

# THE EUROPEAN COMMISSION Communication Directorate-General



Quarterly Activity Report  
January to March 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



Table 1: Enquiries Per Source / Per Country (all)  
Current Quarter

	EU-15																			
	Austria	Belgium	Denmark	Finland	France	Germany	Greece	Ireland	Italy	Lux.	Netherl.	Portugal	Spain	Sweden	UK	TOTAL EU-15	New Member States *	Non-EU **	Unknown ***	TOTAL
<b>Calls</b>	256	1341	161	102	2465	2697	419	233	1198	71	570	370	978	254	1703	12818	1190	209	0	14217
<b>Emails</b>	203	795	169	186	1440	1311	266	176	986	47	464	354	1017	281	1142	8837	1259	1949	615	12660
<b>Web Assistance</b>	20	246	21	26	391	100	62	50	178	12	122	53	187	34	217	1719	244	372	0	2335
<b>Mail &amp; Fax</b>	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0	1
<b>TOTALS</b>	479	2382	351	314	4296	4109	747	459	2362	130	1156	777	2182	569	3062	23375	2693	2530	615	29213

\* 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

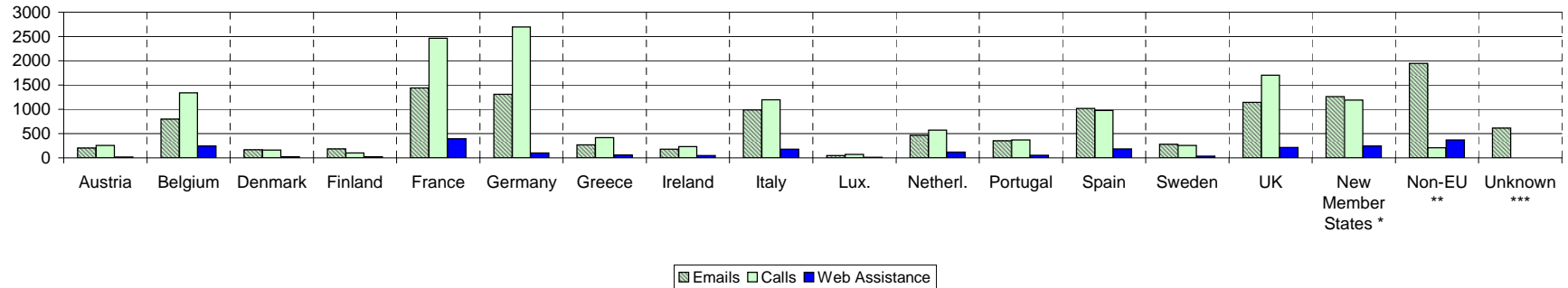


Figure 2: Handled Enquiries Per Type

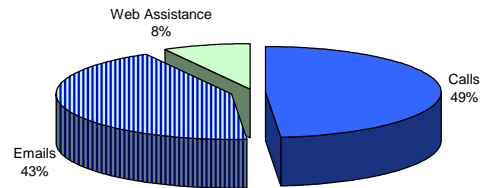


Figure 3: Enquiries per Category of Countries

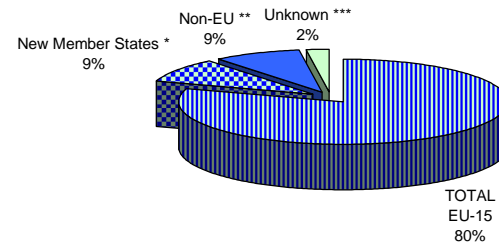
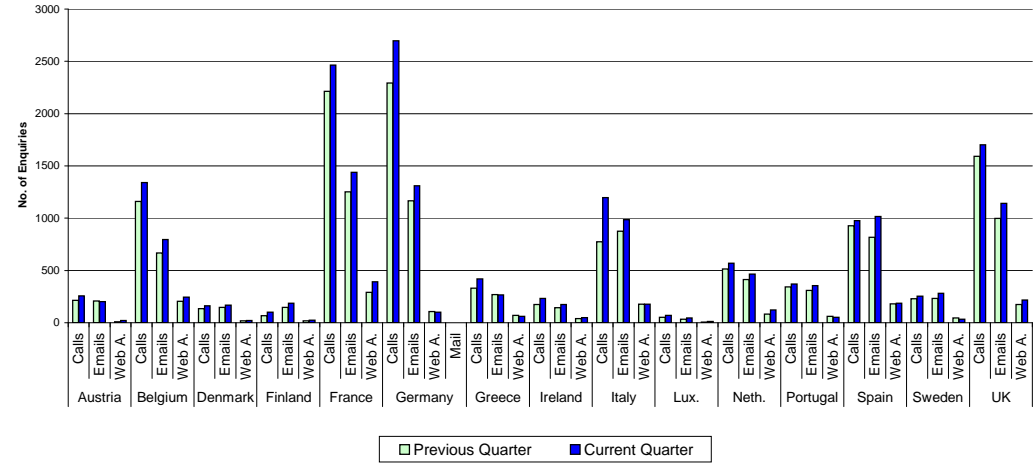


