

THE EUROPEAN COMMISSION Communication Directorate-General



Quarterly Activity Report
July to September 2006

TechTeam

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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					
Calls	150	988	156	73	1697	2183	295	206	682	61	400	401	831	185	1757	10065	844	223	0	11132
Emails	160	496	99	133	958	1076	226	143	775	40	377	396	761	206	846	6692	785	1777	438	9692
Web Assistance	13	99	9	12	191	84	37	26	117	17	47	41	134	27	168	1022	137	218	0	1377
TOTALS	323	1583	264	218	2846	3343	558	375	1574	118	824	838	1726	418	2771	17779	1766	2218	438	22201

* 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

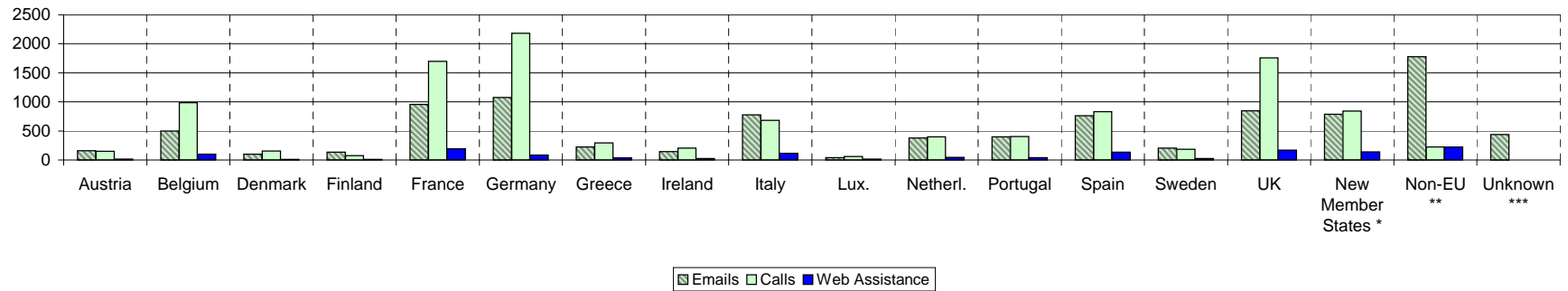


Figure 2: Handled Enquiries Per Type

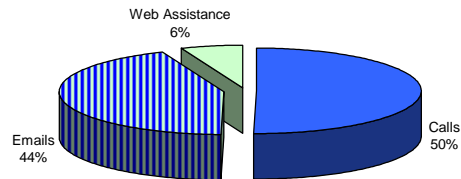


Figure 3: Enquiries per Category of Countries

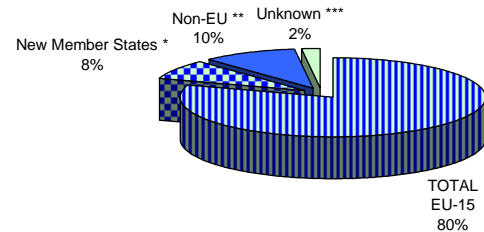
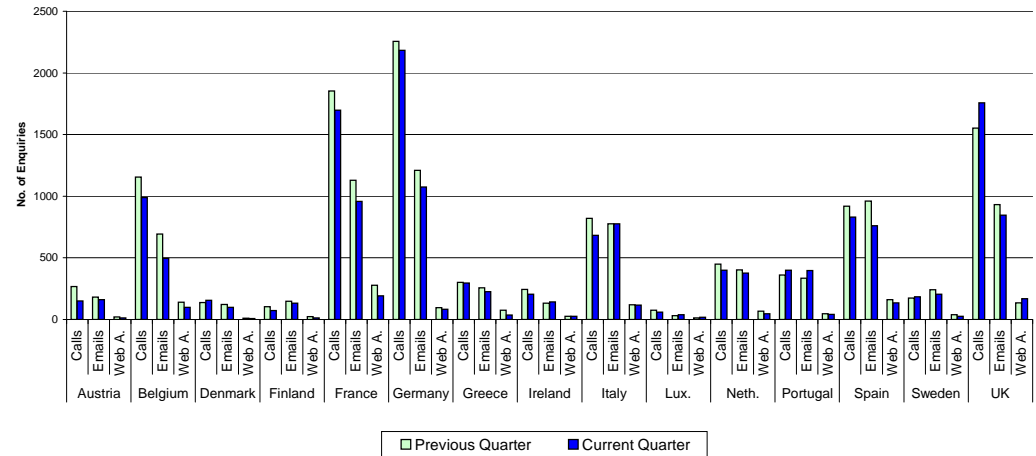


