

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



**Quarterly Activity Report**  
**October to December 2007**

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

EU-15																			TOTAL EU-15	New Member States *	Non-EU **	Unknown ***	TOTAL
Austria	Belgium	Denmark	Finland	France	Germany	Greece	Ireland	Italy	Lux.	Netherl.	Portugal	Spain	Sweden	UK									
<b>Calls</b>	241	1065	147	134	1499	2198	369	200	822	46	561	333	1001	259	1254	10129	990	258	0	11377			
<b>Emails</b>	228	722	169	158	1201	1282	301	174	1190	42	530	331	1015	333	871	8547	1634	2207	335	12723			
<b>Web Assistance</b>	8	126	12	18	163	43	42	21	115	9	46	35	129	30	122	919	240	204	0	1363			
<b>TOTALS</b>	477	1913	328	310	2863	3523	712	395	2127	97	1137	699	2145	622	2247	19595	2864	2669	335	25463			

\* 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

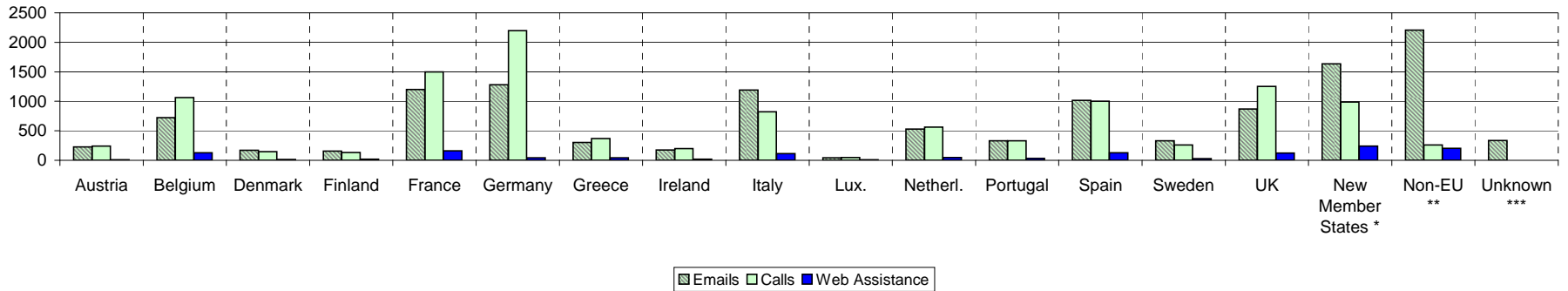


Figure 2: Handled Enquiries Per Type

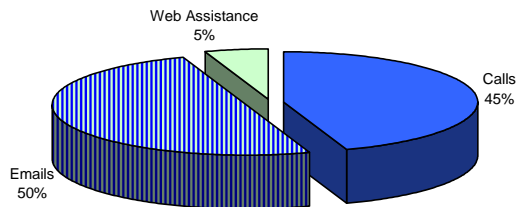


Figure 3: Enquiries per Category of Countries

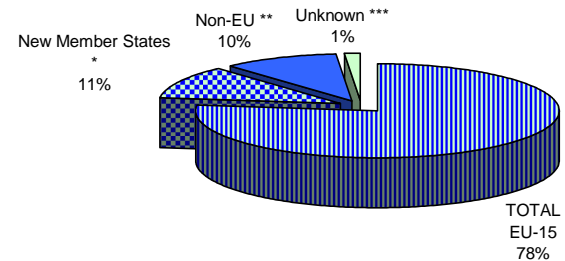


Table 2: Enquiries Per Source / Per Country  
EU 15

		Previous Quarter		Total per country	Current Quarter					
		AVERAGE	TOTALS		OCT	NOV	DEC	AVERAGE	TOTALS	Total per country
Austria	Calls	83	249	468	100	94	47	80	241	477
	Emails	72	215		94	90	44	76	228	
	Web A.	1	4		5	1	2	3	8	
Belgium	Calls	347	1041	1811	415	404	246	355	1065	1913
	Emails	229	688		240	276	206	241	722	
	Web A.	27	82		35	45	46	42	126	
Denmark	Calls	35	104	277	52	68	27	49	147	328
