bad or very bad, but students top the ranks of those who do (5%). For more detailed data, see *ANNEX TABLES 3.1a-3.1b*.

### The quality of fixed telephone services

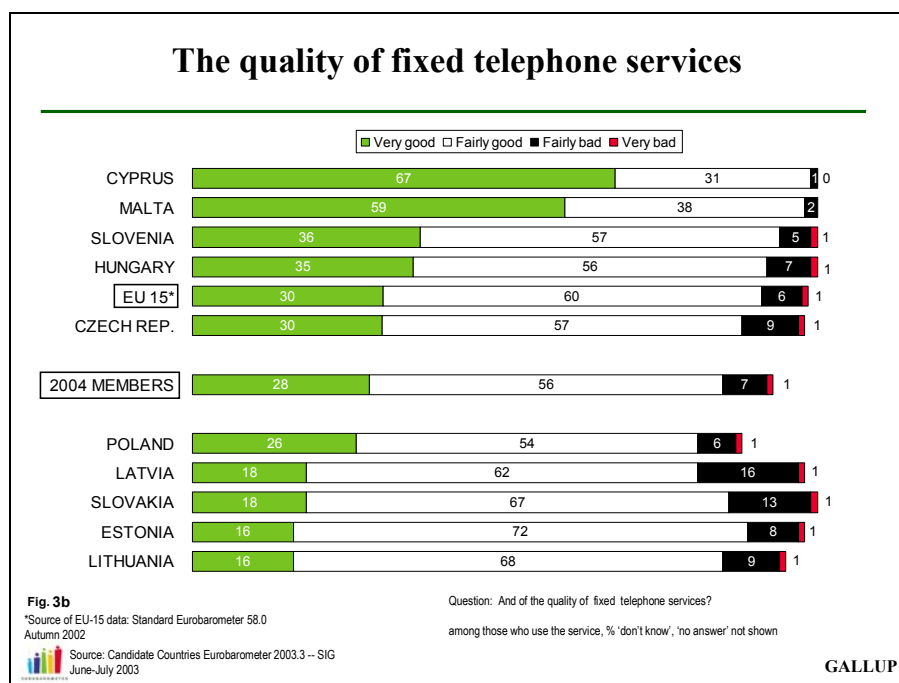
People from the acceding countries generally consider fixed telephone services to be of very good or fairly good quality more often than they say this about mobile telephones. Eighty-four percent of them say fixed telephone quality is very good or fairly good, and only 8% say it is fairly bad or very bad. More precisely, 28% say the fixed telephone service quality is very good, and 1% says it is very bad.

In the EU-15, 30% say the fixed telephone quality is very good, 60% say it is fairly good, 6% say it is fairly bad, and 1% says it is very bad.

Cypriots (67%) and the Maltese (59%) are likeliest to say the fixed telephone services are very good. When the two positive categories are combined, the Cypriots and Maltese again lead the list, with 98% and 97%, respectively. At the bottom of the list are Poles and Latvians; 80% in both countries say the fixed telephone services are very or fairly good.

Sixty percent of Latvians and 13% of Slovaks consider the fixed telephone services' quality fairly bad, but only a negligible proportion in any country thinks the services are very bad (0%-1%).

Looking at the summary table with the satisfaction scores (*TABLE 3*, page 30), we see the acceding countries' mean for fixed telephone services is 3.20, and the EU-15 mean is 3.22. The highest mean, again, is found in Cyprus (3.65) and the lowest is in Latvia (3.00).



Again, managers have the best opinion of fixed telephone services: 89% of them think the quality of services is very good or fairly good. The people with low education agree least often (74%). The inhabitants of large towns have the worst opinion of fixed telephone quality – 12% say it is very bad or fairly bad. But practically nobody, 0%-3% from each demographic group says the landline phone services are very bad. For more, see *ANNEX TABLES 3.2a-3.2b*.

## The quality of electricity supply services

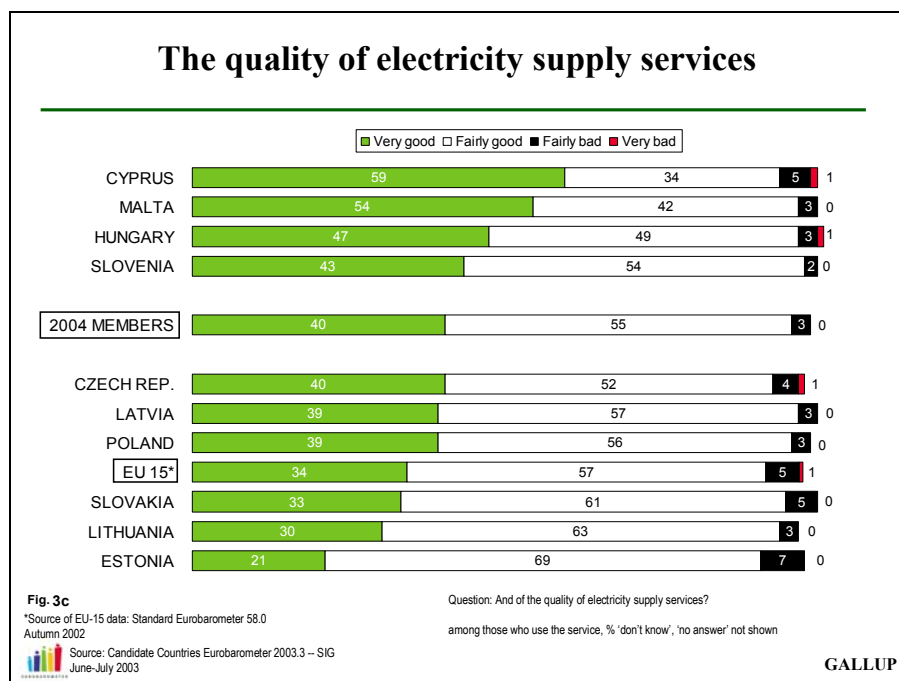
A huge majority says the quality of electricity supply services is very good or fairly good, ranging from 90% in the Estonia to 97% in Slovenia.

Forty percent in the acceding countries say the quality of services is very good, 55% think it is fairly good, and a tiny minority, 3%, say the service quality is fairly bad. Almost no one considers the quality of electricity supply services to be very bad.

In the EU-15 countries, 34% of the population says the quality of service is very good, and 57% consider it fairly good. There are only a few people, 5%, who think the service quality is fairly bad, and only 1% say it is very bad.

Similar to results for the previous questions from this subchapter, the Cypriots (59%) and the Maltese (54%), followed by Hungarians (47%), are likeliest to say the quality of electricity supply services is very good. The Estonians and Lithuanians are least likely to agree (21% and 30%, respectively).

Only 7% of Estonians and 6% of Cypriots, think the quality of electricity supply services is fairly bad or very bad, and of these, only Czech, Hungarian and Cypriots respondents (1%) think the services are very bad.



Almost 9 out of 10 persons from all demographic groups think the quality of electricity supply services is very good or fairly good. Managers and those in small or medium-sized towns have the highest opinions -- 44% of each think the quality is very or fairly good. The rural area's population and unemployed are the least likely to say the quality of the services is very good, but students are least apt to say the quality is very or fairly good (90%).

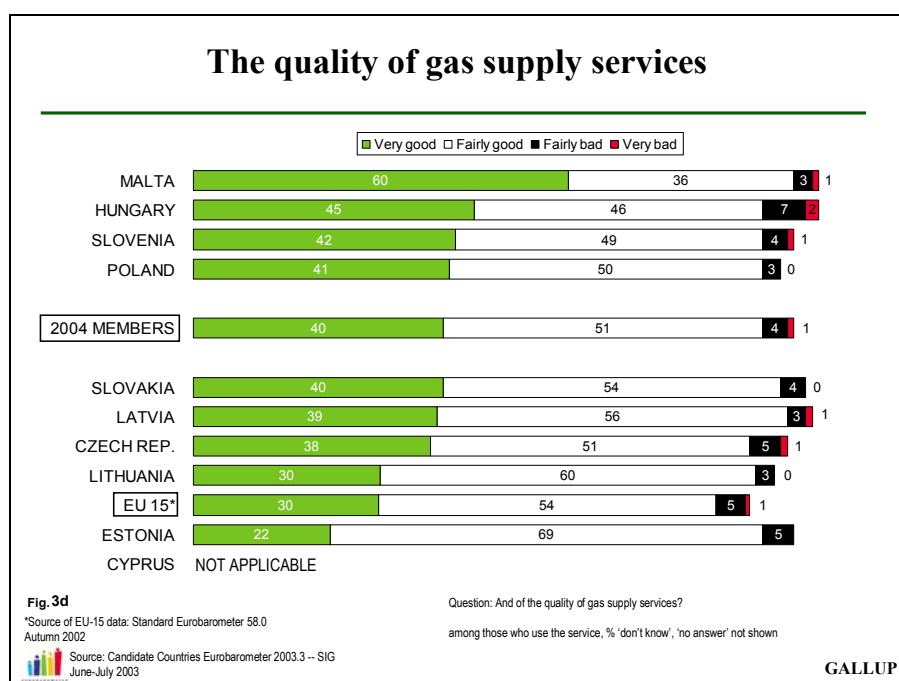
The quality of electricity supply services is considered very or fairly bad most frequently (6%) in large towns, but only 1% say it is very bad (as do 1% of other white-collar workers). For more detailed data, see ANNEX TABLES 3.3a-3.3b.

## The quality of gas supply services

Forty percent in the acceding countries -- and only 30% in the EU -- consider the quality of gas supply services to be very good, and 51% say the quality is fairly good. In the EU, 54% say it is fairly good. As we explained earlier, this question is not applicable in Cyprus.

Only 5% in the 2004 member countries and 6% in the EU think the services are very or fairly bad (1% in each say the services are very bad).

Individual countries have rather different opinions of the quality of gas services than the quality of electricity services. Sixty percent of Maltese, 45% of Hungarians and 42% of Slovenians think gas supply service quality is very good, and 36%, 46% and 49%, respectively, say it is fairly good.



Unemployed are most likely to think the quality of gas supply services is very or fairly good (95%). Managers are most apt to say the quality is very good (49%), followed by those who finished their education at 20 or older and people from small or middle-sized towns (46%). The population in rural areas is least likely to have a high opinion of the quality of gas supply services: 86% say it is very or fairly good (very good – only 32 %).

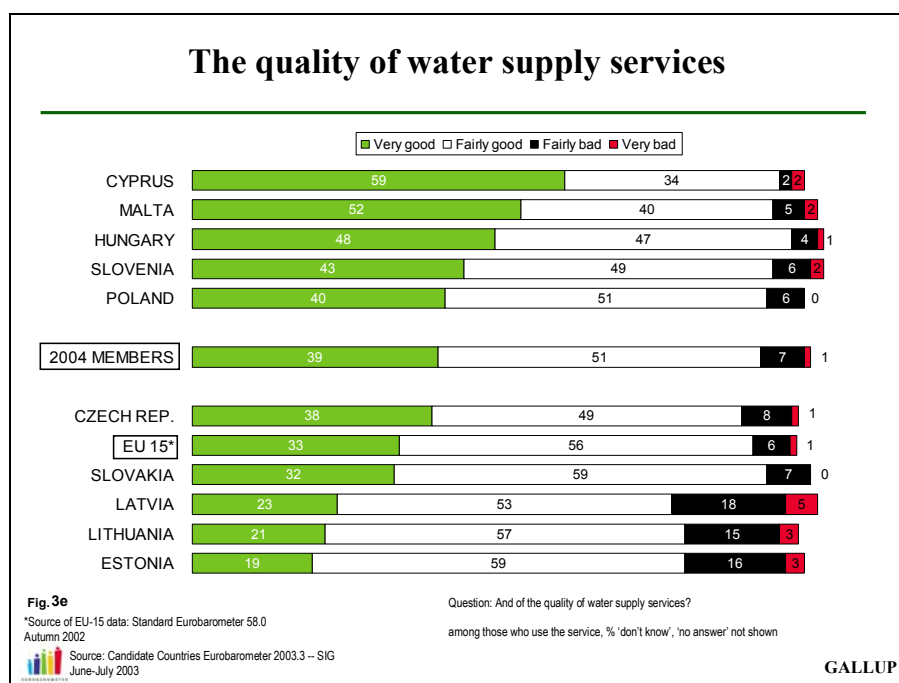
Looking at the negative attitudes, house persons are most likely to say the quality of the services is very or fairly bad (7%). Only 0%-2% of the demographic groups consider the gas supply services' quality to be very bad. For more detailed data, see *ANNEX TABLES 3.4a-3.4b*.

## The quality of water supply services

Ninety percent in the acceding countries think the quality of water supply services is very or fairly good, with 39% saying the quality is very good. Only 8% of the population considers the water supply service quality to be very or fairly bad.

We find slightly different figures in EU-15 countries. Thirty-three percent say the quality of services is very good, 56% say it is fairly good, 6% say it is fairly bad and only 1% say it is very bad.

Comparing individual countries, Cypriots (59%), Maltese (52%) and Hungarians (48%) are likeliest to say that the water supply services' quality is very good, and these countries' populations are also likeliest to think these services are very or fairly good (93%, 92% and 95%, respectively). Seventy-eight percent of Lithuanians and Estonians think the services' quality is very or fairly good, making them least apt of all countries to have a high opinion. The Baltic countries are likeliest to say the quality of water supply services is fairly or very bad (Latvia 23%, Estonia 19% and Lithuania 18%), and they are most likely to say the quality is very bad as well (Latvia 5%, Estonia and Lithuania both 3%).



House persons have the highest rate of considering the quality of water supply services to be very or fairly good (94%), and the students has the lowest rate of thinking so (86%). Managers are likeliest to say the quality of services is very good (46%), but the unemployed are the least likely (34% each).

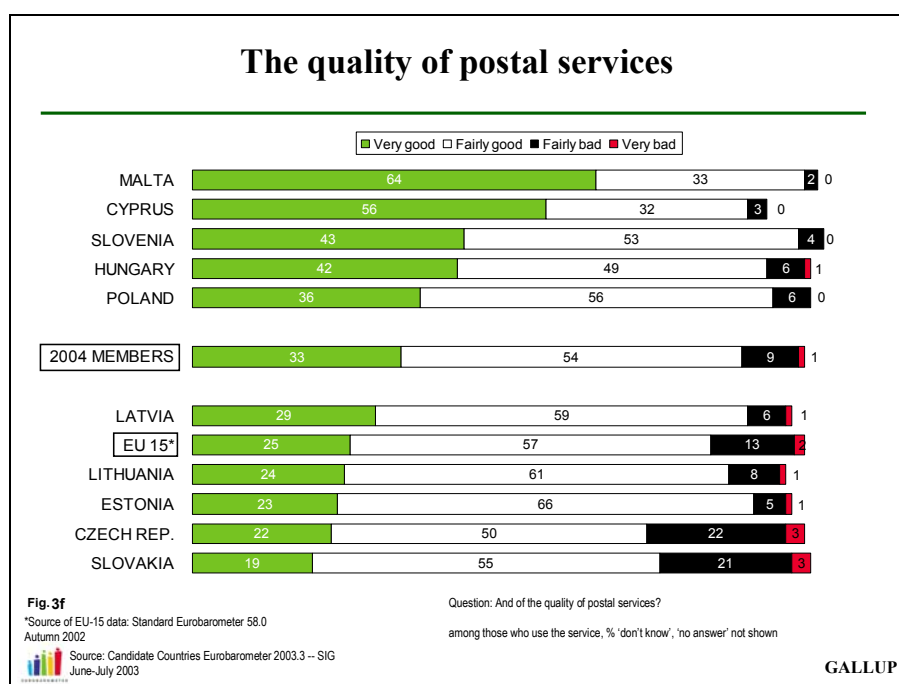
Twelve percent of the large towns' population and of the unemployed say the quality of water supply services is very or fairly bad. For more detailed data, see *ANNEX TABLES 3.5a-3.5b*.

## The quality of postal services

One-third of the population in the acceding countries think the quality of postal services is very good (33%), more than half say the quality is fairly good (54%), and only 9% and 1%, respectively, think the quality is fairly or very bad.

In the EU-15, 25% say the quality of postal services is very good, 57% say it is fairly good, 13% think it is fairly bad, and finally, a very small minority says the quality is very bad (2%).

Among the individual countries, Malta (64%) and Cyprus (56%) are most apt to say the quality of postal services is very good. When the two positive answers are grouped together, Slovenians (96%), the Maltese (97%) and Poles (92%) are likeliest to say the quality of postal services is very or fairly good. About one in five of Slovaks (21%) and Czechs (22%) think postal services' quality is fairly or very bad (3% say it is very bad).



House persons and the unemployed generally think the most highly of the quality of postal services -- 93% and 92%, respectively, say it is very or fairly good, and house persons and the retired have the very highest opinions -- 39% and 37%, respectively, say the quality is very good. Only 29% of the self-employed think the quality of postal services is very good.

White-collar workers, not including managers, are likeliest to say the quality of postal services is fairly or very bad (16%). Only a small minority from each demographic group considers the quality of postal services to be very bad (0%-2%). For more detailed data, see ANNEX TABLES 3.6a-3.6b.

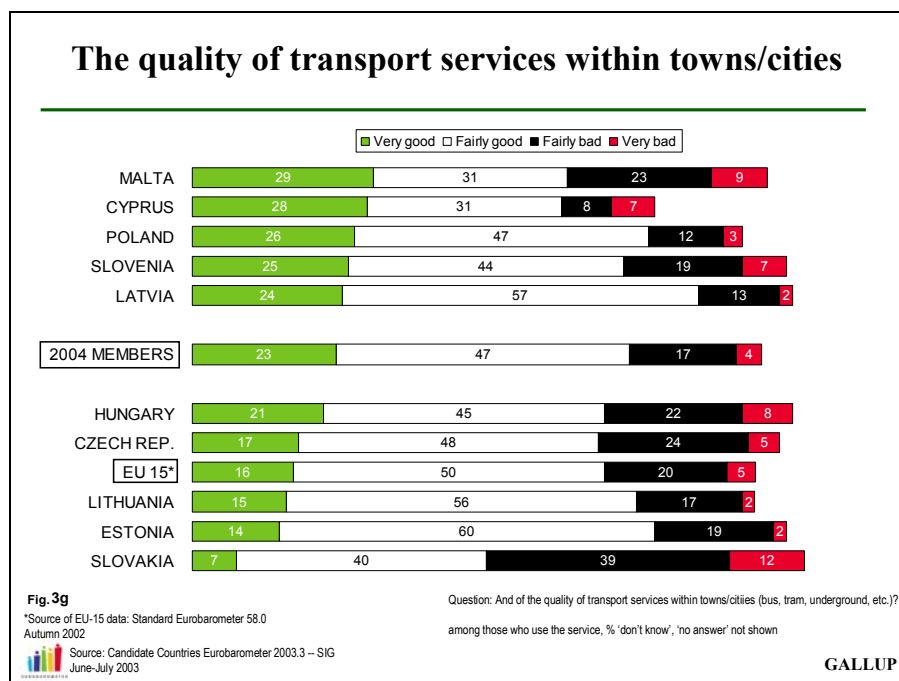
## The quality of transport services within towns/cities

On average, nearly one in four in the acceding countries think the quality of urban transport services is very good (23%) and nearly half of respondents consider it fairly good (47%), 17% call it fairly bad, and finally, 4% say it is very bad.

In the EU-15 countries, only 16% say urban transport service quality is very good, but 50% call it fairly good. Twenty percent of EU-15 population think urban transport services' quality is fairly bad and 5% think it is very bad.

Eighty-one percent in Latvia, 74% in Estonia and 73% in Poland think that the quality of urban transport services is very or fairly good, but only 24% in Latvia, and 26% in Poland and 25% in Slovenia, say the quality is very good. In Malta, 29% say the quality of this service is very good, but so do only 7% in Slovakia. Slovaks have the lowest opinion -- 47% say the quality of urban transport services is very or fairly bad.

As the summary table above shows (TABLE 3, page 30), the means are relatively low: in the acceding countries, the mean of the quality of transport services is 2.97; in the EU-15, this figure is 2.86. Inside the acceding countries, the highest means we measured are in Cyprus and Poland (both 3.10), and the lowest is in Slovakia (2.43).



Inhabitants of small and middle-sized towns and retired people are the groups having the highest proportion saying the quality of transport services within towns or cities is very good (27%) and rural areas have the lowest proportion (18%). Summarizing the data for the two positive answers, we conclude that the unemployed (75%) retired and elderly people (both 72%) are most apt to be positive, and young people (67%) are least apt to think urban transport services' quality is very or fairly good.

In the greatest proportion managers (28%) -- and in the lowest proportion, those unemployed (17%) -- think the quality of urban transport services is very or fairly bad. Eight percent of other white-collar workers say transport quality is very bad, as do 7% of managers. For more detailed data, see ANNEX TABLES 3.7a-3.7b.

## The quality of rail services between towns/cities

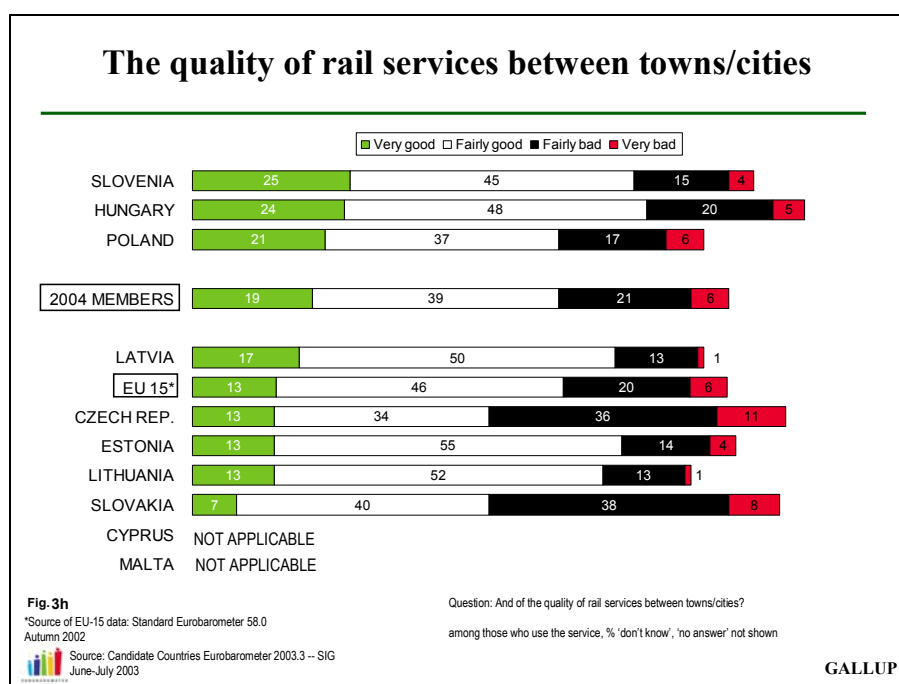
Responses to the question about quality of rail services between towns or cities are less positive than they have been for other questions. Nineteen percent in the acceding countries say the quality of rail services is very good, 39% say this quality is fairly good, as many as 21% think that the inter-city rail service quality is fairly bad, and 6% call it very bad. In Cyprus and Malta, there is no rail service available.

In the EU-15 countries, 13% of the population thinks the inter-city rail services' quality is very good, 46% say it is fairly good, 20% say it is fairly bad, and finally, 6% say it is very bad.

Slovenians are likeliest to say the quality of inter-city rail services is very good (25%), and Slovaks are least likely (7%). Combining the "very" and "fairly good" answers, the highest figure is in Hungary (72%), and the lowest one is in Slovakia and Czech Republic (47%).

Thirty-eight percent of the Slovaks and 36% of the Czech people consider the quality of inter-city rail services to be fairly bad. Forty-seven percent of Czechs, and 46% of Slovaks, say the quality is fairly or very bad (these are the highest rates).

The mean of quality of service is higher in the acceding countries than in the EU-15 (2.82 vs. 2.78). The rank order changes if we look at means, since this indicator filters out the non-response effect (quite a few people did not have an opinion to share); according to this, Latvians (3.02) and Slovenians (3.01) rate the rail services' quality the highest, while the Czech (2.52) and Slovaks rate it lowest (2.50 – see TABLE 3, page 30).

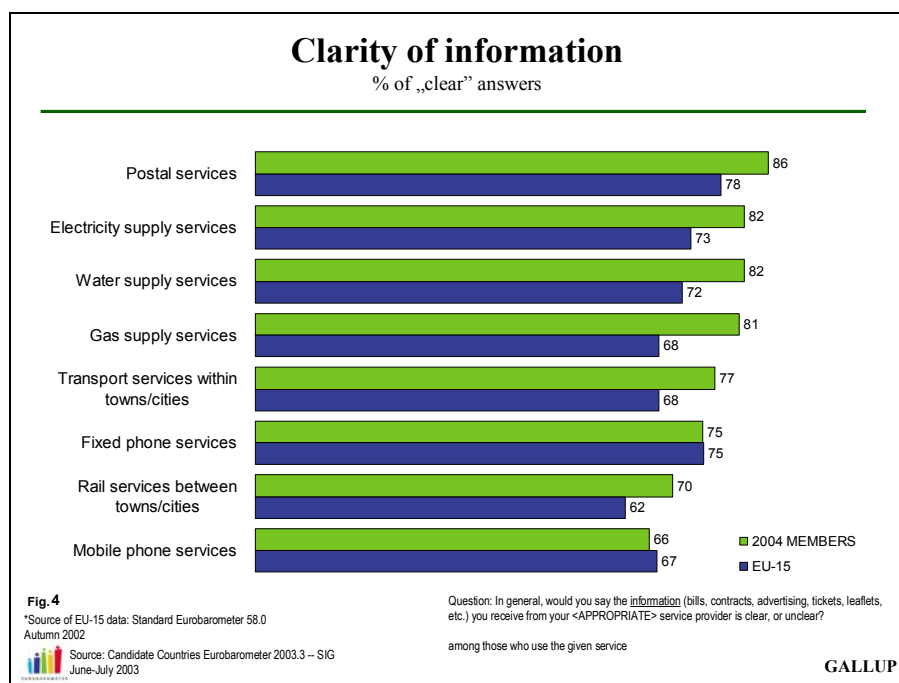


Looking at the answers by demographic groups, the house persons and unemployed say, in the highest proportion, that the inter-city rail service quality is very good (22%). Only 15% of the rural area and students would agree. Unemployed have the best opinion - very or fairly good - of inter-city rail service quality (66%) and managers and people from rural areas think the same, 52%.

Managers and students don't often say rail service quality is very bad (10%); but 33% of managers consider it to be very or fairly bad.

## 4. Clarity of information

This chapter describes the opinions of consumers in the acceding countries about the clarity of information (bills, contracts, advertising, tickets, leaflets, etc.) they receive from the providers of mobile and fixed telephone service, electricity, gas and water supply service, postal service, public transport and rail service (see also *ANNEX TABLES 4.1a-4.1b*). *FIGURE 4* shows that acceding countries consumers are generally more satisfied with the quality of information they receive than their fellows already in the EU-15.



The best information people feel to receive comes from postal services, with 86% in the future member states and 78% in the EU-15 evaluating its information as “clear”, postal service is Europe’s best from this perspective (and among the listed services, of course). Information from electricity, water, and gas providers are almost as good as the one people receive from the post — at least in the future member states; current EU consumers are much less satisfied with the clarity of the information they receive from electricity, water, and gas providers.

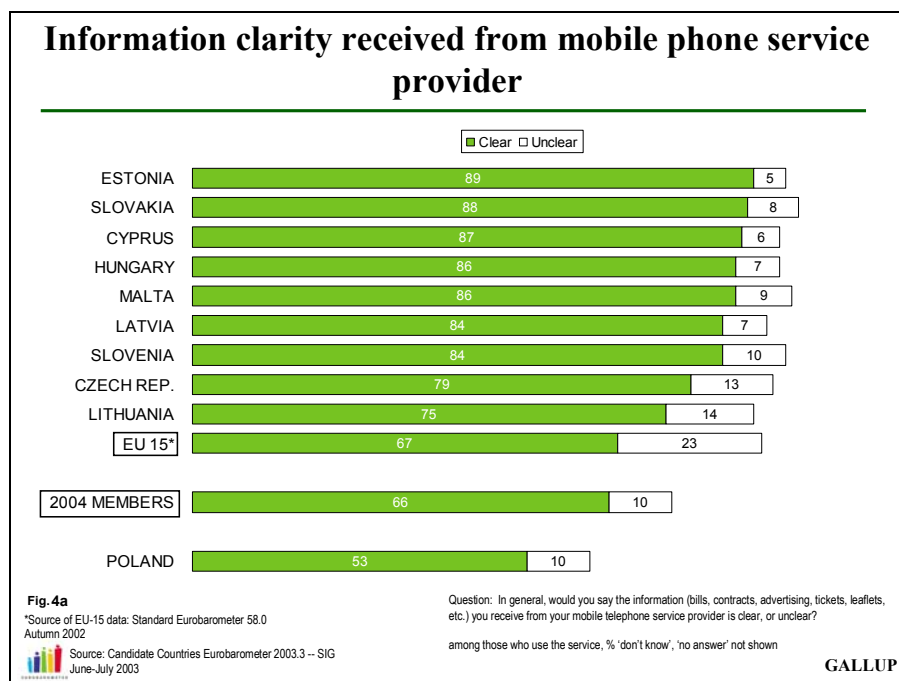
Seventy-seven percent in the acceding countries and 68% in the EU-15 are satisfied with the clarity of information they receive from the urban transport services. We find a similar difference with inter-city rail services at slight lower level: 70% in the acceding countries and 62% in the EU-15 find the information they receive from their railway companies clear.

Equally three quarters in both the acceding and in EU-15 countries believe that the information they receive from the fixed telephone provider is clear, this 75% figure puts fixed telephone to the second place in the Union, but is enough only for the sixth place in the acceding countries. Interestingly, in both parts of Europe, quality of information is the worst in the case of mobile telephone providers: only two thirds find the information they receive from mobile telephone providers clear (CC: 66%, EU: 67%).

## Clarity of information received from mobile telephone service providers

As we just noted, only two-third of the acceding countries' population says the information received from mobile telephone service providers is clear, and only 10% consider it unclear. The figures in the EU-15 countries are 67% and 23%, respectively.

As FIGURE 4a shows below, there are rather large differences among individual countries regarding the clarity of information (ranging from 53% in Poland to 89% in Estonia), but also regarding the lack of clarity (those finding the information unclear range from 5% in Estonia and Cyprus to 14% in Lithuania). In Poland those proportion who do not even know or do not answer is very high (37%), in the other countries this range is only 4% to 11%.

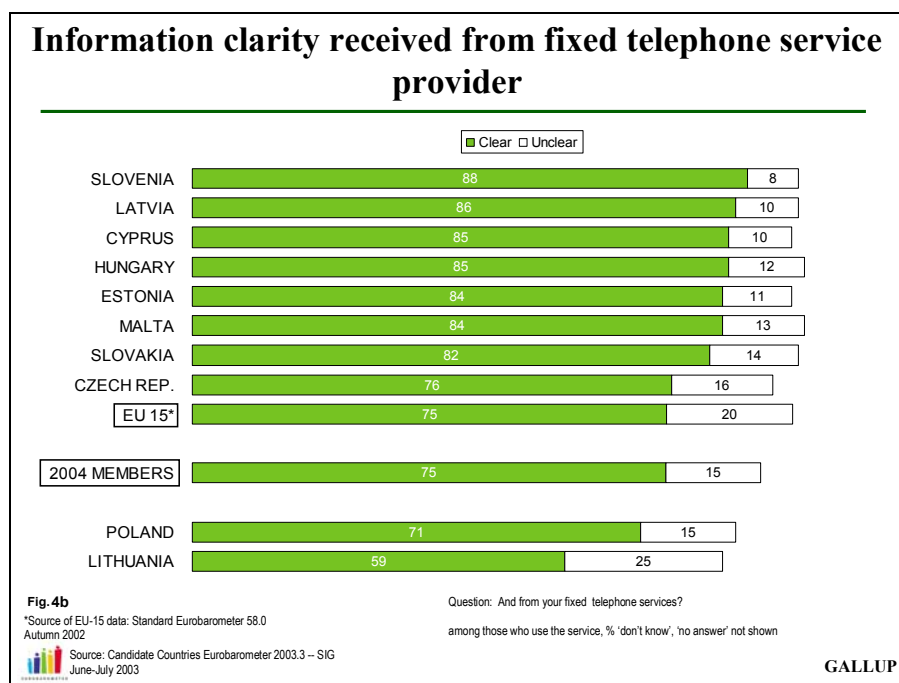


Analyzing the results by demographic groups, we find that managers are most likely to find the information received from their mobile telephone service providers to be clear (81%), followed by students (80%) and 15- to 24-year-olds (78%). Those who finished their education at 20 years or above and people from large town, and managers are most likely to find this information unclear (13%). It is surprising, but it is possible, if we examine the proportions of the "don't know" responses that go up as high as to 56% at low qualified people, 32% among villagers, or 28% among house persons. In that sense the "don't know" response seems to be a probably even stronger substitute for the "unclear" option (see ANNEX TABLE 4.1a-4.1b.).

## Clarity of information received from fixed telephone service providers

Three-quarter of those from the acceding countries say the information from fixed telephone service providers is clear (75%), and nearly every sixth people say it is unclear for them (15%). A higher percentage in the EU than in the acceding countries says the information is clear (75%), and a higher percentage considers it unclear, too (20%) which again indicates that more people are unable to form an opinion in the future member states in this question.

Comparing the individual countries' data, Slovenians (88%) and Latvians (86%) lead the list of those who find the information they receive from their fixed telephone providers clear, and Lithuanians are at the bottom of this ranking (59%). Lithuanians also have the highest percentage saying the information is unclear (25%), followed by the Czechs (16%), and the Polish consumers (15%).



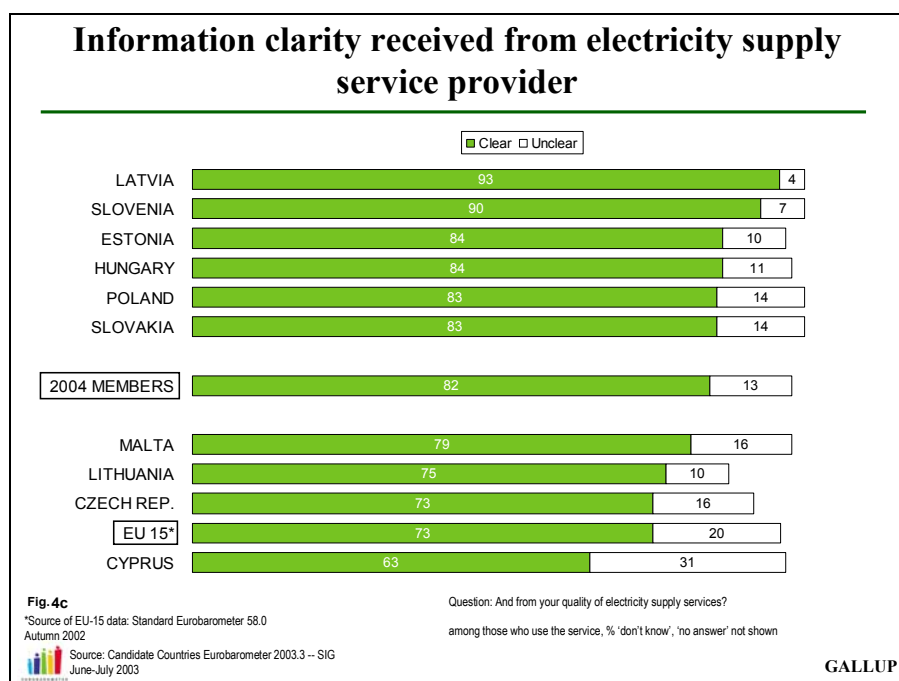
Looking at the satisfaction levels according to the socio-demographic status of the respondents, we find that managers (82%), other white-collar workers (80%) and those who left school at 20 or older (79%) and are likeliest to say fixed telephone service providers give clear information, and those who left school at or before 15 years are least likely to say this (64%).

Looking at the other side, the populations from large towns (20%), those who left school at 20 years or older (18%) and unemployed (16%) are likeliest to find the information unclear. For more detailed data, see ANNEX TABLES 4.2a-4.2b.

## Clarity of information received from electricity supply service providers

A large majority in every country considers the information received from electricity supply service providers to be clear, including 82% in the acceding countries. Thirteen percent say the information is unclear. Fewer in the EU-15 say that the information they get from the electricity provider is clear for them (73%), and a higher proportion says it is unclear (20%).

At the country level, the percentages saying the information is clear range from 63% in Cyprus and 73% in the Czech Republic to 93% in Latvia. The proportion saying it is unclear ranges from 4% in Latvia to 31% in Cyprus.



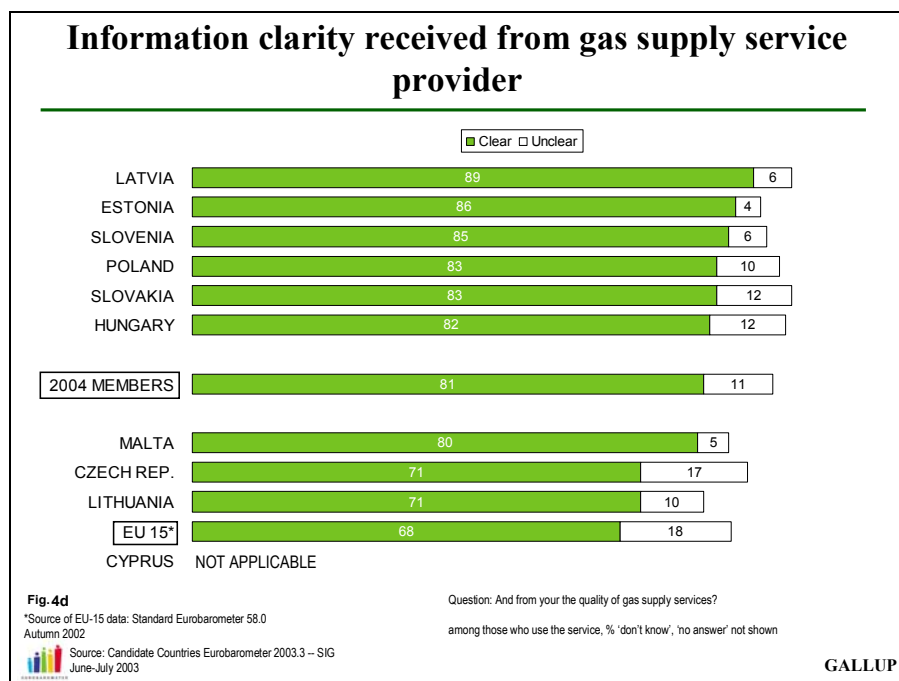
At the demographic level, house persons are most apt (89%) and students are least apt (70%) to say the information received from electricity supply service providers is clear. Other white-collar workers are most likely to find the information unclear (18%), followed by the unemployed (17%). For more details, refer to ANNEX TABLES 4.3a-4.3b.

## Clarity of information received from gas supply service providers

On average, 81% of the acceding countries' population finds the information they get from gas supply service providers on bills, leaflets, contracts, tickets, etc. to be clear, and 11% find it unclear. Significantly less, only 68% in the EU say the information received from gas supply service providers is clear, and 18% say they find it unclear.

Especially the people find the information from gas supply service providers to be clear in Latvia (89%), Estonia (86%) and Slovenia (85%), and on the other side, only 71% in Lithuania think so, too.

Looking only at those who find gas supply providers' information unclear, Czechs lead the list (17%), followed by Slovaks and Hungarians (12% for both). Only 4% of Estonians find this information unclear.



The self-employed and managers are the most likely to admit that the gas supply service providers' information is clear (87% and 85%, respectively), and students and young people have the lowest rate of agreement (70% and 74%, respectively).

