

p102q1. And how often do you actually use your mobile broadband 3G connection?

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Sample Size: 2552

Fieldwork: 201107 W13

	Total	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	2552	1652	900	287
Base	2552	1652	900	287
Daily	835 33%	482 29%	353 39%	126 44%
3 to 6 times a week	543 21%	330 20%	213 24%	74 26%
Once a week	275 11%	175 11%	100 11%	30 10%
Once a fortnight	162 6%	114 7%	48 5%	9 3%
Once a month	241 9%	188 11%	53 6%	22 8%
Once in 3 months	184 7%	143 9%	41 5%	10 3%
Once in 6 months	144 6%	118 7%	26 3%	7 2%
Less than once a year	59 2%	46 3%	13 1%	3 1%
Never	35 1%	12 1%	23 3%	2 1%
Don't know	74 3%	44 3%	30 3%	4 1%

All figures, unless otherwise stated, are from YouGov Plc.

ps9q1. How much do you pay the mobile operator each month to access the internet through \$p16q1? This should be the total amount paid each month and include charges for any usage over and above the inclusive monthly usage allowance

	Broadband type		
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base: All MB	1652	900	287
Less than £5 per month	282 17% C	104 12% C	46 16% C
£5.00 to £9.99 per month	279 17%	134 15%	50 17%
£10.00 to £14.99 per month	307 19%	166 18%	73 25% BEFG
£15.00 to £19.99 per month	293 18% C	81 9%	29 10%
£20.00 to £24.99 per month	61 4%	81 9% B	20 7% B
£25.00 to £29.99 per month	42 3%	50 6% B	16 6% B
£30.00 to £34.99 per month	35 2%	43 5% B	8 3%
£35.00 per month or more	27 2%	36 4% B	4 1%
Not applicable - I do not pay	187 11%	87 10%	21 7%
Don't know	139 8%	118 13% B	20 7%
Net: Top 3 Box	104 6%	129 14% B	28 10% B
Net: Bottom 3 Box	868 53% C	404 45%	169 59% CEFG
Mean	12.88	15.64	13.48
Standard deviation	7.43	9.23	7.86
Standard error	0.20	0.35	0.50

All figures, unless otherwise stated, are from YouGov Plc.

p100bq8. Downloading full length movies : How often do you participate in these activities using your mobile broadband 3G connection?

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Broadband type			
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	21 1%	17 2%	7 2% B
3 to 6 times a week	16 1%	21 2%	8 3% B
Once a week	26 2%	24 3%	10 3% B
Once a fortnight	12 1%	38 4%	9 3% B
Once a month	44 3%	28 3%	19 7% BFG
Once in 3 months	32 2%	26 3%	13 5% B
Once in 6 months	27 2%	17 2%	9 3% E
Less than once a year	55 3%	31 3%	12 4% E
Never	1358 82%	670 74%	193 67% C
Don't know	61 4%	28 3%	7 2% C

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p100bq7. 'Download/stream music, movies etc' :
How often do you participate in these activities
using your mobile broadband 3G connection?

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		Broadband type		
		MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base		1652	900	287
Base		1652	900	287
Daily		37 2%	37 4%	14 5%
			B	BG
3 to 6 times a week		61 4%	55 6%	24 8%
			B	B
Once a week		82 5%	79 9%	39 14%
			B	BFG
Once a fortnight		60 4%	51 6%	20 7%
			B	B
Once a month		101 6%	51 6%	17 6%
Once in 3 months		56 3%	47 5%	18 6%
			B	B
Once in 6 months		49 3%	27 3%	16 6%
				BFG
Less than once a year		71 4%	38 4%	12 4%
Never		1083 66%	482 54%	117 41%
		C		
Don't know		52 3%	33 4%	10 3%

All figures, unless otherwise stated, are from YouGov Plc.

p100bq6. 'Download/stream TV programmes, music, short videos (e.g. YouTube) etc' : How often do you participate in these activities using your mobile broadband 3G connection?

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	Broadband type		
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	49 3%	41 5%	23 8%
		B	BFG
3 to 6 times a week	101 6%	66 7%	24 8%
Once a week	119 7%	96 11%	44 15%
		B	BG
Once a fortnight	108 7%	51 6%	27 9%
			EG
Once a month	113 7%	63 7%	20 7%
Once in 3 months	71 4%	49 5%	12 4%
Once in 6 months	67 4%	36 4%	17 6%
			G
Less than once a year	67 4%	37 4%	10 3%
Never	896 54%	430 48%	104 36%
		C	
Don't know	61 4%	31 3%	6 2%

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p100bq5. 'Buying goods or services online (e.g. books, CDs, tickets, groceries)' : How often do you participate in these activities using your mobile broadband 3G connection?

