

THE EUROPEAN COMMISSION
Communication Directorate-General



Annual Activity Report
2007

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

	EU-15														New Member States										TOTAL New MS	Total Non-EU *	Unknown **	TOTAL				
	Austria	Belgium	Denmark	Finland	France	Germany	Greece	Ireland	Italy	Lux.	Netherl.	Portugal	Spain	Sweden	UK	TOTAL EU 15	Bulgaria	Cyprus	Czech Rep.	Estonia	Hungary	Latvia	Lithuania	Malta					Poland	Romania	Slovakia	Slovenia
Calls	1083	4627	529	401	6441	10179	1645	816	3371	251	2322	1508	3989	956	6469	44587	410	531	457	61	748	96	126	159	958	505	283	226	4560	1031	0	50178
Emails	995	3183	759	664	5263	5939	1404	713	5324	183	2254	1536	4415	1224	4153	38009	842	369	760	148	729	205	235	378	1516	1397	545	342	7466	9007	1897	56379
Web Assistance	40	475	59	62	678	249	168	78	441	36	213	142	598	121	526	3886	77	60	82	12	89	64	28	77	116	162	42	70	879	969	0	5734
TOTALS	2118	8285	1347	1127	12382	16367	3217	1607	9136	470	4789	3186	9002	2301	11148	86482	1329	960	1299	221	1566	365	389	614	2590	2064	870	638	12905	11007	1897	112291