Table 2: Enquiries Per Source / Per Country
EU 15

		Previous Quarter		Total per country	Current Quarter					Total per country
		AVERAGE	TOTALS		JUL	AUG	SEP	AVERAGE	TOTALS	
Austria	Calls	89	268	472	55	42	53	50	150	323
	Emails	61	182		54	46	60	53	160	
	Web A.	7	22		5	5	3	4	13	
Belgium	Calls	385	1156	1988	293	315	380	329	988	1583
	Emails	231	693		160	155	181	165	496	
	Web A.	46	139		33	38	28	33	99	
Denmark	Calls	46	138	271	49	61	48	52	156	264
	Emails	41	122		23	38	38	33	99	
	Web A.	4	11		2	2	5	3	9	
Finland	Calls	35	104	276	30	22	21	24	73	218
	Emails	49	148		33	54	46	44	133	
	Web A.	8	24		6	3	3	4	12	
France	Calls	618	1853	3258	595	562	540	566	1697	2846
	Emails	376	1128		303	275	380	319	958	
	Web A.	92	277		58	64	69	64	191	
Germany	Calls	752	2257	3562	757	731	695	728	2183	3343
	Emails	403	1209		359	366	351	359	1076	
	Web A.	32	96		27	29	28	28	84	
Greece	Calls	100	300	631	90	103	102	98	295	558
	Emails	86	257		78	69	79	75	226	
	Web A.	25	74		11	18	8	12	37	
Ireland	Calls	82	245	403	55	66	85	69	206	375
	Emails	44	133		50	53	40	48	143	
	Web A.	8	25		7	8	11	9	26	
Italy	Calls	273	820	1714	230	196	256	227	682	1574
	Emails	258	775		246	197	332	258	775	
	Web A.	40	119		38	36	43	39	117	
Lux.	Calls	25	74	119	13	23	25	20	61	118
	Emails	10	31		10	17	13	13	40	
	Web A.	5	14		5	5	7	6	17	
Neth.	Calls	150	449	918	119	136	145	133	400	824
	Emails	134	402		109	100	168	126	377	
	Web A.	22	67		11	15	21	16	47	
Portugal	Calls	121	362	746	122	150	129	134	401	838
	Emails	112	336		89	84	223	132	396	
	Web A.	16	48		13	16	12	14	41	
Spain	Calls	306	919	2041	300	273	258	277	831	1726
	Emails	320	961		249	242	270	254	761	
	Web A.	54	161		38	43	53	45	134	
Sweden	Calls	58	174	454	54	73	58	62	185	418
	Emails	81	242		45	61	100	69	206	
	Web A.	13	38		15	9	3	9	27	
UK	Calls	518	1553	2620	613	574	570	586	1757	2771
	Emails	310	931		296	288	262	282	846	
	Web A.	45	136		71	48	49	56	168	
TOTAL EU-15				19473						17779

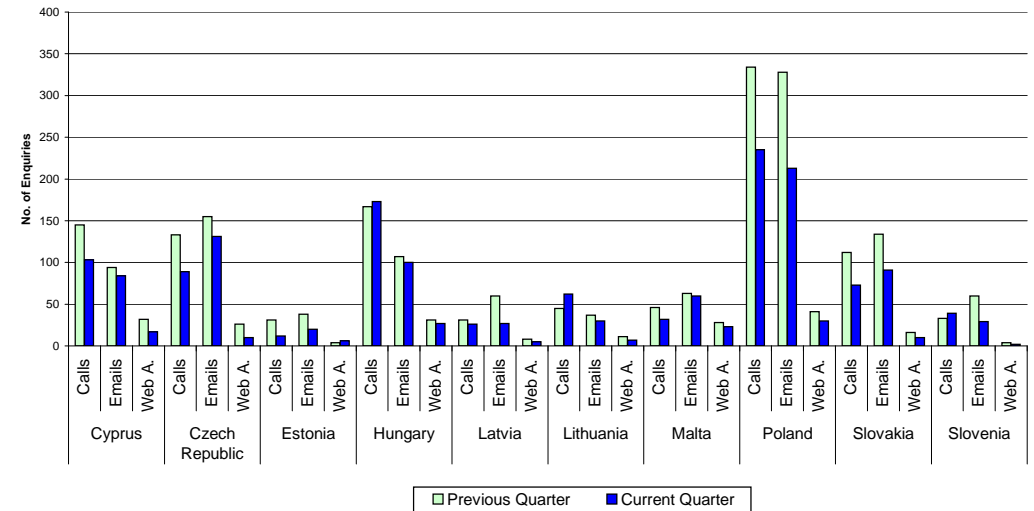
Figure 4: No. of Enquiries per Country, per Source
EU 15



