

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



**Quarterly Activity Report**  
**January to March 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>          | 325        | 1339        | 144        | 88         | 1929        | 2901        | 474        | 178        | 993         | 70         | 613         | 469        | 1071        | 221        | 1856        | 12671        | 1295                | 259         | 0           | 14225        |
| <b>Emails</b>         | 306        | 944         | 225        | 204        | 1627        | 1857        | 411        | 192        | 1510        | 58         | 637         | 450        | 1223        | 338        | 1258        | 11240        | 2497                | 2320        | 631         | 16688        |
| <b>Web Assistance</b> | 15         | 130         | 16         | 15         | 201         | 75          | 51         | 23         | 129         | 9          | 57          | 48         | 170         | 45         | 162         | 1146         | 237                 | 348         | 0           | 1731         |
| <b>Mail &amp; Fax</b> | 0          | 0           | 0          | 0          | 0           | 0           | 0          | 0          | 0           | 0          | 0           | 0          | 0           | 0          | 0           | 0            | 0                   | 0           | 0           | 0            |
| <b>TOTALS</b>         | <b>646</b> | <b>2413</b> | <b>385</b> | <b>307</b> | <b>3757</b> | <b>4833</b> | <b>936</b> | <b>393</b> | <b>2632</b> | <b>137</b> | <b>1307</b> | <b>967</b> | <b>2464</b> | <b>604</b> | <b>3276</b> | <b>25057</b> | <b>4029</b>         | <b>2927</b> | <b>631</b>  | <b>32644</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