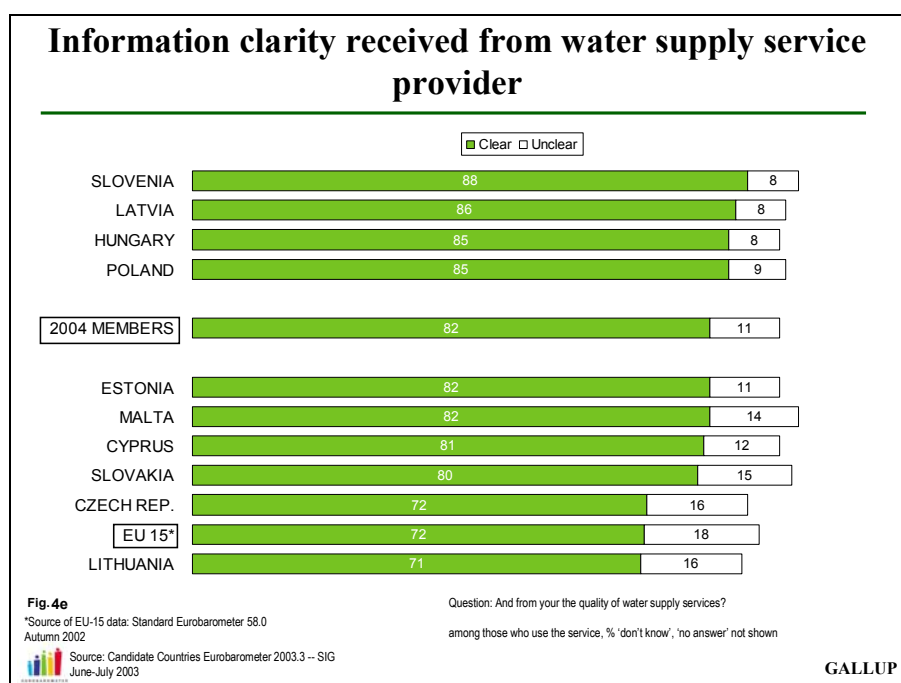
Those who left school at 20 or older, people from large towns and other white-collar workers are likeliest to say gas supply service providers send unclear information (14%), but ratio of those people who don't know or don't answer is very high at group of students (22%) and young people (17% — see also ANNEX TABLES 4.4a-4.4b.).

## Clarity of information received from water supply service providers

A very high percentage, 82%, of the acceding countries say the various information from their water supply providers are clear, and only 11% find them unclear. As with other public utilities, the picture is less bright in the EU-15, where 72% say the information received from water supply service providers is clear, and 18% say it is unclear.

As *FIGURE 4e* shows below, Slovenians are most apt to find this information clear (88%), followed by Latvians (86%), Hungarians and Poles (85%). Lithuanians (71%) and Czechs (72%) are at the bottom of the list.

Czechs and Lithuanians, more than any other, say the information from water supply providers is unclear (both 16%), followed by the Slovaks (15%) and Maltese (14%).



House persons are likeliest (89%) to say water supply information is clear, and students (71%) are least likely.

Looking at those who say the information from water supply service providers is unclear, the list is led by those in large towns (16%), who are followed by other white-collar workers, high qualified people and the unemployed (each 14%).

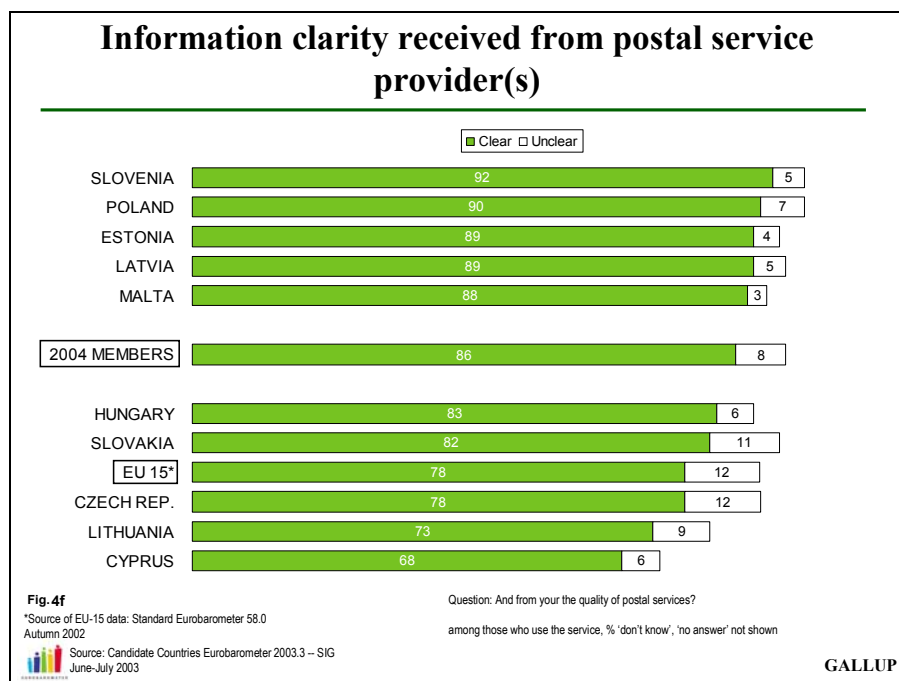
Students and the youngest age group are those who can't formulate an opinion in this question in the greatest proportions (22% and 17% respectively). (see *ANNEX TABLES 4.5a-4.5b.*)

## Clarity of information received from postal services providers

The large majority in the acceding countries say the information they receive from postal services providers is clear for them (86%) and only a minority (8%) says the contrary. In the EU-15, these figures are 78% and 12%, respectively. In fact, as we have noted above, postal service is considered to be the best from the information perspective in both parts of Europe.

Slovenians have the highest rate of saying postal services information is clear (92%), followed by the Polish (90%), Estonians and Latvians (both 89%). Only 68% of Cypriots and 73% of Lithuanians agree with the clear information of postal services.

More people in the Czech Republic than anywhere else the information from postal services providers is unclear (12%), followed by Slovaks (11%), and Lithuanians (9%).



House persons are most apt to find the information from postal services providers to be clear (92%), and those in large towns and students say so the least frequently (82%).

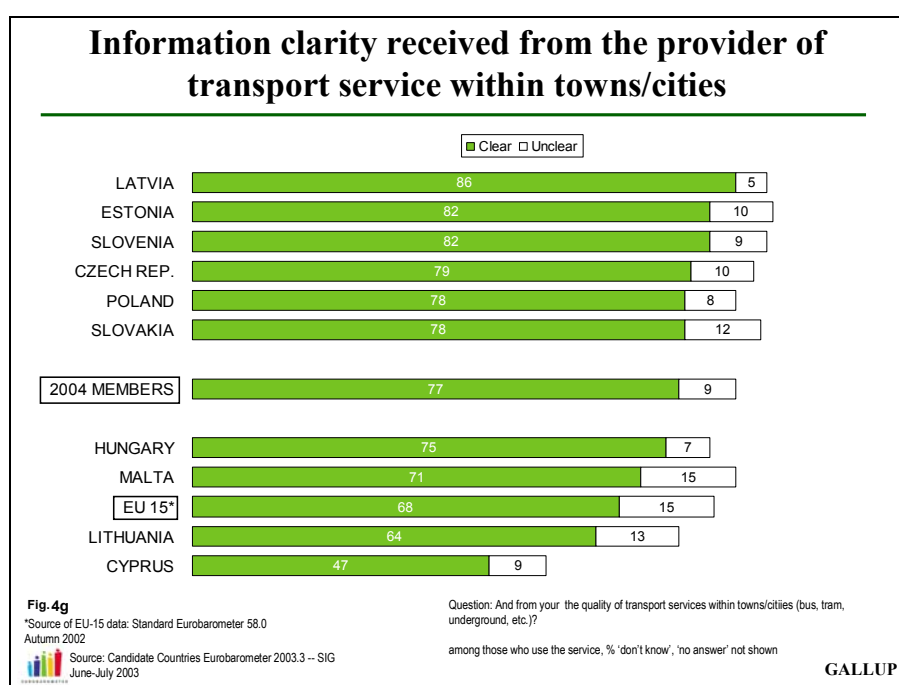
Also, 11% of the large towns' populations, 10% of those who left school at 20 or older, managers and other white collars find the information postal service providers send to be unclear. (see ANNEX TABLES 4.6a-4.6b.)

## Clarity of information received from the providers of transport services within towns/cities

Seventy-seven percent of the acceding countries' population says the information they receive from the providers of urban transport services is clear, and only 9% say the information is unclear. A lower percentage of people in the EU say the information is clear (68%), and higher percentage say it is unclear (15%).

Latvians are most likely to find the information clear (86%), followed by Estonians and Slovenians (both 82%). The least likely to agree are in Cyprus (47% — let us remind the reader that Cyprus has a very limited formal transport system, therefore many people had no opinion in this question), Lithuania (64%) and Malta (71%).

Maltese (15%), Lithuanians (13%) and Slovaks (12%) are most likely to say the information received from providers of urban transport services is unclear.



Comparing demographic groups, other white collars are likeliest (83%), and people in rural areas are least likely (73%), to say the information they receive from providers of urban transport services is clear.

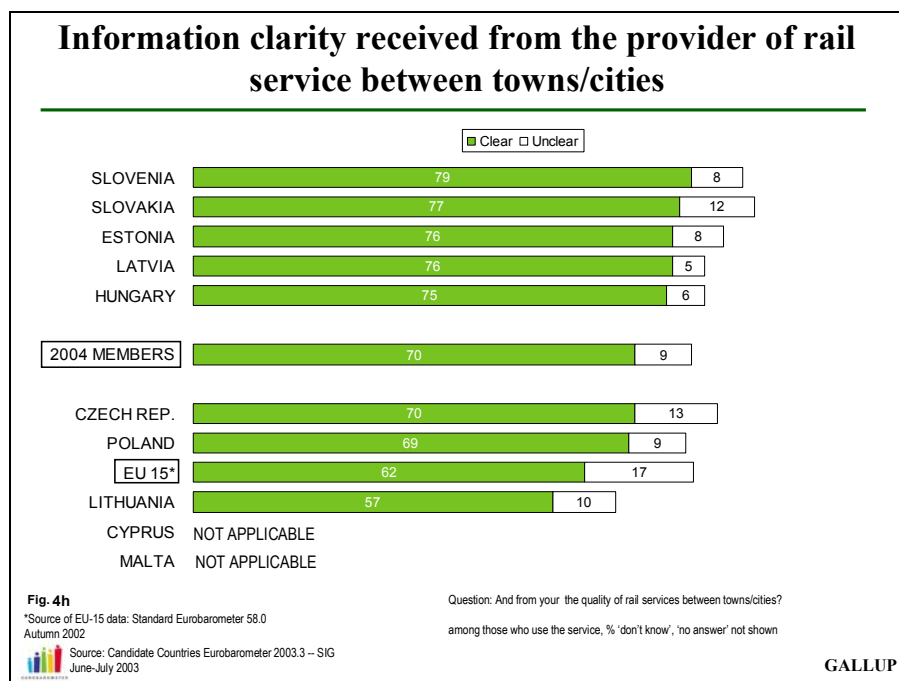
The same percentage of managers and students, 12%, say the information from transport service providers is unclear. For more information on this item, refer to *ANNEX TABLES 4.7a-4.7b*.

## Clarity of information received from the provider of rail service between towns/cities

More than two thirds (70%) of the acceding countries' population find the information from inter-city rail services' providers to be clear and 9% find it unclear. (In the islands of Cyprus and Malta, there is no railway system). In comparison, people in the EU are a little less likely (62%) to judge the information provided by inter-city rail services providers to be clear, and twice as likely to judge it unclear (17%).

Slovenians (79%) and Slovak consumers (77%) most frequently say the information received from inter-city rail service providers is clear for them. Lithuanians agree the least (57%).

Czechs are most likely to say the information from inter-city rail service providers is unclear (13%), followed by the Slovaks (12%). In Lithuania the proportion of those without an opinion is the highest (33%).



Other white collar workers indicate that they find inter-city rail service providers' information to be most clear (80%), followed by self-employed (79%). But those who finished their education at or before the age of 15 are often unsatisfied (60%).

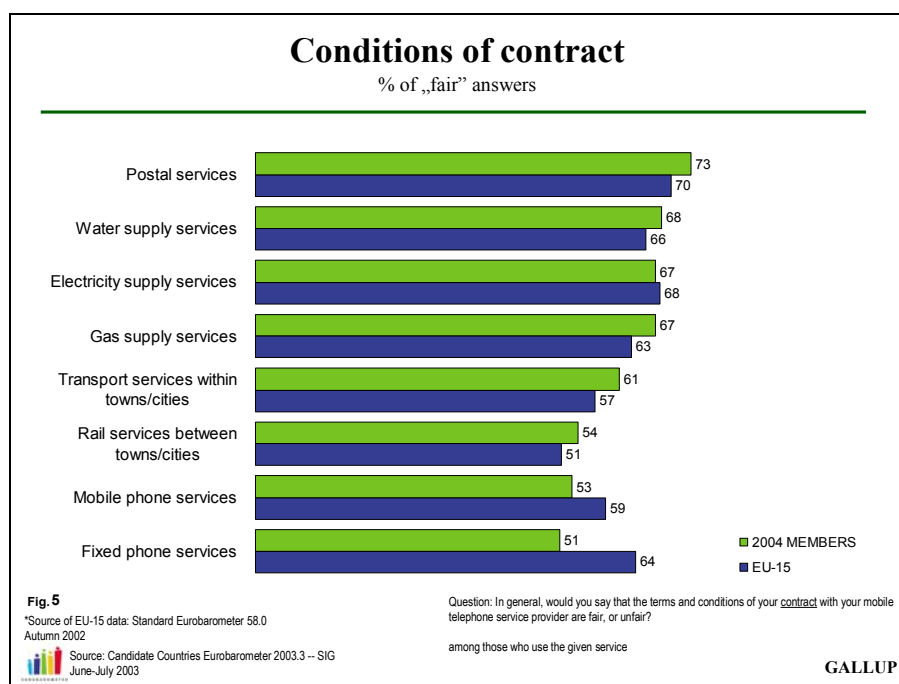
Looking at the demographic groups who find this information unclear, the list is led by people in large towns, other white-collar workers, those who finished school at 20 or older, managers, the unemployed, and 40- to 54-year-olds (11% each). Thirty-one percent of the low qualified people are non-respondents, it is the highest proportion of all. For more detailed data, see *ANNEX TABLES 4.8a-4.8b*.

## 5. Terms and conditions of contract

In this chapter, we present data on the opinions about the perceived fairness of contract conditions with providers of mobile and fixed telephone services, electricity, gas and water supply services, postal services, urban transport and inter-city rail services (see also *ANNEX TABLES 5.1-5.8*).

On *FIGURE 5* below we find postal services again topping the list of services of general interest with regard to the fairness of the terms and conditions postal providers offer to their services: almost three quarters in the acceding countries (73%) and seven out of ten respondents in the EU-15 (70%) believe that these conditions are fair. As we have seen in the previous chapter in connection with the clarity of information; water (68%), electricity (67%) and gas (67%) service providers follow postal services in how much consumers are satisfied with the terms and conditions of their contract with these service providers. Satisfaction with terms of service is somewhat lower if it comes to transportation (urban transport services: 61%, inter-city rail services: 54%).

Satisfaction levels are very similar in the EU-15 and the acceding countries, with the exception of the telecommunication services. Respondents in the acceding countries are less satisfied with the terms and conditions of their contract with the mobile telephone providers (53% vs. 59% in the EU-15) and much less satisfied with the fixed telephone providers in this respect (as well). For the latter, in the future member states, just above half of the users believe that the contract terms are fair (51%) while almost two thirds (64%) in the EU-15 are satisfied with the terms and conditions of the contract they have with their fixed telephone providers.

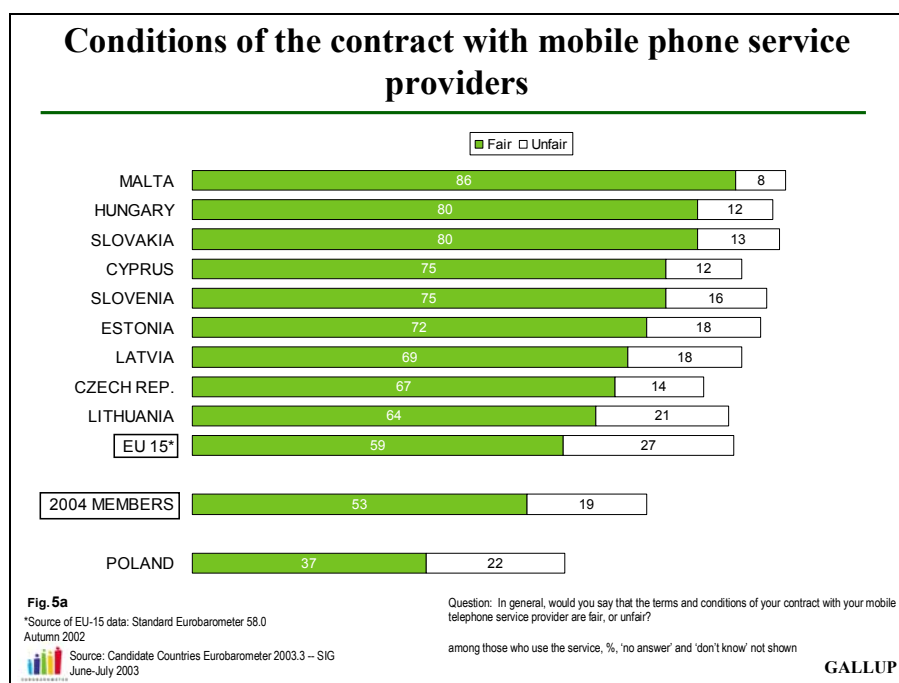


## Contract conditions with mobile telephone service providers

Just a bit more than half, 53% of consumers in the acceding countries consider the conditions of their contracts with mobile telephone service providers to be fair, and 19% judge them unfair, and 28% cannot answer the question about contracts. Proportionally more people in the EU (59%) consider mobile telephone contracts to be fair, but more people consider them to be unfair as well (27%). Evidently, the proportion of those who have no opinion about the terms of their contract is lower than in the candidate region (14%).

As FIGURE 5a shows below, the Maltese (86%), Hungarians and Slovaks (both 80 %) are the likeliest to say contract conditions with mobile telephone services are fair, and the Polish agree the least frequently (37%) — in that country a unusually high proportion of people could not formulate an opinion in this question (41%).

Looking at those who say the contract conditions are unfair, highest numbers are present in Poland (22 %), Lithuania (21%), Latvia and Estonia (both 18%).



As demographic breakdowns show, managers find contract conditions to be fair most often (67%), and the retired would agree least often (30 %). However, high-qualified people and 15 to 24 year-old people also have the highest rate of saying contract conditions with their mobile telephone service providers are unfair (24%), followed by managers (23%). More than half of the low qualified people cannot evaluate the terms of their contract with mobile telephone provider (55%). (see ANNEX TABLES 5.1a-5.1b.)

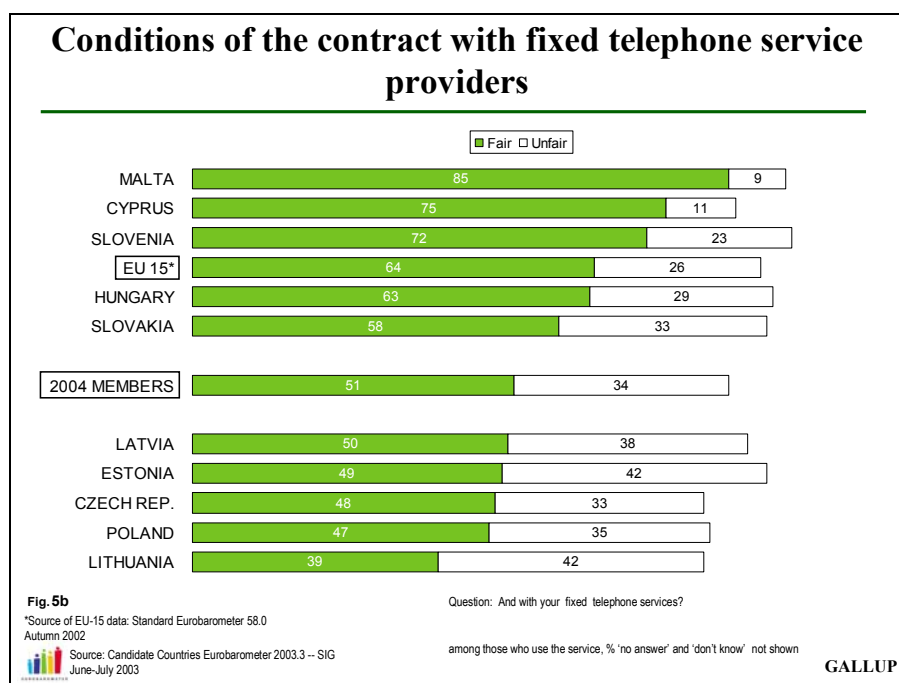
## Contract conditions with fixed telephone service providers

The data show that people consider fixed telephone contracts to be unfair more often than mobile telephone — or any other — services' contract conditions. On average, 51% of the 2004 member states' population say their fixed telephone contracts are fair, and 34% call them unfair, while 15% do not know.

EU-15 respondents are more likely (64%) than those from the acceding countries to judge their fixed telephone contract conditions fair – and fewer people judge them unfair (26%), and only 10% cannot tell what they think.

There are great differences among individual countries. Taking first place, 85% of the Maltese say the contract conditions with the fixed telephone service providers are fair, followed in second place by Cypriots (75%), and by Slovenians in third place (72%). On the other hand, only 39% of Lithuanians judge fixed telephone contract conditions unfair.

Looking at the other side, one-third of Lithuanians and Latvians (42% and 38%, respectively) say the conditions are unfair, and there are rather a lot of people with the same opinion in Poland (35%), Slovakia and the Czech Republic (both 33%). The Maltese are least likely to say contract conditions are unfair (9%).



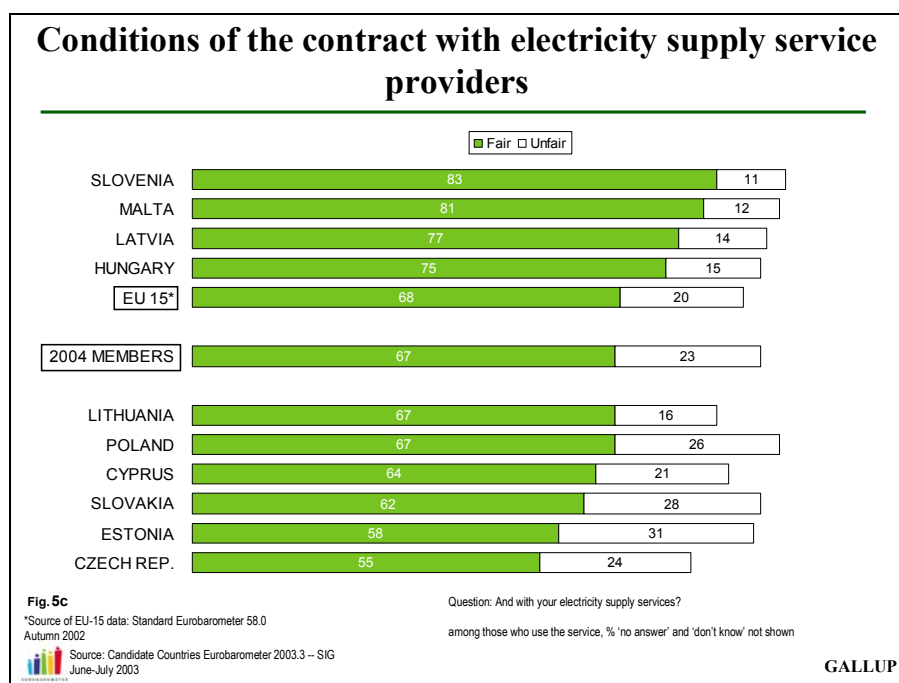
Among the socio-demographic groups, house persons are most apt to say fixed telephone contract conditions are fair (67 %). The unemployed agree in lowest numbers (46%). "Other" white-collar workers are most likely to call contract conditions unfair (41 %), followed by people in large towns (39%). For more information, see *ANNEX TABLES 5.2a-5.2b*.

## Contract conditions with electricity supply service providers

Two-thirds (67%) of consumers in the acceding countries consider the conditions of contracts with their electricity providers to be fair, and less than one-quarter of them say the contrary, namely, that the conditions are unfair (23%). There is not a big difference between the percentages of “fair” answers from EU-15 countries (68%) and that for 2004 member countries regarding contract conditions with electricity supply service providers, but fewer in the EU say the conditions are unfair (20%).

In individual countries, Slovenians (83%), Maltese (81%) and Latvians (77 %) are most likely to say the contract conditions are fair, and Czechs are least likely to agree (55%).

Nearly one-third of Estonians (31%) think the contract conditions are unfair, followed by Slovaks (28%) and Poles (26%). Slovenians have the same opinion in the lowest percentage (11%).



House persons are most likely to call the contract conditions with electricity supply service providers fair (79%), and students are least likely to agree (63%).

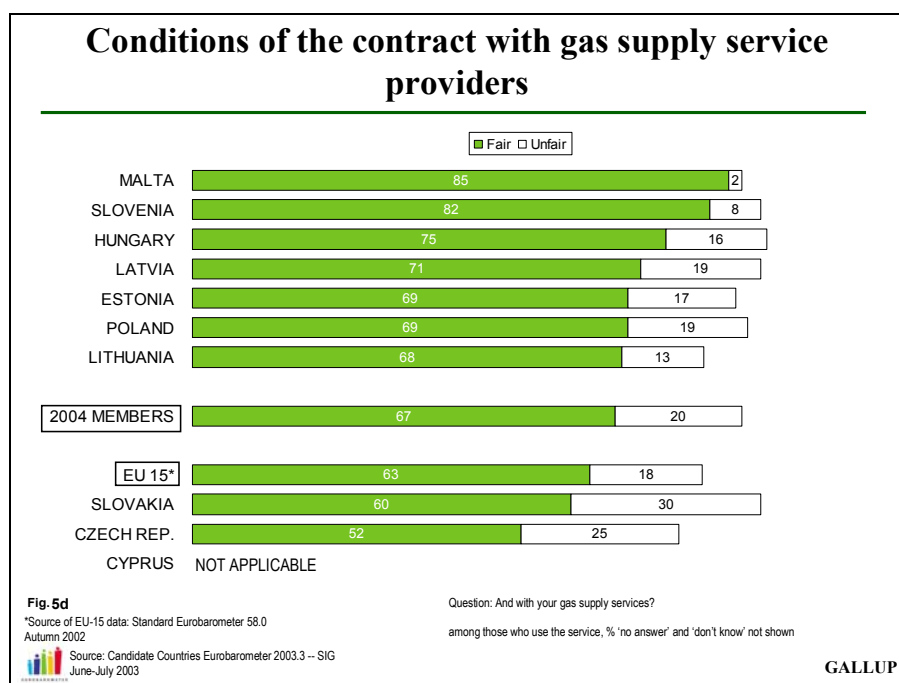
Looking at those who call these contract conditions unfair, other white-collar workers are first in line (28%), followed by a quarter of managers, the unemployed, and 40- to 54-year-olds and people in large town (26% each — see ANNEX TABLES 5.3a-5.3b)

## Contract conditions with gas supply service providers

In the acceding countries (in those nine countries where gas supply service is available), 67% say the conditions of contract services with their gas supply providers are fair, and 20% of them say these conditions are unfair, and do not know 13% of respondents. In EU-15 countries less, only 63% consider the contract conditions to be fair, and only 18% consider them unfair, the ratio of those who can't judge the conditions is 19%.

Looking at the results country-by-country, the highest rates of people saying the contract conditions are fair are measured in Malta (85%), Slovenia (82%), Hungary (75%), Latvia (71%), Estonia and Poland (both 69%) and Lithuania (68%) -- all of these countries are over the acceding countries' average. Rates lower than the acceding countries' average are to be found in Slovakia (60%), the Czech Republic (52%).

Among those who say the contract conditions are unfair, Slovaks lead the list (30%), followed by Czechs (25%), Poles and Latvia (both 19%). Only 2% in Malta agree.



House persons (76%), young people (15-24 years) and those who left school at 20 (72% for both) are the likeliest to say contract conditions with gas providers are fair. The least likely are students (62%).

Managers (24%) and the other white-collar workers (25%) are most apt to say the contract conditions with the gas providers are unfair.

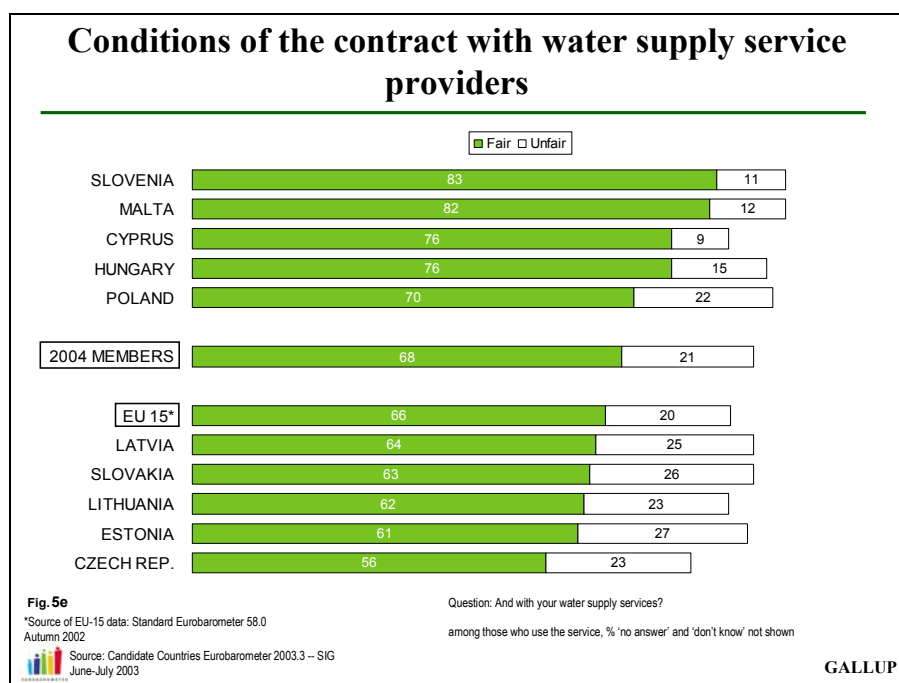
Students (26%) and the youngest people (21%) are the most likely to have no idea about the terms and conditions of the contract with the gas providers, and the same is true for all household-level public utilities, that are taken care of by their parents mostly. For more details, see *ANNEX TABLES 54a-54b*.

## Contract conditions with water supply service providers

In the acceding countries, nearly two-thirds (68%) say the conditions of the contract with the water supply service providers are fair, and one in five (21%) say the contract conditions are unfair to them. Every tenth people do not know the contract or refused to answer (11%). The proportions are very similar in the current member states, with a little more people being not knowledgeable about the terms of their contract (15%), and a little less being satisfied (66%) as well as dissatisfied (20%).

As FIGURE 5e shows, the lowest percentage of people judging contract conditions fair is found in the Czech Republic (56%). The highest proportions are found among the Slovenians (83%) and Maltese (82%).

Twenty-seven percent of Estonians and 26% of Slovaks say the contrary, namely, that the contract conditions of water supply service providers are unfair, and 25% of the Latvians agree. Only 9% of Cypriots say contract conditions are unfair.



As in the previous questions from this subchapter, house persons are likeliest to say contract conditions with water supply service providers are fair (77%) and students are the least likely (63%). Students are the least familiar with contract of water supply (25%).

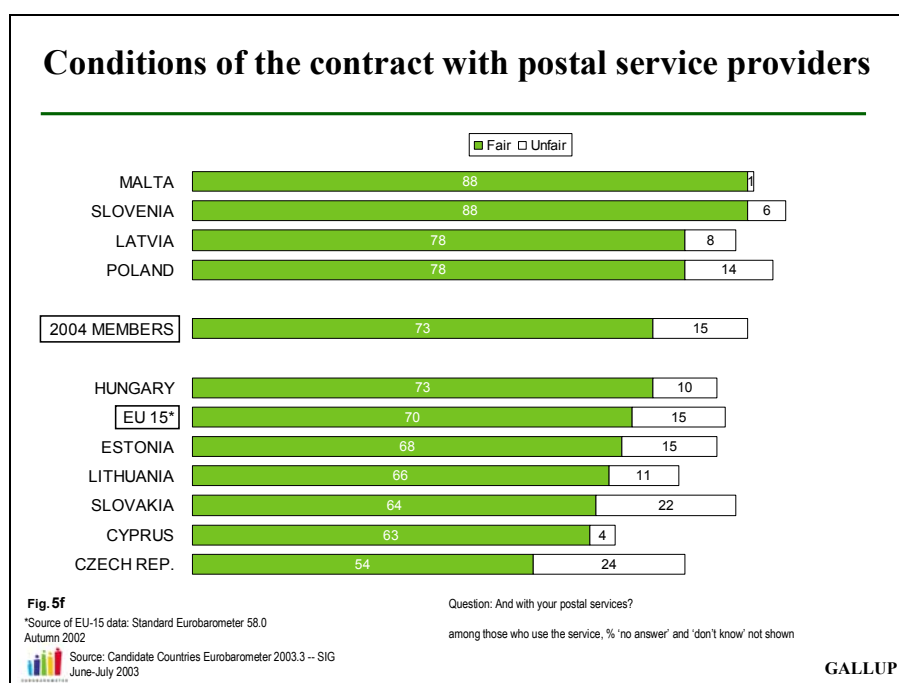
A quarter of people in large towns, unemployed and other white collars say the water-service-provider contract conditions are unfair (each 25%). (see ANNEX TABLES 5.5a-5.5b.)

## Contract conditions with postal services providers

As we mentioned above, postal services seem to rank first in terms of fairness of contracts. Seventy-three percent in the acceding countries and 70% in EU-15 countries, say postal services provider contracts are fair. Fifteen percent in both the EU and the acceding countries say the contract conditions are unfair. Some are not able to form an opinion: 13% in the acceding countries and 16% in the present members.

As *FIGURE 5f* shows, the Maltese and Slovenians (both 88%), and Latvians and Poles (78%) are the most likely to say contract conditions with postal services are fair, and Czechs agree in the lowest proportion, but that is still more than half of the population (54%).

More than one in five consider the conditions of contracts with providers to be unfair in Slovakia (22%) and the Czech Republic (24%). We found the highest proportion of those who were not able to judge the contract details in Cyprus (32%).



From a socio-demographic perspective, house persons are most apt to say contract conditions with postal service providers are fair (80%), and people in large towns are least likely to think so (68%). Nineteen percent of managers and other white-collar workers, say the contract conditions are unfair — they probably have contact with the post business wise as well, not just as private users. (ANNEX TABLES 5.6a-5.6b)

## Contract conditions with transport service providers within towns/cities

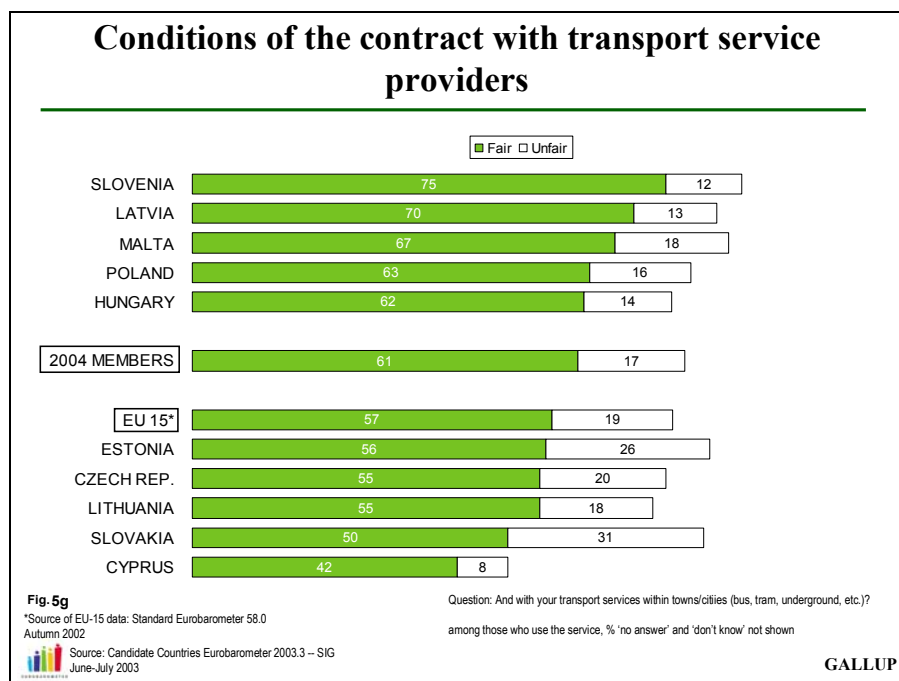
Six in ten among the future consumers of the EU-15 consider the terms of their “contract” with urban transport service providers to be fair (61%) and only 17% of them judge these conditions unfair, 22% of respondent refused or did not know the answer.

From the EU-15 countries, a smaller proportion of the respondents, 57% of the population, think the contract conditions are fair, and slightly more people, 19% of them think the contrary, 24% of them did not express any view.

At the individual country level, Slovenians (75%), and Latvians (70%) say the contract conditions are fair, and Slovaks and the Czech agree in the lowest numbers (50%, 42% respectively).

Slovaks and Estonians are the most likely to call these contract conditions unfair (31% and 26% respectively), and Cypriots are the least likely to do so (8%).

Among the Cypriots is the highest proportion of people who does not know the terms and conditions of contracts from providers of urban transport. In Cyprus, the regular, organised “public” transport opportunities are very limited.



The small or middle-sized towns' population answered more than any other group that the contract conditions with transport service providers are fair (65%), and the self-employed say so with lowest rate (54%). On the other part, again the large towns' population and other white collars think in highest number the contract conditions are unfair (both 23%). For more detailed data, see ANNEX TABLES 5.7a-5.7b.

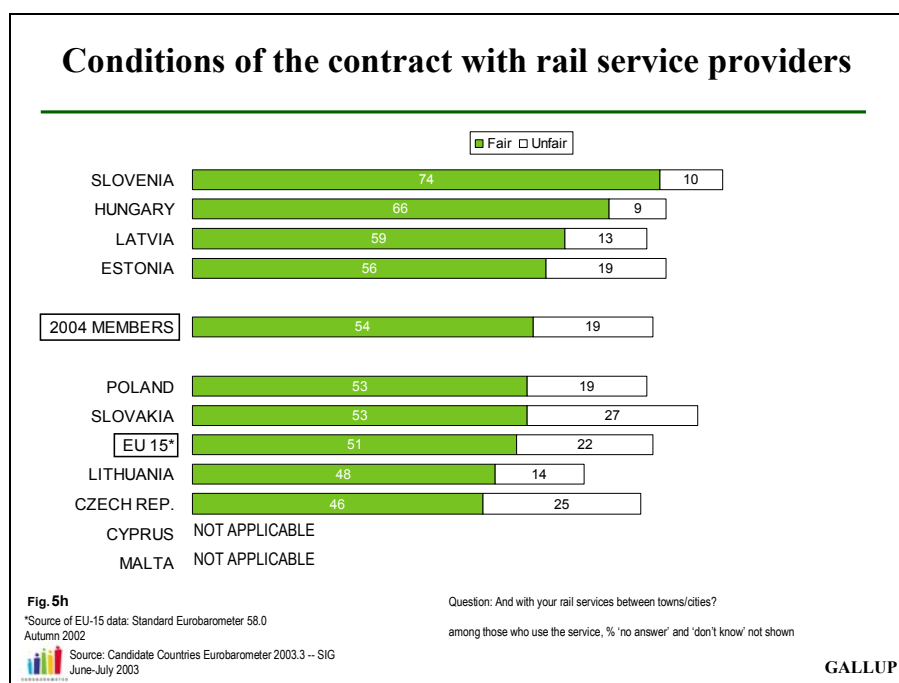
## Contract conditions with rail service providers between towns/cities

Inter-city rail service is not among those services that are considered to offer fair terms and conditions for those who use the service. Still, more than half of the acceding countries say contract conditions with rail service providers are fair (54%), and just 19% of them say they are unfair, while as many as 27% do not know if the terms and conditions are fair or not. The question is of course not applicable in Cyprus and Malta -- in these countries there is no rail service at all.

A similar number in the EU-15 say the contract conditions are fair (51%), but a larger percentage than that from the acceding countries say these conditions are unfair (22%), and 27% refuses the answer (as in the acceding countries).

At the individual country level, Slovenians (74%), Hungarians (66%), Latvians (59%) and Estonians (56%) say the contract conditions are fair – all of these are above the group's average -- and Lithuanians (48%) and Czechs (46%) agree in the lowest numbers.

Slovaks are the most likely to judge these contract conditions unfair (27%), and Hungarians are the least likely to do so (9%). In Lithuania, 37% of consumers are unable to formulate an opinion on the terms and conditions of inter-city rail contracts.



More than any other group, people from 25 to 35 years call inter-city rail services providers contract conditions fair (59%), followed by young people and manual workers (58%). People in rural areas are the least likely to call these contracts fair (50%).