	Emails	53	158		64	50	55	56	169	
	Web A.	5	15		5	6	1	4	12	
Finland	Calls	33	100	237	54	54	26	45	134	310
	Emails	43	128		59	53	46	53	158	
	Web A.	3	9		8	7	3	6	18	
France	Calls	480	1440	2746	607	531	361	500	1499	2863
	Emails	383	1148		441	402	358	400	1201	
	Web A.	53	158		70	60	33	54	163	
Germany	Calls	824	2473	3809	889	787	522	733	2198	3523
	Emails	425	1274		458	518	306	427	1282	
	Web A.	21	62		18	14	11	14	43	
Greece	Calls	122	365	696	147	123	99	123	369	712
	Emails	99	297		97	109	95	100	301	
	Web A.	11	34		17	17	8	14	42	
Ireland	Calls	74	223	410	89	66	45	67	200	395
	Emails	55	165		69	62	43	58	174	
	Web A.	7	22		9	10	2	7	21	
Italy	Calls	259	777	2059	350	284	188	274	822	2127
	Emails	395	1185		436	450	304	397	1190	
	Web A.	32	97		42	51	22	38	115	
Lux.	Calls	19	58	105	25	13	8	15	46	97
	Emails	14	42		20	16	6	14	42	
	Web A.	2	5		5	3	1	3	9	
Neth.	Calls	178	533	1061	251	187	123	187	561	1137
	Emails	164	492		205	168	157	177	530	
	Web A.	12	36		23	17	6	15	46	
Portugal	Calls	120	359	697	131	116	86	111	333	699
	Emails	105	315		130	108	93	110	331	
	Web A.	8	23		14	12	9	12	35	
Spain	Calls	320	959	2031	408	344	249	334	1001	2145
	Emails	316	948		377	363	275	338	1015	
	Web A.	41	124		49	46	34	43	129	
Sweden	Calls	100	299	564	102	96	61	86	259	622
	Emails	81	243		130	131	72	111	333	
	Web A.	7	22		14	14	2	10	30	
UK	Calls	571	1713	2795	527	460	267	418	1254	2247
	Emails	324	973		318	338	215	290	871	
	Web A.	36	109		35	53	34	41	122	
<b>TOTAL EU-15</b>				<b>19766</b>	<b>19595</b>					