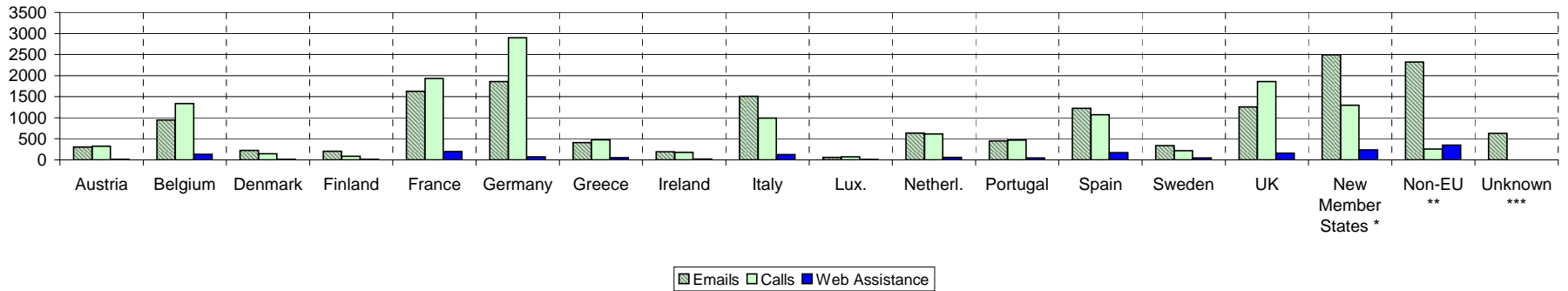


Figure 2: Handled Enquiries Per Type

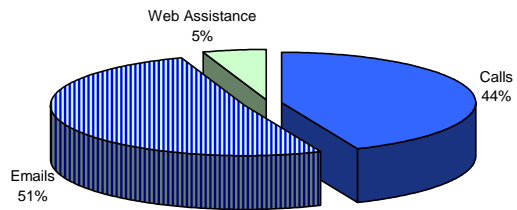


Figure 3: Enquiries per Category of Countries

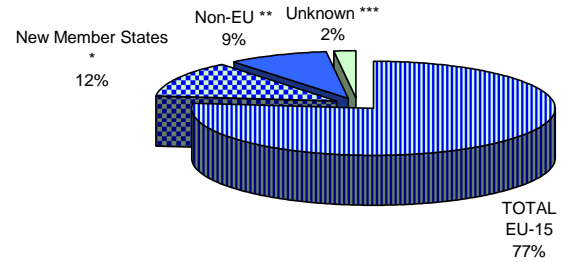


Table 2: Enquiries Per Source / Per Country  
EU 15

|                    |          | Previous Quarter |        | Total per country | Current Quarter |     |     |         |        |                   |
|--------------------|----------|------------------|--------|-------------------|-----------------|-----|-----|---------|--------|-------------------|
|                    |          | AVERAGE          | TOTALS |                   | JAN             | FEB | MAR | AVERAGE | TOTALS | Total per country |
| Austria            | Calls    | 46               | 138    | 331               | 100             | 123 | 102 | 108     | 325    | 646               |
|                    | Emails   | 63               | 188    |                   | 100             | 92  | 114 | 102     | 306    |                   |
|                    | Web A.   | 2                | 5      |                   | 3               | 5   | 7   | 5       | 15     |                   |
| Belgium            | Calls    | 393              | 1179   | 1993              | 424             | 435 | 480 | 446     | 1339   | 2413              |
|                    | Emails   | 220              | 661    |                   | 270             | 281 | 393 | 315     | 944    |                   |
|                    | Web A.   | 50               | 151    |                   | 38              | 40  | 52  | 43      | 130    |                   |
|                    | Mail/Fax | 1                | 2      |                   | 0               | 0   | 0   | 0       | 0      |                   |
| Denmark            | Calls    | 36               | 108    | 270               | 43              | 55  | 46  | 48      | 144    | 385               |
|                    | Emails   | 47               | 142    |                   | 71              | 82  | 72  | 75      | 225    |                   |
|                    | Web A.   | 7                | 20     |                   | 3               | 8   | 5   | 5       | 16     |                   |
| Finland            | Calls    | 28               | 83     | 240               | 28              | 32  | 28  | 29      | 88     | 307               |
|                    | Emails   | 48               | 144    |                   | 79              | 42  | 83  | 68      | 204    |                   |
|                    | Web A.   | 4                | 13     |                   | 6               | 4   | 5   | 5       | 15     |                   |
| France             | Calls    | 498              | 1494   | 2807              | 670             | 632 | 627 | 643     | 1929   | 3757              |
|                    | Emails   | 371              | 1114   |                   | 553             | 543 | 531 | 542     | 1627   |                   |
|                    | Web A.   | 66               | 199    |                   | 51              | 91  | 59  | 67      | 201    |                   |
| Germany            | Calls    | 694              | 2083   | 3295              | 1061            | 842 | 998 | 967     | 2901   | 4833              |
|                    | Emails   | 386              | 1157   |                   | 660             | 566 | 631 | 619     | 1857   |                   |
|                    | Web A.   | 18               | 53     |                   | 24              | 26  | 25  | 25      | 75     |                   |
|                    | Mail/Fax | 1                | 2      |                   | 0               | 0   | 0   | 0       | 0      |                   |
| Greece             | Calls    | 111              | 334    | 712               | 180             | 145 | 149 | 158     | 474    | 936               |
|                    | Emails   | 107              | 322    |                   | 140             | 114 | 157 | 137     | 411    |                   |
|                    | Web A.   | 19               | 56     |                   | 18              | 13  | 20  | 17      | 51     |                   |
| Ireland            | Calls    | 67               | 201    | 375               | 60              | 56  | 62  | 59      | 178    | 393               |
|                    | Emails   | 52               | 156    |                   | 72              | 64  | 56  | 64      | 192    |                   |
|                    | Web A.   | 6                | 18     |                   | 3               | 10  | 10  | 8       | 23     |                   |
| Italy              | Calls    | 224              | 672    | 1733              | 352             | 298 | 343 | 331     | 993    | 2632              |
|                    | Emails   | 312              | 935    |                   | 523             | 439 | 548 | 503     | 1510   |                   |
|                    | Web A.   | 42               | 126    |                   | 38              | 37  | 54  | 43      | 129    |                   |
| Lux.               | Calls    | 20               | 59     | 107               | 18              | 24  | 28  | 23      | 70     | 137               |
|                    | Emails   | 14               | 41     |                   | 13              | 23  | 22  | 19      | 58     |                   |
|                    | Web A.   | 2                | 7      |                   | 3               | 5   | 1   | 3       | 9      |                   |
| Neth.              | Calls    | 168              | 504    | 1014              | 208             | 196 | 209 | 204     | 613    | 1307              |
|                    | Emails   | 150              | 450    |                   | 196             | 207 | 234 | 212     | 637    |                   |
|                    | Web A.   | 20               | 60     |                   | 14              | 21  | 22  | 19      | 57     |                   |
| Portugal           | Calls    | 122              | 367    | 734               | 184             | 143 | 142 | 156     | 469    | 967               |
|                    | Emails   | 105              | 315    |                   | 164             | 145 | 141 | 150     | 450    |                   |
|                    | Web A.   | 17               | 52     |                   | 17              | 12  | 19  | 16      | 48     |                   |
| Spain              | Calls    | 283              | 850    | 1921              | 402             | 331 | 338 | 357     | 1071   | 2464              |
|                    | Emails   | 309              | 926    |                   | 428             | 332 | 463 | 408     | 1223   |                   |
|                    | Web A.   | 48               | 144    |                   | 55              | 58  | 57  | 57      | 170    |                   |
|                    | Mail/Fax | 0                | 1      |                   | 0               | 0   | 0   | 0       | 0      |                   |
| Sweden             | Calls    | 68               | 204    | 501               | 84              | 58  | 79  | 74      | 221    | 604               |
|                    | Emails   | 89               | 266    |                   | 103             | 97  | 138 | 113     | 338    |                   |
|                    | Web A.   | 10               | 31     |                   | 11              | 14  | 20  | 15      | 45     |                   |
| UK                 | Calls    | 498              | 1494   | 2476              | 706             | 552 | 598 | 619     | 1856   | 3276              |
|                    | Emails   | 275              | 825    |                   | 417             | 384 | 457 | 419     | 1258   |                   |
|                    | Web A.   | 49               | 148    |                   | 53              | 52  | 57  | 54      | 162    |                   |
|                    | Mail/Fax | 3                | 9      |                   | 0               | 0   | 0   | 0       | 0      |                   |
| <b>TOTAL EU-15</b> |          |                  |        | <b>18509</b>      | <b>25057</b>    |     |     |         |        |                   |