Table 2: Enquiries Per Source / Per Country  
EU 15

		Previous Quarter		Total per country	Current Quarter				
		AVERAGE	TOTALS		JAN	FEB	MAR	AVERAGE	TOTALS
Austria	Calls	72	215	433	73	90	93	85	256
	Emails	69	208		66	68	69	68	203
	Web A.	3	10		8	10	2	7	20
Belgium	Calls	386	1159	2031	425	450	466	447	1341
	Emails	222	667		238	271	286	265	795
	Web A.	68	205		66	86	94	82	246
Denmark	Calls	45	134	299	56	53	52	54	161
	Emails	49	146		64	46	59	56	169
	Web A.	6	19		6	8	7	7	21
Finland	Calls	22	66	231	27	34	41	34	102
	Emails	49	148		52	67	67	62	186
	Web A.	6	17		3	14	9	9	26
France	Calls	737	2212	3757	863	789	813	822	2465
	Emails	418	1253		469	481	490	480	1440
	Web A.	97	292		129	125	137	130	391
Germany	Calls	765	2294	3565	868	880	949	899	2697
	Emails	388	1165		448	407	456	437	1311
	Web A.	35	106		40	21	39	33	100
	Mail	0	0		0	0	1	0	1
Greece	Calls	111	332	671	146	112	161	140	419
	Emails	90	269		105	81	80	89	266
	Web A.	23	70		16	19	27	21	62
Ireland	Calls	59	176	360	68	65	100	78	233
	Emails	48	143		62	50	64	59	176
	Web A.	14	41		11	15	24	17	50
Italy	Calls	258	773	1827	319	424	455	399	1198
	Emails	292	877		331	326	329	329	986
	Web A.	59	177		56	65	57	59	178
Lux.	Calls	17	51	90	25	23	23	24	71
	Emails	11	33		15	15	17	16	47
	Web A.	2	6		3	4	5	4	12
Neth.	Calls	171	514	1010	197	173	200	190	570
	Emails	137	412		149	137	178	155	464
	Web A.	28	84		35	43	44	41	122
Portugal	Calls	115	344	712	128	103	139	123	370
	Emails	103	308		129	112	113	118	354
	Web A.	20	60		17	18	18	18	53
Spain	Calls	310	929	1929	351	300	327	326	978
	Emails	273	818		353	316	348	339	1017
	Web A.	61	182		68	51	68	62	187
Sweden	Calls	77	230	508	90	80	84	85	254
	Emails	77	232		87	94	100	94	281
	Web A.	15	46		17	6	11	11	34
UK	Calls	530	1591	2762	601	513	589	568	1703
	Emails	332	997		398	348	396	381	1142
	Web A.	58	174		76	65	76	72	217
<b>TOTAL EU-15</b>				<b>20185</b>	<b>23375</b>				

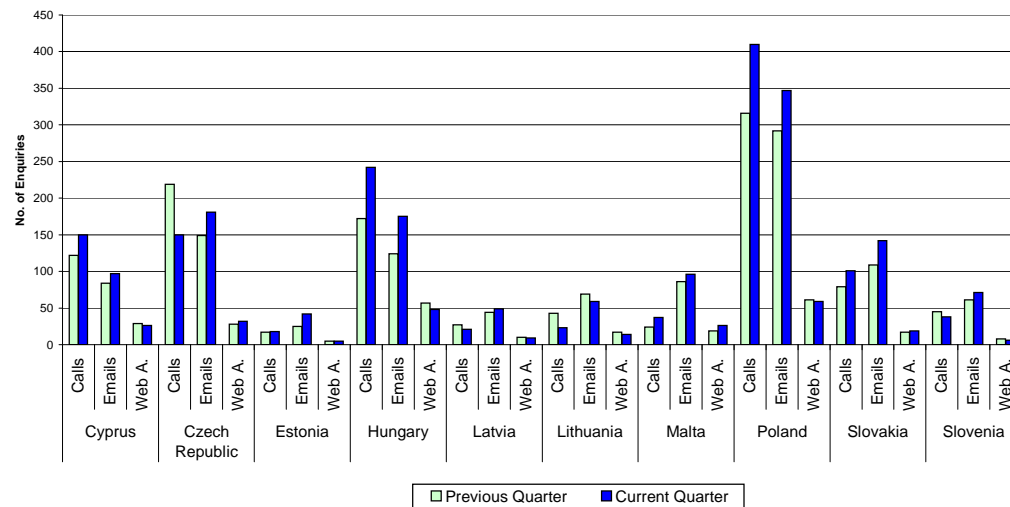
Figure 4: No. of Enquiries per Country, per Source  
EU 15