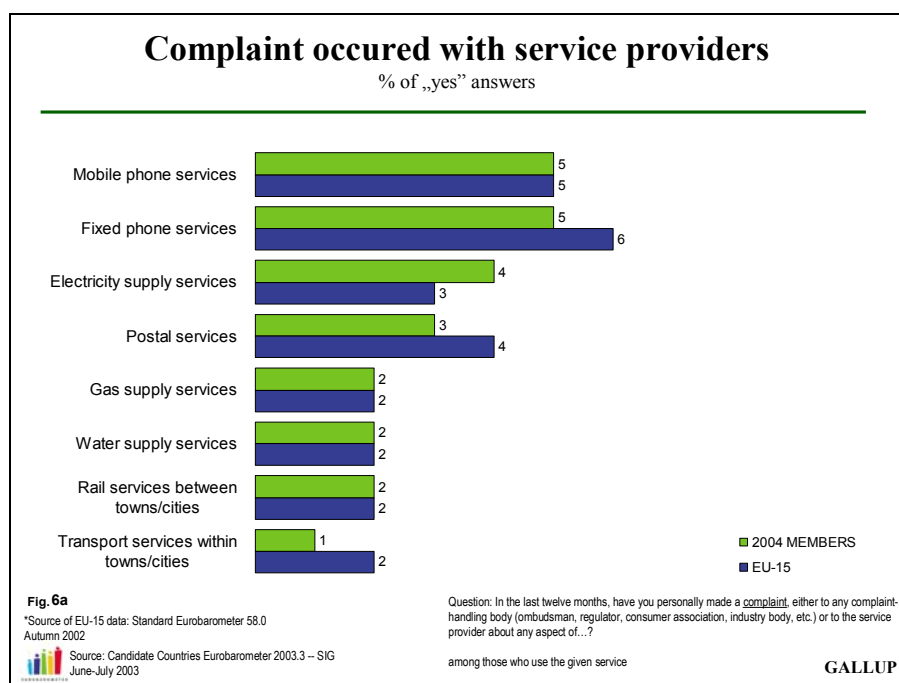
Other white-collar workers have the highest rate of saying these contract conditions are unfair (25%), followed again by people in large towns (24%). For more detailed results, check ANNEX TABLES 5.8a-5.8b

## 6. The handling of complaints

In this chapter, consumer complaints are documented, as are opinions about the success of dealing with these complaints – from the consumer's point of view - on a “very well” to “very badly” scale.

First of all, *FIGURE 6a* shows how many consumers filed a complaint in connection with the services under investigation. In both parts of Europe, telephone service providers are the most likely to be complained about. Over the past twelve months (at the time of the opinion poll), 5% of all Europeans complained about their mobile telephone provider, and the same proportion (a bit more, 6% on EU-15 level) filed a complaint about their fixed telephone providers.

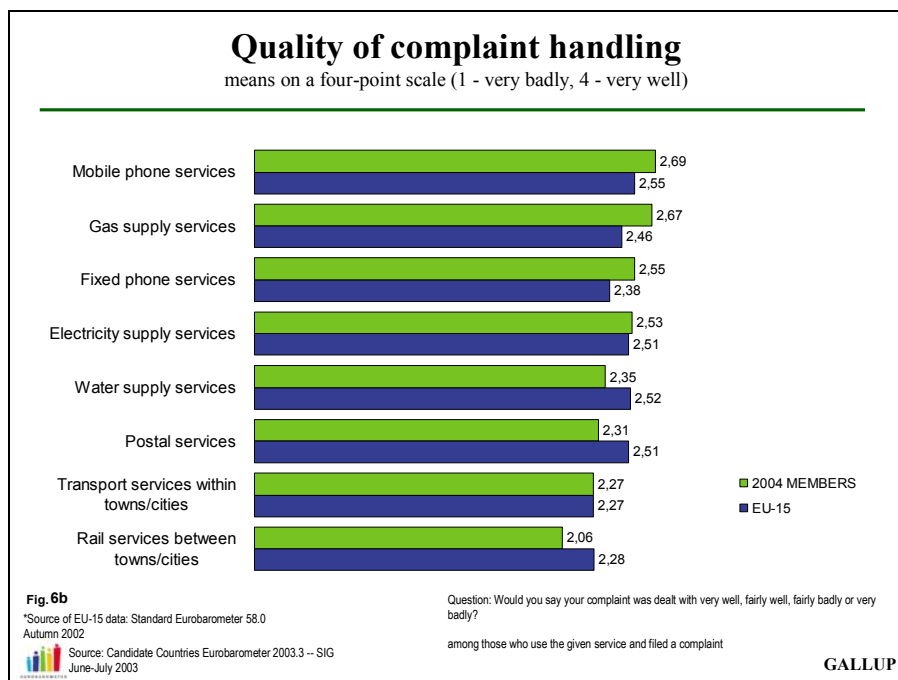
3-4% of the consumers in Europe filed a complaint against their electricity supply service providers and postal services providers. Two percent or less complained about the service they receive from their gas provider, water service provider, inter-city rail services provider, and urban transport provider, either to these providers directly, or to a complaint-handling body. The frequency of complaints is the same in the EU-15 and in the 10 countries who will join the EU in May 2004.



There are more marked differences in how successful people were with the handling of their complaints. We asked those who had filed a complaint against a service provider to evaluate how their complaint was eventually handled. From the chart above we can see that very few respondents filed a complaint during the past 12 months, therefore the sample sizes go quite low in the follow-up question that asks about the satisfaction about the handling of the complaint — especially if we investigate the results it in country, or in demographic breakdowns. Therefore we warn the reader to handle satisfaction levels with complaint handling in this micro level with good care, and we advise to check the actual sizes of the subsamples in the Appendix.

Looking at the regional results, it seems that as far as telephone and gas services are concerned, people are more satisfied in the future member states with the handling of their complaint. There is no difference in electricity supply service, and in urban transport, EU-15 consumers being more satisfied with the outcome of the complaints they filed about water, post, and rail services providers.

The general level of satisfaction with complaint handling is rather mediocre. In the acceding countries consumers' satisfaction with how their complaint was dealt with is slightly in the positive range —that is, above the 2.5 limit — for half of the services: mobile telephone, gas, fixed telephone, and electricity. In the case of the other services of general interest, people think that their complaint was dealt with rather badly than well. In the EU-15 only mobile telephone providers manage to surpass the limit and gain a marginally positive evaluation with 2.55.

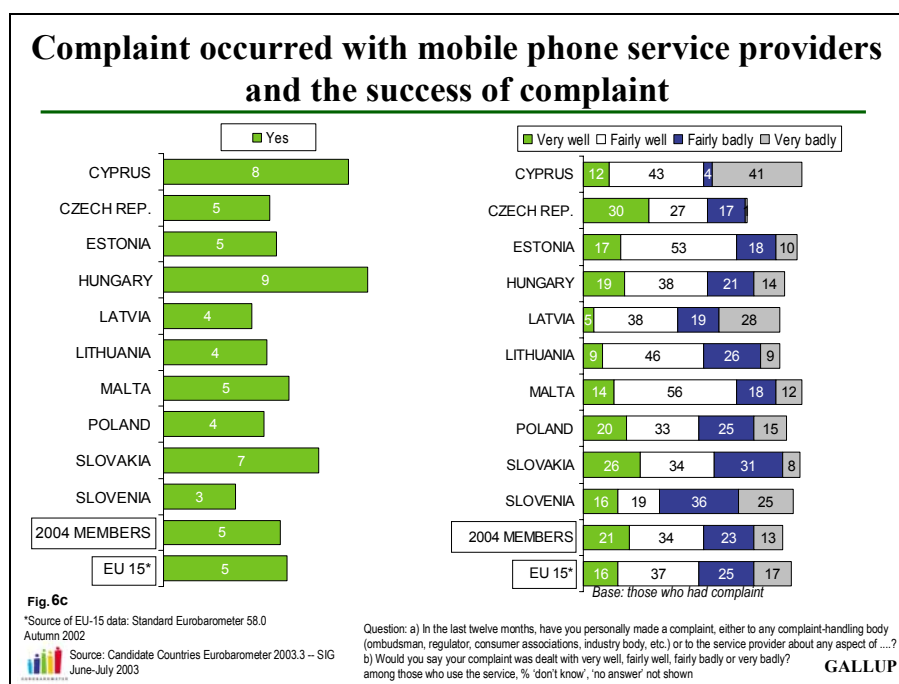


## Mobile telephone service providers

First of all, consumers were asked whether they personally had made a complaint regarding mobile telephone service providers in the previous year. Results show an interesting pattern in the different countries surveyed. In comparing rates of complaint for the acceding countries and those for EU-15 countries, we find no significant differences (both rates are 5%). Besides this, in the EU-15 countries much higher proportion of people (95%) indicates that they have not made a complaint to the complaint-handling body or the service provider than say this in the acceding countries (77%).

At the individual-country level, Slovenia and Estonia have the highest percentage of respondents who did not make a complaint in the last year about mobile telephone service providers (both 95%). The proportion is also high in the Czech Republic, Latvia and in Malta (each 94%). In all countries, the rate of complaints made is less than 10%, with the lowest in Slovenia (3%), but rates of complaints are also very low in Latvia, Lithuania and Poland (in each 4%). We find the highest rates of complaints in Cyprus (8%) and in Hungary (9%).

As measured by the percentage of “very well” responses, complaints were dealt with most successfully in Cyprus (41% of respondents there say their complaint was dealt with very well) and in Latvia (28%). The least satisfied are the Czechs; 30% of respondents there feel their complaint was dealt with very badly. High percentages of “very badly” responses are also found in Slovakia (26%) and in Poland (20%).



Taking a look at the age categories, it is apparent that younger people (25-39 years) made complaints in higher proportions (7%) than older ones did (55+ years: 1%). Managers (9%) were much more likely to complain to a complaint-handling body or the service provider than house persons, self employed or retired people were (each 4%).

According to 29% of female respondents, the problem was dealt with very well. Males are less satisfied with the way the complaint was dealt with (15%). As for the age groups, the younger generation was more satisfied with the way the complaint was dealt with (34%: 15-24 years as against 14% by the 55 years and older). There is a huge difference between managers and house persons. Managers are the most satisfied with the way the problem was dealt with (29%), while only 1% of house persons express total satisfaction. As for the locality, 22% of respondents from rural areas or

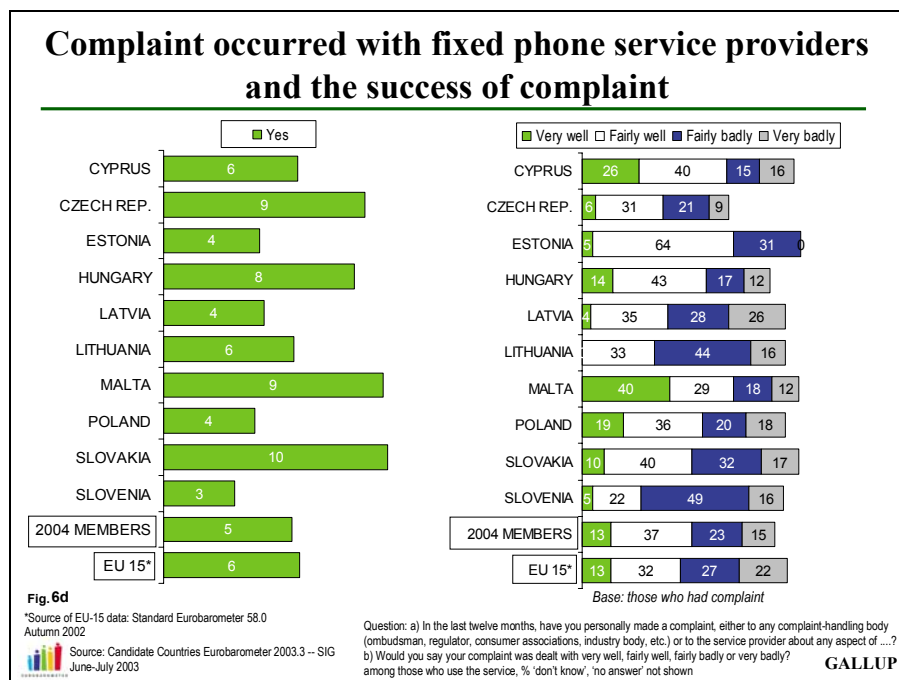
villages say their complaint was handled very well, while the proportion of respondents from large towns saying “very well” is smaller (16%).

### Fixed telephone service providers

Regarding complaints to fixed telephone service providers in the last year, at first glance, the Slovaks complained in the highest proportion (10%). The percentage complaining is lower than 10% in all other countries. We find the lowest percentage in Slovenia (3%), but there are also very low figures in the case of Estonia, Latvia and Poland (4% each). Slovenia (96%) has the highest percentage of respondents who indicate they have not complained about fixed telephone service in the last year. As measured by the percentage of “very well” responses, dealing with complaints was done most successfully in Malta, where 40% of respondents state that their complaints were dealt with very well. Latvian (26%) and Polish (18%) respondents are most likely to say their complaints were handled “very badly.”

Taking a detailed look at the demographic data, we can see males had a higher proportion of complaints regarding fixed telephone service providers (7%) than did females (4%). Twice as much proportion of 25-39 aged respondents said that they have made complaints than the 15-29 aged people or the 55 years old or older (8% as against 4% for both age groups). There is again a wide difference between responses of managers and those of house persons: 11% of managers had a complaint, while only 5% of house persons turned to a complaint-handling body or the service provider personally in the previous 12 months.

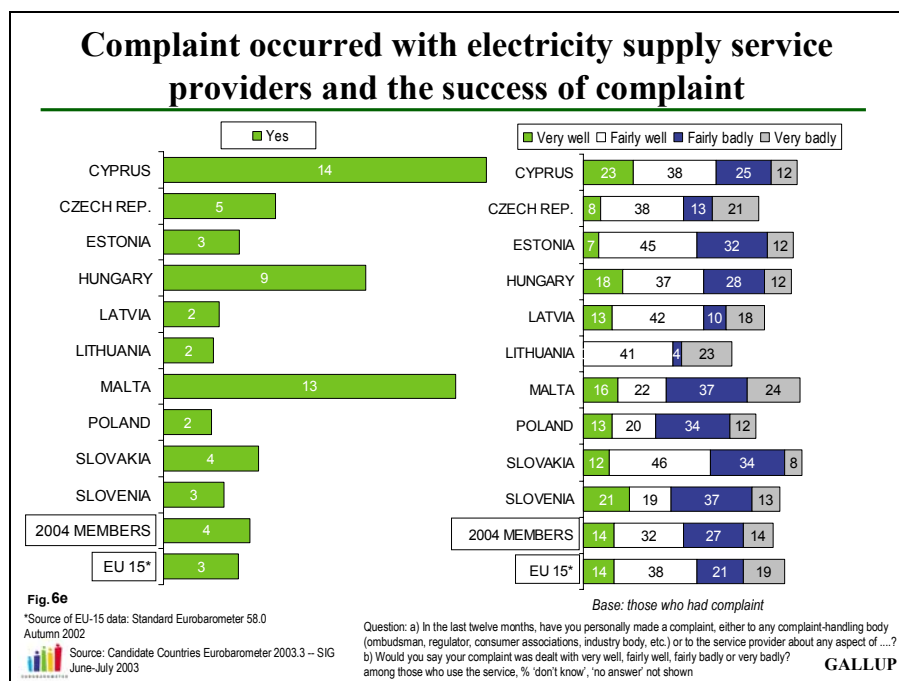
As for the way the complaint was dealt with, 19% of females said it was handled very well, while only 9% of males shared this opinion. Those in the 40-54 years old age group (19%) say their complaints were dealt with very well in a higher proportion than younger respondents do (15-24 years old: 4%). Manual workers are much less satisfied with way their complaints were handled (4% of “very well” answers) than are self-employed respondents (24%).



## Electricity supply service

Complaints about the electricity supply vary from the pattern for the previous services. Cypriots (14%) and Maltese (13%) are most likely to have made complaints about electricity service in the previous 12 months, followed by Hungarians (9%). Poles and Slovenians (both 97%) are most likely not to have complained in the previous year. Lithuanians (23%) and Maltese (24%) are most likely to express that the complaint was dealt with very badly. Cypriots are most likely to say the complaint was handled very well (23%), followed by Slovenians (21%).

As for the demographic groups, 15 to 24 year-old respondents complained to a complaint-handling body or the service provider in a relatively small proportion (2%), while this proportion is higher in the 25-39 years-old group (5%). Managers had a much higher percentage of complaints (9%) than did those who are self employed (2%).

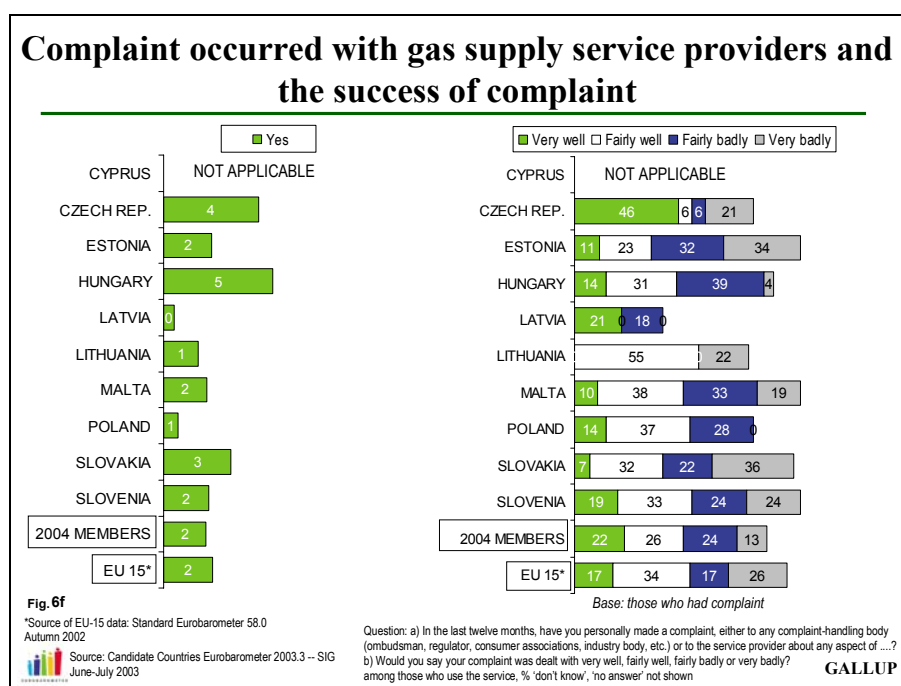


## Gas supply service

In the acceding countries, the greatest prevalence of respondents saying they made a complaint about gas supply services in the last 12 months is among Hungarians (5%) and Czechs (4%). Both in EU-15 countries and in the acceding countries overall, only 2% of respondents turned to a complaint-handling body or the service provider during the previous 12 months. Latvians, Poles and Lithuanians were least likely to make a complaint (less than 2%, respectively).

The most satisfied people about the handle of their complaint we find in the Czech Republic, where almost every second respondents (46%) said that was dealt with "very well". About the same percentage of respondents in Latvia (21% of those who had a complaint) and Slovenia (19%) say their problem was dealt with very well. Those least satisfied are the Slovaks (36% say their complaint was handled "very badly") and Estonians (34%).

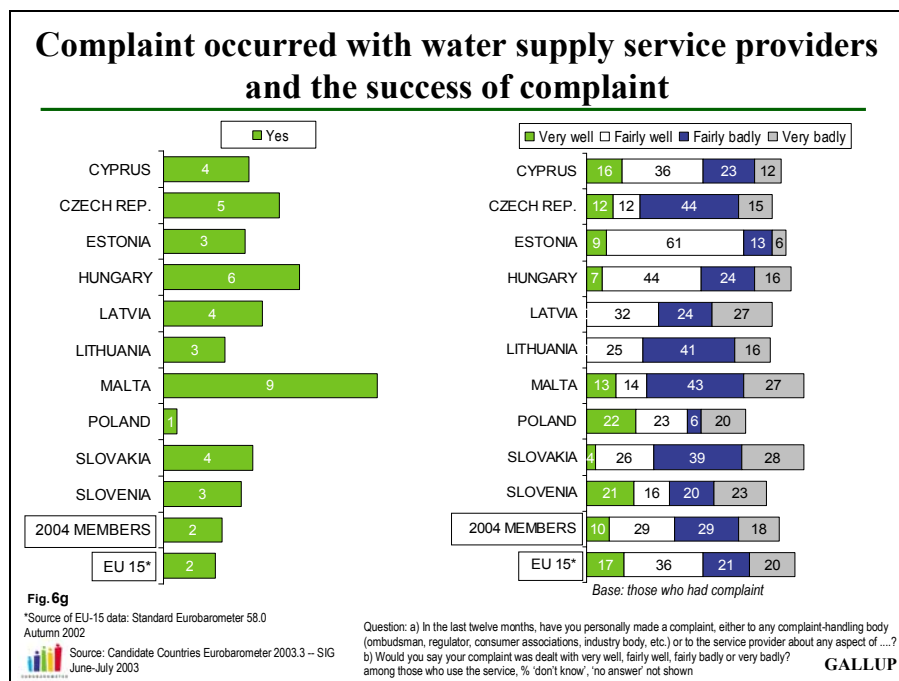
The socio-demographical analysis shows no significant differences between the respondents from the average (2%) about this question by age groups, terminal education level or main economic activities.



## Water supply service

In both EU-15 countries and acceding countries, only 2% of respondents made a complaint to a complaint-handling body or their service provider in the previous 12 months. The Maltese are most likely to have made a complaint (9%), followed by Hungarians (6%). Only 1% of Poles made a complaint in the previous 12 months.

As for the process of dealing with complaints, 13% of Maltese and 7% of Hungarians who made a complaint say their complaint was handled very well. Among the Latvians and the Lithuanians there is nobody who thought that their complaints were handled “very well” — but as we warned above, the sample sizes here are very small.



## Postal services providers

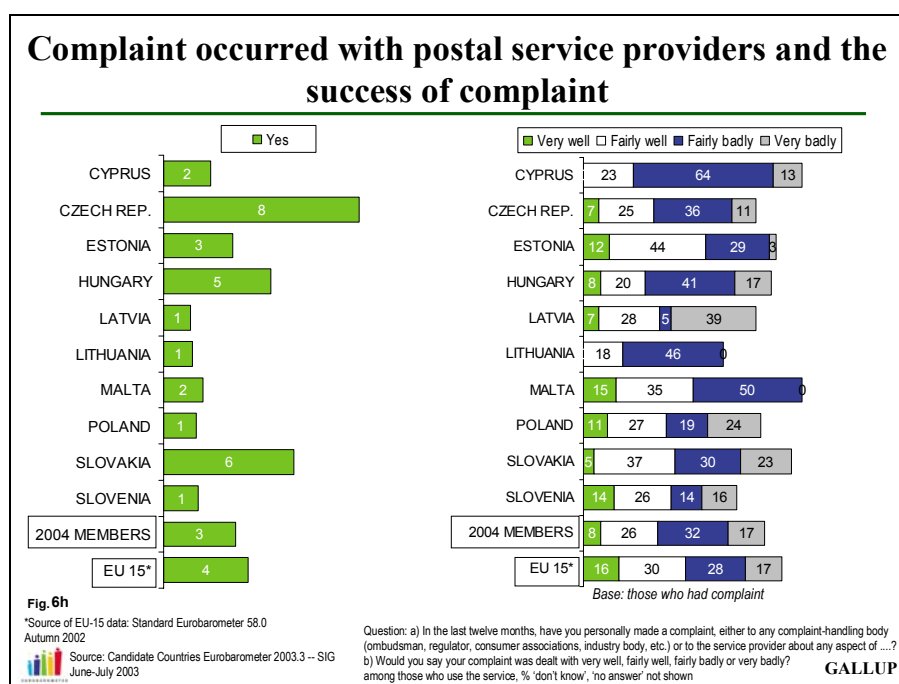
There are no relevant differences between the average of EU-15 and the acceding countries, only 4% on EU-15 level and 3% of the respondents in the 2004 member states turned to a complaint-handling body or their postal services provider to complain. Respondents from the Czech Republic are most likely to have made a complaint about their postal services providers (8%), followed by Slovaks, with 6%. Only 1% of Poles, Latvians, Lithuanians and Slovenians say they made a complaint.

Those who had completed their studies at age 20 or older were more likely to complain (5%) than were those who finished their studies by age 15 (1%).

As for the complaint-handling process, the most satisfied respondents are the Maltese – 15% of them said that their problem were handled very well – followed by Slovenians (14%), Estonians (12%) and the Polish (11%) – above the 2004 members average.

By taking a look at the demographic groups it seems that, females are more satisfied with the complaint-handling process (11% of them express that their complaint was dealt with very well, compared to 5% of males). Satisfaction is higher in the youngest (10%) and in the oldest (11%) age group than by the respondents between 25 and 39 years old. The self-employed respondents are rather satisfied than others – 19% of them mentioned that their complaints were handled very well.

Inhabitants of rural areas or villages express the highest satisfaction (15% of “very well” answers), while respondents from small or middle-sized towns are least satisfied (4%).

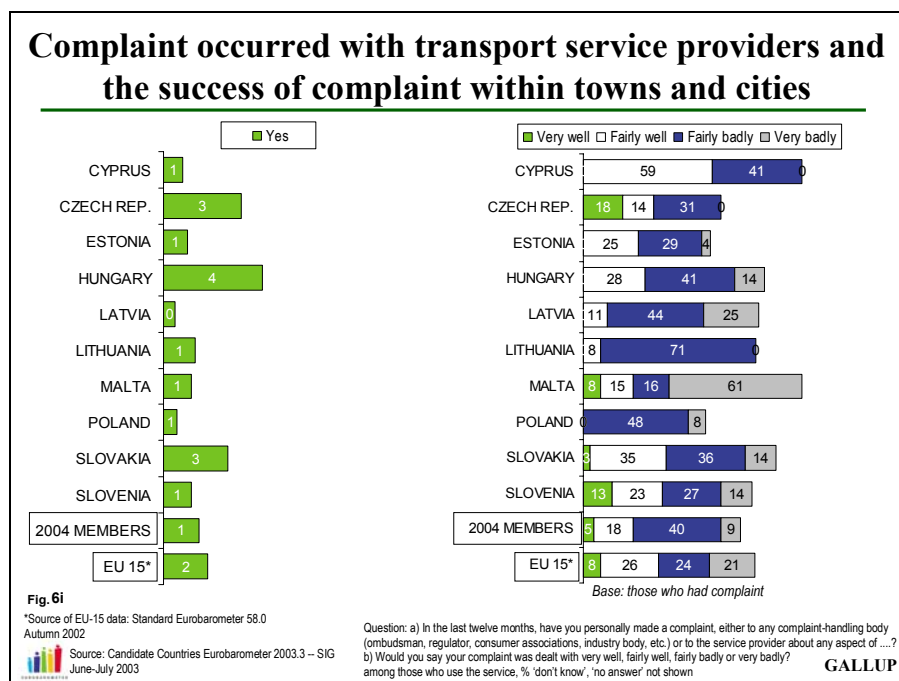


## Transport service providers within towns/cities

Fewer respondents made a complaint about urban transport services providers than did so about the service providers previously mentioned. Altogether, 1% of respondents from the acceding countries and 2% of respondents from the EU-15 countries turned to a complaint-handling body or the service provider to complain. As for the individual country results, Hungarians made a complaint in the highest proportion (4%). Those few who complained are quite likely to be dissatisfied with the results.

If we take our number on face value, satisfaction with the process of dealing with complaints is the highest in the Czech Republic (with 18% of those who made a complaint indicating it was handled very well), followed by Slovenia (13%). The least satisfied are the Maltese (61% of them expressed that their complaint was handled very badly). But these differences can easily come from sampling error, since the sample sizes are so minimal.

With the same warning: males seem to be more satisfied with the complaint-handling process (8% of them said that their complaint was handled very well) than are females (2%). Younger people between aged 25 and 39 (11%) are more satisfied than other age groups. There is a large difference between the opinions of the inhabitants of rural areas or villages (25 % say their complaint was dealt with very well) and those of small or middle-sized town (not even 1% of this group says “very well”).

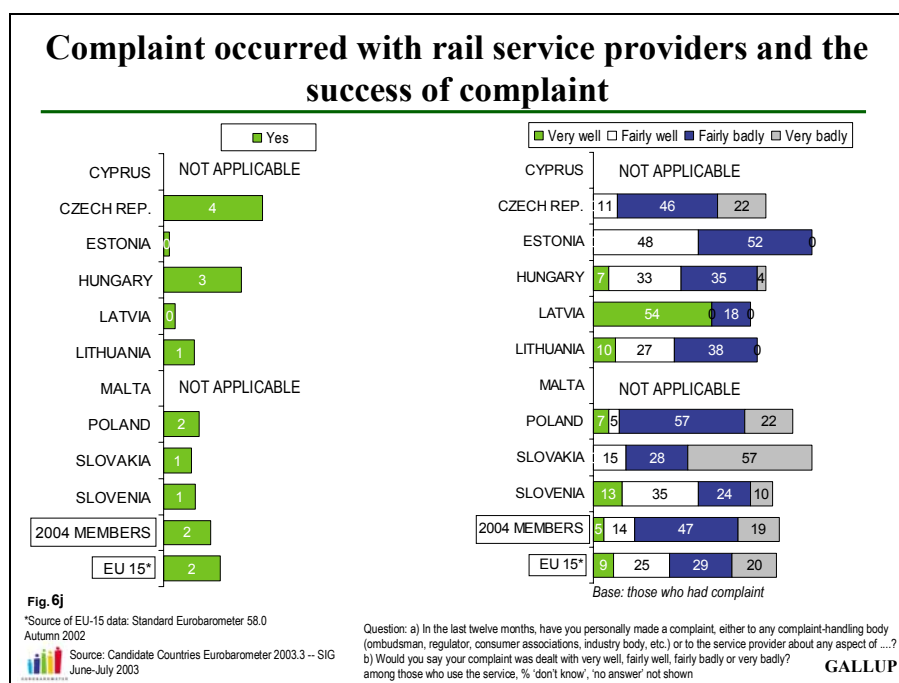


## Rail service providers between towns/cities

The proportion of people who made a complaint about inter-city rail services providers is also very low, almost negligible. It does not exceed 4% in any country. The lowest proportion is in Latvia and Estonia (both 0%), while the highest is in the Czech Republic (4%). Taking a closer look at the satisfaction results, Slovenians appear to be the most satisfied with the complaint-handling process (13% say their complaint was dealt with very well). On the other hand, 57% of Slovaks respondents express that their complaint was handled very badly. Czechs and Poles have somewhat high percentages indicating dissatisfaction with complaint handling (in the Czech Republic and in Poland 22% say their complaint was dealt with very badly).

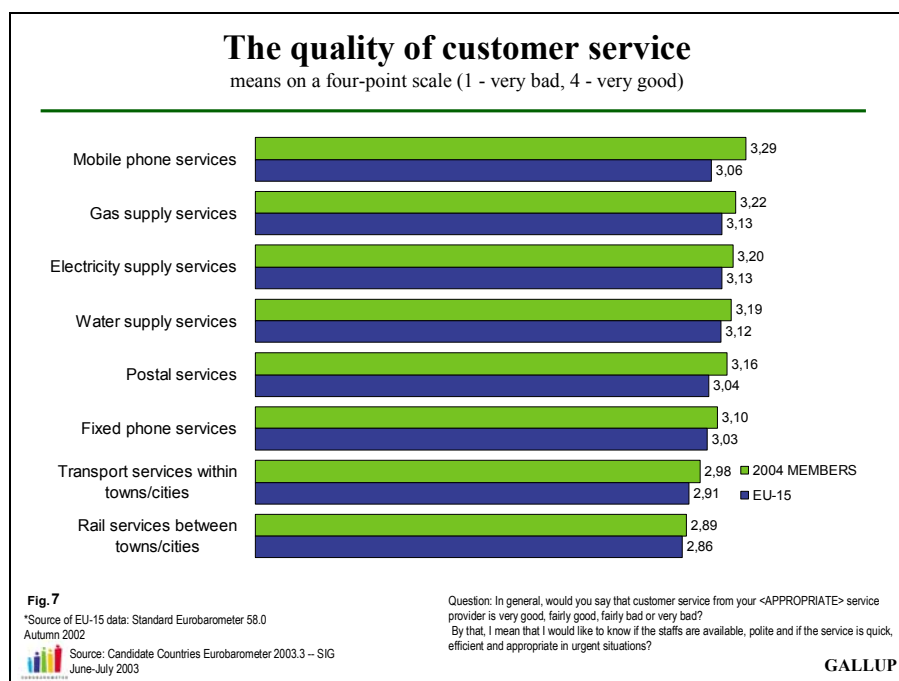
There is not any essential difference among in the likelihood of males and females to have made a complaint in the past 12 months about rail service providers; 3% of males made a complaint, compared to 1% of females. However, when it comes to the satisfaction results, there is a difference in responses by gender. For males, 23% say their complaint was dealt with very badly. Females are more satisfied with the complaint-handling process regarding rail service providers – 10% say their complaint was dealt with “very well”, while only 3% of the males express the same opinion.

By age group, older respondents are the most satisfied with the way their complaint was dealt with: 17% of those 55 and older say the complaint-handling process went very well, versus only 1% for 25- to 39-year-old respondents.



## 7. Customer service

In this chapter, we will take a detailed look at the quality of the different services, as to how satisfied the respondents are with customer service of each of the services of general interest this report covers. Under customer service we meant — as we explained to our respondents as well — the followings: the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations. We measured overall opinions on a 4-point scale from very good to very bad.



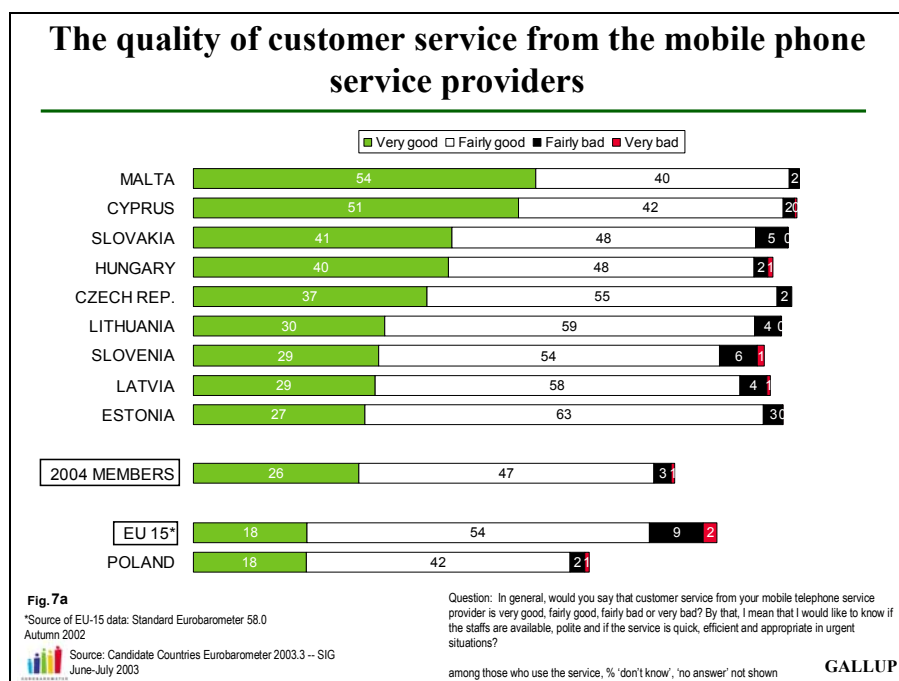
Focusing on the overall picture, we find that in the acceding countries mobile telephone providers treat their customers the best, while in the EU the utility providers (gas, electricity, water) get the best results for customer service. These three service providers follow the mobile telephone providers in the acceding countries as well. Postal services come fifth, fixed telephone providers are the sixth, and across Europe, the two transport services (urban transport and inter-city rail service) are considered to be the worse from the customer service point of view.

The general level of satisfaction remains in the positive range with all services scoring around the 3, 'fairly good' level. In fact, only the customer service of public transport and rails service scores below this level.

## Mobile telephone service providers

First of all, respondents were asked about the customer service of the mobile telephone service providers. The Maltese are most likely to say customer service for these providers is “very good”; 54% of them say this. Cypriots (51%), Slovaks (41%) and Hungarians (40%) are next most likely to say “very good.” The least likely to say “very good” are the Poles (18%) but a very high proportion of them said they do not know. Eighteen percent of the EU-15 countries say “very good,” while 8% more, 26%, say this in the acceding countries.

Looking at the demographic data, 32% of the 15-24 age group say the customer service of the mobile telephone service providers is very good, compared to only 15% of respondents 55 years old and above. Those who are still studying are more favourable toward the customer service of the mobile telephone service providers (55%) than are respondents who finished their studies by age 15 (25%).

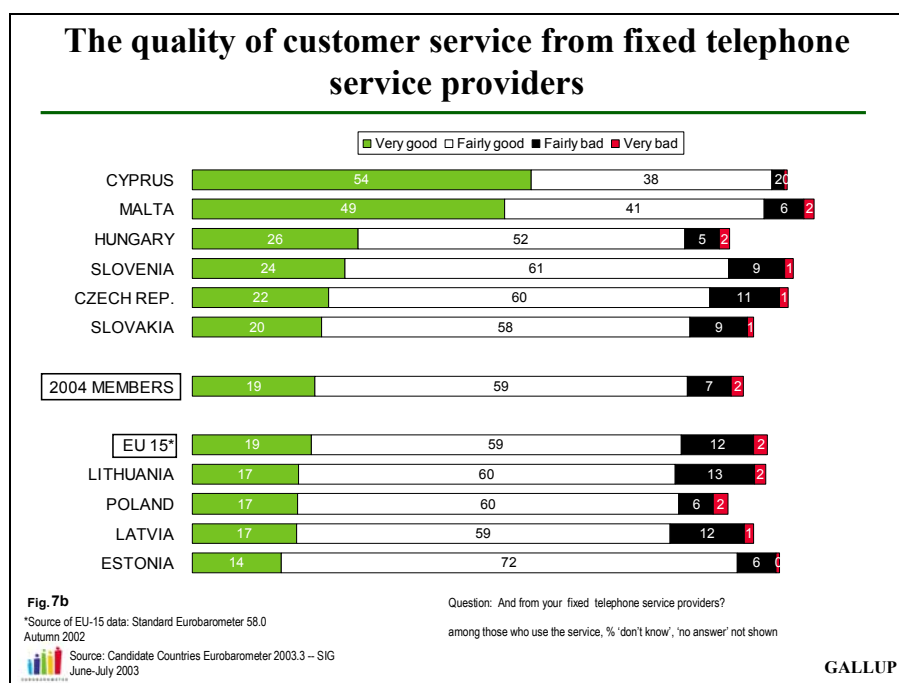


## Fixed telephone service providers

Regarding satisfaction with customer service of fixed telephone service providers, Cypriots are most satisfied with the customer service (54% of them express that it is very good). Maltese respondents are next most satisfied, with 49% saying customer service is “very good.”

There is no difference between the EU-15 countries and the acceding countries, in terms of the percentage of respondents who say “very good”: in both cases it is 19%. The least satisfied, in terms of percentage of “very good” responses, are the Estonians (with 14%), but also Lithuania, Poland and Latvia are below the 2004 members average (19%); only 17% in each country express top satisfaction with the customer service of the fixed line telephone service providers.

Looking more closely at the demographic criteria, there is no essential difference between the responses of males and females to this question (“very good” responses received from 18% of males and 20% of females). As for the studies, those who finished their studies at 16-19 years of age (20%) are more satisfied than are those who left schools by age 15 or are still studying (17% in both group).

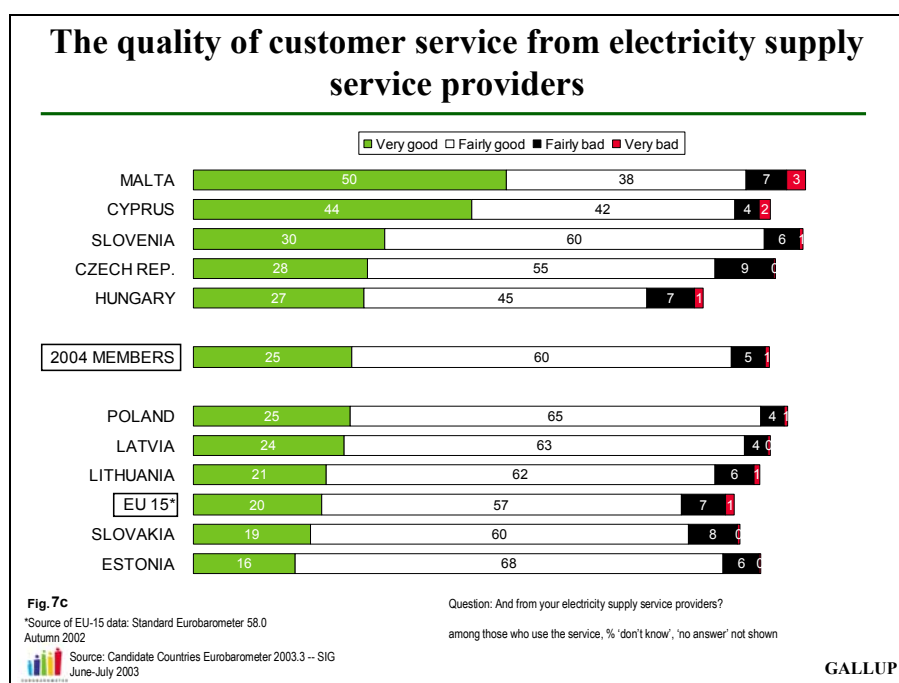


## Electricity supply providers

The vast majority of those from the acceding countries are satisfied with the electricity supply providers' customer service quality -- 85% give either "very good" or "fairly good" responses.