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

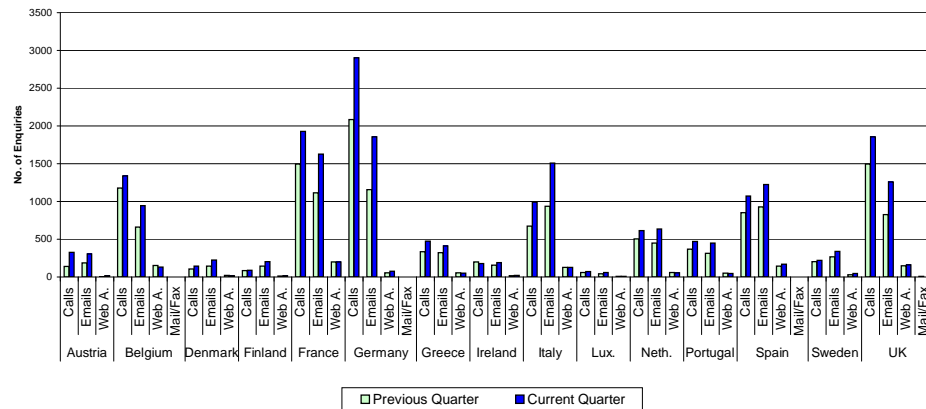


Table 3: Enquiries Per Source / Per Country  
New Member States

|                                |          | Previous Quarter |        | Total per country | Current Quarter |     |     |         |        |     |
|--------------------------------|----------|------------------|--------|-------------------|-----------------|-----|-----|---------|--------|-----|
|                                |          | AVERAGE          | TOTALS |                   | JAN             | FEB | MAR | AVERAGE | TOTALS |     |
| Bulgaria                       | Calls    | 0                | 0      | 0                 | 42              | 19  | 38  | 33      | 99     | 416 |
|                                | Emails   | 0                | 0      |                   | 113             | 93  | 92  | 99      | 298    |     |
|                                | Web A.   | 0                | 0      |                   | 16              | 3   | 0   | 6       | 19     |     |
| Cyprus                         | Calls    | 32               | 97     | 198               | 37              | 46  | 34  | 39      | 117    | 243 |
|                                | Emails   | 27               | 80     |                   | 30              | 42  | 36  | 36      | 108    |     |
|                                | Web A.   | 7                | 21     |                   | 8               | 6   | 4   | 6       | 18     |     |
| Czech Republic                 | Calls    | 26               | 77     | 245               | 45              | 36  | 43  | 41      | 124    | 371 |
|                                | Emails   | 49               | 147    |                   | 61              | 98  | 56  | 72      | 215    |     |
|                                | Web A.   | 7                | 21     |                   | 7               | 14  | 11  | 11      | 32     |     |
| Estonia                        | Calls    | 6                | 17     | 47                | 3               | 7   | 8   | 6       | 18     | 67  |
|                                | Emails   | 9                | 26     |                   | 15              | 12  | 18  | 15      | 45     |     |
|                                | Web A.   | 1                | 4      |                   | 2               | 1   | 1   | 1       | 4      |     |
| Hungary                        | Calls    | 50               | 151    | 345               | 70              | 64  | 74  | 69      | 208    | 455 |
|                                | Emails   | 53               | 160    |                   | 67              | 63  | 91  | 74      | 221    |     |
|                                | Web A.   | 11               | 34     |                   | 7               | 12  | 7   | 9       | 26     |     |
| Latvia                         | Calls    | 5                | 14     | 51                | 9               | 9   | 10  | 9       | 28     | 113 |
|                                | Emails   | 11               | 32     |                   | 26              | 24  | 23  | 24      | 73     |     |
|                                | Web A.   | 2                | 5      |                   | 2               | 6   | 4   | 4       | 12     |     |
| Lithuania                      | Calls    | 13               | 40     | 99                | 12              | 12  | 8   | 11      | 32     | 98  |
|                                | Emails   | 17               | 51     |                   | 15              | 24  | 26  | 22      | 65     |     |
|                                | Web A.   | 3                | 8      |                   | 0               | 0   | 1   | 0       | 1      |     |
| Malta                          | Calls    | 5                | 16     | 106               | 7               | 10  | 16  | 11      | 33     | 154 |
|                                | Emails   | 24               | 73     |                   | 29              | 29  | 34  | 31      | 92     |     |
|                                | Web A.   | 6                | 17     |                   | 9               | 11  | 9   | 10      | 29     |     |
| Poland                         | Calls    | 87               | 260    | 657               | 102             | 98  | 102 | 101     | 302    | 848 |
|                                | Emails   | 117              | 350    |                   | 142             | 163 | 200 | 168     | 505    |     |
|                                | Web A.   | 15               | 46     |                   | 5               | 11  | 25  | 14      | 41     |     |
|                                | Mail/Fax | 0                | 1      |                   | 0               | 0   | 0   | 0       | 0      |     |
| Romania                        | Calls    | 0                | 0      | 0                 | 60              | 77  | 63  | 67      | 200    | 844 |
|                                | Emails   | 0                | 0      |                   | 243             | 227 | 150 | 207     | 620    |     |
|                                | Web A.   | 0                | 0      |                   | 6               | 11  | 7   | 8       | 24     |     |
| Slovakia                       | Calls    | 18               | 54     | 188               | 23              | 24  | 34  | 27      | 81     | 272 |
|                                | Emails   | 38               | 115    |                   | 60              | 41  | 68  | 56      | 169    |     |
|                                | Web A.   | 6                | 19     |                   | 5               | 7   | 10  | 7       | 22     |     |
| Slovenia                       | Calls    | 13               | 39     | 98                | 18              | 14  | 21  | 18      | 53     | 148 |
|                                | Emails   | 19               | 56     |                   | 22              | 36  | 28  | 29      | 86     |     |
|                                | Web A.   | 1                | 3      |                   | 1               | 5   | 3   | 3       | 9      |     |
| <b>TOTAL New Member States</b> |          |                  |        | <b>2034</b>       | <b>4029</b>     |     |     |         |        |     |