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

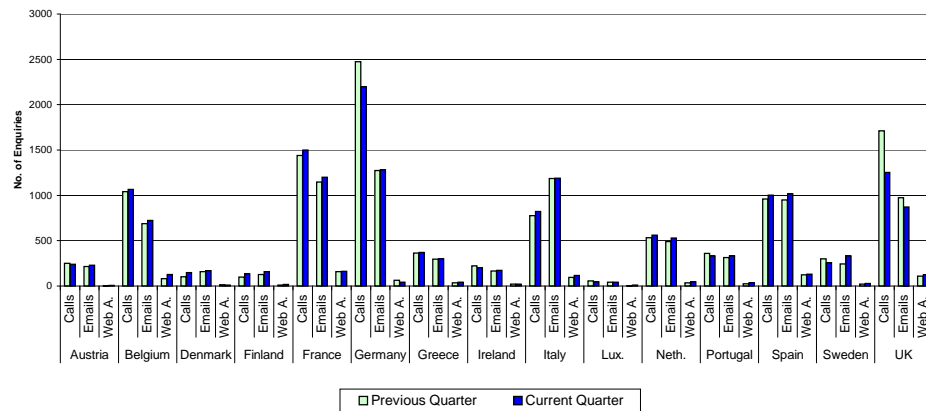


Table 3: Enquiries Per Source / Per Country  
New Member States

		Previous Quarter		Total per country	Current Quarter				
		AVERAGE	TOTALS		OCT	NOV	DEC	AVERAGE	TOTALS
Bulgaria	Calls	36	108	303	41	47	17	35	105
	Emails	58	173		47	55	56	53	158
	Web A.	7	22		5	7	5	6	17
Cyprus	Calls	47	141	241	48	41	28	39	117
	Emails	30	90		25	33	23	27	81
	Web A.	3	10		9	7	1	6	17
Czech Republic	Calls	28	83	265	60	38	22	40	120
	Emails	57	170		68	71	54	64	193
	Web A.	4	12		5	8	6	6	19
Estonia	Calls	5	15	47	6	8	1	5	15
	Emails	10	29		9	10	12	10	31
	Web A.	1	3		3	0	0	1	3
Hungary	Calls	80	240	415	57	62	17	45	136
	Emails	51	153		62	60	42	55	164
	Web A.	7	22		8	6	8	7	22
Latvia	Calls	8	24	73	11	8	5	8	24
	Emails	14	42		17	23	9	16	49
	Web A.	2	7		13	4	6	8	23
Lithuania	Calls	10	29	73	11	15	8	11	34
	Emails	14	41		23	24	16	21	63
	Web A.	1	3		5	4	2	4	11
Malta	Calls	21	62	150	15	11	7	11	33
	Emails	26	77		35	39	31	35	105
	Web A.	4	11		7	9	3	6	19
Poland	Calls	83	249	543	54	109	49	71	212
	Emails	92	276		104	132	105	114	341
	Web A.	6	18		6	12	9	9	27
Romania	Calls	35	104	400	28	27	20	25	75
	Emails	80	240		87	86	51	75	224
	Web A.	19	56		12	13	12	12	37
Slovakia	Calls	23	69	190	18	22	20	20	60
	Emails	38	114		55	47	28	43	130
	Web A.	2	7		5	1	0	2	6
Slovenia	Calls	20	59	123	20	21	18	20	59
	Emails	19	57		38	35	22	32	95
	Web A.	2	7		19	11	9	13	39
<b>TOTAL New Member States</b>				<b>2823</b>	<b>2864</b>				

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

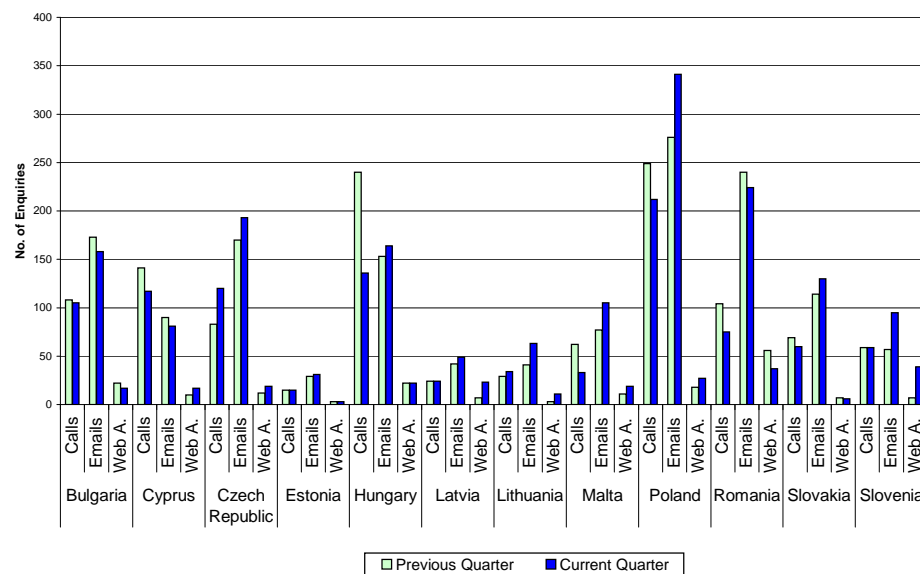
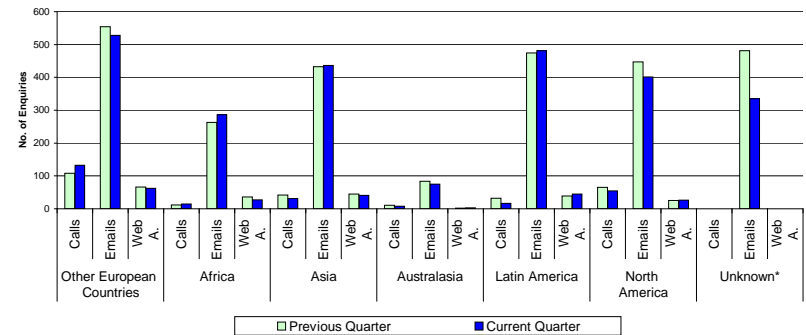


