

**THE EUROPEAN COMMISSION
Communication Directorate-General**



**Quarterly Activity Report
July to September 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
Calls	249	1041	104	100	1440	2473	365	223	777	58	533	359	959	299	1713	10693	1183	270	0	12146
Emails	215	688	158	128	1148	1274	297	165	1185	42	492	315	948	243	973	8271	1462	2254	481	12468
Web Assistance	4	82	15	9	158	62	34	22	97	5	36	23	124	22	109	802	178	213	0	1193
TOTALS	468	1811	277	237	2746	3809	696	410	2059	105	1061	697	2031	564	2795	19766	2823	2737	481	25807

* 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

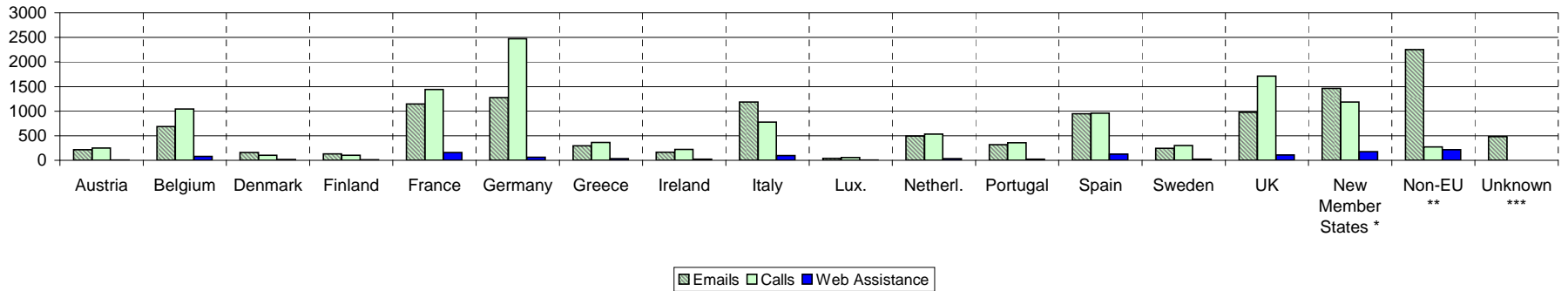


Figure 2: Handled Enquiries Per Type

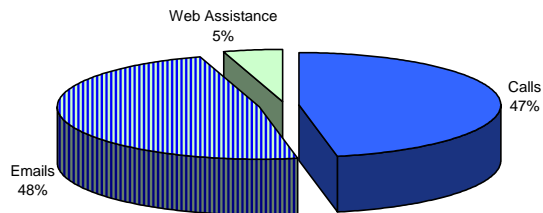


Figure 3: Enquiries per Category of Countries

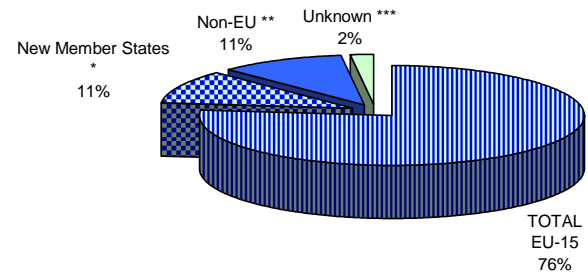


Table 2: Enquiries Per Source / Per Country
EU 15

		Previous Quarter			Current Quarter					
		AVERAGE	TOTALS	Total per country	JUL	AUG	SEP	AVERAGE	TOTALS	Total per country
Austria	Calls	89	268	527	78	103	68	83	249	468
	Emails	82	246		84	66	65	72	215	
	Web A.	4	13		0	4	0	1	4	
Belgium	Calls	394	1182	2148	368	302	371	347	1041	1811
	Emails	276	829		214	228	246	229	688	
	Web A.	46	137		32	29	21	27	82	
Denmark	Calls	45	134	357	39	34	31	35	104	277
	Emails	69	207		47	50	61	53	158	
	Web A.	5	16		6	5	4	5	15	
Finland	Calls	26	79	273	29	34	37	33	100	237
	Emails	58	174		38	41	49	43	128	
	Web A.	7	20		3	1	5	3	9	
France	Calls	524	1573	3016	544	443	453	480	1440	2746
	Emails	429	1287		376	388	384	383	1148	
	Web A.	52	156		53	46	59	53	158	
Germany	Calls	869	2607	4202	883	836	754	824	2473	3809
	Emails	509	1526		471	427	376	425	1274	
	Web A.	23	69		16	24	22	21	62	
Greece	Calls	146	437	873	136	110	119	122	365	696
	Emails	132	395		122	86	89	99	297	
	Web A.	14	41		15	6	13	11	34	
Ireland	Calls	72	215	409	76	77	70	74	223	410
	Emails	61	182		62	47	56	55	165	
	Web A.	4	12		8	10	4	7	22	
Italy	Calls	260	779	2318	306	208	263	259	777	2059
	Emails	480	1439		441	318	426	395	1185	
	Web A.	33	100		31	30	36	32	97	
Lux.	Calls	26	77	131	22	20	16	19	58	105
	Emails	14	41		16	13	13	14	42	