As they were for mobile telephone service providers, the Maltese are again at the top in terms of satisfaction with the quality of customer service from electricity supply service providers: 50% of them say the quality is "very good." Cypriots are in second place, with 44% "very good" responses, followed by the Slovenians (30%). On EU-15 level, the proportion is 20%, while the acceding countries have a higher proportion of "very good" responses regarding customer service quality (25%). The Estonians have the lowest proportion of "very good" answers -- 16% of them say this.

Managers, manual workers and house persons indicate higher satisfaction (28% of each group express that customer service from electricity supply providers is very good) than other white collars and unemployed do (both 21%). Inhabitants of smaller or mid-sized towns are more satisfied with the customer service (22%) than are respondents from large towns (22%) or rural areas or villages (23%).

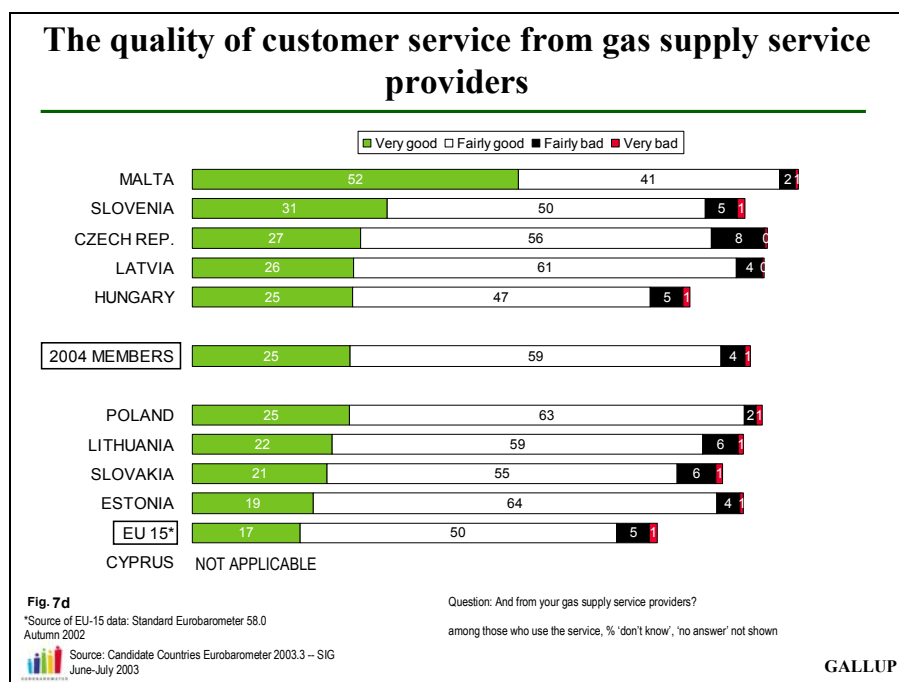


## Gas supply providers

Satisfaction with the customer service quality from gas supply service providers shows the following picture: Malta (where 52% say the quality of service is “very good”), Slovenia (31%) and Czech Republic (27%) occupy the first three places. Latvia (27%) on the fourth place and Hungary (25%) as the fifth are also above the acceding countries’ average. In the 2004 member states 25% of respondents expressing the opinion that customer service is very good, which is higher than the results for the EU-15 countries (17%). Estonian respondents are the least satisfied with the customer service of the gas supply service providers (19% of them express that it is “very good”).

At the socio-demographic level, house persons and “other white collars” differ regarding their satisfaction with the customer service of their gas supply provider. While only 22% of the house persons say the service was “very good,” a higher proportion of the managers do so (31%).

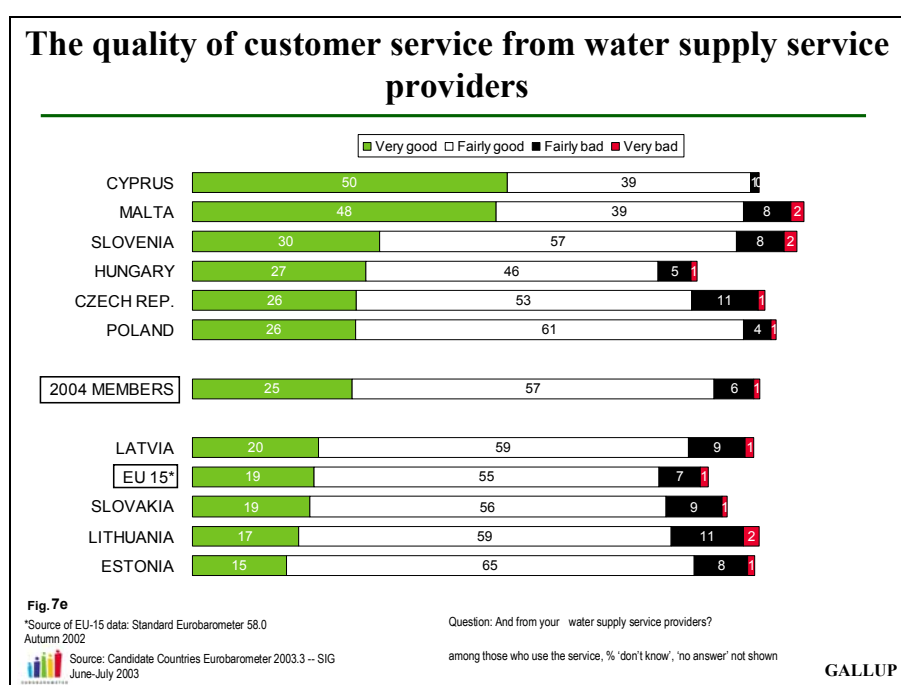
Inhabitants living in small or mid-sized towns are more satisfied with the customer service of the gas supply service providers (30% say it is “very good”) than are respondents living in other localities (21% for rural areas or villages, and 23% for large towns).



## Water supply providers

Regarding water supply providers, the rank of the countries, in terms of their percentage of “very good” responses, is somewhat different from their rank in the rating of gas supply providers. Cypriots are first, with 50% saying customer service quality for water supply providers is “very good.” The Maltese (48%) and the Slovenians (30%) are in second and third places, respectively. Acceding countries are more likely than the EU-15 countries to say customer service from water supply companies is “very good” (24% versus 19%). Estonian respondents are the least satisfied with customer service of the water supply service providers (13% of Estonian respondents express that it is very good).

At the socio-demographic level, there are differences in terms of studies: who still studying are less satisfied (23 than are those who finished their schooling by age 15 (27%). There is an essential difference between house persons and “other white collars”: only 21% of the other white collars express that the customer service of the water supply providers is very good, while 27% of house persons are of that opinion.



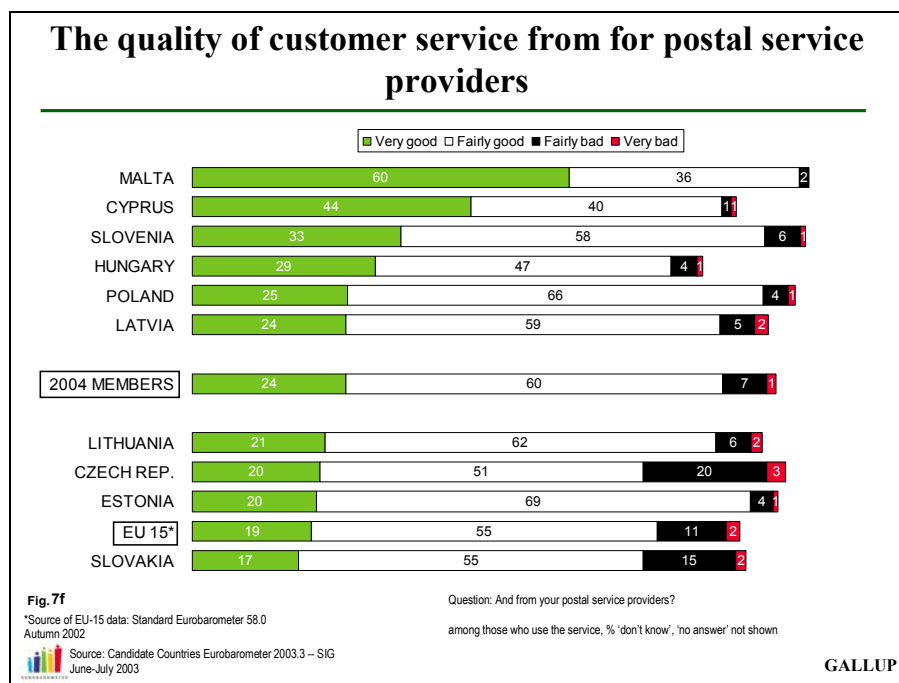
## Postal services providers

The acceding countries again have higher “very good” percentages than do the EU-15 countries (24% and 19%, respectively).

Looking at the individual country results, there are large differences between the top two countries and the other countries, in terms of their “very good” answers. The Maltese again lead the way, with 60% of respondents expressing high satisfaction with the customer service of the postal services providers. They are followed by Hungary (29%), Poland (25%) and Latvia (24%) – which countries are above the acceding countries’ average.

Respondents from Estonia, the Czech Republic and Slovakia are the least likely to give “very good” responses, with 20%, 20% and 17%, respectively, saying this in the three countries.

Looking at the demographic data, we can see that youngest respondents are less satisfied than are oldest ones: 22% of 15-24-year-olds express that the customer service of postal services providers is very good, while 26% of those aged 55 and older say the same. It seems that house persons and retired people are more satisfied in this case (28% and 27% respectively “very good” responses) than are those who belong to the other white collar - category (18%).

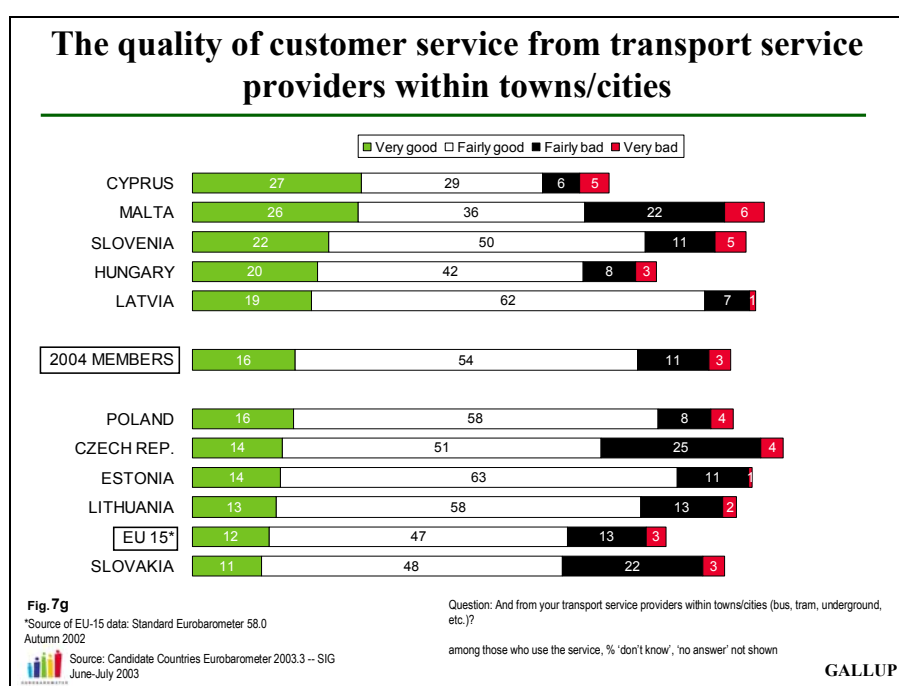


## Transport service providers within towns/cities

Respondents in general rate the quality of the customer service from urban transport services providers much lower than they rate the service from the previously mentioned providers. The proportion of “very good” answers from acceding countries is somewhat higher, than in the EU-15 countries (16% as against 12%).

Cyprus comes in first place, with 27% of its respondents expressing top satisfaction (although many people have no idea about the quality of the customer service of the transportation authority), followed by the Maltese (26%) and Slovenians (22%). Estonia, Lithuania and Slovakia are the countries least likely to rate customer service “very good,” with 14%, 13% and 11%, respectively, saying this.

At the socio-demographic level, the results show differences between managers and house persons, as with the previous services but this time house persons are more satisfied (20%) than managers are (15%).



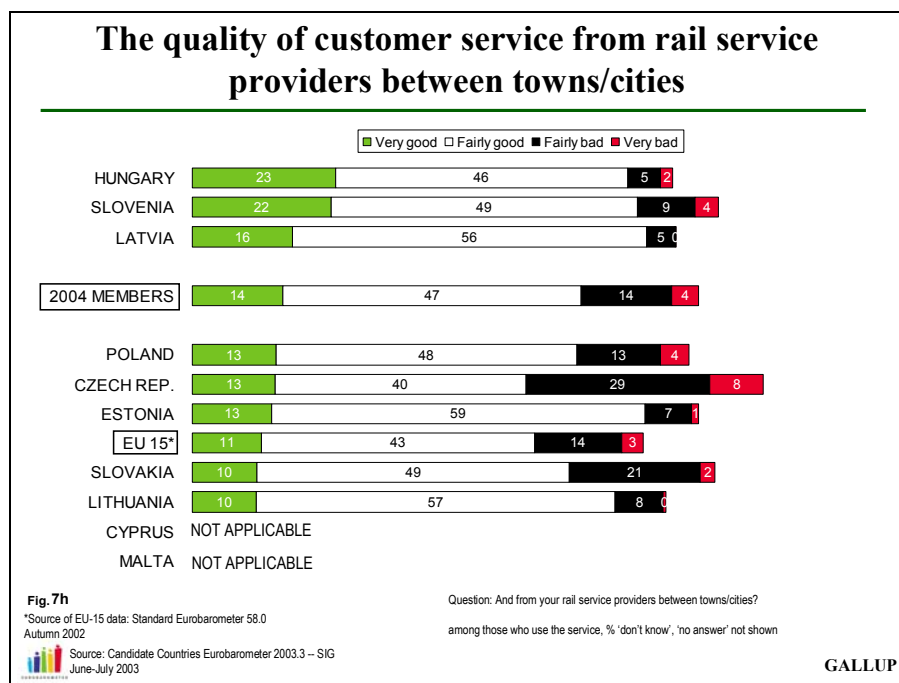
## Rail service providers between towns/cities

Respondents from the acceding countries are a little bit more satisfied with the quality of inter-city rail services providers between towns or cities than respondents in the EU-15 countries.

The percentage of “very good” responses on 2004 members level for the quality of inter-city rail services providers 14% whereas in the current member states this ratio is 11%.

The customer service quality of the inter-city rail services providers is the lowest among the various services for which questions were asked. At the top, in terms of percentage of high satisfaction with rail service providers, are the Hungarians (23%), tightly followed by Slovenians (22%). On the third place Latvia can be found with 16% of “very good” answers. Slovakia and Lithuania have the smallest percentage of “very good” opinions, with 10% (both). The question is not applicable to the Cypriots and Maltese respondents.

Looking at the demographic data for inter-city rail services providers, the youngest and the oldest age group are more likely to indicate high satisfaction with customer service: 16% of 15-24 years old and in the same proportion of 55 years old and elder answered “very good” to this question. 16% of small or middle-sized towns' inhabitants express top satisfaction (“very good” responses) with the customer service of their rail service provider while only 12% of the population of rural areas and villages do so.

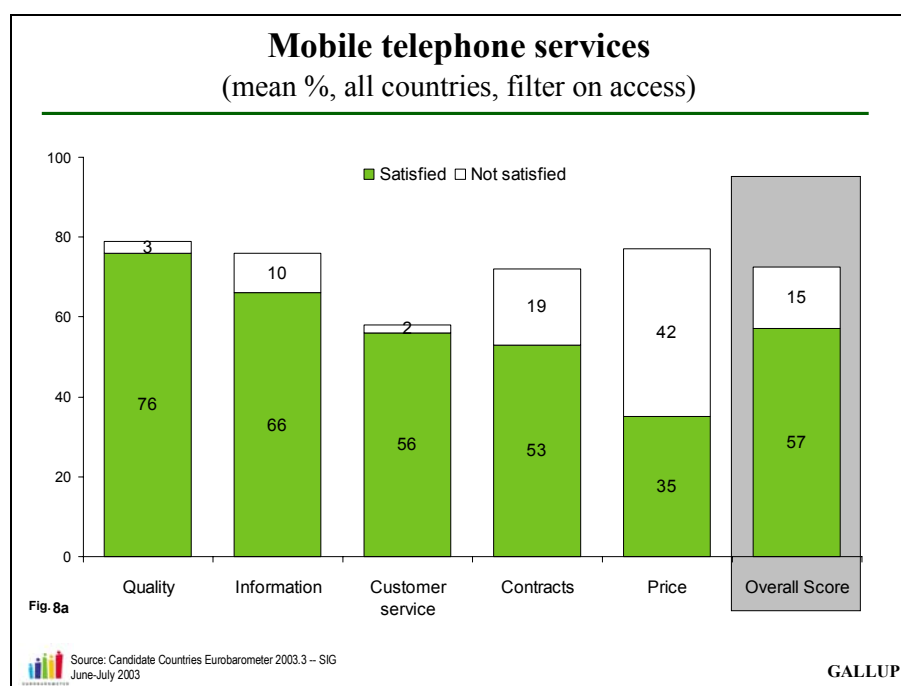


## 8. Overall analysis by sector

In this chapter we look at satisfaction and dissatisfaction<sup>6</sup> with each of the following services: mobile phone, fixed phone, electricity supply, gas supply, water supply, postal, transport and rail. Sector by sector we will investigate each country's overall satisfaction<sup>7</sup>.

### Mobile telephone services

Seventy-six percent of the consumers interviewed expressed satisfaction with the quality of the mobile telephone service that they use. Meanwhile only 35% claimed satisfaction with the price they paid for this service, 42% expressed dissatisfaction regarding to this question.



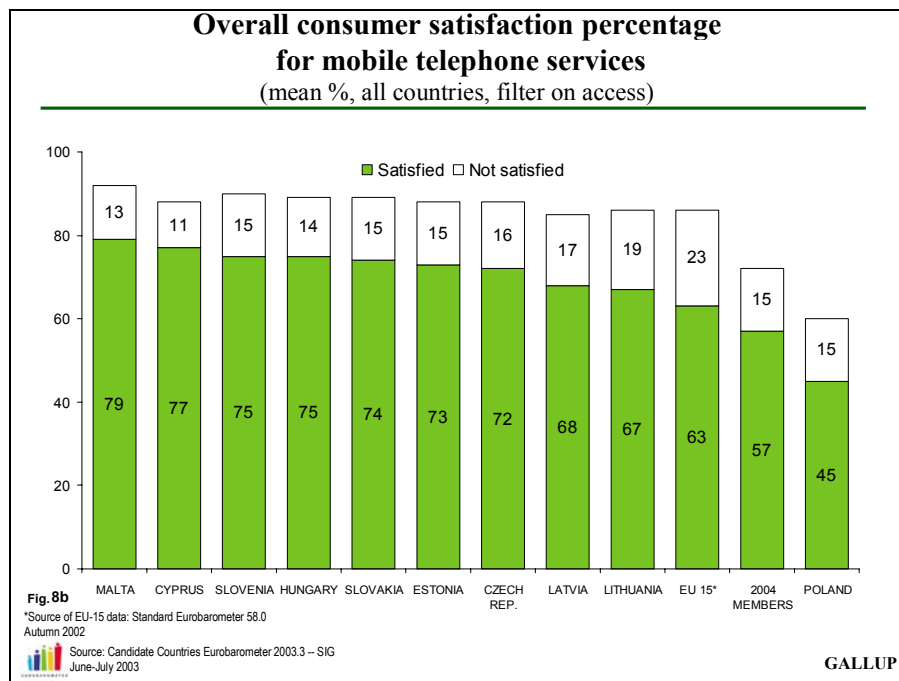
<sup>6</sup> This chapter shows the percentages of “satisfaction” or “dissatisfaction”. These are taken from a harmonised presentation of the results: see below, for questions Nos. 32, 33, 34, 35 and 37 in questionnaire CCEB 2003.3, the way in which the answers have been harmonised according to two types of answers (“satisfied” or “dissatisfied”):

- Q32. a) In general, would you say that the **price** you pay for the X services you use is *fair* (“satisfied”), or *unfair* (+ voluntary *excessive*: “dissatisfied”)?
- Q33. a) Overall, what do you think of the **quality** of the X services that you use? Would you say that it is very good, fairly good, fairly bad or very bad (sum of the “very good” and “fairly good” results = “satisfied”; sum of the “fairly bad” and “very bad” results = “dissatisfied”)?
- Q34. a) In general, would you say that the **information** (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your X service provider is *clear* (“satisfied”), or *unclear* (“dissatisfied”)?
- Q35. a) In general, would you say that the terms and conditions of your **contract** with your X service provider are *fair* (“satisfied”), or *unfair* (“dissatisfied”)?
- Q37. a) In general, would you say that the **customer service** you get from your X service provider is very good, fairly good, fairly bad or very bad (sum of the “very good” and “fairly good” results = “satisfied”; sum of the “fairly bad” and “very bad” results = “dissatisfied”)?

<sup>7</sup> For this we will calculate the average % ‘satisfied’ and average % ‘dissatisfied’ responses for each of the attributes

Taking every aspect into account, the Maltese appear to be the most satisfied with mobile telephone services (79%). On the other side of the spectrum, only 45% of the Polish are satisfied with this service – a much lower percentage than in any other country included in this study.

Overall consumer satisfaction proves to be a bit higher in the current member states (63%) than in the 2004 member countries (57%). This difference is likely explained by the very low satisfaction found in Poland.



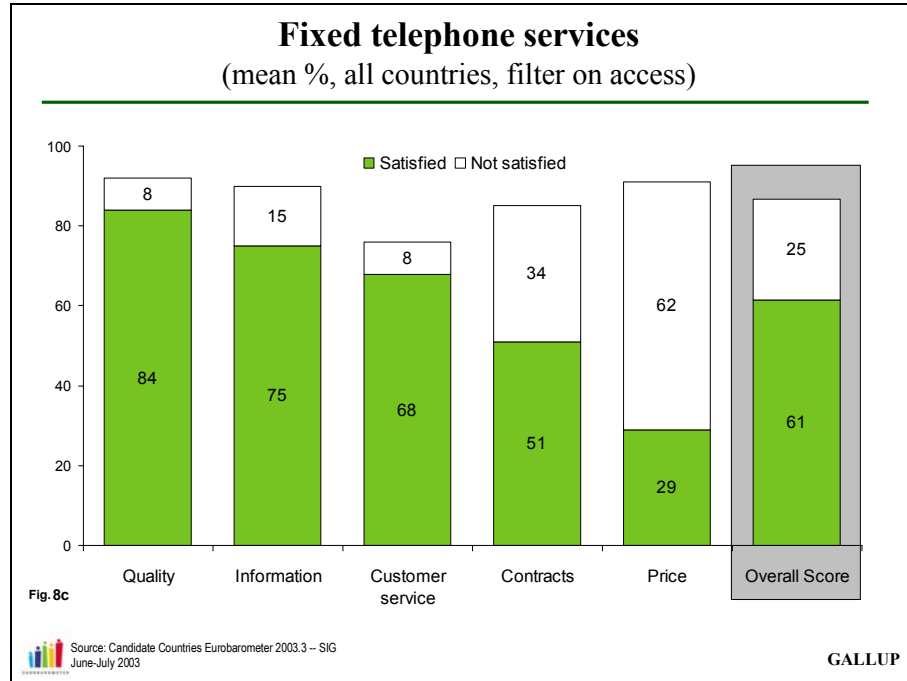
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each analyzed criterion of mobile telephone service:

**Table 8a Overall satisfaction for mobile telephone services**

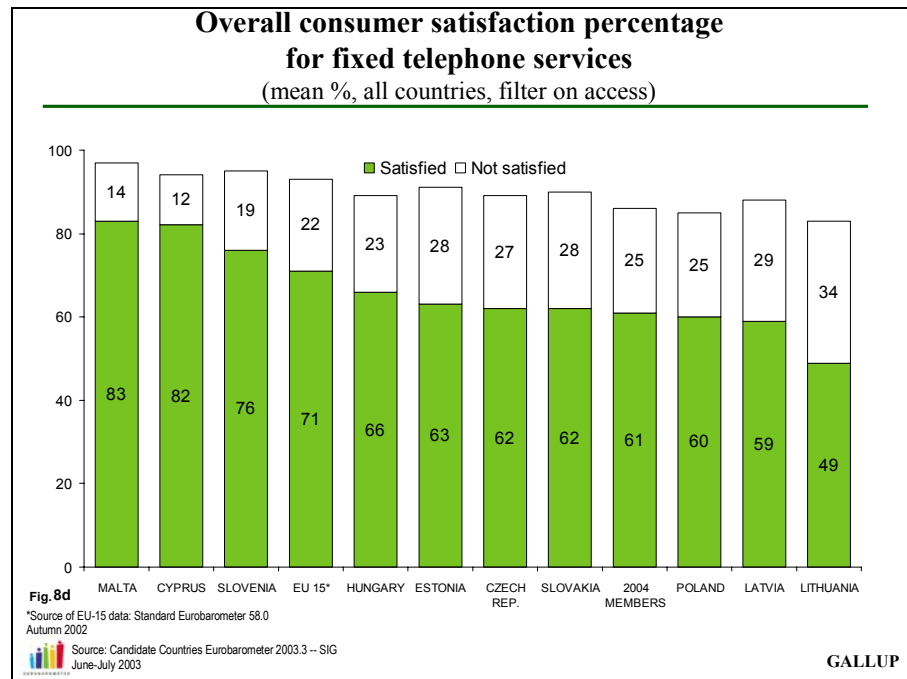
MOBILE TELEPHONE SERVICES		"Top 3" countries (in descending order)		
		1	2	3
<b>Price</b>	satisfied	CYPRUS (63%)	HUNGARY (55%)	SLOVENIA (53%)
	not satisfied	LITHUANIA (53%)	CZECH REP. (48%)	SLOVAKIA (47%)
<b>Quality</b>	satisfied	CYPRUS (96%)	MALTA (96%)	CZECH REP. (93%)
	not satisfied	LATVIA (9%)	SLOVAKIA (5%)	SLOVENIA (5%)
<b>Information</b>	satisfied	ESTONIA (89%)	SLOVAKIA (88%)	CYPRUS (87%)
	not satisfied	LITHUANIA (14%)	CZECH REP. (13%)	SLOVENIA (10%)
<b>Contract terms</b>	satisfied	MALTA (86%)	HUNGARY (80%)	SLOVAKIA (80%)
	not satisfied	POLAND (22%)	LITHUANIA (21%)	ESTONIA (18%)
<b>Customer service</b>	satisfied	MALTA (73%)	CYPRUS (62%)	CZECH REP. (72%)
	not satisfied	SLOVENIA (6%)	SLOVAKIA (3%)	LITHUANIA (3%)

## Fixed telephone services

Eighty-four percent of consumers are satisfied with the quality of fixed telephone services that they use. However, 62% are not satisfied with the price paid for this service.



Consumers from Malta (83%), Cyprus (82%) and Slovenia (76%) are the most satisfied with fixed telephone services. Consumers in Lithuania (34%), Latvia (29%), Estonia and Slovakia (both 28%), and the Czech Republic (27%), show the highest rates of dissatisfaction for this service.



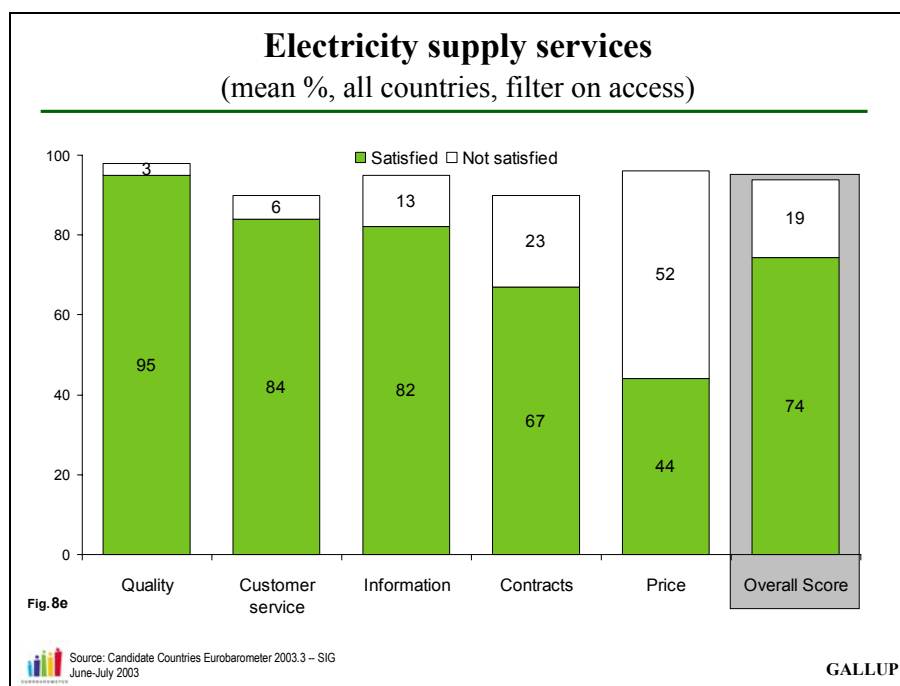
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each of the analyzed criterion of fixed telephone service:

**Table 8b Overall satisfaction for fixed telephone services**

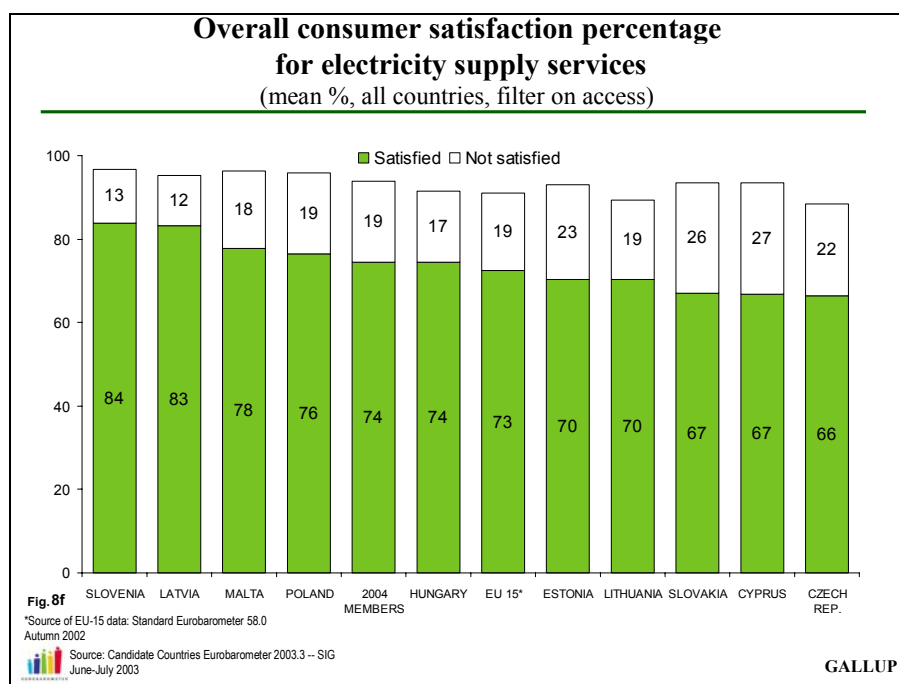
FIXED TELEPHONE SERVICES		"Top 3" countries (in descending order)		
		1	2	3
Price	satisfied	CYPRUS (62%)	MALTA (60%)	SLOVENIA (46%)
	not satisfied	LITHUANIA (83%)	ESTONIA (74%)	SLOVAKIA (73%)
Quality	satisfied	CYPRUS (98%)	MALTA (97%)	SLOVENIA (93%)
	not satisfied	LATVIA (17%)	SLOVAKIA (14%)	CZECH REP. (10%)
Information	satisfied	SLOVENIA (88%)	LATVIA (86%)	CYPRUS (85%)
	not satisfied	LITHUANIA (25%)	CZECH REP. (16%)	POLAND (15%)
Contract terms	satisfied	MALTA (85%)	CYPRUS (75%)	SLOVENIA (72%)
	not satisfied	ESTONIA (42%)	LITHUANIA (42%)	LATVIA (38%)
Customer service	satisfied	CYPRUS (90%)	MALTA (88%)	SLOVENIA (81%)
	not satisfied	SLOVENIA (10%)	CZECH REP. (10%)	LATVIA (10%)

## Electricity supply services

For electricity supply the “quality” criterion receives the highest rate of satisfaction (95%). Conversely, the “price” of electricity supply services generates the highest rate of dissatisfaction (52%).



Slovenians (84%) and the people of Latvia (83%) show the highest rates of satisfaction with electricity supply services. In comparison Cypriots, Slovaks, and Estonians show the highest rates of dissatisfaction – 27%, 26% and 23% respectively.



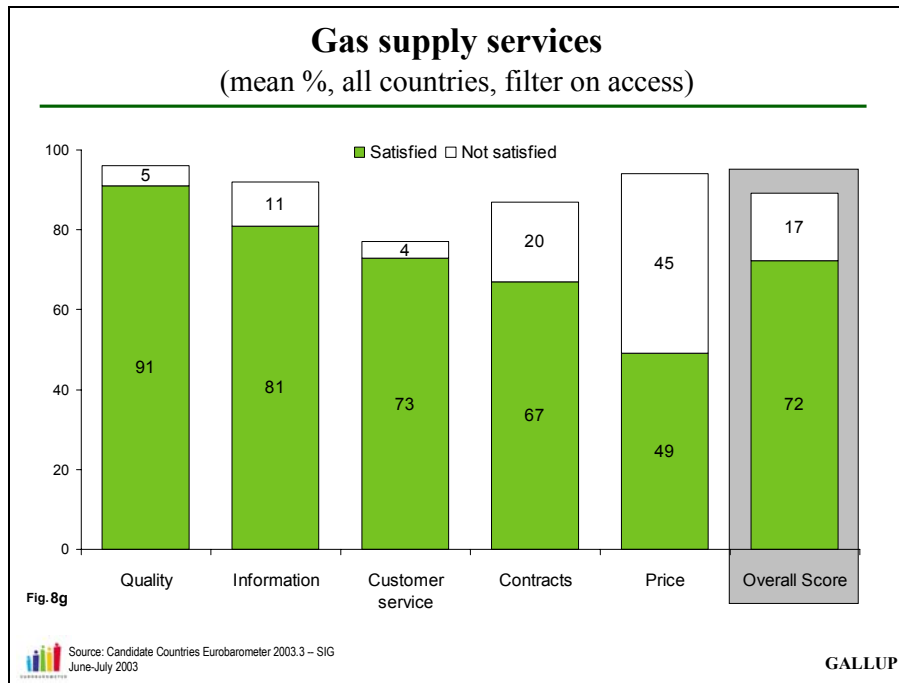
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each of the analyzed criterion of electricity supply services:

**Table 8c Overall satisfaction for electricity supply services**

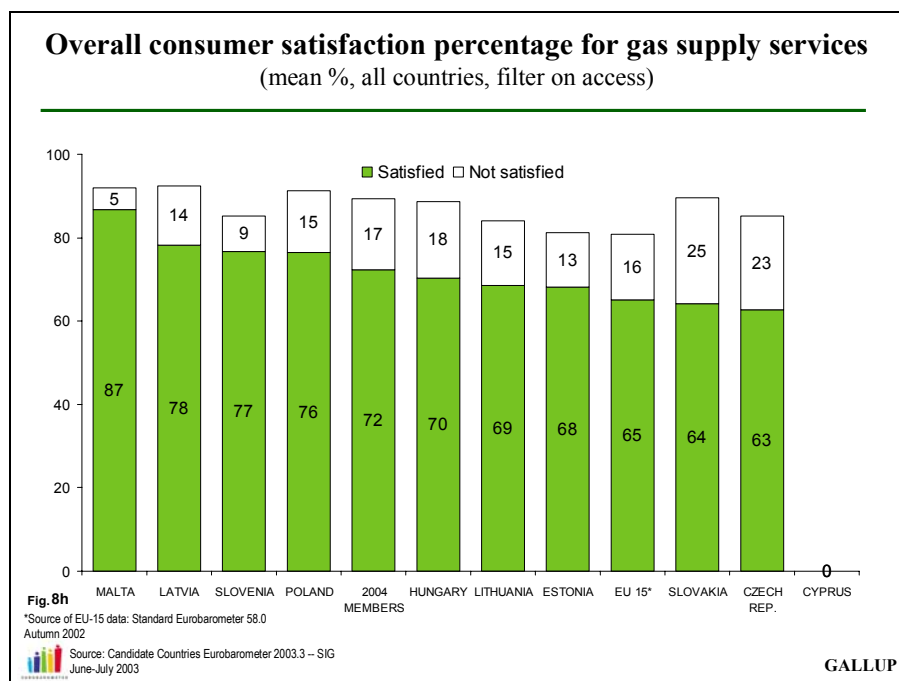
ELECTRICITY SUPPLY SERVICES		"Top 3" countries (in descending order)		
		1	2	3
Price	satisfied	LATVIA (63%)	SLOVENIA (59%)	HUNGARY (51%)
	not satisfied	SLOVAKIA (77%)	CYPRUS (69%)	ESTONIA (59%)
Quality	satisfied	SLOVENIA (97%)	HUNGARY (96%)	LATVIA (96%)
	not satisfied	ESTONIA (7%)	CYPRUS (6%)	SLOVAKIA (5%)
Information	satisfied	LATVIA (93%)	SLOVENIA (90%)	ESTONIA (84%)
	not satisfied	CYPRUS (31%)	MALTA (16%)	CZECH REP. (16%)
Contract terms	satisfied	SLOVENIA (83%)	MALTA (81%)	LATVIA (77%)
	not satisfied	ESTONIA (31%)	SLOVAKIA (28%)	POLAND (26%)
Customer service	satisfied	POLAND (90%)	SLOVENIA (90%)	LATVIA (87%)
	not satisfied	MALTA (10%)	CZECH REP. (8%)	SLOVAKIA (8%)

## Gas supply services

91% of overall consumers say that they are satisfied with the quality of gas supply services. But almost every second consumer (45%) believes that the price paid for these services is unfair.



Consumers from Malta (87%) and Latvia (78%) are the most satisfied with gas supply services. The highest rates of dissatisfaction are found in Czech Republic (23%) and in Slovakia (25%).



