



EUROPE DIRECT Contact Centre

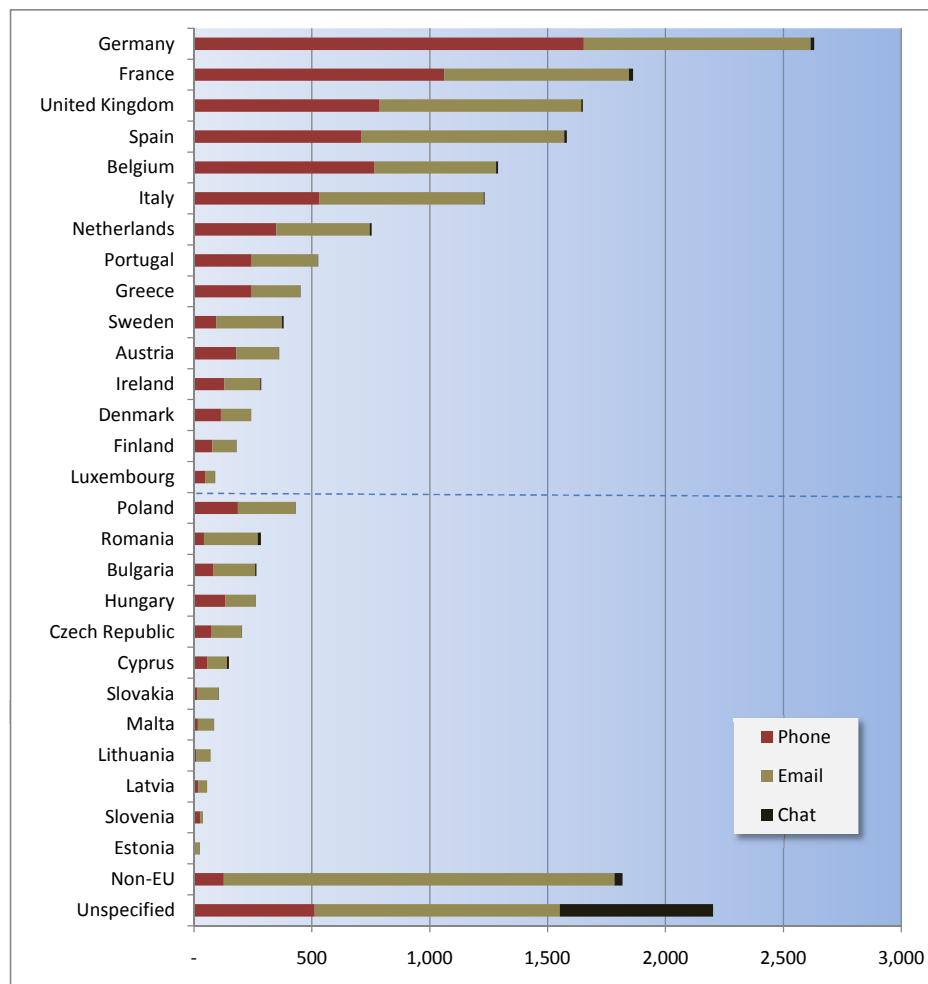
Quarterly report for April-June 2011

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Enquiries by country and channel

Country	Chat	Email	Phone	Total	
Germany	15	963	1,653	2,631	
France	18	783	1,061	1,862	
United Kingdom	6	858	785	1,649	
Spain	11	862	709	1,582	
Belgium	8	516	766	1,290	
Italy	4	696	533	1,233	
Netherlands	9	396	349	754	
Portugal	1	280	245	526	
Greece	2	206	245	453	
Sweden	8	278	95	381	
Austria	2	180	180	362	
Ireland	3	153	129	285	
Denmark	-	129	114	243	
Finland	2	101	78	181	
Luxembourg	1	39	50	90	
TOTAL EU-15	90	6,440	6,992	13,522	69.3%
Poland	1	243	187	431	
Romania	13	229	42	284	
Bulgaria	6	176	83	265	
Hungary	2	127	134	263	
Czech Republic	1	130	72	203	
Cyprus	8	82	58	148	
Slovakia	1	90	15	106	
Malta	-	69	17	86	
Lithuania	-	59	12	71	
Latvia	-	36	20	56	
Slovenia	-	12	26	38	
Estonia	1	18	5	24	
Total EU-12	33	1,271	671	1,975	10.1%
Non-EU	34	1,656	127	1,817	9.3%
Unspecified	650	1,039	512	2,201	11.3%
Total	807	10,406	8,302	19,515	
	4.1%	53.3%	42.5%		