	Web A.	4	13		2	1	2	2	5	
Neth.	Calls	205	615	1284	167	183	183	178	533	1061
	Emails	198	595		161	167	164	164	492	
	Web A.	25	74		15	10	11	12	36	
Portugal	Calls	116	347	823	122	112	125	120	359	697
	Emails	147	440		123	89	103	105	315	
	Web A.	12	36		9	10	4	8	23	
Spain	Calls	319	958	2362	367	298	294	320	959	2031
	Emails	410	1229		337	320	291	316	948	
	Web A.	58	175		49	34	41	41	124	
Sweden	Calls	59	177	511	81	136	82	100	299	564
	Emails	103	310		62	86	95	81	243	
	Web A.	8	24		3	2	17	7	22	
UK	Calls	549	1646	2830	640	586	487	571	1713	2795
	Emails	350	1051		354	311	308	324	973	
	Web A.	44	133		36	38	35	36	109	
TOTAL EU-15				22064	19766					

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

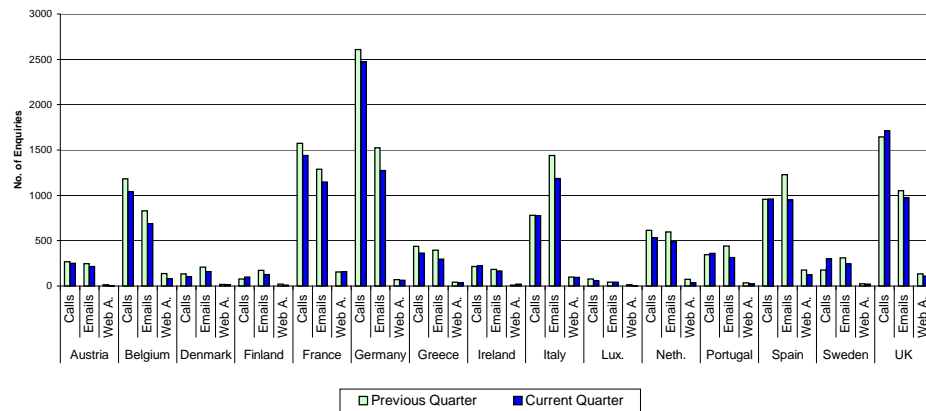


Table 3: Enquiries Per Source / Per Country
New Member States

		Previous Quarter		Total per country	Current Quarter				
		AVERAGE	TOTALS		JUL	AUG	SEP	AVERAGE	TOTALS
Bulgaria	Calls	33	98	330	24	39	45	36	108
	Emails	71	213		63	54	56	58	173
	Web A.	6	19		15	4	3	7	22
Cyprus	Calls	52	156	261	60	41	40	47	141
	Emails	30	90		32	28	30	30	90
	Web A.	5	15		5	1	4	3	10
Czech Republic	Calls	43	130	331	24	38	21	28	83
	Emails	61	182		59	55	56	57	170
	Web A.	6	19		3	5	4	4	12
Estonia	Calls	4	13	58	7	5	3	5	15
	Emails	14	43		9	10	10	10	29
	Web A.	1	2		1	1	1	1	3
Hungary	Calls	55	164	374	102	70	68	80	240
	Emails	64	191		55	39	59	51	153
	Web A.	6	19		4	10	8	7	22
Latvia	Calls	7	20	83	7	7	10	8	24
	Emails	14	41		9	15	18	14	42
	Web A.	7	22		2	3	2	2	7
Lithuania	Calls	10	31	110	14	2	13	10	29
	Emails	22	66		12	15	14	14	41
	Web A.	4	13		1	0	2	1	3
Malta	Calls	10	31	153	27	13	22	21	62
	Emails	35	104		29	22	26	26	77
	Web A.	6	18		5	2	4	4	11
Poland	Calls	65	195	619	84	78	87	83	249
	Emails	131	394		95	90	91	92	276
	Web A.	10	30		10	3	5	6	18
Romania	Calls	42	126	484	38	35	31	35	104
	Emails	104	313		77	82	81	80	240
	Web A.	15	45		17	24	15	19	56
Slovakia	Calls	24	73	212	24	27	18	23	69
	Emails	44	132		36	32	46	38	114
	Web A.	2	7		3	2	2	2	7
Slovenia	Calls	18	55	174	21	12	26	20	59
	Emails	35	104		24	17	16	19	57
	Web A.	5	15		4	1	2	2	7
TOTAL New Member States				2859	2823				