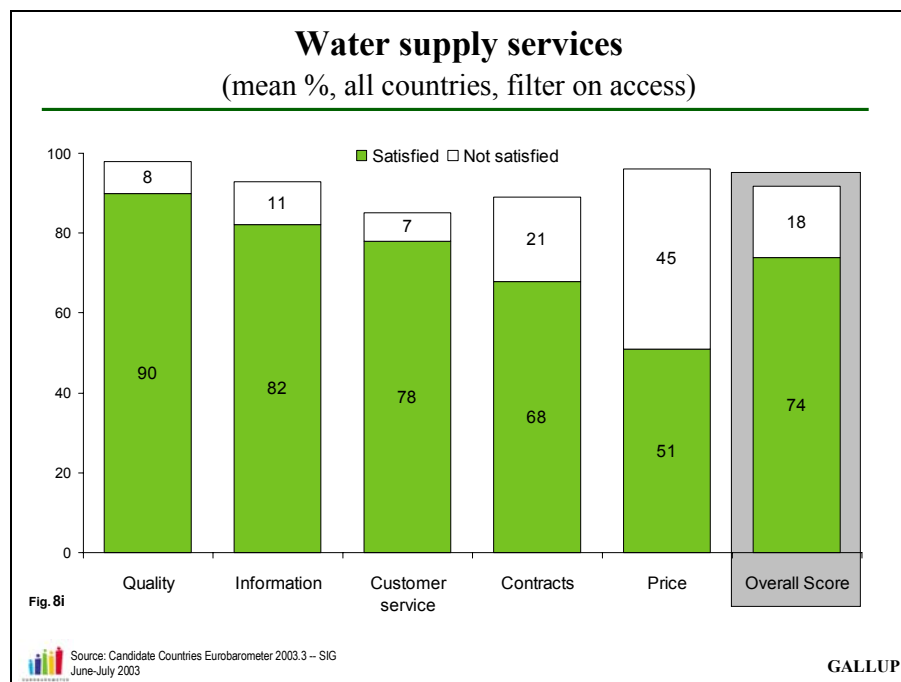
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each of analyzed criterion of gas supply services:

**Table 8d Overall satisfaction for gas supply services**

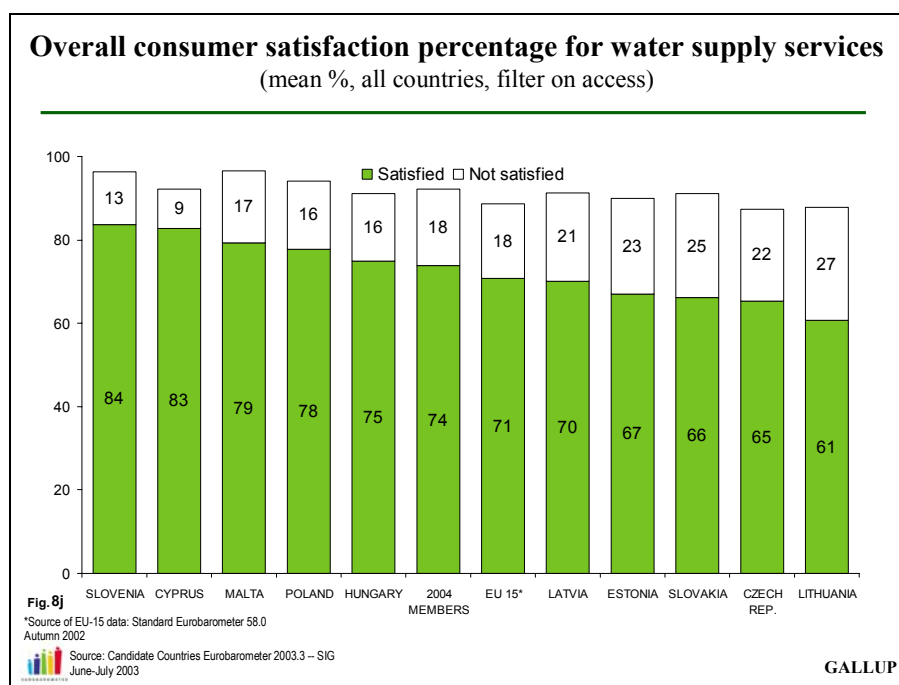
GAS SUPPLY SERVICES		"Top 3" countries (in descending order)		
		1	2	3
Price	satisfied	MALTA (84%)	SLOVENIA (72%)	LATVIA (59%)
	not satisfied	SLOVAKIA (75%)	CZECH REP. (58%)	HUNGARY (50%)
Quality	satisfied	MALTA (96%)	LATVIA (95%)	SLOVAKIA (94%)
	not satisfied	HUNGARY (9%)	CZECH REP. (6%)	ESTONIA (5%)
Information	satisfied	LATVIA (89%)	ESTONIA (86%)	SLOVENIA (85%)
	not satisfied	CZECH REP. (17%)	SLOVAKIA (12%)	HUNGARY (12%)
Contract terms	satisfied	MALTA (85%)	SLOVENIA (82%)	HUNGARY (75%)
	not satisfied	SLOVAKIA (30%)	CZECH REP. (25%)	LATVIA (19%)
Customer service	satisfied	MALTA (88%)	POLAND (85%)	LATVIA (77%)
	not satisfied	CZECH REP. (7%)	LITHUANIA (6%)	SLOVAKIA (6%)

### Water supply services

Nine consumers out of ten (90%) are satisfied with the quality of water supply services. But 45% of consumers consider the price paid to be unsatisfactory.



Consumers in Slovenia (84%), Cyprus (83%) and Malta (79%) show high rates of satisfaction water supply services. Lithuania is the only country to show a rate of satisfaction below 65% (with 27% claiming dissatisfaction). Overall dissatisfaction is also noticeable in Slovakia (25%), Estonia (23%), Czech Republic (22%) and in Latvia (21%).



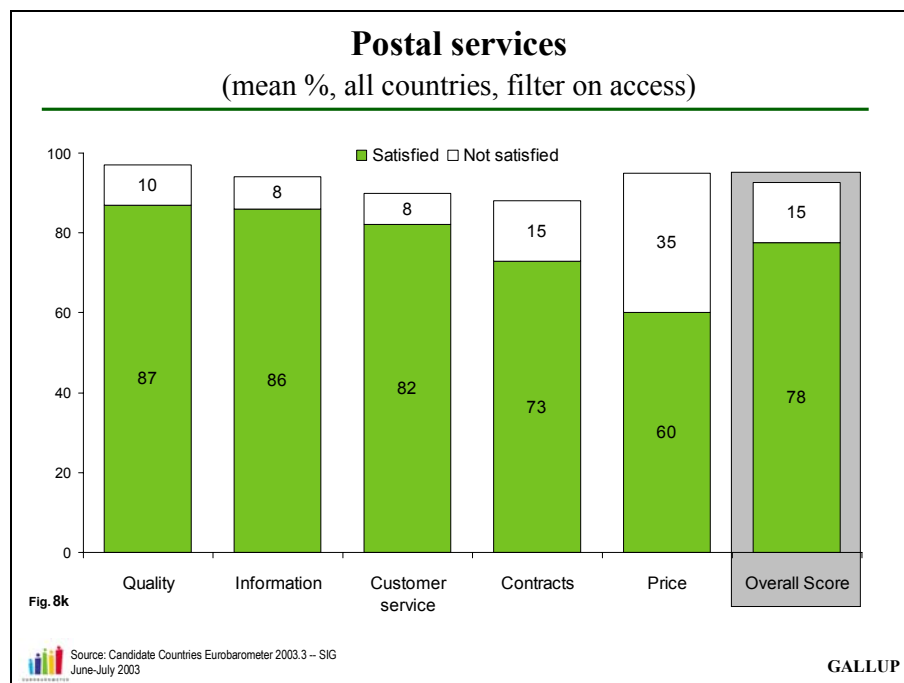
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each of the analyzed criterion of water supply service:

**Table 8e Overall satisfaction for water supply services**

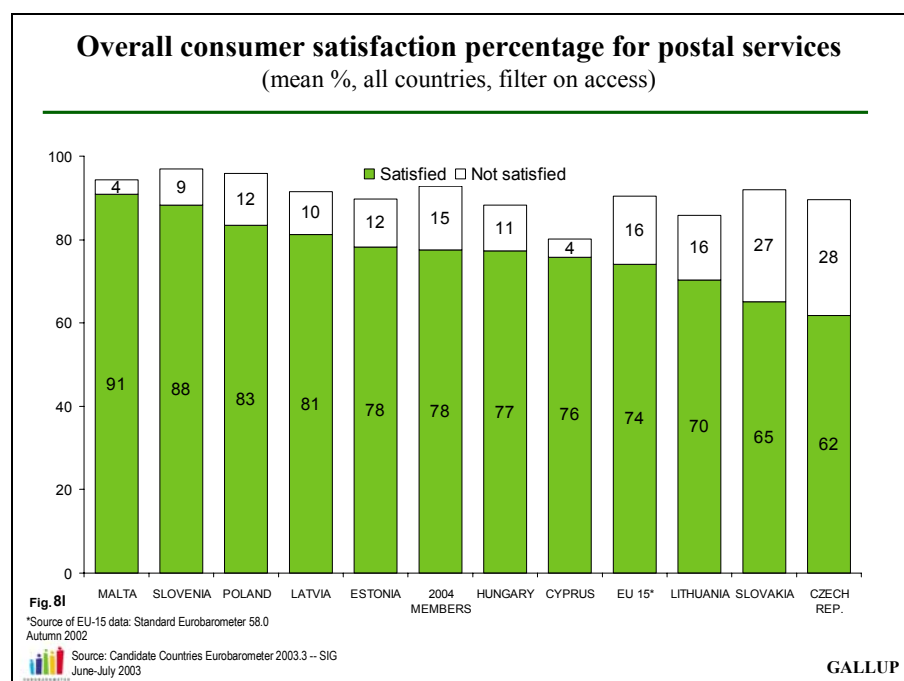
WATER SUPPLY SERVICES		"Top 3" countries (in descending order)		
		1	2	3
Price	satisfied	CYPRUS (75%)	SLOVENIA (70%)	LATVIA (56%)
	not satisfied	SLOVAKIA (67%)	LITHUANIA (66%)	CZECH REP. (53%)
Quality	satisfied	HUNGARY (95%)	CYPRUS (93%)	MALTA (92%)
	not satisfied	LATVIA (23%)	ESTONIA (19%)	LITHUANIA (18%)
Information	satisfied	SLOVENIA (88%)	LATVIA (86%)	HUNGARY (85%)
	not satisfied	CZECH REP. (16%)	LITHUANIA (16%)	SLOVAKIA (15%)
Contract terms	satisfied	SLOVENIA (83%)	MALTA (82%)	CYPRUS (76%)
	not satisfied	ESTONIA (27%)	SLOVAKIA (26%)	LATVIA (25%)
Customer service	satisfied	CYPRUS (89%)	MALTA (87%)	POLAND (87%)
	not satisfied	LITHUANIA (12%)	CZECH REP. (10%)	MALTA (9%)

## Postal services

Nearly nine consumers out of ten (87%) acknowledged satisfaction with the quality of their postal service. The information provided satisfies 86% of consumers in the acceding countries, but at the same time more than one person out of three considers the price paid to be unfair (35%).



Malta (91%) and Slovenia (88%) show the highest rates of satisfaction with postal services, and only 4% and 9%, respectively, of claimed dissatisfaction. Slovakia and the Czech Republic, on the other hand, show rates of satisfaction at only 65% and 62%, and dissatisfaction as high as 27% and 28%.



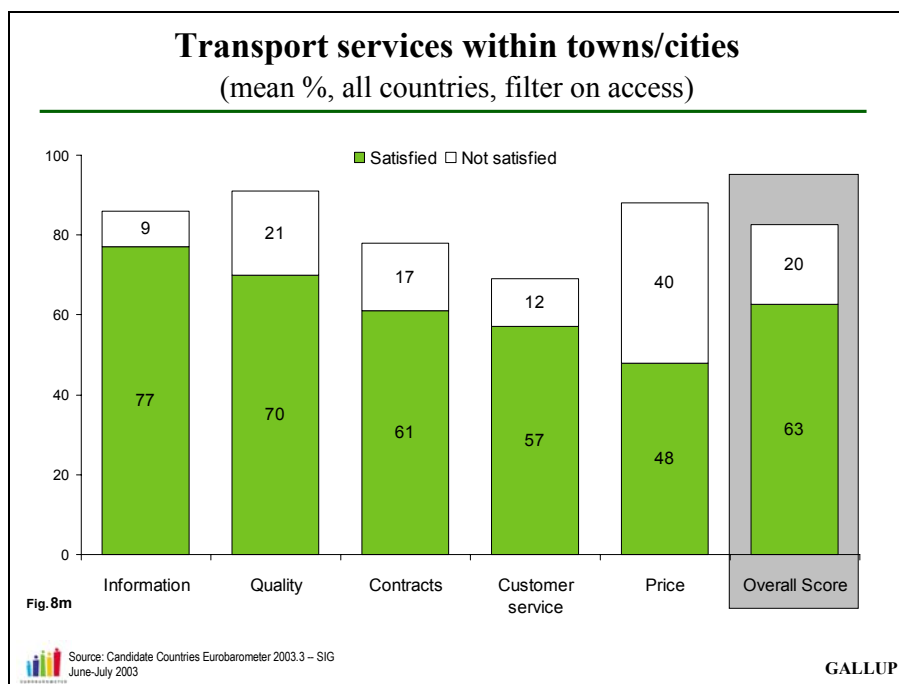
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each of the analyzed criterion of postal service:

**Table 8f Overall satisfaction for postal services**

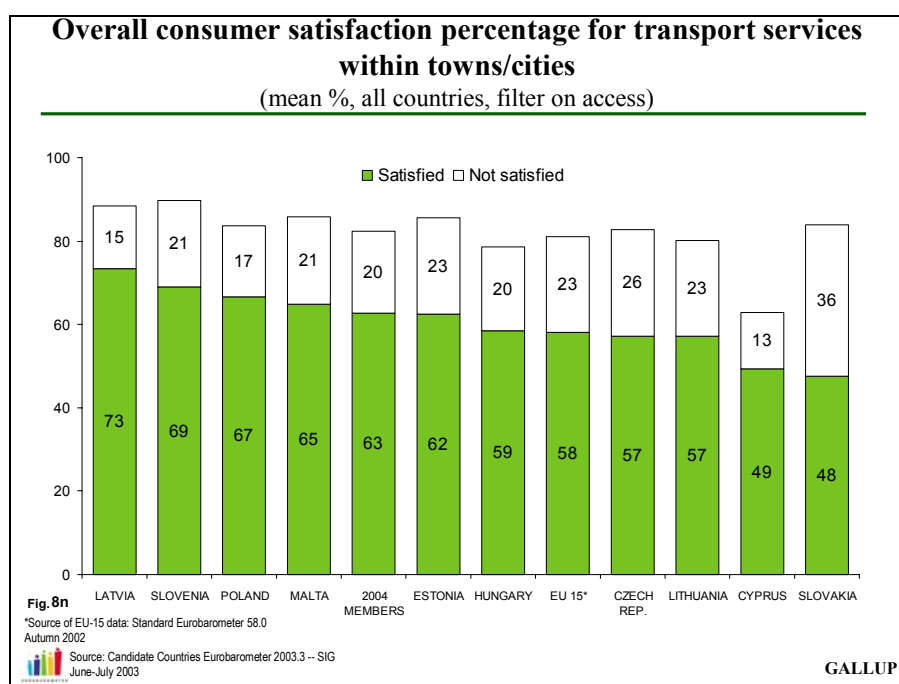
POSTAL SERVICES		"Top 3" countries (in descending order)		
		1	2	3
Price	satisfied	MALTA (88%)	CYPRUS (76%)	SLOVENIA (74%)
	not satisfied	SLOVAKIA (62%)	CZECH REP. (57%)	LITHUANIA (42%)
Quality	satisfied	MALTA (97%)	SLOVENIA (96%)	POLAND (92%)
	not satisfied	CZECH REP. (25%)	SLOVAKIA (24%)	LITHUANIA (9%)
Information	satisfied	SLOVENIA (92%)	POLAND (90%)	ESTONIA (89%)
	not satisfied	CZECH REP. (12%)	SLOVAKIA (11%)	LITHUANIA (9%)
Contract terms	satisfied	MALTA (88%)	SLOVENIA (88%)	LATVIA (78%)
	not satisfied	CZECH REP. (24%)	SLOVAKIA (22%)	ESTONIA (15%)
Customer service	satisfied	MALTA (93%)	POLAND (91%)	SLOVENIA (91%)
	not satisfied	CZECH REP. (21%)	SLOVAKIA (16%)	SLOVENIA (7%)

### Transport services within towns and cities

A full 77% of transport service consumers within towns/cities are satisfied with the information provided by the transport service within their locality, and 70% of these consumers are satisfied with the quality of these services. The price is perceived as fair by slightly less than one user out of two (48%), in comparison to 40% who find the price to be unfair.



Consumers from Latvia (73%), Slovenia (69%) and Poland (67%) are the most satisfied with transport services within towns/cities. Slovakia shows a 36% rate of dissatisfaction (as compared to an overall average of 20% for acceding countries).



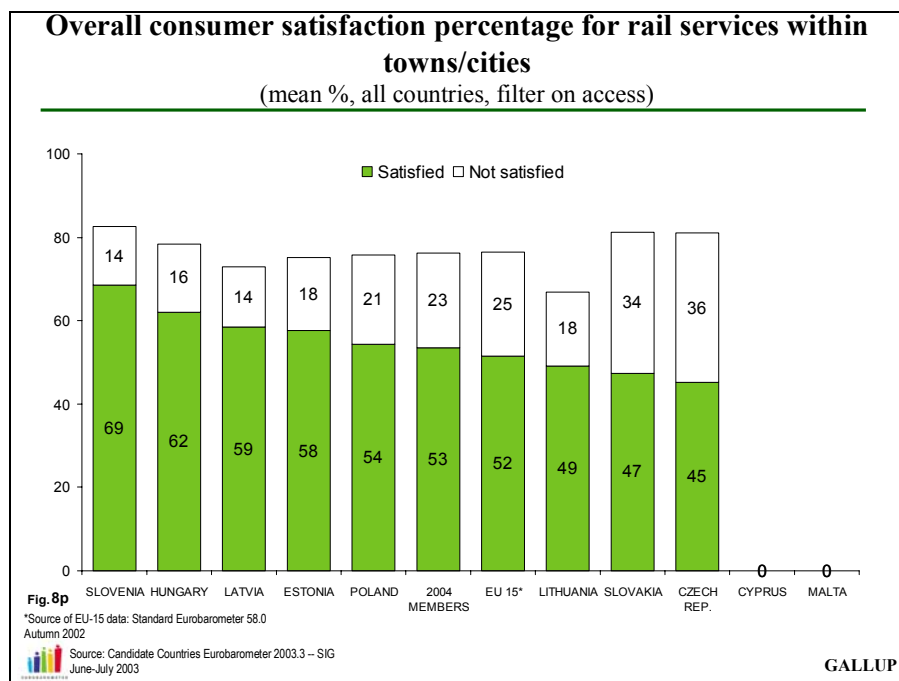
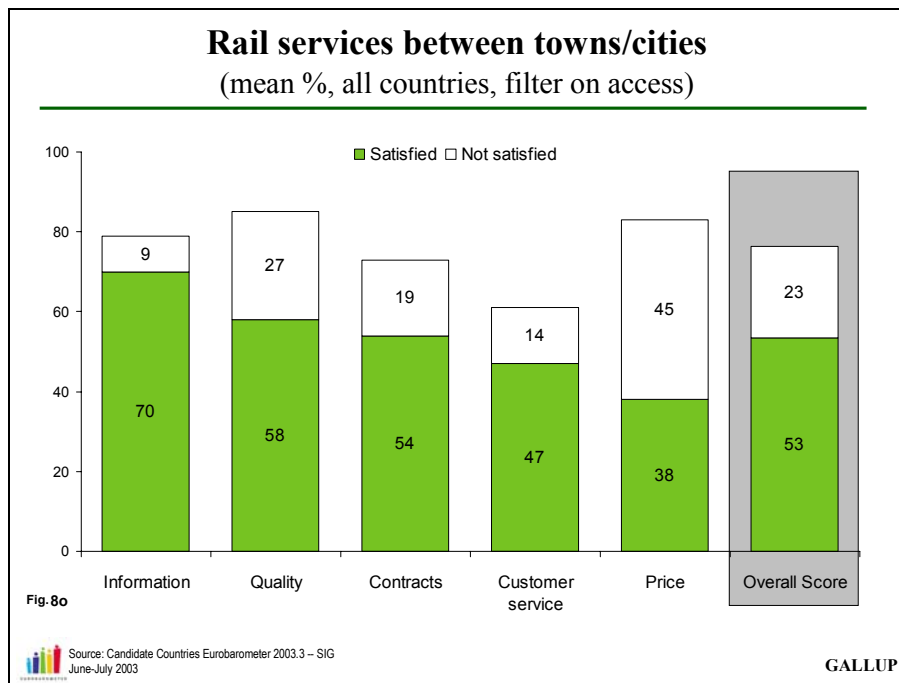
Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each analyzed criterion of transport service:

**Table 8g Overall satisfaction for transport services within towns and cities**

TRANSPORT SERVICES WITHIN TOWNS AND CITIES		"Top 3" countries (in descending order)		
		1	2	3
<b>Price</b>	satisfied	MALTA (76%)	LATVIA (61%)	HUNGARY (52%)
	not satisfied	SLOVAKIA (71%)	LITHUANIA (52%)	ESTONIA (51%)
<b>Quality</b>	satisfied	LATVIA (81%)	ESTONIA (74%)	POLAND (73%)
	not satisfied	SLOVAKIA (51%)	MALTA (32%)	HUNGARY (30%)
<b>Information</b>	satisfied	LATVIA (86%)	ESTONIA (82%)	SLOVENIA (82%)
	not satisfied	MALTA (15%)	LITHUANIA (13%)	SLOVAKIA (12%)
<b>Contract terms</b>	satisfied	SLOVENIA (75%)	LATVIA (70%)	MALTA (67%)
	not satisfied	SLOVAKIA (31%)	ESTONIA (26%)	CZECH REP. (20%)
<b>Customer service</b>	satisfied	LATVIA (69%)	SLOVENIA (69%)	POLAND (68%)
	not satisfied	MALTA (23%)	CZECH REP. (19%)	SLOVENIA (16%)

## Rail services between towns and cities

Proportionally, the “price” criterion produces the greatest dissatisfaction (45%) with rail service. Although the information provided by rail services between towns/cities and the quality of these services satisfy around 70% of users, the overall average (based on five criteria) is hardly above the 50% mark with 53%.



The people of Slovenia show the highest rate of satisfaction, very slightly below 70%, for rail services between towns/cities. The Czech Republic and Slovakia are credited with a 36% and

34% rate of dissatisfaction respectively (compared to an overall 2004 member average of 23% for acceding countries).

Below you will find a chart displaying those countries with the highest percentages of satisfaction and dissatisfaction for each of the analyzed criterion of rail service service:

**Table 8h Overall satisfaction for rail services within townsand cities**

<b>RAIL SERVICES WITHIN TOWNS AND CITIES</b>		<b>"Top 3" countries (in descending order)</b>		
		<b>1</b>	<b>2</b>	<b>3</b>
<b>Price</b>	satisfied	SLOVENIA (62%)	HUNGARY (55%)	ESTONIA (47%)
	not satisfied	SLOVAKIA (70%)	CZECH REP. (67%)	LITHUANIA (45%)
<b>Quality</b>	satisfied	HUNGARY (72%)	SLOVENIA (70%)	ESTONIA (68%)
	not satisfied	CZECH REP. (47%)	SLOVAKIA (46%)	HUNGARY (25%)
<b>Information</b>	satisfied	SLOVENIA (79%)	SLOVAKIA (77%)	ESTONIA (76%)
	not satisfied	CZECH REP. (13%)	SLOVAKIA (12%)	LITHUANIA (10%)
<b>Contract terms</b>	satisfied	SLOVENIA (74%)	HUNGARY (66%)	LATVIA (59%)
	not satisfied	SLOVAKIA (27%)	CZECH REP. (25%)	ESTONIA (19%)
<b>Customer service</b>	satisfied	SLOVENIA (58%)	POLAND (54%)	LATVIA (45%)
	not satisfied	CZECH REP. (27%)	POLAND (16%)	SLOVAKIA (14%)

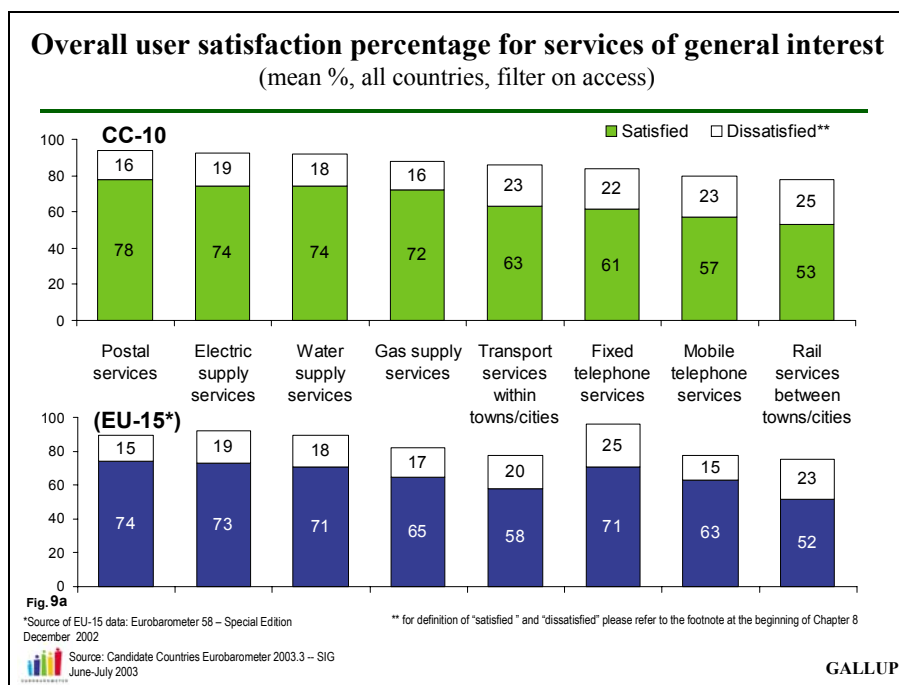
## 9. Conclusion

### The degree of satisfaction with services of general interest among consumers in the acceding countries

Are consumers in the acceding countries satisfied with services of general interest to which they have access? Below you will find the average percentage of satisfaction across five criteria among each sector. The criteria include whether or not the price is fair, the quality of the service, the clarity of the information received, the fairness of the terms and conditions of the contracts applicable to services, and customer service.

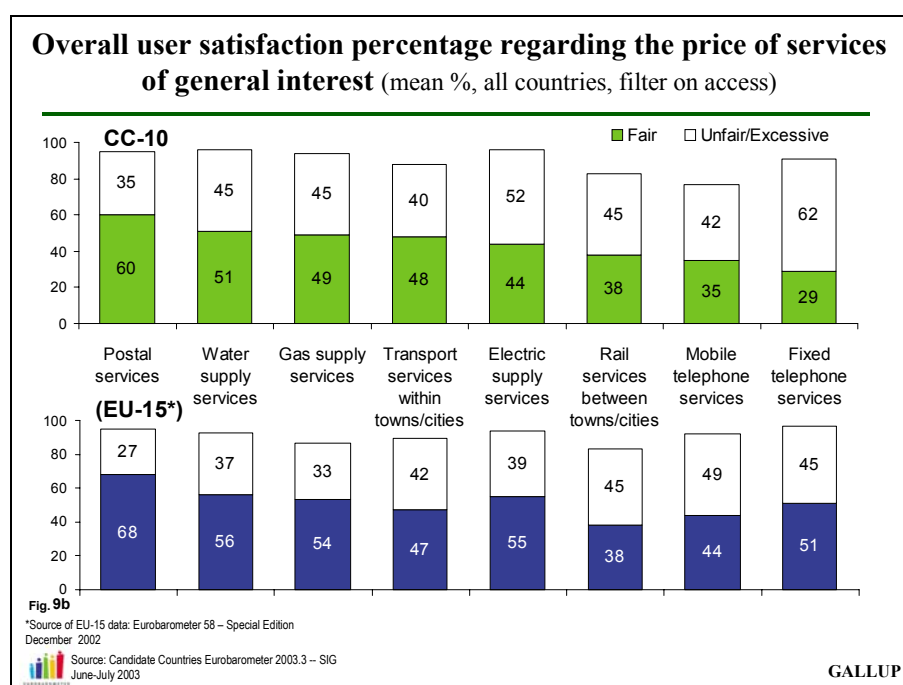
Four services received rates of satisfaction at least equivalent to 70%: postal services (78% of consumers satisfied, compared to 16% dissatisfied), electricity supply services (74%, with 19% dissatisfied), water supply services (74%, and 18%), and finally gas supply services (72%, and 16%). Below the 70% satisfaction mark we find urban transport services (63%, with 23% dissatisfied), fixed telephone services (61%, and 22%) and below 60% we find mobile telephone services (57%, and 23%) and, the least satisfactory of all, rail services between towns/cities (53%, with 25% dissatisfaction).

As *FIGURE 9a* below shows, the global satisfaction levels are very similar in the two parts of Europe, with five services rated somewhat higher in the acceding countries (postal service, electricity supply service, water supply service, gas supply service and within-city public transportation), and three services considered globally in a better way in the EU-15: mobile and landline telephony, and inter-city rail service.



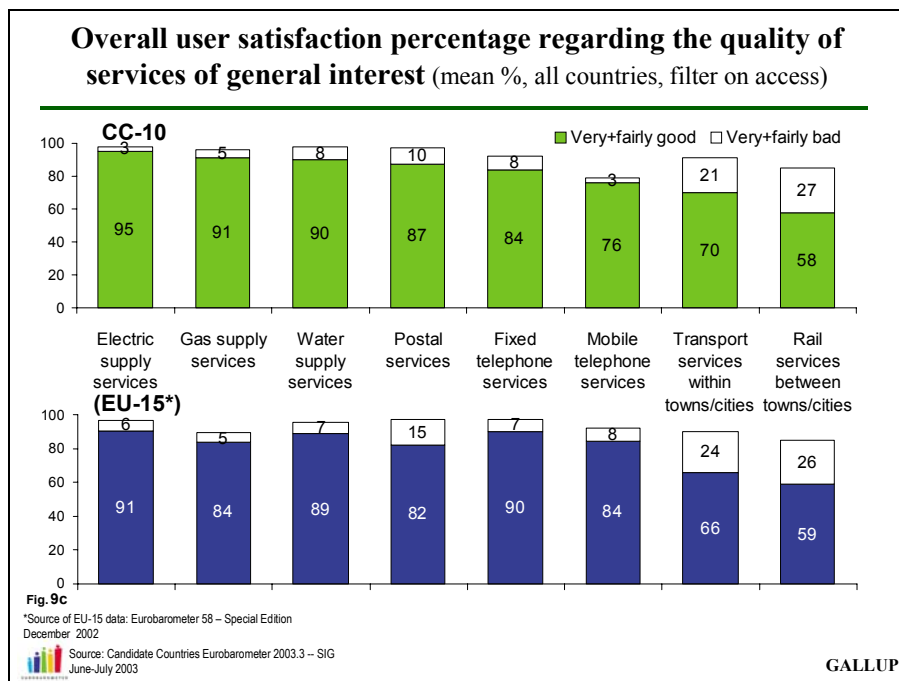
## Consumers and the price of services of general interest

Considering the price paid for services, postal services generate the highest rate of satisfaction (60%), followed by water (51%), gas (49%) and transport services within the town or city (48%). For the remaining services considered, more respondents are dissatisfied than satisfied with the price paid. The rate of satisfaction with the price of electricity supply reaches 44%, leaving scarcely more than half (52%) of the consumers dissatisfied with the price they must pay. In the case of rail services between towns/cities the consumer's opinion on prices are also split: 38% of them are satisfied while 45% dissatisfied. We find almost the same ratios in the mobile telephone services where 35% of consumers are satisfied and 42% of are dissatisfied with the price that they pay. Fixed telephone services produced particularly worrying results: 62% of fixed telephone users are dissatisfied with the price of the service leaving only 29% claiming satisfaction with the price paid. This is the service that lags the most behind the EU-15 satisfaction levels as far as its prices are concerned — but generally, current European consumers are more satisfied with the value they get for their money from the providers of services of general interest.



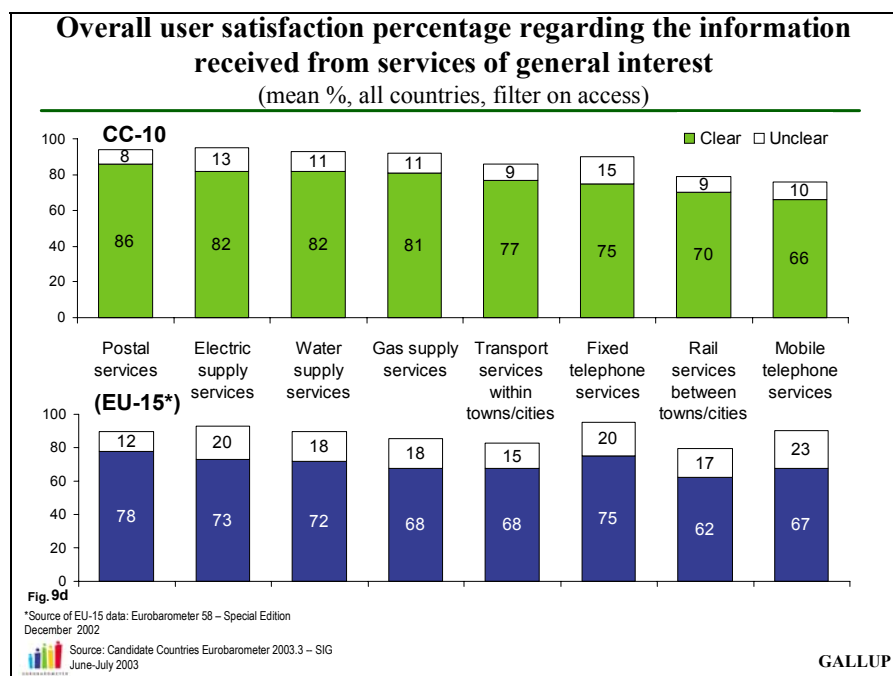
## Consumers and the quality of services of general interest

Electricity, gas, and water supply services are considered to be of satisfactory quality to the vast majority of consumers with at least nine out of ten rating them very or fairly good. In the sectors showing the greatest disapproval in terms of quality—transport services within towns/cities and rail services between towns/cities—21% and 27% of consumers are dissatisfied, respectively.



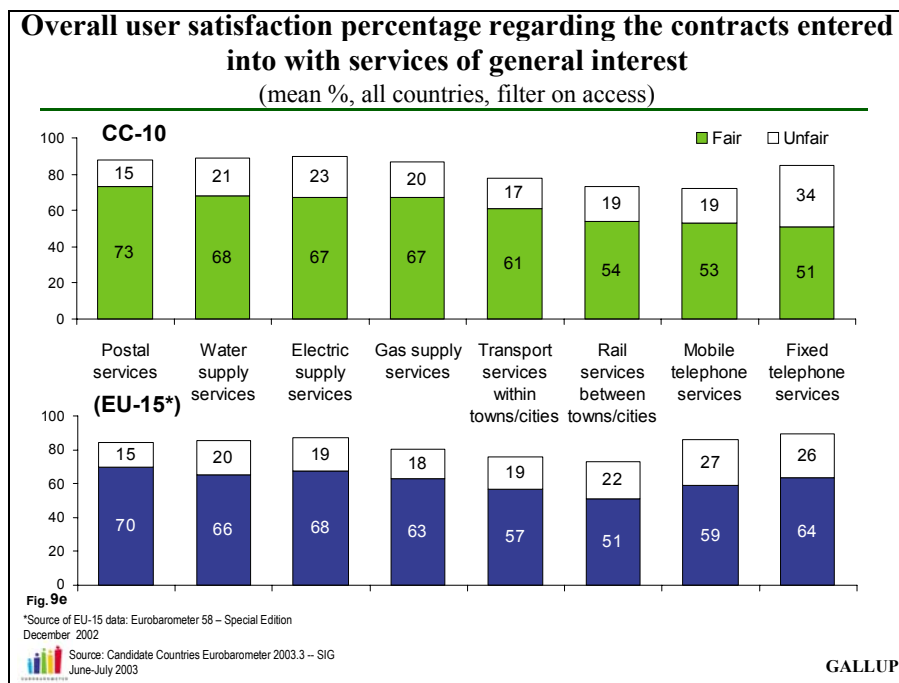
## Consumers and the information provided by services of general interest

The information received from postal services is deemed to be satisfactory by 86% of consumers. Similarly, 82% of consumers find electricity information satisfactory, while 13% claim it to be unclear. The greatest dissatisfaction is found in the fixed telephone sector where approximately one out of seven consumers say that the information they receive from their service provider is unclear (still leaving the majority, 75% satisfied). Generally, consumers in the acceding countries are more satisfied with the information related to services of general interest compared to their EU-15 peers, where consumers assess the clarity of information similarly to the future member states citizens only in the case of the telecom providers. Satisfaction levels in the European Union are somewhat lower in all other services.



## Consumers and contracts with services of general interest

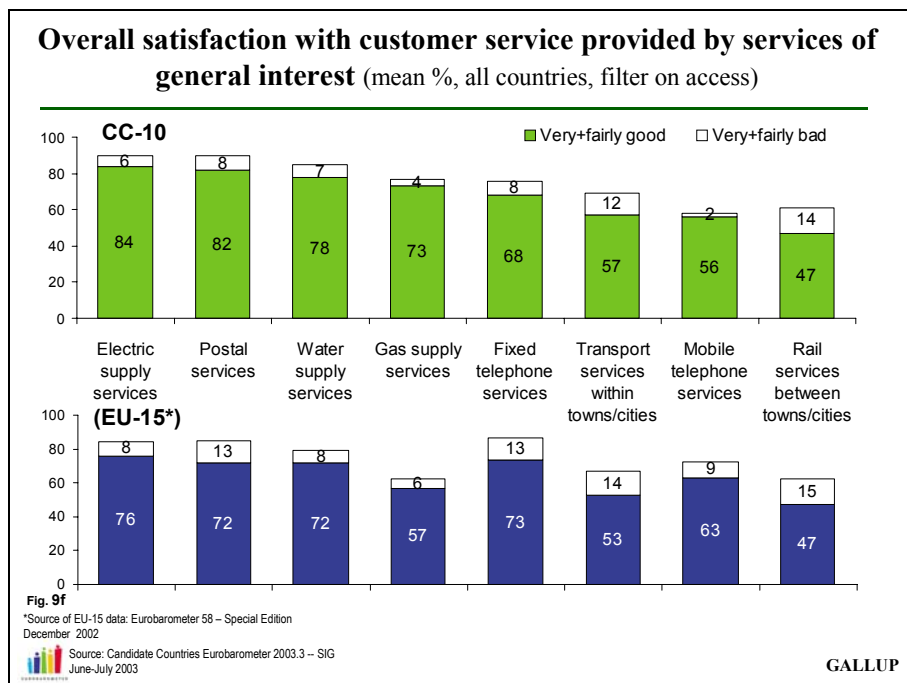
Considering contracts with services providers, 73% of consumers are satisfied with postal service contracts, compared to 15% who are dissatisfied. At the other end of the spectrum, only 51% of consumers are satisfied with the contracts that they enter for fixed telephone services, as compared to one-third of consumers who disagree. Fixed telephone services elicit the highest rate of dissatisfaction in regard to contracts (34%) and this is the service where satisfaction in the acceding countries lags markedly behind of that in the EU-15 countries.



## Consumers and customer service

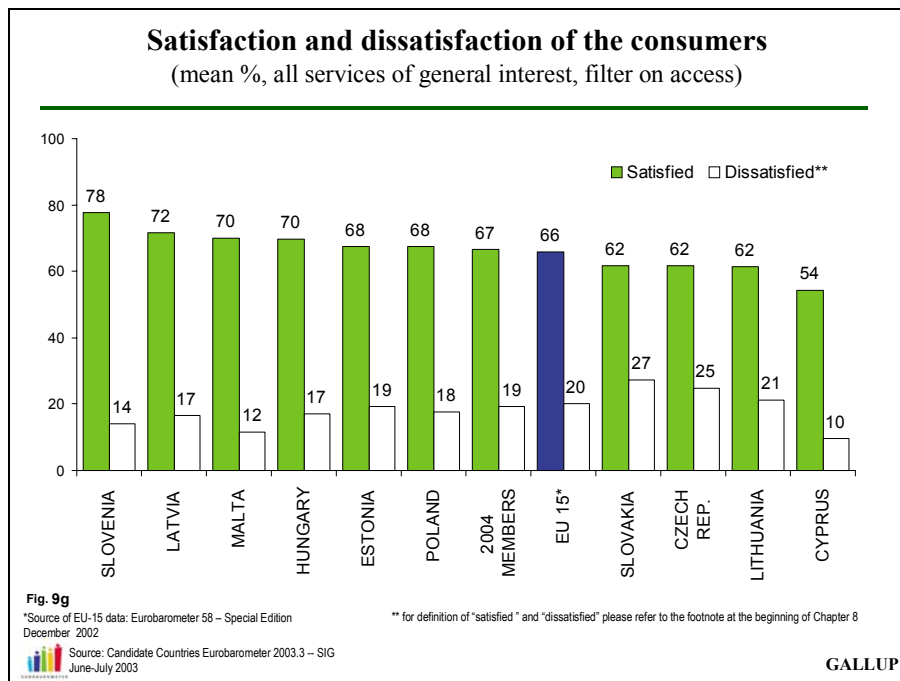
Considering customer service, electricity supply services generate the highest rate of satisfaction. A full 84% of consumers are satisfied with the customer service received in the electricity sector, while only 6% hold contrary opinions. Conversely, customer services for rail services between towns/cities receive the lowest rate of satisfaction (47%) and the highest rate of dissatisfaction (14%).

The quality of customer service is evaluated in a better way in the EU-15 in the case of fixed and mobile telephone service, in the other services of general interest the consumers in the acceding countries are more likely to feel that the customer service they receive from their service providers is very or fairly good.



