

**THE EUROPEAN COMMISSION**  
**Communication Directorate-General**



**Quarterly Activity Report**  
**April to June 2007**

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>	268	1182	134	79	1573	2607	437	215	779	77	615	347	958	177	1646	11094	1092	244	0	12430
<b>Emails</b>	246	829	207	174	1287	1526	395	182	1439	41	595	440	1229	310	1051	9951	1873	2226	450	14500
<b>Web Assistance</b>	13	137	16	20	156	69	41	12	100	13	74	36	175	24	133	1019	224	204	0	1447
<b>TOTALS</b>	<b>527</b>	<b>2148</b>	<b>357</b>	<b>273</b>	<b>3016</b>	<b>4202</b>	<b>873</b>	<b>409</b>	<b>2318</b>	<b>131</b>	<b>1284</b>	<b>823</b>	<b>2362</b>	<b>511</b>	<b>2830</b>	<b>22064</b>	<b>3189</b>	<b>2674</b>	<b>450</b>	<b>28377</b>

\* 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

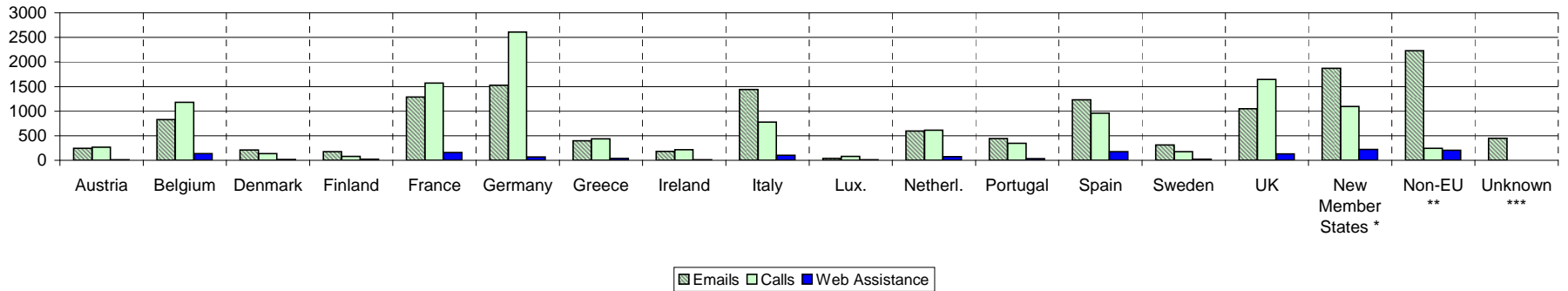


Figure 2: Handled Enquiries Per Type

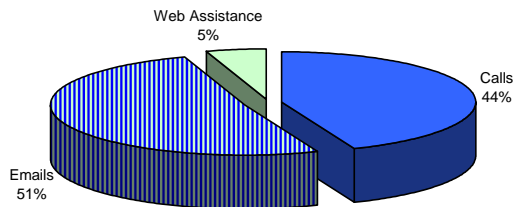


Figure 3: Enquiries per Category of Countries

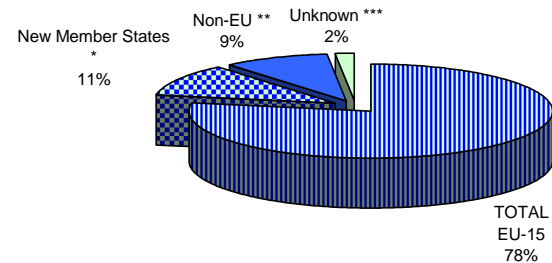


Table 2: Enquiries Per Source / Per Country  
EU 15

	Previous Quarter			Current Quarter					
	AVERAGE	TOTALS	Total per country	APR	MAY	JUN	AVERAGE	TOTALS	Total per country
Austria	Calls	108	325	100	82	86	89	268	646
	Emails	102	306	87	84	75	82	246	
	Web A.	5	15	5	7	1	4	13	
Belgium	Calls	446	1339	425	390	367	394	1182	2413
	Emails	315	944	310	281	238	276	829	
	Web A.	43	130	61	44	32	46	137	
Denmark	Calls	48	144	41	49	44	45	134	385
	Emails	75	225	88	79	40	69	207	
	Web A.	5	16	8	7	1	5	16	
Finland	Calls	29	88	31	28	20	26	79	307
	Emails	68	204	78	57	39	58	174	
	Web A.	5	15	7	6	7	7	20	
France	Calls	643	1929	555	473	545	524	1573	3757
	Emails	542	1627	445	457	385	429	1287	
	Web A.	67	201	53	45	58	52	156	
Germany	Calls	967	2901	908	863	836	869	2607	4833
	Emails	619	1857	549	552	425	509	1526	
	Web A.	25	75	27	24	18	23	69	
Greece	Calls	158	474	130	156	151	146	437	936
	Emails	137	411	156	139	100	132	395	
	Web A.	17	51	18	11	12	14	41	
Ireland	Calls	59	178	67	80	68	72	215	393
	Emails	64	192	59	58	65	61	182	
	Web A.	8	23	4	6	2	4	12	
Italy	Calls	331	993	252	300	227	260	779	2632
	Emails	503	1510	550	492	397	480	1439	
	Web A.	43	129	32	42	26	33	100	
Lux.	Calls	23	70	27	25	25	26	77	137