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

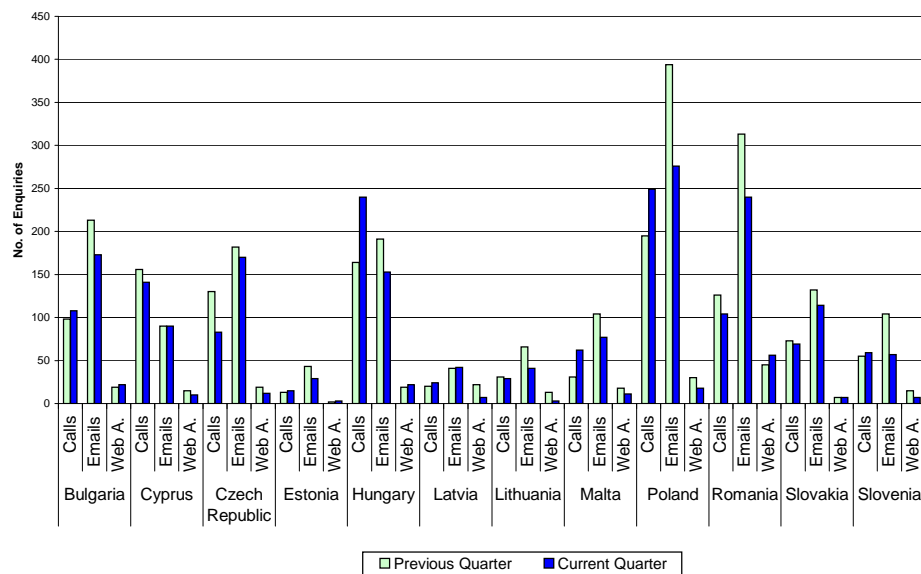
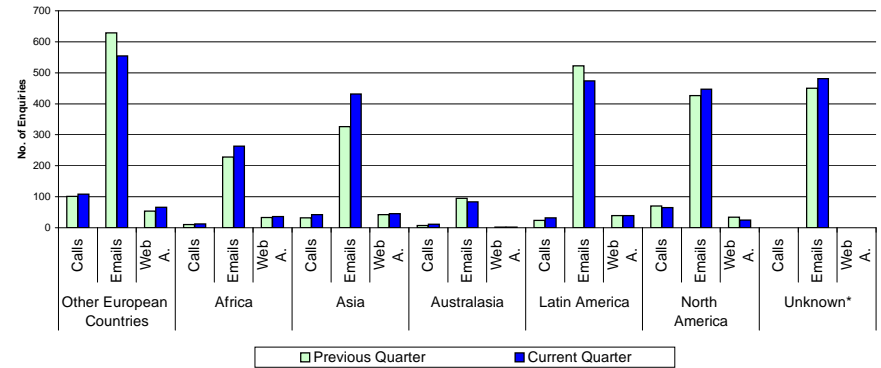