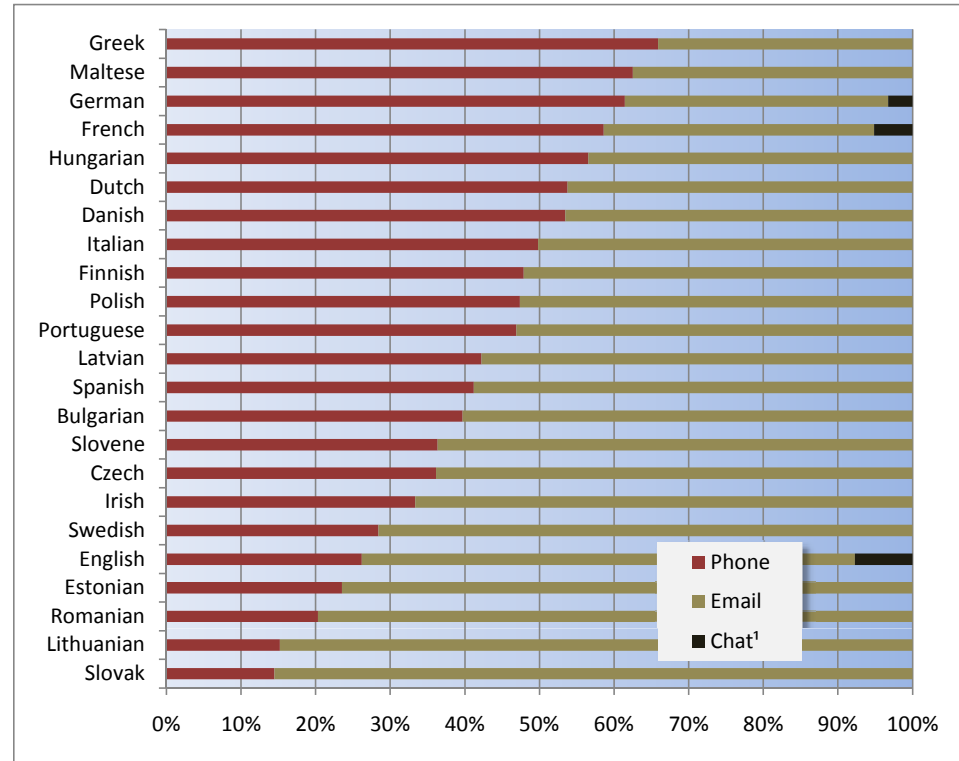
Ranking of countries by share of phone calls, e-mail and chat

Obsolete¹	312	1,754	1,325	3,391	14.8%
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¹ Types of messages (newsletter, eccentric messages, advertising etc.) which generally do not require a reply.

Enquiries by language and channel

Language	Chat ¹	Email	Phone	Total	
English	567	4,855	1,923	7,345	37.6%
German	95	1,031	1,795	2,921	15.0%
French	145	1,025	1,657	2,827	14.5%
Spanish	-	950	666	1,616	8.3%
Italian	-	513	509	1,022	5.2%
Dutch	-	379	441	820	4.2%
Portuguese	-	282	249	531	2.7%
Polish	-	209	188	397	2.0%
Greek	-	132	255	387	2.0%
Swedish	-	194	77	271	1.4%
Hungarian	-	103	134	237	1.2%
Romanian	-	165	42	207	1.1%
Bulgarian	-	120	79	199	1.0%
Czech	-	106	60	166	0.9%
Danish	-	74	85	159	0.8%
Finnish	-	74	68	142	0.7%
Slovak	-	71	12	83	0.4%
Slovene	-	35	20	55	0.3%
Lithuanian	-	39	7	46	0.2%
Latvian	-	26	19	45	0.2%
Estonian	-	13	4	17	0.1%
Maltese	-	6	10	16	0.1%
Irish	-	4	2	6	0.0%
Total	807	10,406	8,302	19,515	

