

# THE EUROPEAN COMMISSION Communication Directorate-General



Quarterly Activity Report  
April to June 2006

**TechTeam.**

TechTeam Europe  
NV/SA  
10 Rue du Planeur  
1130 Brussels  
Belgium

belgacom

TABLE OF CONTENTS	Page 1
DOCUMENT CONTROL	Page 2
ENQUIRIES PER SOURCE AND PER COUNTRY (Country Overall)	Page 3
ENQUIRIES PER SOURCE AND PER COUNTRY (EU 15)	Page 4
ENQUIRIES PER SOURCE AND PER COUNTRY (EU 10)	Page 5
ENQUIRIES PER SOURCE AND PER COUNTRY (Non-EU Countries)	Page 6
ENQUIRIES PER SOURCE AND PER LANGUAGE	Page 7
ENQUIRIES PER CATEGORY OF CALLERS	Page 8
ENQUIRIES PER EU TOPIC	Page 9
COMPLAINTS	Page 10
ENQUIRIES PER SOURCE OF ANSWERS	Page 11



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<b>Author:</b>	Tonny VAN DINGENEN, TechTeam Global
<b>Distribution:</b>	Richard JOELS, EC – Communication Directorate-General Gisela GAUGGEL-ROBINSON, EC – Communication Directorate-General  Christoph NEUT, TechTeam Global Marc VAN REMOORTERE, TechTeam Global
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**Table 1: Enquiries Per Source / Per Country (all)  
Current Quarter**

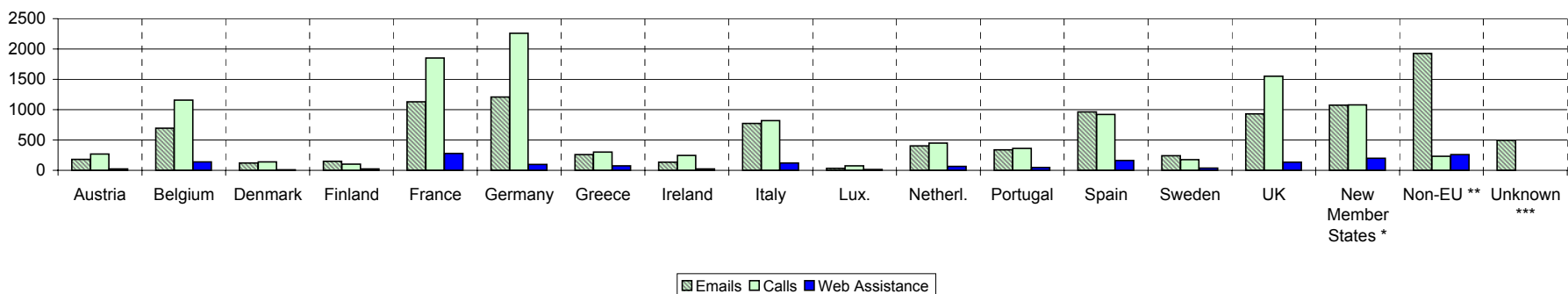
	EU-15															TOTAL EU-15	New Member States *	Non-EU **	Unknown ***	TOTAL
	Austria	Belgium	Denmark	Finland	France	Germany	Greece	Ireland	Italy	Lux.	Netherl.	Portugal	Spain	Sweden	UK					
<b>Calls</b>	268	1156	138	104	1853	2257	300	245	820	74	449	362	919	174	1553	10672	1077	230	0	11979
<b>Emails</b>	182	693	122	148	1128	1209	257	133	775	31	402	336	961	242	931	7550	1076	1926	496	11048
<b>Web Assistance</b>	22	139	11	24	277	96	74	25	119	14	67	48	161	38	136	1251	201	258	0	1710
<b>Mail &amp; Fax</b>	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	1	0	0	0	1
<b>TOTALS</b>	472	1988	271	276	3258	3562	631	403	1715	119	918	746	2041	454	2620	19474	2354	2414	496	24738