	Emails	19	58	14	12	15	14	41	
	Web A.	3	9	2	7	4	4	13	
Neth.	Calls	204	613	169	258	188	205	615	1307
	Emails	212	637	210	214	171	198	595	
	Web A.	19	57	20	20	34	25	74	
Portugal	Calls	156	469	113	115	119	116	347	967
	Emails	150	450	164	155	121	147	440	
	Web A.	16	48	16	6	14	12	36	
Spain	Calls	357	1071	311	353	294	319	958	2464
	Emails	408	1223	420	461	348	410	1229	
	Web A.	57	170	69	56	50	58	175	
Sweden	Calls	74	221	63	51	63	59	177	604
	Emails	113	338	127	110	73	103	310	
	Web A.	15	45	10	5	9	8	24	
UK	Calls	619	1856	487	546	613	549	1646	3276
	Emails	419	1258	396	331	324	350	1051	
	Web A.	54	162	40	45	48	44	133	
<b>TOTAL EU-15</b>									<b>25057</b>
									<b>22064</b>

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

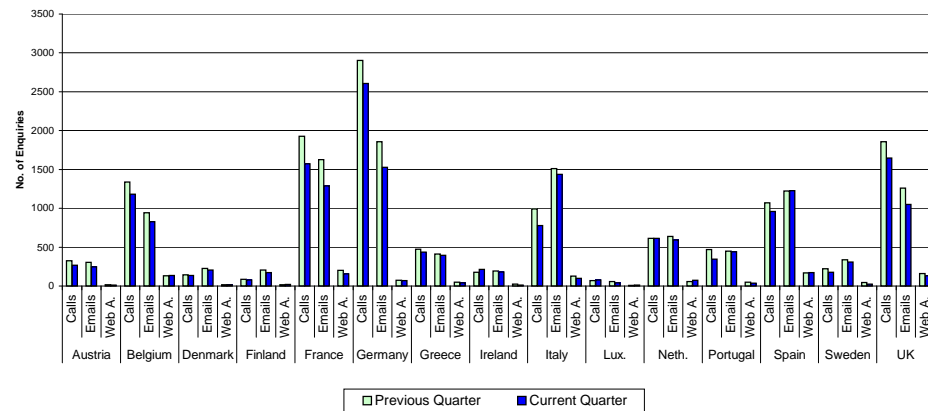


Table 3: Enquiries Per Source / Per Country  
New Member States

		Previous Quarter		Total per country	Current Quarter				
		AVERAGE	TOTALS		APR	MAY	JUN	AVERAGE	TOTALS
Bulgaria	Calls	33	99	416	28	41	29	33	98
	Emails	99	298		98	55	60	71	213
	Web A.	6	19		7	4	8	6	19
Cyprus	Calls	39	117	243	51	54	51	52	156
	Emails	36	108		29	32	29	30	90
	Web A.	6	18		3	0	12	5	15
Czech Republic	Calls	41	124	371	41	42	47	43	130
	Emails	72	215		81	62	39	61	182
	Web A.	11	32		6	7	6	6	19
Estonia	Calls	6	18	67	5	5	3	4	13
	Emails	15	45		20	20	3	14	43
	Web A.	1	4		0	1	1	1	2
Hungary	Calls	69	208	455	53	45	66	55	164
	Emails	74	221		80	72	39	64	191
	Web A.	9	26		6	7	6	6	19
Latvia	Calls	9	28	113	7	6	7	7	20
	Emails	24	73		23	9	9	14	41
	Web A.	4	12		10	10	2	7	22
Lithuania	Calls	11	32	98	11	10	10	10	31
	Emails	22	65		28	26	12	22	66
	Web A.	0	1		5	6	2	4	13
Malta	Calls	11	33	154	7	15	9	10	31
	Emails	31	92		43	37	24	35	104
	Web A.	10	29		7	8	3	6	18
Poland	Calls	101	302	848	64	62	69	65	195
	Emails	168	505		171	126	97	131	394
	Web A.	14	41		13	8	9	10	30
Romania	Calls	67	200	844	45	43	38	42	126
	Emails	207	620		123	109	81	104	313
	Web A.	8	24		7	15	23	15	45
Slovakia	Calls	27	81	272	19	24	30	24	73
	Emails	56	169		56	41	35	44	132
	Web A.	7	22		1	5	1	2	7
Slovenia	Calls	18	53	148	22	22	11	18	55
	Emails	29	86		49	26	29	35	104
	Web A.	3	9		4	4	7	5	15
<b>TOTAL New Member States</b>			<b>3613</b>					<b>3189</b>	

