

THE EUROPEAN COMMISSION Communication Directorate-General



Quarterly Activity Report
October to December 2006

TechTeam

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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
Calls	138	1179	108	83	1494	2083	334	201	672	59	504	367	850	204	1494	9770	765	262	0	10797
Emails	188	661	142	144	1114	1157	322	156	935	41	450	315	926	266	825	7642	1090	2118	438	11288
Web Assistance	5	151	20	13	199	53	56	18	126	7	60	52	144	31	148	1083	178	275	0	1536
Mail & Fax	0	2	0	0	0	2	0	0	0	0	0	0	1	0	9	14	1	0	1	16
TOTALS	331	1993	270	240	2807	3295	712	375	1733	107	1014	734	1921	501	2476	18509	2034	2655	439	23637

* 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

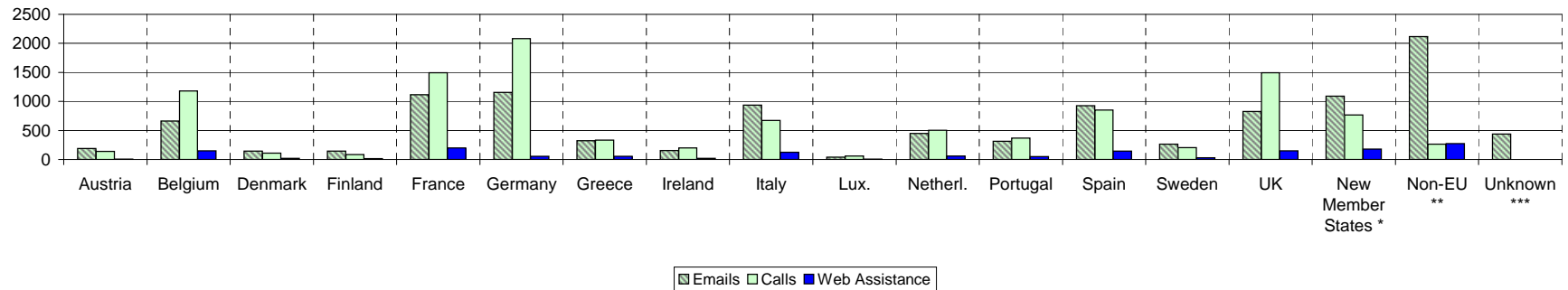


Figure 2: Handled Enquiries Per Type

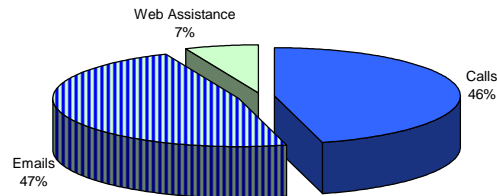


Figure 3: Enquiries per Category of Countries

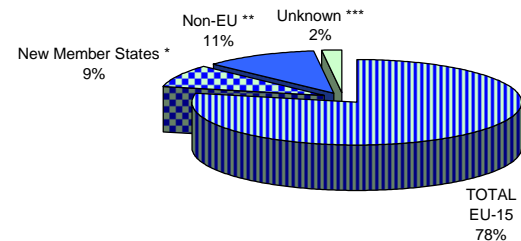


Table 2: Enquiries Per Source / Per Country
EU 15

		Previous Quarter		Total per country	Current Quarter					Total per country
		AVERAGE	TOTALS		OCT	NOV	DEC	AVERAGE	TOTALS	
Austria	Calls	50	150	323	45	56	37	46	138	331
	Emails	53	160		52	72	64	63	188	
	Web A.	4	13		2	0	3	2	5	
Belgium	Calls	329	988	1583	422	455	302	393	1179	1993
	Emails	165	496		219	265	177	220	661	
	Web A.	33	99		46	75	30	50	151	
Denmark	Mai/Fax	0	0	264	0	2	0	1	2	270
	Calls	52	156		41	43	24	36	108	
	Emails	33	99		46	45	51	47	142	
Finland	Web A.	3	9	218	4	10	6	7	20	240
	Calls	24	73		31	33	19	28	83	
	Emails	44	133		54	51	39	48	144	