* 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

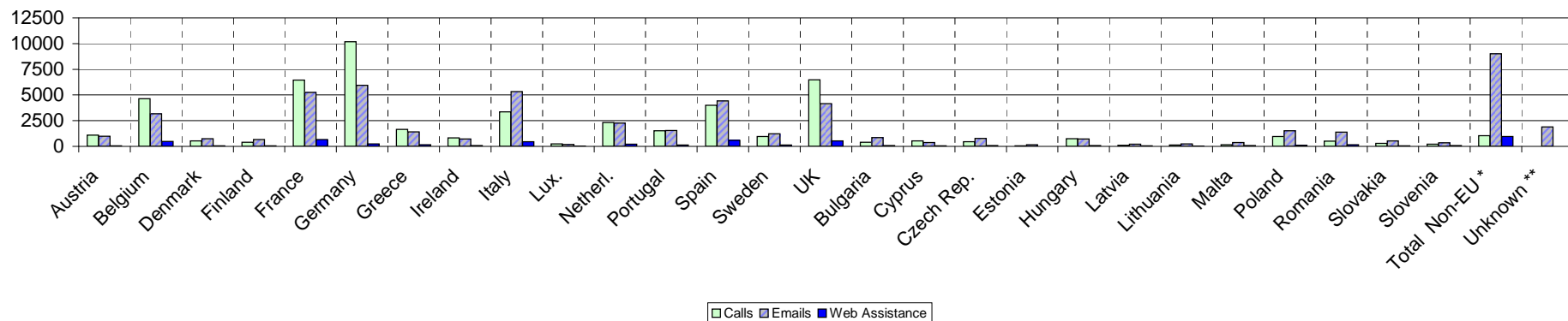


Figure 2: Handled Enquiries Per Source

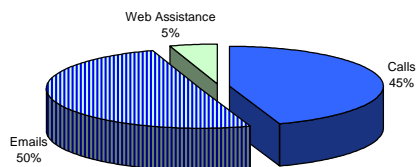


Figure 3: Enquiries per Group of Countries

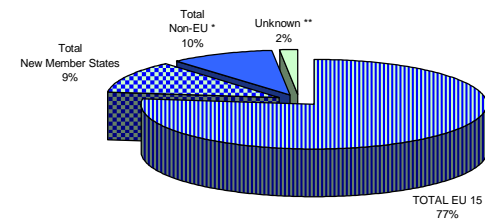
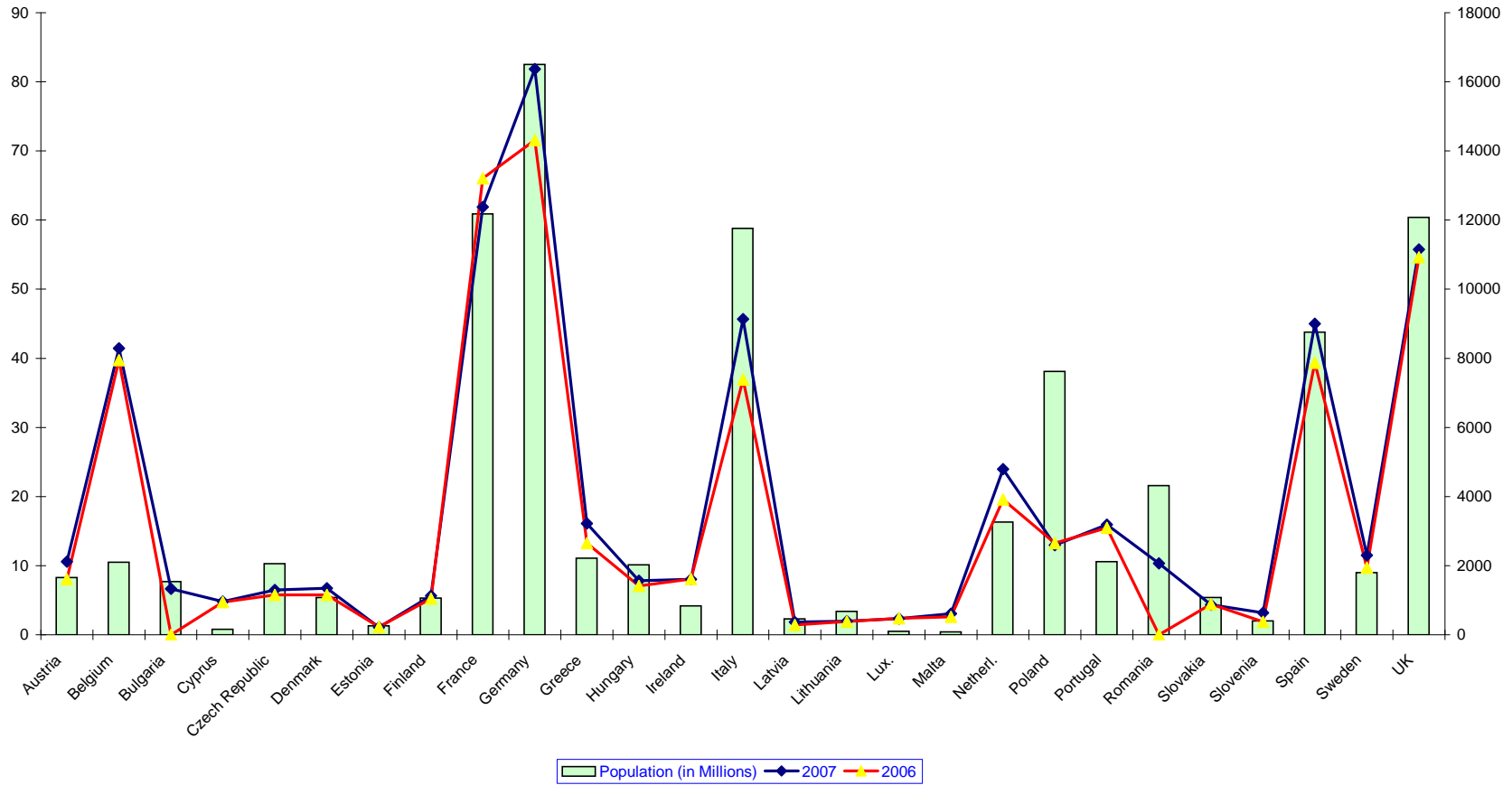


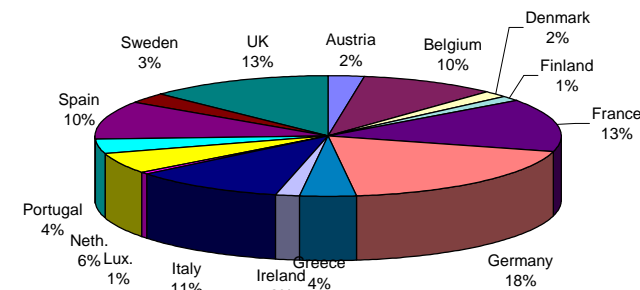
Figure 4: Enquiries per country vs population