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

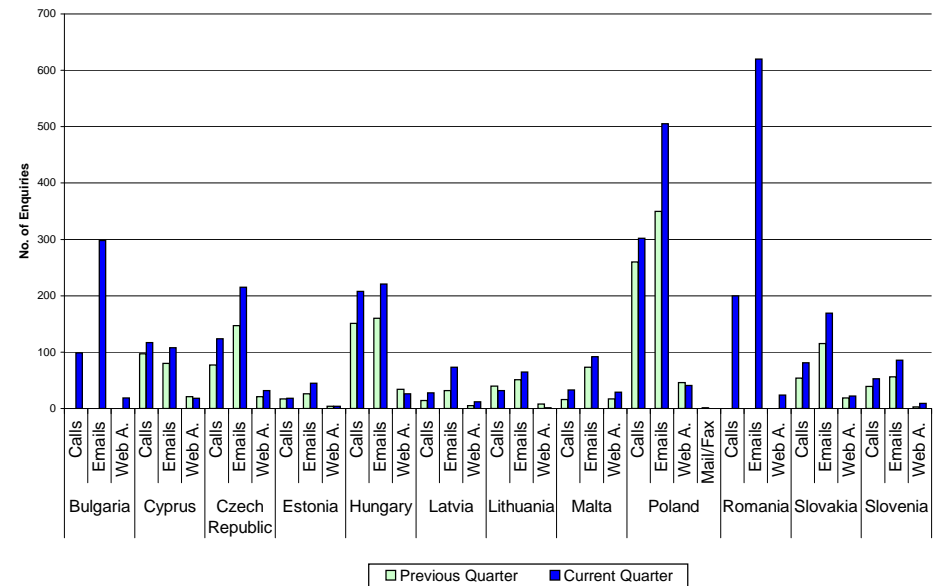
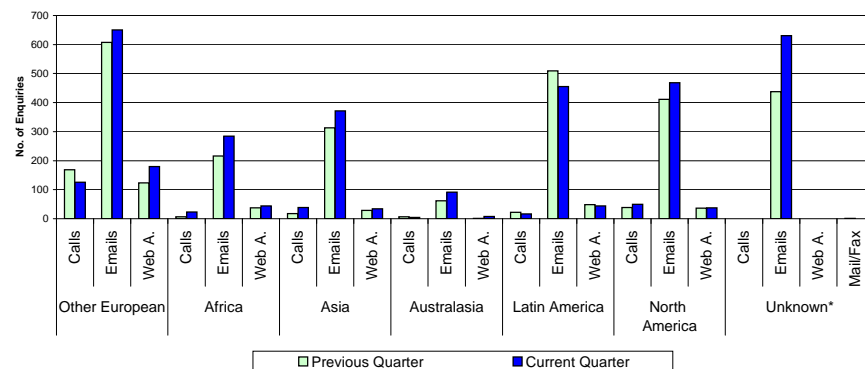