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Broadband type			
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	41 2%	25 3%	11 4%
3 to 6 times a week	73 4%	67 7%	25 9%
Once a week	154 9%	102 11%	41 14%
Once a fortnight	204 12%	105 12%	48 17%
Once a month	254 15%	133 15%	49 17%
Once in 3 months	201 12%	86 10%	32 11%
Once in 6 months	119 7%	37 4%	17 6%
Less than once a year	119 7%	29 3%	7 2%
Never	436 26%	290 32%	49 17%
Don't know	51 3%	26 3%	8 3%

All figures, unless otherwise stated, are from YouGov Plc.

p100bq4. 'Uploading pictures, videos, or other files (e.g. documents)' : How often do you participate in these activities using your mobile broadband 3G connection?

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Broadband type			
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	74 4%	51 6%	24 8%
3 to 6 times a week	132 8%	108 12%	47 16%
Once a week	164 10%	103 11%	39 14%
Once a fortnight	108 7%	85 9%	20 7%
Once a month	165 10%	81 9%	29 10%
Once in 3 months	125 8%	57 6%	16 6%
Once in 6 months	89 5%	49 5%	18 6%
Less than once a year	84 5%	33 4%	12 4%
Never	659 40%	303 34%	77 27%
Don't know	52 3%	30 3%	5 2%

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p100bq3. Online banking : How often do you participate in these activities using your mobile broadband 3G connection?

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Broadband type			
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	130 8%	76 8%	34 12%
3 to 6 times a week	190 12%	99 11%	44 15%
Once a week	205 12%	157 17%	52 18%
Once a fortnight	119 7%	57 6%	20 7%
Once a month	149 9%	47 5%	20 7%
Once in 3 months	90 5%	40 4%	11 4%
Once in 6 months	76 5%	18 2%	9 3%
Less than once a year	60 4%	25 3%	9 3%
Never	588 36%	356 40%	83 29%
Don't know	45 3%	25 3%	5 2%

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p100bq2. Generally browsing the internet : How often do you participate in these activities using your mobile broadband 3G connection?

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Broadband type			
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	595 36%	402 45%	149 52%
3 to 6 times a week	278 17%	174 19%	62 22%
Once a week	164 10%	100 11%	26 9%
Once a fortnight	102 6%	38 4%	10 3%
Once a month	141 9%	40 4%	14 5%
Once in 3 months	132 8%	34 4%	8 3%
Once in 6 months	80 5%	24 3%	7 2%
Less than once a year	41 2%	15 2%	4 1%
Never	76 5%	54 6%	4 1%
Don't know	43 3%	19 2%	3 1%

All figures, unless otherwise stated, are from YouGov Plc.

p100bq1. Email : How often do you participate in these activities using your mobile broadband 3G connection?

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Broadband type			
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
Unweighted Base	1652	900	287
Base	1652	900	287
Daily	665 40%	428 48%	154 54%
		B	BFG
3 to 6 times a week	260 16%	161 18%	61 21%
			BE
Once a week	140 8%	87 10%	23 8%
Once a fortnight	108 7%	40 4%	9 3%
		C	
Once a month	140 8%	41 5%	11 4%
		C	
Once in 3 months	119 7%	28 3%	5 2%
		C	
Once in 6 months	81 5%	16 2%	6 2%
		C	
Less than once a year	40 2%	9 1%	- -
		C	
Never	59 4%	69 8%	13 5%
		B	
Don't know	40 2%	21 2%	5 2%

All figures, unless otherwise stated, are from YouGov Plc.

Mean scores for satisfaction	Broadband type		
	MB device (dongle, modem stick, and datacard)	MB integrated (phone as modem, netbook, integrated laptop)	3G Tablet
p150q1. Installation (i.e. how easy it was to install and use if applicable) : We'd like you to rate your mobile broadband on Each of the following attributes ...	7.46	7.22	7.55
p150q2. Network coverage (i.e. able to connect in different areas) : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.07	6.35	6.53
p150q3. Getting connected (i.e. able to get connected straight away) : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.36	6.64	6.86
p150q4. Staying connected (i.e. you are not disconnected whilst you are using it) : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.20	6.62	6.79
p150q5. Reliability during the day : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.34	6.69	6.92
p150q6. Reliability in the evening : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.26	6.63	6.92
p150q7. Download speeds (i.e. the speed with which webpages open) : We'd like you to rate your mobile broadband on Each of the following attributes ...	5.60	5.86	6.25
p150q8. Upload speeds (i.e. how long it takes to send emails with attachments) : We'd like you to rate your mobile broadband on Each of the following attributes ...	5.75	6.06	6.32
p150q9. Ease of use : We'd like you to rate your mobile broadband on Each of the following attributes ...	7.33	7.35	7.62
p150q10. Customer services : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.30	6.38	6.66
p150q11. Billing : We'd like you to rate your mobile broadband on Each of the following attributes ...	7.04	6.92	7.23
p152q1. Quality : We'd like you to rate your mobile broadband on Each of the following attributes ...	6.37	6.61	6.89