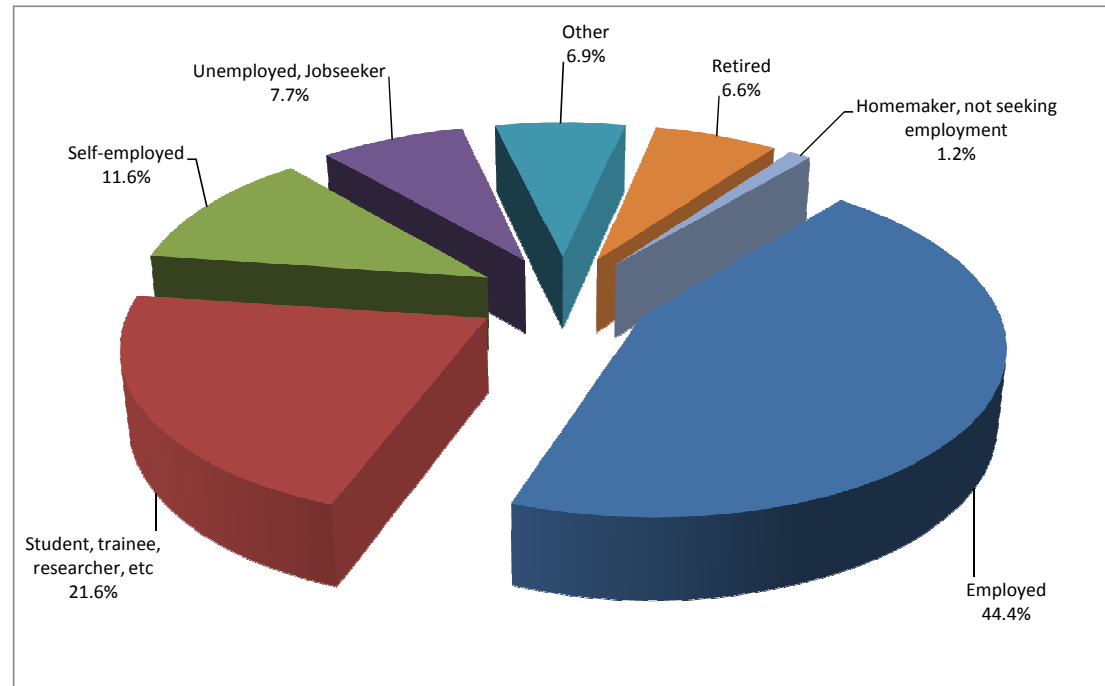


Proportion of enquiries, sorted by proportion of phone enquiries

¹ Chat is only available in German, English and French.

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	3,161	16.2%
Student, trainee, researcher, etc	1,539	7.9%
Self-employed	823	4.2%
Unemployed, Jobseeker	547	2.8%
Other	494	2.5%
Retired	468	2.4%
Homemaker, not seeking employment	84	0.4%
Unspecified	12,399	63.5%
Total	19,515	