**Table 2: Enquiries Per Source / Per Country
EU 15**

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVERAGE	TOTALS	Total per country
Austria	Calls	100	123	102	100	82	86	78	103	68	100	94	47	90	1083	2118
	Emails	100	92	114	87	84	75	84	66	65	94	90	44	83	995	
	Web A.	3	5	7	5	7	1	0	4	0	5	1	2	3	40	
Belgium	Calls	424	435	480	425	390	367	368	302	371	415	404	246	386	4627	8285
	Emails	270	281	393	310	281	238	214	228	246	206	276	246	265	3183	
	Web A.	38	40	52	61	44	32	32	29	21	35	45	46	40	475	
Denmark	Calls	43	55	46	41	49	44	39	34	31	52	68	27	44	529	1347
	Emails	71	82	72	88	79	40	47	50	61	64	50	55	63	759	
	Web A.	3	8	5	8	7	1	6	5	4	5	6	1	5	59	
Finland	Calls	28	32	28	31	28	20	29	34	37	54	54	26	33	401	1127
	Emails	79	42	83	78	57	39	38	41	49	59	53	46	55	664	
	Web A.	6	4	5	7	6	7	3	1	5	8	7	3	5	62	
France	Calls	670	632	627	555	473	545	544	443	453	607	531	361	537	6441	12382
	Emails	553	543	531	445	457	385	376	388	384	441	402	358	439	5263	
	Web A.	51	91	59	53	45	58	53	46	59	70	60	33	57	678	
Germany	Calls	1061	842	998	908	863	836	883	836	754	889	787	522	848	10179	16367
	Emails	660	566	631	549	552	425	471	427	376	458	518	306	495	5939	
	Web A.	24	26	25	27	24	18	16	24	22	18	14	11	21	249	
Greece	Calls	180	145	149	130	156	151	136	110	119	147	123	99	137	1645	3217
	Emails	140	114	157	156	139	100	122	86	89	97	109	95	117	1404	
	Web A.	18	13	20	18	11	12	15	6	13	17	17	8	14	168	
Ireland	Calls	60	56	62	67	80	68	76	77	70	89	66	45	68	816	1607
	Emails	72	64	56	59	58	65	62	47	56	69	62	43	59	713	
	Web A.	3	10	10	4	6	2	8	10	4	9	10	2	7	78	
Italy	Calls	352	298	343	252	300	227	306	208	263	350	284	188	281	3371	9136
	Emails	523	439	548	550	492	397	441	318	426	436	450	304	444	5324	
	Web A.	38	37	54	32	42	26	31	30	36	42	51	22	37	441	
Lux.	Calls	18	24	28	27	25	25	22	20	16	25	13	8	21	251	470
	Emails	13	23	22	14	12	15	16	13	13	20	16	6	15	183	
	Web A.	3	5	1	2	7	4	2	1	2	5	3	1	3	36	
Neth.	Calls	208	196	209	169	258	188	167	183	183	251	187	123	194	2322	4789
	Emails	196	207	234	210	214	171	161	167	164	205	168	157	188	2254	
	Web A.	14	21	22	20	20	34	15	10	11	23	17	6	18	213	
Portugal	Calls	184	143	142	113	115	119	122	112	125	131	116	86	126	1508	3186
	Emails	164	145	141	164	155	121	123	89	103	130	108	93	128	1536	
	Web A.	17	12	19	16	6	14	9	10	4	14	12	9	12	142	
Spain	Calls	402	331	338	311	353	294	367	298	294	408	344	249	332	3989	9002
	Emails	428	332	463	420	461	348	337	320	291	377	363	275	368	4415	
	Web A.	55	58	57	69	56	50	49	34	41	49	46	34	50	598	
Sweden	Calls	84	58	79	63	51	63	81	136	82	102	96	61	80	956	2301
	Emails	103	97	138	127	110	73	62	86	95	130	131	72	102	1224	
	Web A.	11	14	20	10	5	9	3	2	17	14	14	2	10	121	
UK	Calls	706	552	598	487	546	613	640	586	487	527	460	267	539	6469	11148
	Emails	417	384	457	396	331	324	354	311	308	318	338	215	346	4153	
	Web A.	53	52	57	40	45	48	36	38	35	35	53	34	44	526	
TOTAL Enquiries EU-15 Member States		8646	7729	8682	7704	7582	6778	7044	6369	6353	7634	7117	4844		86482	