Table 4: Enquiries Per Source / Per Country  
Non EU Countries

		Previous Quarter					Total per country	Current Quarter					Total per country
		JUL	AUG	SEP	AVERAGE	TOTALS		OCT	NOV	DEC	AVERAGE	TOTALS	
Other European Countries	Calls	39	45	24	36	108	728	46	50	36	44	132	
	Emails	200	185	169	185	554		177	203	148	176	528	
	Web A.	23	23	20	22	66		13	37	12	21	62	
Africa	Calls	7	3	2	4	12	311	6	3	6	5	15	
	Emails	85	107	71	88	263		120	109	57	95	286	
	Web A.	13	14	9	12	36		19	5	3	9	27	
Asia	Calls	15	9	18	14	42	519	10	15	6	10	31	
	Emails	139	163	130	144	432		152	162	122	145	436	
	Web A.	11	22	12	15	45		16	17	8	14	41	
Australasia	Calls	1	5	5	4	11	97	3	4	1	3	8	
	Emails	32	27	25	28	84		24	30	21	25	75	
	Web A.	0	1	1	1	2		1	2	0	1	3	
Latin America	Calls	7	11	14	11	32	545	6	8	3	6	17	
	Emails	172	147	155	158	474		179	178	124	160	481	
	Web A.	20	3	16	13	39		24	15	6	15	45	
North America	Calls	31	20	14	22	65	537	23	20	12	18	55	
	Emails	144	163	140	149	447		147	141	113	134	401	
	Web A.	11	8	6	8	25		8	8	10	9	26	
<b>TOTAL Non EU Countries</b>						<b>2737</b>							<b>2669</b>
Unknown*	Calls	0	0	0	0	0	481	0	0	0	0	0	
	Emails	196	154	131	160	481		132	116	87	112	335	
	Web A.	0	0	0	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		OCT	NOV	DEC	AVERAGE	TOTALS	Total per Language
Bulgarian	Calls	34	101	207	41	41	22	35	104	222
	Emails	35	106		33	43	42	39	118	
Czech	Calls	25	75	200	54	35	14	34	103	250
	Emails	42	125		52	56	39	49	147	
Danish	Calls	21	62	166	42	45	15	34	102	222
	Emails	35	104		50	31	39	40	120	
Dutch	Calls	220	659	1185	289	272	179	247	740	1406
	Emails	175	526		242	233	191	222	666	
English	Calls	1095	3286	9410	1024	942	585	850	2551	8410
	Emails	1731	5194		1735	1766	1272	1591	4773	
	Web A.	310	930		410	416	260	362	1086	
Estonian	Calls	4	11	26	4	8	3	5	15	37
	Emails	5	15		6	8	8	7	22	
Finnish	Calls	27	82	163	46	52	26	41	124	230
	Emails	27	81		39	39	28	35	106	
French	Calls	643	1930	3723	834	707	450	664	1991	3835
	Emails	510	1530		592	543	432	522	1567	
	Web A.	88	263		117	106	54	92	277	
German	Calls	866	2598	3883	930	844	540	771	2314	3599
	Emails	428	1285		462	505	318	428	1285	
Greek	Calls	128	384	586	177	156	113	149	446	680
	Emails	67	202		71	85	78	78	234	
Hungarian	Calls	77	230	349	57	56	18	44	131	274
	Emails	40	119		51	54	38	48	143	
Irish	Calls	1	2	6	2	1	0	1	3	3
	Emails	1	4		0	0	0	0	0	
Italian	Calls	241	724	1612	340	274	184	266	798	1744
	Emails	301	888		351	354	241	315	946	
Latvian	Calls	5	15	39	10	5	3	6	18	53
	Emails	8	24		12	15	8	12	35	
Lithuanian	Calls	11	33	64	17	18	9	15	44	91
	Emails	10	31		22	13	12	16	47	
Maltese	Calls	0	36	55	9	4	5	6	18	29
	Emails	0	19		6	4	1	4	11	
Polish	Calls	83	249	470	62	100	52	71	214	515
	Emails	74	221		92	114	95	100	301	
Portuguese	Calls	101	302	666	124	102	83	103	309	696
	Emails	121	364		141	128	118	129	387	
Romanian	Calls	29	86	243	22	21	18	20	61	234
	Emails	52	157		63	73	37	58	173	
Slovak	Calls	21	64	154	17	22	19	19	58	171
	Emails	30	90		41	46	26	38	113	
Slovene	Calls	16	47	86	18	21	14	18	53	118
	Emails	13	39		26	22	17	22	65	
Spanish	Calls	317	951	2145	401	324	218	314	943	2178
	Emails	398	1194		468	458	309	412	1235	
Swedish	Calls	73	219	369	90	86	61	79	237	466
	Emails	50	150		84	98	47	76	229	