\* see table 3 for a detailed breakdown

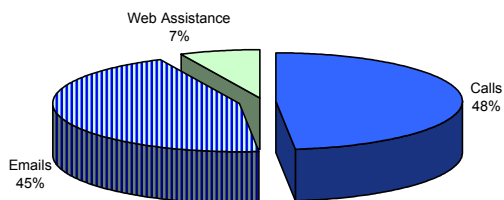
\*\* see table 4 for a detailed breakdown

\*\*\* "Unknown" refers to enquiries for which the country of origin could not be identified on the basis of address or message content

**Figure 1: Enquiries per Source/per Country**



**Figure 2: Handled Enquiries Per Type**



**Figure 3: Enquiries per Category of Countries**

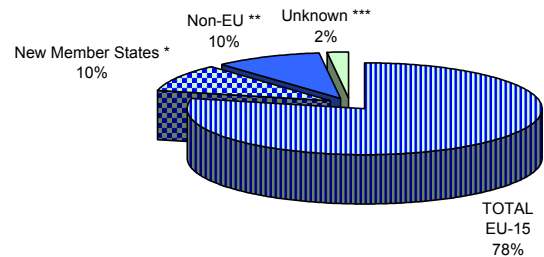


Table 2: Enquiries Per Source / Per Country  
EU 15

		Previous Quarter		Total per country	Current Quarter					
		AVERAGE	TOTALS		APR	MAY	JUN	AVERAGE	TOTALS	Total per country
Austria	Calls	85	256	479	82	114	72	89	268	472
	Emails	68	203		62	58	62	61	182	
	Web A.	7	20		3	8	11	7	22	
Belgium	Calls	447	1341	2382	347	439	370	385	1156	1988
	Emails	265	795		235	276	182	231	693	
	Web A.	82	246		48	51	40	46	139	
Denmark	Calls	54	161	351	39	61	38	46	138	271
	Emails	56	169		47	43	32	41	122	
	Web A.	7	21		4	3	4	4	11	
Finland	Calls	34	102	314	20	46	38	35	104	276
	Emails	62	186		54	43	51	49	148	
	Web A.	9	26		11	11	2	8	24	
France	Calls	822	2465	4296	563	711	579	618	1853	3258
	Emails	480	1440		412	409	307	376	1128	
	Web A.	130	391		100	98	79	92	277	
Germany	Calls	899	2697	4108	699	816	742	752	2257	3562
	Emails	437	1311		434	460	315	403	1209	
	Web A.	33	100		29	40	27	32	96	
Greece	Calls	140	419	747	81	107	112	100	300	631
	Emails	89	266		84	97	76	86	257	
	Web A.	21	62		16	33	25	25	74	
Ireland	Calls	78	233	459	95	74	76	82	245	403
	Emails	59	176		56	41	36	44	133	
	Web A.	17	50		7	9	9	8	25	
Italy	Calls	399	1198	2362	283	295	242	273	820	1715
	Emails	329	986		270	300	205	258	775	
	Web A.	59	178		40	50	29	40	119	
	Letter	0	0		1	0	0	0	1	
Lux.	Calls	24	71	130	25	34	15	25	74	119
	Emails	16	47		8	9	14	10	31	
	Web A.	4	12		4	6	4	5	14	
Neth.	Calls	190	570	1156	127	159	163	150	449	918
	Emails	155	464		149	138	115	134	402	
	Web A.	41	122		25	25	17	22	67	
Portugal	Calls	123	370	777	84	147	131	121	362	746
	Emails	118	354		97	133	106	112	336	
	Web A.	18	53		14	20	14	16	48	
Spain	Calls	326	978	2182	286	329	304	306	919	2041
	Emails	339	1017		327	334	300	320	961	
	Web A.	62	187		50	59	52	54	161	
Sweden	Calls	85	254	569	57	64	53	58	174	454
	Emails	94	281		77	91	74	81	242	
	Web A.	11	34		8	16	14	13	38	
UK	Calls	568	1703	3062	463	568	522	518	1553	2620
	Emails	381	1142		306	318	307	310	931	
	Web A.	72	217		37	52	47	45	136	
<b>TOTAL EU-15</b>				<b>23374</b>						<b>19474</b>