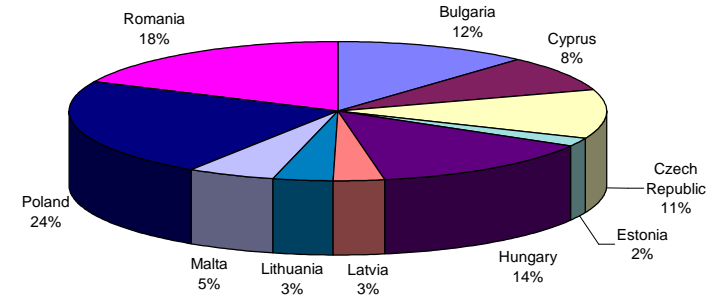
Figure 5: Enquiries by EU Member State



**Table 3: Enquiries Per Source / Per Country
EU-12**

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVERAGE	TOTALS	Total per country
Bulgaria	Calls	42	19	38	28	41	29	24	39	45	41	47	17	34	410	1329
	Emails	113	93	92	98	55	60	63	54	56	47	55	56	70	842	
	Web A.	16	3	0	7	4	8	15	4	3	5	7	5	6	77	
Cyprus	Calls	37	46	34	51	54	51	60	41	40	48	41	28	44	531	960
	Emails	30	42	36	29	32	29	32	28	30	25	33	23	31	369	
	Web A.	8	6	4	3	0	12	5	1	4	9	7	1	5	60	
Czech Republic	Calls	45	36	43	41	42	47	24	38	21	60	38	22	38	457	1299
	Emails	61	98	56	81	62	39	59	55	56	68	71	54	63	760	
	Web A.	7	14	11	6	7	6	3	5	4	5	8	6	7	82	
Estonia	Calls	3	7	8	5	5	3	7	5	3	6	8	1	5	61	221
	Emails	15	12	18	20	20	3	9	10	10	9	10	12	12	148	
	Web A.	2	1	1	0	1	1	1	1	1	3	0	0	1	12	
Hungary	Calls	70	64	74	53	45	66	102	70	68	57	62	17	62	748	1566
	Emails	67	63	91	80	72	39	55	39	59	62	60	42	61	729	
	Web A.	7	12	7	6	7	6	4	10	8	8	6	8	7	89	
Latvia	Calls	9	9	10	7	6	7	7	7	10	11	8	5	8	96	365
	Emails	26	24	23	23	9	9	9	15	18	17	23	9	17	205	
	Web A.	2	6	4	10	10	2	2	3	2	13	4	6	5	64	
Lithuania	Calls	12	12	8	11	10	10	14	2	13	11	15	8	11	126	389
	Emails	15	24	26	28	26	12	12	15	14	23	24	16	20	235	
	Web A.	0	0	1	5	6	2	1	0	2	5	4	2	2	28	
Malta	Calls	7	10	16	7	15	9	27	13	22	15	11	7	13	159	614
	Emails	29	29	34	43	37	24	29	22	26	35	39	31	32	378	
	Web A.	9	11	9	7	8	3	5	2	4	7	9	3	6	77	
Poland	Calls	102	98	102	64	62	69	84	78	87	54	109	49	80	958	2590
	Emails	142	163	200	171	126	97	95	90	91	104	132	105	126	1516	
	Web A.	5	11	25	13	8	9	10	3	5	6	12	9	10	116	
Romania	Calls	60	77	63	45	43	38	38	35	31	28	27	20	42	505	2064
	Emails	243	227	150	123	109	81	77	82	81	87	86	51	116	1397	
	Web A.	6	11	7	7	15	23	17	24	15	12	13	12	14	162	
Slovakia	Calls	23	24	34	19	24	30	24	27	18	18	22	20	24	283	870
	Emails	60	41	68	56	41	35	36	32	46	55	47	28	45	545	
	Web A.	5	7	10	1	5	1	3	2	2	5	1	0	4	42	
Slovenia	Calls	18	14	21	22	22	11	21	12	26	20	21	18	19	226	638
	Emails	22	36	28	49	26	29	24	17	16	38	35	22	29	342	
	Web A.	1	5	3	4	4	7	4	1	2	19	11	9	6	70	
TOTAL New Member States		1319	1355	1355	1223	1059	907	1002	882	939	1036	1106	722			12905

Figure 6: Enquiries by New Member State



**Table 4: Enquiries Per Source / Per Geographic Region
Non EU Countries**

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVERAGE	TOTALS	Total per region
Other European Countries*	Calls	44	51	31	23	38	40	39	45	24	46	50	36	39	467	3190
	Emails	214	219	217	240	218	171	200	185	169	177	203	148	197	2361	
	Web A.	59	57	64	24	16	14	23	23	20	13	37	12	30	362	
Africa	Calls	8	7	8	2	3	5	7	3	2	6	3	6	5	60	1261
	Emails	92	96	96	90	61	77	85	107	71	120	109	57	88	1061	
	Web A.	15	16	13	18	6	9	13	14	9	19	5	3	12	140	
Asia	Calls	9	12	18	8	12	12	15	9	18	10	15	6	12	144	1871
	Emails	130	110	131	124	116	86	139	163	130	152	162	122	130	1565	
	Web A.	6	8	20	20	8	14	11	22	12	16	17	8	14	162	
Australasia	Calls	0	3	1	2	2	3	1	5	5	3	4	1	3	30	390
	Emails	29	23	39	33	30	32	32	27	25	24	30	21	29	345	
	Web A.	1	4	3	0	1	1	0	1	1	1	2	0	1	15	
Latin America	Calls	11	4	2	6	10	8	7	11	14	6	8	3	8	90	2189
	Emails	144	141	170	165	188	169	172	147	155	179	178	124	161	1932	
	Web A.	5	17	22	6	22	11	20	3	16	24	15	6	14	167	
North America	Calls	14	17	19	19	21	30	31	20	14	23	20	12	20	240	2106
	Emails	170	139	160	146	147	133	144	163	140	147	141	113	145	1743	
	Web A.	9	10	19	7	10	17	11	8	6	8	8	10	10	123	
TOTAL Non EU Countries		960	934	1033	933	909	832	950	956	831	974	1007	688			11007
Unknown**	Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1897
	Emails	225	200	206	174	151	125	196	154	131	132	116	87	158	1897	
	Web A.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	