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

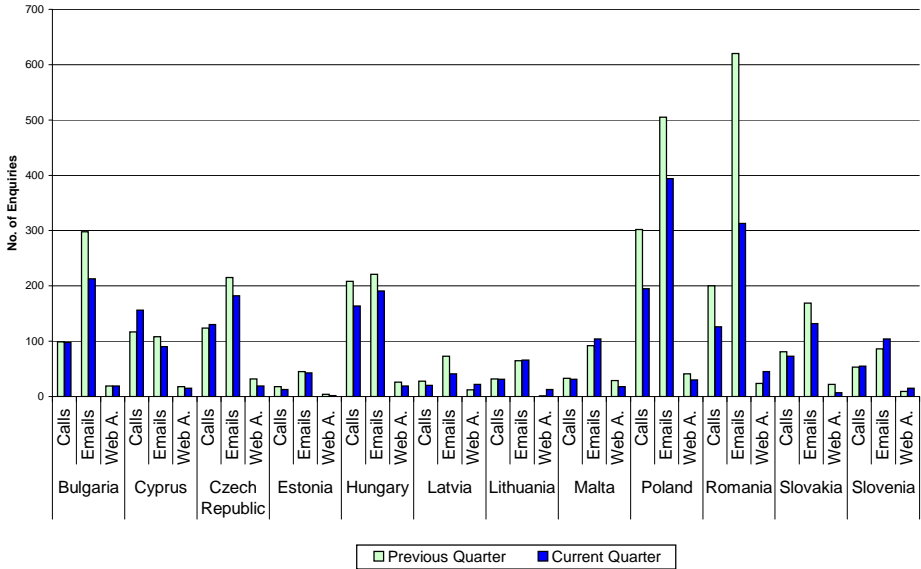


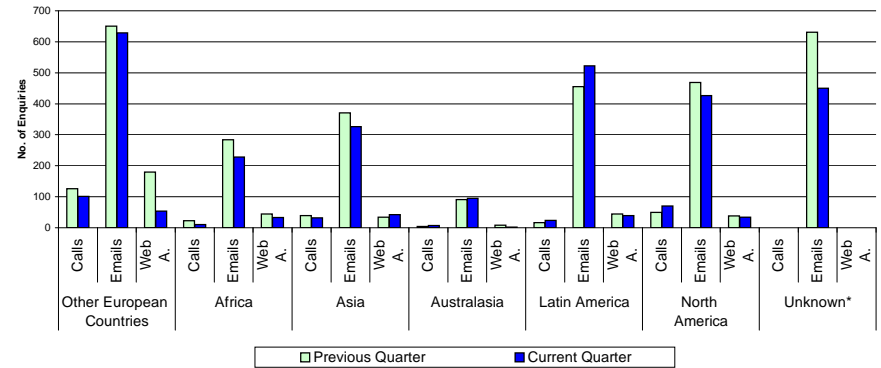
Table 4: Enquiries Per Source / Per Country  
Non EU Countries

		Previous Quarter		Total per country
		AVERAGE	TOTALS	
Other European Countries	Calls	42	126	956
	Emails	217	650	
	Web A.	60	180	
Africa	Calls	8	23	351
	Emails	95	284	
	Web A.	15	44	
Asia	Calls	13	39	444
	Emails	124	371	
	Web A.	11	34	
Australasia	Calls	1	4	103
	Emails	30	91	
	Web A.	3	8	
Latin America	Calls	6	17	516
	Emails	152	455	
	Web A.	15	44	
North America	Calls	17	50	557
	Emails	156	469	
	Web A.	13	38	
<b>TOTAL Non EU Countries</b>				<b>2927</b>
Unknown*	Calls	0	0	631
	Emails	210	631	
	Web A.	0	0	