Figure 4: No. of Enquiries per Country, per Source  
EU 15

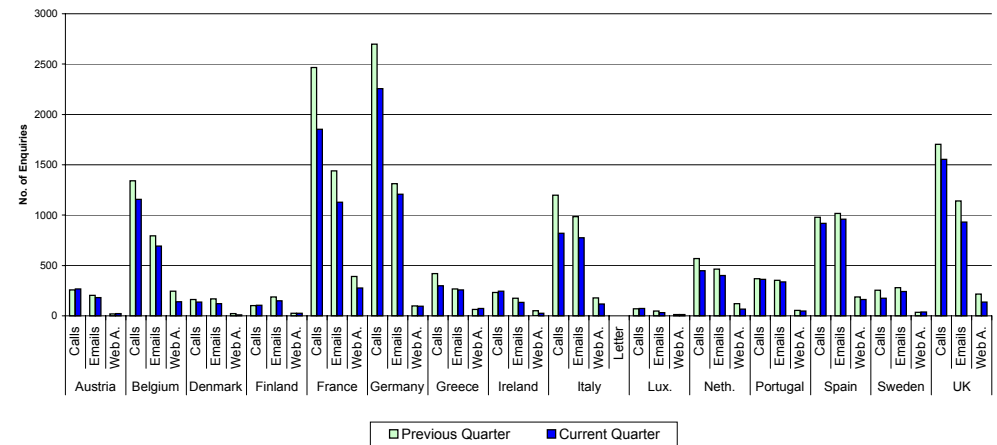
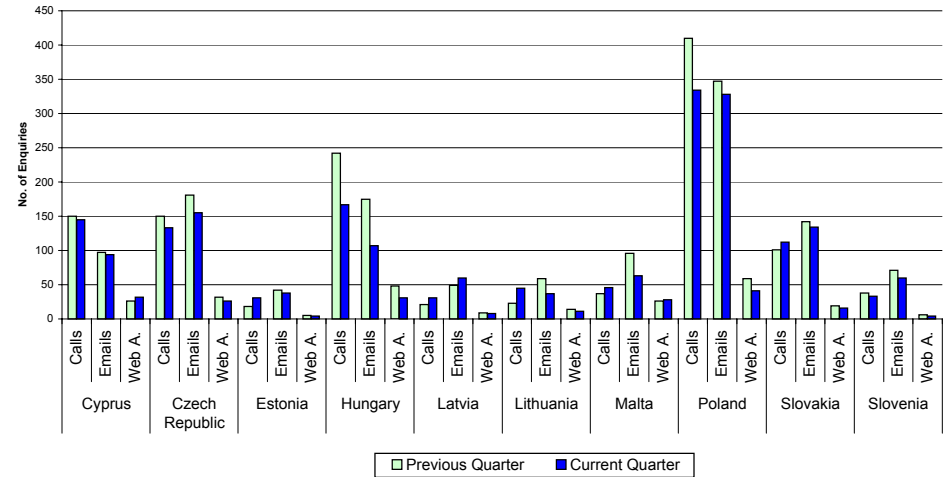