* "Other European Countries" groups together enquiries from European countries which are not Member States of the EU (Albania, Andorra, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, FYR Macedonia, Georgia, Iceland, Liechtenstein, Moldova, Monaco, Norway, Romania, Russia, San Marino, Serbia and Montenegro, Switzerland, Turkey, Ukraine)

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

Figure 7: Enquiries by Geographic Region

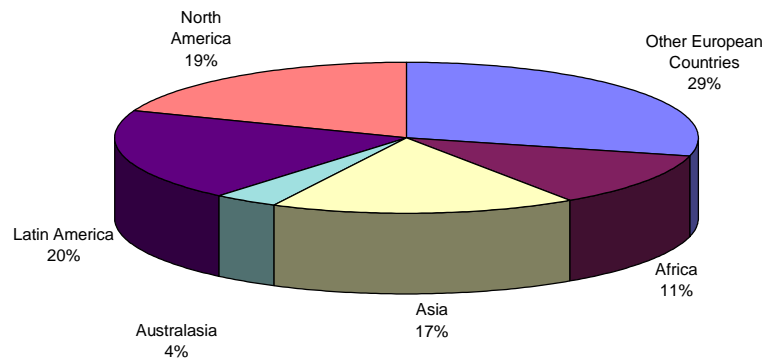
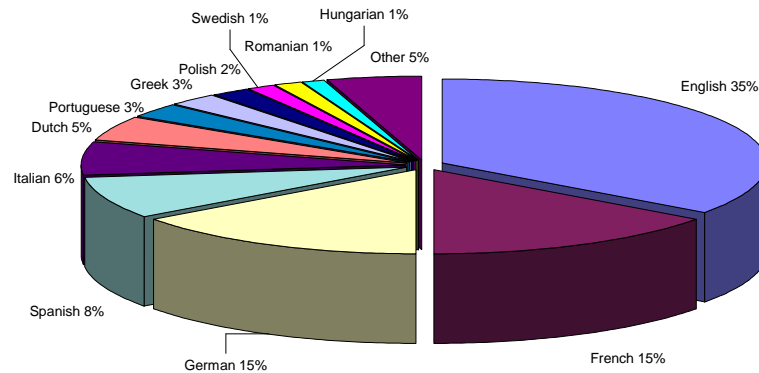