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

		Previous Quarter		Total per country	Current Quarter				
		AVERAGE	TOTALS		JAN	FEB	MAR	AVERAGE	TOTALS
Cyprus	Calls	41	122	235	51	42	57	50	150
	Emails	28	84		38	22	37	32	97
	Web A.	10	29		11	11	4	9	26
Czech Republic	Calls	73	219	396	50	45	55	50	150
	Emails	50	149		55	57	69	60	181
	Web A.	9	28		12	9	11	11	32
Estonia	Calls	6	17	47	6	2	10	6	18
	Emails	8	25		15	10	17	14	42
	Web A.	2	5		1	3	1	2	5
Hungary	Calls	57	172	353	75	65	102	81	242
	Emails	41	124		57	60	58	58	175
	Web A.	19	57		17	15	16	16	48
Latvia	Calls	9	27	81	3	4	14	7	21
	Emails	15	44		21	8	20	16	49
	Web A.	3	10		3	1	5	3	9
Lithuania	Calls	14	43	129	11	9	3	8	23
	Emails	23	69		19	24	16	20	59
	Web A.	6	17		4	7	3	5	14
Malta	Calls	8	24	129	13	9	15	12	37
	Emails	29	86		37	30	29	32	96
	Web A.	6	19		10	7	9	9	26
Poland	Calls	105	316	669	150	113	147	137	410
	Emails	97	292		124	96	127	116	347
	Web A.	20	61		17	14	28	20	59
Slovakia	Calls	26	79	205	23	40	38	34	101
	Emails	36	109		40	52	50	47	142
	Web A.	6	17		8	8	3	6	19
Slovenia	Calls	15	45	114	7	17	14	13	38
	Emails	20	61		24	17	30	24	71
	Web A.	3	8		1	3	2	2	6
<b>TOTAL New Member States</b>				<b>2358</b>	<b>2693</b>				

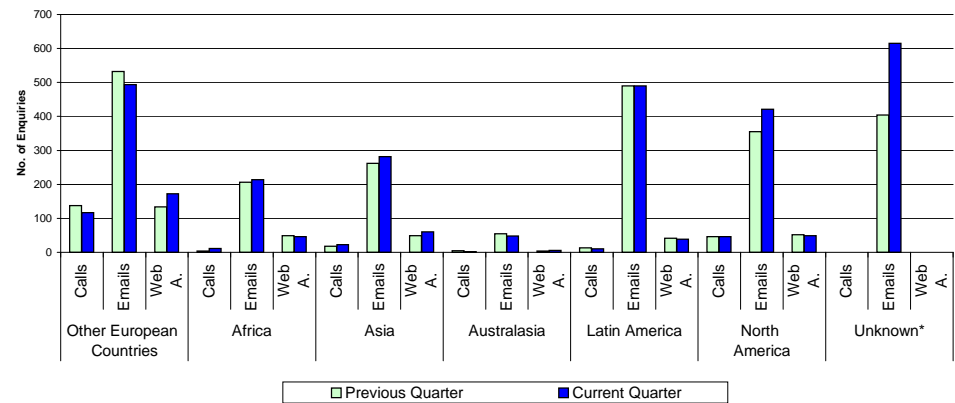
**Figure 5: No. of Enquiries per Country, per Source  
New Member States**