Table 3: Enquiries Per Source / Per Country  
New Member States

		Previous Quarter			Current Quarter					
		AVERAGE	TOTALS	Total per country	APR	MAY	JUN	AVERAGE	TOTALS	Total per country
Cyprus	Calls	50	150	273	47	46	52	48	145	271
	Emails	32	97		22	38	34	31	94	
	Web A.	9	26		11	10	11	11	32	
Czech Republic	Calls	50	150	363	38	47	48	44	133	314
	Emails	60	181		59	52	44	52	155	
	Web A.	11	32		14	6	6	9	26	
Estonia	Calls	6	18	65	14	8	9	10	31	73
	Emails	14	42		11	14	13	13	38	
	Web A.	2	5		2	0	2	1	4	
Hungary	Calls	81	242	465	40	65	62	56	167	305
	Emails	58	175		44	35	28	36	107	
	Web A.	16	48		7	19	5	10	31	
Latvia	Calls	7	21	79	14	11	6	10	31	99
	Emails	16	49		27	24	9	20	60	
	Web A.	3	9		4	2	2	3	8	
Lithuania	Calls	8	23	96	8	19	18	15	45	93
	Emails	20	59		11	15	11	12	37	
	Web A.	5	14		8	3	0	4	11	
Malta	Calls	12	37	159	14	25	7	15	46	137
	Emails	32	96		16	30	17	21	63	
	Web A.	9	26		11	14	3	9	28	
Poland	Calls	137	410	816	119	125	90	111	334	703
	Emails	116	347		120	122	86	109	328	
	Web A.	20	59		11	19	11	14	41	
Slovakia	Calls	34	101	262	24	59	29	37	112	262
	Emails	47	142		42	53	39	45	134	
	Web A.	6	19		9	4	3	5	16	
Slovenia	Calls	13	38	115	11	13	9	11	33	97
	Emails	24	71		18	25	17	20	60	
	Web A.	2	6		1	2	1	1	4	
<b>TOTAL New Member States</b>				<b>2693</b>	<b>2354</b>					

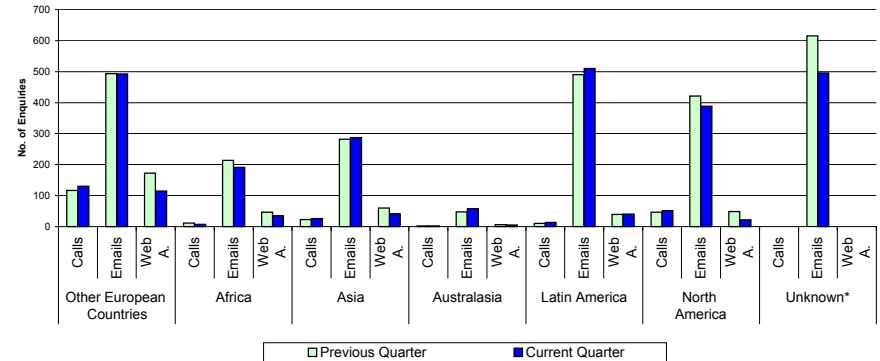
Figure 5: No. of Enquiries per Country, per Source  
New Member States



**Table 4: Enquiries Per Source / Per Country  
Non EU Countries**

		Previous Quarter			Current Quarter					
		AVERAGE	TOTALS	Total per country	APR	MAY	JUN	AVERAGE	TOTALS	Total per country
Other European Countries	Calls	39	117	783	32	57	41	43	130	737
	Emails	165	494		151	174	167	164	492	
	Web A.	57	172		40	51	24	38	115	
Africa	Calls	4	11	271	3	2	2	2	7	233
	Emails	71	214		62	58	71	64	191	
	Web A.	15	46		7	16	12	12	35	
Asia	Calls	8	23	365	8	11	7	9	26	354
	Emails	94	282		90	122	75	96	287	
	Web A.	20	60		15	16	10	14	41	
Australasia	Calls	1	2	56	0	2	0	1	2	65
	Emails	16	48		17	21	20	19	58	
	Web A.	2	6		3	1	1	2	5	
Latin America	Calls	3	10	539	2	5	6	4	13	563
	Emails	163	490		154	189	167	170	510	
	Web A.	13	39		9	16	15	13	40	
North America	Calls	15	46	516	18	17	17	17	52	462
	Emails	140	421		144	144	100	129	388	
	Web A.	16	49		5	10	7	7	22	
<b>TOTAL Non EU Countries</b>				<b>2530</b>	<b>2414</b>					
Unknown*	Calls	0	0	615	0	0	0	0	0	496
	Emails	205	615		174	192	130	165	496	
	Web A.	0	0		0	0	0	0	0	