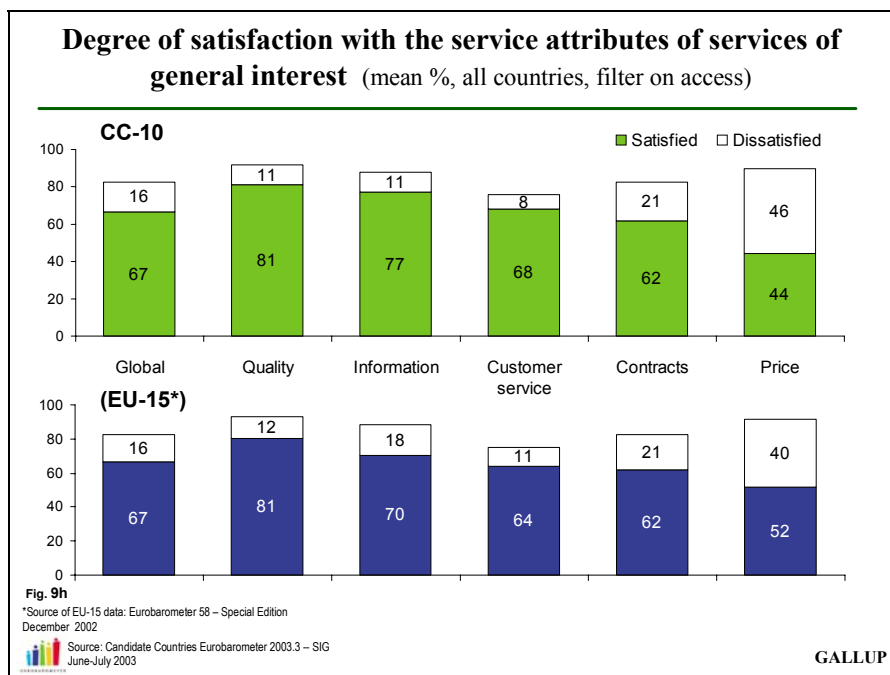
## The degree of general satisfaction / dissatisfaction among consumers

If we look at the average rate of satisfaction of the eight sectors we have considered among each of the acceding countries, consumers in Slovenia are slightly more satisfied than those in Latvia, Malta, and Hungary, whereas the Cypriots are the least satisfied with services of general interest. The greatest dissatisfaction is found in Slovakia and the Czech Republic with 27% and 25% of consumers claiming dissatisfaction, respectively.



The overall — computed — satisfaction level with the services of general interest is the very same in the current and in the future member states of the European Union.

The quality of services of general interest as opposed to information, pricing, or the other criteria considered here, generates the highest rate of satisfaction among consumers in the 2004 member states (81%). The clarity of information follows quality with second place (77%), third is customer service (68%), which is then followed by the terms and conditions applicable to contracts (62%). The price of the services of general interest elicits the lowest rate of satisfaction (44%) along with the highest rate of dissatisfaction (46%).



Eurobarometer found the same pattern in the current member states as well, with little shifts: people in the EU are generally more satisfied with the price of services of general interest, and have a less favourable opinion about the information and the customer service they receive from their service providers.

CC-EB 2003.3

SERVICES OF GENERAL  
INTEREST

ANNEXES

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**TABLE 1.1.A ACCESSIBILITY TO MOBILE TELEPHONE SERVICES (% BY COUNTRY)**

**Question:** In general, would you say that access to mobile telephone services is easy or difficult for you? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	75	89	75	75	80	71
Difficult access	6	3	4	9	5	9
No access (SPONT.)	13	0	15	10	8	13
DK / No opinion	7	8	6	6	7	7
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	70	75	74	70	84	
Difficult access	9	1	5	7	4	
No access (SPONT.)	17	23	15	5	7	
DK / No opinion	4	1	5	18	5	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 1.1.B ACCESSIBILITY TO MOBILE TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that access to mobile telephone services is easy or difficult for you? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	TOTAL	SEX		AGE			
CCEB 2003.3	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	75	78	71	91	89	81	48
Difficult access	6	5	6	3	4	4	10
No access (SPONT.)	13	11	15	4	5	11	27
DK / No opinion	7	5	8	2	2	4	16
Total	101	99	100	100	100	100	101
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	89	94	90	82	76	79	48
Difficult access	4	2	3	4	9	5	10
No access (SPONT.)	6	3	5	10	9	12	27
DK / No opinion	1	0	2	5	7	5	15
Total	100	99	100	101	101	101	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	44	77	87	92	68	76	82
Difficult access	11	5	3	3	7	5	4
No access (SPONT.)	27	13	7	4	17	12	10
DK / No opinion	18	5	3	1	8	7	5
Total	100	100	100	100	100	100	101

**TABLE 1.2.A ACCESSIBILITY TO FIXED TELEPHONE SERVICES (% BY COUNTRY)****Question:** And to fixed telephone services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	83	97	78	80	84	74
Difficult access	7	0	7	10	6	11
No access (SPONT.)	7	2	11	6	7	11
DK / No opinion	3	0	4	4	3	4
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	67	96	87	77	91	
Difficult access	10	1	7	9	5	
No access (SPONT.)	19	3	5	3	3	
DK / No opinion	5	0	1	11	1	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 1.2.B ACCESSIBILITY TO FIXED TELEPHONE SERVICES (% BY DEMOGRAPHICS)****Question:** And to fixed telephone services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	83	83	83	85	83	85	80
Difficult access	7	8	6	6	8	7	8
No access (SPONT.)	7	6	7	5	7	6	8
DK / No opinion	3	3	3	3	3	2	4
Total	100	100	99	99	101	100	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	90	92	88	79	81	78	80
Difficult access	5	3	7	10	8	5	9
No access (SPONT.)	3	4	3	7	8	12	8
DK / No opinion	2	1	1	4	3	5	4
Total	100	100	99	100	100	100	101
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	72	84	90	86	79	83	88
Difficult access	10	7	5	6	10	6	5
No access (SPONT.)	13	6	3	5	7	7	5
DK / No opinion	6	3	1	3	4	4	2
Total	101	100	99	100	100	100	100

**TABLE 1.3.A ACCESSIBILITY TO ELECTRICITY SUPPLY SERVICES (% BY COUNTRY)****Question:** And to electricity supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	96	95	87	92	97	98
Difficult access	2	3	3	5	3	2
No access (SPONT.)	1	0	4	0	0	0
DK / No opinion	1	2	6	2	0	0
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	94	98	98	93	97	
Difficult access	4	1	2	5	2	
No access (SPONT.)	0	1	0	0	0	
DK / No opinion	2	0	1	2	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 1.3.B ACCESSIBILITY TO ELECTRICITY SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And to electricity supply services? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	96	96	95	93	97	96	95
Difficult access	2	2	3	3	2	2	2
No access (SPONT.)	1	1	1	1	0	1	1
DK / No opinion	1	1	1	3	1	1	1
Total	100	100	100	100	100	100	99
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	97	98	95	95	93	95	96
Difficult access	2	1	3	3	5	3	2
No access (SPONT.)	0	0	2	1	0	0	1
DK / No opinion	1	0	1	1	1	2	1
Total	100	99	101	100	99	100	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	94	95	97	95	96	95	95
Difficult access	3	3	2	1	2	2	3
No access (SPONT.)	1	1	0	1	1	1	1
DK / No opinion	1	1	1	3	1	2	1
Total	99	100	100	100	100	100	100

**TABLE 1.4.A ACCESSIBILITY TO GAS SUPPLY SERVICES (% BY COUNTRY)****Question:** And to gas supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	84	0	75	53	84	86
Difficult access	6	0	6	8	6	7
No access (SPONT.)	8	100	13	19	8	7
DK / No opinion	3	0	7	20	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	76	91	90	82	59	
Difficult access	7	2	5	6	8	
No access (SPONT.)	13	6	3	6	29	
DK / No opinion	5	1	1	5	4	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	

**TABLE 1.4.B ACCESSIBILITY TO GAS SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And to gas supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	84	83	84	83	85	85	81
Difficult access	6	6	5	7	5	6	5
No access (SPONT.)	8	8	8	6	8	8	10
DK / No opinion	3	2	3	4	2	2	4
Total	101	99	100	100	100	101	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	86	89	85	81	80	83	82
Difficult access	6	3	6	6	10	6	6
No access (SPONT.)	7	7	8	10	9	8	9
DK / No opinion	2	1	2	3	2	3	3
Total	101	100	101	100	101	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	76	83	90	86	75	88	89
Difficult access	7	6	4	5	8	4	4
No access (SPONT.)	13	8	5	5	13	5	5
DK / No opinion	4	3	1	5	4	2	2
Total	100	100	100	101	100	99	100

**TABLE 1.5.A ACCESSIBILITY TO WATER SUPPLY SERVICES (% BY COUNTRY)****Question:** And to water supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	93	96	84	84	96	84
Difficult access	3	2	4	8	2	9
No access (SPONT.)	2	0	6	3	1	6
DK / No opinion	2	2	6	5	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	81	97	97	90	94	
Difficult access	5	2	1	4	5	
No access (SPONT.)	11	1	1	2	0	
DK / No opinion	3	0	1	4	0	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 1.5.B ACCESSIBILITY TO WATER SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And to water supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	93	93	93	92	94	94	92
Difficult access	3	2	3	3	3	3	3
No access (SPONT.)	2	2	2	1	2	2	3
DK / No opinion	2	2	2	4	1	1	2
Total	100	99	100	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	93	96	93	93	92	94	92
Difficult access	4	3	4	3	4	2	3
No access (SPONT.)	2	1	2	3	3	2	3
DK / No opinion	1	1	1	2	1	2	2
Total	100	101	100	101	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	4268	2116	1081	3273	3012	2755	4268
Easy access	93	95	93	90	94	96	93
Difficult access	3	3	1	4	2	2	3
No access (SPONT.)	3	1	2	4	2	0	3
DK / No opinion	2	1	4	2	2	1	2
Total	101	100	100	100	100	99	101

**TABLE 1.6.A ACCESSIBILITY TO POSTAL SERVICES (% BY COUNTRY)****Question:** And to postal services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	93	90	82	91	94	94
Difficult access	5	7	11	6	5	3
No access (SPONT.)	1	0	3	1	0	1
DK / No opinion	2	3	5	2	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	88	95	97	90	97	
Difficult access	7	2	2	8	2	
No access (SPONT.)	1	3	0	0	0	
DK / No opinion	4	0	1	3	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 1.6.B ACCESSIBILITY TO POSTAL SERVICES (% BY DEMOGRAPHICS)****Question:** And to postal services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	93	93	93	93	95	94	92
Difficult access	5	4	5	4	4	4	6
No access (SPONT.)	1	1	1	1	0	1	1
DK / No opinion	2	2	1	3	1	1	2
Total	101	100	100	101	100	100	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	92	94	94	93	90	95	93
Difficult access	5	5	4	5	8	3	5
No access (SPONT.)	2	0	0	1	0	0	1
DK / No opinion	1	1	2	2	2	2	1
Total	100	100	100	101	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	91	92	95	94	92	94	94
Difficult access	5	5	4	2	6	4	4
No access (SPONT.)	2	1	0	1	1	1	0
DK / No opinion	2	2	1	3	1	2	2
Total	100	100	100	100	100	101	100

**TABLE 1.7.A ACCESSIBILITY TO TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And to transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	70	55	57	71	65	79
Difficult access	13	26	12	9	15	9
No access (SPONT.)	12	0	25	11	14	11
DK / No opinion	5	20	7	9	6	2
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	73	53	76	59	70	
Difficult access	12	22	13	14	23	
No access (SPONT.)	8	20	8	15	2	
DK / No opinion	7	5	3	12	5	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 1.7.B ACCESSIBILITY TO TRANSPORT SERVICES WITHIN TOWNS/CITIES (%) BY DEMOGRAPHICS)****Question:** And to transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	70	71	68	68	75	68	68
Difficult access	13	12	14	18	12	12	12
No access (SPONT.)	12	11	12	10	9	14	13
DK / No opinion	5	5	5	4	4	6	6
Total	100	99	99	100	100	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	69	74	75	67	59	72	68
Difficult access	14	12	10	11	19	12	13
No access (SPONT.)	11	7	9	18	17	12	13
DK / No opinion	6	7	5	4	5	4	5
Total	100	100	99	100	100	100	99
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	60	68	79	73	52	74	89
Difficult access	14	13	11	17	19	12	8
No access (SPONT.)	20	13	6	6	23	9	1
DK / No opinion	7	5	4	4	7	5	3
Total	101	99	100	100	101	100	101

**TABLE 1.8.A ACCESSIBILITY TO RAIL SERVICES BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And to rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9079	500	1000	1007	1003	1004
Easy access	59	..	55	51	67	52
Difficult access	20	..	20	20	15	17
No access (SPONT.)	15	100	18	14	11	25
DK / No opinion	7	..	7	16	7	6
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1004	500	1000	1061	1000	
Easy access	59	..	60	58	60	
Difficult access	14	..	23	16	21	
No access (SPONT.)	15	100	12	12	12	
DK / No opinion	13	..	5	14	7	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 1.8.B ACCESSIBILITY TO RAIL SERVICES BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And to rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	9079	4081	4998	1537	2199	2337	2985
Easy access	59	59	58	64	63	58	53
Difficult access	20	20	20	20	19	20	20
No access (SPONT.)	15	14	15	10	13	16	18
DK / No opinion	7	6	7	5	5	6	9
Total	101	99	100	99	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	597	1037	859	1640	569	764	2503
Easy access	56	65	64	58	52	61	53
Difficult access	21	21	20	18	18	18	21
No access (SPONT.)	15	10	12	17	25	14	18
DK / No opinion	7	5	5	7	4	7	9
Total	99	101	101	100	99	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1513	4268	2116	1081	3273	3012	2755
Easy access	46	57	68	72	39	64	79
Difficult access	21	20	18	16	28	17	11
No access (SPONT.)	23	16	9	7	26	11	4
DK / No opinion	10	7	5	4	6	7	6
Total	100	100	100	99	99	99	100

**TABLE 2 1.A PRICING OF MOBILE TELEPHONE SERVICES (% BY COUNTRY)**

**Question:** In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6874	309	832	762	696	705
Fair	35	63	48	51	55	46
Unfair	28	28	38	20	31	29
Excessive (SPONT.)	14	6	10	24	13	18
DK / No opinion	22	3	4	5	2	6
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	736	381	837	736	880	
Fair	41	52	23	50	53	
Unfair	25	39	24	37	30	
Excessive (SPONT.)	28	5	15	10	9	
DK / No opinion	6	3	38	3	8	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 2 1.B PRICING OF MOBILE TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6874	3194	3680	1460	2026	1899	1469
Fair	35	35	36	44	41	35	21
Unfair	28	30	26	35	31	27	19
Excessive (SPONT.)	14	15	14	11	18	17	9
DK / No opinion	22	21	24	10	11	21	51
Total	99	101	100	100	101	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	555	972	794	1353	389	570	1181
Fair	39	43	41	41	38	32	20
Unfair	24	29	36	33	19	27	19
Excessive (SPONT.)	18	23	13	13	15	16	12
DK / No opinion	19	6	10	13	28	25	50
Total	100	101	100	100	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	674	3302	1789	1032	2371	2292	2175
Fair	25	37	36	44	31	38	38
Unfair	17	29	27	39	29	27	29
Excessive (SPONT.)	8	14	20	8	10	15	19
DK / No opinion	50	20	17	9	30	21	15
Total	100	100	100	100	100	101	101

**TABLE 2 2.A PRICING OF FIXED TELEPHONE SERVICES (% BY COUNTRY)****Question:** And for fixed telephone services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7724	492	860	821	805	770
Fair	29	62	32	23	35	26
Unfair	42	31	49	40	42	46
Excessive (SPONT.)	20	6	16	34	20	24
DK / No opinion	9	1	3	2	2	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	736	487	954	844	955	
Fair	11	60	27	26	46	
Unfair	45	31	39	59	39	
Excessive (SPONT.)	38	8	21	14	10	
DK / No opinion	6	2	14	1	4	
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>99</b>	

**TABLE 2 2.B PRICING OF FIXED TELEPHONE SERVICES (% BY DEMOGRAPHICS)****Question:** And for fixed telephone services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7724	3482	4242	1320	1850	2014	2520
Fair	29	29	29	38	30	25	26
Unfair	42	43	41	42	42	45	40
Excessive (SPONT.)	20	18	22	12	20	22	24
DK / No opinion	9	9	8	9	7	9	10
Total	100	99	100	101	99	101	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	544	951	775	1376	500	543	2059
Fair	31	33	28	28	33	21	27
Unfair	44	42	49	44	39	45	38
Excessive (SPONT.)	18	22	20	22	17	20	24
DK / No opinion	7	3	3	7	11	14	12
Total	100	100	100	101	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1190	3590	1909	943	2685	2522	2479
Fair	28	28	29	38	28	32	26
Unfair	36	44	45	42	45	39	43
Excessive (SPONT.)	18	21	23	9	17	20	26
DK / No opinion	19	7	3	11	10	9	6
Total	101	100	100	100	100	100	101

**TABLE 2 3.A PRICING OF ELECTRICITY SUPPLY SERVICES (% BY COUNTRY)****Question:** And for electricity supply services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8998	500	945	1007	997	1001
Fair	44	28	36	36	51	63
Unfair	33	51	44	31	29	27
Excessive (SPONT.)	19	18	13	28	18	8
DK / No opinion	4	3	6	5	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1002	497	999	1053	997	
Fair	35	46	47	21	59	
Unfair	30	40	27	61	28	
Excessive (SPONT.)	29	11	22	16	10	
DK / No opinion	5	3	4	2	4	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 2 3.B PRICING OF ELECTRICITY SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And for electricity supply services? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8998	4040	4958	1514	2187	2322	2954
Fair	44	44	44	48	44	41	44
Unfair	33	33	32	28	33	36	32
Excessive (SPONT.)	19	19	20	13	20	20	22
DK / No opinion	4	4	4	11	3	3	2
Total	100	100	100	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	594	1031	848	1632	565	755	2478
Fair	45	54	41	41	47	33	44
Unfair	34	27	36	39	30	37	31
Excessive (SPONT.)	19	15	21	18	21	23	23
DK / No opinion	2	4	2	3	2	7	2
Total	100	100	100	101	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1496	4231	2104	1066	3253	2966	2740
Fair	44	40	48	50	45	45	41
Unfair	34	37	28	25	35	30	31
Excessive (SPONT.)	20	20	20	11	16	20	24
DK / No opinion	3	2	4	14	4	5	4
Total	101	99	100	100	100	100	100

**TABLE 2 4.A PRICING OF GAS SUPPLY SERVICES (% BY COUNTRY)****Question:** And for gas supply services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6934	..	840	484	858	900
Fair	49	..	35	57	48	59
Unfair	27	..	44	23	31	27
Excessive (SPONT.)	18	..	14	14	19	11
DK / No opinion	6	..	7	7	2	3
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	868	469	963	907	645	
Fair	47	84	54	22	72	
Unfair	21	11	20	55	16	
Excessive (SPONT.)	24	2	19	20	4	
DK / No opinion	8	3	7	2	8	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 2 4.B PRICING OF GAS SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And for gas supply services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	6934	3093	3841	1163	1718	1784	2251
Fair	49	48	50	54	53	46	46
Unfair	27	29	26	23	25	32	28
Excessive (SPONT.)	18	17	19	11	18	18	22
DK / No opinion	6	6	5	12	4	5	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>
<b>MAIN ECONOMIC ACTIVITY</b>							
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	462	804	647	1257	412	575	1923
Fair	49	58	45	44	55	50	47
Unfair	32	21	31	33	23	28	26
Excessive (SPONT.)	15	17	20	18	19	17	22
DK / No opinion	4	4	4	5	3	5	5
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>			
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1012	3329	1680	820	2294	2347	2259
Fair	47	45	56	54	47	50	50
Unfair	27	32	24	21	31	25	26
Excessive (SPONT.)	20	19	16	9	14	19	20
DK / No opinion	6	4	4	16	8	5	4
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>

**TABLE 2 5.A PRICING OF WATER SUPPLY SERVICES (% BY COUNTRY)****Question:** And for water supply services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8505	500	915	893	980	891
Fair	51	75	41	45	52	56
Unfair	28	18	38	29	30	31
Excessive (SPONT.)	17	3	15	21	17	10
DK / No opinion	4	4	6	5	2	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	879	496	986	971	994	
Fair	29	53	56	31	70	
Unfair	34	36	21	53	21	
Excessive (SPONT.)	32	8	19	14	6	
DK / No opinion	5	3	5	2	3	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 2 5.B PRICING OF WATER SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And for water supply services? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8505	3804	4701	1458	2078	2200	2748
Fair	51	51	50	56	56	47	46
Unfair	28	27	28	22	25	30	30
Excessive (SPONT.)	17	17	18	11	16	19	21
DK / No opinion	4	5	4	11	3	3	2
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>
<b>MAIN ECONOMIC ACTIVITY</b>							
	<b>Self employed</b>	<b>Managers</b>	<b>Other white collars</b>	<b>Manual workers</b>	<b>House persons</b>	<b>Un- employed</b>	<b>Retired</b>
N=	561	1007	819	1544	542	684	2285
Fair	55	58	47	49	57	45	49
Unfair	26	24	31	32	26	32	28
Excessive (SPONT.)	16	14	19	16	16	19	21
DK / No opinion	3	4	3	3	0	4	3
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>
<b>TERMINAL EDUCATION AGE</b>				<b>LOCALITY</b>			
	<b>below 15</b>	<b>16-19</b>	<b>20 and above</b>	<b>still studying</b>	<b>rural area or village</b>	<b>small or middle sized town</b>	<b>large town</b>
N=	1389	3962	2023	1031	2883	2854	2729
Fair	50	48	54	57	57	49	46
Unfair	29	31	26	20	26	28	29
Excessive (SPONT.)	17	19	17	9	12	20	22
DK / No opinion	3	3	3	14	5	4	3
<b>Total</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>

**TABLE 2 6.A PRICING OF POSTAL SERVICES (% BY COUNTRY)****Question:** And for postal services? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8849	500	953	942	972	979
Fair	60	76	38	61	71	69
Unfair	24	5	46	16	19	19
Excessive (SPONT.)	11	2	11	13	8	5
DK / No opinion	4	18	5	10	3	6
<b>TOTAL</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	962	488	999	1054	1000	
Fair	48	88	66	36	74	
Unfair	19	8	18	50	17	
Excessive (SPONT.)	23	2	12	12	5	
DK / No opinion	10	2	4	2	4	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 2 6.B PRICING OF POSTAL SERVICES (% BY DEMOGRAPHICS)****Question:** And for postal services? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8849	3963	4886	1496	2144	2291	2897
Fair	60	60	60	68	62	57	58
Unfair	24	24	24	19	25	26	24
Excessive (SPONT.)	11	11	12	8	10	12	14
DK / No opinion	4	4	4	6	3	4	4
Total	99	99	100	101	100	99	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	584	1025	841	1595	553	739	2427
Fair	64	62	54	59	68	57	59
Unfair	25	22	32	28	19	25	23
Excessive (SPONT.)	7	10	12	10	8	13	15
DK / No opinion	3	6	2	3	5	5	3
Total	99	100	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1468	4149	2075	1056	3204	2922	2685
Fair	59	58	61	67	65	61	54
Unfair	23	26	25	18	23	23	26
Excessive (SPONT.)	14	12	10	8	9	12	15
DK / No opinion	4	4	4	6	4	4	5
Total	100	100	100	99	101	100	100

**TABLE 2 7.A PRICING OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And for transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7414	500	704	772	706	874
Fair	48	43	45	44	52	61
Unfair	26	20	41	23	30	27
Excessive (SPONT.)	14	4	9	28	12	8
DK / No opinion	12	33	5	4	5	5
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	859	398	914	732	955	
Fair	37	76	51	26	50	
Unfair	27	15	20	56	30	
Excessive (SPONT.)	25	2	15	15	11	
DK / No opinion	11	7	15	3	10	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>	

**TABLE 2 7.B PRICING OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And for transport services within towns/cities (bus, tram, underground, etc)? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7414	3301	4113	1359	1840	1889	2305
Fair	48	49	47	55	48	44	48
Unfair	26	26	26	26	28	29	23
Excessive (SPONT.)	14	13	15	10	15	15	14
DK / No opinion	12	12	11	10	9	12	14
Total	100	100	99	101	100	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	477	900	747	1330	460	600	1895
Fair	47	47	43	47	49	45	49
Unfair	26	26	35	33	17	29	22
Excessive (SPONT.)	10	14	17	13	19	15	15
DK / No opinion	17	14	5	7	15	11	14
Total	100	101	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1122	3378	1849	977	2288	2450	2641
Fair	48	45	48	57	45	55	43
Unfair	23	28	27	26	27	23	30
Excessive (SPONT.)	15	15	13	9	13	10	20
DK / No opinion	14	11	11	8	16	12	7
Total	100	99	99	100	101	100	100

**TABLE 2 8.A PRICING OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And for rail services between towns/cities? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5822	..	777	582	688	650
Fair	38	..	24	47	55	46
Unfair	30	..	51	18	29	28
Excessive (SPONT.)	15	..	16	20	9	9
DK / No opinion	17	..	9	16	7	18
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	714	..	878	703	830	
Fair	31	..	38	23	62	
Unfair	26	..	24	54	18	
Excessive (SPONT.)	19	..	16	16	4	
DK / No opinion	24	..	22	6	15	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>99</b>	<b>99</b>	

**TABLE 2 8.B PRICING OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And for rail services between towns/cities? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	5822	2632	3190	1083	1519	1481	1719
Fair	38	38	38	45	39	36	34
Unfair	30	31	29	33	31	32	25
Excessive (SPONT.)	15	14	15	11	16	15	16
DK / No opinion	17	16	18	11	14	18	24
Total	100	99	100	100	100	101	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	396	741	609	1035	165	519	1527
Fair	46	39	35	38	34	35	35
Unfair	27	27	40	35	28	29	25
Excessive (SPONT.)	9	15	15	15	15	19	17
DK / No opinion	17	19	9	13	23	17	23
Total	99	100	99	101	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	702	2724	1520	799	1687	1958	2148
Fair	36	35	38	48	36	41	36
Unfair	27	31	31	30	32	28	31
Excessive (SPONT.)	13	16	16	11	10	13	24
DK / No opinion	24	18	15	11	22	19	9
Total	100	100	100	100	100	101	100

**TABLE 3.1.A QUALITY OF MOBILE TELEPHONE SERVICES (% BY COUNTRY)**

**Question:** Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6806	309	827	762	687	682
Very good	28	58	40	24	40	22
Fairly good	48	38	53	66	56	62
Fairly bad	3	2	2	4	2	8
Very bad	0		0	0	1	1
DK / No opinion	21	1	5	5	1	7
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	725	381	837	723	873	
Very good	28	52	21	38	35	
Fairly good	63	44	41	55	55	
Fairly bad	3	2	2	4	4	
Very bad	0	0	0	1	1	
DK / No opinion	7	2	36	2	4	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 3.1.B QUALITY OF MOBILE TELEPHONE SERVICES (% BY DEMOGRAPHICS)**

**Question:** Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6806	3160	3646	1457	2020	1883	1426
Very good	28	29	28	33	32	27	19
Fairly good	48	49	46	55	54	49	28
Fairly bad	3	3	3	2	3	2	3
Very bad	0	0	0	1	0	0	0
DK / No opinion	21	20	23	9	10	21	50
Total	100	101	100	100	99	99	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	553	970	794	1343	387	563	1139
Very good	33	38	30	27	25	26	20
Fairly good	48	57	54	56	46	48	30
Fairly bad	2	1	3	3	2	3	3
Very bad	0	0	1	0	0	0	0
DK / No opinion	17	4	12	14	27	23	47
Total	100	100	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	655	3265	1780	1030	2355	2267	2148
Very good	19	28	32	30	25	29	31
Fairly good	28	51	48	57	43	48	52
Fairly bad	2	3	3	5	2	3	3
Very bad	1	0	0	0	1	0	0
DK / No opinion	51	19	16	9	29	20	13
Total	101	101	99	101	100	100	99

**TABLE 3.2.A QUALITY OF FIXED TELEPHONE SERVICES (% BY COUNTRY)****Question:** And of the quality of fixed telephone services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7642	492	850	822	792	751
Very good	28	67	30	16	35	18
Fairly good	56	31	57	72	56	62
Fairly bad	7	1	9	8	7	16
Very bad	1	0	1	1	1	1
DK / No opinion	8	0	4	3	0	3
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	711	487	954	830	953	
Very good	16	59	26	18	36	
Fairly good	68	38	54	67	57	
Fairly bad	9	2	6	13	5	
Very bad	1		1	1	1	
DK / No opinion	6	0	12	1	1	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 3.2.B QUALITY OF FIXED TELEPHONE SERVICES (% BY DEMOGRAPHICS)****Question:** And of the quality of fixed telephone services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7642	3439	4203	1309	1830	1989	2494
Very good	28	27	28	26	28	27	29
Fairly good	56	57	56	58	56	58	54
Fairly bad	7	7	7	9	8	7	6
Very bad	1	2	1	1	1	1	1
DK / No opinion	8	8	8	6	7	8	10
Total	100	101	100	100	100	101	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	543	942	766	1358	498	534	2032
Very good	28	33	26	24	32	25	29
Fairly good	58	56	61	59	49	53	53
Fairly bad	7	9	9	10	8	6	5
Very bad	0	1	2	1	0	3	1
DK / No opinion	6	1	3	7	10	12	12
Total	99	100	101	101	99	99	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1169	3555	1889	937	2653	2485	2466
Very good	26	27	29	26	28	28	26
Fairly good	48	58	59	57	54	57	57
Fairly bad	5	7	9	10	6	6	11
Very bad	1	1	1	1	2	1	1
DK / No opinion	20	7	2	7	11	9	4
Total	100	100	100	101	101	101	99

**TABLE 3.3.A QUALITY OF ELECTRICITY SUPPLY SERVICES (% BY COUNTRY)****Question:** And of the quality of electricity supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8991	500	942	1007	999	1001
Very good	40	59	40	21	47	39
Fairly good	55	34	52	69	49	57
Fairly bad	3	5	4	7	3	3
Very bad	0	1	1	0	1	0
DK / No opinion	2	2	4	3	1	0
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	999	497	999	1050	997	
Very good	30	54	39	33	43	
Fairly good	63	42	56	61	54	
Fairly bad	3	3	3	5	2	
Very bad	0	0	0	0	0	
DK / No opinion	4	0	2	1	1	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 3.3.B QUALITY OF ELECTRICITY SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And of the quality of electricity supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8991	4038	4953	1515	2187	2318	2950
Very good	40	40	39	38	39	40	40
Fairly good	55	54	56	53	57	55	55
Fairly bad	3	3	3	4	3	3	3
Very bad	0	0	0	0	0	0	0
DK / No opinion	2	2	2	5	1	1	2
Total	100	99	100	100	100	99	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	593	1031	845	1630	565	755	2476
Very good	38	44	40	38	40	35	40
Fairly good	58	53	54	56	58	59	55
Fairly bad	3	2	4	4	1	5	3
Very bad	0	0	1	0	0	0	0
DK / No opinion	1	1	1	2	1	1	2
Total	100	100	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1498	4219	2105	1068	3251	2968	2734
Very good	38	38	43	40	35	44	40
Fairly good	57	57	53	50	60	51	54
Fairly bad	3	4	3	3	3	3	5
Very bad	0	0	0	0	0	0	1
DK / No opinion	2	1	1	6	2	2	1
Total	100	100	100	99	100	100	101

**TABLE 3.4.A QUALITY OF GAS SUPPLY SERVICES (% BY COUNTRY)****Question:** And of the quality of gas supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6902	..	832	484	855	897
Very good	40	..	38	22	45	39
Fairly good	51	..	51	69	46	56
Fairly bad	4	..	5	5	7	3
Very bad	1	..	1		2	1
DK / No opinion	5	..	6	4	1	1
<b>TOTAL</b>	<b>101</b>	<b>..</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	859	469	963	902	641	
Very good	30	60	41	40	42	
Fairly good	60	36	50	54	49	
Fairly bad	3	3	3	4	4	
Very bad	0	1	0	0	1	
DK / No opinion	7	0	6	1	5	
<b>TOTAL</b>	<b>859</b>	<b>469</b>	<b>963</b>	<b>902</b>	<b>641</b>	

**TABLE 3.4.B QUALITY OF GAS SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And of the quality of gas supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6902	3080	3822	1157	1715	1773	2239
Very good	40	41	39	40	41	42	38
Fairly good	51	50	52	48	52	49	52
Fairly bad	4	4	4	5	3	4	4
Very bad	1	1	1	1	1	1	0
DK / No opinion	5	5	5	6	3	4	6
Total	101	101	101	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	462	803	643	1246	413	570	1914
Very good	40	49	43	36	39	38	39
Fairly good	55	45	48	54	50	55	50
Fairly bad	2	3	4	5	7	5	4
Very bad	0	1	2	1	0	1	0
DK / No opinion	3	2	3	5	4	1	7
Total	100	100	100	101	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1007	3313	1671	818	2281	2348	2240
Very good	35	38	46	43	32	46	42
Fairly good	52	53	48	45	54	48	50
Fairly bad	4	5	3	3	5	3	5
Very bad	0	0	1	1	1	0	1
DK / No opinion	9	3	2	9	9	3	2
Total	100	99	100	101	101	100	100

**TABLE 3.5.A QUALITY OF WATER SUPPLY SERVICES (% BY COUNTRY)****Question:** And of the quality of water supply services? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8489	500	911	894	982	885
Very good	39	59	38	19	48	23
Fairly good	51	34	49	59	47	53
Fairly bad	7	2	8	16	4	18
Very bad	1	2	1	3	1	5
DK / No opinion	3	3	4	3	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	870	496	986	972	993	
Very good	21	52	40	32	43	
Fairly good	57	40	51	59	49	
Fairly bad	15	5	6	7	6	
Very bad	3	2	0	0	2	
DK / No opinion	4	0	3	1	1	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>	

**TABLE 3.5.B QUALITY OF WATER SUPPLY SERVICES (% BY DEMOGRAPHICS)****Question:** And of the quality of water supply services? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8489	3797	4692	1453	2078	2194	2743
Very good	39	40	38	38	39	40	38
Fairly good	51	50	52	50	51	50	51
Fairly bad	7	7	7	6	7	7	7
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	3	3	5	2	2	2
Total	101	101	101	100	100	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	559	1007	811	1547	542	682	2282
Very good	36	46	38	37	44	34	40
Fairly good	55	45	50	51	50	54	51
Fairly bad	6	7	8	9	4	10	6
Very bad	1	1	1	1	1	2	1
DK / No opinion	2	2	2	3	1	1	2
Total	100	101	99	101	100	101	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1388	3953	2021	1027	2879	2851	2721
Very good	38	37	43	40	35	44	38
Fairly good	52	52	49	46	54	49	49
Fairly bad	7	8	6	6	6	5	11
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	2	2	7	4	2	1
Total	101	100	101	100	100	101	100

**TABLE 3.6.A QUALITY OF POSTAL SERVICES (% BY COUNTRY)****Question:** And of the quality of postal services?) (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8854	500	948	945	979	983
Very good	33	56	22	23	42	29
Fairly good	54	32	50	66	49	59
Fairly bad	9	3	22	5	6	6
Very bad	1	0	3	1	1	1
DK / No opinion	3	8	3	5	1	5
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	962	488	999	1051	999	
Very good	24	64	36	19	43	
Fairly good	61	33	56	55	53	
Fairly bad	8	2	6	21	4	
Very bad	1	0	0	3	0	
DK / No opinion	7	1	2	2	1	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 3.6.B QUALITY OF POSTAL SERVICES (% BY DEMOGRAPHICS)****Question:** And of the quality of postal services?) (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8854	3962	4892	1499	2149	2288	2897
Very good	33	34	33	32	31	35	35
Fairly good	54	54	54	54	57	52	54
Fairly bad	9	8	9	10	9	10	8
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	3	2	4	2	2	3
Total	100	100	99	101	100	100	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	587	1021	840	1599	555	742	2425
Very good	29	32	31	31	39	31	37
Fairly good	60	53	51	53	54	61	53
Fairly bad	7	10	14	12	3	6	7
Very bad	2	1	2	1	0	1	1
DK / No opinion	2	4	1	2	3	2	2
Total	100	100	99	99	99	101	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1467	4151	2078	1057	3203	2919	2695
Very good	37	32	33	32	31	36	33
Fairly good	53	55	54	51	58	53	51
Fairly bad	6	9	9	12	7	9	12
Very bad	1	1	1	1	1	1	1
DK / No opinion	3	2	2	4	2	2	3
Total	100	99	99	100	99	101	100

**TABLE 3.7.A QUALITY OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY COUNTRY)**

**Question:** And of the quality of transport services within towns/cities (bus, tram, underground, etc.)? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7362	500	700	774	699	866
Very good	23	28	17	14	21	24
Fairly good	47	31	48	60	45	57
Fairly bad	17	8	24	19	22	13
Very bad	4	7	5	2	8	2
DK / No opinion	9	26	5	5	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	848	398	914	716	947	
Very good	15	29	26	7	25	
Fairly good	56	31	47	40	44	
Fairly bad	17	23	12	39	19	
Very bad	2	9	3	12	7	
DK / No opinion	9	7	12	3	6	
<b>TOTAL</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>101</b>	

**TABLE 3.7.B QUALITY OF TRANSPORT SERVICES WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)**

**Question:** And of the quality of transport services within towns/cities (bus, tram, underground, etc.)? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
CCEB 2003.3	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7362	3283	4079	1352	1825	1875	2289
Very good	23	23	22	19	22	23	26
Fairly good	47	46	48	48	48	45	46
Fairly bad	17	17	17	21	17	18	13
Very bad	4	3	5	4	6	3	4
DK / No opinion	9	11	8	7	7	10	11
Total	100	100	100	99	100	99	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	474	895	744	1319	459	594	1876
Very good	24	24	21	20	23	19	27
Fairly good	42	38	49	49	47	56	45
Fairly bad	21	21	19	17	16	14	13
Very bad	1	7	8	5	2	2	4
DK / No opinion	12	10	3	9	12	9	11
Total	100	100	100	100	100	100	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1108	3346	1845	974	2257	2435	2635
Very good	25	22	24	19	18	27	22
Fairly good	46	48	45	49	49	45	48
Fairly bad	12	17	18	22	15	17	19
Very bad	5	4	5	5	5	2	6
DK / No opinion	12	10	9	5	13	9	5
Total	100	101	101	100	100	100	100

**TABLE 3.8.A QUALITY OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And of the quality of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5733	..	768	580	682	637
Very good	19	..	13	13	24	17
Fairly good	39	..	34	55	48	50
Fairly bad	21	..	36	14	20	13
Very bad	6	..	11	4	5	1
DK / No opinion	15	..	7	15	4	18
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>101</b>	<b>101</b>	<b>101</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	688	..	878	684	816	
Very good	13	..	21	7	25	
Fairly good	52	..	37	40	45	
Fairly bad	13	..	17	38	15	
Very bad	1	..	6	8	4	
DK / No opinion	21	..	19	6	11	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 3.8.B QUALITY OF RAIL SERVICES BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And of the quality of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	5733	2592	3141	1071	1498	1457	1687
Very good	19	20	18	17	17	19	21
Fairly good	39	38	40	42	42	38	35
Fairly bad	21	21	21	24	20	22	18
Very bad	6	7	6	8	9	5	4
DK / No opinion	15	15	15	9	11	16	21
Total	100	101	100	100	99	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	394	727	608	1014	161	505	1498
Very good	15	19	16	16	22	22	22
Fairly good	45	33	44	41	37	44	36
Fairly bad	23	24	24	24	14	15	18
Very bad	5	10	9	6	3	4	4
DK / No opinion	12	14	7	13	24	15	20
Total	100	100	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	678	2686	1496	795	1646	1937	2121
Very good	19	18	20	15	15	20	21
Fairly good	42	40	38	40	37	40	40
Fairly bad	14	21	21	26	20	20	23
Very bad	5	5	8	10	7	6	6
DK / No opinion	20	16	13	9	21	14	9
Total	100	100	100	100	100	100	99

**TABLE 4.1.A CLEAR INFORMATION FROM MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6718	309	810	762	656	667
Clear	66	87	79	89	86	84
Unclear	10	6	13	5	7	7
DK / No opinion	24	7	8	5	7	8
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	712	381	837	710	874	
Clear	75	86	53	88	84	
Unclear	14	9	10	8	10	
DK / No opinion	11	5	37	4	7	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 4.1.B CLEAR INFORMATION FROM MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6718	3108	3610	1444	2004	1852	1398
Clear	66	68	64	78	78	66	39
Unclear	10	10	10	10	10	12	7
DK / No opinion	24	22	26	12	12	22	54
Total	100	100	100	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	550	960	786	1320	382	555	1118
Clear	77	81	77	72	63	63	40
Unclear	4	13	9	12	9	12	9
DK / No opinion	19	6	13	16	28	25	51
Total	100	100	99	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	643	3224	1755	1020	2323	2238	2121
Clear	37	69	70	80	58	69	72
Unclear	7	10	13	8	9	9	13
DK / No opinion	56	21	17	12	32	22	15
Total	100	100	100	100	99	100	100