		Current Quarter					Total per country
		APR	MAY	JUN	AVERAGE	TOTALS	
Other European Countries	Calls	23	38	40	34	101	784
	Emails	240	218	171	210	629	
	Web A.	24	16	14	18	54	
Africa	Calls	2	3	5	3	10	271
	Emails	90	61	77	76	228	
	Web A.	18	6	9	11	33	
Asia	Calls	8	12	12	11	32	400
	Emails	124	116	86	109	326	
	Web A.	20	8	14	14	42	
Australasia	Calls	2	2	3	2	7	104
	Emails	33	30	32	32	95	
	Web A.	0	1	1	1	2	
Latin America	Calls	6	10	8	8	24	585
	Emails	165	188	169	174	522	
	Web A.	6	22	11	13	39	
North America	Calls	19	21	30	23	70	530
	Emails	146	147	133	142	426	
	Web A.	7	10	17	11	34	
<b>TOTAL Non EU Countries</b>					<b>2674</b>		
Unknown*	Calls	0	0	0	0	0	450
	Emails	174	151	125	150	450	
	Web A.	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		Total per Language	Current Quarter					
		AVERAGE	TOTALS		APR	MAY	JUN	AVERAGE	TOTALS	Total per Language
Bulgarian	Calls	37	112	322	30	45	28	34	103	248
	Emails	70	210		57	42	46	48	145	
Czech	Calls	31	92	251	28	30	39	32	97	
	Emails	53	159		61	55	33	50	149	
Danish	Calls	23	68	224	13	22	21	19	56	
	Emails	52	156		47	47	31	42	125	
Dutch	Calls	246	739	1525	215	278	226	240	719	
	Emails	262	786		223	223	178	208	624	
English	Calls	1146	3439	10969	1031	1077	1145	1084	3253	
	Emails	2060	6179		2438	1914	1614	1989	5966	
	Web A.	450	1351		407	393	347	382	1147	
Estonian	Calls	4	12	44	6	3	3	4	12	
	Emails	11	32		16	17	3	12	36	
Finnish	Calls	21	64	196	14	10	6	10	30	
	Emails	44	132		42	35	20	32	97	
French	Calls	901	2702	5253	776	687	759	741	2222	
	Emails	724	2171		554	568	497	540	1619	
	Web A.	127	380		109	76	115	100	300	
German	Calls	1036	3109	5008	963	940	893	932	2796	
	Emails	633	1899		513	508	436	486	1457	
Greek	Calls	168	505	814	160	186	159	168	505	
	Emails	103	309		81	116	70	89	267	
Hungarian	Calls	66	197	360	43	35	55	44	133	
	Emails	54	163		47	46	27	40	120	
Irish	Calls	1	2	15	2	0	0	1	2	
	Emails	4	13		2	0	1	1	3	
Italian	Calls	309	928	2048	238	279	207	241	724	
	Emails	301	1120		324	360	305	330	989	
Latvian	Calls	7	20	77	3	5	4	4	12	
	Emails	19	57		13	4	5	7	22	
Lithuanian	Calls	11	32	88	11	12	14	12	37	
	Emails	19	56		23	22	8	18	53	
Maltese	Calls	0	21	36	5	10	5	7	20	
	Emails	0	15		11	7	4	7	22	
Polish	Calls	83	248	659	49	58	56	54	163	
	Emails	137	411		130	105	85	107	320	
Portuguese	Calls	140	419	886	96	114	120	110	330	
	Emails	156	467		168	167	117	151	452	
Romanian	Calls	64	192	657	38	30	35	34	103	
	Emails	155	465		77	84	57	73	218	
Slovak	Calls	21	64	224	16	18	23	19	57	
	Emails	53	160		44	34	28	35	106	
Slovene	Calls	14	41	90	16	17	5	13	38	
	Emails	16	49		31	18	15	21	64	
Spanish	Calls	352	1056	2474	301	348	285	311	934	
	Emails	473	1418		457	570	440	489	1467	
Swedish	Calls	54	163	424	38	20	26	28	84	
	Emails	87	261		67	66	46	60	179	

