



EUROPE DIRECT Contact Centre

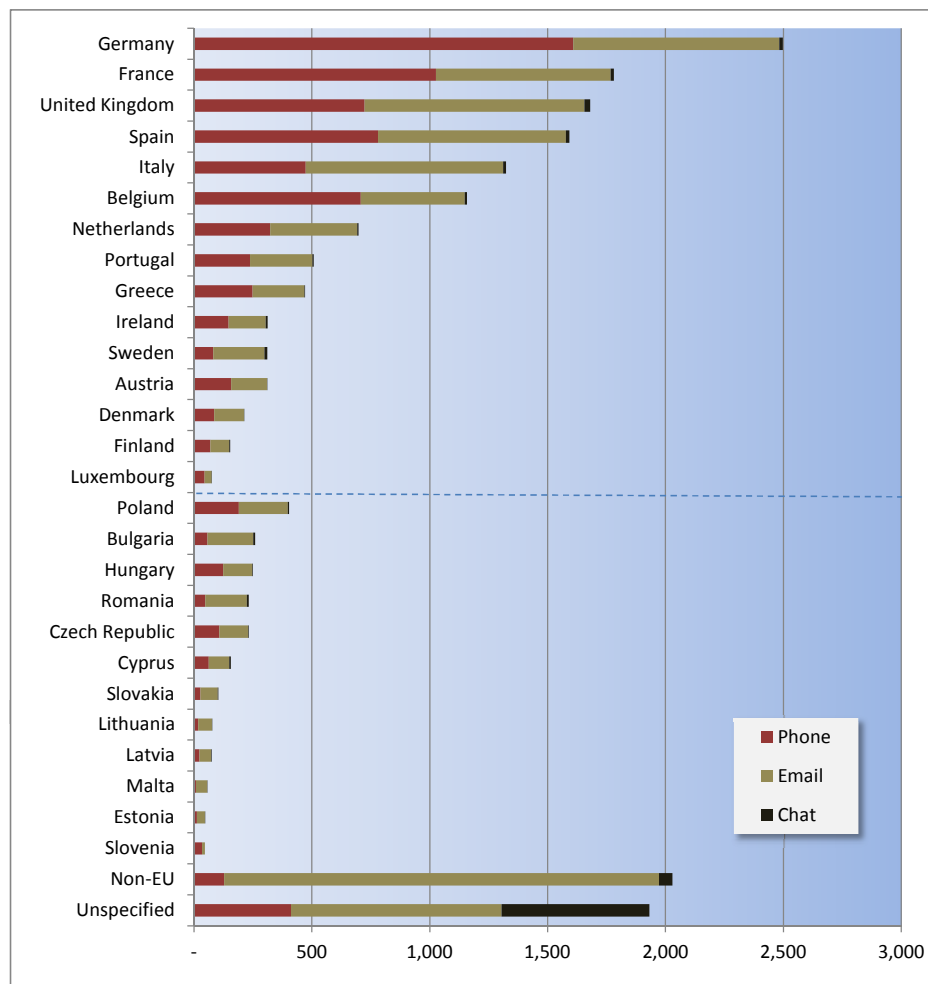
Quarterly report for July-September 2011

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Enquiries by country and channel

Country	Chat	Email	Phone	Total	
Germany	14	874	1,609	2,497	
France	14	741	1,026	1,781	
United Kingdom	25	932	724	1,681	
Spain	14	797	781	1,592	
Italy	11	838	474	1,323	
Belgium	10	441	707	1,158	
Netherlands	6	368	324	698	
Portugal	6	264	238	508	
Greece	4	219	249	472	
Ireland	8	158	147	313	
Sweden	12	217	82	311	
Austria	1	152	158	311	
Denmark	2	126	86	214	
Finland	4	80	70	154	
Luxembourg	1	30	45	76	
TOTAL EU-15	132	6,237	6,720	13,089	68.9%
Poland	5	207	191	403	
Bulgaria	8	194	58	260	
Hungary	3	123	124	250	
Romania	8	176	48	232	
Czech Republic	2	122	108	232	
Cyprus	6	87	63	156	
Slovakia	3	73	28	104	
Lithuania	1	58	18	77	
Latvia	2	50	23	75	
Malta	2	47	9	58	
Estonia	1	34	13	48	
Slovenia	-	11	35	46	
Total EU-12	41	1,182	718	1,941	10.2%
Non-EU	57	1,844	128	2,029	10.7%
Unspecified	626	893	412	1,931	10.2%
Total	856	10,156	7,978	18,990	
	4.5%	53.5%	42.0%		