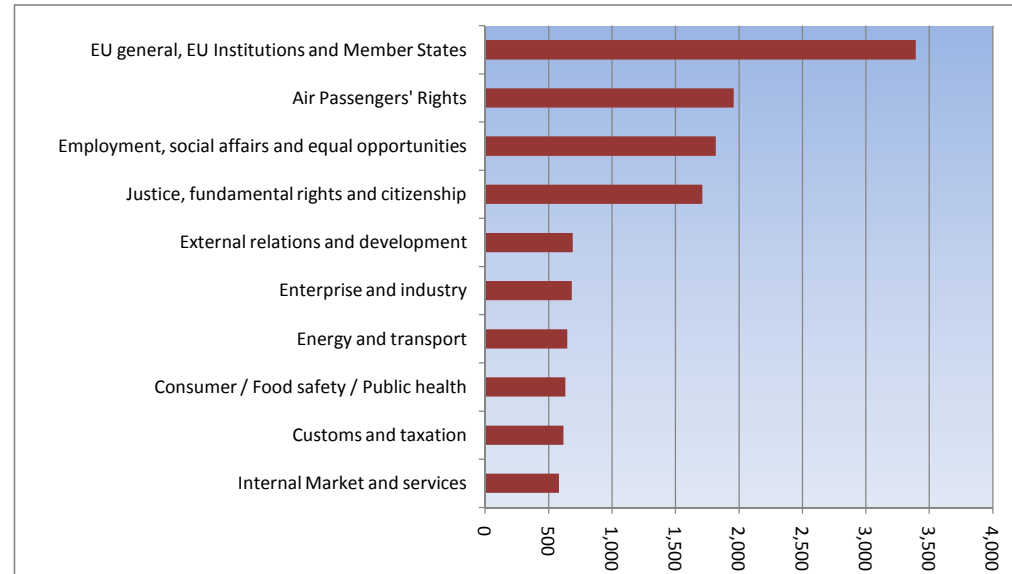
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
EU general, EU Institutions and Member States	3,392	17.4%
Air Passengers' Rights	1,957	10.0%
Employment, social affairs and equal opportunities	1,816	9.3%
Justice, fundamental rights and citizenship	1,712	8.8%
External relations and development	690	3.5%
Enterprise and industry	682	3.5%
Energy and transport	647	3.3%
Consumer / Food safety / Public health	631	3.2%
Customs and taxation	616	3.2%
Internal Market and services	582	3.0%
Total	12,725	

Other subjects	Enquiries	
Other specific policies including Competition, Agriculture and rural development, Regional policy, Information Society and media, Culture, Economic and monetary affairs, Research and innovation, Fisheries and maritime affairs, External trade, Environment, Education/Training/Youth, Home affairs and Enlargement.	2,815	14.4%
Research Enquiry Service	1,505	7.7%
Out of scope	1,253	6.4%
Service-related issues	600	3.1%
Trade info request service	173	0.9%
Export Helpdesk	135	0.7%
Publication Orders	115	0.6%
Rail Passengers' Rights	110	0.6%
EIT	84	0.4%
Total	6,790	

Grand Total	19,515
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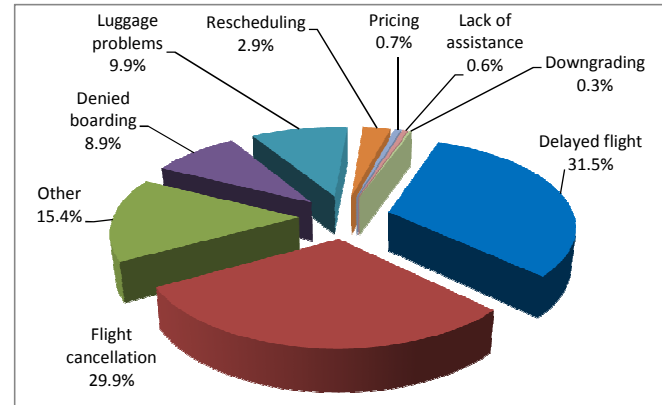