**Figure 6: No. of Enquiries per Country, per Source  
Non EU Countries**



\* "Unknown" refers to enquiries for which the country of origin could not be identified on the basis of address or message content

Table 5: Enquiries Per Source / Per Language

		Previous Quarter			Current Quarter					
		AVERAGE	TOTALS	Total per Language	APR	MAY	JUN	AVERAGE	TOTALS	Total per Language
Czech	Calls	37	112	243	34	40	47	40	121	237
	Emails	44	131		47	34	35	39	116	
Danish	Calls	30	91	233	24	49	28	34	101	
	Emails	47	142		32	47	25	35	104	
Dutch	Calls	233	699	1274	159	195	190	181	544	
	Emails	192	575		179	206	123	169	508	
English	Calls	1147	3442	9409	940	1148	1028	1039	3116	
	Emails	1411	4233		1198	1310	1093	1200	3601	
	Web A.	578	1734		409	498	369	425	1276	
Estonian	Calls	5	16	37	12	10	10	11	32	
	Emails	7	21		8	9	10	9	27	
Finnish	Calls	23	70	203	8	30	31	23	69	
	Emails	44	133		53	38	35	42	126	
French	Calls	1063	3189	5858	740	932	734	802	2406	
	Emails	689	2068		596	597	480	558	1673	
	Web A.	200	601		144	172	118	145	434	
German	Calls	945	2834	4311	728	900	774	801	2402	
	Emails	492	1477		496	491	392	460	1379	
Greek	Calls	153	460	713	87	110	125	107	322	
	Emails	84	253		73	98	74	82	245	
Hungarian	Calls	70	209	351	38	64	60	54	162	
	Emails	47	142		28	27	29	28	84	
Italian	Calls	373	1120	2023	285	272	217	258	774	
	Emails	301	903		242	282	190	238	714	
Latvian	Mail	0	0	28	1	0	0	0	1	
	Calls	3	9		5	10	7	7	22	
Lithuanian	Emails	6	19	87	10	17	5	11	32	
	Calls	11	33		13	20	17	17	50	
Maltese	Emails	0	11	26	22	13	8	14	43	
	Calls	0	15		3	3	1	2	7	
Polish	Emails	129	387	697	2	7	5	5	14	
	Calls	103	310		116	118	90	108	324	
Portuguese	Calls	105	314	699	120	104	75	100	299	
	Emails	128	385		84	137	129	117	350	
Slovak	Calls	34	101	237	108	146	124	126	378	
	Emails	45	136		26	48	28	34	102	
Slovene	Calls	0	31	76	39	53	40	44	132	
	Emails	0	45		6	13	4	8	23	
Spanish	Calls	302	905	2286	16	16	8	13	40	
	Emails	460	1381		284	317	298	300	899	
Swedish	Calls	61	184	421	453	487	408	449	1348	
	Emails	79	237		51	60	42	51	153	
					58	76	51	62	185	

Note: the EUROPE DIRECT toll free number was opened for Cyprus and Hungary on February 1st, for Czech republic and Slovakia on March 1st, for Estonia, Lithuania, Malta and Poland in April, Latvia in June, Slovene in July and Maltese in August.