**TABLE 4.2.A CLEAR INFORMATION FROM FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7580	492	840	821	785	738
Clear	75	85	76	84	85	86
Unclear	15	10	16	11	12	10
DK / No opinion	10	5	7	5	3	4
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	690	487	954	823	950	
Clear	59	84	71	82	88	
Unclear	25	13	15	14	8	
DK / No opinion	17	3	14	4	3	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 4.2.B CLEAR INFORMATION FROM FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7580	3399	4181	1298	1819	1957	2486
Clear	75	75	75	74	79	76	71
Unclear	15	14	15	14	13	15	16
DK / No opinion	10	10	10	12	8	9	13
Total	100	99	100	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	538	930	757	1337	499	532	2028
Clear	79	82	80	76	77	70	71
Unclear	13	15	16	15	13	17	15
DK / No opinion	8	2	4	9	10	13	14
Total	100	99	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1171	3525	1865	927	2637	2464	2441
Clear	64	77	79	75	73	78	74
Unclear	14	15	18	10	14	12	20
DK / No opinion	23	8	3	15	13	10	7
Total	101	100	100	100	100	100	101

**TABLE 4.3.A CLEAR INFORMATION FROM ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your electricity supply service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8940	500	937	1007	986	998
Clear	82	63	73	84	84	93
Unclear	13	31	16	10	11	4
DK / No opinion	5	6	11	7	5	3
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	973	497	999	1050	993	
Clear	75	79	83	83	90	
Unclear	10	16	14	14	7	
DK / No opinion	15	4	3	3	4	
<b>TOTAL</b>						

**TABLE 4.3.B CLEAR INFORMATION FROM ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your electricity supply service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8940	4010	4930	1500	2177	2299	2943
Clear	82	81	82	74	84	84	82
Unclear	13	13	13	11	13	13	14
DK / No opinion	5	6	5	15	2	3	4
Total	100	100	100	100	99	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	590	1023	841	1616	563	753	2471
Clear	84	85	81	84	89	79	82
Unclear	14	12	18	12	10	17	14
DK / No opinion	2	3	1	4	1	4	4
Total	100	100	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1494	4200	2092	1053	3238	2948	2715
Clear	82	83	83	70	81	83	80
Unclear	14	13	15	10	13	12	15
DK / No opinion	4	4	2	20	6	5	4
Total	100	100	100	100	100	100	99

**TABLE 4.4.A CLEAR INFORMATION FROM GAS SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your gas supply service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6847	..	825	482	838	888
Clear	81	..	71	86	82	89
Unclear	11	..	17	4	12	6
DK / No opinion	8	..	11	10	6	5
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	834	469	963	905	643	
Clear	71	80	83	83	85	
Unclear	10	5	10	12	6	
DK / No opinion	19	15	8	5	9	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 4.4.B CLEAR INFORMATION FROM GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your gas supply service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6847	3041	3806	1142	1704	1752	2231
Clear	81	80	81	74	85	82	81
Unclear	11	11	10	9	10	12	12
DK / No opinion	8	8	8	17	5	7	7
Total	100	99	99	100	100	101	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	455	797	635	1228	412	570	1914
Clear	87	85	82	81	83	80	82
Unclear	8	11	14	12	9	12	10
DK / No opinion	5	4	4	8	9	8	8
Total	100	100	100	101	101	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1002	3288	1662	802	2276	2324	2213
Clear	79	83	82	70	78	84	80
Unclear	10	11	14	8	10	9	14
DK / No opinion	11	6	4	22	12	7	6
Total	100	100	100	100	100	100	100

**TABLE 4.5.A CLEAR INFORMATION FROM WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your water supply service provider? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8399	500	897	891	959	873
Clear	82	81	72	82	85	86
Unclear	11	12	16	11	8	8
DK / No opinion	7	7	12	7	7	6
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	847	496	986	961	989	
Clear	71	82	85	80	88	
Unclear	16	14	9	15	8	
DK / No opinion	13	4	5	5	4	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 4.5.B CLEAR INFORMATION FROM WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your water supply service provider? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8399	3747	4652	1437	2060	2156	2725
Clear	82	83	82	74	87	83	83
Unclear	11	10	11	9	10	12	11
DK / No opinion	7	7	7	17	4	4	6
Total	100	100	100	100	101	99	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	556	992	800	1522	537	676	2270
Clear	87	85	81	84	89	81	84
Unclear	9	11	14	12	8	14	10
DK / No opinion	4	4	4	5	2	5	6
Total	100	100	99	101	99	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1377	3911	1998	1013	2841	2825	2694
Clear	83	83	84	71	83	85	78
Unclear	10	11	14	6	8	9	16
DK / No opinion	6	6	3	22	8	6	6
Total	99	100	101	99	99	100	100

**TABLE 4.6.A CLEAR INFORMATION FROM POSTAL PROVIDERS (% BY COUNTRY)****Question:** And from your postal service provider(s)? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8728	500	926	941	952	965
Clear	86	68	78	89	83	89
Unclear	8	6	12	4	6	5
DK / No opinion	7	26	10	6	11	7
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	934	488	999	1029	994	
Clear	73	88	90	82	92	
Unclear	9	3	7	11	5	
DK / No opinion	17	9	4	7	3	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 4.6.B CLEAR INFORMATION FROM POSTAL PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your postal service provider(s)? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8728	3897	4831	1480	2126	2246	2855
Clear	86	85	87	85	87	85	86
Unclear	8	8	7	6	8	9	7
DK / No opinion	7	7	7	9	5	6	8
Total	101	100	101	100	100	100	101
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	573	1010	829	1565	550	732	2395
Clear	87	84	85	85	92	85	87
Unclear	8	10	10	9	4	8	6
DK / No opinion	5	6	5	6	4	7	7
Total	100	100	100	100	100	100	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1446	4094	2043	1044	3160	2883	2647
Clear	84	87	84	82	87	88	82
Unclear	6	7	10	7	7	6	11
DK / No opinion	9	6	6	10	6	6	8
Total	99	100	100	99	100	100	101

**TABLE 4.7.A CLEAR INFORMATION FROM TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7202	500	666	773	677	845
Clear	77	47	79	82	75	86
Unclear	9	9	10	10	7	5
DK / No opinion	14	44	11	9	18	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	811	398	914	675	943	
Clear	64	71	78	78	82	
Unclear	13	15	8	12	9	
DK / No opinion	23	14	14	9	9	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 4.7.B CLEAR INFORMATION FROM TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7202	3197	4005	1324	1788	1823	2246
Clear	77	75	78	78	79	76	76
Unclear	9	8	9	8	10	10	7
DK / No opinion	14	16	12	14	11	14	18
Total	100	99	99	100	100	100	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	464	871	720	1284	456	580	1848
Clear	81	73	83	78	78	76	75
Unclear	4	12	11	7	9	11	8
DK / No opinion	15	15	6	14	13	13	17
Total	100	100	100	99	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1096	3275	1790	952	2223	2369	2575
Clear	74	78	77	75	73	78	80
Unclear	8	8	11	12	9	7	10
DK / No opinion	19	14	13	13	18	15	10
Total	101	100	101	100	100	100	100

**TABLE 4.8.A CLEAR INFORMATION FROM RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** And from the providers of rail service between town/cities? (SHOW SAME CARD)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5629	..	733	580	668	619
Clear	70	..	70	76	75	76
Unclear	9	..	13	8	6	5
DK / No opinion	21	..	16	16	19	18
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	671	..	878	668	812	
Clear	57	..	69	77	79	
Unclear	10	..	9	12	8	
DK / No opinion	33	..	23	12	13	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>101</b>	<b>101</b>	<b>100</b>	

**TABLE 4.8.B CLEAR INFORMATION FROM RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Question: And from the providers of rail service between town/cities? (SHOW SAME CARD)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	5629	2524	3105	1050	1465	1424	1670
Clear	70	70	70	76	76	69	63
Unclear	9	10	8	8	9	11	8
DK / No opinion	21	20	21	16	15	20	29
Total	100	100	99	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	386	718	583	976	160	498	1499
Clear	79	70	80	72	66	68	63
Unclear	7	11	11	8	10	11	8
DK / No opinion	15	19	10	20	24	20	29
Total	101	100	101	100	100	99	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	672	2634	1469	776	1621	1883	2096
Clear	60	71	73	76	63	72	75
Unclear	9	8	11	8	9	7	11
DK / No opinion	31	21	17	16	28	20	14
Total	100	100	101	100	100	99	100

**TABLE 5.1.A FAIR CONTRACT WITH MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6700	309	794	763	683	656
Fair	53	75	67	72	80	69
Unfair	19	12	14	18	12	18
DK / No opinion	28	13	18	10	8	14
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	715	381	837	686	876	
Fair	64	86	37	80	75	
Unfair	21	8	22	13	16	
DK / No opinion	15	6	41	7	9	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.1.B FAIR CONTRACT WITH MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair? (SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE") (IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6700	3105	3595	1443	1996	1851	1390
Fair	53	54	53	60	63	52	33
Unfair	19	20	18	24	21	19	11
DK / No opinion	28	26	30	16	16	29	56
Total	100	100	101	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	544	960	780	1315	383	555	1116
Fair	57	67	62	61	57	50	30
Unfair	20	23	21	18	10	19	15
DK / No opinion	23	10	17	21	33	31	55
Total	100	100	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	644	3210	1751	1019	2312	2226	2127
Fair	36	56	55	61	49	54	57
Unfair	9	18	24	21	15	20	23
DK / No opinion	55	27	22	17	36	27	20
Total	100	101	101	99	100	101	100

**TABLE 5.2.A FAIR CONTRACT WITH FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** Fixed telephone service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7571	492	835	820	794	735
Fair	51	75	48	49	63	50
Unfair	34	11	33	42	29	38
DK / No opinion	15	14	18	9	8	13
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	689	487	954	812	953	
Fair	39	85	47	58	72	
Unfair	42	9	35	33	23	
DK / No opinion	19	6	18	9	6	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 5.2.B FAIR CONTRACT WITH FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** Fixed telephone service provider (SHOW SAME CARD) (READ OUT)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7571	3394	4177	1279	1819	1965	2488
Fair	51	49	53	52	55	48	49
Unfair	34	37	31	32	33	36	33
DK / No opinion	15	15	16	16	12	15	18
Total	100	101	100	100	100	99	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	537	936	758	1340	499	530	2027
Fair	49	57	51	50	67	46	49
Unfair	36	37	41	36	21	34	31
DK / No opinion	15	6	8	13	12	19	21
Total	100	100	100	99	100	99	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1173	3527	1868	911	2622	2457	2455
Fair	47	50	55	53	52	52	48
Unfair	27	35	37	29	30	33	39
DK / No opinion	26	14	8	19	18	15	13
Total	100	99	100	101	100	100	100

**TABLE 5.3.A FAIR CONTRACT WITH ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Electricity supply service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8953	500	932	1007	992	995
Fair	67	64	55	58	75	77
Unfair	23	21	24	31	15	14
DK / No opinion	10	15	21	11	10	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	989	497	999	1044	998	
Fair	67	81	67	62	83	
Unfair	16	12	26	28	11	
DK / No opinion	16	6	7	10	6	
<b>TOTAL</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.3.B FAIR CONTRACT WITH ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Electricity supply service provider (SHOW SAME CARD) (READ OUT)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	8953	4017	4936	1498	2177	2308	2949
Fair	67	66	68	64	71	64	68
Unfair	23	24	22	18	23	26	22
DK / No opinion	10	10	10	18	6	10	9
Total	100	100	100	100	100	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	591	1027	837	1630	562	755	2473
Fair	72	69	65	64	79	64	68
Unfair	21	26	28	25	14	26	23
DK / No opinion	7	5	7	11	8	10	10
Total	100	100	100	100	101	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1494	4216	2093	1049	3241	2947	2727
Fair	64	66	70	63	68	68	64
Unfair	25	24	25	14	21	23	26
DK / No opinion	11	10	5	23	11	9	10
Total	100	100	100	100	100	100	100

**TABLE 5.4.A FAIR CONTRACT WITH GAS SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Gas supply service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6840	..	821	481	850	886
Fair	67	..	52	69	75	71
Unfair	20	..	25	17	16	19
DK / No opinion	13	..	23	14	10	10
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	844	469	963	892	634	
Fair	68	85	69	60	82	
Unfair	13	2	19	30	8	
DK / No opinion	20	12	12	11	10	
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 5.4.B FAIR CONTRACT WITH GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Gas supply service provider (SHOW SAME CARD) (READ OUT)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	6840	3048	3792	1138	1698	1758	2228
Fair	67	66	68	64	72	64	68
Unfair	20	21	18	15	19	23	19
DK / No opinion	13	13	14	21	9	13	13
Total	100	100	100	100	100	100	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	457	798	633	1238	409	570	1904
Fair	71	71	65	63	76	69	67
Unfair	18	24	25	22	11	21	19
DK / No opinion	11	5	10	14	13	9	14
Total	100	100	100	99	100	99	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1001	3296	1652	798	2267	2321	2220
Fair	63	66	72	62	65	69	68
Unfair	21	21	20	12	18	20	21
DK / No opinion	16	12	8	26	18	10	11
Total	100	99	100	100	101	99	100

**TABLE 5.5.A FAIR CONTRACT WITH WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Water supply service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8427	500	894	892	975	876
Fair	68	76	56	61	76	64
Unfair	21	9	23	27	15	25
DK / No opinion	11	15	21	12	9	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	867	496	986	951	990	
Fair	62	82	70	63	83	
Unfair	23	12	22	26	11	
DK / No opinion	15	6	8	11	6	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.5.B FAIR CONTRACT WITH WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Water supply service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8427	3767	4660	1436	2058	2178	2734
Fair	68	69	68	65	73	68	67
Unfair	21	21	21	16	20	23	23
DK / No opinion	11	10	11	19	8	9	10
Total	100	100	100	100	101	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	560	999	801	1534	540	680	2272
Fair	70	71	67	68	77	67	68
Unfair	21	23	25	21	16	25	22
DK / No opinion	9	6	9	10	7	9	10
Total	100	100	101	99	100	101	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1382	3932	2004	1009	2857	2823	2710
Fair	69	66	73	63	72	68	64
Unfair	21	23	20	12	16	22	25
DK / No opinion	10	10	7	25	12	10	10
Total	100	99	100	100	100	100	99

**TABLE 5.6.A FAIR CONTRACT WITH POSTAL PROVIDERS (% BY COUNTRY)****Question:** Postal service provider (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8710	500	909	943	957	951
Fair	73	63	54	68	73	78
Unfair	15	4	24	15	10	8
DK / No opinion	13	32	22	17	17	14
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	939	488	999	1032	992	
Fair	66	88	78	64	88	
Unfair	11	1	14	22	6	
DK / No opinion	23	10	8	14	5	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>99</b>	

**TABLE 5.6.B FAIR CONTRACT WITH POSTAL PROVIDERS (% BY DEMOGRAPHICS)****Question:** Postal service provider (SHOW SAME CARD) (READ OUT)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8710	3891	4819	1473	2107	2247	2862
Fair	73	72	73	72	75	72	72
Unfair	15	15	15	12	13	17	16
DK / No opinion	13	13	13	16	11	12	13
Total	101	100	101	100	99	101	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	582	1001	825	1568	549	735	2392
Fair	69	71	71	73	80	72	74
Unfair	17	19	19	13	10	16	14
DK / No opinion	14	9	11	14	10	13	12
Total	100	99	101	100	100	101	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1450	4089	2041	1029	3171	2873	2630
Fair	73	71	73	73	75	73	68
Unfair	14	15	17	10	12	15	18
DK / No opinion	13	14	10	17	12	12	14
Total	100	100	100	100	99	100	100

**TABLE 5.7.A FAIR CONTRACT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES**  
(% BY COUNTRY)**Question:** Provider of transport services within towns/cities (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7199	500	655	772	684	828
Fair	61	42	55	56	62	70
Unfair	17	8	20	26	14	13
DK / No opinion	22	50	25	18	24	17
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	813	398	914	698	937	
Fair	55	67	63	50	75	
Unfair	18	18	16	31	12	
DK / No opinion	27	15	20	19	13	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	

**TABLE 5.7.B FAIR CONTRACT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES**  
(% BY DEMOGRAPHICS)**Question:** Provider of transport services within towns/cities (SHOW SAME CARD) (READ OUT)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	7199	3200	3999	1330	1779	1826	2243
Fair	61	61	61	61	64	59	61
Unfair	17	17	17	17	18	19	15
DK / No opinion	22	22	21	22	18	22	24
Total	100	100	99	100	100	100	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	466	867	721	1285	454	585	1839
Fair	54	59	62	62	60	64	62
Unfair	17	20	23	17	13	19	15
DK / No opinion	29	20	15	21	27	17	23
Total	100	99	100	100	100	100	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1101	3266	1789	954	2226	2370	2570
Fair	62	60	60	63	58	65	60
Unfair	16	17	20	17	16	13	23
DK / No opinion	22	23	20	20	25	22	17
Total	100	100	100	100	99	100	100

**TABLE 5.8.A FAIR CONTRACT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** Provider of rail services between towns/cities (SHOW SAME CARD) (READ OUT)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5591	..	717	580	675	604
Fair	54	..	46	56	66	59
Unfair	19	..	25	19	9	13
DK / No opinion	27	..	29	25	25	28
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	663	..	878	666	808	
Fair	48	..	53	53	74	
Unfair	14	..	19	27	10	
DK / No opinion	37	..	28	20	16	
<b>TOTAL</b>	<b>99</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 5.8.B FAIR CONTRACT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (%)**  
BY DEMOGRAPHICS)**Question:** Provider of rail services between towns/cities (SHOW SAME CARD) (READ OUT)

CCEB 2003.3	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	5591	2511	3080	1043	1450	1421	1657
Fair	54	54	54	58	59	51	51
Unfair	19	20	17	19	19	21	16
DK / No opinion	27	25	28	23	22	27	34
Total	100	99	99	100	100	99	101
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	389	711	584	975	160	498	1471
Fair	51	55	56	58	48	56	52
Unfair	21	22	25	19	17	19	15
DK / No opinion	28	23	19	24	34	26	33
Total	100	100	100	101	99	101	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	676	2604	1461	772	1611	1872	2081
Fair	52	53	55	58	50	57	56
Unfair	16	17	23	18	17	15	24
DK / No opinion	32	30	21	24	33	28	20
Total	100	100	99	100	100	100	100

**TABLE 6.1.A COMPLAINT OCCURED WITH MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...? (IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6843	309	798	762	700	700
Yes	5	8	5	5	9	4
No	77	92	94	95	89	94
DK / No opinion	18	..	1	1	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	686	381	837	776	894	
Yes	4	5	4	7	3	
No	80	94	66	93	95	
DK / No opinion	15	1	30	..	2	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.1.B COMPLAINT OCCURED WITH MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...? (IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6843	3164	3679	1442	1986	1887	1507
Yes	5	6	4	6	7	5	1
No	77	78	77	86	84	77	62
DK / No opinion	18	15	19	8	9	19	37
Total	100	99	100	100	100	101	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	543	957	785	1342	387	563	1219
Yes	4	9	6	7	4	2	4
No	79	87	83	80	75	77	62
DK / No opinion	18	4	11	13	21	21	34
Total	101	100	100	100	100	100	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	687	3299	1761	1018	2370	2285	2152
Yes	1	4	9	6	3	6	6
No	58	81	77	87	73	78	82
DK / No opinion	41	15	15	7	24	16	11
Total	100	100	101	100	100	100	99

**TABLE 6.2.A SUCCESS OF COMPLAINT WITH MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** (FOR EACH SERVICE WHICH RECEIVED CODE 1 ('YES') IN Q36.A., ASK) b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	337	20	37	39	55	25
Very well	21	12	30	17	19	5
Fairly well	34	43	27	53	38	38
Fairly badly	23	4	17	18	21	19
Very badly	13	41	1	10	14	28
DK / No opinion	9	0	25	2	8	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	34	16	35	40	36	
Very well	9	14	20	26	16	
Fairly well	46	56	33	34	19	
Fairly badly	26	18	25	31	36	
Very badly	9	12	15	8	25	
DK / No opinion	10	0	7	1	4	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.2.B SUCCESS OF COMPLAINT WITH MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** (FOR EACH SERVICE WHICH RECEIVED CODE 1 ('YES') IN Q36.A., ASK) b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?

	TOTAL	SEX		AGE			
CCEB 2003.3	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
N=	337	185	152	104	117	83	31
Very well	21	15	29	34	16	17	14
Fairly well	34	36	32	36	29	43	29
Fairly badly	23	23	24	17	24	26	36
Very badly	13	15	9	8	20	5	17
DK / No opinion	9	11	6	4	11	8	5
Total	100	100	100	99	100	99	101
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	30	59	47	72	11	18	29
Very well	20	29	28	19	1	14	8
Fairly well	42	33	32	20	44	20	46
Fairly badly	6	20	13	37	4	34	37
Very badly	30	17	24	5	31	7	3
DK / No opinion	1	1	4	18	20	25	6
Total	99	100	101	99	100	100	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	19	145	98	69	85	107	141
Very well	21	14	23	26	22	24	16
Fairly well	29	40	32	29	24	37	37
Fairly badly	14	26	21	29	38	21	18
Very badly	33	6	20	7	6	11	20
DK / No opinion	4	14	4	8	9	6	10
Total	101	100	100	99	99	99	101

**TABLE 6.3.A COMPLAINT OCCURED WITH FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** Fixed telephone services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7657	492	824	844	807	757
Yes	5	6	9	4	8	4
No	88	94	90	94	90	94
DK / No opinion	7	..	1	2	2	2
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	660	487	954	873	959	
Yes	6	9	4	10	3	
No	80	90	86	90	96	
DK / No opinion	15	0	10	1	1	
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 6.3.B COMPLAINT OCCURED WITH FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** Fixed telephone services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7657	3433	4224	1305	1833	1991	2507
Yes	5	7	4	4	8	6	4
No	88	86	89	91	86	87	87
DK / No opinion	7	7	7	5	6	7	9
Total	100	100	100	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	536	934	765	1361	502	544	2051
Yes	8	11	7	6	5	5	3
No	86	87	90	89	88	85	87
DK / No opinion	5	2	3	5	6	11	10
Total	99	100	100	100	99	101	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1186	3577	1872	930	2676	2478	2465
Yes	2	6	7	6	4	6	7
No	81	89	90	87	87	88	88
DK / No opinion	17	5	3	7	9	6	5
Total	100	100	100	100	100	100	100

**TABLE 6.4.A SUCCESS OF COMPLAINT WITH FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** Fixed telephone services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	459	30	68	36	66	31
Very well	13	26	6	5	14	4
Fairly well	37	40	31	64	43	35
Fairly badly	23	15	21	31	17	28
Very badly	15	16	9	0	12	26
DK / No opinion	13	3	33	0	13	7
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	39	48	38	81	22	
Very well	0	40	19	10	5	
Fairly well	33	29	36	40	22	
Fairly badly	44	18	20	32	49	
Very badly	16	12	18	17	16	
DK / No opinion	7	1	8	1	8	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 6.4.B SUCCESS OF COMPLAINT WITH FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** Fixed telephone services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	459	224	235	60	147	142	108
Very well	13	9	19	4	13	19	10
Fairly well	37	40	32	52	31	35	39
Fairly badly	23	26	18	15	24	23	25
Very badly	15	14	15	17	18	9	16
DK / No opinion	13	11	15	11	13	13	10
Total	101	100	99	99	99	99	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	47	83	50	88	36	32	72
Very well	24	18	12	4	5	11	13
Fairly well	25	50	42	32	7	34	30
Fairly badly	26	19	16	31	52	19	26
Very badly	19	7	7	11	13	35	19
DK / No opinion	7	6	24	23	23	1	13
Total	101	100	101	101	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	56	218	129	50	127	146	181
Very well	16	9	20	12	17	14	10
Fairly well	44	28	45	49	21	43	41
Fairly badly	23	29	18	8	31	18	21
Very badly	9	18	9	18	23	14	11
DK / No opinion	7	16	8	13	8	10	17
Total	99	100	100	100	100	99	100

**TABLE 6.5.A COMPLAINT OCCURED WITH ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Electricity supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8881	500	914	1007	994	994
Yes	4	14	5	3	9	2
No	95	86	94	92	90	96
DK / No opinion	2	..	2	4	1	1
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	928	497	999	1053	995	
Yes	2	13	2	4	3	
No	85	87	97	95	97	
DK / No opinion	13	0	1	1	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 6.5.B COMPLAINT OCCURED WITH ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Electricity supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8881	3986	4895	1494	2148	2287	2931
Yes	4	4	3	2	5	4	3
No	95	94	95	95	94	94	95
DK / No opinion	2	2	2	3	1	2	2
Total	101	100	100	100	100	100	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	584	1012	834	1607	559	748	2457
Yes	2	9	4	5	3	3	3
No	97	89	95	93	97	96	95
DK / No opinion	1	2	1	2	1	2	2
Total	100	100	100	100	101	101	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1484	4175	2071	1050	3211	2925	2706
Yes	4	3	5	1	4	3	5
No	94	95	94	95	94	96	94
DK / No opinion	2	2	1	4	2	1	2
Total	100	100	100	100	100	100	101

**TABLE 6.6.A SUCCESS OF COMPLAINT WITH ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Electricity supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	408	67	50	34	79	20
Very well	14	23	8	7	18	13
Fairly well	32	38	38	45	37	42
Fairly badly	27	25	13	32	28	10
Very badly	14	12	21	12	12	18
DK / No opinion	13	3	19	3	6	18
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>101</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	16	53	21	41	27	
Very well	0	16	13	12	21	
Fairly well	41	22	20	46	19	
Fairly badly	4	37	34	34	37	
Very badly	23	24	12	8	13	
DK / No opinion	32	1	21	0	10	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.6.B SUCCESS OF COMPLAINT WITH ELECTRICITY SUPPLY PROVIDERS (%) BY DEMOGRAPHICS)****Question:** Electricity supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	408	193	215	39	113	127	128
Very well	14	11	17	5	13	16	17
Fairly well	32	34	31	53	31	40	20
Fairly badly	27	32	22	25	30	24	27
Very badly	14	15	12	11	14	14	15
DK / No opinion	13	8	17	6	13	6	20
Total	100	100	99	100	101	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	32	64	42	90	34	26	97
Very well	7	5	14	13	48	20	15
Fairly well	32	36	48	39	18	34	20
Fairly badly	29	39	18	26	5	12	30
Very badly	31	18	1	12	5	6	17
DK / No opinion	0	3	19	10	24	28	18
Total	99	101	100	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	88	209	85	20	147	122	133
Very well	17	15	6	30	18	11	13
Fairly well	30	37	26	30	25	34	39
Fairly badly	27	22	41	5	22	30	32
Very badly	10	13	19	18	23	7	10
DK / No opinion	17	14	8	17	12	19	6
Total	101	101	100	100	100	101	100

**TABLE 6.7.A COMPLAINT OCCURED WITH GAS SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Gas supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6890	..	810	508	854	899
Yes	2	..	4	2	5	0
No	94	..	94	97	94	98
DK / No opinion	4	..	2	1	1	2
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	804	469	964	917	665	
Yes	1	2	1	3	2	
No	85	98	95	97	96	
DK / No opinion	14	0	5	1	2	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	

**TABLE 6.7.B COMPLAINT OCCURED WITH GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Gas supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6890	3067	3823	1149	1704	1772	2247
Yes	2	2	2	1	2	2	1
No	94	94	95	95	95	93	94
DK / No opinion	4	4	3	3	3	4	4
Total	100	100	100	99	100	99	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	463	803	639	1239	411	572	1920
Yes	2	3	3	3	1	1	1
No	95	95	96	93	96	96	94
DK / No opinion	3	2	2	4	3	3	5
Total	100	100	101	100	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1009	3318	1659	811	2294	2337	2225
Yes	2	2	2	2	1	2	2
No	92	95	96	93	92	96	96
DK / No opinion	7	3	2	6	7	2	2
Total	101	100	100	101	100	100	100

**TABLE 6.8.A SUCCESS OF COMPLAINT WITH GAS SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Gas supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	144	..	29	8	39	4
Very well	22	..	46	11	14	21
Fairly well	26	..	6	23	31	0
Fairly badly	24	..	6	32	39	18
Very badly	13	..	21	34	4	0
DK / No opinion	15	..	21	0	12	61
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	10	10	7	26	11	
Very well	0	10	14	7	19	
Fairly well	55	38	37	32	33	
Fairly badly	0	33	28	22	24	
Very badly	22	19	0	36	24	
DK / No opinion	23	0	20	2	0	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>100</b>	

**TABLE 6.8.B SUCCESS OF COMPLAINT WITH GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Gas supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	144	67	77	18	39	41	45
Very well	22	23	20	5	17	14	48
Fairly well	26	29	22	21	18	40	17
Fairly badly	24	24	25	39	37	21	10
Very badly	13	12	14	13	17	11	11
DK / No opinion	15	12	19	22	10	15	15
Total	100	100	100	100	99	101	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	12	24	13	29	8	8	34
Very well	36	15	5	17	4	12	39
Fairly well	15	20	45	30	21	65	17
Fairly badly	15	39	4	32	57	0	18
Very badly	7	21	16	2	17	23	15
DK / No opinion	27	5	30	19	0	0	11
Total	100	100	100	100	99	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	73	33	15	2	58	46	2
Very well	28	16	18	26	52	4	21
Fairly well	29	31	28	8	19	23	37
Fairly badly	17	21	32	36	15	36	17
Very badly	17	9	19	12	5	16	16
DK / No opinion	10	23	3	18	10	21	9
Total	101	100	100	100	101	100	100

**TABLE 6.9.A COMPLAINT OCCURED WITH WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Water supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8422	500	885	901	978	898
Yes	2	4	5	3	6	4
No	95	96	94	95	93	94
DK / No opinion	2	..	2	2	1	2
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	815	496	986	973	990	
Yes	3	9	1	4	3	
No	85	91	97	96	96	
DK / No opinion	13	0	3	1	1	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	

**TABLE 6.9.B COMPLAINT OCCURED WITH WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Water supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8422	3765	4657	1441	2049	2176	2735
Yes	2	3	2	2	3	3	2
No	95	95	95	95	95	95	96
DK / No opinion	2	3	2	4	2	2	2
Total	99	101	99	101	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	558	993	803	1526	538	680	2276
Yes	3	4	4	4	2	1	2
No	95	94	94	93	98	98	96
DK / No opinion	2	3	2	2	0	1	2
Total	100	101	100	99	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1380	3934	1992	1015	2867	2818	2698
Yes	2	3	3	1	2	3	3
No	96	95	95	94	94	96	95
DK / No opinion	2	2	2	5	4	1	2
Total	100	100	100	100	100	100	100

**TABLE 6.10.A SUCCESS OF COMPLAINT WITH WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** Water supply services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	327	18	41	31	52	37
Very well	10	16	12	9	7	0
Fairly well	29	36	12	61	44	32
Fairly badly	29	23	44	13	24	24
Very badly	18	12	15	6	16	27
DK / No opinion	14	13	18	11	9	17
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	22	41	9	43	33	
Very well	0	13	22	4	21	
Fairly well	25	14	23	26	16	
Fairly badly	41	43	6	39	20	
Very badly	16	27	20	28	23	
DK / No opinion	19	2	28	2	20	
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>100</b>	

**TABLE 6.10.B SUCCESS OF COMPLAINT WITH WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** Water supply services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	327	145	182	37	82	108	99
Very well	10	7	12	21	11	4	13
Fairly well	29	34	24	30	25	32	28
Fairly badly	29	25	32	19	28	34	29
Very badly	18	19	17	14	19	18	21
DK / No opinion	14	14	14	16	18	12	9
Total	100	99	99	100	101	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	30	55	34	73	26	19	69
Very well	15	2	6	1	18	3	14
Fairly well	40	14	51	34	15	6	25
Fairly badly	26	36	19	31	22	73	27
Very badly	11	39	5	18	9	18	24
DK / No opinion	8	10	20	16	35	0	10
Total	100	101	101	100	99	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	62	169	74	18	90	110	123
Very well	8	4	4	55	23	5	8
Fairly well	41	23	40	8	17	28	38
Fairly badly	28	39	17	12	27	35	26
Very badly	14	17	30	1	21	13	22
DK / No opinion	8	17	9	23	12	18	7
Total	99	100	100	99	100	99	101

**TABLE 6.11.A COMPLAINT OCCURED WITH POSTAL PROVIDERS (% BY COUNTRY)****Question:** Postal services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8771	500	917	965	973	981
Yes	3	2	8	3	5	1
No	95	98	90	94	95	98
DK / No opinion	2	..	1	3	1	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	898	488	999	1053	997	
Yes	1	2	1	6	1	
No	85	98	97	94	97	
DK / No opinion	14	..	1	1	1	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>101</b>	<b>99</b>	

**TABLE 6.11.B COMPLAINT OCCURED WITH POSTAL PROVIDERS (% BY DEMOGRAPHICS)****Question:** Postal services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8771	3924	4847	1488	2116	2267	2879
Yes	3	4	3	2	4	4	2
No	95	94	96	96	95	94	96
DK / No opinion	2	2	2	3	1	2	2
Total	100	100	101	101	100	100	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	577	1014	831	1581	549	732	2406
Yes	5	5	6	5	2	1	2
No	93	93	92	94	96	98	97
DK / No opinion	2	2	2	1	2	2	2
Total	100	100	100	100	100	101	101
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1452	4114	2053	1051	3163	2894	2676
Yes	1	3	5	3	2	3	4
No	97	95	94	95	96	95	94
DK / No opinion	2	2	1	3	2	1	2
Total	100	100	100	101	100	99	100

**TABLE 6.12.A SUCCESS OF COMPLAINT WITH POSTAL PROVIDERS (% BY COUNTRY)****Question:** Postal services

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	292	8	75	30	46	13
Very well	8	0	7	12	8	7
Fairly well	26	23	25	44	20	28
Fairly badly	32	64	36	29	41	5
Very badly	17	13	11	3	17	39
DK / No opinion	17	0	22	13	14	21
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	14	9	15	67	15	
Very well	0	15	11	5	14	
Fairly well	18	35	27	37	26	
Fairly badly	46	50	19	30	14	
Very badly	0	0	24	23	16	
DK / No opinion	36	0	19	4	30	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 6.12.B SUCCESS OF COMPLAINT WITH POSTAL PROVIDERS (% BY DEMOGRAPHICS)**

Question: Postal services

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	292	139	153	30	93	90	78
Very well	8	5	11	10	6	8	11
Fairly well	26	34	17	25	29	21	31
Fairly badly	32	28	36	45	31	34	24
Very badly	17	17	16	3	13	25	17
DK / No opinion	17	16	19	17	21	12	17
Total	100	100	99	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	34	50	39	63	16	11	52
Very well	19	3	9	1	1	34	14
Fairly well	23	16	37	31	11	5	24
Fairly badly	39	32	9	36	48	25	34
Very badly	10	39	21	12	7	33	12
DK / No opinion	9	11	24	20	32	3	16
Total	100	101	100	100	99	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	28	153	83	25	73	99	114
Very well	8	7	7	0	15	4	9
Fairly well	36	19	34	30	28	22	30
Fairly badly	31	39	19	48	28	37	30
Very badly	15	16	24	2	21	21	10
DK / No opinion	10	19	15	19	8	15	21
Total	100	100	99	99	100	99	100

**TABLE 6.13.A COMPLAINT OCCURED WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** Transport services within towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7360	500	684	805	707	868
Yes	1	1	3	1	4	0
No	86	99	95	96	93	98
DK / No opinion	13	..	2	3	3	1
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	788	398	914	748	948	
Yes	1	1	1	3	1	
No	84	96	79	96	97	
DK / No opinion	15	3	20	2	2	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	

**TABLE 6.13.B COMPLAINT OCCURED WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Transport services within towns/cities

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7360	3274	4086	1342	1816	1869	2312
Yes	1	2	1	1	2	1	1
No	86	85	86	91	90	84	79
DK / No opinion	13	14	12	8	7	15	20
Total	100	101	99	100	99	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	473	894	731	1309	459	598	1902
Yes	1	2	4	2	1	0	1
No	84	90	88	89	89	87	78
DK / No opinion	15	8	7	8	10	13	21
Total	100	100	99	99	100	100	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1113	3358	1834	965	2274	2430	2621
Yes	1	2	2	2	1	1	3
No	79	85	88	91	81	87	89
DK / No opinion	20	13	11	7	18	12	9
Total	100	100	101	100	100	100	101

**TABLE 6.14.A SUCCESS OF COMPLAINT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** Transport services within towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	130	3	22	9	24	5
Very well	5	0	18	0	0	0
Fairly well	18	59	14	25	28	11
Fairly badly	40	41	31	29	41	44
Very badly	9	0	0	4	14	25
DK / No opinion	27	0	36	41	16	20
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	12	7	6	28	14	
Very well	0	8	0	3	13	
Fairly well	8	15	0	35	23	
Fairly badly	71	16	48	36	27	
Very badly	0	61	8	14	14	
DK / No opinion	21	0	44	12	23	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 6.14.B SUCCESS OF COMPLAINT WITH TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Transport services within towns/cities

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	130	60	70	21	40	37	31
Very well	5	8	2	0	11	2	1
Fairly well	18	15	22	17	14	13	38
Fairly badly	40	43	37	49	49	33	24
Very badly	9	6	13	15	3	18	6
DK / No opinion	27	28	26	20	23	34	31
Total	99	100	100	101	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	7	21	18	24	8	6	25
Very well	8	11	0	0	1	29	0
Fairly well	10	13	18	30	4	22	21
Fairly badly	35	44	62	27	26	29	34
Very badly	0	2	0	6	68	19	16
DK / No opinion	47	29	20	37	0	0	29
Total	100	99	100	100	99	99	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	15	67	28	19	26	31	70
Very well	6	3	0	20	25	0	3
Fairly well	34	25	11	4	29	16	17
Fairly badly	10	37	56	41	10	33	52
Very badly	29	9	1	11	18	9	7
DK / No opinion	20	26	31	24	17	42	22
Total	99	100	99	100	99	100	101

**TABLE 6.15.A COMPLAINT OCCURED WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** Rail services between towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5844	..	743	644	703	652
Yes	2	..	4	0	3	0
No	89	..	94	95	94	97
DK / No opinion	9	..	2	5	3	3
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	659	..	878	735	830	
Yes	1	..	2	1	1	
No	79	..	86	97	96	
DK / No opinion	19	..	13	1	3	
<b>TOTAL</b>	<b>99</b>	<b>..</b>	<b>101</b>	<b>99</b>	<b>100</b>	

**TABLE 6.15.B COMPLAINT OCCURED WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Rail services between towns/cities

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	5844	2630	3214	1079	1519	1485	1740
Yes	2	3	1	2	2	2	1
No	89	88	89	92	90	87	87
DK / No opinion	9	9	9	6	7	11	11
Total	100	100	99	100	99	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	404	749	600	1034	165	516	1546
Yes	0	7	4	2	1	1	1
No	91	84	92	89	81	91	88
DK / No opinion	9	9	4	9	18	8	12
Total	100	100	100	100	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	698	2741	1526	800	1696	1945	2174
Yes	1	2	3	2	1	2	2
No	86	89	90	93	83	90	94
DK / No opinion	13	9	8	5	16	8	4
Total	100	100	101	100	100	100	100

**TABLE 6.16.A SUCCESS OF COMPLAINT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY COUNTRY)****Question:** Rail services between towns/cities

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	90	..	28	2	19	3
Very well	5	..	0	0	7	54
Fairly well	14	..	11	48	33	0
Fairly badly	47	..	46	52	35	18
Very badly	19	..	22	0	4	0
DK / No opinion	15	..	21	0	21	27
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>

	Lithuania	Malta	Poland	Slovakia	Slovenia
N=	8	..	11	9	10
Very well	10	..	7	0	13
Fairly well	27	..	5	15	35
Fairly badly	38	..	57	28	24
Very badly	0	..	22	57	10
DK / No opinion	26	..	9	0	19
<b>TOTAL</b>	<b>101</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>101</b>

**TABLE 6.16.B SUCCESS OF COMPLAINT WITH RAIL PROVIDERS BETWEEN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** Rail services between towns/cities

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	90	53	37	20	30	21	17
Very well	5	3	10	7	1	2	17
Fairly well	14	17	6	27	21	2	11
Fairly badly	47	46	51	27	46	77	24
Very badly	19	23	10	34	17	7	28
DK / No opinion	15	12	23	5	16	12	21
Total	100	101	100	100	101	100	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	5	20	13	19	2	1	8
Very well	31	1	0	0	0	0	40
Fairly well	0	3	3	45	0	0	0
Fairly badly	31	62	70	28	19	0	19
Very badly	0	29	2	12	0	100	5
DK / No opinion	38	5	25	16	81	0	37
Total	100	100	100	101	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	6	43	20	18	15	30	40
Very badly	0	2	0	10	18	4	0
Fairly badly	56	14	5	19	11	7	25
Fairly well	10	37	73	50	38	58	43
Very well	29	25	14	10	30	13	20
DK / No opinion	5	21	7	11	4	18	12
Total	100	99	99	100	101	100	100