France	Web A.	4	12	2846	8	3	2	4	13	2807
	Calls	566	1697		526	581	387	498	1494	
	Emails	319	958		379	404	331	371	1114	
Germany	Web A.	64	191	3343	78	83	38	66	199	3295
	Calls	728	2183		719	805	559	694	2083	
	Emails	359	1076		358	440	359	386	1157	
Greece	Web A.	28	84	558	20	18	15	18	53	712
	Mai/Fax	0	0		0	1	1	1	2	
	Calls	98	295		99	129	106	111	334	
Ireland	Emails	75	226	375	95	132	95	107	322	375
	Web A.	12	37		17	24	15	19	56	
	Calls	69	206		93	65	43	67	201	
Italy	Emails	48	143	1574	58	63	35	52	156	1733
	Web A.	9	26		9	3	6	6	18	
	Calls	227	682		252	259	161	224	672	
Lux.	Emails	258	775	118	281	337	317	312	935	107
	Web A.	39	117		54	45	27	42	126	
	Calls	20	61		24	20	15	20	59	
Neth.	Emails	13	40	824	11	18	12	14	41	1014
	Web A.	6	17		4	2	1	2	7	
	Calls	133	400		216	177	111	168	504	
Portugal	Emails	126	377	838	152	160	138	150	450	734
	Web A.	16	47		31	18	11	20	60	
	Calls	134	401		114	164	89	122	367	
Spain	Emails	132	396	1726	115	132	68	105	315	1921
	Web A.	14	41		26	16	10	17	52	
	Calls	277	831		285	352	213	283	850	
Sweden	Web A.	254	761	418	325	324	277	309	926	501
	Mai/Fax	0	0		51	52	41	48	144	
	Calls	62	185		0	1	0	0	1	
UK	Emails	69	206	2771	79	75	50	68	204	2476
	Web A.	9	27		100	84	82	89	266	
	Calls	586	1757		12	7	12	10	31	
TOTAL EU-15	Emails	282	846	17779	592	545	357	498	1494	18509
	Web A.	56	168		303	317	205	275	825	
	Mai/Fax	0	0		68	49	31	49	148	
					0	3	6	3	9	

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

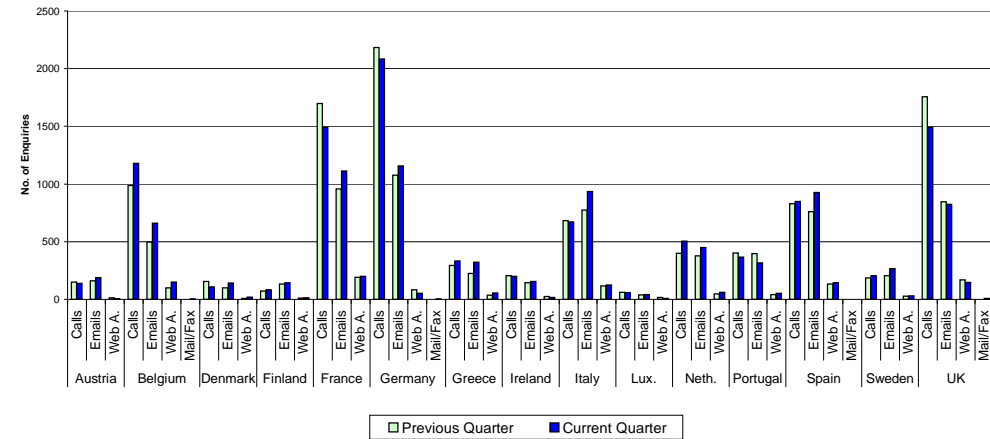
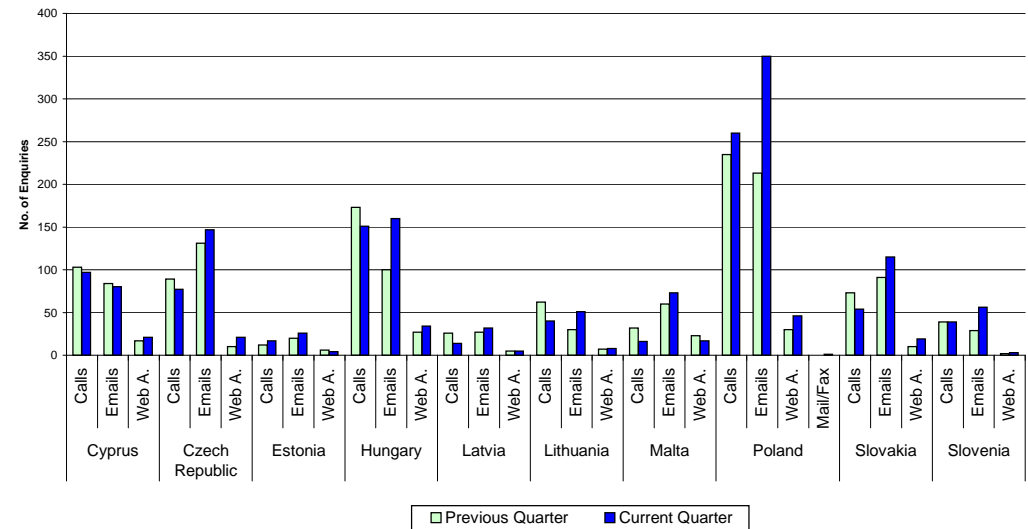