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

		Previous Quarter		Total per country			Current Quarter		Total per country
		AVERAGE	TOTALS		JUL	AUG	SEP	AVERAGE	
Cyprus	Calls	48	145	271	35	24	44	34	103
	Emails	31	94		25	34	25	28	84
	Web A.	11	32		10	5	2	6	17
Czech Republic	Calls	44	133	314	27	29	33	30	89
	Emails	52	155		46	41	44	44	131
	Web A.	9	26		4	3	3	3	10
Estonia	Calls	10	31	73	4	3	5	4	12
	Emails	13	38		5	5	10	7	20
	Web A.	1	4		2	4	0	2	6
Hungary	Calls	56	167	305	61	57	55	58	173
	Emails	36	107		36	34	30	33	100
	Web A.	10	31		10	8	9	9	27
Latvia	Calls	10	31	99	6	7	13	9	26
	Emails	20	60		11	10	6	9	27
	Web A.	3	8		3	1	1	2	5
Lithuania	Calls	15	45	93	23	12	27	21	62
	Emails	12	37		9	11	10	10	30
	Web A.	4	11		0	2	5	2	7
Malta	Calls	15	46	137	9	8	15	11	32
	Emails	21	63		17	26	17	20	60
	Web A.	9	28		8	8	7	8	23
Poland	Calls	111	334	703	91	72	72	78	235
	Emails	109	328		64	80	69	71	213
	Web A.	14	41		8	10	12	10	30
Slovakia	Calls	37	112	262	27	30	16	24	73
	Emails	45	134		30	25	36	30	91
	Web A.	5	16		1	4	5	3	10
Slovenia	Calls	11	33	97	10	17	12	13	39
	Emails	20	60		7	10	12	10	29
	Web A.	1	4		1	1	0	1	2
TOTAL New Member States				2354					1766

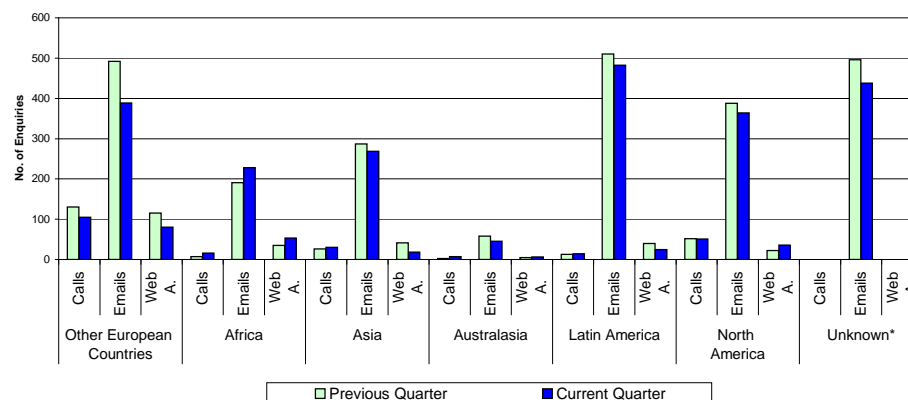
**Figure 5: No. of Enquiries per Country, per Source
New Member States**