Figure 7: No of Enquiries per Language, per Source

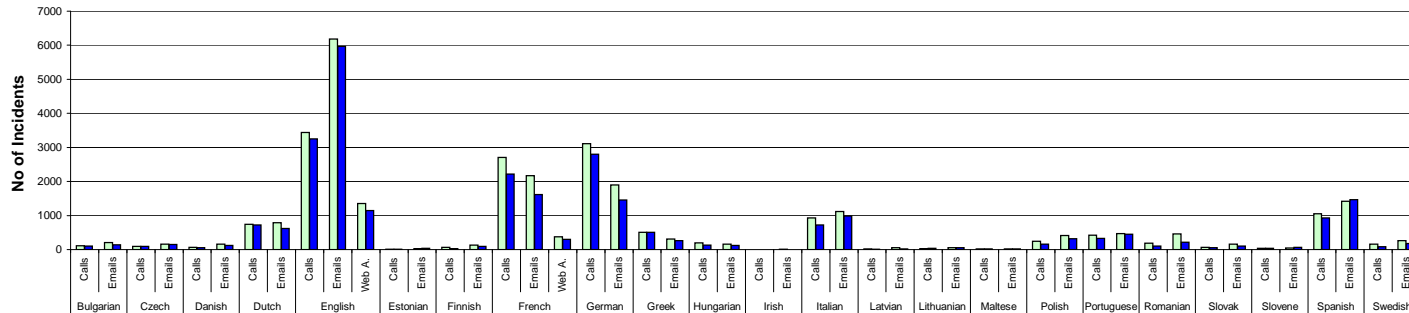


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	JAN	FEB	MAR	TOTAL	APR	MAY	JUN	TOTAL
Employed	5882	5201	5692	16775	4850	5207	4872	14929
Homemaker, not seeking employment	61	58	50	169	54	59	42	155
Retired	232	212	249	693	179	186	188	553
Self-employed	675	561	602	1838	509	568	455	1532
Student, Trainee, Researcher	733	707	835	2275	694	697	478	1869
Unemployed, Jobseeker	288	271	310	869	263	267	223	753
Other/Unknown	3280	3208	3537	10025	3485	2717	2384	8586

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

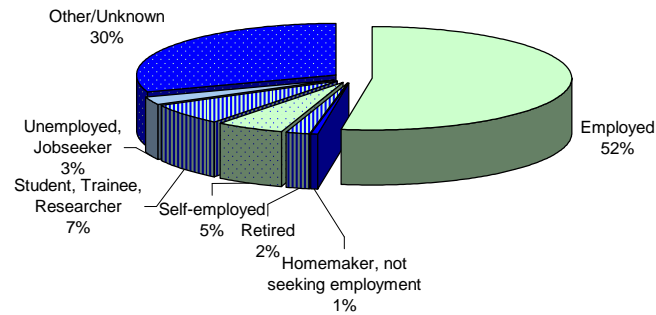


Figure 9: Enquiries per Category of Callers

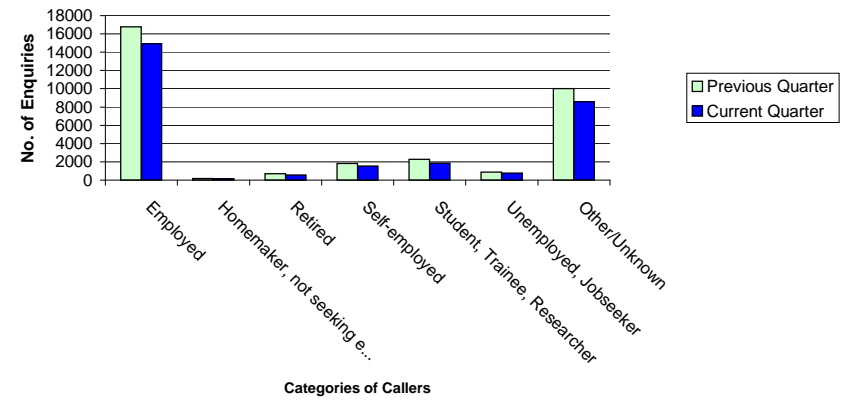


Table 13: Enquiries Per EU Topic

April to June 2007

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	5930
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	5688
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1813
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMEs, HARMONISATION/STANDARDISATION	1603
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1327
ENVIRONMENT	851
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	848
ENERGY & TRANSPORT	846
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	836
CUSTOMS & TAXATION	754
<b>SUB TOTAL Top 10 Subjects</b>	<b>20496</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)	2630
RESEARCH ENQUIRY SERVICE	2429
<b>GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP</b>	<b>28377</b>

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC

Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	1862
	* CUSTOMS RELATED QUESTIONS	110
To Work	* WORKING IN ANOTHER MEMBER STATE	774
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	516
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	270
	* LABOUR LAW	121
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1272
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	762
	* RECOGNITION OF DIPLOMAS	243
<b>Grand Total</b>		<b>5930</b>

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC

Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	241
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	288
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	812
	* HISTORY & SYMBOLS	343
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	91
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	3352
	* PERSONNEL	509
	* VISITS	52
<b>Grand Total</b>		<b>5688</b>