Table 4: Enquiries Per Source / Per Country  
Non EU Countries

|                               |          | Previous Quarter |        |                   |             |     |     |     |     |     |
|-------------------------------|----------|------------------|--------|-------------------|-------------|-----|-----|-----|-----|-----|
|                               |          | AVERAGE          | TOTALS | Total per country |             |     |     |     |     |     |
| Other European Countries      | Calls    | 56               | 169    | 899               | 44          | 51  | 31  | 42  | 126 | 956 |
|                               | Emails   | 202              | 607    |                   | 214         | 219 | 217 | 217 | 650 |     |
|                               | Web A.   | 41               | 123    |                   | 59          | 57  | 64  | 60  | 180 |     |
| Africa                        | Calls    | 2                | 7      | 261               | 8           | 7   | 8   | 8   | 23  | 351 |
|                               | Emails   | 72               | 216    |                   | 92          | 96  | 96  | 95  | 284 |     |
|                               | Web A.   | 13               | 38     |                   | 15          | 16  | 13  | 15  | 44  |     |
| Asia                          | Calls    | 6                | 18     | 360               | 9           | 12  | 18  | 13  | 39  | 444 |
|                               | Emails   | 104              | 313    |                   | 130         | 110 | 131 | 124 | 371 |     |
|                               | Web A.   | 10               | 29     |                   | 6           | 8   | 20  | 11  | 34  |     |
| Australasia                   | Calls    | 2                | 7      | 70                | 0           | 3   | 1   | 1   | 4   | 103 |
|                               | Emails   | 21               | 62     |                   | 29          | 23  | 39  | 30  | 91  |     |
|                               | Web A.   | 0                | 1      |                   | 1           | 4   | 3   | 3   | 8   |     |
| Latin America                 | Calls    | 7                | 22     | 579               | 11          | 4   | 2   | 6   | 17  | 516 |
|                               | Emails   | 170              | 509    |                   | 144         | 141 | 170 | 152 | 455 |     |
|                               | Web A.   | 16               | 48     |                   | 5           | 17  | 22  | 15  | 44  |     |
| North America                 | Calls    | 13               | 39     | 486               | 14          | 17  | 19  | 17  | 50  | 557 |
|                               | Emails   | 137              | 411    |                   | 170         | 139 | 160 | 156 | 469 |     |
|                               | Web A.   | 12               | 36     |                   | 9           | 10  | 19  | 13  | 38  |     |
| <b>TOTAL Non EU Countries</b> |          |                  |        | <b>2655</b>       | <b>2927</b> |     |     |     |     |     |
| Unknown*                      | Calls    | 0                | 0      | 439               | 0           | 0   | 0   | 0   | 0   | 631 |
|                               | Emails   | 146              | 438    |                   | 225         | 200 | 206 | 210 | 631 |     |
|                               | Web A.   | 0                | 0      |                   | 0           | 0   | 0   | 0   | 0   |     |
|                               | Mail/Fax | 0                | 1      |                   | 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 |
| Bulgarian  | Calls    | 0                | 0      | 0                  | 42              | 23   | 47   | 37      | 112    | 322                |
|            | Emails   | 0                | 0      |                    | 75              | 72   | 63   | 70      | 210    |                    |
| Czech      | Calls    | 21               | 63     | 173                | 38              | 20   | 34   | 31      | 92     | 251                |
|            | Emails   | 37               | 110    |                    | 48              | 71   | 40   | 53      | 159    |                    |
| Danish     | Calls    | 26               | 79     | 200                | 14              | 38   | 16   | 23      | 68     | 224                |
|            | Emails   | 40               | 121    |                    | 49              | 58   | 49   | 52      | 156    |                    |
| Dutch      | Calls    | 219              | 656    | 1222               | 247             | 255  | 237  | 246     | 739    | 1525               |
|            | Emails   | 189              | 566    |                    | 237             | 243  | 306  | 262     | 786    |                    |
| English    | Calls    | 1019             | 3057   | 7874               | 1260            | 1021 | 1158 | 1146    | 3439   | 10969              |
|            | Emails   | 1214             | 3643   |                    | 1972            | 1878 | 2329 | 2060    | 6179   |                    |
|            | Web A.   | 386              | 1159   |                    | 392             | 448  | 511  | 450     | 1351   |                    |
|            | Mail/Fax | 5                | 15     |                    | 0               | 0    | 0    | 0       | 0      |                    |
| Estonian   | Calls    | 6                | 17     | 33                 | 1               | 6    | 5    | 4       | 12     | 44                 |