Figure 7: No of Enquiries per Language, per Source

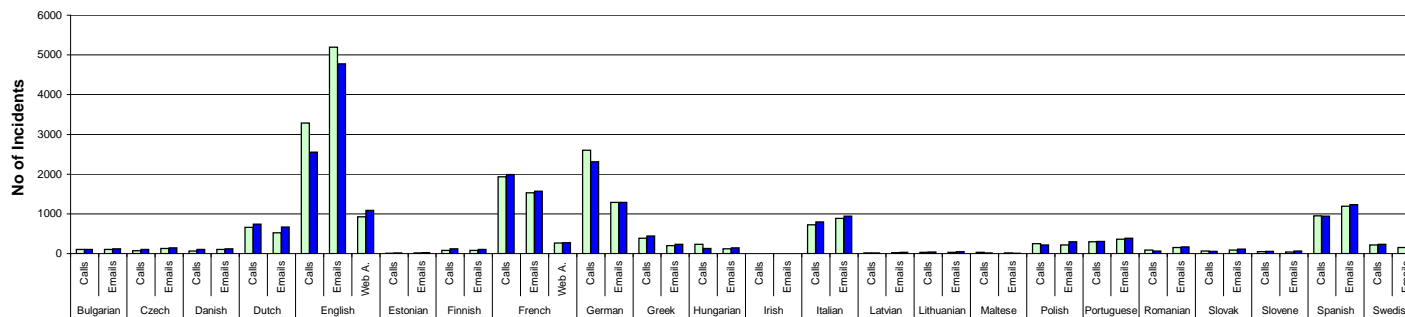


Table 6: Enquiries Per Economic Category of Callers

	Previous Quarter				Current Quarter			
	JUL	AUG	SEP	TOTAL	OCT	NOV	DEC	TOTAL
Employed	5173	4563	4199	13935	5252	5050	3334	13636
Homemaker, not seeking employment	51	45	49	145	65	58	36	159
Retired	201	174	158	533	218	232	159	609
Self-employed	516	423	426	1365	487	489	370	1346
Student, Trainee, Researcher	374	379	396	1149	651	732	496	1879
Unemployed, Jobseeker	219	224	205	648	230	210	134	574
Other/Unknown	2658	2553	2821	8032	2873	2575	1812	7260