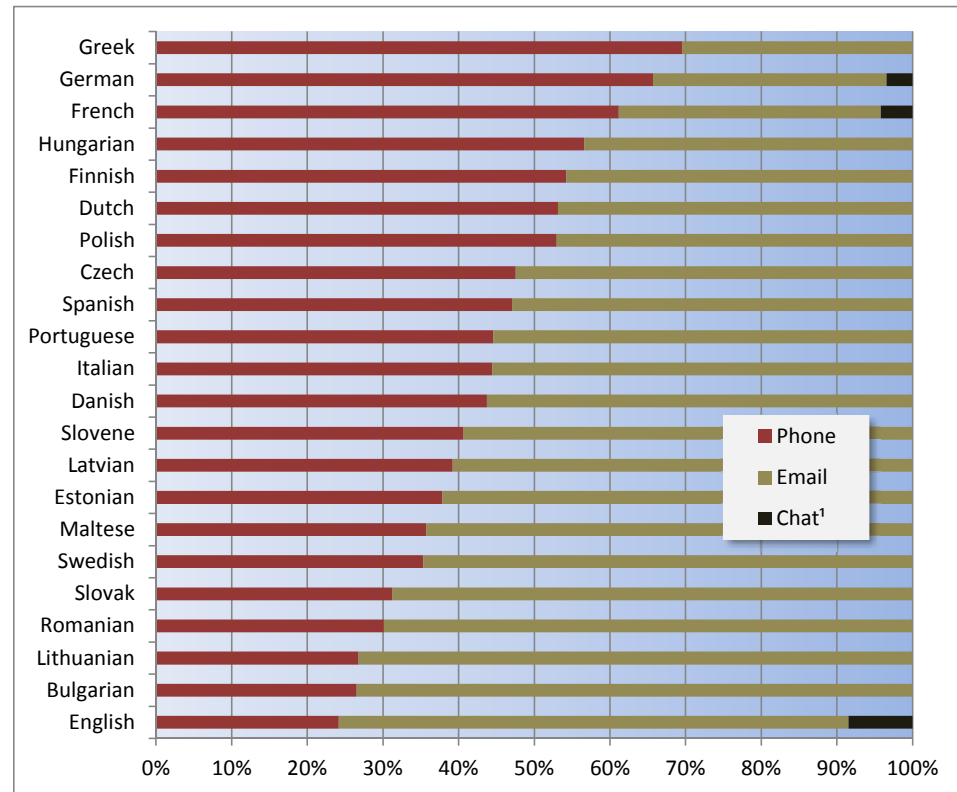
Ranking of countries by share of phone calls, e-mail and chat

Obsolete¹	338	1,700	983	3,021	13.7%
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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	662	5,285	1,894	7,841	41.3%
German	89	806	1,714	2,609	13.7%
French	105	873	1,539	2,517	13.3%
Spanish	-	812	723	1,535	8.1%
Italian	-	556	445	1,001	5.3%
Dutch	-	359	407	766	4.0%
Portuguese	-	286	230	516	2.7%
Polish	-	174	196	370	1.9%
Greek	-	102	233	335	1.8%
Swedish	-	143	78	221	1.2%
Hungarian	-	92	120	212	1.1%
Czech	-	107	97	204	1.1%
Bulgarian	-	147	53	200	1.1%
Romanian	-	116	50	166	0.9%
Danish	-	63	49	112	0.6%
Finnish	-	38	45	83	0.4%
Slovak	-	55	25	80	0.4%
Slovene	-	38	26	64	0.3%
Lithuanian	-	41	15	56	0.3%
Latvian	-	31	20	51	0.3%
Estonian	-	23	14	37	0.2%
Maltese	-	9	5	14	0.1%
Irish	-	-	-	-	0.0%
Total	856	10,156	7,978	18,990	