|            | Emails   | 5                | 16     |                    | 9               | 12   | 11   | 11      | 32     |                    |
| Finnish    | Calls    | 17               | 51     | 153                | 21              | 25   | 18   | 21      | 64     | 196                |
|            | Emails   | 34               | 102    |                    | 56              | 26   | 50   | 44      | 132    |                    |
| French     | Calls    | 708              | 2125   | 4181               | 910             | 883  | 909  | 901     | 2702   | 5253               |
|            | Emails   | 560              | 1679   |                    | 731             | 711  | 729  | 724     | 2171   |                    |
|            | Web A.   | 126              | 377    |                    | 108             | 147  | 125  | 127     | 380    |                    |
|            | Calls    | 675              | 2026   |                    | 1123            | 929  | 1057 | 1036    | 3109   |                    |
| German     | Emails   | 448              | 1343   | 3370               | 688             | 575  | 636  | 633     | 1899   | 5008               |
|            | Mail/Fax | 0                | 1      |                    | 0               | 0    | 0    | 0       | 0      |                    |
|            | Calls    | 113              | 340    |                    | 178             | 167  | 160  | 168     | 505    |                    |
| Greek      | Emails   | 92               | 275    | 615                | 110             | 87   | 112  | 103     | 309    | 814                |
|            | Calls    | 43               | 130    |                    | 63              | 59   | 75   | 66      | 197    |                    |
| Hungarian  | Emails   | 39               | 116    | 246                | 51              | 45   | 67   | 54      | 163    | 360                |
|            | Calls    | 0                | 0      |                    | 2               | 0    | 0    | 1       | 2      |                    |
| Irish      | Emails   | 0                | 0      | 0                  | 8               | 2    | 3    | 4       | 13     | 15                 |
|            | Calls    | 195              | 584    |                    | 333             | 273  | 322  | 309     | 928    |                    |
| Italian    | Emails   | 301              | 861    | 1445               | 417             | 349  | 354  | 373     | 1120   | 2048               |
|            | Calls    | 3                | 10     |                    | 8               | 8    | 4    | 7       | 20     |                    |
| Latvian    | Emails   | 9                | 26     | 36                 | 21              | 20   | 16   | 19      | 57     | 77                 |
|            | Calls    | 15               | 45     |                    | 10              | 15   | 7    | 11      | 32     |                    |
| Lithuanian | Emails   | 14               | 43     | 88                 | 17              | 17   | 22   | 19      | 56     | 88                 |
|            | Calls    | 0                | 4      |                    | 4               | 8    | 9    | 7       | 21     |                    |
| Maltese    | Emails   | 0                | 17     | 21                 | 8               | 3    | 4    | 5       | 15     | 36                 |
|            | Calls    | 70               | 210    |                    | 82              | 82   | 84   | 83      | 248    |                    |
| Polish     | Emails   | 100              | 299    | 509                | 121             | 130  | 160  | 137     | 411    | 659                |
|            | Calls    | 112              | 337    |                    | 162             | 125  | 132  | 140     | 419    |                    |
| Portuguese | Emails   | 118              | 354    | 691                | 178             | 136  | 153  | 156     | 467    | 886                |
|            | Calls    | 0                | 0      |                    | 54              | 80   | 58   | 64      | 192    |                    |
| Romanian   | Emails   | 0                | 0      | 0                  | 177             | 183  | 105  | 155     | 465    | 657                |
|            | Calls    | 15               | 45     |                    | 17              | 18   | 29   | 21      | 64     |                    |
| Slovak     | Emails   | 38               | 114    | 159                | 60              | 43   | 57   | 53      | 160    | 224                |
|            | Calls    | 9                | 29     |                    | 12              | 11   | 18   | 14      | 41     |                    |
| Slovene    | Emails   | 14               | 42     | 70                 | 8               | 23   | 18   | 16      | 49     | 90                 |
|            | Calls    | 279              | 836    |                    | 388             | 336  | 332  | 352     | 1056   |                    |
| Spanish    | Emails   | 445              | 1335   | 2171               | 486             | 428  | 504  | 473     | 1418   | 2474               |
|            | Calls    | 52               | 155    |                    | 65              | 50   | 48   | 54      | 163    |                    |
| Swedish    | Emails   | 75               | 225    | 380                | 90              | 79   | 92   | 87      | 261    | 424                |