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

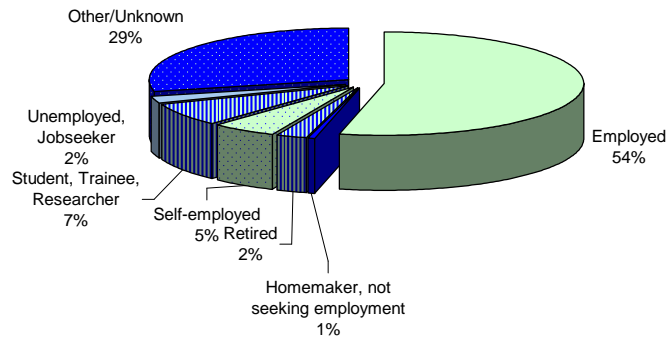


Figure 9: Enquiries per Category of Callers

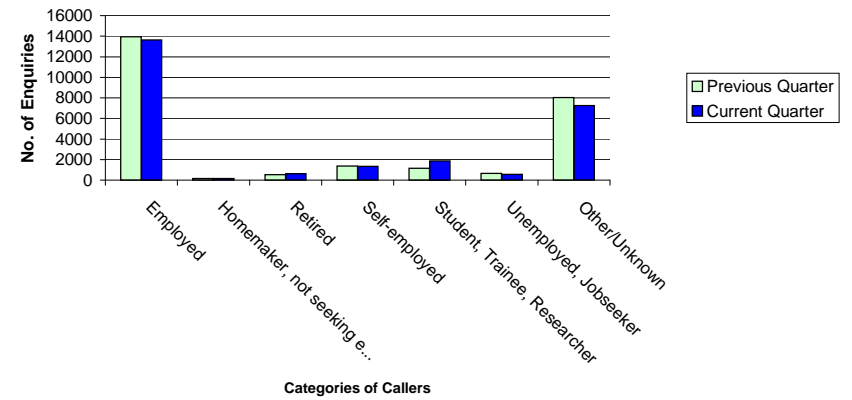


Table 13: Enquiries Per EU Topic

October to December 2007

TOP 10 SUBJECTS	TOTAL
CROSS BORDER ISSUES: TO TRAVEL / WORK / LIVE / STUDY IN ANOTHER COUNTRY	5717
FUNCTIONING OF EU INSTITUTIONS - TREATIES, INCL. CONSTITUTION, STATISTICS/SPECIFIC DOCS. AND FINANCING OF THE EU	4840
RELATIONS WITH THIRD COUNTRIES, INCLUDING TRADE & DEVELOPMENT POLICY	1474
ENTERPRISE & INDUSTRY, IN PARTICULAR MEASURES IN FAVOUR OF SMES, HARMONISATION/STANDARDISATION	1437
CONSUMER - FOOD SAFETY - PUBLIC HEALTH	1232
JUSTICE, FREEDOM & SECURITY, INCLUDING FUNDAMENTAL RIGHTS ASYLUM/IMMIGRATION/JUDICIAL COOPERATION	826
ENVIRONMENT	790
ENERGY & TRANSPORT	787
CUSTOMS & TAXATION	688
EMPLOYMENT & SOCIAL AFFAIRS	660
<b>SUB TOTAL Top 10 Subjects</b>	<b>18451</b>

BREAKDOWN OF "CROSS BORDER ISSUES" TOPIC		
Topic	Subtopic	TOTAL
Cross Border Issues: To Travel	* AIR PASSENGERS' RIGHTS	2180
	* CUSTOMS RELATED QUESTIONS	106
To Work	* WORKING IN ANOTHER MEMBER STATE	647
	* COORDINATION OF SOCIAL SECURITY SYSTEMS - PENSIONS	528
	* EURES - LOOKING FOR EMPLOYMENT IN ANOTHER MEMBER STATE	228
	* LABOUR LAW	100
To Live	* FREE MOVEMENT OF PERSONS INCLUDING RIGHTS OF THIRD COUNTRY NATIONALS / FAMILY MEMBERS	1099
To Study	* FUNDING PROGRAMMES FOR EDUCATION & TRAINING	649
	* RECOGNITION OF DIPLOMAS	180
<b>Grand Total</b>		<b>5717</b>

BREAKDOWN OF "FUNCTIONING OF EU INSTITUTIONS - TREATIES" TOPIC					
Topic	Subtopic	OCT	NOV	DEC	TOTAL
Constitution/Treaties	* CONSTITUTION & FUTURE OF EUROPE	175	20	144	339
	* PAST TREATIES/LANGUAGES/DECISION MAKING PROCESS	94	101	69	264
History/Statistics/Specific Documents	* MEMBER STATES/STATISTICS/DATABASES & OFFICIAL DOCUMENTS	287	313	219	819
	* HISTORY & SYMBOLS	96	108	59	263
Financing of the EU	* EU BUDGET: RESOURCES & EXPENDITURE	17	27	19	63
Functioning of the institutions	* GENERAL INSTITUTION RELATED QUESTIONS	956	935	621	2512
	* PERSONNEL	157	150	96	403
	* VISITS	27	26	7	60
<b>Grand Total</b>					<b>4723</b>

OTHER SPECIFIC POLICIES, INCLUDING INTERNAL MARKET SERVICES, AGRICULTURE & RURAL DEVELOPMENT, COMPETITION, REGIONAL POLICY, RESEARCH & INNOVATION, CULTURE, INFORMATION SOCIETY & MEDIA, ECONOMIC & MONETARY AFFAIRS, FISHERIES & MARITIME AFFAIRS	2905
PRACTICALITIES INCLUDING REQUESTS FOR CONTACT DETAILS, OUT OF SCOPE (i.e. ISSUES REGARDING NATIONAL AUTHORITIES / BILATERAL AGREEMENTS / OTHER INTERNATIONAL ORGANISATIONS).	2465
EXPORT HELPDESK	269
RESEARCH ENQUIRY SERVICE	1373
<b>GRAND TOTAL FOR ALL ENQUIRIES WITH FOLLOW-UP</b>	<b>25463</b>