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

		Previous Quarter			Current Quarter					
		AVERAGE	TOTALS	Total per country	JUL	AUG	SEP	AVERAGE	TOTALS	Total per country
Other European Countries	Calls	43	130	737	32	35	38	35	105	574
	Emails	164	492		126	130	133	130	389	
	Web A.	38	115		26	18	36	27	80	
Africa	Calls	2	7	233	5	5	6	5	16	297
	Emails	64	191		95	79	54	76	228	
	Web A.	12	35		17	19	17	18	53	
Asia	Calls	9	26	354	9	12	9	10	30	317
	Emails	96	287		83	99	87	90	269	
	Web A.	14	41		6	11	1	6	18	
Australasia	Calls	1	2	65	2	3	2	2	7	58
	Emails	19	58		13	13	19	15	45	
	Web A.	2	5		2	3	1	2	6	
Latin America	Calls	4	13	563	6	4	4	5	14	521
	Emails	170	510		154	154	174	161	482	
	Web A.	13	40		6	7	12	8	25	
North America	Calls	17	52	462	16	21	14	17	51	451
	Emails	129	388		138	110	116	121	364	
	Web A.	7	22		12	12	12	12	36	
TOTAL Non EU Countries				2414	2218					
Unknown*	Calls	0	0	496	0	0	0	0	0	438
	Emails	165	496		122	132	184	146	438	
	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	JUL	AUG	SEP	AVERAGE	TOTALS	Total per Language
Czech	Calls	40	121	237	29	22	27	26	78	173
	Emails	39	116		29	26	40	32	95	
Danish	Calls	34	101	205	41	48	29	39	118	
	Emails	35	104		14	23	34	24	71	
Dutch	Calls	181	544	1052	126	179	176	160	481	
	Emails	169	508		134	98	169	134	401	
English	Calls	1039	3116	7993	1034	1045	1049	1043	3128	
	Emails	1200	3601		1147	1154	1167	1156	3468	
	Web A.	425	1276		358	345	342	348	1045	
Estonian	Calls	11	32	59	1	2	4	2	7	
	Emails	9	27		2	3	6	4	11	
Finnish	Calls	23	69	195	17	13	15	15	45	
	Emails	42	126		18	39	38	32	95	
French	Calls	802	2406	4513	736	728	746	737	2210	
	Emails	558	1673		428	445	494	456	1367	
	Web A.	145	434		98	110	124	111	332	
German	Calls	801	2402	3781	759	722	718	733	2199	
	Emails	460	1379		393	384	371	383	1148	
Greek	Calls	107	322	567	101	86	124	104	311	
	Emails	82	245		68	63	65	65	196	
Hungarian	Calls	54	162	246	59	59	49	56	167	
	Emails	28	84		29	27	25	27	81	
Italian	Calls	258	774	1677	206	183	229	206	618	
	Emails	301	903		221	160	300	227	681	
Latvian	Calls	7	22	54	5	9	10	8	24	
	Emails	11	32		7	7	5	6	19	
Lithuanian	Calls	17	50	93	25	15	34	25	74	
	Emails	14	43		10	11	8	10	29	
Maltese	Calls	0	7	21	2	3	9	5	14	
	Emails	0	14		4	4	3	4	11	
Polish	Calls	108	324	623	87	61	66	71	214	
	Emails	100	299		56	71	63	63	190	
Portuguese	Calls	117	350	728	126	150	120	132	396	
	Emails	126	378		104	93	257	151	454	
Slovak	Calls	34	102	234	27	29	15	24	71	
	Emails	44	132		26	26	30	27	82	
Slovene	Calls	0	23	63	9	16	10	12	35	
	Emails	0	40		4	7	7	6	18	
Spanish	Calls	300	899	2247	305	247	255	269	807	
	Emails	449	1348		363	356	404	374	1123	
Swedish	Calls	51	153	338	43	49	43	45	135	
	Emails	62	185		28	41	83	51	152	