Figure 7: No of Enquiries per Language, per Source

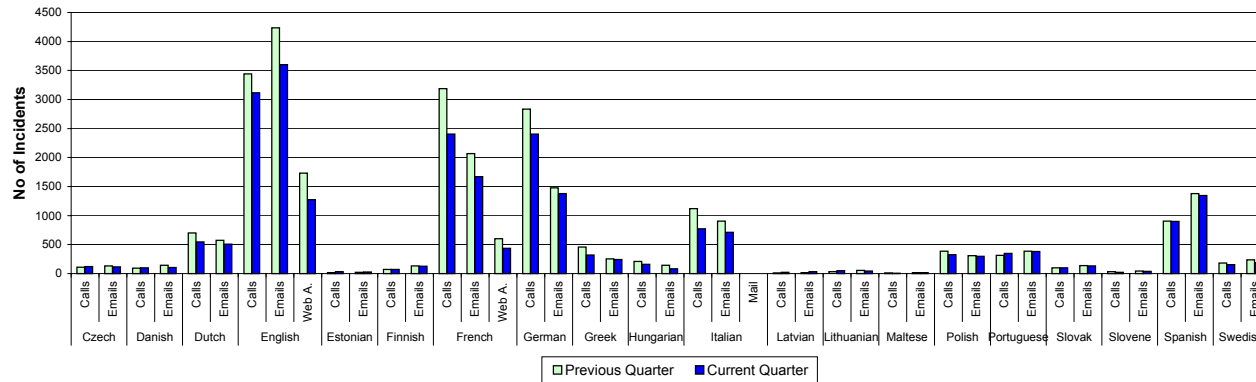


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	JAN	FEB	MAR	TOTAL	APR	MAY	JUN	TOTAL
Employed	4538	4088	4698	13324	3702	4356	3839	11897
Homemaker, not seeking employment	55	62	52	169	39	45	43	127
Retired	187	176	193	556	159	178	178	515
Self-employed	507	482	480	1469	410	461	392	1263
Student, Trainee, Researcher	1250	1116	1363	3729	1053	1199	823	3075
Unemployed, Jobseeker	260	224	269	753	186	217	163	566
Other/Unknown	2858	3219	3136	9213	2428	2748	2119	7295

Note 1: Users of EUROPE DIRECT are not obliged to communicate these personal data. We can therefore not guarantee the representativity of these data.

Figure 8: Percentage of Enquiries per Category of Callers Current Quarter

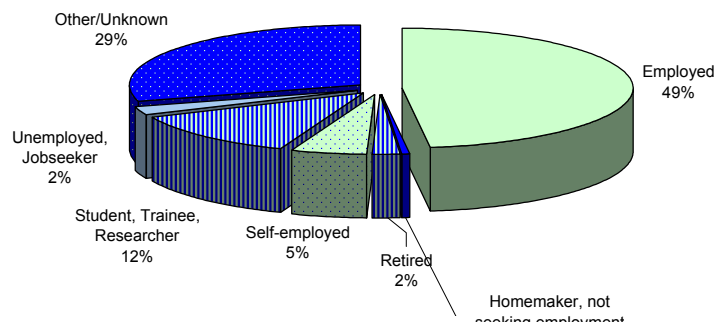
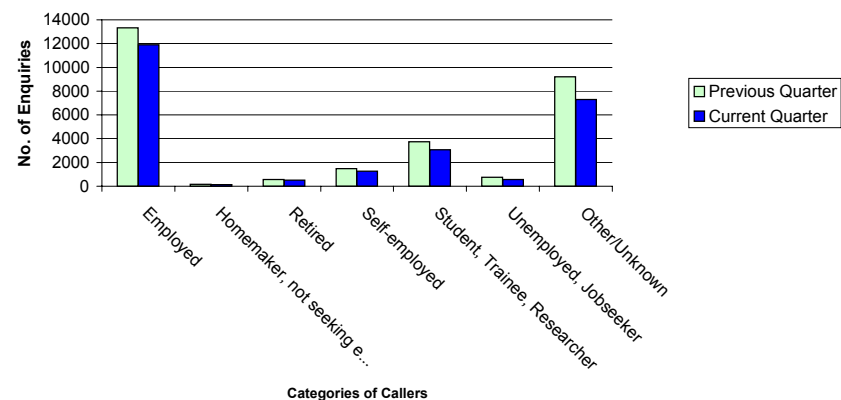


Figure 9: Enquiries per Category of Callers



## Enquiries Per Topic

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	6251
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	4684
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1670
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMES, HARMONISATION/STANDARDISATION	1459
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1119
ENVIRONMENT	792
CUSTOMS & TAXATION	745
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	733
ENERGY & TRANSPORT	710
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	688
<b>SUB TOTAL Top 10 Subjects</b>	<b>18851</b>