Table 5: Enquiries Per Source / Per Language

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVERAGE	TOTALS	Total per Language
Bulgarian	Calls	42	23	47	30	45	28	25	36	40	41	41	22	35	420	999
	Emails	75	72	63	57	42	46	34	36	36	33	43	42	48	579	
Czech	Calls	38	20	34	28	30	39	27	33	15	54	35	14	31	367	947
	Emails	48	71	40	61	55	33	39	42	44	52	56	39	49	580	
Danish	Calls	14	38	16	13	22	21	29	16	17	42	45	15	24	288	793
	Emails	49	58	49	47	47	31	29	33	42	50	31	39	42	505	
Dutch	Calls	247	255	237	215	278	226	230	220	209	289	272	179	238	2857	5459
	Emails	237	243	306	223	223	178	162	175	189	242	233	191	217	2602	
English	Calls	1260	1021	1158	1031	1077	1145	1187	1082	1017	1024	942	585	1044	12529	39155
	Emails	1972	1878	2329	2438	1914	1614	1824	1762	1608	1735	1766	1272	1843	22112	
	Web A.	392	448	511	407	393	347	338	293	299	410	416	260	376	4514	
Estonian	Calls	1	6	5	6	3	3	6	3	2	4	8	3	4	50	155
	Emails	9	12	11	16	17	3	5	4	6	6	8	8	9	105	
Finnish	Calls	21	25	18	14	10	6	27	28	29	46	52	28	25	300	716
	Emails	56	26	50	42	35	20	23	32	26	39	39	28	35	416	
French	Calls	910	883	909	776	687	759	697	600	633	834	707	450	737	8845	16952
	Emails	731	711	729	554	568	497	537	522	471	592	543	432	574	6887	
	Web A.	108	147	125	109	76	115	88	84	91	117	106	54	102	1220	
German	Calls	1123	929	1057	963	940	893	917	908	773	930	844	540	901	10817	16743
	Emails	688	575	636	513	508	436	477	406	402	462	505	318	494	5926	
Greek	Calls	178	167	160	160	186	159	131	123	130	177	156	113	153	1840	2852
	Emails	110	87	112	81	116	70	77	52	73	71	85	78	84	1012	
Hungarian	Calls	63	59	75	43	35	55	103	61	66	57	56	18	58	691	1236
	Emails	51	45	67	47	46	27	45	34	40	51	54	38	45	545	
Irish	Calls	2	0	0	2	0	0	0	0	2	2	1	0	1	9	29
	Emails	8	2	3	2	0	1	2	1	1	0	0	0	2	20	
Italian	Calls	333	273	322	238	279	207	295	185	244	340	274	184	265	3174	7117
	Emails	417	349	354	324	360	305	323	228	337	351	354	241	329	3943	
Latvian	Calls	8	8	4	3	5	4	6	3	6	10	5	3	5	65	203
	Emails	21	20	16	13	4	5	5	6	13	12	15	8	12	138	
Lithuanian	Calls	10	15	7	11	12	14	16	4	13	17	18	9	12	146	333
	Emails	17	17	22	23	22	8	9	10	12	22	13	12	16	187	
Maltese	Calls	4	8	9	5	10	5	15	10	11	9	4	5	8	95	162
	Emails	8	3	4	11	7	4	6	6	7	6	4	1	6	67	
Polish	Calls	82	82	84	49	58	56	84	84	81	62	100	52	73	874	2127
	Emails	121	130	160	130	105	85	77	66	78	92	114	95	104	1253	
Portuguese	Calls	162	125	132	96	114	120	110	88	104	124	102	83	113	1360	3030
	Emails	178	136	153	168	167	117	131	101	132	141	128	118	139	1670	
Romanian	Calls	54	80	58	38	30	35	30	31	25	22	21	18	37	442	1455
	Emails	177	183	105	77	84	57	49	50	58	63	73	37	84	1013	
Slovak	Calls	17	18	29	16	18	23	21	29	14	17	22	19	20	243	712
	Emails	60	43	57	44	34	28	27	32	31	41	46	26	39	469	
Slovene	Calls	12	11	18	16	17	5	17	14	16	18	21	14	15	179	396
	Emails	8	23	18	31	18	15	19	11	9	26	22	17	18	217	
Spanish	Calls	388	336	332	301	348	285	361	283	307	401	324	218	324	3884	9198
	Emails	486	428	504	457	570	440	437	378	379	468	458	309	443	5314	
Swedish	Calls	65	50	48	38	20	26	56	103	60	90	86	61	59	703	1522
	Emails	90	79	92	67	66	46	39	55	56	84	98	47	68	819	

Fig 8: Enquiries per language



Note: Bulgarian, Czech, Danish, Finnish, Slovak, Slovene, Lithuanian, Latvian, Maltese and Estonian do not appear on the pie chart because the total amount of incoming enquiries for each language does not exceed 1% of the total.

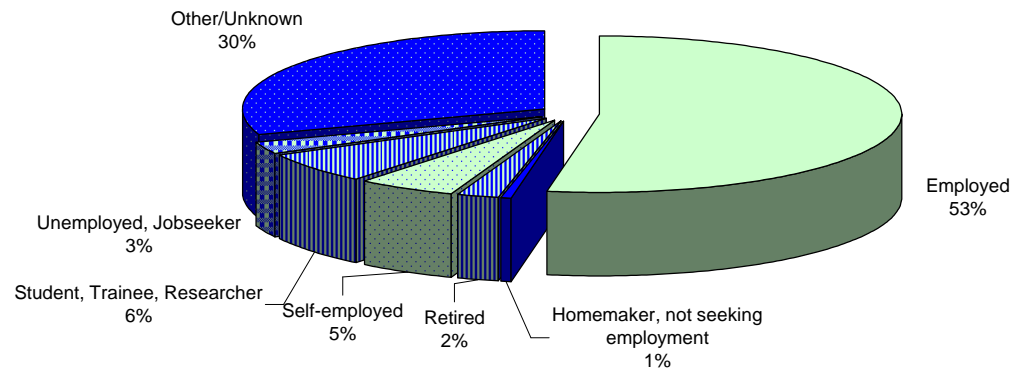
Table 6: Enquiries Per Economic Category of Callers

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Employed	5882	5201	5692	4850	5207	4872	5173	4563	4199	5252	5050	3334	59275
Homemaker, not seeking employment	61	58	50	54	59	42	51	45	49	65	58	36	628
Retired	232	212	249	179	186	188	201	174	158	218	232	159	2388
Self-employed	675	561	602	509	568	455	516	423	426	487	489	370	6081
Student, Trainee, Researcher	733	707	835	694	697	478	374	379	396	651	732	496	7172
Unemployed, Jobseeker	288	271	310	263	267	223	219	224	205	230	210	134	2844
Other/Unknown	3280	3208	3537	3485	2717	2384	2658	2553	2821	2873	2575	1812	33903

Note 1: Users of EUROPE DIRECT are not obliged to communicate these personal data, therefore the representativity of these data cannot be guaranteed.