Table 4: Enquiries Per Source / Per Country
Non EU Countries

		Previous Quarter		Total per country			Current Quarter		Total per country	
		AVERAGE	TOTALS		JUL	AUG	SEP	AVERAGE		TOTALS
Other European Countries	Calls	34	101	784	39	45	24	36	108	
	Emails	210	629		200	185	169	185	554	
	Web A.	18	54		23	23	20	22	66	
Africa	Calls	3	10	271	7	3	2	4	12	
	Emails	76	228		85	107	71	88	263	
	Web A.	11	33		13	14	9	12	36	
Asia	Calls	11	32	400	15	9	18	14	42	
	Emails	109	326		139	163	130	144	432	
	Web A.	14	42		11	22	12	15	45	
Australasia	Calls	2	7	104	1	5	5	4	11	
	Emails	32	95		32	27	25	28	84	
	Web A.	1	2		0	1	1	1	2	
Latin America	Calls	8	24	585	7	11	14	11	32	
	Emails	174	522		172	147	155	158	474	
	Web A.	13	39		20	3	16	13	39	
North America	Calls	23	70	530	31	20	14	22	65	
	Emails	142	426		144	163	140	149	447	
	Web A.	11	34		11	8	6	8	25	
TOTAL Non EU Countries				2674						2737
Unknown*	Calls	0	0	450	0	0	0	0	0	
	Emails	150	450		196	154	131	160	481	
	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		Total per Language	Current Quarter					
		AVERAGE	TOTALS		JUL	AUG	SEP	AVERAGE	TOTALS	Total per Language
Bulgarian	Calls	34	103	248	25	36	40	34	101	207
	Emails	48	145		34	36	36	35	106	
Czech	Calls	32	97	246	27	33	15	25	75	200
	Emails	50	149		39	42	44	42	125	
Danish	Calls	19	56	181	29	16	17	21	62	166
	Emails	42	125		29	33	42	35	104	
Dutch	Calls	240	719	1343	230	220	209	220	659	1185
	Emails	208	624		162	175	189	175	526	
English	Calls	1084	3253	10366	1187	1082	1017	1095	3286	9410
	Emails	1989	5966		1824	1762	1608	1731	5194	
	Web A.	382	1147		338	293	299	310	930	
Estonian	Calls	4	12	48	6	3	2	4	11	26
	Emails	12	36		5	4	6	5	15	
Finnish	Calls	10	30	127	27	26	29	27	82	163
	Emails	32	97		23	32	26	27	81	
French	Calls	741	2222	4141	697	600	633	643	1930	3723
	Emails	540	1619		537	522	471	510	1530	
	Web A.	100	300		88	84	91	88	263	
German	Calls	932	2796	4253	917	908	773	866	2598	3883
	Emails	486	1457		477	406	402	428	1285	
Greek	Calls	168	505	772	131	123	130	128	384	586
	Emails	89	267		77	52	73	67	202	
Hungarian	Calls	44	133	253	103	61	66	77	230	349
	Emails	40	120		45	34	40	40	119	
Irish	Calls	1	2	5	0	0	2	1	2	6
	Emails	1	3		2	1	1	1	4	
Italian	Calls	241	724	1713	295	185	244	241	724	1612
	Emails	301	989		323	228	337	296	888	
Latvian	Calls	4	12	34	6	3	6	5	15	39
	Emails	7	22		5	6	13	8	24	
Lithuanian	Calls	12	37	90	16	4	13	11	33	64
	Emails	18	53		9	10	12	10	31	
Maltese	Calls	0	20	42	15	10	11	12	36	55
	Emails	0	22		6	6	7	6	19	
Polish	Calls	54	163	483	84	84	81	83	249	470
	Emails	107	320		77	66	78	74	221	
Portuguese	Calls	110	330	782	110	88	104	101	302	666
	Emails	151	452		131	101	132	121	364	
Romanian	Calls	34	103	321	30	31	25	29	86	243
	Emails	73	218		49	50	58	52	157	
Slovak	Calls	19	57	163	21	29	14	21	64	154
	Emails	35	106		27	32	31	30	90	
Slovene	Calls	13	38	102	17	14	16	16	47	86
	Emails	21	64		19	11	9	13	39	
Spanish	Calls	311	934	2401	361	283	307	317	951	2145
	Emails	489	1467		437	378	379	398	1194	
Swedish	Calls	28	84	263	56	103	60	73	219	369
	Emails	60	179		39	55	56	50	150	