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

		Previous Quarter			Current Quarter					
		AVERAGE	TOTALS	Total per country	JAN	FEB	MAR	AVERAGE	TOTALS	Total per country
Other European Countries	Calls	46	138	804	40	46	31	39	117	783
	Emails	177	532		175	152	167	165	494	
	Web A.	45	134		51	59	62	57	172	
Africa	Calls	1	4	259	6	1	4	4	11	271
	Emails	69	206		85	63	66	71	214	
	Web A.	16	49		13	12	21	15	46	
Asia	Calls	6	18	329	6	5	12	8	23	365
	Emails	87	262		102	87	93	94	282	
	Web A.	16	49		28	16	16	20	60	
Australasia	Calls	2	5	64	0	0	2	1	2	56
	Emails	18	55		22	13	13	16	48	
	Web A.	1	4		1	2	3	2	6	
Latin America	Calls	4	13	544	3	3	4	3	10	539
	Emails	163	490		143	170	177	163	490	
	Web A.	14	41		7	16	16	13	39	
North America	Calls	15	46	453	15	15	16	15	46	516
	Emails	118	355		134	162	125	140	421	
	Web A.	17	52		19	15	15	16	49	
<b>TOTAL Non EU Countries</b>				<b>2453</b>	<b>2530</b>					
Unknown*	Calls	0	0	404	0	0	0	0	0	615
	Emails	135	404		148	272	195	205	615	
	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	JAN	FEB	MAR	AVERAGE	TOTALS	Total per Language
Czech	Calls	68	203	319	35	36	41	37	112	243
	Emails	39	116		39	40	52	44	131	
Danish	Calls	24	71	183	31	36	24	30	91	
	Emails	37	112		52	41	49	47	142	
Dutch	Calls	216	649	1162	253	215	231	233	699	
	Emails	171	513		186	174	215	192	575	
English	Calls	1010	3029	8250	1154	1076	1212	1147	3442	
	Emails	1226	3677		1409	1457	1367	1411	4233	
	Web A.	515	1544		549	559	626	578	1734	
Estonian	Calls	6	19	37	5	2	9	5	16	
	Emails	6	18		8	4	9	7	21	
Finnish	Calls	18	54	158	20	20	30	23	70	
	Emails	35	104		42	45	46	44	133	
French	Calls	931	2793	5115	1093	1026	1070	1063	3189	
	Emails	599	1797		677	660	731	689	2068	
	Web A.	175	525		205	189	207	200	601	
German	Calls	815	2446	3750	888	932	1014	945	2834	
	Emails	435	1304		490	467	520	492	1477	
	Mail	0	0		0	0	1	0	1	
Greek	Calls	125	376	621	159	128	173	153	460	
	Emails	82	245		99	73	81	84	253	
Hungarian	Calls	50	151	242	65	54	90	70	209	
	Emails	30	91		50	52	40	47	142	
Italian	Calls	236	709	1516	295	400	425	373	1120	
	Emails	269	807		291	297	315	301	903	
Latvian	Calls	8	23	46	4	5	0	3	9	
	Emails	8	23		9	4	6	6	19	
Lithuanian	Calls	13	38	88	7	11	15	11	33	
	Emails	17	50		12	21	21	18	54	
Maltese	Calls	0	6	20	5	2	4	4	11	
	Emails	0	14		4	5	6	5	15	
Polish	Calls	104	313	563	148	99	140	129	387	
	Emails	83	250		111	86	113	103	310	
Portuguese	Calls	96	289	662	105	83	126	105	314	
	Emails	124	373		138	121	126	128	385	
Slovak	Calls	26	77	170	22	39	40	34	101	
	Emails	31	93		39	47	50	45	136	
Slovene	Calls	0	24	71	4	13	14	10	31	
	Emails	0	47		14	13	18	15	45	
Spanish	Calls	298	895	2085	327	268	310	302	905	
	Emails	397	1190		465	438	478	460	1381	
Swedish	Calls	48	143	342	76	60	48	61	184	
	Emails	66	199		70	69	98	79	237	

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, Slovenia in July and Maltese in S