Selected hot topics by country

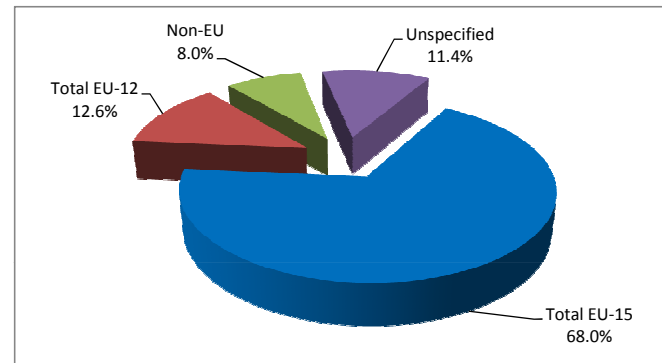
Air passengers' rights	
Country	Enquiries
Germany	438
France	260
United Kingdom	220
Spain	208
Belgium	84
Italy	79
Netherlands	76
Portugal	49
Greece	43
Austria	41
Sweden	34
Ireland	31
Denmark	23
Finland	17
Luxembourg	10
Total EU-15	1,613
Poland	20
Romania	19
Hungary	19
Bulgaria	19
Czech Republic	12
Cyprus	12
Slovakia	7
Malta	7
Lithuania	5
Latvia	4
Estonia	2
Slovenia	1
Total EU-12	127
Non-EU	135
Unspecified	82
Total	1,957

Free movement of persons / workers	
Country	Enquiries
France	137
Germany	122
Spain	87
United Kingdom	84
Belgium	44
Greece	38
Italy	38
Netherlands	29
Austria	22
Portugal	21
Sweden	17
Ireland	17
Denmark	13
Finland	11
Luxembourg	3
Total EU-15	683
Hungary	24
Bulgaria	22
Romania	22
Cyprus	19
Poland	14
Czech Republic	10
Estonia	4
Slovakia	4
Malta	3
Lithuania	3
Slovenia	1
Latvia	1
Total EU-12	127
Non-EU	80
Unspecified	115
Total	1,005

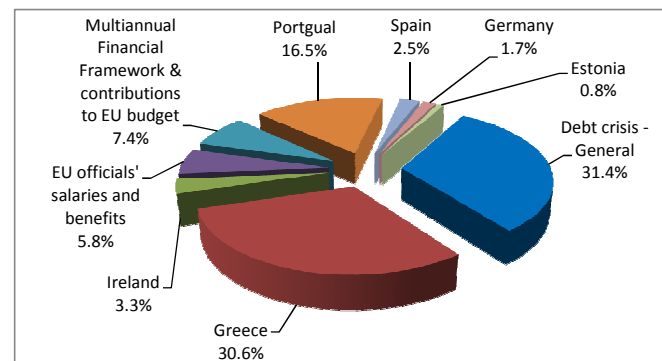
Economic crisis and related budgetary issues	
Country	Enquiries
Germany	24
Portugal	17
Netherlands	10
Spain	9
Austria	8
Greece	6
United Kingdom	5
France	4
Belgium	4
Finland	3
Ireland	2
Italy	2
Sweden	2
Denmark	-
Luxembourg	-
Total EU-15	96
Poland	3
Slovakia	1
Hungary	-
Bulgaria	-
Romania	-
Cyprus	-
Czech Republic	-
Estonia	-
Malta	-
Lithuania	-
Slovenia	-
Latvia	-
Total EU-12	4
Non-EU	9
Unspecified	12
Total	121



Air passengers' rights enquiries by incident type



Free movement of persons / workers enquiries by regional origin



Cases regarding the economic crisis and related budgetary issues

Trends in the volumes of EDCC enquiries - year to year comparison

Month	2007	2008	2009				2010				2011			
	TOTAL	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL	Calls	Emails	Chat	TOTAL
January-March	32,644	24,597	11,997	13,446	1,004	26,447	11,896	14,602	613	27,111	9,693	12,384	1,034	23,111
April-June	28,377	23,568	11,367	13,146	913	25,426	11,926	12,379	627	24,932	8,302	10,406	807	19,515
July-September	25,807	22,531	10,911	11,704	693	23,308	10,053	12,628	535	23,216	-	-	-	-
October-December	25,463	22,618	9,825	13,442	633	23,900	9,403	12,307	881	22,591	-	-	-	-
TOTAL	112,291	93,314	44,100	51,738	3,243	99,081	43,278	51,916	2,656	97,850	17,995	22,790	1,841	42,626
			44.5%	52.2%	3.3%		44.2%	53.1%	2.7%		42.2%	53.5%	4.3%	