OTHER SPECIFIC POLICIES, INCLUDING EMPLOYMENT & SOCIAL AFFAIRS, AGRICULTURE & RURAL DEVELOPMENT, COMPETITION, REGIONAL POLICY, RESEARCH & INNOVATION, CULTURE, INFORMATION SOCIETY & MEDIA, ECONOMIC & MONETARY AFFAIRS, FISHERIES & MARITIME AFFAIRS	2580
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS).	2829
WHITE PAPER CONTRIBUTIONS	478
<b>GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP</b>	<b>24738</b>

### BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC

Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	2625
	* CUSTOMS RELATED QUESTIONS	95
To Work	* WORKING IN ANOTHER MEMBER STATE	793
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	436
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	270
	* LABOUR LAW	106
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1010
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	703
	* RECOGNITION OF DIPLOMAS	213
<b>Grand Total</b>		<b>6251</b>

### BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC

Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	247
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	237
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	795
	* HISTORY & SYMBOLS	277
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	81
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	2511
	* PERSONNEL	441
	* VISITS	95
<b>Grand Total</b>		<b>4684</b>

**Table 14: Complaints**

	Previous Quarter				Current Quarter			
	JAN	FEB	MAR	TOTAL	APR	MAY	JUN	TOTAL
Quality of the Service	3	3	1	7	1	1	4	6
Accessibility of the Service	4	1	0	5	3	3	3	9
<b>TOTALS</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>12</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>15</b>
% of total enquiries	0,08%	0,05%	0,01%		0,05%	0,04%	0,09%	

**Note 1: Quality of the Service:** includes complaints on the content of the answers or the follow up of the enquiries.

**Note 2: Accessibility of the Service:** includes complaints related to the phone lines & web services.

Table 15: Enquiries Per Source of Answers

	Previous Quarter				Current Quarter			
	JAN	FEB	MAR	TOTAL	APR	MAY	JUN	TOTAL
Documentation	12	19	15	46	13	9	9	31
EUROPA Server	7226	7202	7854	22282	5788	6632	5399	17819
Knowledge Base	1411	1019	1149	3579	959	1105	1020	3084
Other	393	549	612	1554	526	528	448	1502
Resource*	482	489	495	1466	632	864	635	2131
Training Materials	2	1	0	3	9	5	2	16
Redirect**	119	88	66	273	50	61	44	155

\*Resource means all second level support services (see table 11)

\*\*Note that Redirect was only added in the current quarter and no statistics are available for the previous quarter

Figure 16: No. of Enquiries per Source of Answer

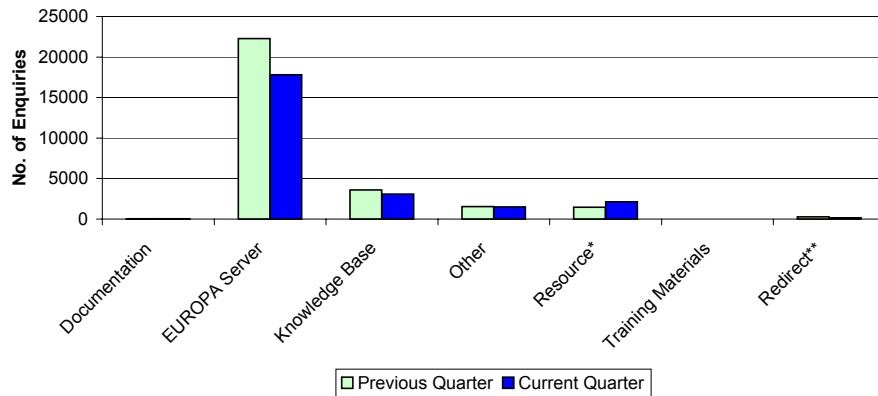


Figure 17: Percentage of Enquiries per Source of Answers Current Quarter