Figure 7: No of Enquiries per Language, per Source

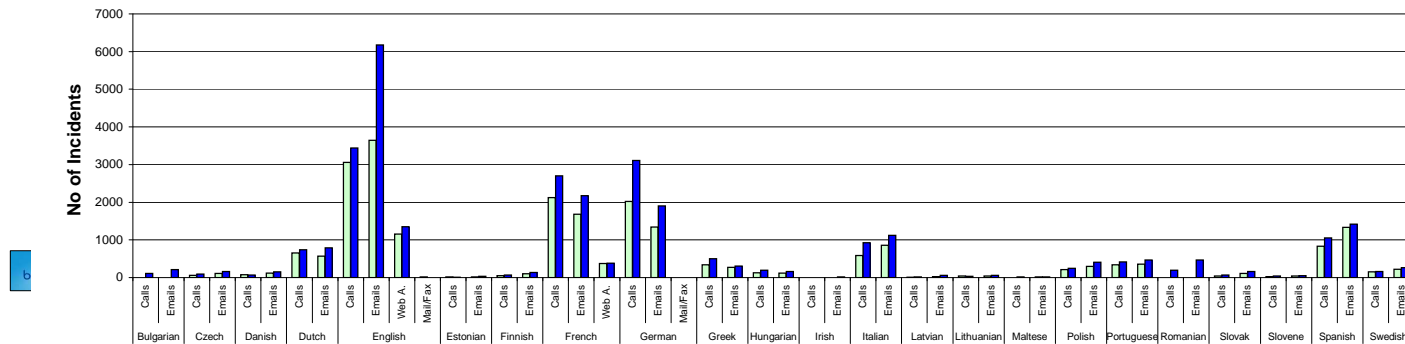


Table 6: Enquiries Per Economic Category of Callers

|                                   | Previous Quarter |      |      |       | Current Quarter |      |      |       |
|-----------------------------------|------------------|------|------|-------|-----------------|------|------|-------|
|                                   | OCT              | NOV  | DEC  | TOTAL | JAN             | FEB  | MAR  | TOTAL |
| Employed                          | 4550             | 5090 | 3499 | 13139 | 5882            | 5201 | 5692 | 16775 |
| Homemaker, not seeking employment | 44               | 53   | 35   | 132   | 61              | 58   | 50   | 169   |
| Retired                           | 208              | 197  | 151  | 556   | 232             | 212  | 249  | 693   |
| Self-employed                     | 489              | 518  | 417  | 1424  | 675             | 561  | 602  | 1838  |
| Student, Trainee, Researcher      | 749              | 757  | 527  | 2033  | 733             | 707  | 835  | 2275  |
| Unemployed, Jobseeker             | 221              | 233  | 212  | 666   | 288             | 271  | 310  | 869   |
| Other/Unknown                     | 1976             | 2062 | 1649 | 5687  | 3280            | 3208 | 3537 | 10025 |