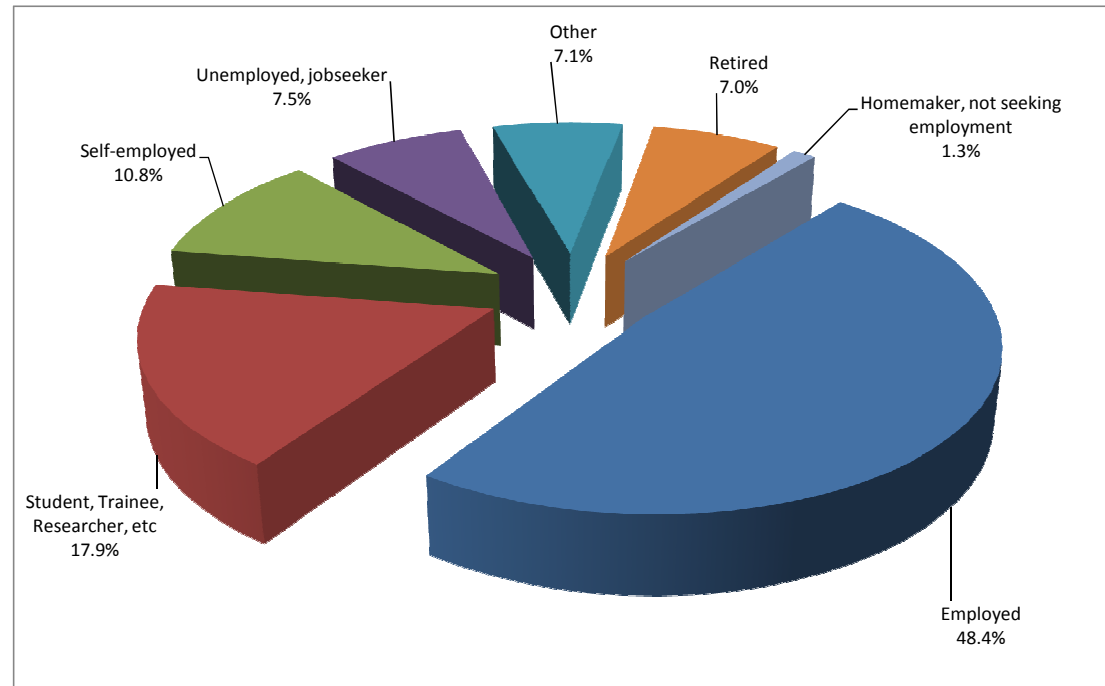


Proportion of enquiries, sorted by proportion of phone enquiries

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

Enquiries by economic category, if known

Economic category	Enquiries	
Employed	3,136	16.5%
Student, Trainee, Researcher, etc	1,156	6.1%
Self-employed	702	3.7%
Unemployed, jobseeker	487	2.6%
Other	458	2.4%
Retired	455	2.4%
Homemaker, not seeking employment	81	0.4%
Unspecified	12,515	65.9%
Total	18,990	



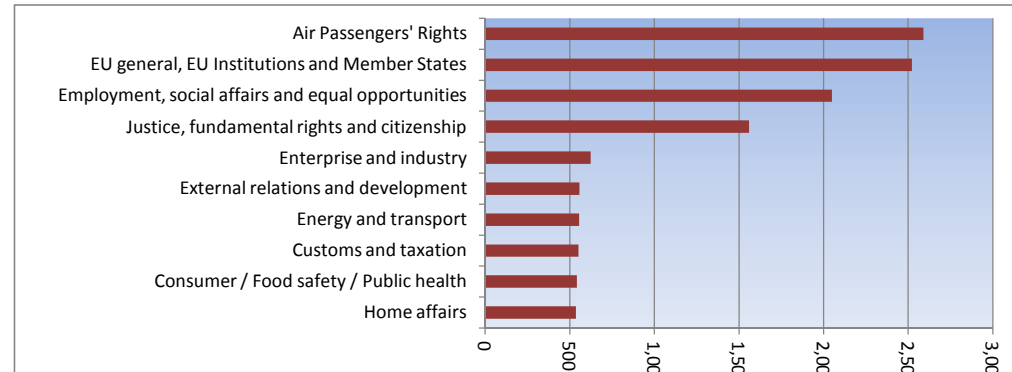
Excluding "Unspecified" cases. Given their large percentage, data must be interpreted with care.

Enquiries by subject

Top 10 subjects	Enquiries	
Air Passengers' Rights	2,590	13.6%
EU general, EU Institutions and Member States	2,522	13.3%
Employment, social affairs and equal opportunities	2,050	10.8%
Justice, fundamental rights and citizenship	1,559	8.2%
Enterprise and industry	624	3.3%
External relations and development	557	2.9%
Energy and transport	555	2.9%
Customs and taxation	552	2.9%
Consumer / Food safety / Public health	542	2.9%
Home affairs	537	2.8%
Total	12,088	

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, Internal Market and services and Enlargement	2,670	14.1%
Research Enquiry Service	2,016	10.6%
Out of scope	1,190	6.3%
Service-related issues	465	2.4%
Trade info request service	173	0.9%
Export Helpdesk	147	0.8%
Publication Orders	131	0.7%
EIT	67	0.4%
Rail Passengers' Rights	43	0.2%
Total	6,902	