Figure 7: No of Enquiries per Language, per Source

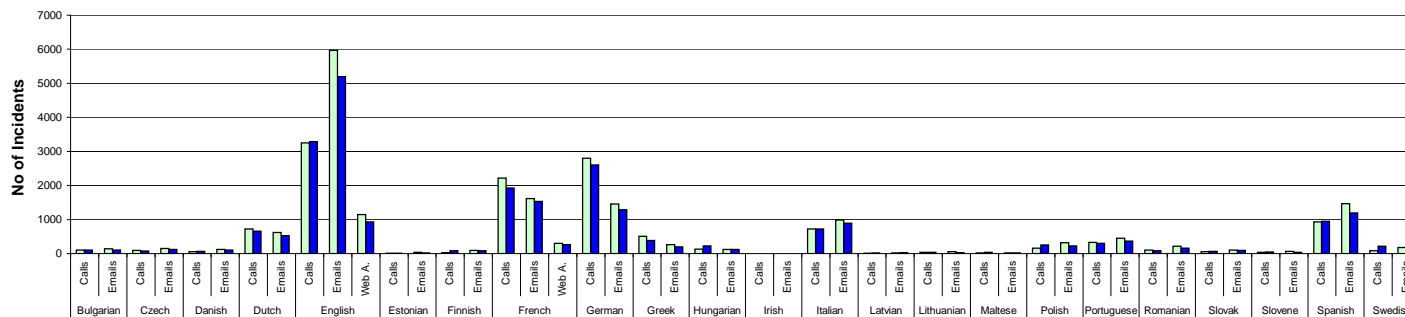


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	APR	MAY	JUN	TOTAL	JUL	AUG	SEP	TOTAL
Employed	4850	5207	4872	14929	5173	4563	4199	13935
Homemaker, not seeking employment	54	59	42	155	51	45	49	145
Retired	179	186	188	553	201	174	158	533
Self-employed	509	568	455	1532	516	423	426	1365
Student, Trainee, Researcher	694	697	478	1869	374	379	396	1149
Unemployed, Jobseeker	263	267	223	753	219	224	205	648
Other/Unknown	3485	2717	2384	8586	2658	2553	2821	8032

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

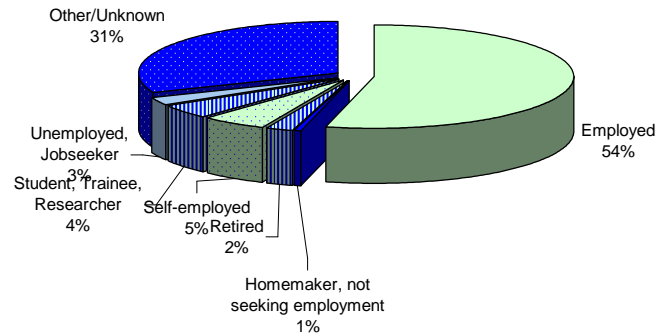


Figure 9: Enquiries per Category of Callers

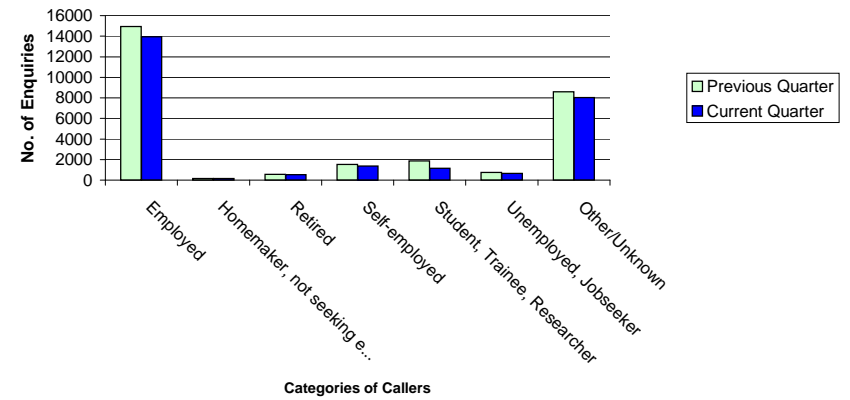


Table 13: Enquiries Per EU Topic

July to September 2007

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	6664
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	4256
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1391
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMEs, HARMONISATION/STANDARDISATION	1461
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1353
ENVIRONMENT	783
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	770
ENERGY & TRANSPORT	761
INTERNAL MARKET, INCLUDING BUSINESS ENVIRONMENT & FINANCIAL SERVICES	659
CUSTOMS & TAXATION	677
SUB TOTAL Top 10 Subjects	18775

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	2633
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS)	2453
EXPORT HELPDESK	189
RESEARCH ENQUIRY SERVICE	1757
GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP	25807

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC

Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	2897
	* CUSTOMS RELATED QUESTIONS	152
To Work	* WORKING IN ANOTHER MEMBER STATE	615
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	576
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	276
	* LABOUR LAW	100
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1152
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	713
	* RECOGNITION OF DIPLOMAS	183
Grand Total		6664

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC

Topic	Subtopic	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	152
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	200
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	723
	* HISTORY & SYMBOLS	241
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	48
Functioning of the Institutions	* GENERAL INSTITUTION RELATED QUESTIONS	2377
	* PERSONNEL	437
	* VISITS	78
Grand Total		4256