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

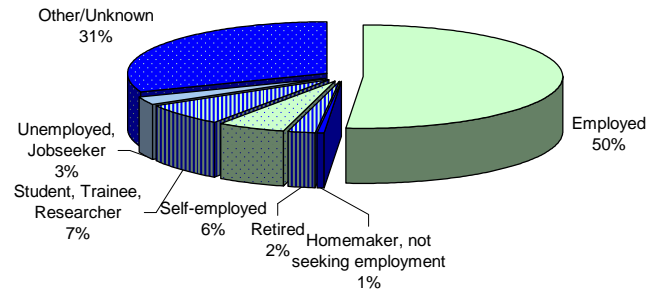


Figure 9: Enquiries per Category of Callers

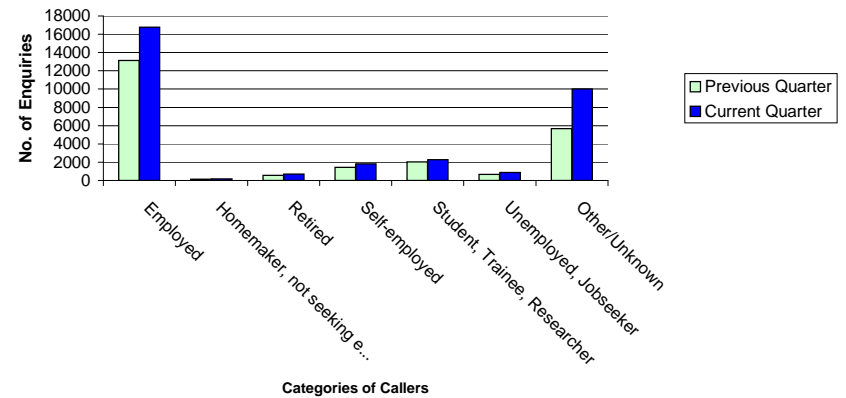


Table 13: Enquiries Per EU Topic

January to March 2007

| TOP 10 SUBJECTS  | TOTAL        |
|--|--------------|
| CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY  | 7008         |
| FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU | 6859         |
| ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMEs, HARMONISATION/STANDARDISATION                   | 1968         |
| RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY   | 1952         |
| CONSUMER - FOOD SAFETY - PUBLIC HEALTH   | 1395         |
| ENVIRONMENT  | 967          |
| CUSTOMS & TAXATION   | 942          |
| ENERGY & TRANSPORT   | 917          |
| INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES   | 890          |
| JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS ASYLUM/IMMIGRATION/JUDICIAL COOPERATION                | 864          |
| <b>SUB TOTAL Top 10 Subjects</b>   | <b>23762</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 | 3444         |
| PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS)   | 3257         |
| RESEARCH ENQUIRY SERVICE  | 2181         |
| <b>GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP</b>   | <b>32644</b> |

| BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC |   |             |
|--|---|-------------|
| Topic                                    | Subtopic  | TOTAL       |
| Cross Border Issues: To Travel           | * AIR PASSENGERS' RIGHTS  | 1857        |
|  | * CUSTOMS RELATED QUESTIONS   | 155         |
| To Work                                  | * WORKING IN ANOTHER MEMBER STATE   | 996         |
|  | * COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS                                    | 700         |
|  | * EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE                                | 353         |
|  | * LABOUR LAW  | 149         |
| To Live                                  | * FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS | 1441        |
| To Study                                 | * FUNDING PROGRAMMES FOR EDUCATION & TRAINING   | 1008        |
|  | * RECOGNITION OF DIPLOMAS   | 349         |
| <b>Grand Total</b>                       |   | <b>7008</b> |

| BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC |   |             |
|--|---|-------------|
| Topic  | Subtopic  | TOTAL       |
| Constitution/Treaties  | * CONSTITUTION & FUTURE OF EUROPE                         | 307         |
|  | * PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS         | 484         |
| History/Statistics/Specific Documents                          | * MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS | 976         |
|  | * HISTORY & SYMBOLS                                       | 404         |
| Financing of the EU  | * EU BUDGET: RESOURCES & EXPENDITURE                      | 94          |
| Functioning of the Institutions                                | * GENERAL INSTITUTION RELATED QUESTIONS                   | 3941        |
|  | * PERSONNEL   | 561         |
|  | * VISITS  | 92          |
| <b>Grand Total</b>   |   | <b>6859</b> |