Grand Total	18,990
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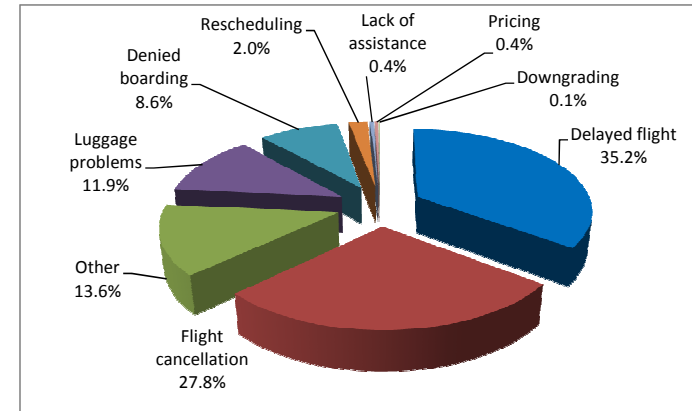


Selected hot topics by country

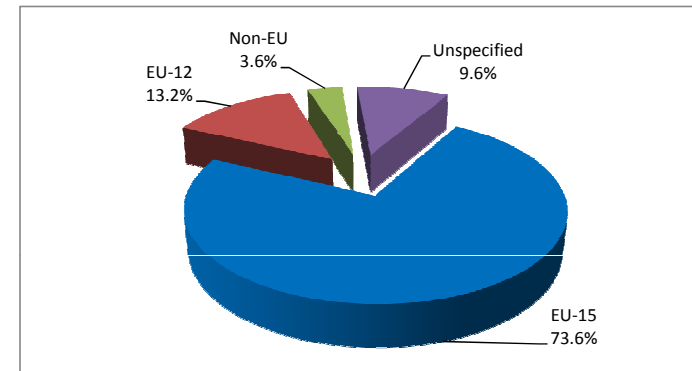
Air passengers' rights	
Country	Enquiries
Germany	510
Spain	351
France	338
United Kingdom	231
Italy	192
Netherlands	96
Belgium	95
Portugal	68
Greece	63
Austria	42
Ireland	32
Denmark	28
Sweden	24
Finland	24
Luxembourg	7
Total EU-15	2,101
Poland	52
Hungary	23
Czech Republic	20
Romania	18
Bulgaria	16
Cyprus	14
Slovakia	9
Lithuania	8
Slovenia	7
Malta	5
Latvia	5
Estonia	3
Total EU-12	180
Non-EU	226
Unspecified	83
Total	2,590

Free movement of persons / workers	
Country	Enquiries
France	145
Germany	108
United Kingdom	83
Spain	69
Netherlands	47
Belgium	45
Italy	45
Portugal	22
Austria	19
Greece	17
Sweden	16
Ireland	16
Finland	13
Denmark	8
Luxembourg	1
Total EU-15	654
Romania	17
Bulgaria	17
Czech Republic	16
Hungary	16
Poland	13
Cyprus	10
Latvia	7
Estonia	6
Malta	5
Slovakia	5
Lithuania	3
Slovenia	2
Total EU-12	117
Non-EU	32
Unspecified	85
Total	888

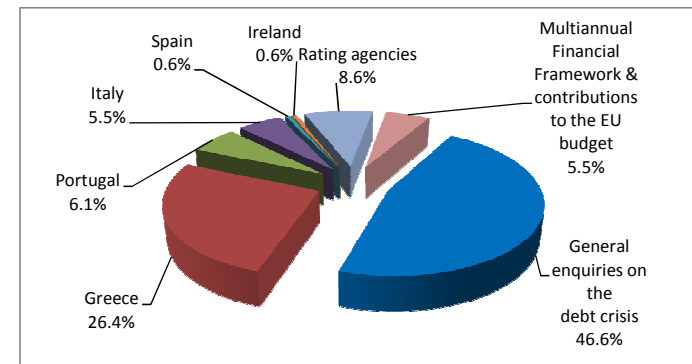
Economic crisis and related budgetary issues	
Country	Enquiries
Germany	30
Italy	12
United Kingdom	10
Austria	10
Greece	9
Portugal	9
Spain	8
Netherlands	8
Belgium	6
Sweden	5
France	4
Ireland	2
Finland	1
Denmark	-
Luxembourg	-
Total EU-15	114
Bulgaria	2
Hungary	2
Romania	2
Czech Republic	1
Slovakia	1
Lithuania	1
Poland	-
Estonia	-
Malta	-
Cyprus	-
Slovenia	-
Latvia	-
Total EU-12	9
Non-EU	22
Unspecified	27
Total	172



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	7,978	10,156	856	18,990
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	25,973	32,946	2,697	61,616
			44.5%	52.2%	3.3%		44.2%	53.1%	2.7%		42.2%	53.5%	4.4%	