Note 2: These statistics are based solely on the number of incoming emails and do not take into account data collected for incoming phone calls.

Figure 9: Percentage of Enquiries per Category of Callers



2007

Table 14: Top ten subjects

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals	Percentage
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	2766	2149	2093	1946	2023	1961	2316	2288	2060	2295	2000	1422	25319	22,5%
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	2360	2005	2494	1966	1966	1756	1524	1287	1445	1809	1797	1234	21643	19,3%
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	661	604	687	620	646	547	549	441	401	546	559	369	6630	5,9%
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMES, HARMONISATION/STANDARDISATION	626	671	671	526	574	503	499	464	498	563	532	342	6469	5,8%
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	437	450	508	435	484	408	496	457	400	431	481	320	5307	4,7%
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS - ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	286	301	299	311	264	273	278	224	268	342	298	186	3330	3,0%
CUSTOMS & TAXATION	353	290	292	253	282	219	271	206	200	271	256	161	3054	2,7%
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	280	313	297	258	269	227	232	222	205	260	262	179	3004	2,7%
ENVIRONMENT	298	325	344	295	283	273	289	252	242	291	292	207	3391	3,0%
ENERGY & TRANSPORT	305	316	296	303	285	258	288	234	239	331	281	175	3311	2,9%
TOTALS	8372	7424	7981	6913	7076	6425	6742	6075	5958	7139	6758	4595	81458	72,5%
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	1131	1116	1182	1011	989	904	917	849	867	1144	1055	665	11830	10,5%
RESEARCH ENQUIRY SERVICE	531	644	1006	1233	679	517	637	617	503	488	524	361	7740	6,9%
EXPORT HELPDESK	0	0	0	0	0	0	0	85	104	88	102	79	458	0,4%
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS).	1117	1034	1106	877	957	796	896	735	822	917	907	641	10805	9,6%
GRAND TOTAL	11151	10218	11275	10034	9701	8642	9192	8361	8254	9776	9346	6341	112291	100,0%

Table 15: Breakdown of "Cross Border Issues"

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals	% of Cross Border	% of Grand Total
To Travel	* AIR PASSENGERS' RIGHTS	1857	538	539	570	615	677	974	1017	877	944	724	512	9844	33,3%	8,8%
	* CUSTOMS RELATED QUESTIONS	155	58	45	26	45	39	60	42	50	36	44	26	626	2,1%	0,6%
To Work	* WORKING IN ANOTHER MEMBER STATE	996	314	289	281	262	231	228	195	192	275	250	122	3635	12,3%	3,2%
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	700	211	225	179	167	170	227	194	155	194	196	138	2756	9,3%	2,5%
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	353	113	105	98	86	86	104	91	81	92	72	64	1345	4,6%	1,2%
	* LABOUR LAW	149	51	50	34	51	36	30	39	31	32	42	26	571	1,9%	0,5%
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1441	422	439	408	434	430	427	399	326	387	368	344	5825	19,7%	5,2%
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	1008	341	293	258	280	224	222	228	263	266	233	150	3766	12,8%	3,4%
	* RECOGNITION OF DIPLOMAS	349	101	108	92	83	68	44	54	85	69	71	40	1164	3,9%	1,0%
TOTALS		7008	2149	2093	1946	2023	1961	2316	2259	2060	2295	2000	1422	29532	100,0%	26,3%

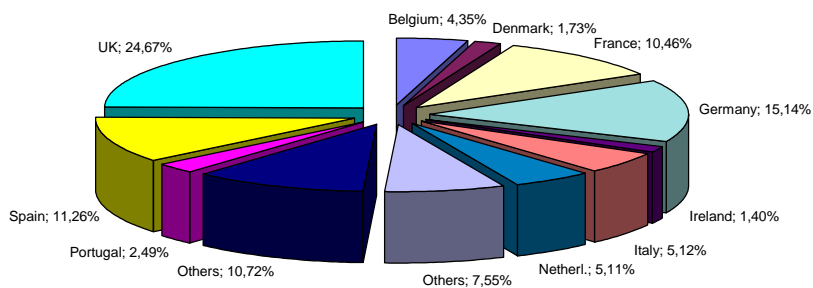
Table 16: Breakdown of "Functioning of EU Institutions"