**TABLE 7.1.A CUSTOMER SERVICES OF MOBILE TELEPHONE PROVIDERS (% BY COUNTRY)**

**Question:** In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6731	309	810	763	654	666
Very good	26	51	37	27	40	29
Fairly good	47	42	55	63	48	58
Fairly bad	3	2	2	3	2	4
Very bad	1	0	..	0	1	1
DK / No opinion	24	4	5	7	8	9
<b>TOTAL</b>	<b>101</b>	<b>99</b>	<b>99</b>	<b>100</b>	<b>99</b>	<b>101</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	714	381	837	698	899	
Very good	30	54	18	41	29	
Fairly good	59	40	42	48	54	
Fairly bad	4	2	2	5	6	
Very bad	0	..	1	0	1	
DK / No opinion	7	4	37	6	10	
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 7.1.B CUSTOMER SERVICES OF MOBILE TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)**

**Question:** In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations? (SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6731	3128	3603	1451	1996	1855	1409
Very good	26	26	26	32	30	26	15
Fairly good	47	48	45	54	55	46	30
Fairly bad	3	3	3	3	3	3	1
Very bad	1	1	0	0	1	0	0
DK / No opinion	24	22	26	12	11	24	53
Total	101	100	100	101	100	99	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	549	959	781	1317	384	556	1129
Very good	28	36	33	30	23	20	16
Fairly good	49	55	51	51	49	52	28
Fairly bad	2	4	3	3	1	4	2
Very bad	2	0	1	0	0	0	0
DK / No opinion	19	5	13	16	28	24	53
Total	100	100	101	100	101	100	99
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	649	3223	1754	1028	2321	2239	2133
Very good	18	26	28	31	23	29	27
Fairly good	25	49	50	55	42	46	54
Fairly bad	0	3	4	3	2	3	3
Very bad	0	0	1	0	0	0	1
DK / No opinion	56	22	17	11	32	22	16
Total	99	100	100	100	99	100	101

**TABLE 7.2.A CUSTOMER SERVICES OF FIXED TELEPHONE PROVIDERS (% BY COUNTRY)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7536	492	840	820	751	740
Very good	19	54	22	14	26	17
Fairly good	59	38	60	72	52	59
Fairly bad	7	2	11	6	5	12
Very bad	2	0	1	0	2	1
DK / No opinion	13	6	6	7	15	11
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	687	487	954	806	959	
Very good	17	49	17	20	24	
Fairly good	60	41	60	58	61	
Fairly bad	13	6	6	9	9	
Very bad	2	2	2	1	1	
DK / No opinion	9	2	15	11	5	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>	

**TABLE 7.2.B CUSTOMER SERVICES OF FIXED TELEPHONE PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your fixed telephone service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7536	3384	4152	1292	1811	1950	2463
Very good	19	18	20	21	19	20	18
Fairly good	59	59	59	55	61	59	60
Fairly bad	7	8	6	9	8	7	4
Very bad	2	3	1	4	3	1	1
DK / No opinion	13	12	13	12	9	13	16
Total	100	100	99	101	100	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	536	929	754	1330	497	531	2003
Very good	18	20	19	22	22	18	19
Fairly good	59	64	65	61	61	52	58
Fairly bad	10	12	7	6	7	12	3
Very bad	4	1	2	1	1	2	1
DK / No opinion	9	3	7	10	9	17	20
Total	100	100	100	100	100	101	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1151	3508	1861	924	2613	2440	2445
Very good	17	20	19	17	19	22	17
Fairly good	51	61	62	55	59	56	63
Fairly bad	2	6	11	10	6	7	8
Very bad	1	1	2	5	2	1	3
DK / No opinion	29	11	5	13	15	14	9
Total	100	99	99	100	101	100	100

**TABLE 7.3.A CUSTOMER SERVICES OF ELECTRICITY SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your electricity supply service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8870	500	933	1007	923	1000
Very good	25	44	28	16	27	24
Fairly good	60	42	55	68	45	63
Fairly bad	5	4	9	6	7	4
Very good	1	2	0	0	1	0
DK / No opinion	9	9	8	10	19	9
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	993	497	999	1020	998	
Very good	21	50	25	19	30	
Fairly good	62	38	65	60	60	
Fairly bad	6	7	4	8	6	
Very bad	1	3	1	0	1	
DK / No opinion	10	3	6	13	3	
<b>TOTAL</b>	<b>100</b>	<b>101</b>	<b>101</b>	<b>100</b>	<b>100</b>	

**TABLE 7.3.B CUSTOMER SERVICES OF ELECTRICITY SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your electricity supply service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8870	3975	4895	1495	2155	2284	2915
Very good	25	25	26	23	25	26	26
Fairly good	60	61	59	54	62	61	61
Fairly bad	5	6	5	6	6	6	3
Very bad	1	1	1	0	1	1	0
DK / No opinion	9	8	9	17	5	6	10
Total	100	101	100	100	99	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	586	1020	829	1604	562	751	2439
Very good	26	28	21	28	28	21	25
Fairly good	63	60	62	56	64	64	61
Fairly bad	5	7	8	7	1	7	3
Very bad	0	1	1	0	3	2	0
DK / No opinion	4	4	8	8	3	7	10
Total	98	100	100	99	99	101	99
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1470	4170	2079	1050	3207	2925	2700
Very good	27	25	25	23	23	29	22
Fairly good	57	61	63	52	63	57	60
Fairly bad	3	6	6	6	4	5	8
Very bad	0	1	0	0	0	1	1
DK / No opinion	12	7	5	19	9	8	9
Total	99	100	99	100	99	100	100

**TABLE 7.4.A CUSTOMER SERVICES OF GAS SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your gas supply service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	6789	..	819	479	780	894
Very good	25	..	27	19	25	26
Fairly good	59	..	56	64	47	61
Fairly bad	4	..	8	4	5	4
Very bad	1	..	0	1	1	0
DK / No opinion	12	..	7	12	20	9
<b>TOTAL</b>	<b>101</b>	<b>0</b>	<b>98</b>	<b>100</b>	<b>98</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	844	469	963	874	667	
Very good	22	52	25	21	31	
Fairly good	59	41	63	55	50	
Fairly bad	6	2	2	6	5	
Very bad	1	1	1	1	1	
DK / No opinion	11	4	10	15	11	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>101</b>	<b>98</b>	<b>98</b>	

**TABLE 7.4.B CUSTOMER SERVICES OF GAS SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your gas supply service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	6789	3018	3771	1142	1677	1733	2219
Very good	25	25	25	23	26	26	24
Fairly good	59	59	58	54	61	58	60
Fairly bad	4	4	4	4	5	4	3
Very bad	1	1	1	1	1	1	0
DK / No opinion	12	11	12	18	7	10	13
Total	7092	3320	3871	1411	1958	2003	2493
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	449	791	626	1216	409	569	1892
Very good	28	29	22	27	31	24	24
Fairly good	60	61	60	56	57	61	60
Fairly bad	4	3	9	5	2	3	2
Very bad	1	1	0	0	4	2	0
DK / No opinion	8	5	9	12	6	10	13
Total	726	1038	903	1491	674	669	1991
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	984	3260	1649	803	2252	2314	2190
Very good	26	25	27	21	21	30	23
Fairly good	54	60	61	52	62	56	60
Fairly bad	2	4	5	4	2	4	6
Very bad	0	1	1	2	1	1	1
DK / No opinion	18	10	7	21	14	10	10
Total	1084	3360	1750	903	2352	2415	2290

**TABLE 7.5.A CUSTOMER SERVICES OF WATER SUPPLY PROVIDERS (% BY COUNTRY)****Question:** And from your water supply service provider? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8335	500	898	892	895	877
Very good	25	50	26	15	27	20
Fairly good	57	39	53	65	46	59
Fairly bad	6	1	11	8	5	9
Very bad	1	0	1	1	1	1
DK / No opinion	10	10	9	11	20	11
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>99</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	862	496	986	935	994	
Very good	17	48	26	19	30	
Fairly good	59	39	61	56	57	
Fairly bad	11	8	4	9	8	
Very bad	2	2	1	1	2	
DK / No opinion	10	3	8	15	4	
<b>TOTAL</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	

**TABLE 7.5.B CUSTOMER SERVICES OF WATER SUPPLY PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your water supply service provider? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8335	3725	4610	1436	2028	2147	2703
Very good	25	26	25	24	26	25	26
Fairly good	57	58	57	53	59	59	57
Fairly bad	6	6	6	6	7	7	6
Very bad	1	1	1	0	1	1	1
DK / No opinion	10	9	11	17	7	8	11
Total	99	100	100	100	100	100	101
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	553	986	793	1508	537	672	2241
Very good	27	27	21	27	32	23	26
Fairly good	57	57	61	57	58	61	58
Fairly bad	7	7	8	7	4	6	5
Very bad	1	2	1	1	3	2	1
DK / No opinion	7	7	9	9	3	8	11
Total	99	100	100	101	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1355	3882	1984	1014	2824	2794	2679
Very good	27	24	26	23	24	30	21
Fairly good	53	59	60	52	58	55	60
Fairly bad	6	6	7	7	6	5	8
Very bad	1	1	1	0	1	1	1
DK / No opinion	13	9	7	19	11	10	9
Total	100	99	101	101	100	101	99

**TABLE 7.6.A CUSTOMER SERVICES OF POSTAL PROVIDERS (% BY COUNTRY)****Question:** And from your postal service provider(s)? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	8755	500	940	958	904	981
Very good	24	44	20	20	29	24
Fairly good	60	40	51	69	47	59
Fairly bad	7	1	20	4	4	5
Very bad	1	1	3	1	1	2
DK / No opinion	8	14	6	7	19	9
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>99</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	957	488	999	1028	1000	
Very good	21	60	25	17	33	
Fairly good	62	36	66	55	58	
Fairly bad	6	2	4	15	6	
Very bad	2	..	1	2	1	
DK / No opinion	10	2	4	12	3	
<b>TOTAL</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>101</b>	<b>101</b>	

**TABLE 7.6.B CUSTOMER SERVICES OF POSTAL PROVIDERS (% BY DEMOGRAPHICS)****Question:** And from your postal service provider(s)? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	8755	3921	4834	1488	2118	2255	2873
Very good	24	24	25	22	23	24	26
Fairly good	60	61	59	59	62	60	58
Fairly bad	7	7	7	6	8	7	6
Very bad	1	2	1	1	2	2	1
DK / No opinion	8	7	8	11	5	7	9
Total	100	101	100	99	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	577	1011	830	1577	552	733	2398
Very good	24	24	18	24	28	22	27
Fairly good	60	58	63	61	58	64	58
Fairly bad	10	11	9	7	3	6	5
Very bad	2	1	3	1	4	2	0
DK / No opinion	4	5	7	7	7	6	9
Total	100	99	100	100	100	100	99
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1445	4105	2055	1049	3179	2884	2655
Very good	28	23	25	22	25	27	19
Fairly good	57	61	61	56	62	58	59
Fairly bad	3	8	7	9	5	6	11
Very bad	1	2	2	1	1	1	3
DK / No opinion	11	7	5	11	7	8	8
Total	100	101	100	99	100	100	100

**TABLE 7.7.A CUSTOMER SERVICES OF TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY COUNTRY)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	7196	500	681	752	632	864
Very good	16	27	14	14	20	19
Fairly good	54	29	51	63	42	62
Fairly bad	11	6	25	11	8	7
Very bad	3	5	4	1	3	1
DK / No opinion	15	34	6	11	27	11
<b>TOTAL</b>	<b>99</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	819	398	914	677	959	
Very good	13	26	16	11	22	
Fairly good	58	36	58	48	50	
Fairly bad	13	22	8	22	11	
Very bad	2	6	4	3	5	
DK / No opinion	14	9	14	16	12	
<b>TOTAL</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>100</b>	<b>100</b>	

**TABLE 7.7.B CUSTOMER SERVICES OF TRANSPORT PROVIDERS WITHIN TOWNS/CITIES (% BY DEMOGRAPHICS)****Question:** And from the providers of transport service within towns/cities? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	7196	3195	4001	1323	1777	1823	2253
Very good	16	15	17	16	17	15	17
Fairly good	54	55	54	50	56	56	54
Fairly bad	11	12	11	14	14	11	7
Very bad	3	3	4	5	3	3	3
DK / No opinion	15	15	15	15	10	15	19
Total	99	100	101	100	100	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	453	872	725	1281	454	579	1852
Very good	16	15	12	17	20	18	16
Fairly good	51	50	57	56	53	58	55
Fairly bad	14	14	19	11	8	9	7
Very bad	1	7	3	2	5	3	3
DK / No opinion	18	14	9	14	14	11	18
Total	100	100	100	100	100	99	99
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1093	3270	1790	954	2233	2366	2561
Very good	19	15	15	16	15	19	14
Fairly good	52	55	55	53	55	54	54
Fairly bad	5	11	14	16	9	9	16
Very bad	3	4	3	3	4	3	4
DK / No opinion	21	15	13	12	17	15	12
Total	100	100	100	100	100	100	100

**TABLE 7.8.A CUSTOMER SERVICES OF RAIL PROVIDERS BETWEEN TOWNS/CITIES**  
(% BY COUNTRY)**Question:** And from the provider of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

CC EB 2003.3	CC-13 AVERAGE	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	5615	..	744	578	621	635
Very good	14	..	13	13	23	16
Fairly good	47	..	40	59	46	56
Fairly bad	14	..	29	7	5	5
Very bad	4	..	8	1	2	0
DK / No opinion	20	..	10	20	24	23
<b>TOTAL</b>	<b>99</b>	<b>..</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	664	..	878	662	833	
Very good	10	..	13	10	22	
Fairly good	57	..	48	49	49	
Fairly bad	8	..	13	21	9	
Very bad	0	..	5	2	4	
DK / No opinion	25	..	21	17	17	
<b>TOTAL</b>	<b>100</b>	<b>..</b>	<b>100</b>	<b>99</b>	<b>101</b>	

**TABLE 7.8.B CUSTOMER SERVICES OF RAIL PROVIDERS BETWEEN TOWNS/CITIES**  
(% BY DEMOGRAPHICS)**Question:** And from the provider of rail services between towns/cities? (SHOW SAME CARD WITH SCALE)

	TOTAL	SEX		AGE			
	CC-13 AVERAGE	male	female	15-24	25-39	40-54	55+
CCEB 2003.3							
N=	5615	2523	3092	1056	1459	1415	1666
Very good	14	13	15	16	13	13	16
Fairly good	47	49	46	44	53	49	42
Fairly bad	14	14	14	17	16	14	11
Very bad	4	5	3	6	4	5	2
DK / No opinion	20	19	21	17	13	19	29
Total	99	100	99	100	99	100	100
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un- employed	Retired
N=	377	710	588	987	159	497	1483
Very good	12	13	11	14	15	15	16
Fairly good	52	47	54	51	39	47	44
Fairly bad	16	17	20	13	15	13	11
Very bad	5	7	2	4	9	5	2
DK / No opinion	15	15	13	18	22	19	27
Total	100	99	100	100	100	99	100
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	675	2628	1451	783	1627	1882	2076
Very good	17	13	13	14	12	16	14
Fairly good	43	47	51	48	45	46	51
Fairly bad	8	14	16	17	14	13	17
Very bad	2	5	4	5	4	5	4
DK / No opinion	29	20	16	16	25	20	15
Total	99	99	100	100	100	100	101

## C. TECHNICAL SPECIFICATIONS

### C.1 Co-operating Agencies and Research Executives

**THE GALLUP ORGANIZATION**  
**Budapest Office – Central Eastern European Headquarters**

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Countries	Institutes	Contact	Telephone	Fax
Bulgaria	VITOSHA RESEARCH 1 Lazar Stanev str. 1113 Sofia	Mr. Alexander STOYANOV	359-2-971-3000	359-2-971-2233
Republic of Cyprus	CYMAR MARKET RESEARCH Digeni Akrita, 40 Strovolos 2045 1686 Nicosia	Ms. Eleni MARANGO	357-22-468-000	357-22- 468-008
Czech Republic	THE GALLUP ORGANIZATION, CZECH REPUBLIC Husova 7/241, 11 000 Praha 1	Ms. Alena NEDOMOVA	420-222-221-021	420-222-222-234
Estonia	SAAR POLL Veetorni 4 10119Tallin	Mr. Andrus SAAR	372-6-311-302	372-6-312-486
Hungary	THE GALLUP ORGANIZATION, HUNGARY Fő tér 1., Zichy Kastély H-1033 Budapest	Mr. Gergely HIDEG	361-250-0999	361-250-0650
Latvia	LATVIAN FACTS Brivibas str. 106-2 LV1001 Riga	Mr. Aigars FREIMANIS	371-731-4002	371-727-4936
Lithuania	BALTIC SURVEYS Didlauko 47 LT2057 Vilnius	Ms. Rasa ALISAUSKIENE	370-5-212-0104	370-5-212-7145
Malta	MISCO 3rd Floor Regency House, Republic street VLT04 Valletta	Mr. Anthony CARABOTT	356-2122-0303	356-2124-7512
Poland	THE GALLUP ORGANIZATION, POLAND ul. Krzywickiego 34 02-078 Warszawa	Ms. Hanna IGNACZEWSKA	48-22-622-4132	48-22-622-6716
Romania	THE GALLUP ORGANIZATION, ROMANIA Bd. Nicolae Titulescu Nr. 1, Bl. A7, Sc. 4, Et. 8, Ap. 116-117, Sector 1 78151 Bucuresti	Ms. Olga DEZSO	40-1-210-5016	40-1-211-0366
Slovakia	FOCUS Grossinglova 37 81000 Bratislava	Mr. Ivan DIANISKA	421-2-529-31366	421-2-529-31378
Slovenia	CATI d.o.o. Trzaska cesta 2 1000 Ljubljana	Mr. Bojana PLETESKI	386-1-241-0072	386-1-421-1970
Turkey	KONSENSUS Dikilitas Mah, Ayazmaderesi Cd. Mehmet Plaza No:30/3 Gayrettepe 80260 Istanbul	Mr. Murat SARI	90-212-216-3212	90-212-216-1814

## C2. Administrative Regional Units in the Applicant Countries

### **BULGARIA**

Sofia  
Varna  
Lovech  
Montana  
Rousse  
Bourgas  
Plovdiv  
Sofia  
Haskovo

### **CYPRUS**

### **CZECH REPUBLIC**

Praha  
Stredni Cechy  
Jihozapad  
Severozapad  
Severovychod  
Jihovychod  
Stredni Morava  
Ostravsko

### **ESTONIA**

Pohja-Eesti  
Kesk-Eesti  
Kirde-Eesti  
Laane-Eesti  
Louna-Eesti

### **HUNGARY**

Kozep-Magyarország  
Kozep-Dunántul  
Nyugat-Dunántul  
Del-Dunántul  
Eszak-Magyarország  
Eszak-Alföld  
Del-Alföld

### **LATVIA**

Riga  
Vidzeme  
Kurzeme  
Zemgale  
Latgale

### **LITHUANIA**

Alytaus  
Kauno  
Klaipėdos  
Marijampolės  
Panevezio  
Siauliai  
Tauragės  
Telsiai  
Utenos  
Vilniaus

### **MALTA**

### **POLAND**

Podlaskie  
Lubelskie  
Podkarpackie  
Warmińsko-Mazurskie  
Lubuskie  
Opolskie  
Mazowieckie  
Kujawsko-Pomorskie  
Łódzkie  
Zachodniopomorskie  
Pomorskie  
Wielkopolskie  
Dolnośląskie  
Śląskie  
Mazowieckie  
Świętokrzyskie

### **ROMANIA**

Nord-Est  
Sud-Est  
Sud  
Sud-Vest  
Vest  
Nord-Vest  
Centru  
Bucuresti

### **SLOVAKIA**

Bratislavský  
Západné Slovensko  
Stredné Slovensko  
Východné Slovensko

### **SLOVENIA**

Pomurska  
Podravska  
Koroška  
Savinjska  
Zasavska  
Spodnjeposavska  
Dolenjska  
Osrednjeslovenska  
Gorenjska  
Notranjsko-Krška  
Goriska  
Obalno-Krška

### **TURKEY**

Mediterranean region  
East Anatolian region  
Aegean region  
South-East Anatolian region  
Central Anatolian region  
Black Sea region  
Marmara region

## C.3 Sample Specifications

Between the 16<sup>th</sup> of June and the 18<sup>th</sup> of July 2003, The Gallup Organization Hungary carried out wave 2003.3 of the Candidate Countries Eurobarometer, at the common request of the EUROPEAN COMMISSION, Directorate-Generals Press and Communication and DG ICT and Gender, DG Justice and Home Affairs and DG Health and Consumer Protection.

The Candidate Countries Eurobarometer 2003.3 covers citizens of each of the countries that are applying for European Union membership aged 15 and over, with the exception of Estonia, Latvia and Cyprus. In Estonia and Latvia, the survey covered permanent residents aged 15 and over. In Cyprus, the sample covered the territory of the Republic of Cyprus only. The basic sample design applied in all Candidate Countries is a multi-stage, random (probability) one. In each country, a number of sampling points were drawn with probability proportional to population size (for a total coverage of the country) and to population density. The questions covered by this report had only been asked in the 10 countries that will join the European Union in May of 2004.

For doing so, the points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the Candidate Countries Region according to the EUROSTAT NUTS 2 (or equivalent; if there are no such regions, we used NUTS 3 or equivalent regions for sampling) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language. In countries with significant minorities the respondents had a chance to respond in their mother tongue (in Estonia, Latvia and Lithuania in Russian, and in Romania in Hungarian).

Countries	Institutes	Number of Interviews	Field Work Dates	Population (x 000)
(Republic of) Cyprus	CYMAR MARKET RESEARCH	500	18-June – 4-July	689
Czech Republic	CVVM	1000	16-June – 6-July	10,226
Estonia	SAAR POLL	1007	19-June – 6-July	1,360
Hungary	THE GALLUP ORGANIZATION, HUNGARY	1003	25-June – 18-July	10,195
Latvia	LATVIAN FACTS LTD.	1004	26-June – 6-July	2,345
Lithuania	BALTIC SURVEYS	1004	18-June – 29-June	3,475
Malta	MISCO	500	16-June – 5-July	386
Poland	THE GALLUP ORGANIZATION, POLAND	1000	16-June – 8-July	38,632
Slovakia	FOCUS CENTER FOR SOCIAL AND MARKET ANALYSIS	1061	20-June – 7-July	5,331
Slovenia	CATI D.O.O.	1000	18-June – 16-July	1,980
Total number of interviews		9079		74,619

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from population data from national statistics. For all Candidate Countries a weighting procedure, using marginal and intercellular weighting, was carried out, based on this Universe description. As such in all countries, gender, age, region NUTS 2, settlement size, household size, and education level were introduced in the iteration procedure. For international weighting (i.e. MS-2004 averages), Gallup applies the official population figures as provided by national statistics. The total population figures for input in this post-weighting procedure are listed above.

The results of the Candidate Countries Eurobarometer studies are reported in the form of tables, data files and analyses. Per question a Table of results is given with the full question text in English. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the Directorate-General Press and Communication, Opinion Polls of the European Commission, Office: Brey 7/41, B-1049 Brussels. The results are published on the Internet server of the European Commission: [http://europa.eu.int/comm/public\\_opinion/](http://europa.eu.int/comm/public_opinion/). All Eurobarometer datafiles are stored at the "Zentral Archiv" (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits (in case of a sample of 1000 people – confidence intervals for N=500 sample are larger):

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence intervals	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.2%

## C.4 Definition and weighted distribution of the socio-demographic and other variables used in cross-tabulations

### C.4.1 Gender

The sample consists of the following breakdown by gender:

(1) Men	46 %
(2) Women	54 %

### C.4.2 Age bands

On the basis of their age, respondents are grouped into the following four age bands:

(1) Aged 15 -24	17 %
(2) Aged 25 -39	26 %
(3) Aged 40 -54	27 %
(4) Aged 55+	30 %

### C.4.3 Terminal education age

Terminal education age represents recoded categories of answers to the following question :

*"How old were you when you stopped full-time education?"*

Respondents are grouped into the following 4 categories :

(1) respondents who left school at age fifteen or younger	20 %
(2) respondents who left school at ages 16 to 19	47 %
(3) respondents who stayed in school until they were aged 20 or older	22 %
(4) respondents who are still studying	11 %

### C.4.4 Main economic activity scale

The main economic activity scale represents recoded answers to the following question:

*"What is your current occupation?"*

The original question shows the following distribution:

#### Self – employed

(1) Farmer	2 %
(2) Fisherman	0 %
(3) Professional (lawyer, medical practitioner, accountant, etc.)	1 %
(4) Owner of a shop, craftsman, self -employed person	3 %
(5) Business proprietor, owner (full or partner) of a company	2 %

#### Employed

(6) Employed professional (employed doctor, lawyer, practitioner, accountant, architect)	3 %
(7) General management, director or top management (managing director, director general, other director)	1 %
(8) Middle management, other management (department head, junior manager, teacher, technician)	6 %
(9) Employed position, working mainly at a desk	6 %
(10) Employed position, not at a desk but travelling (salesman, driver, etc.)	3 %
(11) Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	3 %
(12) Supervisor	0 %
(13) Skilled manual worker	9 %
(14) Other (unskilled) manual worker, servant	3 %

#### Non-active

(15) Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	4 %
(16) Student	12 %
(17) Unemployed or temporarily not working	11 %
(18) Retired or unable to work through illness	31 %

The recoded categories and their distribution for the main economic activity scale are as follows:

- |  |      |
|--|------|
| (1) <b>Self employed</b> = Farmer + Fisherman + Professional (lawyer, medical practitioner, accountant, architect, etc.) + Owner of a shop, craftsman, other self employed person + Business proprietor, owner (full or partner) of a company  | 8 %  |
| (2) <b>Managers</b> = Employed professional (employed doctor, lawyer, accountant, architect, etc.) + General management, director or top management (managing director, director general, other director) + Middle management, other management (department head, junior manager, teacher, technician) | 10 % |
| (3) <b>Other white collars</b> = Employed position, working mainly at a desk + Employed position, not at a desk but travelling (salesmen, driver, etc.)  | 9 %  |
| (4) <b>Manual Workers</b> = Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc) + Supervisor + Skilled manual worker + Other (unskilled) manual worker, servant  | 15 % |
| (5) <b>House persons</b> = Responsible for ordinary shopping and looking after the home, or without any current occupation, not working  | 4 %  |
| (6) <b>Unemployed</b> = Unemployed + temporarily not working   | 11 % |
| (7) <b>Retired</b> = Retired + unable to work through illness  | 31 % |
| (8) <b>Still studying</b> = Student  | 12 % |

In the tables, the category "Still studying" is displayed as part of the Terminal Education Age variable

#### C.4.5 Size of locality

On the basis of their own evaluation, respondents are grouped into the following groups according to the size of their settlement:

- |                                |      |
|--------------------------------|------|
| (1) rural area or village      | 37 % |
| (2) small or middle sized town | 37 % |
| (3) large town                 | 26 % |

**D. CCEB - 2003.3 SIG Questionnaire**

(NEW)

**Q31. a) In general, would you say that access to mobile telephone services is easy or difficult for you?**

(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

- b) And to fixed telephone services?**
- c) And to electricity supply services?**
- d) And to gas supply services?**
- e) And to water supply services?**
- f) And to postal services?**
- g) And to transport services within towns/cities (bus, tram, underground, etc)?**
- h) And to rail services between towns/cities?**

(SHOW SAME CARD WITH SCALE)

READ OUT	Easy access	Difficult access	No access (SPONT.)	DK / No opinion	Refused
a) Mobile telephone services	1	2	3	9	X
b) Fixed telephone services	1	2	3	9	X
c) Electricity supply services	1	2	3	9	X
d) Gas supply services	1	2	3	9	X
e) Water supply services	1	2	3	9	X
f) Postal services	1	2	3	9	X
g) Transport services within towns/cities	1	2	3	9	X
h) Rail services between towns/cities	1	2	3	9	X

(NEW)

**Q32 a) In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair?**

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

(IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT:  
"FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")**b) And for fixed telephone services?****c) And for electricity supply services?****d) And for gas supply services?****e) And for water supply services?****f) And for postal services?****g) And for transport services within towns/cities (bus, tram, underground, etc)?****h) And for rail services between towns/cities?**

(SHOW SAME CARD)

READ OUT	Fair	Unfair	Excessive (SPONT.)	Not applicable	DK / No opinion	Refused
a) Mobile telephone services	1	2	3	8	9	X
b) Fixed telephone services	1	2	3	8	9	X
c) Electricity supply services	1	2	3	8	9	X
d) Gas supply services	1	2	3	8	9	X
e) Water supply services	1	2	3	8	9	X
f) Postal services	1	2	3	8	9	X
g) Transport services within towns/cities	1	2	3	8	9	X
h) Rail services between towns/cities	1	2	3	8	9	X

(NEW)

**Q33. a) Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad?**

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

**b) And of the quality of fixed telephone services?**

**c) And of the quality of electricity supply services?**

**d) And of the quality of gas supply services?**

**e) And of the quality of water supply services?**

**f) And of the quality of postal services?)**

**g) And of the quality of transport services within towns/cities (bus, tram, underground, etc.)?**

**h) And of the quality of rail services between towns/cities?**

(SHOW SAME CARD WITH SCALE)

READ OUT	Very good	Fairly good	Fairly bad	Very bad	Not applicable	DK	Ref.
a) Mobile telephone services	1	2	3	4	8	9	X
b) Fixed telephone services	1	2	3	4	8	9	X
c) Electricity supply services	1	2	3	4	8	9	X
d) Gas supply services	1	2	3	4	8	9	X
e) Water supply services	1	2	3	4	8	9	X
f) Postal services	1	2	3	4	8	9	X
g) Transport services within towns/cities	1	2	3	4	8	9	X
h) Rail services between towns/cities	1	2	3	4	8	9	X

(NEW)

**Q34. a) In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear?**

(SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

**b) And from your fixed telephone service provider?**

**c) And from your electricity supply service provider?**

**d) And from your gas supply service provider?**

**e) And from your water supply service provider?**

**f) And from your postal service provider(s)?**

**g) And from the providers of transport service within towns/cities?**

**h) And from the providers of rail service between town/cities?**

(SHOW SAME CARD)

READ OUT	Clear	Unclear	Not applicable	DK	Ref.
a) From your mobile telephone service provider	1	2	8	9	X
b) From your fixed telephone service provider	1	2	8	9	X
c) From your electricity supply service provider	1	2	8	9	X
d) From your gas supply service provider	1	2	8	9	X
e) From your water supply service provider	1	2	8	9	X
f) From your postal service provider	1	2	8	9	X
g) From providers of transport service within towns/cities	1	2	8	9	X
h) From providers of rail service between towns/cities	1	2	8	9	X

(NEW)

**Q35. a) In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair?**

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

(IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

- b) And with your fixed telephone service provider?**
- c) And with your electricity supply service provider?**
- d) And with your gas supply service provider?**
- e) And with your water supply service provider?**
- f) Would you say the general terms and conditions applicable to postal service provider, which are available from post offices, are fair, or unfair?**
- g) Would you say the terms and conditions of carriage from providers of transport services within towns/cities, sometimes printed on the reverse of the tickets, are fair, or unfair?**
- h) And the terms and conditions from providers of rail services between town/cities?**

(SHOW SAME CARD)

READ OUT	Fair	Unfair	Not applicable	DK	Ref.
a) Mobile telephone service provider	1	2	8	9	X
b) Fixed telephone service provider	1	2	8	9	X
c) Electricity supply service provider	1	2	8	9	X
d) Gas supply service provider	1	2	8	9	X
e) Water supply service provider	1	2	8	9	X
f) Postal service provider	1	2	8	9	X
g) Provider of transport services within towns/cities	1	2	8	9	X
h) Provider of rail services between towns/cities	1	2	8	9	X

(NEW)

**Q36. a) In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...?**

(IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK “NOT APPLICABLE”)

(FOR EACH SERVICE WHICH RECEIVED CODE 1 (‘YES’) IN Q36.A., ASK)

**b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?**

	Q36.a					Q36.b					
	Yes	No	Not applicable	DK	Ref.	Very well	Fairly well	Fairly badly	Very badly	DK	Ref.
a) Mobile telephone services	1	2	8	9	X	1	2	3	4	9	X
b) Fixed telephone services	1	2	8	9	X	1	2	3	4	9	X
c) Electricity supply services	1	2	8	9	X	1	2	3	4	9	X
d) Gas supply services	1	2	8	9	X	1	2	3	4	9	X
e) Water supply services	1	2	8	9	X	1	2	3	4	9	X
f) Postal services	1	2	8	9	X	1	2	3	4	9	X
g) Transport services within towns/cities	1	2	8	9	X	1	2	3	4	9	X
h) Rail services between towns/cities	1	2	8	9	X	1	2	3	4	9	X

(NEW)

**Q37. a) In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations?**

(SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

- b) And from your fixed telephone service provider?**
- c) And from your electricity supply service provider?**
- d) And from your gas supply service provider?**
- e) And from your water supply service provider?**
- f) And from your postal service provider(s)?**
- g) And from the providers of transport service within towns/cities?**
- h) And from the provider of rail services between towns/cities?**

(SHOW SAME CARD WITH SCALE)

READ OUT	Very good	Fairly good	Fairly bad	Very bad	Not applicable	DK	Ref.
a) Mobile telephone service provider	1	2	3	4	8	9	X
b) Fixed telephone service provider	1	2	3	4	8	9	X
c) Electricity supply service provider	1	2	3	4	8	9	X
d) Gas supply service provider	1	2	3	4	8	9	X
e) Water supply service provider	1	2	3	4	8	9	X
f) Postal service provider	1	2	3	4	8	9	X
g) Provider of transport services within towns/cities	1	2	3	4	8	9	X
h) Provider of rail services between towns/cities	1	2	3	4	8	9	X

**DEMOS****D1. What is your nationality?**

(DO NOT PROBE - DO NOT READ OUT - ONE ANSWER ONLY)

- 
- 1) Bulgarian
  - 2) Greek
  - 3) Czech
  - 4) Estonian
  - 5) Hungarian
  - 6) Latvian
  - 7) Lithuanian
  - 8) Maltese
  - 9) Polish
  - 10) Romanian
  - 11) Slovak
  - 12) Slovenian
  - 13) Turkish
  - 14) Russian
  - 15) Other
  
  - 99) DK / no opinion  
(spontaneous)
  - 00) Refusal (spontaneous)

**D2. Are you ...?**

- 1 - Single
  - 2 - Married
  - 3 - Living as married
  - 4 - Divorced
  - 5 - Separated
  - 6 - Widowed
- 
- 9 - DK / no opinion  
(spontaneous)
  - X - Refusal (spontaneous)

**D3a. How old were you when you stopped full-time education?**

(CODE THE AGE OF EDUCATION TERMINATION,

IF STILL STUDYING: CODE 00,

IF NEVER WENT TO SCHOOL: CODE 01)

--	--

**D3.b. What is your level of education? LOCAL CODES (such as primary school, worker's school, gymnasium, college, university degree, etc.)**

LOCAL AGENCIES: APPLY CATEGORIES WHICH CORRESPOND TO THE OFFICIAL CENSUS-BUREAU CATEGORIES (AND PRESUMABLY YOU ARE REGULARLY USING) - THIS QUESTION WILL BE USED SOLELY FOR WEIGHTING PURPOSES. WE NEED INFORMATION ABOUT EDUCATION LEVEL WHICH CAN BE AN EFFICIENT INPUT FOR WEIGHTING PROCEDURES BASED ON POPULATION STATISTICS YOU WILL BE ABLE TO PROVIDE US WITH.

**D4. What is the year of your birth?**  
(CODE LAST TWO DIGITS OF THE YEAR)

--	--

**D5a. How many people live in your household, including yourself, all adults and children?**

(CODE NUMBER OF ALL HOUSEHOLD MEMBERS)

--	--

**D5b. And how many of them are under the age of 15?**  
(CODE NUMBER OF THOSE UNDER 15)

--	--

**D5c. And how many of them over 24?**  
(CODE NUMBER OF THOSE OVER 24)

--	--

**D6. Do you or anyone else in your household own .. ?**

(READ OUT)

	yes	no	DK	refusal
a) a house	1	2	9	X
b) an apartment	1	2	9	X
c) a colour TV set	1	2	9	X
d) a video recorder	1	2	9	X
e) a video camera	1	2	9	X
f) automatic washing machine	1	2	9	X
g) dishwasher	1	2	9	X
h) a PC / home computer	1	2	9	X
i) Internet access	1	2	9	X
j) a still camera	1	2	9	X
k) a second home or a holiday home/flat	1	2	9	X
l) mobile phone	1	2	9	X
m) microwave oven	1	2	9	X
n) HI-FI equipment	1	2	9	X
o) 2 or more cars	1	2	9	X
p) only one car	1	2	9	X

**D7a) What is your current occupation ?****D7b)** (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D7a)**Did you do any paid work in the past? What was your last occupation ?**

OCCUPATION	D7a) current	D7b) last
<b>NOT WORKING</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	①	
Student	②	
Unemployed or temporarily not working	③	
Retired or unable to work through illness	④	
<b>SELF EMPLOYED</b>		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	7
Owner of a shop, craftsmen, other self employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (Managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at desk	13	13
Employed position, not at desk but travelling (salesmen, driver, ...)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
<b>NEVER DID ANY PAID WORK</b>		19

**D8. Are you/were you paid - directly or indirectly - by the state, local government or other public administration?**

1 - yes

2 - no

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9 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

**D10. Would you say you live in a ... ?**

1 - rural area or village

2 - small or middle sized town

3 - large town

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9 - DK / no opinion

(spontaneous)

X - Refusal (spontaneous)

**D11.a. Do you consider yourself as belonging to a particular religion? (IF YES)  
Which one? (SHOW CARD - ONE ANSWER ONLY)**

1 - Roman Catholic

2 - Greek Catholic

3 - Protestant\*

4 - Orthodox\*\*

5 - Jewish

6 - Muslim

7 - Buddhist

8 - Hindu

9 - Other

10 - None, I do not consider myself belonging to a particular religion

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99 - DK / no opinion

(spontaneous)

X - Refusal (spontaneous)

\* In the Czech Republic used: "Protestant (Evangelical Church of Czech-Brethrens, Czechoslovak Hussite)", in Hungary: "Protestant (Reformed, Evangelist, etc.)" was used

\*\* In Latvia: "Orthodox, Old Believers" was used

**D11.b. Do you attend religious services other than weddings or funerals several times a week, once a week, a few times a year, once a year or less, or never? (ONE ANSWER ONLY)**

- 1 - several times a week
- 2 - once a week
- 3 - a few times a year
- 4 - once a year or less
- 5 - never

---

9 - DK / no opinion (spontaneous)  
X - Refusal (spontaneous)

**D12. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)**

**Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc.**

**...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into!**

**INCOME DECILISES TO BE CHECKED WITH EACH LOCAL AGENCY;  
LOCAL INCOME GROUPS APPLIED.**

- 1 - B
- 2 - T
- 3 - P
- 4 - F
- 5 - E
- 6 - H
- 7 - L
- 8 - N
- 9 - R
- 10 - M

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99 - DK / no opinion  
(spontaneous)  
X - Refusal (spontaneous)

**D13. If there were a “General Election” tomorrow, (SAY IF CONTACT IS UNDER 18 YEARS: and you had a vote), which party would you vote for?**  
(DO NOT READ OUT - SPONTANEOUS ANSWER - ONLY ONE ANSWER)

LOCAL AGENCIES: APPLY PARTIES THAT ARE NORMALLY INCLUDED IN A POLITICAL SURVEY IN YOUR COUNTRY, IE. THOSE WHO COULD POSSIBLY REACH AT LEAST ONE PERCENT ON GENERAL ELECTIONS AT THE CURRENT TIME.

- 1 - Party A
  - 2 - Party B
  - 3 - Party C
  - 4 - Party D
  - 5 - Party E
  - 6 - Party F
  - 7 - Party G
  - 8 - Party H
  - 9 - Party I
  - 10 - Party J
  - 11 - Party K
  - 12 - Party L
  - 13 - Other Party
  - 14 - Would vote blank/would spoil the vote
  - 15 - Would not vote
- 
- 99 - DK / no opinion  
(spontaneous)
  - X - Refusal (spontaneous)

**D14. Sex of respondent**  
(DO NOT ASK - MARK APPROPRIATE)

- 1 - male
- 2 - female