Figure 7: No of Enquiries per Language, per Source

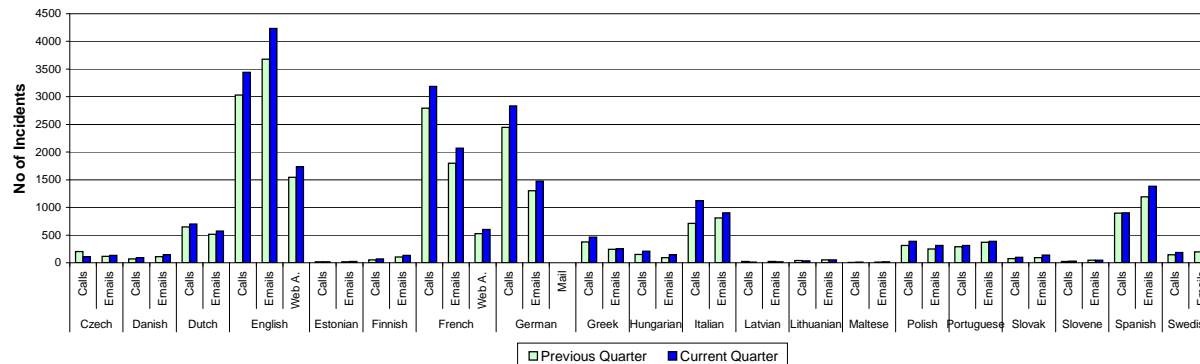


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	OCT	NOV	DEC	TOTAL	JAN	FEB	MAR	TOTAL
Employed	4221	4216	3052	11489	4538	4088	4698	13324
Homemaker, not seeking employment	33	46	33	112	55	62	52	169
Retired	158	166	182	506	187	176	193	556
Self-employed	489	473	377	1339	507	482	480	1469
Student, Trainee, Researcher	1325	1367	987	3679	1250	1116	1363	3729
Unemployed, Jobseeker	217	225	207	649	260	224	269	753
Other/Unknown	2682	2826	2118	7626	2858	3219	3136	9213

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

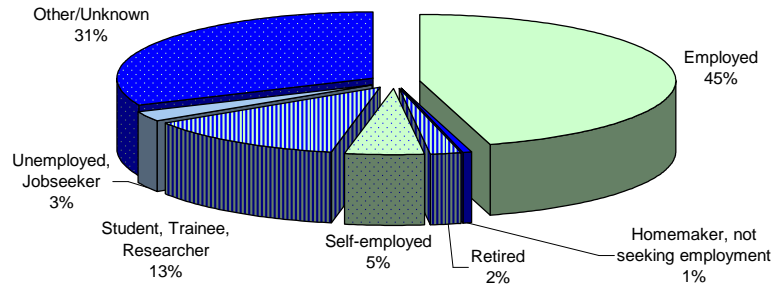
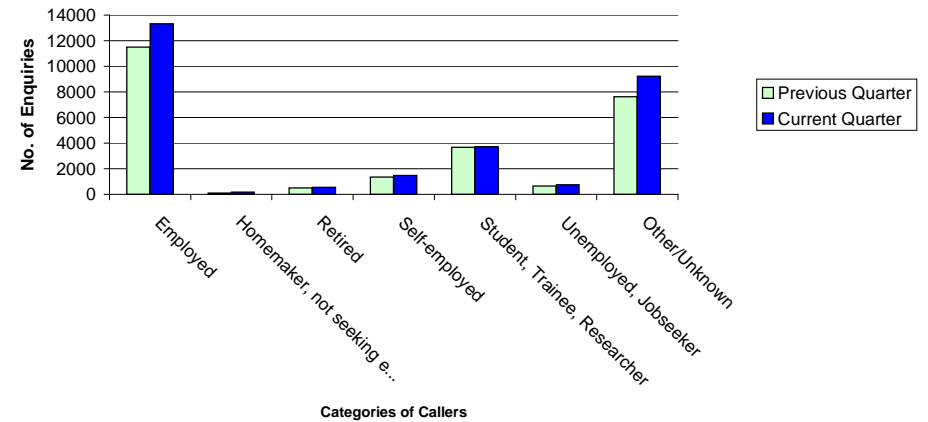


Figure 9: Enquiries per Category of Callers



## Enquiries Per Topic

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	7378
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	5201
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMES, HARMONISATION/STANDARDISATION	1870
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1817
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1496
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS - ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	957
CUSTOMS & TAXATION	895
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	853
ENVIRONMENT	728
ENERGY & TRANSPORT	757
<b>SUB TOTAL Top 10 Subjects</b>	<b>21952</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	2822
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS)	4025
WHITE PAPER CONTRIBUTIONS	414
<b>GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP</b>	<b>29213</b>

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC

Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	3071
	* CUSTOMS RELATED QUESTIONS	71
To Work	* WORKING IN ANOTHER MEMBER STATE	1054
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	526
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	522
	* LABOUR LAW	103
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	935
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	843
	* RECOGNITION OF DIPLOMAS	253
<b>Grand Total</b>		<b>7378</b>

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC

Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	253
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	306
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	980
	* HISTORY & SYMBOLS	303
Financing of the EU	* EU BUDGET; RESOURCES & EXPENDITURE	100
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	2561
	* PERSONNEL	602
	* VISITS	96
<b>Grand Total</b>		<b>5201</b>