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Totals	% of EU Institutions	% of Grand Total
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	307	79	111	72	54	115	70	24	58	175	20	144	1229	4,7%	1,1%
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	484	139	181	107	107	74	64	56	80	94	101	69	1556	6,0%	1,4%
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	976	270	340	304	279	229	277	194	252	287	313	219	3940	15,1%	3,5%
	* HISTORY & SYMBOLS	404	138	157	126	130	87	71	94	76	96	108	59	1546	5,9%	1,4%
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	94	31	31	34	28	29	20	14	14	17	27	19	358	1,4%	0,3%
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	3941	1127	1453	1098	1176	1078	859	735	783	956	935	621	14762	56,7%	13,1%
	* PERSONNEL	561	193	188	202	177	130	143	145	149	157	150	96	2291	8,8%	2,0%
	* VISITS	92	28	33	23	15	14	20	25	33	27	26	7	343	1,3%	0,3%
TOTALS		6859	2005	2494	1966	1966	1756	1524	1287	1445	1809	1680	1234	26025	100,0%	23,2%

Table 17: Enquiries on hot topics

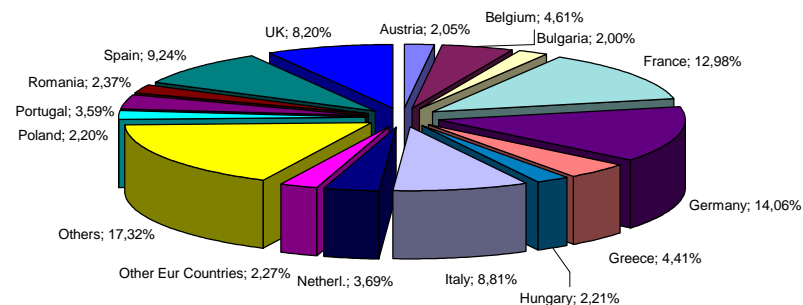
	EU-15														New Member States										Non-EU						
	Austria	Belgium	Denmark	Finland	France	Germany	Greece	Ireland	Italy	Lux.	Netherl.	Portugal	Spain	Sweden	UK	Bulgaria	Cyprus	Czech Republic	Estonia	Hungary	Latvia	Lithuania	Malta	Poland	Romania	Slovakia	Slovenia	Other Eur Countries	Others	Unknown	TOTAL
Air Passengers' Rights	75	381	152	84	917	1327	152	123	449	30	448	218	987	121	2163	14	79	85	6	122	6	14	29	109	19	32	16	99	226	284	8767
Mobility (Workers/Persons)	339	761	156	146	2145	2323	728	258	1456	77	609	593	1527	270	1355	331	204	198	41	365	63	57	91	363	392	181	78	375	932	109	16523

Figure 12: Enquiries on air passengers' rights per country



* Others include all countries representing less than 2% of enquiries received concerning air passengers' rights

Figure 13: Enquiries on Mobility (persons/workers) per country



* Others include all countries representing less than 2% of enquiries received concerning mobility

Table 21: Trends in the volume of enquiries

	2005				2006					2007				
	Calls	Emails	Web A.	TOTAL	Calls	Emails	Web A.	Mail & Fax	TOTAL	Calls	Emails	Web A.	Mail & Fax	TOTAL
Jan	3.932	2.661	530	7.123	4.696	4.205	754	0	9.655	5.034	5.617	500	0	11.151
Feb	5.622	3.183	654	9.459	4.505	4.114	748	0	9.367	4.432	5.191	595	0	10.218
Mar	6.327	4.772	1.027	12.126	5.016	4.341	833	1	10.191	4.759	5.880	636	0	11.275
Apr	6.095	4.501	921	11.517	3.643	3.780	553	1	7.977	4.092	5.426	516	0	10.034
May	6.015	4.397	768	11.180	4.476	4.058	670	0	9.204	4.224	5.008	469	0	9.701
Jun	5.594	3.640	678	9.912	3.860	3.210	487	0	7.557	4.114	4.066	462	0	8.642
Jul	4.642	3.002	594	8.238	3.738	3.085	456	0	7.279	4.390	4.376	426	0	9.192
Aug	4.338	3.064	626	8.028	3.666	3.038	455	0	7.159	3.942	4.042	377	0	8.361
Sep	5.080	3.305	715	9.100	3.728	3.569	466	0	7.763	3.814	4.050	390	0	8.254
Oct	4.543	3.837	745	9.125	3.910	3.746	581	0	8.237	4.610	4.639	527	0	9.776
Nov	4.536	3.986	797	9.319	4.143	4.179	579	9	8.910	4.136	4.688	522	0	9.346
Dec	3.229	3.200	527	6.956	2.745	3.362	376	7	6.490	2.631	3.396	314	0	6.341
	59.953	43.548	8.582	112.083	48.126	44.687	6.958	18	99.789	50.178	56.379	5.734	0	112.291

Figure 15 : Monthly volume of enquiries