Table 3: Enquiries Per Source / Per Country
New Member States

		Previous Quarter		Total per country	Current Quarter					
		AVERAGE	TOTALS		OCT	NOV	DEC	AVERAGE	TOTALS	Total per country
Cyprus	Calls	34	103	204	47	34	16	32	97	198
	Emails	28	84		36	25	19	27	80	
	Web A.	6	17		9	5	7	7	21	
Czech Republic	Calls	30	89	230	33	18	26	26	77	245
	Emails	44	131		50	60	37	49	147	
	Web A.	3	10		4	13	4	7	21	
Estonia	Calls	4	12	38	4	10	3	6	17	47
	Emails	7	20		7	11	8	9	26	
	Web A.	2	6		1	2	1	1	4	
Hungary	Calls	58	173	300	51	66	34	50	151	345
	Emails	33	100		45	76	39	53	160	
	Web A.	9	27		12	11	11	11	34	
Latvia	Calls	9	26	58	6	4	4	5	14	51
	Emails	9	27		16	6	10	11	32	
	Web A.	2	5		2	2	1	2	5	
Lithuania	Calls	21	62	99	17	13	10	13	40	99
	Emails	10	30		15	20	16	17	51	
	Web A.	2	7		2	4	2	3	8	
Malta	Calls	11	32	115	4	6	6	5	16	106
	Emails	20	60		27	21	25	24	73	
	Web A.	8	23		5	5	7	6	17	
Poland	Calls	78	235	478	73	109	78	87	260	657
	Emails	71	213		89	148	113	117	350	
	Web A.	10	30		21	20	5	15	46	
	Mail/Fax	0	0		0	1	0	0	1	
Slovakia	Calls	24	73	174	22	19	13	18	54	188
	Emails	30	91		42	42	31	38	115	
	Web A.	3	10		11	5	3	6	19	
Slovenia	Calls	13	39	70	9	17	13	13	39	98
	Emails	10	29		20	19	17	19	56	
	Web A.	1	2		1	2	0	1	3	
TOTAL New Member States				1766						2034

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

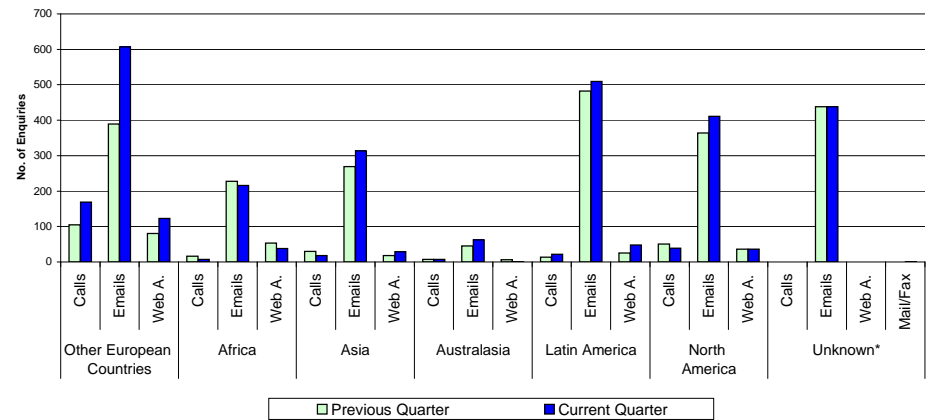


**Table 4: Enquiries Per Source / Per Country
Non EU Countries**

		Previous Quarter		Total per country
		AVERAGE	TOTALS	
Other European Countries	Calls	35	105	574
	Emails	130	389	
	Web A.	27	80	
Africa	Calls	5	16	297
	Emails	76	228	
	Web A.	18	53	
Asia	Calls	10	30	317
	Emails	90	269	
	Web A.	6	18	
Australasia	Calls	2	7	58
	Emails	15	45	
	Web A.	2	6	
Latin America	Calls	5	14	521
	Emails	161	482	
	Web A.	8	25	
North America	Calls	17	51	451
	Emails	121	364	
	Web A.	12	36	
TOTAL Non EU Countries				2218
Unknown*	Calls	0	0	438
	Emails	146	438	
	Web A.	0	0	
	Mail/Fax	0	0	