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 S

Figure 7: No of Enquiries per Language, per Source

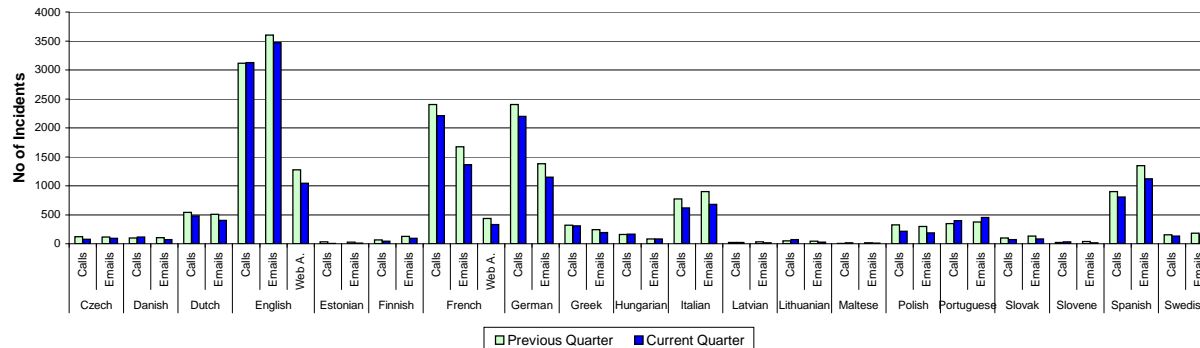


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	APR	MAY	JUN	TOTAL	JUL	AUG	SEP	TOTAL
Employed	3702	4356	3839	11897	4035	3870	4042	11947
Homemaker, not seeking employment	39	45	43	127	30	42	33	105
Retired	159	178	178	515	131	134	174	439
Self-employed	410	461	392	1263	434	404	446	1284
Student, Trainee, Researcher	1053	1199	823	3075	602	717	820	2139
Unemployed, Jobseeker	186	217	163	566	156	207	210	573
Other/Unknown	2428	2748	2119	7295	1891	1785	2038	5714

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

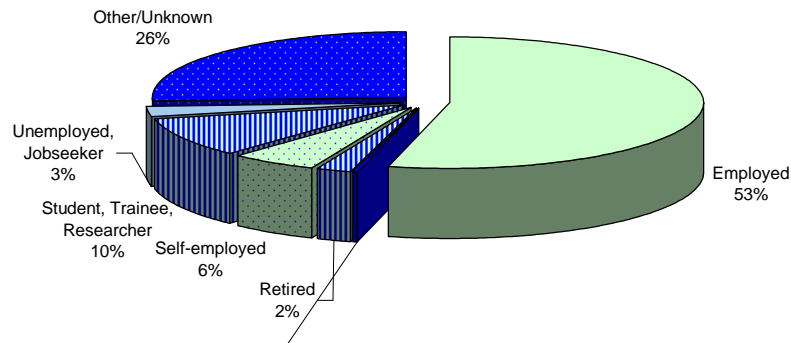
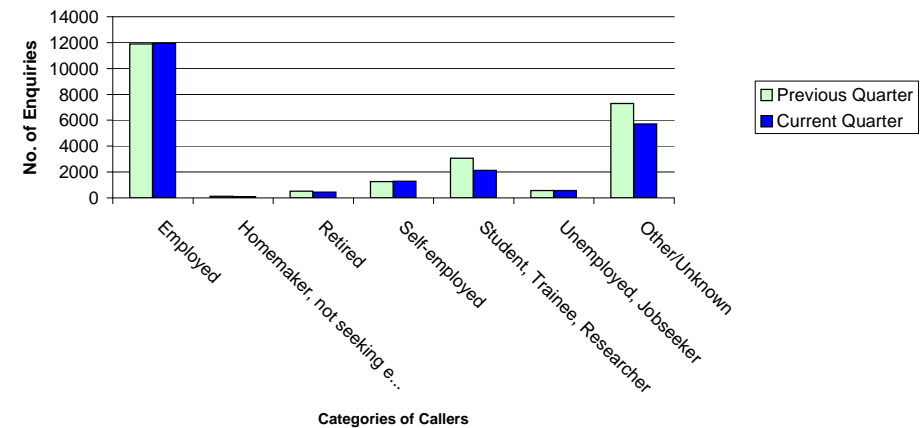


Figure 9: Enquiries per Category of Callers



Enquiries Per Topic

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	6675
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	3478
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1753
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1291
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMES, HARMONISATION/STANDARDISATION	1248
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	661
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS - ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	643
ENVIRONMENT	635
CUSTOMS & TAXATION	596
ENERGY & TRANSPORT	578
SUB TOTAL Top 10 Subjects	17558

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	2039
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS)	2104
WHITE PAPER CONTRIBUTIONS	500
GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP	22201

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC

Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	3336
	* CUSTOMS RELATED QUESTIONS	120
To Work	* WORKING IN ANOTHER MEMBER STATE	579
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	431
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	250
	* LABOUR LAW	93
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1045
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	600
	* RECOGNITION OF DIPLOMAS	221
Grand Total		6675

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC

Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	121
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	231
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	491
	* HISTORY & SYMBOLS	172
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	45
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	1899
	* PERSONNEL	441
	* VISITS	78
Grand Total		3478