		Current Quarter					Total per country
		OCT	NOV	DEC	AVERAGE	TOTALS	
Other European Countries	Calls	73	56	40	56	169	899
	Emails	176	197	234	202	607	
	Web A.	39	40	44	41	123	
Africa	Calls	3	3	1	2	7	261
	Emails	68	87	61	72	216	
	Web A.	12	17	9	13	38	
Asia	Calls	4	7	7	6	18	360
	Emails	101	112	100	104	313	
	Web A.	8	13	8	10	29	
Australasia	Calls	4	0	3	2	7	70
	Emails	20	20	22	21	62	
	Web A.	0	1	0	0	1	
Latin America	Calls	5	11	6	7	22	579
	Emails	172	208	129	170	509	
	Web A.	15	19	14	16	48	
North America	Calls	16	11	12	13	39	486
	Emails	154	127	130	137	411	
	Web A.	9	15	12	12	36	
TOTAL Non EU Countries						2655	
Unknown*	Calls	0	0	0	0	0	439
	Emails	161	156	121	146	438	
	Web A.	0	0	0	0	0	
	Mail/Fax	0	1	0	0	1	

**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	OCT	NOV	DEC	AVERAGE	TOTALS	Total per Language
Czech	Calls	26	78	173	28	18	17	21	63	173
	Emails	32	95		34	46	30	37	110	
Danish	Calls	39	118	189	32	27	20	26	79	200
	Emails	24	71		41	35	45	40	121	
Dutch	Calls	160	481	882	265	211	180	219	656	1222
	Emails	134	401		170	214	182	189	566	
English	Calls	1043	3128	7641	1175	1158	724	1019	3057	7874
	Emails	1156	3468		1268	1254	1121	1214	3643	
	Web A.	348	1045		432	421	306	386	1159	
	Mai/Fax	0	0		0	9	6	5	15	
Estonian	Calls	2	7	18	5	9	3	6	17	33
	Emails	4	11		3	8	5	5	16	
Finnish	Calls	15	45	140	22	19	10	17	51	153
	Emails	32	95		47	29	26	34	102	
French	Calls	737	2210	3909	754	812	559	708	2125	4181
	Emails	456	1367		559	663	457	560	1679	
	Web A.	111	332		149	158	70	126	377	
German	Calls	733	2199	3347	697	777	552	675	2026	3370
	Emails	383	1148		400	519	424	448	1343	
	Mai/Fax	0	0		0	0	1	0	1	
Greek	Calls	104	311	507	111	132	97	113	340	615
	Emails	65	196		88	116	71	92	275	
Hungarian	Calls	56	167	248	37	60	33	43	130	246
	Emails	27	81		30	55	31	39	116	
Italian	Calls	206	618	1521	219	222	143	195	584	1445
	Emails	301	903		279	304	278	287	861	
Latvian	Calls	8	24	43	5	3	2	3	10	36
	Emails	6	19		9	7	10	9	26	
Lithuanian	Calls	25	74	103	19	16	10	15	45	88
	Emails	10	29		12	17	14	14	43	
Maltese	Calls	0	14	25	3	1	0	1	4	21
	Emails	0	11		1	7	9	6	17	
Polish	Calls	71	214	404	61	90	59	70	210	509
	Emails	63	190		67	135	97	100	299	
Portuguese	Calls	132	396	850	108	148	81	112	337	691
	Emails	151	454		136	151	67	118	354	
Slovak	Calls	24	71	153	20	12	13	15	45	159
	Emails	27	82		38	47	29	38	114	
Slovene	Calls	0	35	53	9	13	6	9	28	70
	Emails	0	18		15	17	10	14	42	
Spanish	Calls	269	807	1930	282	357	197	279	836	2171
	Emails	374	1123		471	477	387	445	1335	
Swedish	Calls	45	135	287	58	58	39	52	155	380
	Emails	51	152		78	78	69	75	225	

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 Sep

Figure 7: No of Enquiries per Language, per Source

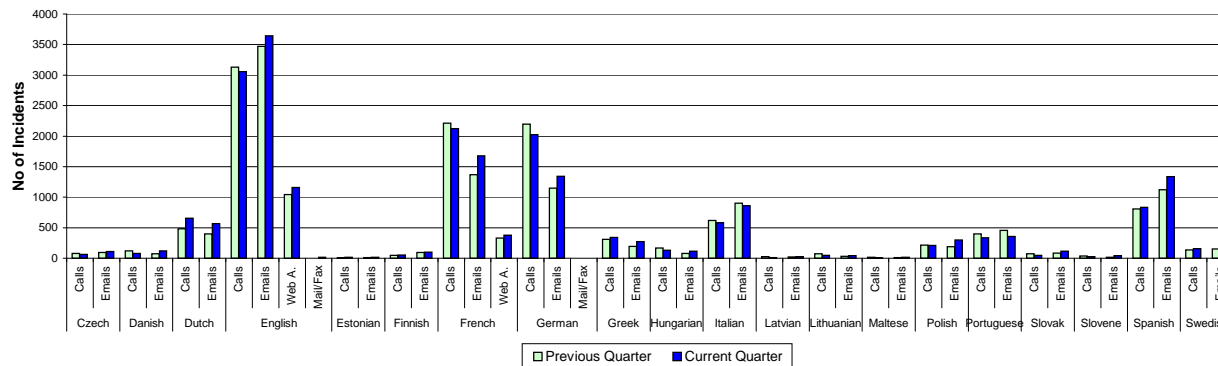


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	JUL	AUG	SEP	TOTAL	OCT	NOV	DEC	TOTAL
Employed	4035	3870	4042	11947	4550	5090	3499	13139
Homemaker, not seeking employment	30	42	33	105	44	53	35	132
Retired	131	134	174	439	208	197	151	556
Self-employed	434	404	446	1284	489	518	417	1424
Student, Trainee, Researcher	602	717	820	2139	749	757	527	2033
Unemployed, Jobseeker	156	207	210	573	221	233	212	666
Other/Unknown	1891	1785	2038	5714	1976	2062	1649	5687

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

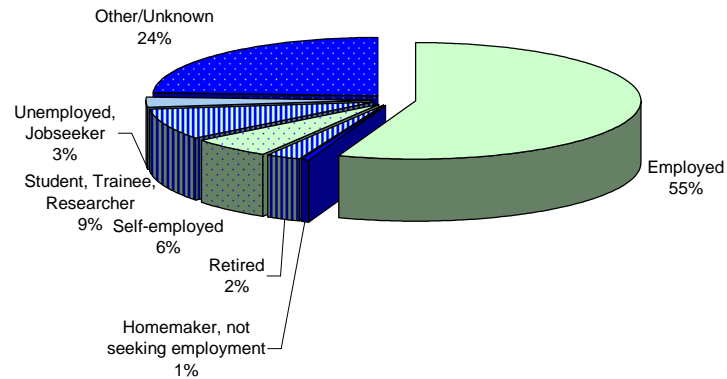


Figure 9: Enquiries per Category of Callers

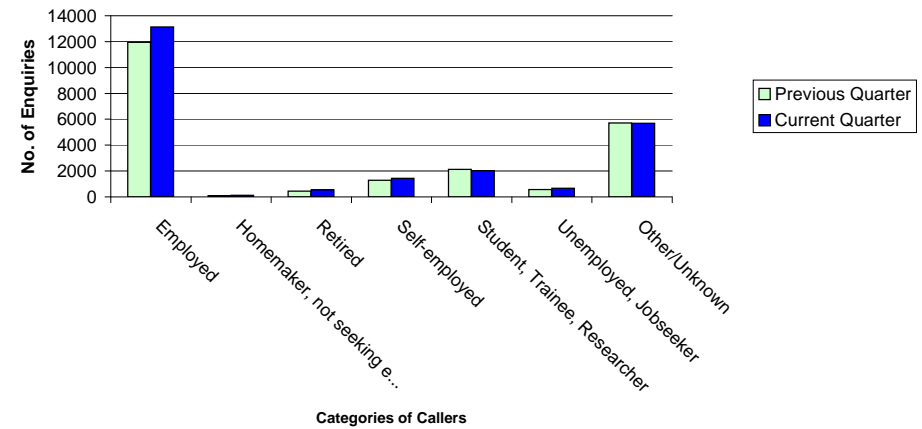


Table 13: Enquiries Per EU Topic

October to December 2006

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	5885
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	4580
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	2164
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1170
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMEs, HARMONISATION/STANDARDISATION	1422
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	672
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS - ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	747
ENVIRONMENT	604
CUSTOMS & TAXATION	724
ENERGY & TRANSPORT	689
SUB TOTAL Top 10 Subjects	18657

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	2572
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS)	2282
RESEARCH ENQUIRY SERVICE	126
GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP	23637

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC		
Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	2287
	* CUSTOMS RELATED QUESTIONS	111
To Work	* WORKING IN ANOTHER MEMBER STATE	670
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	495
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	221
	* LABOUR LAW	127
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1073
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	700
	* RECOGNITION OF DIPLOMAS	201
Grand Total		5885

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC		
Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	244
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	295
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	613
	* HISTORY & SYMBOLS	264
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	78
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	2574
	* PERSONNEL	448
	* VISITS	64
Grand Total		4580